



# **TURCAS BM KUYUCAK JEOTERMAL ELEKTRİK ÜRETİM A. Ş.**

**KUYUCAK GEOTHERMAL POWER PLANT**

**STAKEHOLDER ENGAGEMENT PLAN**

**AYDIN PROVINCE, KUYUCAK DISTRICT, PAMUKÖREN TOWN, YÖRE VILLAGE**



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## **ABBREVIATIONS**

EBRD	European Bank For Reconstruction And Development
EIA	Environmental Impact Assessment
ESIA	Environmental and Social Impact Assessment
ESMMP	Environmental and Social Management and Monitoring Plan
EP	Equator Principles
IFC	International Finance Corporation
PR	Performance Requirements
PS	Performance Standards
SEP	Stakeholder Engagement Plan
SIA	Social Impact Assessment
NGOs	Non-governmental Organizations

## 1. INTRODUCTION

Stakeholder Engagement Plan for the Kuyucak Geothermal Power Plant Project aims to provide a comprehensive approach to dealing with information and consultation activities related to the project life. This document is to identify groups of stakeholders that may be affected from the project, and determine the methods and processes for stakeholders and It has been prepared to explain the Grievance Mechanism. Stakeholder Engagement Plan is a living document; it will be updated as necessary throughout the project.

### 1.1. Project Overview

The geothermal energy is a type of energy; which is formed by the segregated heat at the various depth of the earth's crust, whose temperatures are higher than the atmospheric temperature, which can contain more fused mineral, salt and gas than the surrounding normal ground water and surface water and is obtained from the fluid consisting of the hot water, vapor and gases.

The Project is planned to be at the borders of Yöre Village of Pamukören Town of Kuyucak District of Aydın Province and to produce annually 144,000,000 kWh electrical energy with 18 MW<sub>e</sub> installed power. Kuyucak Geothermal Power Plant Project is planned to be within 2009/147 numbered field in 9,879 m<sup>2</sup> (0.9879 ha) area in total. The production wells and the re-injection wells; which are necessary for the execution of the project; will be dugged and the construction works of the geothermal power plant will be within the licensed fields.

### 1.2. Objective of the Stakeholder Engagement Plan

Stakeholder Engagement Plan has been developed with the aim of explaining strategy for engaging the various stakeholder groups and describing grievance mechanism which ensures open communication to receive feedbacks, opinions and concerns of the stakeholders.

The main objectives of the SEP are to:

- Identify stakeholders groups and communication methods
- Define requirements for stakeholder engagement;
- Ensure open communication with affected communities
- Present responsibilities and contact information
- Provide a grievance mechanism

## 2. REQUIREMENTS OF STAKEHOLDER ENGAGEMENT PLAN

### 2.1. Turkish Environmental Law Requirements

This project, assessed under the list in Appendix II of "EIA Directive" which is entered into force with 25.11.2014 date and 29186 No. Gazette and has received "No EIA" certificate at 2014. Then as a result of the optimization work, the installed capacity of the plant has been increased to 18 MWe. 4.8 MWe capacity increase is below the threshold value of 5 MWe which is contained in the EIA Directive (EIA Directive Appendix II List) so 18 MWe geothermal power plant is exempt from the provisions of the EIA Directive. When took account the national environmental legislation, there is no obligation for the ESIA and stakeholder engagement activities.

## 2.2. Equator Principles (EP)

Project investment cost of over \$10 million in projects that are within the scope of the Equator Principles. Which detailed counseling and disclosure requirements, in accordance with EP 5:

- the communities affected by the project should be consulted in a structured and culturally appropriate manner.
- The process should be removed from the external routing, initiative, forcing and intimidation
- The project owner for the affected communities and other relevant stakeholders should prepare the Assessment documents in the local language and culturally.
- Project owner should record the consultation process and its results, and should take into account the results which have been showed up from the consultation results, include the agreed actions.
- Environmental and social risks and explanations for the negative effects of the project should be done prior to construction and projects' early process

Explaining the complaints mechanism in accordance with EP 6:

- Mechanism should be designed to simplifying the solution and take complaints and concerns about the project's environmental and social performance
- Mechanism, which is the primary user of the project and must be appropriately scaled to the risks and impacts on affected communities.
- The mechanism must immediately resolve the worries, should use the consultation process. understandable culturally, transparent and accessible without paying fees. Mechanisms shouldn' block access to judicial and administrative remedies
- Project owner should be informed about the mechanism of the affected communities at Stakeholder Engagement process

## 2.3. EBRD Requirements

EBRD PR 10: Under the Information Disclosure and Stakeholder Engagement performance requirements, should made of Stakeholder Engagement Plan.

EBRD has been seen the Stakeholder Engagement Plan as good business practice and one of the most important elements of corporate citizenship and increase the quality of projects.

Stakeholder engagement process is an important component the customer's investment in environmental and social issues related to the assessment, management and monitoring

Aim of the SEP:

- Define affected by the project or people or communities that will be affected, and other interested parties.
- Make sure it is properly cared for through information and consultation on environmental and social issues can be affected by the potential of these stakeholders,
- During the implementation of the project through meaningful consultation, to maintain a constructive relationship with stakeholders continuously.

## **2.4. IFC Performance Standard Requirements**

Establish a constructive relationship between stakeholders and affected by the project and Stakeholder Engagement aimed at maintaining this relationship is a continuous process, it is necessary to include the followings;

(i) notified to the public of the necessary information to ensure meaningful consultation with stakeholders,

(ii) To ensure meaningful negotiations with the parties likely to be affected,

(iii) The people who wants to review or report complaint realize this with a designated method. This process should begin early in the project at the planning stage and should continue during the project. For sensitive stakeholders that will not participate as the other participants to the Stakeholder engagement process must be elaborated.

### 3. THE SCOPE OF STAKEHOLDER ENGAGEMENT PLAN

#### 3.1. Definition and Analysis of Stakeholder

Stakeholder identification and analysis are some of the most critical first steps of project process. Within the context of the specific management issues to be addressed, stakeholder identification and analysis provide a basic understanding of the social and institutional context in which the planning process will take place.

##### 1. Stakeholder Definition:

The key stakeholders include:

- ✓ A wide range of governments and their directorates
- ✓ Local People,
  - People living in Kuyucak and closest settlement
  - Vulnerable people
- ✓ Retailers and other services suppliers
- ✓ Employees (both employees of the company and subcontractors)
- ✓ Local businesses and economic sectors
- ✓ Mass Media and communication networks
- ✓ National and Non-governmental Organizations (NGOs)

##### 2. Stakeholder Identification:

Stakeholders are identified as below;

- ✓ Institutions and Corporations
  - Aydın Governorship
  - Aydın Metropolitan Municipality
  - Kuyucak Sub-Governorship
  - Kuyucak Municipality
  - Kuyucak District Command of Gendarmerie
  - Related Mukhtars
  - Aydın Province Health Directorate
  - Turkey Electricity Transmission Company
  - Aydın Provincial Directorate of Environment and Urban Planning
  - Aydın Provincial Directorate of Disaster and Emergency
  - Aydın Museum Directorate
  - Forestry and Water Affairs Regional Branch
  - Kuyucak District Directorate of Agriculture
  - Aydın Medical Chamber
  - Aydın Public Health Directorate
  - Aydın Provincial Department of Labour and Employment Agency
  - Aydın Chamber of Commerce
  - Directorate of Agricultural Cooperatives
  - Material supplier firms
  - Subcontractors
  - Public service institutions
- ✓ Local people
  - Aydın residents
  - Kuyucak district residents
  - Pamukören residents
  - Nearby residents
  - Employed
  - Vulnerable groups

- ✓ National and local media channels
- ✓ Others
  - Professional associations
  - Other civil society organizations

### 3.2. Stakeholder Engagement Approach

SEP's this section, made during the life of the project ESIA and stakeholder engagement process and explain their work to do. Main participation schedule is given in Table 1. Timing for future participation activities should be thought as "Live". As the project progresses, predetermined programs will be updated with the details and time information for specific activities.

**Table 1. Stakeholder Engagement, Consultation and Disclosure Activities Program**

Period	Stakeholders	Activity	Time	Phase	Responsible
Before ESIA	All Stakeholders	<ul style="list-style-type: none"> <li>• News on local and national newspapers</li> <li>• Announcements on the official website of the State institutions and project owners</li> </ul>	2014-2015	Completed	<ul style="list-style-type: none"> <li>• Project Owner</li> </ul>
	Official Institutions	<ul style="list-style-type: none"> <li>• Consultation meetings</li> </ul>	2014-2015	Completed	<ul style="list-style-type: none"> <li>• Project Owner</li> </ul>
During ESIA	Official Institutions Civil Society Organizations	<ul style="list-style-type: none"> <li>• Official correspondence and meetings</li> <li>• Project Information Brochure</li> </ul>	October-December 2015	Completed	<ul style="list-style-type: none"> <li>• Project Owner</li> <li>• MGS</li> </ul>
	Local people	<ul style="list-style-type: none"> <li>• Social research in the field</li> <li>• Public Participation Meeting</li> <li>• Project Information Brochure</li> <li>• Newspaper announcements</li> <li>• Announcements on the official site</li> </ul>	November-December 2015  Public Interview 29.12.2015	Completed	<ul style="list-style-type: none"> <li>• Project Owner</li> <li>• MGS</li> </ul>
	Local Authorities	<ul style="list-style-type: none"> <li>• Interviews with local authorities</li> <li>• Announcements on the official site</li> </ul>	October-December 2015	Completed	<ul style="list-style-type: none"> <li>• Project Owner</li> <li>• MGS</li> </ul>
After ESIA	All Stakeholders	<ul style="list-style-type: none"> <li>• Publication of ESIA, ESMMP and SEP at website</li> <li>• Bulletin boards of</li> </ul>	To be decided	At the planning stage	<ul style="list-style-type: none"> <li>• Project Owner</li> <li>• MGS</li> </ul>

Period	Stakeholders	Activity	Time	Phase	Responsible
		the headmen			
Future Activities	State Institutions Local Authorities	<ul style="list-style-type: none"> <li>• Official Documents</li> <li>• Media (national and local newspapers)</li> <li>• Announcements in Governmental Agencies</li> <li>• Official Web Sites</li> <li>• Mechanism for Complaints</li> </ul>	throughout the project	Construction and operation phases	•Project owner
	Local people	<ul style="list-style-type: none"> <li>• Media (National and Local Newspapers)</li> <li>• Announcements in Governmental Agencies</li> <li>• Handnotes and brochures through municipality and headmen</li> </ul>	throughout the project	Construction and operation phases	•Project owner

### 3.2.1. Stakeholder Engagement before ESIA process

Before ESIA studies, opinions of the institutions have been taken regarding project. The announcements and news were published in online and printed newspapers. These presentations and announcements gave the initial project background to stakeholders.



Figure 1. İnternet News Website



Figure 2. Ministry of Environment and Urbanisation Website

### 3.2.2. Stakeholder Participation in the ESIA Process

At this stage, the scope of the project, impacts, mitigation measures and monitoring information including the process will be presented to stakeholders. Stakeholder participation in activities carried out under the ESIA is listed below:

- ✓ Making field study by expert sociologist,
- ✓ Public participation meetings,
- ✓ A detailed one to one interviews with stakeholders and receive ideas, suggestions, Grievances,
- ✓ Environmental and Social Impact Assessment Report (ESIA), Stakeholder Engagement Plan (SEP), Non-Technical, Summary and Environmental and Social Management and Monitoring Plan are prepared and these documents will be published to share with the public.

Under the scope of the ESIA studies of Kuyucak Geothermal Energy Based Power Plant Project, Public Participation meeting was held on 29.12.2015 (Tuesday). Yeşil Yöre coffee house was selected for meeting place. Meeting announcement was done by the local newspaper-named, "Güzel Hisar Gazetesi" on date 18.12.2015. In addition, an announcement was done for the neighborhood residents by mosque loudspeaker.

Carrying out ESIA studies - MGS Project officials, Investors (Turcas BM Kuyucak Jeotermal Elektrik Üretim A.Ş.) and public have been participated. Total number of participants is 25 persons.

MGS project representatives were made a presentation about project. The informations are like as follows:

- ✓ The project site,
- ✓ The scope of activities,
- ✓ Social and environmental effects and mitigation measures,
- ✓ The reason why they need the project
- ✓ The legislative framework will be compatible with the project,
- ✓ Potential environmental effects will occur in the construction and operation phases,
- ✓ Contact information for suggestions and opinions of the participants.

In addition, the brochure describing the project and its properties is distributed to the participants.

After the presentation, announced that if they want to share their opinions and recommendations, they can give oral and written way. Comments and questions are summarized on below:

1. Will agricultural production be effected due to the project?
2. Will there be employment in our district?
3. Does your wastewater and waste gas will harm our products and animals?
4. Measures should be taken for noise and smell
5. Local people shall not be affected in any way
6. Investment should be made for the needs of our district
7. Construction machinery and vehicles must pass more careful in our district
8. We would like to have more similar informational meetings.

Aydın BİZ AYDIN'IN GEÇMİŞİ, AYDIN'IN GELECEĞİDİR.

# Güzelhisar

18 ARALIK 2015  
CUMA

**KUYUCAK JEOTERMAL ENERJİ SANTRALİ PROJESİ  
HALKI BİLGİLENDİRME TOPLANTISI DAVETİ**

Turcas BM Kuyucak Jeotermal Elektrik Üretim A.Ş. tarafından Aydın İli, Kuyucak İlçesi, Yöre mahallesi sınırları içerisinde inşası planlanan Kuyucak Jeotermal Enerji Santrali Projesi için uluslararası usul ve standartlara göre Çevresel ve Sosyal Etki Değerlendirme (ÇSED) çalışmaları yürütülmektedir.

Bu çalışmalar kapsamında Kuyucak Jeotermal Enerji Santrali Projesi ile ilgili yöre halkına bilgi vermek ve yöre halkının görüş ve düşüncelerini dinlemek amacıyla 29.12.2015 tarihinde halkın bilgilendirilmesi toplantısı yapılacaktır.

Yapılacak olan halkın bilgilendirilmesi toplantısında katılımcılara proje ile ilgili tanıtıcı dokümanlar sunulacak, proje ile ilgili bilgiler aktararak görüş ve öneriler alınacaktır. Bu toplantıda elde edilen veriler rapor çalışmalarında kullanılacak ve katılımcılarla paylaşılacaktır.

Halkımıza saygıyla duyurulur.

**Toplantı Tarihi /Saati** : 29.12.2015 / 14:00-16:00  
**Toplantı Yeri** : Yeşil Yöre Kahvesi  
**Toplantı Yerinin Adresi** : Yeşil Yöre Kahvesi, Yöre Mahallesi, Kuyucak-Aydın

**YATIRIMCI KURULUŞ**

**Turcas BM Kuyucak Jeotermal Elektrik Üretim A.Ş.**  
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**ÇSED RAPORUNU HAZIRLAYAN KURULUŞ**

**MGS Proje Müşavirlik Mühendislik Ticaret Ltd. Şti.**  
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Figure 3. Public Participation Meeting News



Figure 4. Public Participation Meeting Photographs

Before the review process, all documents will be completed and received complaints and comments will be incorporated into the final of the ESIA report and its annexes. However, the construction and operation phases of these documents will be available in the construction and project area. Sharing information about these documents will be announced via the notice board of the headman.

### **3.2.3. Future period, Stakeholder Engagement Study**

Stakeholder engagement activities will continue during construction and operation phases. The project company will provide adequate staff and resources to ensure the effective management of stakeholder engagement activities. Construction and operation phases, the person will be responsible for stakeholder engagement work, will be Quality, Process Management and Environmental Specialist and Corporate Communications and Sustainability Expert.

Relevant authorities responsible local government will make open of the communication line of the civil society organizations, district headmen and the local people and patients. In addition, responsible persons shall be responsible from the public relations and receipt of a complaint, responding and managing complaints involving the dissolution. Key stakeholders engagement activities are described below for the construction and operation phases.

#### **Construction Phase and Operation Phase**

- ✓ Capacity increase, changes, traffic reports, updating SEP or if there are any changes related to the project, stakeholders will be given the information.
- ✓ Project documents should be accessible for stakeholders. (ESIA, Non Technical Summary, SEP)
- ✓ By controlling the actuality of the list of stakeholders, will be updated as necessary.
- ✓ cooperation to the headman to ensure strong communication with local residents
- ✓ will continue to communicate with local and central authorities related national and local regulations compliance,
- ✓ The Grievance Mechanism will provided conduct effective. Education-related grievance mechanism will be given to relevant personnel.
- ✓ The necessary human and financial resources will be provided for carrying out the SEP

#### 4. GRIEVANCE MECHANISM DURING CONSTRUCTION AND OPERATION PHASE

##### **Purpose of Grievance Mechanism:**

As part of good business practice, the demands of stakeholders, suggestions, Grievance and take their concerns and properly evaluate, in order to answer with more information and reduction method, Grievance Mechanism was formed. Demands on the subject, suggestions, concerns, Grievances, etc. any declaration, during this brief document will be named as "grievance".

Grievance Mechanism consists of two separate parts, as Employees Grievance Mechanism and Project Management Grievance Mechanism.

Grievance Mechanism purpose are listed below:

- Manage social and environmental impacts of the project,
- throughout the duration of the project's construction and operation, related with environmental and social documents, obtaining the opinions of employees and other stakeholders.
- Provide communication channel for stakeholders and the person who was effected from the project
- give a written response to the Grievance,( When applied orally)
- To follow all the Grievancefrom the agenda and to record.

##### **Grievance Mechanism Coverage:**

This mechanism includes such activities; by moving the company received Grievanceand feedback, identifying data on Grievances, collecting, analyzing the causes of Grievances, to be implemented by determining, determining the most appropriate solution or course of action, identification of required monitoring activities, to be informed to the complainant and filing of such Grievance records and evaluate.

##### **Related Definitions:**

**Employee Grievances:** Grievance of the Project of employees.

**Project Management Grievances:** Grievance of all other stakeholders except Project Workers

##### **Related Responsibilities:**

During the project it will be managed by two parts of the Grievances

##### **Quality, Process Management and Responsibility of Environmental Experts**

Receiving Grievance of Project Management and employees, forwarded to the relevant departments of the Grievance, determined by the relevant section of the cause for Grievance, giving information to the complainants with an identified solutions about monitoring activities, and filing the Grievances.

**Related person:** Hayal Sönmezler

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### **Responsibilities of Corporate Communications and Sustainability Expert**

Information about the Mechanism for Grievance and announcements with forwarded to the relevant government agencies and public opinion. Ensuring to take part the Turcas BM Kuyucak Jeotermal Elektrik Üretim A.Ş. Company website.

Thus, effective and efficient functioning of the Grievance Mechanism will be provided.

### **APPLICATION**

#### **Transfer the Grievances**

Project Management and Employee Grievance transmit to the Quality, Process Management and the Environmental Specialist via e-mail, telephone, mail or orally.

#### **Recording of the Grievances:**

Project Management Grievance which are transmitted by written, web, mail and fax or directly and Employee Grievances, by Quality Management Process and Environmental Specialist is recorded in F.TBK.A.01.00 coded "PROJECT MANAGEMENT AND EMPLOYEE GRIEVANCE FORM". Transmitting to the project stakeholder by verbally, shared Grievance by members of the Project Company, Grievance is read to the complainant and take his/her signature if he/she consents, then the grievance with signature or refrained to sign are recorded by Quality Process Management and Environmental Specialist with F.TBK.A.01.00 coded "PROJECT MANAGEMENT AND EMPLOYEE GRIEVANCE FORM" is filled and recorded.

Project Management and Employee Grievance Form includes:

- ▶ Grievance number
- ▶ Grievance owner's name and last name (if he/she wants to specify) and contact information,
- ▶ Accidents / Grievance description,
- ▶ Accident / Grievance date
- ▶ The status of the Grievance (whether the grievance that the rate of occurrence and grievance is still going on or not)
- ▶ Grievance owner's solution proposals,
- ▶ Grievance owner's signature (if consents)
- ▶ The person who recorded the grievance-name, surname and signature
- ▶ Grievance transmission date.

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### **Investigation of Grievance Determination of Actions and Tracking:**

Examination in the company of Grievances, determining the actions and monitoring are performed by means of F.TBK.A.02.00 "PROJECT MANAGEMENT AND EMPLOYEES GRIEVANCE REGISTRATION FORM"

In Project Management and Employee Grievance Registration Form

- the complainants' surname, address, residence of the district / city, residence postcode and phone,
- Grievance of the transmission type and date of transmission,
- Grievance urgency status

After filling these sections, Grievance by Quality, Process Management and Environmental Specialist in the relevant compartment transmitted through Project Management and Employee Grievance Registration Form.

Related section regarding the Grievance analyze and determine the root cause to provide not repeat the same Grievance and find a permanent solution. It is determined by the administrator of the Grievance relevant section for eliminate the decisions regarding the cause of the Grievance. The necessity of transmit the decisions of the actions to the company upper authorities, are determined by the administrator of the Grievance relevant section and it is provided informed them.

Project Management Grievance Registration Form is filled by Grievance to the relevant section, Report Cause" "Received Action for Grievances" "Action Monitoring Activities" "Date", "Title / Signature" sides and transmitted to the "Form Quality", "Process Management and the Environmental Specialist". The Grievance action tracking in the Project Company; perform by Quality, Process Management and Environmental Specialist.

### **Replied the Grievances:**

Project Management Grievance Registration Form once transmitted to the Quality, Process Management and the Environmental Specialist, by Quality, Process Management and Environmental Specialist replied to the grievance.

The relevant parts of the Project Management Grievance Registration Form are filled and are signed by Quality, Process Management and Environmental Specialist. The relevant section:

- Whether reply to the complainant,
- Grievance answer transmission shape,
- Date of reply

The satisfaction of the complainant in all Grievance are essential and depending on the urgency of the Grievance, urgent Grievance within two (2) business days and non-emergency at the latest ten (10) business day should be taken processing and complainant should be informed.

The reply that is sent to the complainant also send to the relevant section via concurrently e-mail.

## **Resolving the Comprehensive Grievances**

Grievance Mechanism is designed to discuss and resolve the Grievance directly with the complainant. however, Grievance which are covered by more than one department or unit in the company organization ("Comprehensive Grievances") will be evaluated by the company's existing boards. If there is a Grievance or request unjustified and if the Grievance can not be handled correctly so, Quality, Process Management and Environmental Specialist will contact the Legal Department and wants mediation. Dialogue with the complainant is performed by the company executive in Quality, Process Management and Environmental Specialist coordination.

If reconciliation can not be reached with the complainant, in ten (10) working days, shall be tried to reach an agreement.

### **Filling of the Grievances:**

All Grievance related to the "Project Management and Employee Grievance Form" and "Project Management and Employee Grievance Registration Form" by Quality, Process Management and Environmental Specialist" have been archived both written and printed form (hardcopy), as well as in electronic form (scan by as softcopy)

### **Announcement of the Grievance Mechanism:**

General notifications and announcements about the Grievance Mechanism shall take place in relevant governmental institutions and organizations and Turcas BM Kuyucak Jeotermal Elektrik Üretim A.Ş. website. These announcements will be performed by the Corporate Communications and Sustainability Specialist.

Turcas BM Kuyucak Geothermal Power Plant Grievance forms where will be used for the project, are shown in Figure 5 and Figure 6.

**PROJECT MANAGEMENT AND EMPLOYEE GRIEVANCE FORM**

(Merely to be used for Grievances.shall not be used for comments, suggestions and / or receive information and other informations)

<b>Grievance no</b>	
<b>Full name</b>	<b>Name</b> _____ <b>Surname</b> _____ <input type="checkbox"/> I would like to do my Grievance without inform <b>Note: You do not have to give your name, but in this case, we cannot able to return you for answer.</b>
<b>Contact Information</b> Please specify the contact method which you wanted to be contacted (via letter, telephone, e-mail)	<input type="checkbox"/> <b>Via post</b> Please inform your post address: _____ _____ <input type="checkbox"/> <b>Via phone</b> _____ <input type="checkbox"/> <b>Via E-mail</b> _____
<b>Language you would like to be contacted:</b>	<input type="checkbox"/> <b>Turkish</b> <input type="checkbox"/> <b>English</b>
<b>Definition of accident or Grievance</b> (What happened, when it happened, to whom, what is the result of the problem, other information)	
<b>Date of accident/Grievance</b>	
<b>Status of the accident</b>	<input type="checkbox"/> <b>Single accident/Grievance (date _____)</b> <input type="checkbox"/> <b>Occurred multiple times (how many? _____)</b> <input type="checkbox"/> <b>Continues (problem is still going on)</b>
How would you like to see this problem solved?	
<b>The Signature of Complainant</b> _____ <b>Name-Surname and signature of the officer recording complainant:</b> _____ <b>Grievance Submission Date:</b> _____	

**Figure 5. Project Management and Employee Grievance Form**

PROJECT MANAGEMENT AND EMPLOYEES GRIEVANCEREGISTRATION FORM				
Grievance no:				
<b>Filing by QUALITY PROCESS MANAGEMENT AND ENVIRONMENTAL SPECIALIST</b>	Name and Surmane of the complainer:			
	Addresss :			
	Country			
	PO BX	Phone		
	Delivery type of Grievance	Mail/ Fax / E-mail	via phone	
	Date of delivery of the Grievance	Quality, Process Management and Environmental Specialist Signature:		
	Urgency status of Grievance	Emergency		Not emergency
<b>Filing by DEPARTMENTS about the Grievances</b>	Cause of Grievance :			
	Action taken for Grievances			
	Taken Monitoring Activities:			
	Date	Title-Signature		
<b>Filing by QUALITY PROCESS MANAGEMENT AND ENVIRONMENTAL SPECIALIST</b>	Were given answer to the Grievance person?	yes		no
	GrievanceResponse Delivery Type (Mail / Fax / Email / Phone):			
	Answer date	Quality, Process Management and Environmental Specialist Signature:		

Figure 6. Project Management and Employee Grievance Registration Form

## 5. MONITORING AND REPORTING

Monitoring of stakeholder participation, whether effective consultation and information activities and is especially important to understand that an efficient exchange of information with stakeholders. This plan will be updated as necessary prior to the construction and operating phases. Stakeholder Engagement Plan for the duration of the project will let us review at least once a year and will be updated as necessary. Corporate Communications and Sustainability Specialist shall be responsible from the implementation of the Stakeholder Engagement Plan and updated.

The following items have been created the Monitoring the content:

- Supervision of the implementation of the Stakeholder Engagement Plan
- Monitoring the effectiveness in managing the effects and expectations of participation operates by following feedback received from participation activities
- measurement of project performance
- Monitoring of received complaints

Information that will be recorded are as follows:

- Meeting minutes
- Participant list
- Stakeholder participation records
- Advertising and announcements records
- Photographs etc.

Periodic summary of the implementation status of corrective and preventive actions, incidents and complaints will be presented to the Turcas BM Kuyucak JES Inc. Management. In cases where the events, reporting to external parties such as regulatory bodies are under responsibility of management. Internal bulletin will be created and any records or documents, for to be examined by a competent person for a certain period, will be kept available.