







Stakeholder Engagement Plan
Buca Metro Line Project

April 2021

Dr. Işıl Gültekin Avcı

IZMIR METROPOLITAN MUNICIPALITY

IZMIR METRO A.Ş.

Table of Contents

1 Introduction **1**

2 Project Information **3**

3 National Regulatory and International Requirements **13**

4 Stakeholder Identification **9**

5 Previous Stakeholder Engagement Activities **18**

6 Stakeholder Engagement Approach and Future Stakeholder Engagement Programme **19**

7 Grievance Mechanism **21**

8 Resources and Responsibilities **23**

9 Reporting **24**

ANNEX A Comment/Complaint Form **25**

1 INTRODUCTION

1.1 Overview

This document presents the Stakeholder Engagement Plan (SEP) for the extension of the existing metro line as the third phase of the Izmir Metro Network consisting of a 13.3 km long line with 11 stations, 6 km of depot tunnel, and a total indoor area of 80 thousand square meters. The Project known as the Buca Metro Line will be an underground metro line with the stations and tunnel having an average depth between 30 to 45 meters below ground level and will meet with the second stage line along F. Altay-Bornova at Üçyol Station, with the İZBAN line at Şirinyer Station. The metro construction is expected to start in 2021 and should take 4 years to complete. The investment will be funded by the European Bank for Reconstruction and Development (EBRD). Asian Infrastructure Investment Bank (AIIB), Agence Française de Développement (AFD), and other lenders).

Izmir Metropolitan Municipality (IMM) has obtained all the necessary approvals from the central government to include the Project in the National Annual Investment Program ("NAIP") for making the Project eligible for foreign financing. IMM received approvals from the central government for the investment. The Project is eligible for foreign financing. The tender process will be launched according to the Lenders' E&S requirements namely EBRD, AIIB, AFD, and BSTDB. It should be noted that IMM and the construction contractor company (to be selected by IMM) are responsible parties during the construction phase of the Project, and Izmir Metro A.S. (IM) is the responsible party during the operation phase of the Project.

This SEP has been developed for the Project as a public document, to present plans for stakeholder engagement, consultation, and disclosure in line with the environmental and social policies of IM and IMM, international standards, and lenders' requirements. The SEP is a live document, which is to be updated for each phase of the Project and as needed.

1.2 Who are Project Parties?

The parties of interest for the planning, tendering, construction, and operation of the metro lines are Izmir Metropolitan Municipality (IMM), Izmir Metro A.S. (IM), Construction Contractor, and Owner's Engineer.

Izmir Metropolitan Municipality (IMM):

IMM 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

IMM therefore will develop, implement the tendering process for the planning, design, and construction of the proposed metro line. IMM 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.

Izmir Metro A.S.:

Izmir Metro A.S. ("Izmir Metro", "IM" or the "Company") was established in 2000 as the municipal

metro operator. It is owned by IMM and incorporated as a joint-stock company. Assets of the rail system (e.g. vehicles, station equipment, etc.) are owned by the City, whilst these assets are operated by the Company.

The roles and responsibilities of the Company and the City in building and operation of the metrosystem are defined by a lease agreement signed in 1999 for an indefinite period.

According to this agreement, IM has the authority to undertake public transportation services tasks including operating and having operated on and above ground with rail, trackless, mobile machinery on behalf of IMM.

Therefore, the Project will be constructed under the responsibility of IMM and operated by IM.

1.3 Purpose of this Stakeholder Engagement Plan

The main goal of this SEP is to ensure that project-affected people and other stakeholders are provided relevant, timely and accessible information so that they have an opportunity to express their views and concerns about the Project and its impacts. The stakeholder engagement process helps to:

- identify and involve all potentially affected stakeholders;
- generate a good understanding of the Project among those that will be affected;
- identify issues early in the project cycle that may pose risks to the Project or its stakeholders;
- ensure that mitigation measures are appropriate (implementable, effective, and efficient); and
- establish a system for long-term communication between the Project and communities that is of benefit to all parties.

The main purposes of this document are to:

- define a consultation approach for stakeholders about the construction and operation of the Project;
- identify resources and responsibilities for implementation and monitoring of the consultation program; and
- set up a grievance mechanism for the stakeholders, including a process to address views and concerns.

The ultimate purpose of this SEP is to establish and maintain constructive relationships with the local community which include schools, hospitals, universities, residents, shop owners, passengers, vulnerable people such as women, elderly, disabled and children, etc. and other interested stakeholders that are essential for the successful management of the Project's environmental and social impacts. As construction activities are under the responsibility of IMM, stakeholder engagement activities during construction will be the responsibility of IMM. Related to operational activities, SEP is the responsibility of IM, although coordination with IMM is considered to be important as deemed necessary. Both IMM and IM are fully committed to undertaking necessary engagement activities in a manner that is consistent with international good practice as outlined in the next sections.

1.4 Structure of the SEP

Contents of this SEP include the following:

- Project description and key environmental and social issues;
- Public consultation and information disclosure requirements;
- Identification of stakeholders and other affected parties;

- Overview of previous stakeholder engagement activities;
- Stakeholder engagement programme and methods of engagement;
- Grievance mechanism;
- Resources and responsibilities; and
- Reporting.

2 PROJECT INFORMATION

2.1 Public Transportation System in Izmir

IMM has prepared the first Izmir Transport Master Plan in 2007 with the latest revision being in 2019. Studies were based on traffic studies, surveys, transportation network physical data, and complementary preliminary research, theoretical and technical studies. Research and studies were made by IKBNIP 2005 (Izmir Regional Urban Land Use Plan (https://mpgm.csb.gov.tr/izmir-manisa-planlama-bolgesi-1-100.000-olcekli-cevre-duzeni-plani-i-82265)) decisions and forecasts, current and projected population data, and current and projected land use data.

The Izmir Transport Master Plan was developed, with 2030 as a target year to finish the planned works. The modal priority hierarchy was stated as 1. Pedestrians, 2. Bicycles, 3. Public Transport, 4. Private Vehicles, and 5. Car Parking. Short-term visions of the plan were stated as urgent traffic reorganization plans, pedestrian-bicycle-traffic circulation plans in the city center, intersection reorganization projects and signalization plans, public transport rehabilitation plans, paratransit rehabilitation plans, and parking lot planning. The long-term vision of the plan (2030 target) is a comprehensive transport plan by urban land use plan and decisions, comprising plans for the railway system, roadways, waterways, bicycle, and pedestrian plan; all well-integrated with inter-urban transportation.

Izmir public transport system is a multi-modal system, organized with multiple inter-connected transport modes (walking, cycling, bus, railway, and ferries) controlled in a single center. Izmir Transport Centre offers online information regarding trip planning, available parking spots, bus-tracking, real-time bus data, road accidents and constructions, and others. There is an online platform controlled by the Izmir Transport Centre through over 10.000 smart devices. The public transport network makes up IZBAN, Izmir METRO, Tram, ESHOT, IZULAŞ, IZDENIZ, and BISIM.

IZBAN rail system is a single line connecting urban and suburban areas in the north-south direction. Izmir Metro operates in the east-west direction of the southern side of the gulf with expansion under construction towards the west and new line plans towards the land interior. There are two tram lines in operation: Karsiyaka tram line (northern side of the gulf) and Konak tram line (southern side of the gulf). Further on, ferry connections for passengers and cars provide a direct north-south gulf connection. The network is completed with the bus connections, ensuring a comprehensive transport system. Currently, there are 5 major interchange stations in the network are Egekent, Bostanli, Haklapinar, Konak, and Fahrettin Altay. The extension of the current metro system and further integration of the metro system with existing transport modes, and connecting city bus services, is in line with the Izmir Transport Master Plan, enabling the provision of frequent and efficient services to Izmir residents in a way that is fast, reliable, comfortable, and environment-friendly, providing an alternative to the use of cars.

2.2 Izmir Metro System

The present Izmir Metro network consists of three stages as described below:

- ***Stage 1:*** Establishment of 11.6 km long network with 10 stations between Bornova and Ucyol. Stage 1 network commenced operation in May 2000.
- ***Stage 2:*** 5.5 km extension of the existing network from Ucyol station to Fahrettin Altay station (5 stations). Stage 2 has been planned as two stages. Izmirspor and Hatay stations

have been in operation since December 2012. Goztepe, Poligon and Fahrettin Altay stations have been in operation since July 2014.

- ***Stage 3:*** Establishment of 2.3 km of the network (with 2 stations) after Bornova station. This network has been in operation since March 2012.

As of today, the metro system in the City is primarily an above-ground metro system carrying 240,000 passengers daily, with 182 carriages and, a 20-kilometer network and 17 stations network. There are 11 underground stations (Evka-3, Ege University, Basmane, Cankaya, Konak, Ucyol, Izmirspor, Hatay, Goztepe, Poligon, and Fahrettin Altay) and 6 aboveground stations (Hilal, Halkapinar, Stadyum, Sanayi, Bölge, and Bornova). Elevations of underground stations vary from -20 m and -36 m below the ground depending on land conditions. The metro system has two rails, and these are fed from the third rail (known as the electrified rail located along the two rails) with 750 Volt DC electrical power. There are currently 182 Light Rail Vehicles (LRVs) operated by IM. All LRVs are self-powered and the drive and braking systems are controlled by an on-board computer. Interlocking and Automatic Train Protection (ATP) systems are used in the metro system to ensure safe public transportation.

At the time of the assessment, the construction of the Fahrettin Altay to Narlidere route which is 7.5 km long with seven underground metro stations was ongoing. Of the seven new stations, Balcova and Kaymakamlik stations were being developed with a car park structure with a 460-vehicle capacity (Refer to the list below). The City anticipates encouraging car commuters to park their cars at the station to transfer to the metro line. The stations included the Fahrettin Altay Station (existing metro station), Balcova Station (including a car park structure), Cagdas Station, DEU (Dokuz Eylul University) Hospital Station, Guzel Sanatlar Station, Narlidere Itfaiye Station, Siteler Station, and Kaymakamlik Station (including a car park structure).

Figure 1. Network (Navy Line) And Planned Metro Lines (Üçyol-Buca Metro Line Shown with Yellow Line, Narlıdere-Balçova Metro Line Shown with Green Line), Red Line Shows the IZBAN Network

2.3 Buca Metro Line Project Description:

The overall Buca Metro line will serve a densely populated area, with a critical need for high capacity transit systems to increase public transport performance and decrease the pressure on the road system (already with high levels of congestion). The Project is made up of three phases.

- ***Phase I***: Buca district will be connected with the railway system, with connections to IZBAN, and Metro line. This phase is constructed under the Project
- ***Phase II***: The line will be extended in its southern part and will be connected with the IZBAN line at Inkilap Station.
- ***Phase III***: The line will be extended towards north, connecting with IZBAN and the existing metro line in other stations.

In its final stage, the Buca Metro line will have a total length of 24.8 km and 22 stations.

The Project includes the construction of the first phase that will include:

- 11 underground metro stations; Buca metro line will have one interchange station with the existing Metro line at Üçyol Station, and one interchange point with the IZBAN line at Şirinyer station (See Figure 2.3).
- 1 depot – depot access tunnel (approx. two tunnels 3 km each)
- The total length of 13.4 km (Roundabout Line of approx. 3.8 km and a Line of 9.5 km)

The metro line passes through predominantly residential areas of Buca district, Izmir's most populated district with 500,000 inhabitants, administrative buildings, and two large educational campuses, namely two Dokuz Eylul University campuses: Tinaztepe (DEU Kampus Metro Station) and Dokuzcesme (Hasanaga Bahcesi Metro Station). The figure below presents the Izmir Metropolitan Municipality railway network map and the yellow metro line designation indicates the planned Buca Metro line.

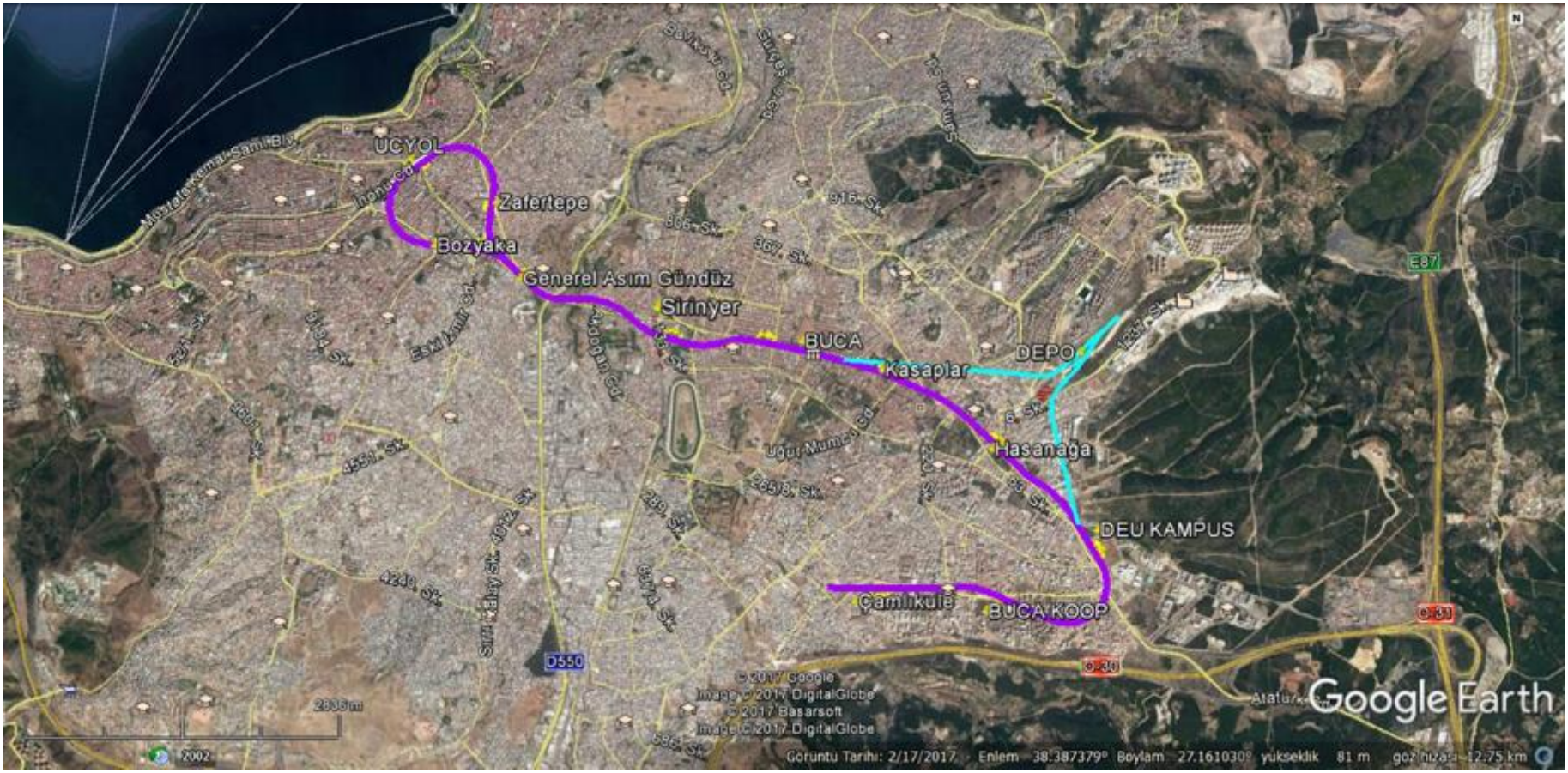


Figure 2. Satellite Image of Buca Metro Line

Table 1. The Route and The Distances Between the Stations

Stations (New or Existing)			Distance (m)	Distance (m)
ROUTE	General Asım Gündüz - Zafertepe	New	700	**3,827**
	Zafertepe – Ucyol	Below ground metro present at Uçyol from F.Altay-Narlıdere metro line	1,127	
	Ucyol – Bozyaka	Below ground metro present at Uçyol from F.Altay-Narlıdere metro line	1,177	
	Bozyaka - General Asım Gündüz	New	823	
	General Asım Gündüz - Şirinyer	Below the IZBAN above-ground station present at Şirinyer	1,630	**9,614**
	Şirinyer - Buca Belediyesi	Below the IZBAN above-ground station present at Şirinyer	900	
	Buca Belediyesi - Kasaplar Meydanı	New	1,168	
	Kasaplar Meydanı - Hasanağa Bahçesi	New	1,217	
	Hasanağa Bahçesi - Dokuz Eylül Üniversitesi	New	1,380	
	Dokuz Eylül Üniversitesi - Buca Koop	New	1,529	
	Buca Koop - Çamlıkule	New	1,216	
	Çamlıkule-Kuyruk	New	574	
TOTAL Length of the Line			**13,441**	**13,441**
Adatepe Storage Area	DEU- Storage Area Connection Distance		3,369.328	
	Kasaplar Meydanı - Storage Area Connection Distance		4,133.101	

With the construction of Buca Metro line, there will be time savings due to decreased travel time compared to using buses and minibusses, as well as a reduction in the vehicle operating costs in public transportation in the city and a reduction in the minibus and bus traffic in the route which is expected to result in savings in road maintenance costs.

Metro Stations

The stations are designed to be simple and functional with the ultimate goal of reducing cost. Seven underground stations are proposed for the Project. The basic station includes the following elements: rail-lines, platform level, group of staircases, and provisions for auxiliary rooms at the concourse level.

Power Supply and Traction Power System

The Power Supply System aims to ensure an adequate power supply for all the consumers covered by the LRV safely and efficiently. Thus, the system will also include the auxiliary power supply regarding the vital functions. The electric power for traction and the auxiliary power consumed at the transformer substations will be supplied by the Power Supply System.

In the passenger stations, the auxiliary power shall be supplied using a transformer that can supply the highest demand power for the station. In case of a failure in the network, the necessary power will be

supplied using the generator to be installed with sufficient power. A computerized SCADA (System Control and Data Acquisition) system, which is designed for remote control and supervision of the complete Power Supply System, will be used to ensure high availability of the power supply to the metro system.

Communication System

The control and communication system for the Metro line is fully integrated with the relevant systems at the stations and with the Station Supervisor rooms, the TCC (Traffic Control Centre) in Halkapinar Warehouse and Maintenance Facilities, and the central equipment is expected to be ensured.

Signalling System

All the lines in the rail system shall be equipped with Traffic Signalling system and it will be designed in a way to allow 90-second headway at peak hours on the mainline. The trains will operate at a maximum speed of 80 km/h on a scheduled service on the mainline. If the Signalling System receives seismic data from systems such as 'Earthquake Early Warning System' at further stages, the system will be designed to be able to shut down all operating trains on the line safely and automatically with a warning to be sent to the Rail Operator.

Environmental Control System

The environmental control system necessary for creating and maintaining an environment that is suitable for passengers, personnel and equipment within the limits of the estimated operating conditions will be designed and installed as follows:

- Tunnel Emergency Ventilation System;
- Public Areas Environmental Control System:
    - Station Emergency Ventilation System – Vehicle Fire;
    - Station Emergency Ventilation System – Baggage Fire; and
    - Station Comfort Ventilation System.
- Non-public Areas Environmental Control System.

Ventilation systems and equipment (e.g. fans, dampers, etc.), air conditioning ventilation systems, cooling systems, sewage systems, drainage systems, and control systems will be installed in the public and non-public areas of the stations and tunnels within Fahrettin Altay-Narlidere Metro Line.

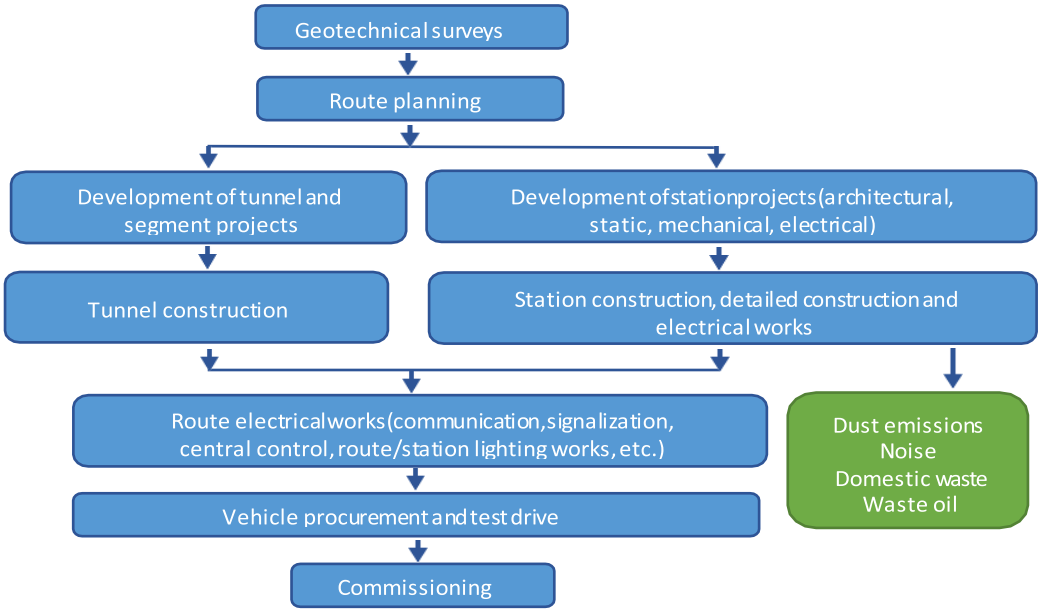
2.4 Construction Process of the Project

The route consists of the return line planned as a single line covering Zafertepe and Bozyaka Stations, including current Üçyol Station, in the length of 3827.206 m and the sections planned as a double line between General Asım Gündüz Station and Çamlıkule Station in the length of 9529.622 m (according to Line-2 mileage information). The Tunnel Boring Machine (TBM) method will be used to manufacture a section of bored tunnels (between General Asım Gündüz Station and Çamlıkule Station. There is no TBM tunnel section (B) on the return line while there is a TBM tunnel section (B) on other parts of the line (except switch, storehouse connection lines, and end of the line tail tunnel). The New Austrian Tunnelling Method (NATM) will be used in the construction of the metro lines where TBM method is not implemented. Bored tunnelling by TBM often yields an effective and more economical result in the construction of long tunnel sections. The TBM method is also widely preferred because of its quieter and vibration-free operation and consequently its ability to prevent undesired underground movements. Through use of the TBM technique, negative impacts during tunnel construction under buildings such as houses, schools, hospitals will be minimised since the level of vibration is low and the upper soil volume is sufficiently thick.

The NATM integrates the principles of the behaviour of rock masses under load and monitoring the performance of underground construction during construction. The method relies on the inherent strength of the surrounding rock mass being conserved as the main component of tunnel support. The excavation location of a tunnel is divided into segments first, then the segments are then excavated sequentially with supports Primary support is directed to enable the rock to support itself. For shorter tunnels, the preparation period is considerably shorter for NATM. The final choice for deciding o n NATM or TBM is determined by the local geological and environmental conditions.

The cut-and-cover method involves the construction of a box frame structure within a trench excavation that is subsequently backfilled. Temporary excavation support walls (or shoring) will be installed before significant excavation commences. These walls will be supported with internal struts or tiebacks as the excavation is deepened to avoid instability and control settlement at the sides of the cut. Temporary shafts will be used in the tunnel metro sections: the shafts will have concrete and will be used for the NATM method of construction where mechanical equipment will be lowered into the tunnel excavation areas. Shafts will be the main entrance in and out of the tunnel until the project is completed.

The workflow consists of project planning and construction steps, as schematically shown in below. As a first step, geotechnical surveys were conducted on alternative routes and the most suitable route plan and profile were prepared. Following identification of the tunnel construction methodology, tunnel, segment and station architectural, static, electrical, and mechanical plans were prepared accordingly. After tunnel and station construction works are finalized, electrical and lighting works will be conducted. Following vehicle procurement and test driving, the system will be commissioned if there are no adverse issues.



Construction and Commissioning Process

The total duration of planning and construction of the Project is estimated as 48 months. After completion of the construction of the Project, electrical and lighting works will be conducted. After vehicle procurement and test driving, the system will be commissioned and placed in service for public use.

2.5 Project Area of Influence

According to the Turkish Statistical Institute's (TUİK) 2019 Population of provinces data, the population of Izmir is 4.367.251 making it the third-largest city in Turkey comprising 5.25% of the country's

population. The population density in the province is 364 per km^2. The population growth rate for is İzmir is 1.05% since 2018.

The Project affected settlements are all categorized as neighborhoods in line with Turkish regulations. The neighbourhood administration consists of three bodies: the neighbourhood headmen (muhtars), the neighbourhood society and the council of elders. All neighbourhood activities are being performed under the leadership of the headmen and the council of elders. The demographic profiles of the potentially affected neighbourhoods are presented below. Zafertepe station has the largest population (27,900) while DEü Kampus (6,790) has the smallest. The total population within the Project area of influence is 90,307.

Population in Vicinity of Stations within the Project Area of Influence (2019)

District	Station	Population
Konak	Zafertepe	27,900
Konak	Üçyol	25,640
Karabağlar	Bozyaka	16,970
Konak	General Asım Gündüz	13,200
Buca	Şirinyer	19,800
Buca	Buca Belediyesi	23,190
Buca	Kasaplar Meydanı	20,920
Buca	Hasanağa Bahçesi	12,440
Buca	DEü Kampüs	6,790
Buca	Buca Koop	15,080
Buca	Çamlıkule	11,560
Total		193,490

2.6 Potential Environmental and Social Impacts and Issues Related to the Project and Existing Operations

Based on an environmental and social due diligence undertaken for the Project, the potential environmental and social impacts have been identified to be mainly related to the following:

Potential Adverse Impacts

- Impacts to small businesses during metro station construction through temporary changes to vehicular and pedestrian access, temporary loss of parking, and nuisance impacts, such as noise and dust, related to construction activities.
- Potential temporary displacement may occur in case the buildings on top of the metro line construction are adversely impacted
- Temporary loss of parks and gardens in the areas where construction will be undertaken
- Access limitations for the public, especially to public infrastructures such as schools, hospitals, etc. during construction activities
- Health and safety risks from the generation of excavated soils, solid wastes (including domestic and packaging wastes), construction and operation noise, vibration, dust, air emissions, wastewater, waste, and generation of hazardous wastes including waste as well as construction traffic increase
- Risks from Handling and storage of hazardous materials and wastes during construction
- Occupational health and safety risks during construction and operation

Potential positive impacts:

- Job creation and employment opportunities for those who will be employed by the Project, either in the construction or operation

- Decrease in the number of vehicles in traffic and consequent reduction in emissions
- Increase in travel safety
- Decrease in the amount of time allocated to traffic by passengers
- Increased economic activities directly or indirectly related to the Project
- Development and implementation of a gender action plan (GAP) Development of Gender Based Violence and Harassment (GBVH) policy by IMM and IM

The details of the potential environmental and social impacts as well as the related mitigation measures are provided in the Non-Technical Summary Documentation which is published in the (http://www.izmirmetroinsaati.com/TR/cevresel-ve-sosyal-rapor-36-74.html

3 NATIONAL REGULATORY AND INTERNATIONAL REQUIREMENTS

Turkish Environmental Impact Assessment (EIA) Regulation (Official Gazette date and number: 25.11.2014/29186) includes provisions for environmental impact assessment, public consultation and disclosure of project information for projects listed in annexes of the regulation. Urban transportation such as metro, tramway, and light rail systems, etc. are covered under Annex II of the EIA Regulation, therefore a limited EIA process was conducted for the Project and an "EIA is not Required Decision" was issued by the provincial environmental authority on 22nd September 2017 following the evaluation of the related Project Description File. As per the Turkish EIA regulation, public consultation is only required for projects that are subject to Annex I of the regulation or a full EIA process. Accordingly, no stakeholder engagement was officially needed.

As indicated previously, IMM will be responsible for the construction phase of the Project. The construction contractor company to be selected by IMM will establish a detailed organizational structure that involves environmental and OHS management as per relevant Turkish laws and regulations; and IMM will control the works of the construction contractor including environmental, health and safety aspects. Concerning the operation of the Project, the management systems of IM. ensure compliance with national and international regulations as well as recognized standards, such as ISO 9001 quality management, ISO 14001 environmental management, OHSAS 45001 Occupational health and safety management, ISO 10002:2014 Customer Satisfaction and Complaints Handling System, and ISO 50001 energy management system.

Due to international financing and as best industry practice, IMM and IM will ensure that the Project will comply with the requirements of EBRD Environmental and Social Policy (2019) (and related EBRD Performance Requirements). Within this scope, IMM and IM will conform to EBRD's disclosure and stakeholder engagement requirements outlined in Performance Requirement 1 (Assessment and Management of Environmental and Social Impacts and Issues) and Performance Requirement 10 (Information Disclosure and Stakeholder Engagement), as follows:

Performance Requirement 1:

- Identify and engage with stakeholders by PR10;
- The dynamic process of performance monitoring and evaluation, including the monitoring of stakeholder feedback, including the local community or inspections by regulatory authorities;
- Regular reporting to EBRD on stakeholder engagement during project implementation.

Performance Requirement 10:

- Identification of people or communities that are or could be affected by the project, as well as other interested parties. Special attention should be paid to the identification of individuals and groups that may be differentially or disproportionately affected by the Project because of their disadvantaged or vulnerable status;
- Stakeholders appropriately engaged in environmental and social issues that could potentially affect them through a process of information disclosure and meaningful consultation;
- Maintenance of a constructive relationship with stakeholders on an on-going basis through meaningful engagement during project implementation.

According to best practice and the EBRD requirements, IMM and IM are offering consultation opportunities for stakeholders as described in the following sections.

4 STAKEHOLDER IDENTIFICATION

4.1 Introduction

For this plan, a stakeholder is defined as any individual, organization, or group who is potentially affected by the Project or who has an interest in the Project and its impacts. The purpose of stakeholder identification is to identify and prioritize Project stakeholders for consultation who may be affected (either directly or indirectly positively or negatively) by the Project or who have an interest in the project but are not necessarily directly impacted by the Project. As part of the stakeholder identification process, it is also important to identify individuals and groups that may be differentially or disproportionately affected by the Project because of their disadvantaged or vulnerable status. It is important to note that stakeholder identification is an ongoing process, and thus stakeholders will continue to be identified during different stages of the Project.

IM has previously identified a stakeholder list which is included in IM 2020-2024 Strategic Plan disclosed in IM's website (https://www.izmirmetro.com.tr/UploadedFiles/Dosyalar/2020-2024%20STRATEJ%C4%B0K%20PLANI.pdf). The most important stakeholders out of the 42 identified are the passengers of the light rail transit (LRT) system. Other priority stakeholders are identified as contractors, suppliers, IMM, fire brigade, 112 emergency services, police, metro line, and vehicle contractors, GEDIZ Elektrik A.S., and Kentkart. IZBAN, with which Metro A.S. is working closely, is also identified as a primary stakeholder for the Project. Other stakeholders within the transportation business are ESHOT and IZULAS (bus operators) and IZDENIZ (ferry operator).

Considering the expansion of the metro line and related construction activities of the Project (which are under the responsibility of IMM), the construction works may affect local communities, facilities, and neighbourhoods. Therefore, the stakeholder engagement activities must be planned by taking relevant all of the stakeholders within the zone of influence during construction and operation activities into account as well.

Priority stakeholders identified for the Project are outlined in sections 4.2 to 4.8 based on the information provided in the Strategic Plan prepared by IM and considering the planned constructions by IMM, and listed below:

- Local communities and businesses that may be affected by the Project (including vulnerable groups) as to be identified in the Environmental and Social Action Plan;
- Passengers (including vulnerable groups, such as disabled, elderly, children and women, poor etc);
- IM employees;
- Contractors and suppliers;
- Construction workers to be engaged by the contractor and subcontractors who may have labor concerns or issues during the construction period;
- People affected by the temporary displacement due to construction impacts, whose home/apartment structures can be affected or may raise concerns on vibrations and noises during construction;
- Stakeholders in the Transportation Sector;
- Governmental organizations (e.g. Ministry of Transport, Maritime and Communications, Ministry of Environment and Urban Planning, Ministry of Labor and Social Security) including ministries and affiliated public institutions;
- Local authorities (e.g. district municipalities);
- Media Industry which will include firms/entities that specialize in broadcast content and

delivery, including print, Internet, television, radio, and direct mail; and
- Non-governmental organizations.

4.2 Local Communities and Businesses (including Vulnerable Groups)

Local communities and businesses are among the important stakeholders both with operational and construction activities (particularly in terms of access limitations for the public and impacts on local businesses through temporary changes to vehicular and pedestrian access, temporary loss of parking, and nuisance impacts). Districts that could potentially be positively and adversely impacted as described in Section 2.6 by Project activities include Buca, Konak, and Karabaglar, particularly neighbourhoods located at the immediate vicinity of the Project alignment.

Among the local communities, potentially vulnerable groups should be given priority as stakeholders and their access to project information disclosure should be ensured. Such groups may include women, disabled people, and certain disadvantaged groups (including illiterate people, elderly people, people with special needs, and similar).

The lands required for the plan along the metro line and stations belong to the IMM, therefore no land acquisition or resettlement activities will occur about the construction activities. The IMM indicated that all land parcels are registered and no informal users are identified on the metro line route. To inform the people living around the construction zone, announcements will be made and billboards will be used to inform the public.

4.3 Passengers (including Vulnerable Groups)

Passengers are the most important stakeholders for the Project with metro operations (in terms of efficiency of services provided by IM and other issues such as health and safety of passengers). Among the passengers, the passengers identified as part of the planned GAP and identified vulnerable groups should be given priority which includes disabled people and certain disadvantaged groups (including hearing, visually and physically impaired; illiterate people and similar) and people with limitation of movement (the elderly, pregnant women, people carrying luggage, people with a broken leg and similar).

4.4 IM Employees

The employees of IM may be affected by the Project and associated changes in operations including changes in workload, shifts, and similar. The total number of permanent employees at IM is 676, of which 609 are men and 67 are women.

4.5 Contractors and Suppliers

The construction contractor company to be selected by IMM is an important stakeholder in relation to the realization of the Project. Contractors and suppliers of IM constitute important stakeholders for Project-related activities and include suppliers of equipment, vehicles, spare parts, and associated services; maintenance service suppliers; and other suppliers of services such as electricity (GEDIZ Elektrik A.S. and water and sewage (Izmir Water and Sewerage Administration – IZSU).

4.6 Stakeholders in the Transportation Sector

IMM aims to expand the Izmir Metro and IZBAN systems and to establish tram systems in the city. Considering the planned mass transport investments, companies involved in the transportation business can be regarded as important stakeholders for the Project. The most important stakeholder in the transportation business is IZBAN with whom IM is working closely. The other public stakeholders within the

transportation business are ESHOT and IZULAS (bus operators) and IZDENIZ (ferry operator). Private stakeholders include the Izmir Chamber of Minibus Drivers Tradesmen and Izmir Chamber of Drivers and Motor Vehicles Tradesmen

4.7 Governmental Organizations

Governmental organizations can be grouped as national, provincial, district, and local (i.e. neighborhood) levels. These organizations include authorities with statutory responsibilities relevant to the Project or environmental or social issues, and other bodies responsible for providing infrastructure relevant to the Project. A list of governmental agencies relevant to the Project has been prepared as given below:

GOVERNMENTAL BODIES		
Level	**Organization**	**Relation to the Project**
National	Ministry of Transport, Maritime Affairs and Communications (MotMAC), General Directorate of Infrastructural Investments	MoTMAC has regulatory functions such as issuing relevant permits for infrastructural investments.
	Ministry of Environment and Urbanisation (MoEU), General Directorate of EIA, Permits and Audits	MoEU has regulatory functions such as environmental impact assessment permits and environmental permitting.
	MoEU, General Directorate of Environmental Management	
	MoEU, General Directorate of Spatial Planning	
	Ministry of Labour and Social Security (MoLSS), General Directorate of Occupational Health and Safety	MoLSS may have specific views on labour and working conditions, and occupational health and safety.
	MoLSS, General Directorate of Labour	
	MoLSS, Social Security Institution	
Provincial	Izmir Governorship	The governorship is the highest authority in the province representing the national government.
	Izmir Metropolitan Municipality (IMM)	The municipality and its relevant departments have responsibilities for the Project (e.g. issuing of permits and licenses of construction works and traffic planning).
	IMM Department of Fire Brigade	In case of fire, the fire brigade is the responsible body to respond.
	Izmir Provincial Directorate of Environment and Urbanization (PDEU)	PDEU has regulatory functions relating to the Project such as environmental impact assessment permits and environmental permitting. PDEU may have views on future construction activities.
	Izmir Provincial Directorate of Disaster and Emergency Management	This organization has a function to manage and respond to emergency cases.
	Izmir Provincial Directorate of Security (Police)	In case of crime-related issues, the police perform necessary actions.
	Izmir Provincial Directorate of 112 Emergency Medical Services	In case of adverse health issues, 112 Emergency Medical Services is informed.
	Izmir Provincial Directorate of Culture and Tourism	This organization will provide a specific view related to archaeological potential of future construction areas.
	Local governorships	Local municipalities and governorships and their relevant
	Local municipalities	

District/ Local	Headmen of neighbourhoods in the vicinity of construction areas	associated bodies may be important in case of emergency cases. Also, these authorities together with the headmen of the neighbourhoods in the vicinity of construction areas may have specific views about the project activities.

4.8 Non-Governmental Organizations (NGOs)

A list of key NGOs that may have an interest in the Project has been prepared as given below:

NON-GOVERNMENTAL BODIES		
Level	**Organization**	**Relation to the Project**
Provincial	The Union of Chambers of Turkish Engineers and Architects (Izmir Representative Office) Chamber of Civil Engineers Chamber Izmir Branch The Union of Chambers of Environment Engineers-İzmir Branch Izmir Bar Association Izmir Women's Solidarity Association Turkish Women Organization Izmir State Universities (i.e, 9 Eylül Üniversitesi) Relevant Faculties Chamber of Urban Planners (Izmir Office) Chamber of Architects (Izmir Office)	These chambers and association may provide provincial-specific and/or site-specific views related to environmental and social aspects (including women's / gender studies/rights) for Construction-operation and route selection.
	Izmir Chamber of Minibus Drivers Tradesmen Izmir Chamber of Drivers and Motor Vehicles Tradesmen	These chambers may have views in relation to future metro expansion and potential restrictions in their existing routes.

5 PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

Both IM and IMM have developed mechanisms for stakeholder engagement, information disclosure, and grievance management. The communication tools that are used by IM to disclose information include IM website (www.izmirmetro.com.tr-IMM website is up-to-date and refreshed almost every day), Izmir Metro Periodical Magazine (published twice a month, available at IM's website and in magazine holders in stations), visual screens, announcements in carriages and information given by personnel. To inform the residents of Izmir, tools including announcements made by drivers, use of visual screens and disclosure through periodical magazine were used before the start of the construction of the new recent line and stations. Another communication tool used by both IM and IMM to promote their activities is social media: IM currently has a social media presence on Facebook (5,864 followers) and Twitter (15,600 followers), while IMM uses Facebook (223,518), Twitter: Izmirbld (IMM) 384,500; IzmirHiM (Public Relations 70,300), and Instagram (336,000 followers). Social media platforms are actively used to make announcements, inform the public about changes made to transportation services, and share social activities.

Information on the Buca metro line is available in the IMM website: https://www.izmir.bel.tr/tr/Projeler/metroya-iki-yeni-hat-katiliyor/2611/4, local district municipality website: http://www.buca.bel.tr/Haberler/1658/bir-sonraki-istasyon-buca.html and a number of national and local newspapers as well as wikepedia: https://en.wikipedia.org/wiki/M2_(%C4%B0zmir_Metro). The news on the funding by the multinational lenders are given in these newspapers (websites) providing the location of the stations. Information is also present for stakeholder engagement with IMM and the district mayors on the Buca Metro line
https://www.egeyebakis.com/buyuksehir-meclisinde-gundem-buca-ucyol-metrosu/14818/

IMM has a stakeholder engagement mapping which was prepared for the F. Altay-Narlıdere metro line (http://www.izmirmetroinsaati.com/TR/haber/paydas-katilim-plani-51). In that plan, stakeholders are identified with their interest in the project and interaction type and frequency. IMM has implemented these items and is expected to implement the present stakeholder engagement plan items.

6 STAKEHOLDER ENGAGEMENT APPROACH AND FUTURE STAKEHOLDER ENGAGEMENT PROGRAMME

This section provides an overview of the stakeholder engagement approach for the Project-related activities (i.e. existing metro operations and construction activities). The main communication methods and mechanisms that have been and/or will be used to consult with key stakeholders are summarised in the table below. The IMM and IM should develop enhance the SEP as required for the implementation, especially for engagement with affected people.

Stakeholder engagement approach

Stakeholder Type	Information to be Disclosed	Engagement Tool(s)	Timeframe
Local communities and businesses that may be affected by the Project (Including vulnerable groups)	Project information (including Non-Technical Summary, SEP and grievance mechanism) and updates, particularly any activities likely to cause disturbance to the nearby businesses and neighbourhoods	• Websites (IM: www.izmirmetro.com.tr), (IMM: www.izmir.bel.tr) • Face-to-face meetings • Community events • Project disclosure handouts • Progress press releases • Visual screens and announcements • Specific communication tools for vulnerable groups https://www.izmirmetro.com.tr/Sayfa/28/14/engelli-hizmetleri • Written communication asneeded	Pre/during construction* and operation** *IMM/construction contractor company is responsible **IM is responsible together with IMM as appropriate.
	Public grievance mechanism	• Comment/complaint forms available at construction site security gates/metro security gates, website, face-to-face meetings • Telephone • E-mail • Mail	Pre/during construction and operation
Passengers (Including vulnerable groups)	Project information (including Non-Technical Summary, SEP and grievance mechanism) and operation updates	• Websites (IM: www.izmirmetro.com.tr), (IMM: www.izmir.bel.tr) • Visual screens and announcements • Press releases • Specific communication tools for vulnerable groups	Pre/during construction and operation
	Public grievance mechanism	• Comment/complaint forms available at construction site security gates/metro security gates, website, face-to-face meetings • Telephone • E-mail • Mail	Pre/during construction and operation
IM employees	Project updates and changes in operations, employee standards/benefits	• Face-to-face meetings • Trainings • Tool box • Safety and innovation campaigns • Newsletters, posters and memos • Employee grievance mechanism	Operation
	Internal grievance mechanism	Contact supervisors or appointed IM personnel by: • Face-to-face communication • Telephone • E-mail	Operation

Stakeholder Type	Information to be Disclosed	Engagement Tool(s)	Timeframe
		• Comment boxes	
Contractors and suppliers including Construction workers	Project updates and changes in operations information on labor rights, contract information, Code of conduct including provisions for GBVH, GRM for workers etc.	• Face-to-face meetings • Trainings • Tool box • Newsletters, posters and memos • Employee grievance mechanism	Pre/during construction and operation
	Internal grievance mechanism	Contact supervisors or appointed IMM personnel/IM personnel by: • Face-to-face communication • Telephone • E-mail • Comment boxes	Pre/during construction and operation
Stakeholders in the transportation sector	Project information and updates	• Websites (IM: www.izmirmetro.com.tr), (IMM: www.izmir.bel.tr) • Face-to-face meetings, as necessary • Written communication as necessary	Pre/during construction and operation
Governmental organizations	Project information and updates	• Face-to-face meetings, as deemed necessary • On-going communication with relevant regulatory stakeholders related to permitting, emergencies, etc. • Written notifications of local authorities prior to investment works	Pre/during construction and operation
Non-governmental organizations	Project information and updates	• Websites (IM: www.izmirmetro.com.tr), (IMM: www.izmir.bel.tr) • Written response to NGOs based on their request • Face-to-face meetings, as deemed necessary	Pre/during construction and operation

Stakeholder engagement is a continuous process that will be monitored and updated as necessary according to the needs of new activities to maintain constructive relationships with all stakeholders. IMM/IM websites will be updated to include information on Project-related activities and any changes in environmental and social policy, plans and procedures that are followed. All comments and grievances will be managed following the Grievance Mechanism as described in Section 7.

7 GRIEVANCE MECHANISM

IM has a formal mechanism to collect views and grievances from the public. The formal mechanism is part of the accredited ISO 10002: 2014 Customer Satisfaction and Grievance Management System which is a standalone management system. A Customer Satisfaction Management Personnel is linked directly to the General Manager of IM. The main characteristics of the available mechanism are as follows:

- The views and grievances can be submitted by telephone, fax, e-mail, and online application system.
- Following the submission of grievances, the Public Relations (PR) Department of the IM responds within 1.5 working days. If it is foreseen that the response time may exceed 1.5 days due to the need for investigation of the issue, the applicant is informed about the situation. Once the issue is resolved, the applicant is informed about the progress.
- Disabled individuals can convey their grievances through toll-free hotlines or can fill out electronic questionnaire systems at all stations with the help of security guards.
- There is a registration system for views and grievances. All grievances are recorded in the system together with information on the name and contact details of the person submitting the view/grievance, the reason for the grievance, how and when the person is responded.
- PR Department prepares monthly reports for submitted views/grievances and responses provided to the applicants.

All views and grievances are assessed fairly and objectively following the Customer Satisfaction Procedure. IM has generated a system according to a methodology that is focused on passengers. This methodology involves:

- Easy delivery of views/grievances;
- Fair, and confidential assessment; and
- Regularly following required improvements and undertaking controls to avoid receiving similar grievances.

IMM has an active grievance mechanism, HIM (Hemsehri Iletisim Merkezi), which allows the stakeholders and interested groups to easily convey their complaints and suggestions to the Municipality. HIM is under the IMM Press and Public Relations Department which is under the IMM General Secretary. Community members and other stakeholders can register their concerns through the Municipality's website, a call centre (185), or face to face interactions with the HIM representatives at the Municipality buildings. Also, neighbourhood headmen can raise and register their concerns through a "Headmen Table" present in Municipality Building via face to face interactions. If needed, views/grievances received related to the metro operations are forwarded to IM to get a specific response to the issue. Call center operators in the Call Center can be reached 24 hours a day, 7 days a week records the applications, directs them to the relevant unit and takes action. HIM Social Media Unit İzmir Metropolitan Municipality Public Relations Department, Social Media Unit affiliated to the Communication Center can be reached. Stakeholders Submit the applications submitted through the media to the relevant unit, units transaction. Twitter with the username @izmirhim. Facebook Messages can be forwarded to facebook.com/izmirbuyuksehirbel, you can

IMM's basic procedures for managing grievances are described below:

- The electronic questionnaires at stations are directly connected to the HIM system.
- Views and grievances can be submitted through IMM website, telephone, e-mail and mail. Besides this system, people can also write petitions to related departments of IMM.
- All views and grievances are gathered in software that is connected to all departments of IMM, plus other main stakeholders such as IZSU and IZBAN. All relevant departments and stakeholders can have access to the relevant part of the HIM system.

In addition to the HIM system, the citizens can submit views and grievances to a national system called BIMER-Prime Ministry Communication Centre. Views and grievances can be submitted through BIMER website, telephone, mail or in person. Legally, response to all views and grievances should be made in a maximum of 15 days.

IMM and IM do not have a dedicated person/ system to manage GBV (including harassment) related grievances (during both construction and operation phases, at both constructor and metro sites yet. A GBVH policy by IMM and IM will be developed to be comprehensive enough to address risks, management, implementation, and monitoring elements as well as cascading throughout the contractor, consulting, operating companies and owned and promoted at the management level. The grievance mechanism and complaints line will be revised in a way to track GBVH issues. Focal points will be assigned and trained on the handling of GBVH complaints properly. Contractors and operations on the field will also be scrutinized to monitor risks of underreporting and misconduct.

IM and IMM will continue to maintain their existing grievance mechanisms and necessary coordination between themselves during the lifetime of metro operations. A grievance mechanism will be maintained by the Contractor and Owner's Engineer as well as workers during construction process. Any grievance received at the construction site by the contractor or supervision engineer, should be reported to IMM

8 RESOURCES AND RESPONSIBILITIES

The implementation of this SEP will be conducted and monitored by IM/IMM as appropriate. IM/IMM will assume overall responsibility for undertaking and supervising engagement with all stakeholders concerning the Project and will use available resources to ensure that the relevant activities (such as disclosure of Project information, public consultation activities, and the management of the Project) are conducted effectively and to the appropriate standard.

IMM/IM, Owner's Engineering company, and Contractor will appoint social/community relations personnel ((CLO) (minimum one female)) to manage, supervise and monitor the Stakeholder Engagement Plan, Grievance Management Plan, Contractor Control Plan. The use of field forms and field activities by CLOs and assigned project staff will be undertaken and the risk matrix and quarterly internal monitoring will include all relevant social risks and control measures.

The construction contractor company will also have dedicated staff to record and manage complaints from external stakeholders.

The contact details for submitting grievances to IM and IMM are provided below:

Izmir Metro A.S.
2844 Sok. No.5 35110-01 Mersinli – İZMİR
E-mail: info@izmirmetro.com.tr
Telephone: 0232 461 54 45
Fax: 0232 461 47 69
Website: www.izmirmetro.com.tr
https://www.izmirmetro.com.tr/lstekOneriSikayet/34

IMM Hemşehri İletişim Merkezi (HIM) Şair Eşref Bulvarı No: 50 Kültürpark içi 1 No lu Hol Konak-IZMİR E-mail: him@izmir.bel.tr
Telephone: 444 40 35 or 185 Website: http://him.izmir.bel.tr/ Twitter: http://twitter.com/izmirhim

9 REPORTING

All comments and complaints received will be recorded in a comment log and grievance log, respectively. Any grievances received at the field level by the construction contractor or the supervision engineer will be recorded and reported to the IMM. The construction contractor company will record and report grievances to the IMM as needed. All comments and complaints associated with Buca metro line project received will be recorded in a comment log and grievance log, respectively by IMM/IM

IM/IMM 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. Also, SEP monitoring and evaluation reports will be submitted to EBRD and all other lenders periodically by IM/IMM This SEP will be periodically revised and updated as necessary during Project implementation

ANNEX A
COMMENT/COMPLAINT
FORM

COMMENT/COMPLAINT FORM

INFORMATION ABOUT THE PERSON SUBMITTING COMMENT AND/OR COMPLAINT (Please leave blank if you wish to remain anonymous. Your comments/complaints will still be considered by Izmir Metro A.S.)

Full Name:

Gender:

Date:

Contact Information: (Please provide necessary information based on how you wish to be contacted)

By mail ……

By phone ……

By e-mail……

Indicate your purpose: ☐ Comment ☐ Complaint **Recorded by:** ☐ Person submitting comment/complaint ☐ Other (please specify who)	**Signature confirming receipt of completed Comment/Complaint Form copy** …….…… ……..

YOUR COMMENTS ON THE PROJECT (Continue on the back of the sheet if required)

INFORMATION ABOUT YOUR COMPLAINT

Describe the Complaint (Continue on the back of the sheet if required)

Date of Incident Regarding Complaint

☐ One time incident/grievance (Date.....)

☐ Happened more than once (how many times?.....)

☐ On-going (currently experiencing problem)

What would you propose to resolve the problem? (Continue on the back of the sheet if required)

This section will be filled by Izmir Metro A.S.

STATUS OF COMMENT

Comment Logged (Y/N)	**Date of submission:**	**Logged by:**
Response Required (Y/N)	**Date of response sent:**	

STATUS OF COMPLAINT

Complaint Logged (Y/N)	**Date of submission:**	**Logged by:**
Date of Response sent:	**Complaint closed (Y/N):**	**Close out date and signature:**