



**FRAPORT TAV
ANTALYA TERMINAL MANAGEMENT C.O.**



STAKEHOLDER ENGAGEMENT PLAN

Prepared by	Controlled by	Approved by	Approved by
CLO CORPORATE COMMUNICATION	Quality Manager	General Manager	General Manager

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0. ABBREVIATIONS AND ACRONYMS

Fraport TAV	Fraport TAV Antalya Terminal Management
ESMS	Environmental and Social Management System
AIIB	Asian Infrastructure Investment Bank
AoI	Area of Influence
AYT	Antalya Airport
DHMI	General Directorate of State Airports Authority
DSI	State Hydraulic Works
EBRD	European Bank of Reconstruction and Development
EMRA	Energy Market Regulation Authority
ESIA	Environmental and Social Impact Assessment
FTA	Fraport TAV
ICP	Informed Consultation and Participation
IFC	International Finance Corporation
NMP	Noise Management Plan
PAPs	Project Affected Persons
PR	Performance Requirement
PS	Performance Standard
SEP	Stakeholder Engagement Plan
SLIP	Supplementary Livelihood Improvement Plan
<u>VNIP</u>	<u>Voluntary Noise Insulation Program</u>

1. INTRODUCTION AND PROJECT SUMMARY

1.1 Overview

This document is the Stakeholder Engagement Plan (SEP) prepared as part of the Environmental and Social Impact Assessment (ESIA) of the Terminal Expansion Works at the Antalya Airport (“the Project”) located in Antalya province in the south of Türkiye. Fraport AG Frankfurt Airport Services Worldwide and TAV Havalimanları Holding A.S. Joint Venture (“Sponsors”) have been awarded the tender of Antalya Airport (“the AYT” or “the Airport”) operation for 25 years between 2027 and 2051. Therefore, General Directorate of State Airports Authority (DHMI), which is the owner of the AYT, and Fraport TAV Antalya Yatırım Yapım ve İşletme A.Ş. (“FTA” or “the Project Company”) have signed a Lease Agreement on 28 December 2022 following the bidding process. The Joint Venture ensures to increase the capacity of AYT and obtains a new concession for operation. The European Bank for Reconstruction and Development (the “EBRD”), International Finance Corporation (“IFC”) and Asian Infrastructure Investment Bank (“AIIB”), jointly “the Lenders”, provided a two-year bridge loan to cover Capex Phase 1 expansion of AYT: EUR 711m between 2022 and 2025. Capex works implemented during Phase 1 allowed capacity increase up to 50%. The Project consists of pre-construction, construction, operation, and decommissioning or closure and reinstatement phases.

The construction phase has been completed and the SEP has been updated in accordance with the needs and requirements of the operation phase.

1.2 Objectives, Structure and Scope of the Stakeholder Engagement Plan

This SEP is a management plan that provides a strategic framework for stakeholder engagement, identifies relevant methods and planning for comprehensive and meaningful consultation activities as well as effective and interactive communication with stakeholders for information disclosure throughout the lifetime of the Project. In line with the content of this SEP, the Project can demonstrate stakeholder engagement activities that are effective, meaningful, consistent, comprehensive, coordinated, culturally appropriate, and compliant with the relevant legal and regulatory commitments and good international industry practices. The Project's SEP ensures that project affected persons (PAPs) and other interested stakeholders are provided with relevant, timely, understandable and accessible information so that they have an opportunity to express their views and concerns about the Project and its impacts. Under the light of this, the SEP aims:

- To maintain transparent and consistent communication with stakeholders (local communities, governmental authorities, businesses, and etc),
- To foster long term relationship with stakeholders for sustainable airport management,
- To ensure smooth operation of airport facilities while addressing stakeholder feedback,
- To define the project's compliance with the national and international legal requirements (including the Lenders' requirements) regarding stakeholder engagement, information disclosure and consultation,
- Identifying the Project stakeholders that could be affected or may have an interest in the Project,
- Identifying the stakeholders planned to take role within the scope of the Project and defining their roles and participation capacities,
- Directing Guiding the project team while engaging with stakeholders during project implementation phase,
- Ensuring that appropriate, adequate and timely information is provided to stakeholders through information disclosure and meaningful consultation activities regarding the environmental and social aspects of the Project that may potentially have impacts on them,
- Providing sufficient opportunity to the stakeholders to express their opinions and concerns,
- Describing the grievance mechanisms and other channels that are available for all stakeholders to address their Project specific concerns and requests.

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

This Stakeholder Engagement Plan has been prepared in both Turkish and English languages, and the English version shall prevail over the Turkish version in case of an inconsistency between the two documents.



Figure 1 FTA's Stakeholder Engagement Premises

1.3 Project Description

The AYT is located in Antalya province in southern Türkiye and has been in operation since 1960. The Airport has an international and a domestic terminal with runway facilities suitable for most aircraft types. The AYT is the second largest airport of Türkiye in terms of passenger capacity.

The Project developed for the expansion of the AYT is divided into three phases. TAV Construction and Sera Group (“the EPC Contractor”) determined the investment cost as 830 million Euros, taking into account the 5% contingency. In accordance with the plan, approximately 80% of the cost, has been carried out within the first three years and is put into use in the first quarter of 2025. Other construction works, such as relocation of the air traffic control (ATC) tower and extension of the T1 Terminal to the north, will be carried out in the timeframe until 2030. The renovation works of T3 Terminal will be completed before 2040 and the terminal will be put into operation.

1.3.1 Project Location

AYT is located 3 km northeast to the Muratpaşa district centre of Antalya province with 13 km² area and surrounded by agricultural lands and settlements. Antalya province is located in the Mediterranean Region of Türkiye, and Muratpaşa district is located in the middle of the province.

Moreover, the Airport is located at latitude 36.922394 and longitude 30.808439 and 60 meters above sea level. The location detail of the Airport is given in the .

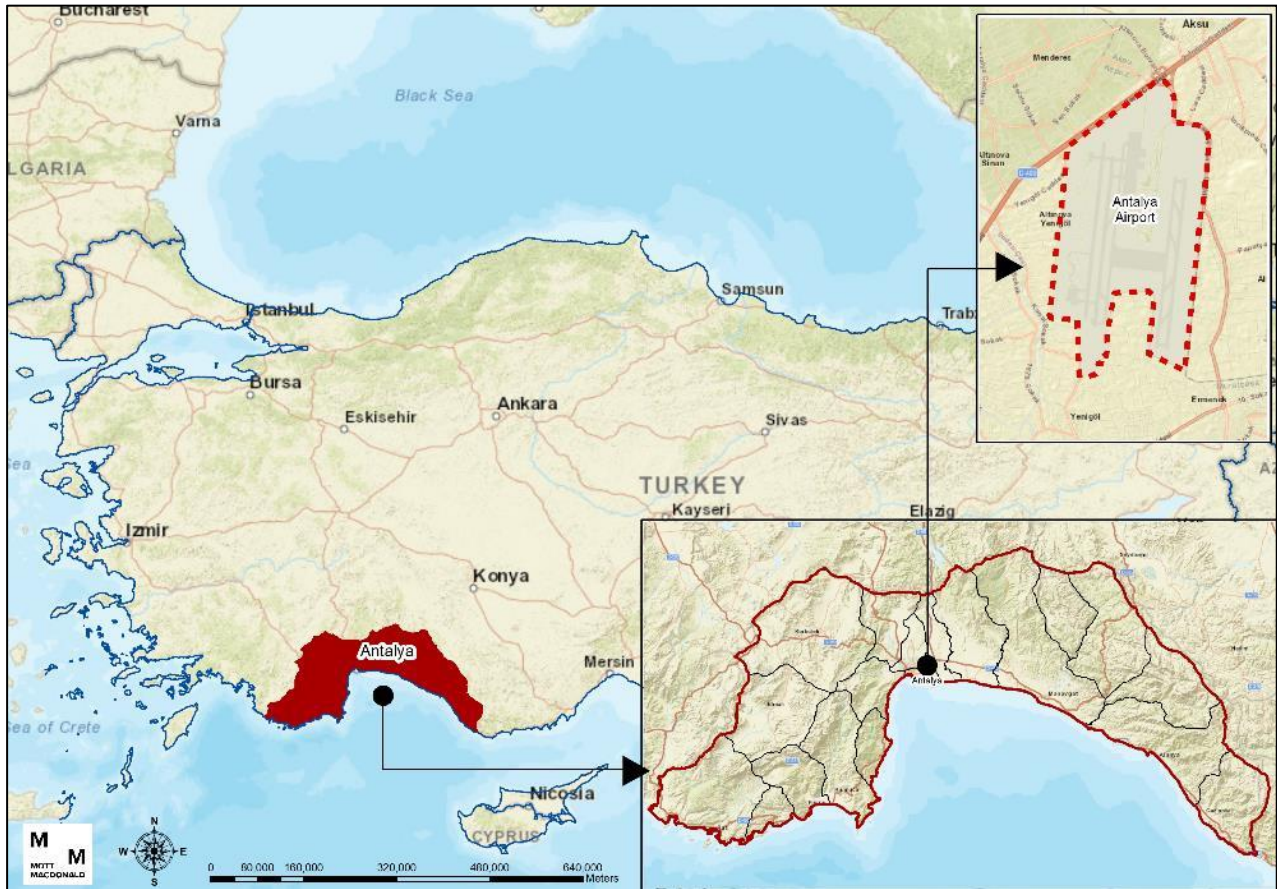


Figure 2 Project Location

The first phase of the Project was realized on the lands of the Airport which is currently in operation and suitable for expansion works. Fields of activity within the scope of the Project such as expansion works on both sides of Terminal 2, new apron, construction of new cargo terminal, parking areas, administrative buildings are given in Figure 3.

1.3.2 Layout

The Project Master Plan was initially developed by DHMI and updated by FTA. The updated Master Plan that was approved by DHMI and given below, illustrates the proposed locations for the new construction areas (dark blue), existing buildings (dark green), existing aprons (light grey), new apron areas (dark grey) within the existing airport boundary. The Master Plan including the legend showing each Project component is provided in ESIA Appendix B.1.

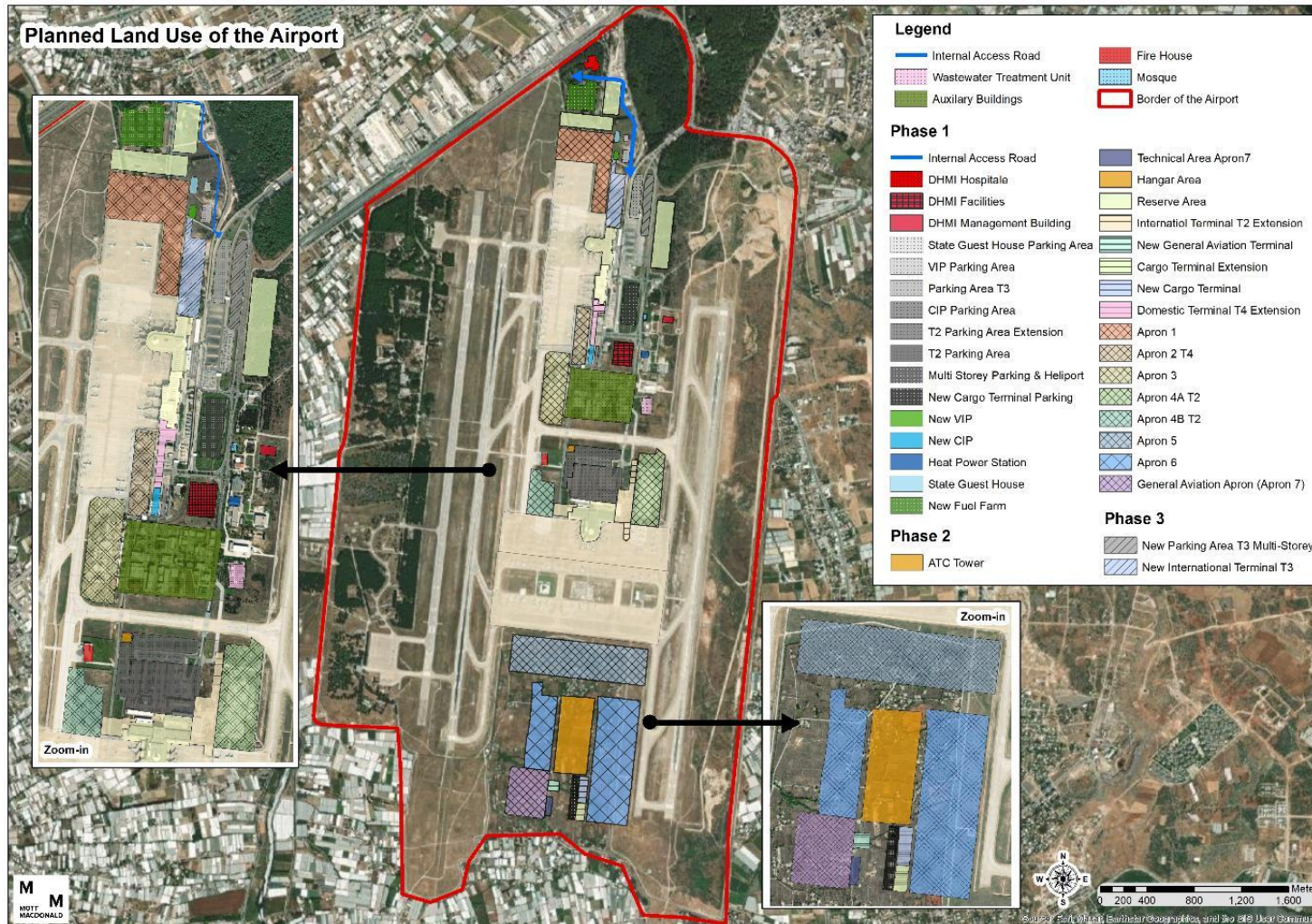
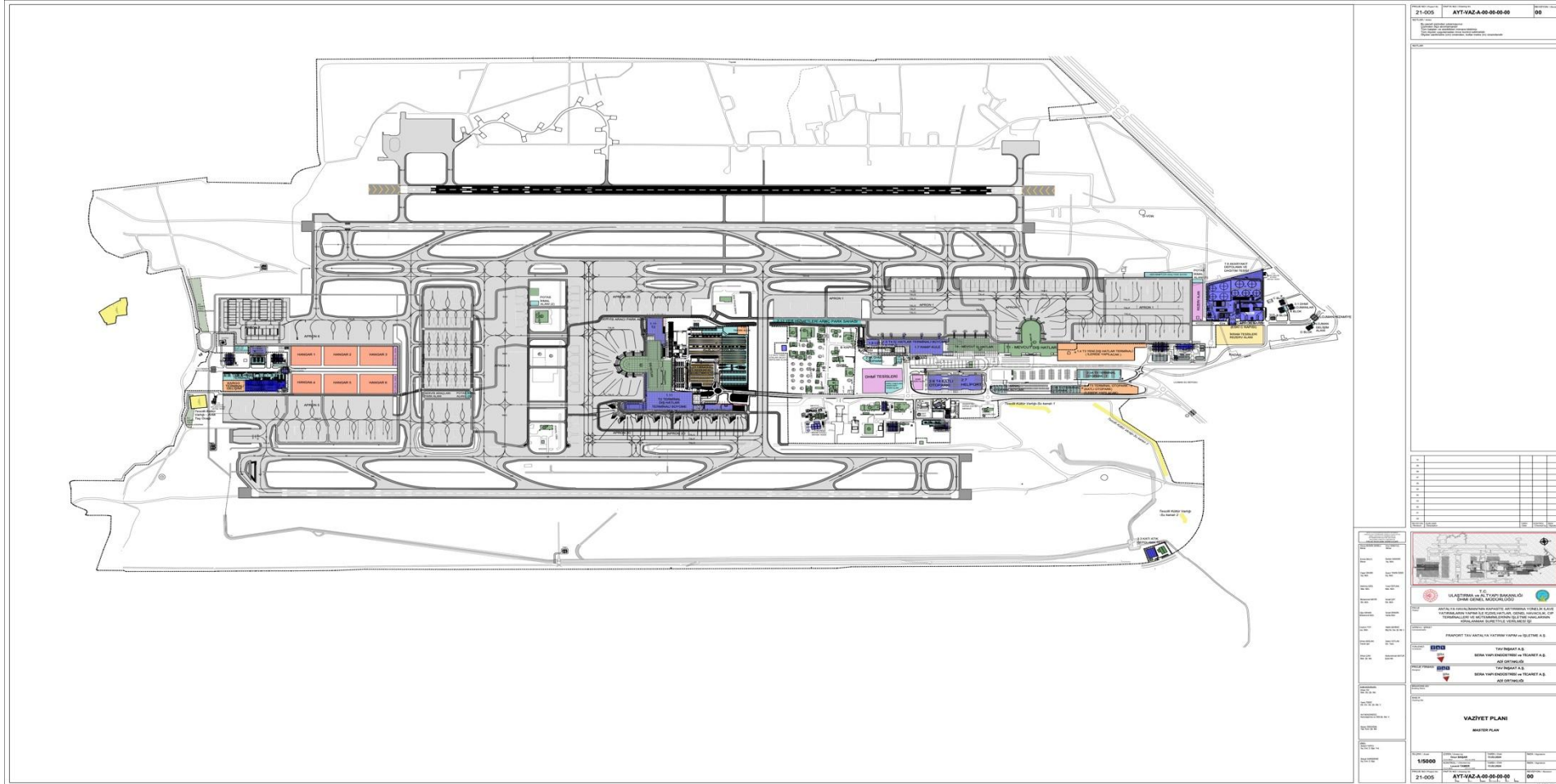


Figure 3 Aerial Plan /Land Use

Figure 4 Project Master Plan



1.3.3 Project Components

The Project consists of different components as described below.

- Buildings: Development of Terminal 2, new aprons and auxiliary buildings have been completed.
- Extension of terminals: It is expected to reach an annual passenger capacity of 35 million in 2039, as a result of the expansion of the T2 terminal.
- VIP-CIP buildings: Within the scope of the Project, it is aimed to increase the service quality as well as the capacity by replacing the VIP and CIP terminals together with state guesthouse.
- Establishment of solar farm: Solar panels are installed on the roof of T2 terminal to meet a part of the energy demand up to 30 MW at peak hours. A total of 4 MW of electrical energy is obtained as a result of installation of solar panels.
- Airside aprons and taxiways: Within the scope of Phase 1, apron development works were carried out as well as taxiway in a total area of 167,000 m².

1.3.4 Auxiliary Facilities

Some of these structures are related to establishing the technical infrastructure and some of them are related to facilitating the social life in the Airport.

1.3.5 Associated Facility

Replacement of the fuel farm: The previous fuel farm have been relocated further away from the apron areas and terminals for service security. Another reason for relocating the facility was that the new location of the fuel farm is close to the main fuel pipeline. This also relieved the airport traffic and ensured community health and safety.



Figure 5 New Terminal 2 after Extension Works

1.3.6 Past Land Acquisition

116.1 hectares (ha) of the land required for the Project was subject to expropriation by DHMI from 2010 onwards and this process was completed in 2017. Two settlements were impacted by the Project land acquisition, namely Yeşilköy (formerly known as Kesirler) and Güzelbağ. Project land acquisition entailed acquisition of 105 parcels impacting an area of 1,160,753 m² (116.1 hectares). The agricultural (greenhouse) and residential areas to the south of the airport between the two runways towards the sea were acquired. This area is currently used as aircraft maintenance hangar,

general aviation terminal and parking area. The area covered by the airport increased from 1,300 hectares to 1,410 hectares with new expropriations.

Land impacted by the Project comprises of public land, private land and land belonging to Municipality. The public land was used by the residents of Yeşilköy and Güzelbağ. Majority of the land is expropriated from Yeşilköy (72%). During expropriation files preparation, land users were identified and compensated according to the Turkish Law on Expropriation No. 2942. The land acquisition impacted a total of 604 PAPs. This includes 304 shareholders/owners in 66 private parcels and 300 users of Treasury land. There are 278 PAPs impacted from physical displacement¹, and 173 PAPs are impacted from loss of greenhouses and other structures.

1.3.7 Project Social Area of Influence (Aoi)

The area of influence (Aoi) covers all land or water, directly or indirectly impacted by the Project, and therefore extends beyond the Airport boundary. This includes communities and areas adjacent to the Project site that may experience impacts during the construction or operation phases of the Project.

The Project's social Aoi for construction and operation phases is determined during the ESIA preparation of the Project. The social Aoi includes the settlements, business lines and other stakeholders that are directly or indirectly affected or will be affected by the construction and operation phases of the project.

The Project's overall impact area is not only limited to Antalya, but also covers TR61 Region (which includes Antalya, Isparta and Burdur provinces), and even national level during the operation phase. However, when the direct impacts are assessed at local level (district-based and settlement-based), there are two districts determined in the Project's Aoi; Muratpaşa district and Aksu district. Within these districts, there are six settlements that are directly affected by the operation phase of the Project since they are the closest settlements to the Project area. These settlements are Ermenek, Yenigöl, Güzeloba and Güzelbağ neighbourhoods, which are within the district of Muratpaşa, and Altıntaş and Güzelyurt neighbourhoods, which are within the district of Aksu.

¹ 278 PAPs using/owning 359 homes.

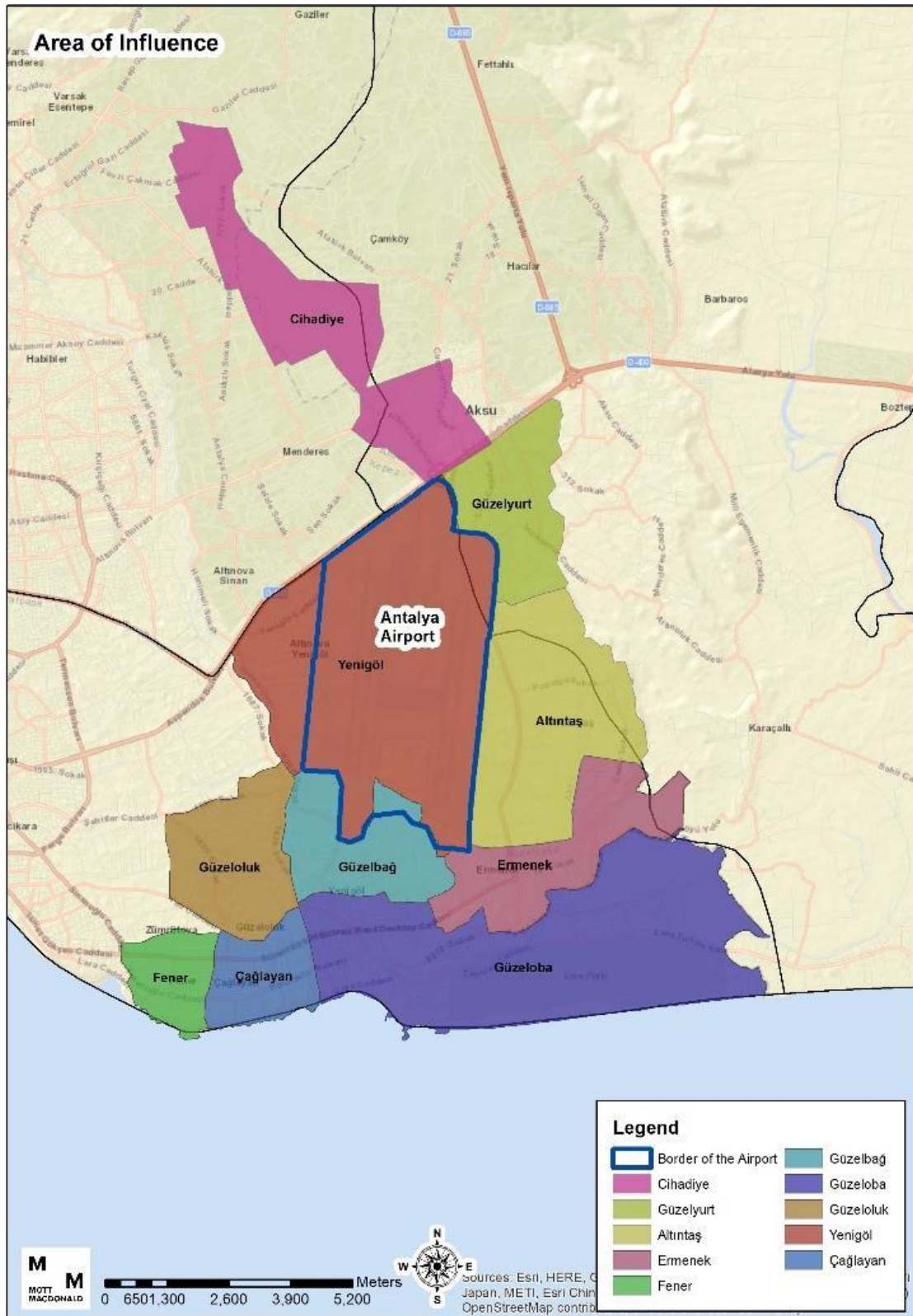


Figure 6 Social Impact Area

1.3.8 Expected Project Impacts and Summary of Mitigations

The Project has a significant contribution to economy during the operation phase through increased flights and increased number of passengers that boosts service sectors including tourism. As a result of the Project, commercial establishments and businesses in tourism sector are also positively affected by the Project.

The positive impact of the Project is not limited to procurement of goods and services and employment opportunities, nor can it be restricted only to Muratpaşa and Aksu districts. The positive impacts have repercussions in the provinces of the TR61 Region and even at the national level.

The Project’s expected positive impacts are:

- 50% capacity enhancement of the AYT,
- Increase in the passenger capacity,
- Increased economic opportunities and employment generation within the tourism sector including but not limited to hospitality service providers, hotels and accommodation, passenger transportation companies, car rentals, professional guidance service providers, restaurants etc., and
- Year-round revenues due to increased accessibility.

Potential general adverse impacts are:

- Increased traffic congestion around the AYT,
- Dust impact during construction phase activities which may adversely impact agricultural production on greenhouses; and livelihoods of those in the direct Aol,
- Past land acquisition induced vulnerabilities on resettlement and livelihood restoration
- Impacts on the life quality due to dust and noise,
- Dust and traffic impact on businesses in the Project vicinity that may lead to loss of income and lower customer satisfaction,
- Smell impacts during construction activities,
- Community health and safety risks posed by construction activities, and
- Occupational health and safety risks stemming from construction works.

The impacts envisioned at settlement level is summarized below.

Table 0-1: Potential Impacts in Aol

District/ Neighbourhoods	Location	Impacts during the operation phase of the Project
Aksu District		
Altıntaş	Located to the east of the Airport and one of the closest residential settlement within the close proximity of the Airport with	Potential adverse impact: <ul style="list-style-type: none"> ● PAPs are exposed to noise impact. ● South Road

	350-400 m distance. The western border of the neighbourhood is approximately 3.5 km. long and is parallel to the Project's construction site.	<p>Potential beneficial impacts:</p> <ul style="list-style-type: none"> • PAPs can benefit from the employment generated at the Airport resulting from the Project. • Indirect creation of jobs in e.g. travel and hospitality and aviation supply chain
Güzelyurt	Located northeast of the Airport. The Airport is 300 m away to the areas where commercial enterprises (car rental and transport companies) are located within this neighbourhood.	<p>Potential adverse impact:</p> <ul style="list-style-type: none"> • PAPs are exposed to noise impact. <p>Potential beneficial impacts:</p> <ul style="list-style-type: none"> • PAPs may economically benefit from the increased number of passengers at the Airport. (indirect impacts with the developed tourism activities). • Car rental companies, and tourism service providers benefit from increased number of tourists
Muratpaşa District		
Yenigöl	Adjacent to the western part of the Airport. Its distance to the Airport is between 900m and 2 km in terms of its closest and farthest settlements. Yenigöl is in a position parallel and adjacent to the D-400 highway, which is used for transportation to the Airport.	<p>Potential adverse impact:</p> <ul style="list-style-type: none"> • PAPs are exposed to noise impact. <p>Potential beneficial impacts:</p> <ul style="list-style-type: none"> • PAPs can benefit from the employment generated at the Airport resulting from the Project. • Indirect creation of jobs in e.g. travel and hospitality and aviation supply chain
Ermenek	Located to the south-west of the Airport. Its distance to the airport is 750-800 m.	<p>Potential adverse impact:</p> <ul style="list-style-type: none"> • PAPs are exposed to noise impact. • Southern Road <p>Potential beneficial impact:</p> <ul style="list-style-type: none"> • PAPs can benefit from the employment generation at the Airport resulting from the Project.
Güzelbağ	Located at the south of the Airport with the dense greenhouse areas. The settlement is impacted from the Project's priorly conducted land acquisition. The Project's expansion area was expropriated from Güzelbağ neighbourhood.	<p>Potential adverse impact:</p> <ul style="list-style-type: none"> • PAPs are exposed to noise impact. • South Road <p>Potential beneficial impacts:</p> <ul style="list-style-type: none"> • PAPs can benefit from the employment generated at the Airport resulting from the Project. • Indirect creation of jobs in e.g. travel and hospitality and aviation supply chain

Güzeloba	Located at the southern part of the Airport, the Güzeloba is the second densely populated neighborhood of Antalya.	<p>Potential adverse impact:</p> <ul style="list-style-type: none"> • PAPs are exposed to noise impact. <p>Potential beneficial impacts:</p> <ul style="list-style-type: none"> • PAPs can benefit from the employment generated at the Airport resulting from the Project. • Indirect creation of jobs in e.g. travel and hospitality and aviation supply chain
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Under the light of the potential impacts identified related to operational activities of the Project, mitigation measures are defined. Table 0-2 below summarizes the mitigation measures that will be implemented in the Project.

Table 0-2: Summary of Mitigation Measures

Project Impacts	Mitigation
Operation Phase	
Employment	<ul style="list-style-type: none"> • Antalya Airport has already provided employment opportunities both in and around the airport. Restaurants, car rental agencies, hotels, car parks, and etc. have already reaped the fruit of the airport. Yet, increase in the capacity of the airport means that more people come to the airport. And these businesses enjoy having more costumers. • Having more costumer may culminate in capacity increase in some of the businesses, thereby creating new employment opportunities for more people.
Livelihoods	<ul style="list-style-type: none"> • In order to ensure that the adverse impacts of expropriation are addressed and mitigated, SLIP has been implemented. Particularly the Greenhouse Support Program has turned into be a success story as the number of participants are significantly high. In addition to this, the grievance mechanism is in place and any livelihood related grievance is actively recorded and responded.
GBVH	<ul style="list-style-type: none"> • Induction training sessions include Code of Conduct and GBVH related issues. These sessions are part of the staff orientation program. • Information on the emergency help access (hotlines, screens etc) are available for any people who are exposed to GBVH at the Airport. • The Project has appointed a focal point for GBVH who received comprehensive training in order to continue training all staff on GBVH issues. • Internal and external grievance mechanisms monitor GBVH related grievances through disaggregated data entry and analysis. Grievance mechanism will be improved to manage grievances with trained staff, with provisions of confidential handling, such as victim protections etc.

Vulnerable groups	<ul style="list-style-type: none"> Information dissemination and disclosure specific to vulnerable groups has been ensured. Easy access to grievance mechanism has been ensured for all project affected people, including vulnerable groups.
Noise	<ul style="list-style-type: none"> Noise is an issue for settlements around the Antalya Airport. In order to address this issue, the Noise Management Plan is going to be implemented. As an initial step, relevant stakeholders, namely Aksu Municipality, Muratpaşa Municipality, Güzelbağ, Ermenek, Güzeloba, Güzelyurt, Altıntaş mukhtarships have been informed about the aim, rationale and the area of influence of the project. All parties have expressed their willingness to collaborate with project management to ensure smooth implementation of the project activities. Stakeholder identification process – including the vulnerable groups, is ongoing.
Southern Road	<ul style="list-style-type: none"> In order to assess south side of the airport (General Aviation Terminal, Cargo Buildings, Hangars, etc) it has become necessary to plan a new circulation route by constructing a road within the fence boundary of Antalya Airport. According to the planning, the project activities will be completed in 6 months. The mukhtars of the Altıntaş, Ermenek and Güzelbağ Neighborhoods have been informed about the project and the community health and safety measures (i.e., dust mitigation, traffic, etc) that are going to be in place during the construction activities.

2. INSTITUTIONAL AND LEGAL FRAMEWORK

This SEP has been prepared in accordance with FTA policies and procedures, and in compliance with the following legislation and standards:

- Relevant Turkish national legislation,
- EBRD Environmental and Social Policy (ESP), which has been effective as of 2019, and the associated Performance Requirement 10 (PR 10): Information Disclosure and Stakeholder Engagement,
- IFC Performance Standards (PSs) on Environmental and Social Sustainability, which has been effective as of 2012,
- IFC Sustainability Framework (updated in 2012), and
- ISO 14001: Environmental Management System Standards and Guidelines.

Further details of the relevant corporate policies, Turkish legislation and applicable international requirements are provided in the following sections.

2.1 National Requirements

There are several laws and regulations in force that define terms and conditions to inform and consult public while conducting certain activities. The ones that would apply to the Project are as follows:

Constitution of the Republic of Türkiye (Articles 25, 26, 74 and 148)

Constitution of Republic of Türkiye is the fundamental document in respect to guaranteeing citizens' freedom of thought and opinion (Article 25). No one shall be compelled to reveal his/her thoughts and opinions for any reason or purpose; nor shall anyone be blamed or accused because of his/her thoughts and opinions. Everyone has the right to express and disseminate his/her thoughts and opinions by speech, in writing or in pictures or through other media, individually or collectively. This freedom includes the liberty of receiving or imparting information or ideas without interference by official authorities (Article 26). In addition, Turkish citizens and foreigners residing in Türkiye, on the condition of observing the principle of reciprocity, have the right to apply in writing to the competent authorities and to the Grand National Assembly of Türkiye with regard to the requests and complaints concerning themselves or the public (Article 74). Everyone may apply to the Constitutional Court on the grounds that one of the fundamental rights within the scope of the European Convention on Human Rights which are granted by the Constitution has been violated by public authorities provided that ordinary remedies are exhausted (Article 148).

Law on the Right to Information (No. 4982)

Law on the Right to Information regulates the procedure and the basis of the right to information according to the principles of equality, impartiality and openness that are the necessities of a democratic and transparent government.

The Law on Use of the Right to Petition (No. 3071)

Citizens of the Turkish Republic are entitled to apply Turkish Grand National Assembly and the public authorities by written petition, in respect to their requests and complaints, in accordance with the Article 3 of the Law on Use of the Right to Petition (Official Gazette dated 01.11.1984 and numbered 3071). Foreigners residing in Türkiye are also entitled to enjoy this right on the condition of reciprocity and using Turkish language in their petitions.

Regulation on Environmental Impact Assessment (EIA) (No. 31907)

This Regulation (published in the Official Gazette dated 29 July 2022 and numbered 31907) was prepared in the context of the Article 10 of the Environmental Law. It aims at preventing the potential destructive environmental impacts of the projects and decrease or alleviate the existing environmental impacts of these projects.

The legal obligation to organise a public consultation meeting at the beginning of the national EIA process in Türkiye is defined within this Regulation on EIA.

This Regulation refers to informing and consulting the public about the Project, holding the meeting at the Project site, prior approval of the place and date of the meeting by the Governor and announcement in a local and national newspaper at least 10 days before the meeting.

2.2 Institutional Standards and Guidance

EBRD Requirements

Based on the EBRD ESP (2019) and IFC Performance Standards (2012) process of environmental and social categorization, the Project is categorized as a Category 'A' project.

All projects financed by EBRD shall be structured to meet the requirements of the EBRD Environmental and Social Policy (2019) which includes ten Performance Requirements (PRs) for key areas of environmental and social sustainability that projects are required to meet, including PR10 Information Disclosure and Stakeholder Engagement. In addition, EBRD's Independent Project Accountability Mechanism (IPAM), as an independent last resort tool, aims to facilitate the resolution of social, environmental and public disclosure issues raised by PAPs, and civil society organisations about EBRD financed projects among project stakeholders or to determine whether the EBRD has complied with its ESP and the Project-specific provisions of its [Access to Information Policy](#); and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the EBRD.

Within this scope, the Project Company will conform to the disclosure and stakeholder engagement requirements of EBRD ESP (2019) as outlined in PR1, PR5 and PR10:

PR1: Assessment and Management of Environmental and Social Impacts and Issues

For projects that could have adverse environmental and social risks and impacts, the client will, as an integral part of the assessment process, identify the project's stakeholders and design a plan for engaging with the stakeholders in a meaningful manner to take their views and concerns into consideration in planning, implementing and operating the project in accordance with PR10. This stakeholder identification process shall identify any people who may be disproportionately impacted by the project. Mitigation measures will be developed and implemented so that vulnerable people are not disproportionately impacted.

PR5: Land Acquisition, Involuntary Resettlement and Economic Displacement

The Project Company will engage with Project affected persons and communities through meaningful consultation, and disclose relevant information throughout the planning, implementation, monitoring and evaluation of land acquisition, and resettlement process including livelihood improvement.

The Project Company will ensure that all groups, including the vulnerable are informed and made aware of their entitlements, rights, opportunities and benefits.

The Project Company will support consultation and engagement efforts, with simple, practical, accurate and culturally appropriate documentation meant for broad dissemination to the PAPs.

PR10: Information Disclosure and Stakeholder Engagement

Project Company will conduct stakeholder engagement activities with the local communities that are directly affected from the Project and other relevant stakeholders by providing relevant, understandable and accessible information, in a timely and culturally appropriate manner. The activities should be free of manipulation, interference, coercion and intimidation.

Stakeholder engagement will involve the following elements: stakeholder identification and analysis, stakeholder engagement planning, disclosure of information, consultation and participation, grievance mechanism, and ongoing reporting to relevant stakeholders.

The nature and frequency of stakeholder engagement will be proportionate to the nature and scale of the Project and its potential adverse impacts on the affected communities, the sensitivity of the environment and the level of public interest. The requirements of national law with respect to public information and consultation, including those laws implementing host country obligations under international law, must always be met.

A mandatory requirement is the establishment of an effective grievance mechanism to facilitate prevention and/or timely resolution of conflicts that may arise.

The Project Company will define clear roles, responsibilities and authority as well as designate specific personnel to be responsible for the implementation and monitoring of stakeholder engagement activities.

IFC Standards

IFC Sustainability Framework and PSs (2012) includes IFC's policies and eight performance standards related to sustainability.

The purpose of the Performance Standard 1 (PS1: Assessment and Management of Environmental and Social Risks and Impacts) is to identify and evaluate the environmental and social risks and impacts of the project; anticipate and prevent, and where prevention is not possible, minimize risks and impacts on the employees/workers, affected communities and the environment, and where there are residual impacts, implement a mitigating hierarchy for risks and effects in order to compensate/balance the risks and effects; encourage customers to increase their environmental and social performances through effective use of management systems; ensure that grievances from PAPs and requests from other stakeholders are properly responded and managed; extend close cooperation on issues that may influence the PAPs, provide appropriate tools and ensure that relevant environmental and social information is disclosed and shared during the project.

One of the key elements of PS1 is stakeholder engagement. Stakeholder engagement is regarded as a “ground for building strong, constructive, sensitive relationships that are necessary for the successful management of the environmental and social impacts of the project”. PS1 confirms that the relationship is dependent on the risks and impacts of the project and generally includes stakeholder analysis and planning, disclosure and dissemination of information, consultation and engagement, grievance mechanism, provide documentation for stakeholders' informed participation and ongoing reporting to PAPs.

According to paragraph 31 of the PS1, the projects with potentially significant adverse impacts on Affected Communities, will include an Informed Consultation and Participation (ICP) process that will build upon the steps outlined above in Consultation and will result in the Affected Communities' informed participation. ICP involves a more in-depth exchange of views and information, and an organized and iterative consultation, leading to the client's incorporating into their decision-making process the views of the Affected Communities on matters that affect them directly, such as the proposed mitigation measures, the sharing of development benefits and opportunities, and implementation issues.

For the investment projects, IFC discloses a Summary of Investment Information (SII) and, if relevant, an Environmental and Social Review Summary (ESRS), depending on the environmental and social risk categorization.

The Project Category is A. For all Category A investments, disclosure occurs 60 days prior to consideration by IFC's Board of Directors.

AIIB Environmental and Social Framework 2021

The Project will follow the arrangements set by the Co-financing Framework Agreement between EBRD and AIIB signed in April 2021. Therefore, to ensure a harmonized approach on addressing the Project's environmental and social risks and impacts, the EBRD Environmental and Social Policy (2019) and related EBRD Performance Requirements (PRs) will apply to the Project in lieu of the AIIB Environmental and Social Policy.

2.3 FTA Policies and Procedures

FTA has an integrated quality management system which has a *Stakeholder Engagement Procedure* (8.46KY.1.59) that abides by international standards and commits to comply with applicable laws, regulations, and corporate commitments on stakeholder engagement and public disclosure. The Procedure identifies roles and responsibilities for SEP implementation, and references *Grievance Mechanism and Customer Satisfaction Procedure* (8.46KY.1.61) which is in line with ISO 10002, EBRD Performance Requirements and IFC Performance Standards.

Corporate Communication Procedure (8.46KI.37) defines the roles of Corporate Communications Department in stakeholder management. Corporate Communications Department informs the stakeholders about the Project, receives stakeholder opinions, evaluates the feedback received via communication channels such as the website, social media accounts, phone and e-mail, directs the incoming information to the Complaint Management System, and prepares the necessary action plans for the stakeholders in line with the results. The relevant personnel within the Quality Management Department will support the periodic reporting to the Lenders about the issues related to and reported by Project stakeholders.

Other related corporate documents of FTA regarding stakeholder engagement are:

Suggestion and Complaint Management Instructions,

Customer Satisfaction Surveys,

Passenger Satisfaction Surveys, and

Employee Satisfaction Surveys.

The grievance mechanism of the FTA involves:

Providing information on an annual basis to stakeholders through mass media, bulletins, brochures, emails and direct mailings on how to access grievance mechanism and available grievance channels,

Formal registration of any complaints or grievances with FTA,

Well-managed grievance system through structured process of consultations and verification of issues of concerns,

Follow-up procedure after the grievance solution to ensure that all issues regarding the grievance have been resolved, and

Ensuring appropriate maintenance and availability of the grievance process.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1 Overview

Stakeholders are defined as individuals or groups who are positively or negatively affected from the Project's impacts, outcomes and performance or may affect these processes or have a legitimate interest with the project. The authorities granting permissions, the local communities in the Project area, and groups and organizations (non-governmental organizations (NGOs), associations, etc.) that have knowledge about the possible aspects within the scope of the Project or about the existing social and socio-economic dynamics around the Project area are also stakeholders of the Project. Evaluation of feedback made by such stakeholders can facilitate the improvement of the quality of the impact assessments and additional corporate social responsibility activities to be planned according to the real socio-economic needs.

Stakeholder analysis is the first step of the 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. 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 the Project involvement aspect.

3.2 Project Stakeholders

Stakeholders are divided into two parts as external stakeholders and internal stakeholders. Thanks to this separation, stakeholders involved in the Project 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.

3.2.1 Internal Stakeholders

Internal stakeholders are employees, representatives, contractors, and subcontractors of the FTA, Project sponsors Fraport and TAV, and DHMI Local Directorate and Antalya Airport Local Authority. All of these stakeholders are within the framework of the Project's impact. Communication of internal stakeholders is essential in order to establish sound relationships with external stakeholders.

3.2.2 External Stakeholders

External stakeholders represent the stakeholders affected by the Project or affecting the Project in some way. External stakeholders encompass a wide range of stakeholders ranging from government agencies, non-governmental organisations and public institutions and the households affected by the Project. Figure 3-1 summarizes the external stakeholder engagement flow.

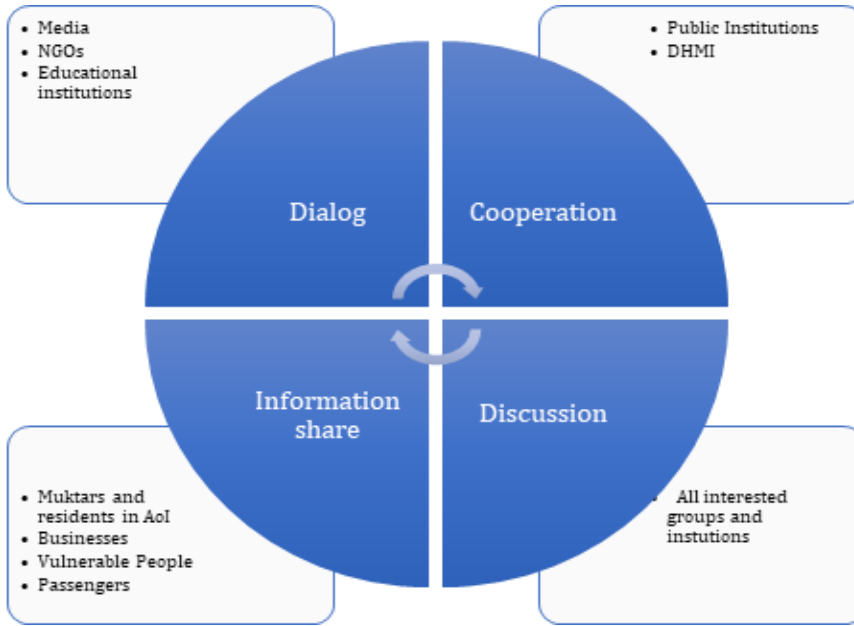


Figure 7 Stakeholder Engagement Flow*

*Interested groups explanation and examples are added below section.

Directly Affected Stakeholders (Project Affected Parties)

These stakeholders are the stakeholders who are directly affected by the construction and operation activities of the Project. These activities and possible negative impacts were traffic, dust and noise during the construction phase of the Project. Some groups are such as users of greenhouses near the Project site were affected from dust, and their products may get damaged. Dust impact also adversely affected the wellbeing of the residents in the vicinity. Traffic impacts of the Project, and increase of heavy vehicles near the Airport had adversely affect commute duration to the Airport, and create impacts on the livelihoods of the businesses surrounding the Airport. Unmanaged traffic congestion was considered to bear risks for community health and safety. In addition to all these impacts, adverse effects experienced by those economically and/or physically displaced after expropriations for the Airport Expansion Project were also identified.

Considering all these potential adverse impacts, it was important to be in a regular, open and transparent communication with these directly affected stakeholders of the Project.

Based on the desktop studies and the site visit conducted in July 2022, directly affected stakeholders and their settlements are determined as follows:

- Mukhtars and communities of Yenigöl, Güzelbağ, Ermenek, Altıntaş and Güzelyurt neighbourhoods,
- Greenhouse producers near the Project site,
- Businesses nearby the Airport (i.e., car rentals, restaurants, taxi services),
- Muratpaşa and Aksu District Governors and District Municipalities, and
- Economically or physically displaced PAPs.

Other interested parties

The related stakeholders in this group are as follows:

- All public institutions operating on national, regional, and local levels and being able to affect the Project activities,
- Tourism sector service providers,
- Airport passengers,
- Airlines,
- Companies serving the Airport,
- All media organizations making news on and promoting the Project,
- NGOs interested in the Project’s outcomes and activities,
- Akdeniz University Civil Aviation School.

Disadvantaged/ vulnerable individuals or groups

This group includes the vulnerable people who have limited mobility or may be disproportionately impacted from the Project’s potential adverse impacts. Vulnerable groups that are identified within the scope of the Project impacts are women headed households, children, people with disabilities and chronic diseases, and the elderly. Poor households whose houses, greenhouses or land were expropriated, those who could not restore their livelihoods are also defined as vulnerable.

Table 0-3: Summary Stakeholder Identification Table

Stakeholder groups	Definitive stakeholders	Summary of specific interest in relevance to the project
External Stakeholders		
National Governmental Organizations	<ul style="list-style-type: none"> ● Ministry of Transport and Infrastructure ● Ministry of Environment, Urbanization and Climate Change ● Ministry of Culture and Tourism ● Ministry of Labour and Social Security ● General Directorate of State Airports Authority (DHMI) ● Energy Market Regulating Authority (EMRA) ● Türkiye Electricity Transmission Corporation (TEIAS) 	National and regional development Policy formulation Permitting Cumulative impacts
Provincial and District Level Governmental Organizations	<ul style="list-style-type: none"> ● Governorship of Antalya ● Antalya Airport/ Chief of Border Civil Authority of Antalya Office ● Provincial Directorate of Environment, Urbanization and Climate Change 	Social and economic development Environmental protection Management of infrastructural and environmental impacts (i.e., wastes, wastewater)

	<ul style="list-style-type: none"> ● Provincial Directorate of Culture and Tourism ● Antalya Regional Council for Protection of Cultural Property ● Antalya Disaster and Emergency Management Directorate ● Antalya Provincial Security Directorate ● State Hydraulic Works (DSI) ● 19th Regional Directorate of TEIAS ● Akdeniz Electricity Transmission Corporation (AEDAS) ● Antalya 112 Emergency and Healthcare Services ● DHMI (State Airport Authority) Antalya Airport Office of the General Director ● Muratpaşa Governorate ● Muratpaşa Municipality ● Muratpaşa District Directorate of Agriculture and Forestry Office ● Muratpaşa District National Education Directorate ● Muratpaşa Muftiship ● Muratpaşa Social Assistance Solidarity Foundation (SASF) ● Aksu Governorate ● Aksu Municipality ● Aksu District Directorate of Agriculture and Forestry Office ● Aksu Social Assistance Solidarity Foundation (SASF) 	<p>Emergency planning and intervention</p> <p>Environmental and social impacts Permitting</p>
<p>Non-Governmental Organizations (NGOs) at International, National and Local Levels</p>	<p><u><i>Economic Development</i></u></p> <ul style="list-style-type: none"> ● Antalya Chamber of Commerce and Industrialist (ATSO) ● Cooperative of the Taxi Drivers at the Antalya Airport ● Antalya Union of Tourism Hotel Management ● Agricultural Credit Cooperative of Antalya Province ● Chamber of Agriculture ● Chamber of Tourist Guides of Antalya (ARO) 	<p>Environmental and social impacts</p> <p>Cumulative impacts</p> <p>Economic development</p> <p>Inclusivity and accessibility</p> <p>Security impacts</p>

	<ul style="list-style-type: none"> • Association of Turkish Travel Agencies (TURSAB), Mediterranean Regional Agency • Association of Mediterranean Tourist Hoteliers and Operators (AKTOB) • District Chamber of Artisans and Tradesmen Credit Cooperative • Agricultural Credit Cooperative of Aksu District • Aksu Associations of Mukhtars <p><u>Environment</u></p> <ul style="list-style-type: none"> • Worldwide Fund for Nature (WWF) • Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats (TEMA) • Antalya Friends of Environment and Nature Federation • Doğader Antalya <p><u>Gender, Inclusivity and Accessibility</u></p> <ul style="list-style-type: none"> • Antalya Women’s Employment and Children’s Rights Association • Antalya Women’s Solidarity Centre • Association of Living without Obstacles (<i>Engelsiz Yaşam Derneği</i>) • Six Point Association for the Visually Impaired • <u>Association for Supporting Girls</u> 	
Project Affected Neighbourhoods and mukhtars	<ul style="list-style-type: none"> • Yenigöl • Güzelbağ • Ermenek • Altıntaş • Güzelyurt • <u>Güzeloba</u> 	<p>Environmental and social impacts especially traffic impacts, community health and safety, and dust and noise impacts</p> <p>Economic displacement Employment</p>
Greenhouse producers near the Project site	<ul style="list-style-type: none"> • Güzelyurt • Altıntaş • Güzelbağ • Ermenek 	<p>Environmental and social impacts especially dust impacts on livelihood</p>
Airport Passengers	<ul style="list-style-type: none"> • Passengers using the Antalya Airport 	<p>Construction impacts, community health and safety</p> <p>Travel experience</p>

Companies Operating within the Airport	<ul style="list-style-type: none"> • Airlines • Ground handling services • In-flight catering firms • Aircraft fuelling • Tour operators 	Information on expansion plans, operational health and safety, traffic impacts Economic development
Vulnerable Persons and Groups	<ul style="list-style-type: none"> • The poor, elderly, sick people with disabilities in the Project affected neighbourhoods • Disabled, elderly, child passengers 	Community health and safety impacts Economic displacement due to the land acquisition
Women headed households	<ul style="list-style-type: none"> • Women headed households living in Project affected neighbourhoods 	Environmental and social impacts Cumulative impacts Land acquisition Employment
Local Businesses Businesses nearby the Airport	<ul style="list-style-type: none"> • Local enterprises and small businesses • Taxis • Car rentals, restaurants 	Traffic impact Dust impact Economic displacement Long-term economic development
Media	<ul style="list-style-type: none"> • Local and national newspapers • TV channels • Social media 	Relaying correct Project information to communities Advertisements Announcements regarding the Project-related stakeholder engagement activities
University	<ul style="list-style-type: none"> • Akdeniz University Civil Aviation School 	Student technical trainings Internship Employment
Lenders	<ul style="list-style-type: none"> • EBRD • IFC • AIIB 	Project financing and compliance with E&S requirements
Internal Stakeholders		
FTA	<ul style="list-style-type: none"> • Employees • Contractors, sub-contractors and their employees 	Growth and development Stable employment and opportunity Occupational health and safety
Fraport	<ul style="list-style-type: none"> • Employees • Contractors 	Project sponsors
TAV	<ul style="list-style-type: none"> • Employees 	Project sponsors

	<ul style="list-style-type: none"> Contractors 	
DHMI Local Directorate and Antalya Airport Local Authority	<ul style="list-style-type: none"> Employees Officers 	<p>Official regulations and permits</p> <p>Operating and managing airport services</p>

4. STAKEHOLDER ENGAGEMENT PROGRAMME AND DISCLOSURE PROCESS

4.1 Overview

Stakeholder engagement is an ongoing activity throughout the operations of the Project. The following programme summarizes key planned stakeholder engagement activities during the operation phase. The programme annually to ensure that it remains valid and meets the needs of the Project.

4.2 Gender Considerations

The SEP is tailored according to gender considerations. Gender equality is considered in the implementation of the SEP, which has a participatory and inclusive approach. FTA takes the following measures in line with gender equality principle:

Disaggregating all stakeholder engagement data obtained and recorded during the Project lifecycle based on gender,

Gender impact monitoring during the operations,

Internal grievance mechanism accessible and confidential for female employees of FTA and its contractors and suppliers to prevent gender-based violence and harassment with the possibility of anonymous application

Keeping internal and external grievance records by gender, and

Analysing and monitoring the effectiveness of stakeholder engagement methods in terms of the participation of women stakeholders.

4.3 Stakeholder Engagement Plan and Future Stakeholder Engagement

Table 0-4: Stakeholder Engagement Plan and Future Stakeholder Engagement

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Phase	Monitoring Indicators	Engagement Frequency	Responsible Party
A	Local Communities								
1	Workplaces (restaurants, rental car enterprises, taxi stations) Residents Small and medium enterprises	Local	Impacted	<ul style="list-style-type: none"> ● <u>Consultation about the Project activities (SLIP, NMP, South Road and etc)</u> ● Informing on possible effects of the Project including biodiversity, noise and traffic ● Communication mechanism with stakeholders ● Informing about grievance mechanism of FTA 	<ul style="list-style-type: none"> ● Visits by CLOs ● Brochure ● Face-to face consultation meeting ● Web site ● Social media ● Posters ● Billboards 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of visits conducted ● Number of consultations held ● Number of PAPs reached ● Gender disaggregated data on number of consultations, grievances, number of PAPs reached ● Number of requests and grievances received and resolved ● Number of brochures printed and distributed to the locations ● Social media analysis ● Website information ● Location of billboards 	<ul style="list-style-type: none"> ● Quarterly visits ● Monthly social media updates ● Annual brochure distribution 	<ul style="list-style-type: none"> ● CLO ● Communication Department ● Quality Assurance Department

STAKEHOLDER ENGAGEMENT PLAN

2	<p>Residents in immediate vicinity</p> <p>PAPs affected from Project's expropriation</p> <p>Greenhouse Producers nearby the Airport</p>			<ul style="list-style-type: none"> ● <u>Consultation about the Project activities (SLIP, NMP, South Road and etc)</u> ● Informing on possible effects of the Project including biodiversity, noise and traffic ● Communication mechanism with stakeholders ● Informing about grievance mechanism of FTA ● Delivery of Supplemental Livelihood Improvement Plan (SLIP) for those affected from land acquisition 	<ul style="list-style-type: none"> ● Visits by CLOs ● Brochure ● Face-to face consultation meeting ● Web site ● Social media ● Posters ● Billboards 	<p><u>Operation</u></p> <ul style="list-style-type: none"> ● Number of visits conducted ● Number of consultations held ● Number of PAPs reached ● Gender disaggregated data on number of consultations, grievances received and resolved, number of PAPs reached ● Number of requests and grievances received and resolved ● Number of brochures printed and distributed to the locations ● Number of PAPs benefiting from SLIP ● Gender disaggregated data on number of consultations, grievances, number of PAPs reached ● Social media analysis ● Website information ● Location of billboards 	<ul style="list-style-type: none"> ● Biweekly visits ● Monthly social media updates ● Annual brochure distribution 	<ul style="list-style-type: none"> ● CLO ● Communication Department ● Quality Assurance Department
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STAKEHOLDER ENGAGEMENT PLAN

3	Mukhtars of the Project Affected Neighbourhoods: Yenigöl, Güzelbağ, Ermenek, <u>Güzeloba</u> , Altıntaş and Güzelyurt	Local	Impacted	<ul style="list-style-type: none"> ● <u>Consultation about the Project activities (SLIP, NMP, Southern Road and etc)</u> ● Informing on possible effects of the Project including biodiversity, noise and traffic ● Communication mechanism with stakeholders ● Informing about grievance mechanism of FTA 	<ul style="list-style-type: none"> ● Visit ● Brochure ● Consultation meeting ● Web site ● Social media ● Posters 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of visits conducted ● Number of consultations held with mukhtars ● Number of mukhtars reached ● Number of requests and grievances received and resolved from mukhtars ● Number of social media messages shared ● Number of brochures distributed at mukhtars' offices 	<ul style="list-style-type: none"> ● Biweekly visits ● Monthly social media updates ● Annual brochure distribution 	<ul style="list-style-type: none"> ● CLO ● Communication Department ● Quality Assurance Department
4	Vulnerable groups: The elderly, people with disabilities, women <u>headed households</u> , children	Local	Impacted	<ul style="list-style-type: none"> ● <u>Consultation about the Project activities (SLIP, NMP, Southern Road and etc)</u> ● Informing on possible effects of the Project including biodiversity, noise and traffic ● Communication mechanism with stakeholders ● Informing about grievance mechanism of FTA 	<ul style="list-style-type: none"> ● One to one visit ● Brochure ● Consultation meeting ● Web site ● Social media ● Posters 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of visits conducted ● Number of consultations held Number of vulnerable PAPs reached ● Number of requests and grievances received and resolved ● Gender disaggregated data on number of consultations, grievances, number of PAPs reached 	<ul style="list-style-type: none"> ● Biweekly visits ● Monthly social media updates ● Annual brochure distribution 	<ul style="list-style-type: none"> ● CLO ● Communication Department ● Quality Assurance Department

STAKEHOLDER ENGAGEMENT PLAN

B	Public Institutions								
1	National Level	National	Affecting	<ul style="list-style-type: none"> ● <u>Consultation about the Project activities</u> (SLIP, NMP, Southern Road and etc) ● Informing on possible effects of the Project ● Grievance mechanism of the municipality 	<ul style="list-style-type: none"> ● Visit ● Correspondence 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of visits conducted ● Official correspondence recorded 	<ul style="list-style-type: none"> ● Annual ● As needed 	<ul style="list-style-type: none"> ● Management ● Quality Assurance Department
2	Provincial and District Level	Regional	Affecting	<ul style="list-style-type: none"> ● Permissions ● <u>Consultation about the Project activities</u> (SLIP, NMP, Southern Road and etc) ● Informing on possible effects of the Project ● Grievance mechanism of the municipality ● Consultations with Antalya Regional Council on Protection of Cultural Heritage Property on protection of cultural heritage sites 	<ul style="list-style-type: none"> ● Visit ● Correspondence 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of visits conducted ● Official correspondence recorded ● Requests and grievances received and resolved 	<ul style="list-style-type: none"> ● Annual ● As needed 	<ul style="list-style-type: none"> ● Management ● Quality Assurance Department
3	District Municipalities	Regional	Impacted	<ul style="list-style-type: none"> ● <u>Consultation about the Project activities</u> (SLIP, NMP, Southern Road and etc) ● Interviewing grievances and demands ● Receiving opinions and recommendation 	<ul style="list-style-type: none"> ● Visit ● Correspondence 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of visits conducted ● Official correspondence recorded ● Requests and grievances received and resolved 	<ul style="list-style-type: none"> ● Annual ● As needed 	<ul style="list-style-type: none"> ● Management ● Communication Department ● Quality Assurance Department

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C	Educational Institutions								
1	<p>Güzelbağ <u>Sehit Ahmet Köse</u> Secondary School</p> <p>Güzelbağ Primary School</p> <p>Yeniğöl Secondary School</p> <p>Aksu <u>İncikpınar</u> Secondary School</p> <p>Celal <u>Sönmez</u> Secondary School</p>	Local	Impacted	<ul style="list-style-type: none"> ● <u>Consultation about the Project activities (SLIP, NMP, Southern Road and etc)</u> ● Informing them about noise impact ● Informing about grievance mechanism of FTA 	<ul style="list-style-type: none"> ● Visit ● Brochure ● Consultation meeting ● Web site 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of visits conducted ● Official correspondence recorded ● Requests and grievances received and resolved ● Traffic Management Plan implemented 	<ul style="list-style-type: none"> ● Annual ● As needed 	<ul style="list-style-type: none"> ● CLO ● Communication Department ● Quality Assurance Department
2	Akdeniz University Civil Aviation School	Regional	Impacted	<ul style="list-style-type: none"> ● Internship ● Employment ● Students' technical trainings 	<ul style="list-style-type: none"> ● Consultation meeting ● Official correspondence 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of trained students gender disaggregated ● Number of internships gender disaggregated ● Number of employed students gender disaggregated 	<ul style="list-style-type: none"> ● Annual ● As needed 	<ul style="list-style-type: none"> ● CLO ● Communication Department ● Quality Assurance Department
D	Occupational Chambers								
1	ATSO	Provincial	Affecting	<ul style="list-style-type: none"> ● <u>Consultation about the Project activities (SLIP, NMP, Southern Road and etc)</u> ● Interviewing grievances and demands ● Receiving opinions and recommendations 	<ul style="list-style-type: none"> ● Visit ● Brochure ● Consultation meeting ● Web site ● Social media ● Posters 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of consultations held ● Number of Chambers reached ● Number of requests and grievances received and resolved 	<ul style="list-style-type: none"> ● Annual ● As needed 	<ul style="list-style-type: none"> ● Communication Department ● Quality Assurance Department

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2	Tourism Sector	Provincial	Impacted	<ul style="list-style-type: none"> ● <u>Consultation about the Project activities (SLIP, NMP, Southern Road and etc)</u> ● Interviewing grievances and demands ● Receiving opinions and recommendations 	<ul style="list-style-type: none"> ● Visit ● Brochure ● Consultation meeting ● Web site ● Social media ● Posters 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of consultations held ● Number of Chambers reached ● Number of requests and grievances received and resolved 	<ul style="list-style-type: none"> ● Semi-annual 	<ul style="list-style-type: none"> ● Communication Department ● Quality Assurance Department
E	NGOs								
1	NGOs Environment <ul style="list-style-type: none"> ● Worldwide Fund for Nature (WWF) ● Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats (TEMA) ● Antalya Friends of Environment and Nature Federation ● Doğader Antalya Gender, Inclusivity and Accessibility <ul style="list-style-type: none"> ● Antalya Women's Employment and Children's Rights Association 	National and regional	Impacted	<ul style="list-style-type: none"> ● <u>Consultation about the Project activities (SLIP, NMP, Southern Road and etc)</u> ● Consultation about expected positive and negative impacts of the Project ● <u>Information sharing about Grievance Mechanism</u> 	<ul style="list-style-type: none"> ● Visit ● Brochure ● Consultation meeting ● Web site ● Social media ● Posters 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of consultations held ● Number of NGOs reached ● Number of requests and grievances received and resolved 	<ul style="list-style-type: none"> ● Annual 	<ul style="list-style-type: none"> ● Communication Department ● Quality Assurance Department

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	<ul style="list-style-type: none"> ● Antalya Women's Solidarity Centre ● Association of Living without Obstacles (Engelsiz Yaşam Derneği) ● Six Point Association for the Visually Impaired ● <u>Association for Supporting Girls</u> 								
F	Media								
1	Media Associations and Agencies	National and regional	Affecting	<ul style="list-style-type: none"> ● Sharing information on general stages of the Project and construction activities ● Consultation about operation of grievance mechanism 	<ul style="list-style-type: none"> ● Press release ● Visit ● Brochure ● Consultation meeting ● Web site ● Social media 	<u>Operation</u>	<ul style="list-style-type: none"> ● Number of press releases ● Number of public consultation 	<ul style="list-style-type: none"> ● When needed 	<ul style="list-style-type: none"> ● Communication Department ● Quality Assurance Department

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G	Passengers								
1	Passengers	Regional	Impacted	<ul style="list-style-type: none"> • Consultations about expected positive and negative impacts of the Projects • Informing about operation of grievance mechanism • Passenger satisfaction 	<ul style="list-style-type: none"> • Brochure • Social media • Web site • Posters • Billboards 	<u>Operation</u>	<ul style="list-style-type: none"> • Number of social media posts • Posters and billboard locations • Passengers' satisfaction surveys gender disaggregated 	<ul style="list-style-type: none"> • Semi-annual • As needed 	<ul style="list-style-type: none"> • Communication Department • Quality Assurance Department
H	Internal Stakeholders								
1	FTA, sponsors and its contactors	Regional	Affecting	<ul style="list-style-type: none"> • Project updates and changes in operations information on labour rights, contract information, Code of conduct including provisions for GBVH, Grievance Redress Mechanism (GRM) for workers etc. • Internal grievance mechanism 	<ul style="list-style-type: none"> • Trainings • Face to face meetings • Brochure • Visit • Correspondence 	<u>Operation</u>	<ul style="list-style-type: none"> • Number of trainings • Number of Trainings on GBVH • Number of face-to-face meetings • Number of visits • Number of correspondence • Grievances on GBVH • Internal grievance records/open-close status/average closure time gender disaggregated 	<ul style="list-style-type: none"> • Orientation for new employees • Annual trainings • Semi-annual information sessions 	<ul style="list-style-type: none"> • Management • HR • Quality Assurance

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2	DHMI Directorate and Antalya Airport Local Authority	Local and Airport Local Authority	Regional	Affecting	<ul style="list-style-type: none"> ● Project updates ● Permissions ● Legal issues ● Grievances ● Management 	<ul style="list-style-type: none"> ● Correspondence ● Visit ● Meeting 	Operation	<ul style="list-style-type: none"> ● No of meetings ● No of grievances related airport gender disaggregated ● Number of correspondence 	<ul style="list-style-type: none"> ● Monthly ● As needed 	<ul style="list-style-type: none"> ● Management ● Quality Assurance
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4.4 Disclosure Process

FTA is committed to transparency in its relations with all stakeholders. As a natural outcome of this policy, the Company is eager to encourage its stakeholders learn more about the project activities. Therefore, all relevant documents, including this SEP, is available on the web page of the Company. Furthermore, FTA is committed to maintaining an open-door policy with all stakeholders and community members through all available communication channels to receive and document comments and respond to questions and information inquiries. FTA believes that this approach is crucial to pave the way for bolstering mutual trust and cooperation with the stakeholders.

5. GRIEVANCE MECHANISM

5.1 Overview

Grievance mechanism is an inseparable component of project management. FTA has grievance management system and procedure that encompasses all FTA activities., The mechanism does not prevent affected communities/individuals from accessing judicial or other administrative remedies. However, as being an effective mechanism, the grievance mechanism of FTA allows to take precautionary actions for any discontent, thereby giving the opportunity to have a proactive stance. This obviously prevents any snowball effect in social issues.

Grievances are analysed as external and internal grievances, and then further assessed as direct or indirect. Grievances registered are categorized as Category A for those that are critical/urgent; and Category B targets the customer satisfaction in terminals.

FTA has a Project specific grievance mechanism and adapted to existing mechanism which includes the following key components:

- Consideration of both external and internal stakeholders' grievances,
- Defining the timeframes for acknowledgement of the receipt of complaints and subsequent resolution, and
- Practical arrangements for maintaining confidentiality, reviewing and resolving grievances, including resources and organisational arrangements.

Implementation structure and arrangement of the grievance mechanism will be updated as appropriate during the Project implementation. To illustrate, the current Grievance Procedure prepared by the FTA does not include information about the possibility of reopening the grievances. Through the updates, the grievance mechanism will provide the opportunity to reopen the grievances by the grievance holders when required.

The grievance mechanism process flow would involve:

- The grievance is received and identified.
- Grievance is recorded in the Grievance Log and its significance is assessed.
- The complainant is acknowledged that their grievance is registered in the system.
- FTA management is notified about the grievance.
- Grievance resolution is delegated to the appropriate unit of the FTA.

- A response is developed.
- The resolution is approved and signed off by the FTA management.
- The response is communicated to the complainant.
- The complainant response is recorded.
- Where appropriate the grievance is closed.

It is necessary to disclose the grievance mechanism prominently (both in Turkish and English languages) to all stakeholders.

5.2 External/Public Grievance Mechanism

5.2.1 Grievance Reporting and Resolution Process

FTA ensures that stakeholders are fully informed about the grievance management. The mechanism is introduced during stakeholder engagement/disclosure meetings.

- As part of the grievance mechanism, FTA makes grievance forms available for the usage of the stakeholders. These forms are distributed during stakeholder engagement meetings and also made available on the website of the FTA and mukhtar's offices. The forms received via website first arrive to Quality Department for the commencement of the grievance mechanism process.
- When there is a concern, question or demand, resulting from the projects, activities, operations and tasks of the FTA, the stakeholder fills in the grievance form and leave it to the boxes which are situated around the Project site, administrative Project office, the main building and mukhtars' offices in Güzelbağ, Altıntaş, Güzelyurt, Yenigöl and Ermenek neighbourhoods or directly gives to the CLO. Additionally, FTA makes these forms available at its website under project dedicated tab.
- Depending on culture, socio-economic and educational level, the staff charged with collecting grievances (i.e., Human Resources (HR) Department representative, Quality Department representative, CLO, managers) writes down complaints at group or individual meetings during field trips or site visits to the designated areas.
- Each complaint and petition even oral complaint registered in a written manner by the company representatives.
- The applicants are free to raise their grievances anonymously. Comments Suggestions and Complaint Registration Form has an option for it.
- The received complaint is registered by the responsible(s). The complainant is contacted based on applicant's preferred communication channel (i.e., e-mail, post, phone call) and informed that the complaint has been received and under evaluation in two days latest. A prospective timeline is also given to close the case. When corrective actions are implemented and the complaint is satisfied, the complainant is informed and the case is closed.
- From receiving the complaint until closing the case, all actions, forms, registration document and any other related information are filed and archived.
- FTA foresees five working days of period to satisfy an ordinary complaint by taking immediate action to close the case.

- If the complaint needs a long-term action to be satisfied, the complainant is called and informed on reasons why the remedy period will take more than five working days and a prospective timeline foreseen to close the case is provided to the complainant. After the implementation of correction actions, the complainant is informed about the closure and the case is closed.
- The grievance mechanism is structured to enable any stakeholder to make a complaint or a suggestion about the way a project is being planned, developed or implemented. It enables stakeholder views to be received and considered; and has the key to achieving a successful relationship between the Project, the local community and other stakeholders. The grievance may be reported or prepared for the stakeholders in both English and Turkish by considering the foreign passengers.

Role of Customer Committee:

FTA has established a “Customer Committee” to take committee decisions when necessary, during the process of handling complaints. Committee consists of Operations, Sales and Marketing, Security, Quality, Technical, Corporate Communications and HR Department Managers. The Chairman of the Board is the Quality Manager. The main task of the Board is to evaluate complaints effectively, find solutions in a timely manner and provide feedback to the complainant.

If the resolution of the complaint cannot be solved by the relevant department/s and coordination requires, the Chairman of the Board calls the committee for a meeting. The complaints that cannot be resolved by the Board and the issues that need resources are conveyed to the General Managers through the Chairman of the Board.

Quality Chief performs customer notifications via e-mail, and the Chairman of the Board performs written notifications.

The Customer Board reviews monthly complaint reports. It investigates open complaints and ensures that they are closed. Improvements to be made are considered as budget planning inputs in terms of their financial aspects.

Project Affected Communities and CLO:

Just like the construction phase, the Antalya Airport continues to have CLOs to ensure that the requests and grievances of the communities surrounding the airport are reported to the management. The CLOs also play a critical role in implementing the SLIP, Voluntary Noise Insulation Program and Noise Management Plan which are designed and implemented to mitigate the adverse impacts. As already noted, there are different channels through which the community members can take advantage of while communicating with the project. It is worth noting that the CLOs are the most instrumental of all as they are easy to access and the community members know them in person. The presence of CLOs also enhances the opportunities of the vulnerable groups to benefit from the project activities as identified vulnerable groups are specifically accessed and their requests and grievances are recorded.

5.2.2 Handling Gender-Based Violence and Harassment (GBVH) Cases

The security measures taken within the Project site activities (including the Airport and the construction sites) through the security staff as well as the surveillance system have lowered the risk of GBVH cases. The security measures and the actions to take in times of necessity will be disclosed to all workers, passengers and other stakeholders that are possibly impacted by the Project and under the risk of facing GBVH issues. In addition to the security measures, the

existence of grievance mechanism including various channels is available and accessible by stakeholders to report their any complaint, suggestion or request related to GBVH issues. The grievance mechanism allows for anonymous complaints to be registered and assessed. This is especially critical for reporting any GBVH related complaint. GBVH cases are recorded and analysed accordingly. The Grievance Mechanism process will have an inclusive system designed to deal with all types of grievances. To ensure the safety, confidentiality and comfort of the victims or survivors of GBVH, it will be ensured that there are female employees hired by the Project for various roles, as per the skill and experience requirements. Project will identify focal points of contact who will undergo detailed training on these issues and will train all staff gradually. Then, specially trained staff will also be assigned within grievance mechanism to handle GBVH-related grievances in a better way through ensuring confidentiality, non-retaliation, protection and supervision of victims. The CLO of the Project is in charge of interacting with grievances reported by the community members, in other words all grievances from external stakeholders.

Whenever GBVH is reported, the FTA draws on GBVH, child protection and, where necessary, legal expertise to ensure that the process is carried out in a sensitive and confidential manner, using only trained investigators to carry out investigations.

5.3 Contact Information

Grievances can be filed through multiple channels. Available grievance channels are:

- Telephone: +90 444 74 23,
- Company e-mail address: info@antalya-airport.aero,
- Company website: <https://www.antalya-airport.aero/yolcu-gorusleri>,
- Suggestion system: http://oneri.ayt.net/oneriler/index_genel_oneriler.asp,
- Social media accounts: Facebook, Twitter, Instagram, LinkedIn

(<https://www.facebook.com/search/top?q=fraport%20tav%20antalya%20airport>,
https://twitter.com/antalya_airport, [Fraport](https://www.fraport.com) [TAV](https://www.tav.com) [Antalya](https://www.antalya-airport.aero) [Airport](https://www.airport.aero)
<https://www.instagram.com/antalyaairportofficial/>,
<https://www.linkedin.com/company/antalyaairportofficial/>),

- Environment e-mail address: cevre@antalya-airport.aero,
- Presidential Communication Centre: CIMER,
- Complaint Form and notification by QR code,
- Whistleblowing System (BKMS): <https://www.bkams-system.net>,
- Fax (+90 242 330 3648),
- Suggestion-complaint box-kiosk,
- Oral notice (Management on duty, consultancy etc.),
- Written notice (written notices are not only sent directly to FTA but also through DHMI, and
- 179, call centre and consultancy centre of Antalya Governorship.

5.4 Confidentiality and Anonymity

Grievance mechanism adheres to confidentiality and anonymity. The grievance forms online and offline allow for anonymous complaints.

EBRD's Independent Project Accountability Mechanism (IPAM), as an independent last resort tool, aims to facilitate the resolution of social, environmental and public disclosure issues raised by PAPs, and civil society organisations about EBRD financed projects among project stakeholders or to determine whether the EBRD has complied with its ESP and the Project-specific provisions of its Access to Information Policy; and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the EBRD.

Pursuant to AIIB's agreement with EBRD, EBRD's independent accountability mechanism, the Independent Project Accountability Mechanism, will review, in accordance with the EBRD Project Accountability Policy, all requests regarding ES issues that may arise under the Project. Consequently, in accordance with AIIB's Policy on the Project-affected People's Mechanism (PPM), submissions to the PPM under the Project will not be eligible for consideration by the PPM.

5.5 Internal Grievance Mechanism

5.5.1 Grievance Reporting and Resolution Process

Internal grievance mechanism covers the employee complaints, requests or suggestions of the organization and the grievances of the employees of the supplier organizations.

FTA developed a written *Grievance Mechanism Procedure* in compliance with IFC and EBRD standards. The procedure defines ways to address grievances received from all employees, including subcontracted workers. FTA Quality Department is responsible for implementation and management of the FTA Grievance Mechanism. Workers, including subcontractor workers, have various channels to submit their grievances as defined in the *Section 6.3 Contact Information*.

FTA lists the process of evaluating the complaints within the internal grievance mechanism in the following order. The Procedure does not involve information about the timeline of each task is addressed. However, it is emphasized in the Procedure that complaints are resolved as soon as possible (average time is five days) according to the degree of importance of each complaint. The estimated timeline for each step of the evaluating process of the grievances will be identified and shared with the complainants. The following actions will be taken within the specified maximum days in brackets after the complaint is received and registered:

- Taking the complaint
- Classifying and entering into the system (same day)
- Informing the complainant about receiving the complaint (same day)
- Researching the complaint (in 7 days after taking the complaint)
- Resolving the complaint (in 14 days after taking the complaint)
- Informing the complainer (in 14 days after taking the complaint)
- Making corrections (in 21 days after taking the complaint)

- Verifying the corrections (in 25 days after taking the complaint)
- Closing the complaint register (in 1 month after taking the complaint)

Evaluated complaints and suggestions are reported to the management on a monthly basis. The labour grievances that are being filed via different channels are not consolidated in one system. The complaint evaluation and response process is not managed centrally.

The FTA has developed and implemented a comprehensive internal grievance mechanism and informed all employees including subcontractors about the mechanism and encourage the workers to use it. The grievance mechanism has been disclosed and all employees are informed about the grievance channels prominently (both in local and English languages). Also, employees are aware of the fact that they have a right to recourse to judicial or administrative channels (such as an employment tribunal, labour court or labour inspectorate) in line with the Lenders' standards.

5.5.2 Handling Gender-Based Violence and Harassment (GBVH) Cases

There is no separate policy regarding prevention of GBVH within the FTA. However, GBVH cases are covered in Human Resources (HR) Policy, Ethical Code of Conduct and some procedures. There are complementary policies pointing out the importance of prevention of the GBVH in the workplaces under the Non-Discrimination and Equal Opportunity subject within the HR Policy. Accordingly, women are supported to enjoy all workplace opportunities and ensure not to be discriminated. As reported by the representatives and the workers of the AYT, relevant measures are already taken within the airport in order to prevent any risk of GBVH issues. Some workers consulted during the ESIA process are aware of the security measures and the actions to take if there is a GBVH-related incident.

The grievances about GBVH issues are managed in accordance with all national and international laws and regulations. In particular, the Whistleblowing System, Business Keeper Management Solution "BKMS" online notification system has been established to report such critical situations. It is possible to access the system online via intranet and the Internet.

It is crucial to provide appropriate environment where complainants can easily report any GBVH related complaint in a safe and confidential way when they need. When GBVH is reported, FTA responds in a thoughtful and considerate manner and utilize legal expertise when needed. FTA also uses only trained personnel to conduct investigations. The trained staff is assigned within grievance mechanism to handle GBVH-related grievances in a better way through ensuring confidentiality, non-retaliation, protection and supervision of victims. Additionally, in line with the guidance notes and the standards of the Lenders, FTA identifies focal points to obtain detailed trainings on the prevention of GBVH issues. It is also necessary to provide refresher trainings for the personnel on a regular basis as well as conducting awareness-raising activities on the prevention of GBVH issues at institutional level.

GBVH cases will be recorded and analysed as part of the current grievance mechanism and reporting system. However, they are approached in a more sensitive way and in an immediate time manner. Also, the opportunity to report grievances anonymously are provided to the

complainants. The privacy, health and safety of the complainant are the key principles in handling GBVH cases and these principles are summarized below⁴.

- **Survivor-centred approach:** The complainants suffering from GBVH are consistently prioritised and used as the starting point for all decisions on efforts to assess, prevent, monitor and respond to GBVH.
- **Safety:** For the safety and security of the complainant and to prevent her/him from the risk of threatening, violence and any other condition that may put her/him in a vulnerable position, it is crucial to maintain confidentiality and check with whom survivors want information to be shared.
- **Collaboration:** Engagement with internal and external stakeholders can enhance the efforts to prevent GBVH risks. Collaboration can also improve understanding of GBVH risks within companies and among investors, as well as those they work with, including business partners, suppliers, representatives of local communities and service users.
- **Inclusion:** It is important to recognise the heightened risks of GBVH faced by certain groups who are subject to discrimination and marginalisation. Higher-risk groups include people with disabilities, illiterate people, migrants or ethnic minorities, and sexual and gender minorities. These groups may be less likely to have access to information or support mechanisms. Therefore, the mechanism will be improved for the utilization of higher-risk groups to report GBVH grievances (i.e., informing the illiterate people about verbal communication channels).
- **Integration:** Rather than creating separate systems or processes, efforts to assess, prevent, monitor and respond to GBVH are integrated as much as possible into existing processes and management systems, such as occupational health and safety, security management systems, environmental and social management systems (ESMS) and human resources (HR) policies and procedures.
- **Non-discrimination:** All survivors need to be listened to and treated equally. As a prevention effort, promoting diversity and preventing discriminatory behaviours are important aspects in reducing GBVH risks.

6. RESOURCES AND RESPONSIBILITIES

Quality Department is responsible for the implementation of the SEP as well as revision, when necessary, publication and distribution. Other departments that are responsible for SEP implementation include HR Department and Corporate Communication Department. Budget for implementation of the SEP is made available from internal sources.

Table 0-5: Resources and Responsibilities

Responsible Department	Roles	Timeline
Quality Department	<ul style="list-style-type: none"> ● Conduct stakeholder analysis study 	Throughout Project cycle

⁴ The key principles are based on Addressing Gender-Based Violence and Harassment - Emerging Good Practice for the Private Sector (2020) report which was prepared by Social Development Direct and supported by EBRD, IFC and CDC Group.

	<ul style="list-style-type: none"> • Support Corporate Communication Department and other related departments during their stakeholder engagement activities for CSR projects • Support Corporate Communication Department and other related departments during their stakeholder engagement activities for ESIA implementation and monitoring • Give training on grievance mechanism to all Project affected communities, contractors (including contractors and subcontractors) • Register received grievances and take actions to satisfy complainant within the scope of Environmental and Social Management System (ESMS) at corporate level • Ensure that the SEP is implemented • Monitor and evaluate grievance mechanism and the SEP 	
Corporate Communication	<ul style="list-style-type: none"> • CLO engages with the Project affected communities in Aol through public meetings, informative leaflets, interviews with the affected communities, presentations about the Project, grievance mechanism, consultation, disclosure public information collaborate with public authorities where necessary • Report to Quality Department on the number of stakeholder engagement meetings conducted with the records of the meetings and the grievances received 	Throughout Project cycle
HR Department	<ul style="list-style-type: none"> • Conduct stakeholder engagement activities with employees • Disclose HR Policy, information about labour rights, trainings on GBVH issues • Ensure internal grievance mechanism is active • Record and response to internal grievances 	Before and during employment
Other relevant departments	<ul style="list-style-type: none"> • Conduct interviews and correspondence with public officials for permits, new projects • Inform Quality Department regarding meeting logs and their records 	During Project life cycle
Contractors/ Subcontractors	<ul style="list-style-type: none"> • Ensure that all employees have access to internal grievance mechanism by providing inductions • Ensure that trainings on GBVH issues are conducted • Record and report grievances received from Project affected communities to HR and Quality Departments 	Duration of the contract

7. MONITORING AND REPORTING

Table 0-6: Monitoring and Reporting

STAKEHOLDER ENGAGEMENT PLAN

Monitoring Focus	Monitoring Indicator	Phase	Monitoring Frequency	Parties Responsible for the Monitoring
SEP Internal Monitoring	<ul style="list-style-type: none"> Gender disaggregated number of stakeholder consultations held Disclosed material on website and other social media tools Gender disaggregated grievance management data Monthly SEP progress reports prepared and sent to FTA Quality Department 	<u>Operation</u>	Monthly	Corporate Communications Department Quality Department
Public Trust and Satisfaction	<ul style="list-style-type: none"> Annual Customer Satisfaction Survey (gender disaggregated) conducted and results, actions identified and taken as a result of surveys Annual report on environmental and social (E&S) performance disclosed on the AYT website Project documentation and progress shared on website, and social media Semi-annual E&S monitoring reports 	<u>Operation</u>	Annual	Quality Department
			Semi-annual	
Public Consultation Process and Grievance Mechanism	<ul style="list-style-type: none"> Identified public consultation process (gender disaggregated) <ul style="list-style-type: none"> Gender disaggregated record of the activities with stakeholders, Gender disaggregated number of the meetings held, Gender disaggregated 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 Frequency of project information shared with Mukhtars, number of WhatsApp messages, phone calls etc 	<u>Operation</u>	Monthly	Quality Department
			Semi-annual	External Consultants

	<ul style="list-style-type: none"> – Grievances received from Mukhtars • Grievance management (gender disaggregated) <ul style="list-style-type: none"> – Number of grievances raised per neighbourhood – Number of grievances recorded, responded – Types of grievances (complaint/request) and the 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 			
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8. ENVIRONMENTAL AND SOCIAL MANAGEMENT SYSTEM (ESMS)

The Project communicates its activities to the affected communities semi-annually during operation phase and in line with the SEP requirements.

The grievance mechanism is operational during the operation phase as a communication tool. Monthly reports on stakeholder engagement and grievance management results is presented to the Board of FTA.

In case environmental and social aspect changes or new risks emerge that require to be urgently communicated, additional information dissemination activities will be planned through disclosure methods provided in the SEP. Inputs from stakeholders and grievances are shared within the relevant technical and environmental departments to update the Project’s management plans and mitigations as needed. All management plans are living documents.

All ongoing reporting for communities is in Turkish, easily understandable and non-technical. The scope of regular, annual reporting comprises of the following subjects:

- Implementation progress of related commitments provided in the Project ESIA and the SEP (including implementation of grievance mechanism), ESAP, Community Health and Safety Plan, Traffic Management Plan, Labour Management Plan, Dust Control Plan, and Corrective Action Plan),
- Monitoring results for subjects the communities are interested in such as dust control, and
- Benefits gained by the Project in the reporting year.

In addition to reporting to affected communities, the FTA prepares and submit periodic Environmental and Social Monitoring Reports to Lenders annually during the operation phase in accordance with the ESAP. This covers status of implementation of ESIA commitments, SEP, ESAP, CAP, SLIP and other plans identified in the ESAP.

9. APPENDICES

9.1 Grievance Form

SUGGESTIONS & COMPLAINT FORM/
ÖNERİ & ŞİKAYET FORMU

*Adı ve Soyadı / Name and Surname		<input type="checkbox"/> Gizli Bildirim
		<input type="checkbox"/> Açık Bildirim
*İletişim Detayları/ Contact Details	<input type="checkbox"/> Telefon ile / By Phone:	
	<input type="checkbox"/> E-mail ile / By E-mail:	
*Lütfen yorum, öneri ve şikayetlerinizi yazınız / Please write down your comments, suggestions and complaints;		
İmza / Signature:		Tarih / Date:
Aşağıdaki satırlar FRAPORT TAV tarafından doldurulacaktır / Below rows will be filled in by FRAPORT TAV		
*Şikayetin Kayıt Numarası / Registration Number		*Atama Yapılan Dept/ Assigned Dept.
*Uygulanan Aksiyon / Action implemented:		
Sorumlu İmzası/ Responsible Signature		Bildirim Tarihi / Notification Date:

Not: 6698 sayılı Kişisel Verilerin Korunması Kanunu kapsamında verdiğiniz bilgiler korunmaktadır.
Detaylı bilgi için www.antalya-airport.aero adresimizde yer alan "Aydınlatma Metni"ni inceleyiniz.

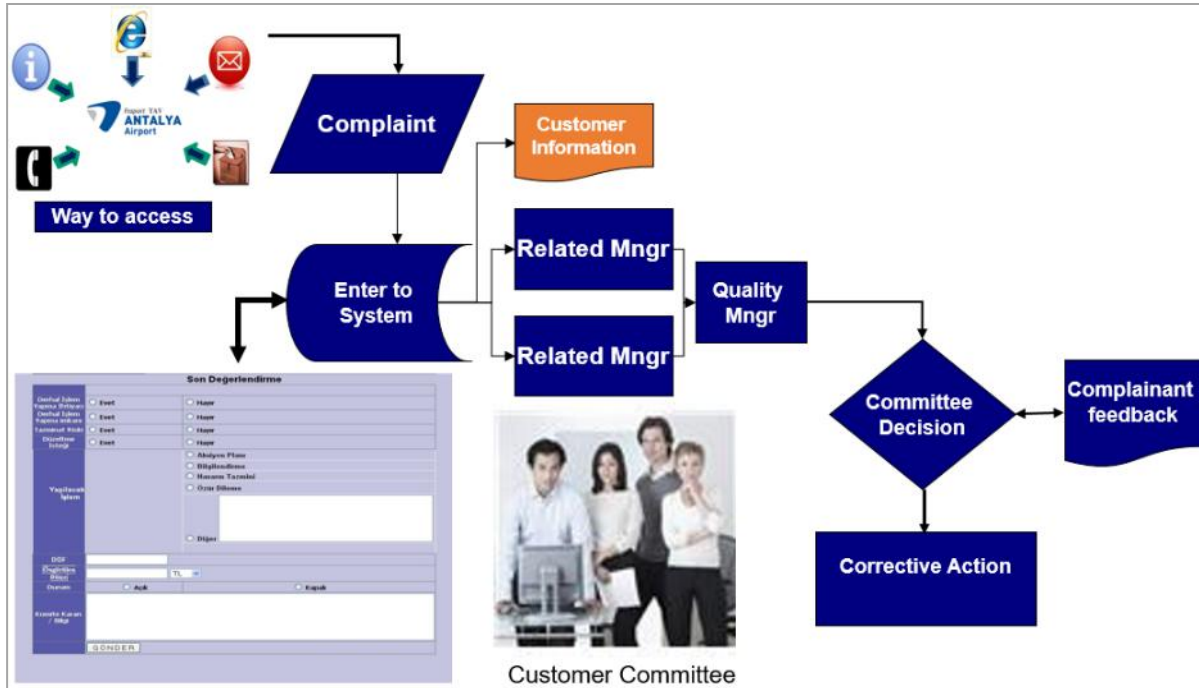
Note: The information you provide is protected under the Personal Data Protection Law numbered 6698.
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Fraport TAV Antalya Terminal İşletmeciliği A.Ş.
Antalya Havalimanı 1. Dış Hatlar Terminali, 07230 Antalya – Türkiye
Tel : 0 (242) 315 10 32 www.antalya-airport.aero

8.46KY.4.03 Rev. No: 3.0 Rev.Date: 01.08.2022

Adı ve Soyadı / Name and Surname		Tarih/ Date/...../.....
Şikayetin Numarası/ Number		Şikayetin Geliş Kanalı/ Channels	
Yapılan Aksiyon / Action Taken:			
Gerektiğinde Alınacak Uzun Süreli Önlemler / Long Term Actions Should Be Taken (Where Required):			
Düzeltilici Faaliyetlere Karşı Doğrulama / Verification Against Corrective Actions:			
Düzeltilici Faaliyet Adımları / Steps to Corrective Action			Bitiş Tarihi / Due date
1			
2			
3			
4			
5			
Sorumlu Kişi/ Responsible			
Telafi Önlemleri / Compensation Measures			
Bu bölüm, şikâyetçi tarafından çözüm hakkındaki görüşlerini doldurması içindir. Yapılan çözümden memnuniyet durumunu gösterir / This section is for the complainant to fill in their views on the solution. Indicates satisfaction from the solution.			
Açıklamalar / Remarks:			
<u>Şikayetçinin/Complainants</u>		<u>Yetkili Kişi /Responsible Person</u>	
Adı Soyadı/Name Surname:		Adı Soyadı/Name Surname:	
İmza/Signature:		İmza/Signature:	
Tarih/Date:		Tarih/Date:	

9.2 Grievance Flow



10. EXECUTION AND REVISION

Quality Department is responsible for the preparation, execution as a whole and responsible for its revision, publication and distribution when necessary, and its cancellation in case of abrogation of stakeholder engagement plan. All management/employees are responsible for keeping this plan in the departments, announcing it to the personnel and acting in accordance with the principles of the plan.

11. AUTHORITY

The General Manager is authorised to repeal the Stakeholder Management Plan in whole or in part.

12. ENFORCEMENT

Stakeholder Management Plan enters into force on ---/---/---- with the approval of the General Manager.