



# **Antalya Airport Expansion Project**

Stakeholder Engagement Plan

November 2022

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# Antalya Airport Expansion Project

## Stakeholder Engagement Plan

November 2022

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# Abbreviations and Acronyms

Abbreviation/Acronym	Definition
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
IFC	International Finance Corporation
PAPs	Project Affected Persons
PR	Performance Requirement
PS	Performance Standard
SEP	Stakeholder Engagement Plan

# 1 Introduction and Project Summary

## 1.1 Overview

This document is the Stakeholder Engagement Plan (SEP) prepared as a 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 Havalimanlari 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 Yatirim Yapim ve İşletme A.Ş. (FTA or the Project Company) have signed a Lease Agreement on 28 December following the bidding process. The Joint Venture will ensure to increase the capacity of AYT and obtain 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”, will provide 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 will allow for capacity increase of 50%. The Project, which will be financed by the Lenders, consists of pre-construction, construction, operation, and decommissioning or closure and reinstatement phases.

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 Company 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 practice. 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. The scope of this SEP covers all phases of the Project starting from the ESIA scoping process through the post-ESIA submission.

## 1.2 Objectives, Structure and Scope of the Stakeholder Engagement Plan

This SEP aims at:

- Defining 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 the relations of the Project team with stakeholders during project implementation, construction and operation phases,
- 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,



- Establishing a constructive relationship and forming a continuous communication strategy between the Project Company, key stakeholders, contractors, mukhtars, affected communities and other parties interested in the Project implementation processes and the impacts of the Project, and
- Describing sufficiently functioning 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 will be 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.

### **1.3 Project Information, Location, Past Land Acquisition and Social Area of Influence**

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 proposed Project, which is an expansion of the current Airport, will be realized on the lands of the AYT. The Airport, the second largest airport of Türkiye in terms of international passengers, hosted 35.7 million passengers in 2019 before the pandemic. However, it started to have difficulties in serving for this volume despite the investments made since it was opened. The Project has been planned to meet the increasing passenger needs, improve the services with the auxiliary investments by taking into account regional and national interests, and expand the service capacity of Antalya, which is the centre of tourism.

The Project developed for the expansion of the AYT, is divided into three phases. TAV Construction and Sera Group (EPC Contractor) has determined the investment cost as 830 million Euros, taking into account the 5% contingency. It is planned that the first phase works, which cover approximately 80% of the cost, will be carried out within the first three years and will be 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 km<sup>2</sup> area and surrounded by agricultural lands and settlements. Antalya province is located in Mediterranean Sea 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 1-1.



**Figure 1-1: Project Location**

The proposed Project will be 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 1-2.

### 1.3.2 Layout

The Project Master Plan (see Figure 1-3) 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.







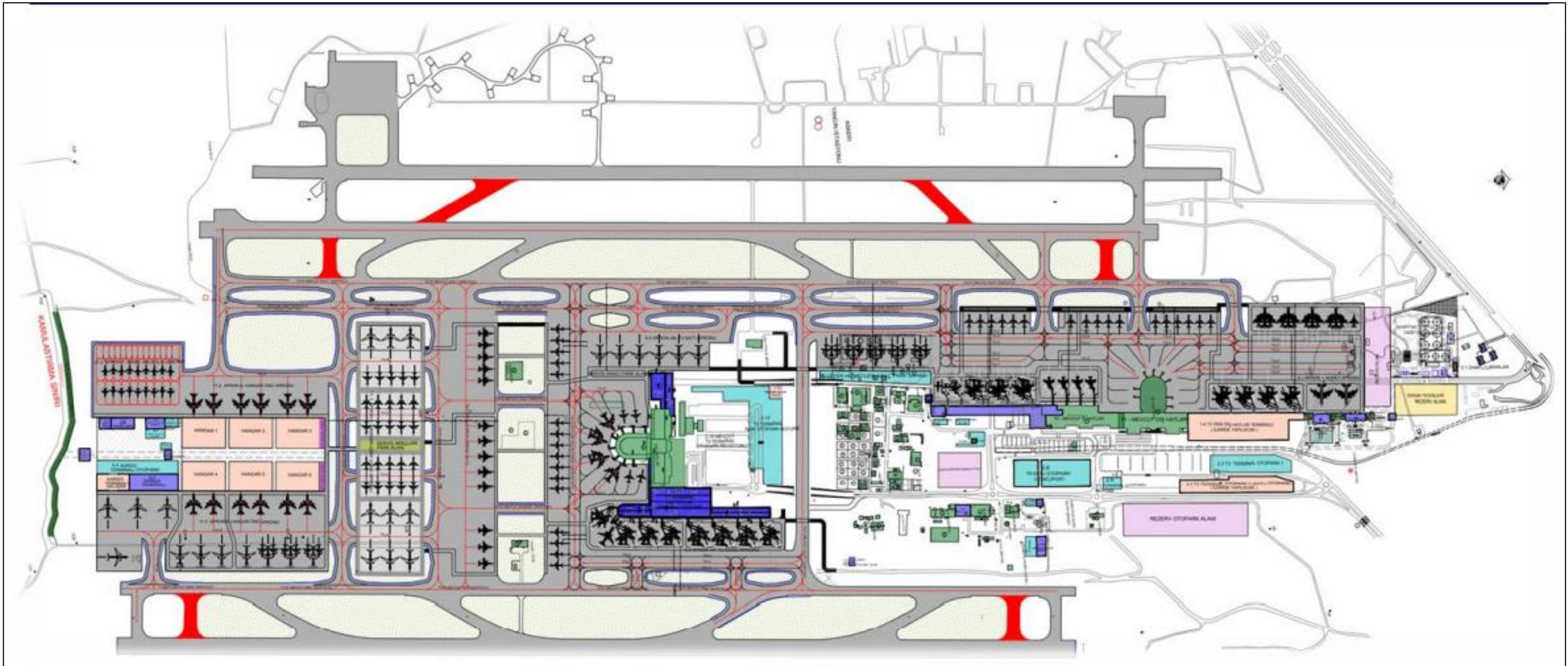


Figure 1-3: Project Master Plan

### 1.3.3 Project Components

The Project consists of different components as described below.

- Buildings: Development of Terminal 2, new aprons and auxiliary buildings.
- 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 planned to be installed on the roof of T2 terminal at the end of the expansion activities in order to meet a part of the energy demand up to 30 MW at peak hours. A total of 4 MW of electrical energy will be obtained as a result of installation of solar panels.
- Airside aprons and taxiways: As a result of the terminal expansions and the construction of new buildings, new apron areas are needed. Within the scope of Phase 1, apron development works will be carried out as well as taxiway development works will be carried out in a total area of 167,000 m<sup>2</sup>.

### 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 currently operating fuel farm will be moved further away from the apron areas and terminals for service security. Another reason for relocating the facility is that the newly designated area is close to the main fuel pipeline, the other end of which should be connected to the fuel terminals at the freezone. In addition, airport traffic will be relieved and community health and safety will be ensured.



**Figure 1-4: New Terminal 2 after Extension Works**

Source: TAV-SERA Joint Venture



### 1.3.6 Past Land Acquisition

116.1 hectares (ha) of the land required for the expansion 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 m<sup>2</sup> (116.1 hectares). The agricultural (greenhouses) and residential areas to the south of the airport between the two runways towards the sea were acquired. This area will be 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 Turkish law on expropriation. The land acquisition impacted a total of 604 Project affected persons (PAPs). This includes 304 shareholders/owners in 66 private parcels and 300 users of Treasury land. There are 278 PAPs impacted from physical displacement<sup>1</sup>, and 173 PAPs are impacted from loss of greenhouses and other structures.

### 1.3.7 Project Social Area of Influence (Aol)

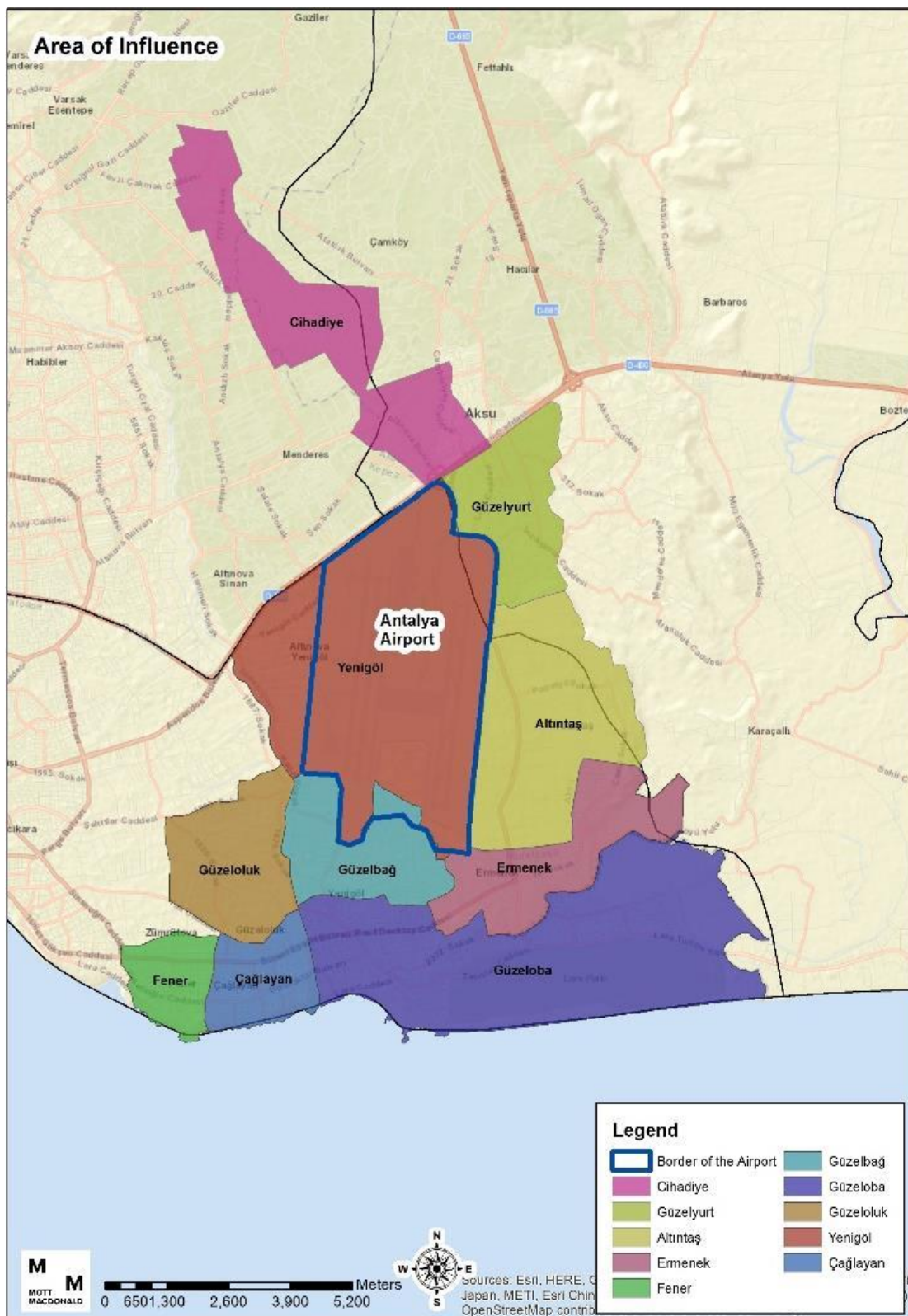
The Area of Influence (Aol) covers all land or water, directly or indirectly impacted by the Project, and therefore extends beyond the Airport boundary. This includes communities and areas adjacent to the Project site that may experience impacts during the construction or operation phases of the Project.

The Project's social area of influence (Aol) for construction and operation phases is determined during the ESIA preparation of the Project. The Aol 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 TR 61 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 Aol; Muratpaşa district and Aksu district. Within these districts, there are five settlements that are directly affected by the construction and operation phases of the Project since they are the closest settlements to the Project area. These settlements are Ermenek, Yenigöl and Güzelbağ neighbourhoods, which are within the district of Muratpaşa, and Altıntaş and Güzelyurt neighbourhoods, which are within the district of Aksu.

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<sup>1</sup> 278 PAPs using/owning 359 homes.



**Figure 1-5: Area of Influence for Social Impacts**

## 1.4 Expected Project Impacts and Summary of Mitigations

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

The positive impact of the Project will be on procurement of goods and services; and employment opportunities. The Project impact area for positive impacts is not limited to Muratpaşa and Aksu districts, positive impacts are anticipated to be seen 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 AYT,
- Dust impact during construction phase activities which may adversely impact agricultural production on greenhouses; and livelihoods of those in the direct Aol,
- Labour influx risks,
- 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,
- 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 1-1: Potential Impacts in Aol**

District/ Neighbourhoods	Location	Impacts during the construction phase of the Project	Impacts during the operation phase of the Project
<b>Aksu District</b>			
Altıntaş	Located to the east of the Airport and one of the closest residential settlement within the close proximity of the Airport with 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 adverse impacts:</p> <ul style="list-style-type: none"> <li>• There is an intensive dust impact both on dwellings and greenhouses damaging the products.</li> <li>• PAPs are exposed to dust and noise impact that may affect their life quality.</li> <li>• Labour influx may create conflicts between PAPs and the workers.</li> </ul>	<p>Potential adverse impact:</p> <ul style="list-style-type: none"> <li>• PAPs are exposed to noise impact.</li> </ul> <p>Potential beneficial impact:</p> <ul style="list-style-type: none"> <li>• PAPs can benefit from the employment generation at the Airport resulting from the Project.</li> <li>• Indirect creation of jobs in e.g. travel and hospitality and aviation supply chain</li> </ul>



District/ Neighbourhoods	Location	Impacts during the construction phase of the Project	Impacts during the operation phase of the Project
		<ul style="list-style-type: none"> <li>Increase in the traffic may affect the daily life of the PAPs.</li> </ul> <p>Potential beneficial impact:</p> <ul style="list-style-type: none"> <li>PAPs can benefit from the employment generation.</li> </ul>	
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 impacts:</p> <ul style="list-style-type: none"> <li>Increase in the traffic may lead to community health and safety risk and affect the daily life of the PAPs.</li> <li>The businesses are exposed to dust, traffic and noise impact.</li> <li>Due to the dust caused by construction activities in summer months, the rental car business and restaurants are adversely impacted (increase in the workload and in the frequency of car cleaning,, decrease in the customer satisfaction.</li> </ul>	<p>Potential adverse impact:</p> <ul style="list-style-type: none"> <li>PAPs are exposed to noise impact.</li> </ul> <p>Potential beneficial impact:</p> <ul style="list-style-type: none"> <li>PAPs may economically benefit from the increased number of passengers at the Airport. (indirect impacts with the developed tourism activities).</li> <li>Car rental companies, and tourism service providers will benefit from increased number of tourists</li> </ul>
<b>Muratpaşa District</b>			
Yenigöl	Adjacent to the western part of the Airport. Its distance from 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"> <li>PAPs are exposed to noise impact.</li> </ul>	<p>Potential adverse impact:</p> <ul style="list-style-type: none"> <li>PAPs are exposed to noise impact.</li> </ul> <p>Potential beneficial impact:</p> <ul style="list-style-type: none"> <li>PAPs can benefit from the employment generation at the Airport resulting from the Project.</li> <li>Indirect creation of jobs in e.g. travel and hospitality and aviation supply chain</li> </ul>
Ermenek	Located to the south-west of the Airport. It is a rural settlement with dense greenhouse areas. Its distance to the airport is 750-800 m.	<p>Potential adverse impact:</p> <ul style="list-style-type: none"> <li>There is dust impact both on dwellings and greenhouses damaging the products.</li> </ul> <p>Potential beneficial impact:</p> <ul style="list-style-type: none"> <li>PAPs can benefit from the employment generation.</li> </ul>	<p>Potential beneficial impact:</p> <ul style="list-style-type: none"> <li>PAPs can benefit from the employment generation at the Airport resulting from the Project.</li> </ul>
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 impacts:</p> <ul style="list-style-type: none"> <li>Land loss due to expropriation led to physical and economic displacement</li> <li>The northern part of the settlement is adjacent to the Project construction site. The construction activities have a very intense dust impact on</li> </ul>	<p>Potential adverse impact:</p> <ul style="list-style-type: none"> <li>PAPs are exposed to noise impact.</li> </ul> <p>Potential beneficial impact:</p> <ul style="list-style-type: none"> <li>PAPs can benefit from the employment generation at the Airport resulting from the Project.</li> </ul>

District/ Neighbourhoods	Location	Impacts during the construction phase of the Project	Impacts during the operation phase of the Project
		<p>both dwellings and greenhouses. The dust impact spreads up to 300 meters inside the neighbourhood. The noise impact caused by aircrafts also affects the dwellings and greenhouses. Eventually, this may create adverse impacts on livelihoods of the PAPs.</p> <ul style="list-style-type: none"> <li>PAPs are exposed to dust during the summer season and noise impact that may affect their life quality.</li> </ul>	<ul style="list-style-type: none"> <li>Indirect creation of jobs in e.g. travel and hospitality and aviation supply chain</li> </ul>

Under the light of the potential impacts identified related to construction and operational activities of the Project, mitigation measures are defined. Table 1-2 below summarizes the mitigation measures that will be implemented in the Project.

**Table 1-2: Summary of Mitigation Measures to be implemented**

Project Impacts	Mitigation
<b>Construction Phase</b>	
Land use, physical and economic displacement	<ul style="list-style-type: none"> <li>Supplemental Livelihood Improvement Plan (SLIP) will be developed based on outcomes of the land audit and Corrective Action Plan (CAP) that defines measures to conform with Lenders' standards.</li> <li>PAPs will be informed about their entitlements and mitigation measures.</li> <li>Grievance mechanism will be activated to include grievances from land acquisition related impacts.</li> </ul>
Dust	<ul style="list-style-type: none"> <li>Dust Control Plan including dust suppression measures is to be implemented.</li> <li>Alternative dust suppression such as anti-dust curtain barriers will be applied.</li> <li>If the dust control measures and grievance mechanisms fail to address impacts, dust related damages to crops will be assessed by the third party expert assigned by the EPC, and appropriate remedy measures will be implemented. Dust impact management by dust control plan of EPC, will be improved in a way to include a methodology on detecting, assessment and remedy of grievances. If there's any documented evidence showing damage to property or assets of neighbouring communities caused by the Project, this will be assessed, and FTA may require contractor to take appropriate remediation.</li> <li>Trucks will abide by speed limits in line with Traffic Management Plan to avoid additional impact. Speeds of trucks will be monitored and reported regularly.</li> </ul>
Noise	<ul style="list-style-type: none"> <li>Existing Community Health and Safety Management Plan will be revised according to a new community health and safety and security risk assessment and implemented after revisions.</li> <li>Noise Management Plan will be implemented.</li> </ul>
Traffic	<ul style="list-style-type: none"> <li>Traffic Management Plan will be implemented and monitored.</li> <li>Grievances on traffic will be recorded, responded, and monitored.</li> <li>Necessary communication and collaborations with local/governmental authority, NGOs, neighbouring facilities and commercial organizations regarding traffic and transport management will be undertaken.</li> </ul>
Employment	<ul style="list-style-type: none"> <li>Project is expected to increase employment opportunities for local PAPs.</li> </ul>
Labour Influx	<ul style="list-style-type: none"> <li>Code of Conduct and gender-based violence and harassment (GBVH) related issues will be covered for all workers in induction trainings.</li> <li>Camp site will be compliant with EBRD IFC Joint guideline on worker accommodation</li> </ul>

Project Impacts	Mitigation
Livelihoods	<ul style="list-style-type: none"> <li>● Future damages to crops will be avoided by dust suppression measures. Nonetheless, if there are any future impact that cannot be avoided, they will be remedied by the EPC Contractor, if case by case assessment by independent experts confirm construction induced damage.</li> <li>● Any livelihood related grievances by PAPs will be actively recorded and responded.</li> <li>● Supplemental Livelihood Improvement Plan (SLIP) will provide livelihood and housing improvement support to PAPs impacted from Project's past land acquisition.</li> </ul>
GBVH	<ul style="list-style-type: none"> <li>● Code of Conduct and GBVH related issues will be covered for all workers in induction trainings.</li> <li>● Internal and external grievance mechanism will monitor GBVH related grievances through disaggregated data entry and analysis.</li> </ul>
Vulnerable groups	<ul style="list-style-type: none"> <li>● Information dissemination and disclosure specific to vulnerable groups will be ensured.</li> <li>● Grievance mechanism will provide easy access to vulnerable groups.</li> <li>● Regular meetings will be conducted.</li> <li>● Dust Control Plan will be implemented for vulnerable groups who are more disproportionately impacted by dust.</li> <li>● The Corrective Action Plan and Supplemental Livelihood Improvement Plan also focuses on vulnerability.</li> </ul>
Operation Phase	
Employment	<ul style="list-style-type: none"> <li>● The Project is expected to increase employment opportunities for local PAPs.</li> </ul>
Livelihoods	<ul style="list-style-type: none"> <li>● Any livelihood related grievances will be actively recorded and responded.</li> </ul>
GBVH	<ul style="list-style-type: none"> <li>● Code of Conduct and GBVH related issues will be covered for all workers in induction trainings.</li> <li>● Information on the emergency help access (hotlines, screens etc) will be placed for any people who are exposed to GBVH at the airport.</li> <li>● There will be detailed and planned proper trainings for long term workers, especially security staff on GBVH. The Project will appoint focal points or champions who will first receive comprehensive training in order to continue training all staff on these issues.</li> <li>● Internal and external grievance mechanism will 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.</li> </ul>
Vulnerable groups	<ul style="list-style-type: none"> <li>● Information dissemination and disclosure specific to vulnerable groups will be ensured.</li> <li>● Grievance mechanism will provide easy access to vulnerable groups</li> </ul>

## 2 Stakeholder Engagement Requirements

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)
- 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 International Requirements**

### **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
- 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;
- 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 results 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. Even though they were not identified as direct stakeholders during the development phase of the Project, some existing NGOs were also accepted as Stakeholders due to their beneficial knowledge and experience about socio-economic dynamics. Evaluation of feedback made by such stakeholders can facilitate the improvement of the quality of the impact assessments and additional CSRs 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. At an early stage of the Project, it is important to perform a thorough stakeholder analysis. Stakeholder analysis not only lists the stakeholders, but also evaluates stakeholders and sorts their engagement level according to goals and possible effects of the project. Dynamics between the stakeholders are taken into consideration in this analysis while identifying risks and opportunities in terms of project involvement aspect.

### 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.

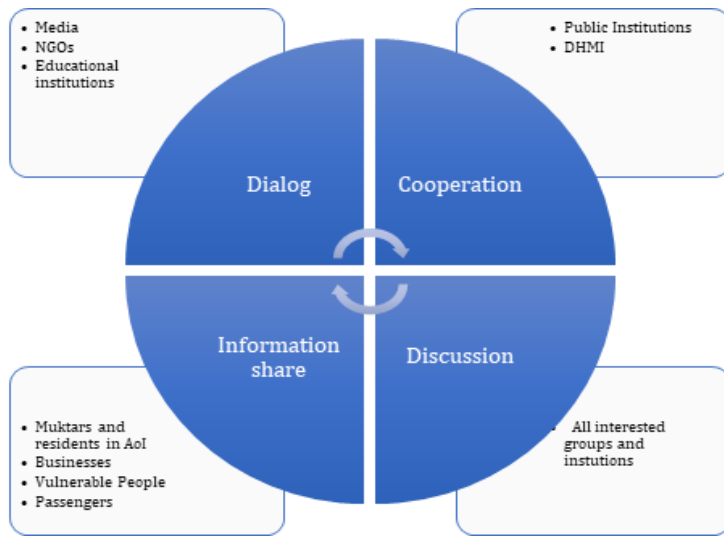
#### 3.2.1 Internal Stakeholders

Internal stakeholders are employees, directors, 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 (households) and to the households affected by the Project. Figure 3-1 summarizes the external stakeholder engagement flow.





**Figure 3-1: Stakeholder Engagement Flow\***

\*Interested groups explanation and examples are added below section.

### 3.2.2.1 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 are traffic, dust and noise during the construction phase of the Project. Some groups are such as users of greenhouses near the Project site might be affected from dust, and their products may get damaged. Dust impact may also adversely affect the wellbeing of the residents in the vicinity leading to poorer quality of life, or pose health concerns/risks to vulnerable groups. Traffic impacts of the Project, and increase of heavy vehicles near the Airport may adversely affect commute duration to the Airport, and create impacts on the livelihoods of the businesses surrounding the Airport. Unmanaged traffic congestion may lead to risks in 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 is 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), and
- Muratpaşa and Aksu District Governors and District Municipalities.
- Economically or physically displayed PAPs

### 3.2.2.2 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, and
- Mukhtars of the neighbourhoods that are adjacent to the Project-affected neighbourhoods.
- Akdeniz University Civil Aviation School

### 3.2.3 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, children, people with disabilities, and the elderly. Vulnerable groups may be affected from the Project's construction phase impacts especially due to community health and safety concerns stemming from dust impact of the Project. Those with chronic health conditions such as asthma, that live in the vicinity of the Airport, are also included in the vulnerable groups. Poor households whose houses, greenhouses or land were expropriated, those who could not restore their livelihoods are also defined as vulnerable.

**Table 3-1: Summary Stakeholder Identification Table**

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

Stakeholder groups	Definitive stakeholders	Summary of specific interest in relevance to the project
	<ul style="list-style-type: none"> <li>State Hydraulic Works (DSI)</li> <li>19th Regional Directorate of TEIAS</li> <li>Akdeniz Electricity Transmission Corporation (AEDAS)</li> <li>Antalya 112 Emergency and Healthcare Services</li> <li>DHMI (State Airport Authority) Antalya Airport Office of the General Director</li> <li>Muratpaşa Governorate</li> <li>Muratpaşa Municipality</li> <li>Muratpaşa District Directorate of Agriculture and Forestry Office</li> <li>Muratpaşa District National Education Directorate</li> <li>Muratpaşa Mufti</li> <li>Muratpaşa Social Assistance Solidarity Foundation (SASF)</li> <li>Aksu Governorate</li> <li>Aksu Municipality</li> <li>Aksu District Directorate of Agriculture and Forestry Office</li> <li>Aksu Social Assistance Solidarity Foundation (SASF)</li> </ul>	
Non-Governmental Organizations (NGOs) at International, National and Local Levels	<p><u>Economic Development</u></p> <ul style="list-style-type: none"> <li>Antalya Chamber of Commerce and Industrialist (ATSO)</li> <li>Cooperative of the Taxi Drivers at the Antalya Airport</li> <li>Antalya Union of Tourism Hotel Management</li> <li>Agricultural Credit Cooperative of Antalya Province</li> <li>Chamber of Agriculture</li> <li>Chamber of Tourist Guides of Antalya (ARO)</li> <li>Association of Turkish Travel Agencies (TURSAB), Mediterranean Regional Agency</li> <li>Association of Mediterranean Tourist Hoteliers and Operators (AKTOB)</li> <li>District Chamber of Artisans and Tradesmen Credit Cooperative</li> <li>Agricultural Credit Cooperative of Aksu District</li> <li>Aksu Associations of Mukhtars</li> </ul> <p><u>Environment</u></p> <ul style="list-style-type: none"> <li>World Wide Fund for Nature (WWF)</li> <li>Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats (TEMA)</li> <li>Antalya Friends of Environment and Nature Federation</li> <li>Doğader Antalya</li> </ul> <p><u>Gender, Inclusivity and Accessibility</u></p>	<p>Environmental and social impacts</p> <p>Cumulative impacts</p> <p>Economic development</p> <p>Inclusivity and accessibility</p> <p>Security impacts</p>

Stakeholder groups	Definitive stakeholders	Summary of specific interest in relevance to the project
	<ul style="list-style-type: none"> <li>Antalya Women's Employment and Children's Rights Association</li> <li>Antalya Women's Solidarity Centre</li> <li>Association of Living without Obstacles (Engel-siz Yaşam Derneği)</li> <li>Six Point Association for the Visually Impaired</li> </ul>	
Project Affected Neighbourhoods and mukhtars	<ul style="list-style-type: none"> <li>Yenigöl</li> <li>Güzelbağ</li> <li>Ermenek</li> <li>Altıntaş</li> <li>Güzelyurt</li> </ul>	<p>Environmental and social impacts especially traffic impacts, community health and safety, and dust and noise impacts</p> <p>Economic displacement</p> <p>Employment</p>
Greenhouse producers near the Project site	<ul style="list-style-type: none"> <li>Güzelyurt</li> <li>Altıntaş</li> <li>Güzelbağ</li> <li>Ermenek</li> </ul>	<p>Environmental and social impacts especially dust impacts on livelihood</p>
Airport Passengers	<ul style="list-style-type: none"> <li>Passengers using the Antalya Airport</li> </ul>	<p>Construction impacts, community health and safety</p> <p>Travel experience</p>
Companies Operating within the Airport	<ul style="list-style-type: none"> <li>Airlines</li> <li>Ground handling services</li> <li>In-flight catering firms</li> <li>Aircraft fuelling</li> <li>Tour operators</li> </ul>	<p>Information on expansion plans, operational health and safety, traffic impacts</p> <p>Economic development</p>
Vulnerable Persons and Groups	<ul style="list-style-type: none"> <li>The poor, elderly, sick people with disabilities in the Project affected neighbourhoods</li> <li>Disabled, elderly, child passengers</li> </ul>	<p>Community health and safety impacts</p> <p>Economic displacement due to the land acquisition</p>
Women PAPs	<ul style="list-style-type: none"> <li>Women living in Project affected neighbourhoods</li> </ul>	<p>Environmental and social impacts</p> <p>Cumulative impacts</p> <p>Land acquisition</p> <p>Employment</p>
Local Businesses Businesses nearby the Airport	<ul style="list-style-type: none"> <li>Local enterprises and small businesses</li> <li>Taxis</li> <li>car rentals, restaurants</li> <li></li> </ul>	<p>Traffic impact</p> <p>Dust impact</p> <p>Economic displacement</p> <p>Long-term economic development</p>
Media	<ul style="list-style-type: none"> <li>Local and national newspapers</li> <li>TV channels</li> <li>Social media</li> </ul>	<p>Relaying correct Project information to communities</p> <p>Advertisements</p> <p>Announcements regarding the Project-related stakeholder engagement activities</p>
University	<ul style="list-style-type: none"> <li>Akdeniz University Civil Aviation School</li> </ul>	<p>Student technical trainings</p> <p>Internship</p> <p>Employment</p>
Lenders	<ul style="list-style-type: none"> <li>EBRD</li> <li>IFC</li> <li>AIIB</li> </ul>	<p>Project financing and compliance with E&amp;S requirements</p>

Stakeholder groups	Definitive stakeholders	Summary of specific interest in relevance to the project
<b>Internal Stakeholders</b>		
FTA	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Contractors, sub-contractors and their employees</li> </ul>	Growth and development Stable employment and opportunity Occupational health and safety
Fraport	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Contractors</li> </ul>	Project sponsors
TAV	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Contractors</li> </ul>	Project sponsors
TAV Sera	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Contractors</li> <li>• Sub-contractors and their employees</li> </ul>	Reputation with regard to technical, environmental and social performance of the Project Occupational health and safety Community health and safety
DHMI Local Directorate and Antalya Airport Local Authority	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Officers</li> </ul>	Official regulations and permits Operating and managing airport services

## 4 Summary of Previous Stakeholder Engagement Activities

### 4.1 Before The ESIA Study

The expansion of the Antalya Airport is a long-awaited project. The Project was first announced to public through preparation for expropriation works in 2010. Valuation appraisals for assets in two Project impacted settlements for 105 parcels (66 private, 3 third party, 36 Treasury) were conducted in September 2010. There are 604 PAPs impacted from expropriation negotiated settlements were reached with 151 PAPs. The PAPs that did not settle, resorted to court. As a result of court proceedings, title deed transfers were completed as of 2017. This was announced to public via media channels, and received coverage with a headline “Antalya Airport is Expanding<sup>2</sup>”.

FTA did not inform the residents of neighbouring settlements prior to start of construction activities. It has also been reported by the institutions that many public institutions that are stakeholders have not been briefed on the Project. The news on plans for expansion gained attention on national and local media upon the success of the FTA with the tender. The FTA announced through a press release the investment plan for expansion, that highlighted increase in the capacities of the Terminal 2, domestic terminal capacity, construction of a multistorey carpark, and revisions to entry to cargo terminal. The channels used for information sharing was based on mass media to announce the planned expansion to broad public.

### 4.2 During The ESIA Process

The ESIA process emphasizes consultation and information sharing through participatory measures. In order to depict baseline conditions and understand the impacts of the Project at local, provincial and regional level, qualitative meetings were held with a range of stakeholders from public authorities to NGOs. Interviews were conducted with the mukhtars in the Project's Aol to identify directly affected neighbourhoods. Focus group discussions were held with women, greenhouse producers, small businesses and tourism sector to assess the Project's impacts during construction and operation phases between 25 July and 5 August 2022<sup>3</sup>. The ESIA consultations enabled suggestions from airport users such as airline operators, ground handling companies, tour operators to voice their opinions regarding the improvements in their working conditions. 120 surveys with PAPs whose immovable assets were expropriated were conducted for the Project's Past Land Acquisition Study; the findings of the stakeholder engagement activities, grievances and social impacts are also reflected in the relevant sections of the ESIA report. As a result, below table summarizes the consultations undertaken during the ESIA process. Overall, 13 mukhtars interviews were conducted in the direct and wider Aol of the Project. 14 public level stakeholders, 6 NGO consultations, three companies were consulted face to face. During focus group discussions, 97 PAPs were able to voice their opinions, concerns and recommendations about the Project.

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<sup>2</sup> Sources: <https://www.ntv.com.tr/ekonomi/antalya-havalimani-genisliyor,9XT1ldPB9k2hbgbK14yEEQ> and <https://emlakkulisi.com/antalya-havaalani-1100-donum-daha-buyuyor/508669>

<sup>3</sup> Please see the separate annex for detailed information and pictures of the consultations.

**Table 4-1: Stakeholder Consultations Summary**

No	Stakeholder Name	Consulted/Interviewed Person	Consultation Methods
<b>Provincial Level Public Institutions</b>			
1	Antalya Provincial Directorate of Environment Urbanism and Climate Change Office	Deputy Director/ Urban Planner	Face to face consultation
2	Antalya Metropolitan Municipality	Transportation Planning and Rail System Department Office	Face to face consultation
3	Antalya Metropolitan Municipality	Structural Planning Branch Director	Face to face consultation
4	Provincial Directorate of Culture and Tourism office	Director	Face to face consultation
5	Provincial Directorate of Health Office	Director	Face to face consultation
6	Antalya Airport Chief of Border Civil Authority of Antalya Office	Chief of Border Civil Authority	Face to face consultation
<b>District Level Public Institutions</b>			
1	Muratpaşa Governorate	Governor Chief of Social Assistance and Solidarity Foundation Editor in Chief	Face to face consultation
2	Muratpaşa Municipality	Representative Deputy Manager of Plan and Project Directorate Director of Urban Planning Chief of House Numbering	Face to face consultation
3	Muratpaşa District Directorate of Agriculture and Forestry Office	Director	Face to face consultation
4	Muratpaşa District Directorate of Education	District Directorate of Education	Face to face consultation
5	Muratpaşa Mufti Office	Mufti	Face to face consultation
6	Aksu Governorate	Governor	Face to face consultation
7	Aksu District Directorate of Agriculture and Forestry Office	District Director	Face to face consultation
8	Aksu Municipality	Aksu District Mayor	Face to face consultation
<b>NGOs</b>			
1	Antalya Tourist Guide Association Office	Chairman Secretary General	Face to face consultation
2	Antalya Chamber of Commerce and Industry	Chairman of the Executive Board	Face to face consultation
3	Association of Turkish Travel Agencies, Regional Representative Board	Manager of Regional Representation Board Chairman of the Executive Board	Face to face consultation
4	Antalya and Aksu Agricultural Credit Cooperatives Office	Deputy Manager of Regional Directorate Officer	Face to face consultation
5	Antalya Association of Mukhtars	Chairman of Antalya Association of Mukhtars	Face to face consultation
6	Cooperative of the Taxi Drivers at the Antalya Airport	Chairman	Face to face consultation

No	Stakeholder Name	Consulted/Interviewed Person	Consultation Methods
<b>Mukhtar Interviews</b>			
1	Güzelbağ	Mukhtar, PAP	Face to face consultation
2	Yeşilköy	Mukhtar (1992-1997)	Face to face consultation
3	Pınarlı	Mukhtar	Face to face consultation
4	Altıntaş	Mukhtar	Phone interviews
5	Ermenek	Mukhtar	Phone interviews
6	Fener	Mukhtar	Phone interviews
7	Çağlayan	Mukhtar	Phone interviews
8	Sinan	Mukhtar	Phone interviews
9	Güzeloluk	Mukhtar	Phone interviews
10	Güzeloba	Mukhtar	Phone interviews
11	Cihadiye	Mukhtar	Phone interviews
12	Yenigöl	Mukhtar	Phone interviews
13	Güzelyurt	Mukhtar	Phone interviews
<b>Companies</b>			
1	IC Ictur	Assurance Officer Deputy General Manager of Ictur	Face to face consultation
2	Rent Go	Antalya Branch Manager	Face to face consultation
3	Sebo Restaurant	Restaurant Owner	Face to face consultation

**Table 4-2: Focus Group Meetings Summary**

No	Place	Date	Number of Participants	Participants
1	Güzelbağ	27.07.22	10	10 people (4 women, 6 men) <ul style="list-style-type: none"> <li>4 Housewives</li> <li>6 Men Farmers (Those whose greenhouse and house on the treasury land were affected by the expropriation)</li> <li>(3 vulnerable groups, with chronic health problems)</li> </ul>
2	Altıntaş	30.07.22	5	6 people (3 women, 3 men) <ul style="list-style-type: none"> <li>2 Housewives</li> <li>1 Business owner (Female)</li> <li>2 business employees (Male)</li> <li>1 retired (Male)</li> <li>(1 vulnerable person with chronic health problems)</li> </ul>
3	Güzelyurt	30.07.22	8	8 people (3 women, 5 men) <ul style="list-style-type: none"> <li>1 Housewife</li> <li>1 Business owner (Woman)</li> <li>1 business employee (Female)</li> <li>1 retired (Male)</li> <li>3 business owner (Male)</li> <li>1 resident (Male)</li> <li>(2 vulnerable persons both chronic health problem and over 65)</li> </ul>



No	Place	Date	Number of Participants	Participants
4	Güzelbağ-Korkuteli Kayabaş Plateau	02.08.22	5	6 people (6 men) <ul style="list-style-type: none"> <li>6 farmers</li> <li>(1 vulnerable person with chronic health problem)</li> </ul>
5	Güzelbağ	05.08.22	60	About 60 people attended the meeting. (10 women, 50 men) <ul style="list-style-type: none"> <li>Included farmers and housewives</li> <li>(Those whose greenhouse and house on private and treasury land are affected by expropriation)</li> </ul>
6	Antalya Airport Olympos meeting room	29.07.2022	12	Airport service providers, ground service and airlines <ul style="list-style-type: none"> <li>TGS (Turkish Ground Services)</li> <li>HAVAŞ (General Directorate of Airports and Ground Services)</li> <li>Gözen Air Service</li> <li>Hürkuş Airlines</li> <li>Sun Express</li> </ul>

All PAPs have emphasized the importance of the Project, the Project is highly expected to contribute to socio-economic development of Antalya province and would benefit the region as well. However, overall consultations with stakeholders revealed that there has been limited information shared about the Project. Other than press releases shared, no specific stakeholder consultation meetings were held prior to ESIA studies. Main questions and concerns from the stakeholders can be summarized as:

**Table 4-3: Opinions and Suggestions of Stakeholders**

Stakeholder Group/Type	Issues	Comments/Suggestions
Public stakeholders	<u>Construction phase and operation phase related</u> <ul style="list-style-type: none"> <li>Information sharing</li> <li>Grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>Further information is requested on construction timeline, Project components, completion date, plans and visuals for the expansion.</li> <li>The Project is to inform about the status of grievances, especially those reported to CIMER, and mitigation mechanisms developed to avoid further CIMER grievances.</li> </ul>
Greenhouse producers in the direct Aol of the Project	<u>Construction phase related</u> <ul style="list-style-type: none"> <li>Dust impact</li> </ul>	<ul style="list-style-type: none"> <li>Construction impacts especially dust-related impacts were very visible during the ESIA consultations. Concerns on damages to greenhouse production, potential livelihood losses were voiced by the PAPs. The dust suppression methods applied are not effective according to PAPs' perception. Although dust formation has decreased after excavation stripping, complaints persist. PAPs requested information on mitigation measures implemented by the Project to avoid further impact.</li> <li>Potential loss of income due to dust is a grave concern. Dust may increase the pests, which may increase the cost of pesticides, and lead to reduced yields. Due to the dust, the development of the products takes time, the deformations and the sales price of the product that has not developed in the desired size will also be low. Briefly, PAPs think that unless precautions are taken against dust, this will negatively affect production and lead to lower incomes.</li> <li>The main request is to take effective measures against dust, to surround the construction site with a</li> </ul>

Stakeholder Group/Type	Issues	Comments/Suggestions
Businesses in Güzelyurt neighbourhood	<p><u>Construction phase related</u></p> <ul style="list-style-type: none"> <li>Dust impact</li> <li>Odour from waste treatment</li> </ul>	<p>curtain against dust, and to increase the frequency of watering, and to find alternative effective measures if these are not effective.</p> <ul style="list-style-type: none"> <li>There is a cumulative effect due to dust caused by the increased load of traffic of trucks working in construction and the dust caused by soil stripping activities during construction. In the interviews, there were opinions that dust increased the cleaning costs, they had to clean the tables constantly, and in some cases they lost customers due to dust in average 3-5 tables a day.</li> <li>In addition to these, the solid waste storage and treatment plant operated by FTA also causes an intense odour. From the plant, bad smells spread during daylight hours and negatively affect the customers of the businesses.</li> </ul>
PAPs living in the vicinity of the airport (Güzelbağ and Altıntaş neighbourhoods)	<p><u>Construction phase related</u></p> <ul style="list-style-type: none"> <li>Dust impact</li> </ul>	<ul style="list-style-type: none"> <li>Dust has negatively affected the quality of life of households. It is nearly impossible sitting on the balcony, going out to the garden, etc. There were opinions that they disrupted daily activities and imprisoned household members in a closed area.</li> <li>Dust has also increased water and electricity costs. Houses that could not open windows due to heat and dust had to operate air conditioners, and water costs increased by 50% to 100% due to increased house, balcony, and garden irrigation due to dust.</li> </ul>
Vulnerable groups	<p><u>Construction phase related</u></p> <ul style="list-style-type: none"> <li>Dust impact</li> </ul>	<ul style="list-style-type: none"> <li>Dust impact on houses and dwellings is especially problematic for vulnerable groups with chronic health problems and asthmatic patients.</li> <li>Moreover, dust impact disproportionately fell on women PAPs as their time with cleaning has significantly increased.</li> </ul>
Airport service providers and users (i.e., round handling, airlines)	<p><u>Operation phase related</u></p> <ul style="list-style-type: none"> <li>Existing operations and recommendations for future operations</li> </ul>	<ul style="list-style-type: none"> <li>Between April and November, 250,000 passengers are provided with service in operation at Antalya Airport. In high season, this number reaches 2.5 million. In this case, some services such as cleaning in ground services may be disrupted.</li> <li>Seasonal employment is made at the airports. There is also a shortage of staff in ground services. In general, there is high turn-over in blue-collar personnel. Therefore, there is a constant shortage of trained personnel.</li> <li>There will be demand for more workforce once the Project is in operation.</li> <li>Due to the lack of personnel, the service of disabled people may be delayed. However, there is already a "Smart Step" application for disabled people including blind persons. This app helps people when they are lost or by some means in trouble at the airport.</li> <li>The existing parking lot is insufficient compared to the number of vehicles using it. Parking area will be useful when the Project completed.</li> <li>In the new operation, the instructions at the airport will be arranged in accordance with the "Accessibility Legislation" for the disabled, child and elderly people.</li> <li>The number of check-in desks is insufficient. Since ground handling has no voice in slot plans, more check-in desks and staff are needed for ground handling to run smoothly.</li> </ul>

Stakeholder Group/Type	Issues	Comments/Suggestions
		<ul style="list-style-type: none"> <li>The need for employment can also be met with students and graduates who have graduated from the Akdeniz University Civil Aviation Transportation Management Program. Still, they need a three-week training as well. The areas which these people can work are ground service, representation, security, terminal, catering, etc.</li> </ul>
Chamber of Commerce and Tourism sector NGOs	<p><u>Operation phase related</u></p> <ul style="list-style-type: none"> <li>Existing operations and recommendations for future operations</li> </ul>	<ul style="list-style-type: none"> <li>The parking area at the Antalya Airport is insufficient. The fees paid for the parking lot are expensive.</li> <li>When passengers get off the plane, the passport check-in and baggage take about one hour for the passengers. The drivers have no place to rest while waiting.</li> <li>Tourism police have been appointed to avoid illegal transfer of passengers but this problem still continues to a certain extent due to the insufficient number of police.</li> <li>Food and beverage services at the airport are too expensive for consumption of tourism sector employees. It should be made affordable for transfer drivers.</li> <li>Security personnel and custom police have problem to speak foreign languages. The number of these staff is also inadequate. Security personnel are untrained and their behaviour towards passengers is inappropriate.</li> <li>Passenger direction signs are insufficient in the airport.</li> <li>The number of check-in desk is insufficient.</li> <li>The personnel working at the airport (drivers, security personnel, custom officers, ground handling personnel) need to be trained in order for improving the service quality (language skills, communication etc).</li> <li>The number of local airline companies is insufficient, an increase in this number may increase the number of passengers.</li> <li>The number of foreign language speaking personnel in airport ground services is very low.</li> <li>The construction of a new hangar may provide job opportunities for graduates of technical high schools and aircraft high schools which are available in Antalya province.</li> <li>Increase in the number of security personnel and X-Ray machines is necessary.</li> <li>Allocate space in the new terminal grounds for drivers of transfer buses, tour operators for rest and drink tea, coffee.</li> <li>There should be more useful (easy to find and easy to read) informative directions in the airport, especially for elderly people and/ or hostess.</li> <li>Increasing cargo flights for some special export products produced in Antalya (such as flowers, tropical fruits, etc) would be beneficial in terms of trade.</li> <li>Train security staff on customer service and improve their language skills.</li> </ul>

## 5 Stakeholder Engagement Programme and Disclosure Process

### 5.1 Overview

Stakeholder engagement is an ongoing activity throughout construction and operations of the Project. The following programme summarizes key planned stakeholder engagement during the construction and operation phases and will be reviewed periodically during construction, and annually during operations, to ensure that it remains valid and meets the needs of the Project.

### 5.2 Gender Considerations

The SEP is tailored according to gender considerations. Gender equality will be considered in the implementation of the SEP, which has a participatory and inclusive approach. FTA will take 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 Project construction and operation,
- 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.

### 5.3 Covid-19

The Project will follow general principles and guidance for stakeholder engagement during COVID-19 pandemic for engagement with external stakeholders.

There are elevated risks of transmission of COVID-19 when people are working together on a construction site where they share common facilities like camp sites, lunch rooms, lavatories, camp site facilities. Use of common facilities and working indoor means there is a high risk of COVID-19 influx between EPC Contractor construction workers and sub-contractors' workers. Pandemic risks and mitigation measures are discussed in ESIA 13.4.3 and necessary prevention measures are in place to avoid transmission of COVID-19.

## 5.1 Stakeholder Engagement Plan and Future Stakeholder Engagement

**Table 5-1: Stakeholder Engagement Plan and Future Stakeholder Engagement**

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency	Responsible Party
<b>A</b>	<b>Local Communities</b>								
1	Workplaces (restaurants, rental car enterprises, taxi stations) Residents Small and medium enterprises	Local	Impacted	<ul style="list-style-type: none"> <li>Consultation about the Project stages</li> <li>Informing on possible effects of the Project including biodiversity, noise and traffic</li> <li>Communication mechanism with stakeholders</li> <li>Informing about grievance mechanism of FTA</li> </ul>	<ul style="list-style-type: none"> <li>Visits by CLOs</li> <li>Brochure</li> <li>Face-to face consultation meeting</li> <li>Web site</li> <li>Social media</li> <li>Posters</li> <li>Billboards</li> </ul>	Construction phase	<ul style="list-style-type: none"> <li>Number of visits conducted</li> <li>Number of consultations held</li> <li>Number of PAPs reached</li> <li>Gender disaggregated data on number of consultations, grievances, number of PAPs reached</li> <li>Number of requests and grievances received and resolved</li> <li>Number of brochures printed and distributed to the locations</li> <li>Social media analysis</li> <li>Website information</li> <li>Location of billboards</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly visits</li> <li>Monthly social media updates</li> <li>Annual brochure distribution</li> </ul>	<ul style="list-style-type: none"> <li>CLO</li> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>
2	Residents in immediate vicinity PAPs affected from Project's expropriation Greenhouse Producers nearby the Airport			<ul style="list-style-type: none"> <li>Consultation about the Project stages</li> <li>Informing on possible effects of the Project including biodiversity, noise and traffic</li> <li>Communication mechanism with stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Visits by CLOs</li> <li>Brochure</li> <li>Face-to face consultation meeting</li> <li>Web site</li> <li>Social media</li> <li>Posters</li> </ul>	Construction phase	<ul style="list-style-type: none"> <li>Number of visits conducted</li> <li>Number of consultations held</li> <li>Number of PAPs reached</li> <li>Gender disaggregated data on number of consultations,</li> </ul>	<ul style="list-style-type: none"> <li>Biweekly visits</li> <li>Monthly social media updates</li> <li>Annual brochure distribution</li> </ul>	<ul style="list-style-type: none"> <li>CLO</li> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency	Responsible Party
				<ul style="list-style-type: none"> <li>Informing about grievance mechanism of FTA</li> <li>Delivery of Supplemental Livelihood Improvement Plan (SLIP) for those affected from land acquisition</li> </ul>	<ul style="list-style-type: none"> <li>Billboards</li> </ul>		<ul style="list-style-type: none"> <li>grievances received and resolved, number of PAPs reached</li> <li>Number of requests and grievances received and resolved</li> <li>Number of brochures printed and distributed to the locations</li> <li>Number of PAPs benefiting from SLIP</li> <li>Gender disaggregated data on number of consultations, grievances, number of PAPs reached</li> <li>Social media analysis</li> <li>Website information</li> <li>Location of billboards</li> </ul>		
3	Mukhtars of the Project Affected Neighbourhoods: Yenigöl, Güzelbağ, Ermenek, Altıntaş and Güzelyurt	Local	Impacted	<ul style="list-style-type: none"> <li>Consultation about the Project stages</li> <li>Informing on possible effects of the Project including biodiversity, noise and traffic</li> <li>Communication mechanism with stakeholders</li> <li>Informing about grievance mechanism of FTA</li> </ul>	<ul style="list-style-type: none"> <li>Visit</li> <li>Brochure</li> <li>Consultation meeting</li> <li>Web site</li> <li>Social media</li> <li>Posters</li> </ul>	Construction phase	<ul style="list-style-type: none"> <li>Number of visits conducted</li> <li>Number of consultations held with mukhtars</li> <li>Number of mukhtars reached</li> <li>Number of requests and grievances received and resolved from mukhtars</li> <li>Number of social media messages shared</li> <li>Number of brochures distributed at mukhtars' offices</li> </ul>	<ul style="list-style-type: none"> <li>Biweekly visits</li> <li>Monthly social media updates</li> <li>Annual brochure distribution</li> </ul>	<ul style="list-style-type: none"> <li>CLO</li> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency	Responsible Party
4	Vulnerable groups: The elderly, people with disabilities, women, children	Local	Impacted	<ul style="list-style-type: none"> <li>Consultation about the Project stages</li> <li>Informing on possible effects of the Project including biodiversity, noise and traffic</li> <li>Communication mechanism with stakeholders</li> <li>Informing about grievance mechanism of FTA</li> </ul>	<ul style="list-style-type: none"> <li>One to one visit</li> <li>Brochure</li> <li>Consultation meeting</li> <li>Web site</li> <li>Social media</li> <li>Posters</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>Number of visits conducted</li> <li>Number of consultations held</li> <li>Number of vulnerable PAPs reached</li> <li>Number of requests and grievances received and resolved</li> <li>Gender disaggregated data on number of consultations, grievances, number of PAPs reached</li> </ul>	<ul style="list-style-type: none"> <li>Biweekly visits</li> <li>Monthly social media updates</li> <li>Annual brochure distribution</li> </ul>	<ul style="list-style-type: none"> <li>CLO</li> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>
<b>B Public Institutions</b>									
1	National Level	National	Affecting	<ul style="list-style-type: none"> <li>Consultation about the Project stages</li> <li>Informing on possible effects of the Project</li> <li>Grievance mechanism of the municipality</li> </ul>	<ul style="list-style-type: none"> <li>Visit</li> <li>Correspondence</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>Number of visits conducted</li> <li>Official correspondence recorded</li> </ul>	<ul style="list-style-type: none"> <li>Annual</li> <li>As needed</li> </ul>	<ul style="list-style-type: none"> <li>Management</li> <li>Quality Assurance Department</li> </ul>
2	Provincial and District Level	Regional	Affecting	<ul style="list-style-type: none"> <li>Permissions</li> <li>Consultation about the Project stages</li> <li>Informing on possible effects of the Project</li> <li>Grievance mechanism of the municipality</li> <li>Consultations with Antalya Regional Council on Protection of Cultural Heritage Property on protection of cultural heritage sites</li> </ul>	<ul style="list-style-type: none"> <li>Visit</li> <li>Correspondence</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>Number of visits conducted</li> <li>Official correspondence recorded</li> <li>Requests and grievances received and resolved</li> </ul>	<ul style="list-style-type: none"> <li>Annual</li> <li>As needed</li> </ul>	<ul style="list-style-type: none"> <li>Management</li> <li>Quality Assurance Department</li> </ul>

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency	Responsible Party
3	District Municipalities	Regional	Impacted	<ul style="list-style-type: none"> <li>Consultation about the Project stages</li> <li>Interviewing grievances and demands</li> <li>Receiving opinions and recommendation</li> </ul>	<ul style="list-style-type: none"> <li>Visit</li> <li>Correspondence</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>Number of visits conducted</li> <li>Official correspondence recorded</li> <li>Requests and grievances received and resolved</li> </ul>	<ul style="list-style-type: none"> <li>Annual</li> <li>As needed</li> </ul>	<ul style="list-style-type: none"> <li>Management</li> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>
<b>C Educational Institutions</b>									
1	The School in Güzelbağ Neighbourhood	Local	Impacted	<ul style="list-style-type: none"> <li>Consultation about the Project stages</li> <li>Informing them about noise impact</li> <li>Informing about grievance mechanism of FTA</li> </ul>	<ul style="list-style-type: none"> <li>Visit</li> <li>Brochure</li> <li>Consultation meeting</li> <li>Web site</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>Number of visits conducted</li> <li>Official correspondence recorded</li> <li>Requests and grievances received and resolved</li> <li>Traffic Management Plan implemented</li> </ul>	<ul style="list-style-type: none"> <li>Annual</li> <li>As needed</li> </ul>	<ul style="list-style-type: none"> <li>CLO</li> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>
2	Akdeniz University Civil Aviation School	Regional	Impacted	<ul style="list-style-type: none"> <li>Internship</li> <li>Employment</li> <li>Students' technical trainings</li> </ul>	<ul style="list-style-type: none"> <li>Consultation meeting</li> <li>Official correspondence</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>Number of trained students gender disaggregated</li> <li>Number of internships gender disaggregated</li> <li>Number of employed students gender disaggregated</li> </ul>	<ul style="list-style-type: none"> <li>Annual</li> <li>As needed</li> </ul>	<ul style="list-style-type: none"> <li>CLO</li> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>
<b>D Occupational Chambers</b>									
1	ATSO	Provincial	Affecting	<ul style="list-style-type: none"> <li>Consultation about the Project stages</li> <li>Interviewing grievances and demands</li> <li>Receiving opinions and recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Visit</li> <li>Brochure</li> <li>Consultation meeting</li> <li>Web site</li> <li>Social media</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>Number of consultations held</li> <li>Number of Chambers reached</li> <li>Number of requests and grievances received and resolved</li> </ul>	<ul style="list-style-type: none"> <li>Annual</li> <li>As needed</li> </ul>	<ul style="list-style-type: none"> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>



No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency	Responsible Party
					<ul style="list-style-type: none"> <li>Posters</li> </ul>				
2	Tourism Sector	Provincial	Impacted	<ul style="list-style-type: none"> <li>Consultation about the Project stages</li> <li>Interviewing grievances and demands</li> <li>Receiving opinions and recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Visit</li> <li>Brochure</li> <li>Consultation meeting</li> <li>Web site</li> <li>Social media</li> <li>Posters</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>Number of consultations held</li> <li>Number of Chambers reached</li> <li>Number of requests and grievances received and resolved</li> </ul>	<ul style="list-style-type: none"> <li>Semi-annual</li> </ul>	<ul style="list-style-type: none"> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>
<b>E NGOs</b>									
1	NGOs <u>Environment</u> <ul style="list-style-type: none"> <li>World Wide Fund for Nature (WWF)</li> <li>Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats (TEMA)</li> <li>Antalya Friends of Environment and Nature Federation</li> <li>Doğader Antalya</li> </ul> <u>Gender, Inclusivity and Accessibility</u>	National and regional	Impacted	<ul style="list-style-type: none"> <li>Consultation about general stages of the Project and construction activities</li> <li>Consultation about expected positive and negative impacts of the Project</li> <li>Informing about operation of grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>Visit</li> <li>Brochure</li> <li>Consultation meeting</li> <li>Web site</li> <li>Social media</li> <li>Posters</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>Number of consultations held</li> <li>Number of NGOs reached</li> <li>Number of requests and grievances received and resolved</li> </ul>	<ul style="list-style-type: none"> <li>Annual</li> </ul>	<ul style="list-style-type: none"> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency	Responsible Party
	<ul style="list-style-type: none"> <li>Antalya Women's Employment and Children's Rights Association</li> <li>Antalya Women's Solidarity Centre</li> <li>Association of Living without Obstacles (Engelsiz Yaşam Derneği)</li> <li>Six Point Association for the Visually Impaired</li> </ul>								
<b>F</b>	<b>Media</b>								
1	Media Associations and Agencies	National and regional	Affecting	<ul style="list-style-type: none"> <li>Sharing information on general stages of the Project and construction activities</li> <li>Consultation about operation of grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>Press release</li> <li>Visit</li> <li>Brochure</li> <li>Consultation meeting</li> <li>Web site</li> <li>Social media</li> </ul>	Construction phase	<ul style="list-style-type: none"> <li>Number of press releases</li> <li>Number of public consultation</li> </ul>	<ul style="list-style-type: none"> <li>When needed</li> </ul>	<ul style="list-style-type: none"> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency	Responsible Party
<b>G Passengers</b>									
1	Passengers	Regional	Impacted	<ul style="list-style-type: none"> <li>Consultation about general stages of the Project and construction activities</li> <li>Consultation about expected positive and negative impacts of the Project</li> <li>Informing about operation of grievance mechanism</li> <li>Passenger satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>Brochure</li> <li>Social media</li> <li>Web site</li> <li>Posters</li> <li>Billboards</li> </ul>	Construction and operation phase	<ul style="list-style-type: none"> <li>Number of social media posts</li> <li>Posters and billboard locations</li> <li>Passengers' satisfaction surveys gender disaggregated</li> </ul>	<ul style="list-style-type: none"> <li>Semi-annual</li> <li>As needed</li> </ul>	<ul style="list-style-type: none"> <li>Communication Department</li> <li>Quality Assurance Department</li> </ul>
<b>H Internal Stakeholders</b>									
1	FTA, sponsors and its contactors	Regional	Affecting	<ul style="list-style-type: none"> <li>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.</li> <li>Internal grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>Trainings</li> <li>Face to face meetings</li> <li>Brochure</li> <li>Visit</li> <li>Correspondence</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>Number of trainings</li> <li>Number of Trainings on GBVH</li> <li>Number of face-to-face meetings</li> <li>Number of visits</li> <li>Number of correspondence</li> <li>Grievances on GBVH</li> <li>Internal grievance records/open-close status/average closure time gender disaggregated</li> </ul>	<ul style="list-style-type: none"> <li>Orientation for new employees</li> <li>Annual trainings</li> <li>Semi-annual information sessions</li> </ul>	<ul style="list-style-type: none"> <li>Management</li> <li>HR</li> <li>Quality Assurance</li> </ul>

No	Stakeholders	Activity Level	Effect	Consultation Subjects	Consultation Method	Period	Monitoring Indicators	Engagement Frequency	Responsible Party
2	DHMI Local Directorate and Antalya Airport Local Authority	Regional	Affecting	<ul style="list-style-type: none"> <li>Project updates</li> <li>Permissions</li> <li>Legal issues</li> <li>Grievances</li> <li>Management</li> </ul>	<ul style="list-style-type: none"> <li>Correspondence</li> <li>Visit</li> <li>Meeting</li> </ul>	Construction and operation phases	<ul style="list-style-type: none"> <li>No of meetings</li> <li>No of grievances related airport gender disaggregated</li> <li>Number of correspondence</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> <li>As needed</li> </ul>	<ul style="list-style-type: none"> <li>Management</li> <li>Quality Assurance</li> </ul>
3	Construction workers	Regional	Affecting	<ul style="list-style-type: none"> <li>Code of conduct</li> <li>Demobilization process</li> <li>Working and accommodation conditions</li> </ul>	<ul style="list-style-type: none"> <li>Trainings</li> <li>Face to face meetings</li> <li></li> </ul>	Construction phase	<ul style="list-style-type: none"> <li>Number of trainings given</li> <li>Number of grievances gender disaggregated</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> <li>Weekly</li> </ul>	<ul style="list-style-type: none"> <li>HR</li> <li>EPC</li> <li>Management</li> <li>Quality Assurance</li> </ul>

## 5.2 Disclosure Process

Disclosure of the Stakeholder Engagement Plan (SEP) and Non-Technical Summary (NTS) documents will provide detailed information to the stakeholders about the Project activities, assessment of the impacts and the planned mitigation measures and monitoring activities. After submitting the final Project documents of the ESIA process to the Lenders, it will be disclosed and made available for public review.

FTA will disclose the following updated documents in Turkish through FTA website for 60 days for public review and comments:

- The main Draft ESIA Report: This includes the Environmental and Social Management Plan (ESMP) as additional stand-alone document, which summarises the mitigation measures to be applied by the Project,
- A Non-Technical Summary (NTS) of the ESIA,
- Short brochures containing key information in an illustrative and clear manner about the Project,
- Stakeholder Engagement Plan (SEP),
- Environmental and Social Action Plan (ESAP),
- Land Acquisition Audit Report,
- Corrective Action Plan, and
- Comment/Grievance Forms.

All the above information will also be made available in hard copy at:

- FTA offices in Antalya Airport,
- Municipality of Muratpaşa and Aksu districts, and
- Project affected neighbourhoods (Yenigöl, Güzelbağ, Ermenek, Altıntaş and Güzelyurt).

Community disclosure meetings will be completed in November-December 2022 following the approval of the draft ESIA report and the SEP in the Project nearby settlements, and in 60 days disclosure period prior to Lender's board decision. In addition to broad-based public consultation meetings which will be announced on the local media, meetings with key public stakeholders will be held to share the ESIA documentations. The Project team will answer questions from the public and stakeholders during the disclosure process. The first Project specific stakeholder consultation and information disclosure meeting was held in September 2022 with mukhtars and local people.

The main topics that were emphasized by the mukhtars and the public in the meeting are as follows:

- Exposure to dust (especially the residents in Güzelbağ neighbourhood),
- Expropriation issues (six participants were of those directly affected from the resettlement),
- Traffic problems,
- Employment demands,
- Noise problem,
- The functioning of the grievance mechanism

Based on the outcomes of the meeting, it has been concluded that regular meetings will be held to convey the suggestions and requests of affected communities. Moreover, grievance forms were introduced and distributed to mukhtars and they are expected to deliver to the residents for any demand. The next meeting is planned to be conducted in November-December 2022.

The Community Liaison Officer (CLO) of the Project will be responsible for receiving and collecting all comments from stakeholders. The settlements in the Aol will be visited by the CLO, and information on the Project will be shared directly with PAPs, questions, concerns and requests of the PAPs will be recorded. All received applicable comments will be fed into the SEP documentation.

**Table 5-2: Disclosure Summary Table**

Stakeholder	Engagement method	Purpose of engagement	Information disclosed/collected	Location	Responsible party	Date
<ul style="list-style-type: none"> <li>Local communities: Yenigöl, Güzelbağ, Ermenek, Altıntaş and Güzelyurt including vulnerable groups</li> <li>Mukhtars</li> <li>All related governmental and non-governmental organizations.</li> </ul>	<ul style="list-style-type: none"> <li>Website</li> <li>Face to face meetings in the local area</li> </ul>	<p>To provide access to information in a timely and efficient manner</p> <p>To offer information on ESIA documentation</p>	<ul style="list-style-type: none"> <li>Disclosure of ESIA documentation (NTS, SEP).</li> <li>Provide information about finalization of the ESIA documentation.</li> <li>Comments and suggestions received during the ESIA disclosure and further on, during the Project implementation period, will be considered by FTA and incorporated in the Environmental and Social Management Plans (ESMPs) if relevant.</li> <li>Face to face meetings with the affected villages during disclosure process.</li> <li>Representatives of local communities will have the possibility to consult the ESIA documentation at the premises of the municipality and at the company's office.</li> <li>Hard copies of NTS and SEP will be provided to the community members.</li> </ul>	<p>FTA Website</p> <p>Hard copies at FTA offices in Antalya Airport, Municipality of Muratpaşa and Aksu districts, and Project affected neighbourhoods (Yenigöl, Güzelbağ, Ermenek, Altıntaş and Güzelyurt).</p>	FTA Quality Assurance	Q4 2022
<ul style="list-style-type: none"> <li>Local and international NGOs and civil society organizations (CSOs)</li> </ul>	<ul style="list-style-type: none"> <li>Meetings</li> <li>Website</li> </ul>	To offer information on ESIA documentation	<ul style="list-style-type: none"> <li>Provide information about finalization of the ESIA documentation.</li> <li>Disclosure date and time will be announced to NGOs and CSOs. They will be invited to attend the disclosure meetings.</li> <li>Comments and suggestions received during the ESIA disclosure and further on, during project implementation period, will be considered by FTA and incorporated in the ESMPs if relevant.</li> </ul>	FTA website	FTA Quality Assurance	Q4 2022
<ul style="list-style-type: none"> <li>Media</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face meetings</li> <li>Website</li> </ul>	To offer information on ESIA documentation	<ul style="list-style-type: none"> <li>Provide information about finalization of the ESIA documentation.</li> </ul>	<p>Local Media offices</p> <p>FTA website</p>	FTA Corporate Communications	Q4 2022

## 6 Grievance Mechanism

### 6.1 Overview

Grievance management is an important component of any Project's implementation and is driven by well-Grievance Mechanism (GM), the communication of this GM and its provisions to key stakeholders, mechanisms for recording, tracking and monitoring of incoming grievances and defined roles and responsibilities linked to implementation of this system.

FTA has a grievance management systems and procedures that encompasses all FTA activities, suppliers, contractors, and affected communities as mentioned in the above section 2.3 FTA Policies and Procedures. The mechanism does not prevent affected communities/individuals from accessing judicial or other administrative remedies.

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 mechanisms 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 local and English languages) to all stakeholders.



## 6.2 External/Public Grievance Mechanism

### 6.2.1 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 fill in the grievance form and leave it to the boxes which are situated around the Project site, administrative Project office, the main building, EPC Company and mukhtars' offices in Güzelbağ, Altıntaş, Güzelyurt, Yenigöl and Ermenek neighbourhoods. 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 collection of grievances (i.e., HR representative, Quality Department representative, CLO, managers) or designated third party (public relations company representative) 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 till closing the case, all actions, forms, registration document and any other related information is 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 local language 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:**

Project related complaints and requests of the Project affected communities can be made through all channels specified above or the CLO appointed to be responsible for communication with the local people. Disadvantaged groups determined in the Stakeholder Engagement Plan are specifically accessed and their demands are received. Complaints received through the mukhtars of the Project affected neighbourhoods are handled in the same way. In addition, the notification can be made with easy access to be provided on the website. Incoming notifications are finalized within the specified time as described and feedback is given.

### **6.2.2 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 will be in charge of interacting with grievances reported by the staff, workers and the community members, in other words all grievances from external and internal stakeholders. This would ensure that GBVH grievances linked to the Project are reported in a safe and comfortable environment. The identity of the complainant shall be maintained to the extent possible to ensure confidentiality.

Whenever GBVH is reported, the FTA will draw 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.

## 6.3 Contact Information

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

- Telephone: +90 444 74 23,
- Company e-mail address: [info@antalya-airport.aero](mailto:info@antalya-airport.aero),
- Company website: <https://www.antalya-airport.aero/yolcu-gorusleri>,
- Suggestion system: [http://oneri.ayt.net/oneriler/index\\_genel\\_oneriler.asp](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](https://twitter.com/antalya_airport), Fraport TAV Antalya Airport  
<https://www.instagram.com/antalyairportofficial/>,  
<https://www.linkedin.com/company/antalyairportofficial/>)
- Hello Environment - Hotline: +90 242 315 10 39 or +90 505 657 45 95,
- or [cevre@antalya-airport.aero](mailto:cevre@antalya-airport.aero)
- Presidential Communication Centre: CIMER,
- Complaint Form and notification by QR code,
- Whistleblowing System (BKMS): <https://www.bkms-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.

## 6.4 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.

## 6.5 Internal Grievance Mechanism

### 6.5.1 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 FTA Grievance Mechanism. Workers, including subcontractor workers, have various channels to submit their grievances as defined in the *Section 7.3 Contact Information*.

FTA lists the process of evaluating the complaints within the internal grievance mechanism in the following order. The following actions will be taken within the specified days in brackets after the complaint is received and registered:

- Taking the complain
- Classifying and entering into the system (same day)
- Informing the complainant about receiving the complaint (same day)
- Researching the complaint (7 days)
- Resolving the complaint (14 days)
- Informing the complainer (14 days)
- Making corrections (21 days)
- Verifying the corrections (25 days)
- Closing the complaint register (1 month)

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.

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 will develop and implement a comprehensive internal grievance mechanism and inform all employees including subcontractors about the mechanism and encourage the workers to use. The grievance mechanism will be disclosed and all employees will be informed about the grievance channels prominently (both in local and English languages). Also, employees will be made 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.

### **6.5.2 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 will be supported to enjoy all workplace opportunities and ensured 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. 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 will be reported, FTA will respond in a thoughtful and considerate manner and utilize legal expertise when needed. FTA will also use only trained personnel to conduct investigations. Since FTA does not have trained personnel to handle GBVH grievances for the time being, employment of trained personnel or providing trainings to the existing staff on handling GBVH cases is a requirement for FTA. The trained staff will be 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 will identify 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 a part of the current grievance mechanism and reporting system. However, they will be approached in a more sensitive way and in an immediate time manner. Also, the opportunity to report grievances anonymously will be provided to the complainants. The privacy, health and safety of the complainant will be the key principles in handling GBVH cases and these principles are summarized below<sup>4</sup>.

- **Survivor-centred approach:** The complainants suffering from GBVH will be 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 will be 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.

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<sup>4</sup> 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.

## 7 Resources and Responsibilities

Quality Department is responsible for the implementation of Stakeholder Engagement Plan 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 SEP will be made available from internal sources.

**Table 7-1: Resources and Responsibilities**

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



## 8 Monitoring and Reporting

**Table 8-1: Monitoring and Reporting**

Monitoring Focus	Monitoring Indicator	Time	Monitoring Frequency	Parties Responsible for the Monitoring
SEP Internal Monitoring	<ul style="list-style-type: none"> <li>Gender disaggregated number of stakeholder consultations held</li> <li>Disclosed material on website and other social media tools</li> <li>Gender disaggregated grievance management data</li> <li>Monthly SEP progress reports prepared and sent to FTA Quality Department</li> </ul>	Construction and operation phases	Monthly	Corporate Communications Department Quality Department
Public Trust and Satisfaction	<ul style="list-style-type: none"> <li>Annual Customer Satisfaction Survey (gender disaggregated) conducted and results, actions identified and taken as a result of surveys</li> <li>Annual report on environmental and social (E&amp;S) performance disclosed on the AYT website</li> <li>Project documentation and progress shared on website, and social media</li> <li>Semi-annual E&amp;S monitoring reports</li> </ul>	Construction and operation phases	Annual Semi-annual	Quality Department External Consultant
Public Consultation Process and Grievance Mechanism	<ul style="list-style-type: none"> <li>Identified public consultation process (gender disaggregated) <ul style="list-style-type: none"> <li>Gender disaggregated record of the activities with stakeholders,</li> <li>Gender disaggregated number of the meetings held,</li> <li>Gender disaggregated number of the participants attended the public consultation meetings,</li> <li>Visits paid to public stakeholders, local authorities or other local stakeholders,</li> <li>Frequency of the visits paid to the settlements affected by the Project,</li> <li>Number of meetings held with Mukhtars</li> <li>Frequency of project information shared with Mukhtars, number of WhatsApp messages, phone calls etc</li> <li>Grievances received from Mukhtars</li> </ul> </li> <li>Grievance management (gender disaggregated) <ul style="list-style-type: none"> <li>Number of grievances raised per neighbourhood</li> <li>Number of grievances recorded, responded</li> <li>Types of grievances (complaint/request) and the subject of grievance</li> <li>Timeline required to solve grievances</li> <li>Status of grievances (open/closed)</li> <li>Number of grievances that are on hold/ or disagreed</li> <li>Incidence of recurring grievances</li> </ul> </li> </ul>	Construction and operation phases	Monthly Semi-annual	Quality Department External Consultants

## 9 Environmental and Social Management System (ESMS)

The Project will communicate its activities to the affected communities biweekly during construction phase and semi-annually during operation phase and in line with the SEP requirements. The grievance mechanism will also be utilized during both phases as a communication tool. Monthly reports on stakeholder engagement and grievance management results will be 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 will be shared within the relevant technical and environmental departments to update Project's management plans and mitigations as needed. All management plans are living documents.

All ongoing reporting for communities will be in Turkish, easily understandable and non-technical. The scope of regular, annual reporting will comprise 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 will prepare and submit periodic Environmental and Social Monitoring Reports to Lenders biannually during the construction phase and annually during the operation phase in accordance with the ESAP. This will cover status of implementation of ESIA commitments, SEP, ESAP, CAP, SLIP and other plans identified in the ESAP.



## 10 Appendices

### 10.1 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](http://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.  
For further information, please visit [www.antalya-airport.aero](http://www.antalya-airport.aero)

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](http://www.antalya-airport.aero)

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



FEEDBACK & GRIEVANCE CLOSEOUT FORM/  
GERİ BİLDİRİM & ŞİKAYET KAPATMA FORMU

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			
Telafl 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>Şikâyetçinin/Complainants</u>		<u>Yetkili Kişi /Responsible Person</u>	
Adı Soyadı/Name Surname:		Adı Soyadı/Name Surname:	
İmza/Signature:		İmza/Signature:	
Tarih/Date:		Tarih/Date:	

8.46KY.4.124 Rev. No: 0.0 Rev. Date: 15.08.2022

10.2 Grievance Flow

