
VERGO ENERGY SYSTEMS PRODUCTION FACILITY

STAKEHOLDER ENGAGEMENT PLAN (SEP)



JUNE 2021
ANKARA



VERGO ENERGY SYSTEM PRODUCTION FACILITY

STAKEHOLDER ENGAGEMENT PLAN

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ABBREVIATIONS

CSP	Corporate Responsibility Projects
EHS	Environmental Health and Safety
EIA	Environmental Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
FGI	Focus Group Interview
IFC	International Finance Corporation
HES	Hayat Eve Sığar (Life Fits Home)
HRS	Human Resources Specialist
İŞKUR	Turkish Employment Agency
OHS	Occupational Health and Safety
PPE	Personal Protective Equipment
PPM	Public Participation Meeting
SEP	Stakeholder Engagement Plan
TKYB	Türkiye Yatırım ve Kalkınma Bankası

1 INTRODUCTION

This plan presents the Stakeholder Engagement Plan (SEP) for the ‘Vergo Energy Systems Production Facility’ (herein after ‘the Facility’) and has been prepared by 2U1K Engineering and Consultancy Inc. on behalf of “Vergo Energy Systems Industry and Commerce Inc.” (herein after ‘the Facility Owner’).

The Facility Owner seeks potential financing from Türkiye Kalkınma ve Yatırım Bankası (TKYB) for the Facility. Therefore, the Facility Owner has appointed 2U1K for the preparation of ESMP in line with “International Finance Corporation (IFC) Performance Standards (PS) and National Legal Requirements’. Furthermore, the Facility is currently in operation and this study was carried out as due diligence and the ESMP has been prepared including the Environmental and Social Due Diligence outcomes revealed during the site visit.

Vergo has purchased the area of the new facility complex from the management of the Salihli Organized Industrial Zone. The Facility Owner plans to use this loan for creating a new production facility in the Organized Industrial Zone. The construction of the facility, warehouse, and office buildings will have been completed by Spring 2021. Afterwards, the moving process will be started, from Kemalpaşa, İzmir to Salihli, Manisa.

This SEP has been prepared in line with the IFC's Environmental and Social Performance Standards. In accordance with the IFC PSs, the purpose of the SEP is to guide the Facility Owner to:

- build and maintain a constructive relationship with the stakeholders, in particularly affected communities,
- promote improved environmental and social performance through effective engagement with the stakeholders,
- promote and provide means for adequate engagement with affected communities and to ensure that meaningful environmental and social information is disclosed to them and other stakeholders,
- ensure that all stakeholders have ways to access information and raise issues,
- ensure that affected communities have accessible means to raise issues and grievances, and the Facility Owner responds to and manages such issues and grievances appropriately.

This SEP includes; (i) the identification of stakeholders for the Facility, (ii) analysis of relationships of the stakeholders with the Facility, (iii) details of consultation methodologies, (iv) activities carried out to date and those planned for the future of the Facility, (v) details of the process for managing stakeholders’ concerns and grievances, and explains how the stakeholder engagement process will be recorded, monitored, evaluated and reported.

The Facility Owner is committed to implement this SEP throughout all stages of the Facility. The SEP is a living document and it will be regularly monitored, reviewed, and updated by the Facility Owner.

2 ABOUT VERGO

Vergo is one of the most remarkable manufacturers and exporters of solar energy systems in Turkey. The Facility serves with a machine park equipped with the latest technologies Vergo designs and manufactures modern construction systems for solar central. Vergo offers a complete range of products and services from design, project definition to the production of various components in steel and aluminum, as well as fixing an assembly on site. Vergo is able to reach a production capacity of 5.000 tons per month with a modern, robotic park machine and a professional team of experts.

The existing Facility is located in the Industrial Zone of Halilbeyli at Kemalpaşa, İzmir to operate the production of solar energy systems with a facility area of 6.000 m² and an open area 10.000 m², a total area of 16.000 m². Currently, 140 direct employees are hired by the Facility Owner and 69 subcontractor's employees work for Vergo. The newly purchased project area in the Salihli Organized Industrial Zone is located in Torunlu Neighborhood in Salihli District of Manisa Provenance. The total area is 62.494,59 m² which is called industrial parcel in the official document.

Vergo has purchased the area of the new facility complex from the management of the Salihli Organized Industrial Zone. The Facility Owner plans to use this loan for creating a new production facility in the Organized Industrial Zone. The construction of the facility, warehouse, and office buildings will have been completed by Spring 2021. Afterwards, the moving process will be started, from Kemalpaşa, İzmir to Salihli, Manisa.

The Facility holds ISO 45001, ISO 9001, ISO 14001, EN ISO 1090, and TSE 506 quality certificates in compliance with the international norms and standards.

3 FACILITY LOCATION

The existing Facility is located within the borders of Halilbeyli Organized Industrial Zone at Kemalpaşa, İzmir. The Facility has a total area of 16.000 m². The ownership of the Facility Area is on behalf of Vergo Energy Systems Industry and Commerce Inc.

The newly purchased area in the Salihli Organized Industrial Zone is located in Torunlu Neighborhood in Salihli District of Manina Provenance. The total area is 62.494,59 m² which is called industrial parcel in the official document.

Below, the Figure 1 presents the location of the new Facility area which is located in the Salihli Organized Industrial Zone.

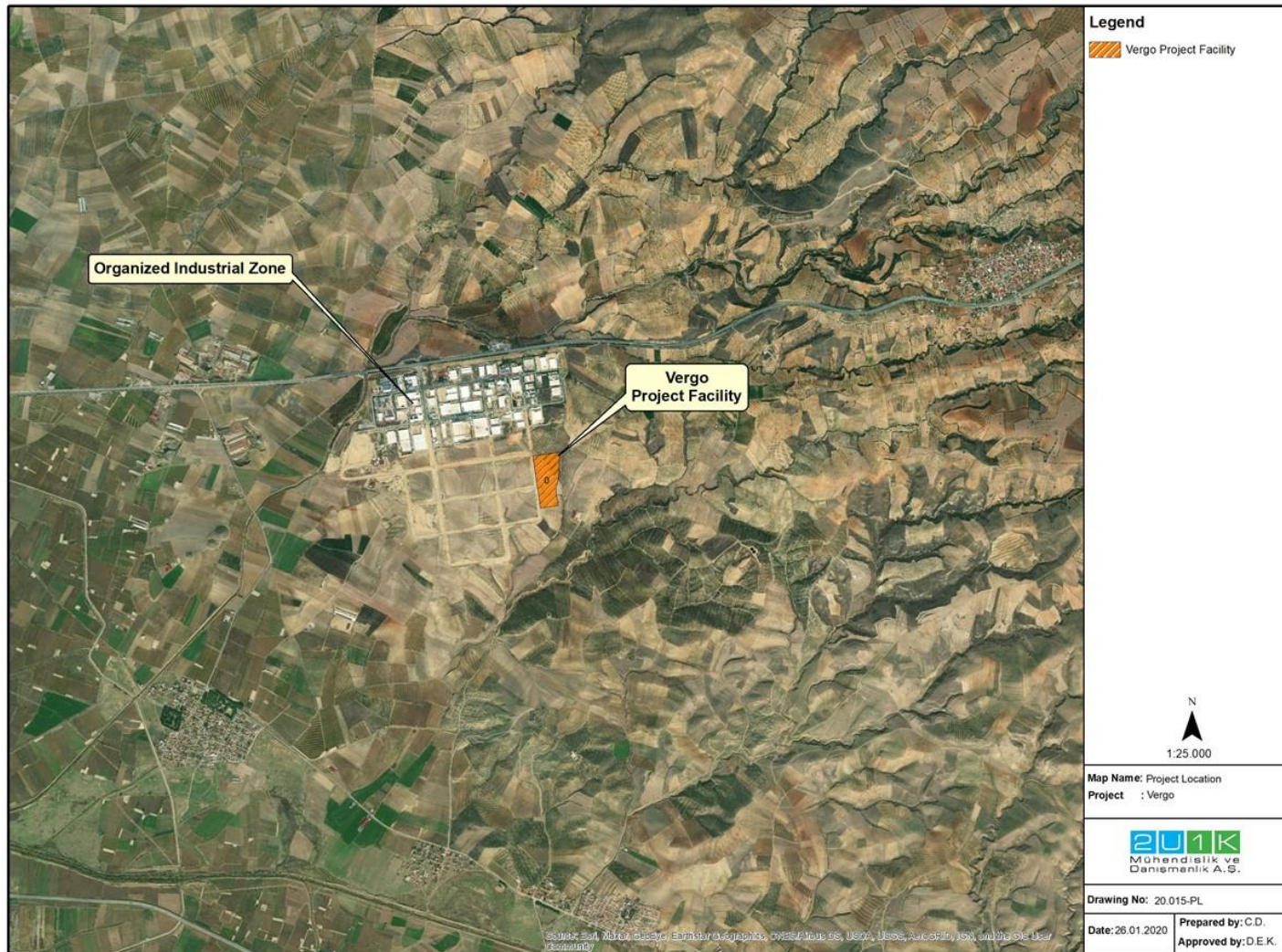


Figure 3-1. Location of the Project

4 REGULATORY REQUIREMENTS

This section outlines the regulatory framework for the Facility's stakeholder engagement activities, according to national and international requirements.

4.1 Turkish Legislation

The "Regulation on Environmental Impact Assessment (dated November 25, 2014; No: 29186 and amended on May 26, 2017; No: 30077)" defines the administrative and technical procedures and principles to be followed throughout the Environmental Impact Assessment (EIA) process. The Project is exempt from preparing EIA according to the official letter received from the Provincial Directorate of Environmental and Urbanization on 10/01/2020.

According to EIA Regulation, a Public Participation Meeting (PPM) is not required for the Facility in line with the 24th Article of the Regulation.

Specific Objectives of PPM according to regulation are presented in Box 4-1.

Box 4-1. Specific Objectives of National EIA Regulation of Turkey (25.11.2014, Article-9)

- 1) *In order to inform the investing public, to get their opinions and suggestions regarding the project; Public Participation Meeting will be accomplished on the date given by Ministry and Ministry qualification is given to institution/organization and project owners as well as the participants of the project affected community will be expected to attend in a central location determined by the Governor.*
- a) *The competency issued institutions/organizations by the Ministry will publish the meeting date, time, and place through a widely published newspaper at least ten (10) calendar days before the determined date for the PPM.*
- b) *Public Participation meeting will be held under the Director of Environment or through Urbanization or authorized chairman. The meeting will inform the public regarding the project, receive views, questions, and suggestions. The Director may seek written opinions from the participants. Minutes of meeting will be sent to Ministry, with one copy kept for the Governorship records.*
- 2) *Governorship will announce the schedule and contact information regarding public opinion and suggestions. Comments received from the public will be submitted to Commission as per the schedule.*
- 3) *Members of the Commission may review the Project implementation area before the scoping process, also may attend to public participation meeting on the date announced.*
- 4) *The competency-issued institutions/organizations by the Ministry could provide studies as brochures, surveys, and seminars or through the internet in order to inform the public before the Public Participation Meeting.*

4.2 International Standards

This report is based on the relevant IFC PS and guidelines as international requirements. The IFC is an international financial institution that offers investment, advisory, and asset management services to encourage private sector development in projects. It was established in 1956 as the private sector arm of the World Bank Group to advance economic development by investing in strictly for-profit and commercial projects which reduce poverty and promote development. To provide a means of managing the social and environmental risks and impacts on projects, the IFC has developed its Performance Standards on Social and Environmental Sustainability (amended in 2012). The Performance Standards are designed to help avoid, mitigate, and manage risks and impacts as a means of doing business in a sustainable way, including stakeholder engagement and disclosure obligations of the client in relation to project-level activities.

Box 4-2. Specific Objectives of the IFC Standards Regarding Stakeholder Engagement

IFC PS:1 Stakeholder Engagement
<p>Stakeholder Engagement: According to IFC PS-1 Stakeholder engagement is an ongoing process that may involve, in varying degrees, the following elements: stakeholder analysis and planning, disclosure and dissemination of information, consultation and participation, grievance mechanism, and ongoing reporting to Affected Communities. The nature, frequency, and level of effort of stakeholder engagement may vary considerably and will be commensurate with the project's risks and adverse impacts, and the project's phase of development.</p> <p>Stakeholder Analysis and Engagement Planning: Clients should identify the range of stakeholders that may be interested in their actions and consider how external communications might facilitate a dialog with all stakeholders. The client will develop and implement a Stakeholder Engagement Plan that is scaled to the project risks and impacts and development stage, and be tailored to the characteristics and interests of the Affected Communities.</p> <p>Disclosure of Information: Disclosure of relevant project information helps Affected Communities and other stakeholders understand the risks, impacts, and opportunities of the project. The client will provide Affected Communities with access to relevant information.</p> <p>Consultation: When Affected Communities are subject to identified risks and adverse impacts from a project, the client will undertake a process of consultation in a manner that provides the Affected Communities with opportunities to express their views on project risks, impacts and mitigation measures, and allows the client to consider and respond to them. The extent and degree of engagement required by the consultation process should be commensurate with the project's risks and adverse impacts and with the concerns raised by the Affected Communities.</p> <p>Informed Consultation and Participation: For projects with potentially significant adverse impacts on Affected Communities, the client will conduct 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.</p> <p>External Communications and Grievance Mechanisms: The client will implement and maintain a procedure for external communications that includes methods to (i) receive and register external communications from the public; (ii) screen and assess the issues raised and determine how to address them; (iii) provide, track, and document responses, if any; and (iv) adjust the management program, as appropriate. In addition, clients are encouraged to make publicly available periodic reports on their environmental and social sustainability. Where there are Affected Communities, the client will establish a grievance mechanism to receive and facilitate the resolution of Affected Communities' concerns and grievances about the client's environmental and social performance.</p>

The following guidelines of the IFC, which are deemed relevant to the Project, to be followed during this study are as follows:

- The IFC General EHS Guidelines, dated April 30th, 2007;
- World Bank Group's EHS Guidelines for Water and Sanitation,
- IFC Performance Standards Environmental and Social Management System Implementation Handbook Metal Products Manufacturing

4.3 Gaps Between Turkish Legislation and International Guidelines

The most prominent topic, which requires further elaboration in Turkish Environmental Legislation, is "Social Impact Assessment (SIA)". Additional studies and implementations are required in this topic for internationally financed projects to achieve alignment with international standards. The Turkish EIA procedures are, with some exceptions, in line with the IFC PSs. The primary exceptions are in project categorization, the scope of environmental and social assessment, and public consultation. In cases where the Turkish legislation differs from the IFC PSs, the more stringent one will be applied to the project implementation. For example, the Turkish EIA Regulation does not stipulate implementation of the establishment of a Grievance Mechanism. However, these are required by international standards. Such differences will be taken into consideration in respective sections in the SEP.

5 ROLES AND RESPONSIBILITIES

The Facility Owner will make sure that all affected parties, particularly affected settlements, the local community, neighboring facilities, and local governmental agencies are informed about the Facility and will be involved in the process of identifying the important issues of the Facility. Roles and responsibilities have been defined in order to ensure effective stakeholder engagement during the life of the Facility.

Table 5-1. Key Roles and Responsibilities

Roles	Responsibilities
General Manager	Ensures that this SEP is implemented Provides necessary resources for effective implementation of this Plan
Facility Manager	Ensures that this SEP is implemented Provides necessary resources for effective implementation of this Plan Coordinates with parties for effective implementation of this Plan
Human Resources Department	Implements and improves this SEP Determine necessary resources for effective implementation of this SEP and submits it to his line managers Evaluate the compliance of Facility activities with national and international legislation requirements Develop and publicize the grievance management procedures Act as the key point of contact to bring grievances from, locals, and governmental officials, NGOs, and other interest groups Address the complaints to necessary parties when necessary Receive, review, investigate, and keeping track of grievances Forwards the received grievances to the related departments of the Facility for the resolution of the grievance Monitor and evaluate the fulfillment of arrangements achieved through the grievance procedure Ensure the Grievance Mechanism is reviewed on a regular basis as a result of changes to employment legislation and lessons learned from its operation; Communicate the Grievance Mechanism to all Subcontractor employees through means of communications structured for the Facility Ensure the Grievance Mechanism is a dedicated topic during the new employee orientation; Provide confidential advice to employees on matters they are reluctant to discuss with their Supervisor or any other member of Subcontractor Management; and, Provide advice and support to Subcontractor supervisors and management on their roles and responsibilities for the successful implementation and operation of the Grievance Mechanism Conduct external reporting to the public, summarizing facility progress in order to maintain good stakeholder engagement, implement Good industry practice, Continue to engage with stakeholders to maintain community development facility to avoid negative social impacts and increase positive public perception of the Facility Owner.

Roles	Responsibilities
<p>Quality Engineer for Environmental, Health, and Safety</p> <p>Occupational Health and Safety (OHS) Specialist</p>	<p>Implements and improves this SEP</p> <p>Determines necessary resources for effective implementation of this SEP and submits to his line managers</p> <p>Evaluates the compliance of the Facility's activities with national and international legislation requirements,</p> <p>Searches the causes of the social incidents that cause; injuries, delays, or stoppage in the work and disputes the Facility and communities</p> <p>Monitors all grievances and ensure that all complaints are resolved and closed,</p> <p>Coordinates with parties for proper implementation of this SEP</p> <p>Reports grievances, which are received or observed verbally, to Manager</p> <p>Investigates and proposes an appropriate methodology for resolving the grievance,</p> <p>Conducts follow ups for the results of complaints and reports on a weekly, monthly and annual basis to the Management,</p>

6 PROJECT STAKEHOLDERS

For the purposes of this SEP, a stakeholder is defined as any individual, organization, or group which is potentially affected by the Facility or which has an interest in the Facility and its impacts. The objective of stakeholder identification is to establish which stakeholders may be directly or indirectly affected – either positively or negatively - (“affected parties”) or have an interest in the Facility (“other interested parties”).

It is important that a particular effort is made to identify any disadvantaged and vulnerable stakeholders who may be differentially or disproportionately affected by the Facility or who may have difficulty participating in the engagement and development processes. Stakeholder identification is also an on-going process and will require regular review and update.

The SEP defines a stakeholder as ‘any individual or group who may be directly or indirectly affected by the Facility, as well as those who may have an interest in or influence over the Facility. The process also aims to identify which stakeholder may have a positive or negative impact or influence on the facility.

Stakeholder identification has been an on-going process and different issues are likely to concern different stakeholders. Therefore, stakeholders have been grouped based on their connections to the Facility. Understanding the connections of a stakeholder group to the Facility helps identify the key objectives of the engagement.

Table 6-1 presents the interested and affected stakeholders within the scope of the Facility.

Table 6-1. Stakeholder Groups

Stakeholder Groups	Stakeholder Type	
	Affected Party	Interested Party
Local Communities		
<ul style="list-style-type: none"> • Neighboring facilities at the Halilbeyli Organized Industrial Zone of Kemalpaşa, İzmir • Neighboring facilities at the Salihli Organized Industrial Zone of Manisa • Neighboring Vocational High Schools 	√	√
Government / Authorities		
<ul style="list-style-type: none"> • Ministry of Energy • Ministry of Labor and Social Security • District Governorate of Kemalpaşa • District Governorate of Salihli • Provincial Governorate of İzmir • Provincial Governorate of Manisa • İzmir Provincial Directorate of Environment and Urbanization • İzmir Chamber of Commerce and Industry • Manisa Provincial Directorate of Environment and Urbanization • Manisa Chamber of Commerce and Industry • District Health Directorate of Kemalpaşa • District Health Directorate of Salihli • Ministry of Industry and Technology • Provincial Directorate of National Education • Organized Industrial Zones Supreme Organization (OSBÜK) 	√	√

Stakeholder Groups	Stakeholder Type	
	Affected Party	Interested Party
Municipality		
<ul style="list-style-type: none">• Municipality of Kemalpaşa• Municipality of Salihli• Metropolitan Municipality of İzmir• Metropolitan Municipality of Manisa	√	√
Employees of Facility	√	√

7 STAKEHOLDER ENGAGEMENT TOOLS

A range of tools has been and will be used for stakeholder engagement within the scope of this Facility. Stakeholder engagement will continue using these already established communication mechanisms, with new mechanisms employed as required to ensure efficient and effective engagement throughout the life of the Facility. The Facility has and will continue to use the following methods for engaging with stakeholders:

- Informal / Formal face to face to face individual and community meetings – likely to be the primary form of on-going consultation throughout the Facility’s lifespan. This also includes organized or by the demand of community/public meetings.
- Facility Owner website¹ – a publicly available site for announcements, documents, reports, etc.
- Grievance mechanism – aimed particularly at directly affected stakeholders. A mechanism has been and will continue to be widely disclosed to the affected public.
- Media advertisements – invitations to participate in meetings, information disclosure, etc.

¹ <http://www.vergo.com.tr>

8 PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

8.1 Engagements with the Local Institutions

Vergo has a limited relationship with local resettlements of Yıldırım, Çepnidere, and Köseali Neighbourhoods and other organizations in both Organized Industrial Zones of Salihli and Kemalpaşa but the Facility aims to expand its relationship with external stakeholders. Vergo will establish a public grievance system to build trust and a collaborative approach with local resettlement, neighboring organizations, and governmental institutions.

The existing production facility of Vergo will be moved from Kemalpaşa, İzmir to Salihli, Manisa. The area of the new facility complex had been purchased from Salihli Organized Industrial Zone. The Facility Owner has a close relationship both with the management of the Industrial Zones and local police stations.

Vergo has effective collaboration with the Provincial Directorate of National Education and Vocational High Schools in order to meet the vocational training needs of students. A suitable workplace for the branch and a master instructor is required to start training. One or two days of theoretical training, four or five days of vocational training are provided in the Facility. The Facility Owner should have concluded a Vocational Education Contract with the Provincial Directorate of National Education to start training. Before employing an apprentice candidate or apprentice, the Facility Owner has to conclude a contract for vocational training in businesses with him/her or his/her parent or guardian if s/he is a minor.

8.2 Environmental and Social Field Study for ESMP

During the site visit on January 12 and 13, 2021, 2U1K Team had a chance to spend time both in the existing facility in Kemalpaşa and the construction site in Salihli. 2U1K facilitated the discussions in Kemalpaşa with the Business Development Director, Business Development Engineer, Factory Manager, Quality Engineer, and Human Resources Specialist to obtain information to prepare ESMP and related management plans. In Salihli, the construction site was visited and site-based observations were made.

Due to Covid-19 in Turkey, several phone interviews were made with local village headmen and the management of Organized Industrial Zones of Salihli and Halilbeyli. The Kemalpaşa Facility of Vergo is located in Halilbeyli Neighbourhood. The muhtar of Halilbeyli whose name is Mustafa Edis expressed that they do not direct relation with Vergo because the Organized Industrial Zone of Kemalpaşa is 6 km far from the center of the neighbourhood and nobody from Halilbeyli works for the Organized Industrial Zone of Halilbeyli currently. İnan Girgin who is the muhtar of Çepnidere Neighbourhood stated that no resident of Çepnidere works for Vergo currently but there are a couple of people from Çepnidere works for other facilities in the Organized Industrial Zones of Halilbeyli. As Mr. Girgin said he was not informed about anything against the facilities in Halilbeyli.

Hüseyin Deniz who is the muhtar of Köseali Neighbourhood, was informed of Vergo's new facility in the Organized Industrial Zone of Salihli and he wants to know if there are upcoming job opportunities in the facility because there are several people from the neighbourhood who work for other facilities in the Industrial Zone. Lastly, the muhtar of Yeşilova, whose name is Emir Satmaz, was interviewed. Yeşilova is the closest resettlement to the Industrial Zone of Salihli. Mr. Satmaz said they do not have any problem with the Industrial Zone and its facilities. He appreciates that several local men are employed by these facilities. Along with jobs in the facilities, locals can manage their agricultural activities at the same time. Mr. Satmaz will be glad if Vergo informs them about future job opportunities.

Emrah Dal is an environmental engineer and works for the Organized Industrial Zone of Salihli directly. He was interviewed by phone and he shared detailed information about Vergo's new facility in Salihli. As Vergo is under construction, the Facility appeals to the Industrial Zone's corporate structure frequently to get related licenses and certificates. Vergo's construction activities are in progress in accordance with approved projects. Mr. Dal expressed, the Facility has an adequate relationship with the management of the Industrial Zone at least for the beginning. As a member of the Industrial Zone, the Facility does not need to approach nearby facilities for construction-related issues because all infrastructural arrangements and security services are provided by the management of the Industrial Zone.

Figen Aldemir who is the Regional Director of the Industrial Zone of Halilbeyli (Bağyurdu) did not accept to respond 2U1K's questions about Vergo without any written permission that is why no information was provided from this stakeholder.

Sociologist of 2U1K (Açelya Duman) interviewed the two HR Specialists of the Facility Owner in order to discrimination, working conditions, access to drinking water, and access to sanitary facilities, access to the grievance mechanism, wages, overtime, and compensation. The HR Specialist Didem Beşer is responsible for the existent facility in Kemalpaşa. She explained the Company's current corporate structure. Berna Işık is the assigned HR Specialist for the new facility which is underconstruction in Salihli.

According to this situation, two interview sessions have been completed, in Kemalpaşa, İzmir, and Salihli, Manisa. In each session, 3 Focus Group Interviews (FGI) were conducted with a group of blue-collar workers, white-collar, and women workers. Each interview took at least twenty minutes and several questions were asked which are about working conditions, employee rights, grievance mechanism, and Covid-19. All workers responded comfortably and participated actively.

General Labor Conditions: Currently, there are 136 direct and 21 indirectly employees in Halilbeyli Organized Industrial Zone, Kemalpaşa İzmir. The Construction Company provides 35 workers. Vergo has no non-Turkish citizen workers. Vergo has 3 workers with a disability. According to the advice of the Facility doctor, these workers are not required to come the Facility due to COVID-19 restrictions. The disable workers are paid under the cash fee support. The employment figures result is listed below:

Table 8-1. Employment Figures of Direct Employees of Vergo

Type of Employees	No of Employees
Blue Collar	93
White Collar	43
ProService Global (Subcontractor)	18
Gut Security (Subcontractor)	3
Total	157

Local employment is a goal of the Facility Owner to hire people who live close to the place of work. It is beneficial for stakeholder engagement and transportation costs. Details of the local employment figures can be found below:

Table 8-3. Local Employment of Blue Collar Workers of Vergo

City	No of Employees
Salihli	29
Turgutlu	60
Other Regions	4
Total	95

The new facility in Salihli is under construction. Avka (Kuzey) Engineering manages all construction phases of the new facility with the supervision of Vergo. Avka (Kuzey) Engineering has 15 employees and its subcontractors have 20 employees at the construction site. The employment figures of Salihli is listed below:

Table 8-4. Employment Figures of Salihli Construction Site

Subcontractor Company	No of Employees
Cayko Excavation	4
Ar Technic	10
Kontek Electricity	6
Avka (Kuzey) Engineering	15
Total	35

All workers (including sub-contractors) are hired through contracts and wages and overtime payments are paid accordingly. Personal protective equipment (PPE) and clothing for workers are provided; including face masks and disinfectants along with the pandemic.

During the interviews, it was asked about workers unions. As informed, workers are not member of any unions. That is why there is no workers union to represent the collective interest of the workers, accordingly, any selected workers' representative is not present.

All workers have access to transportation services provided by the Facility Owner. Vergo has company shuttles and cars for workers transportation which are launched daily basis. According to COVID-19 related restrictions in Turkey, the number of company shuttles is increased. In Vergo, each worker has access to food, cleaning, transportation services. The

Facility has a dining hall, activity room, and coffee automats. During FGIs, Vergo workers did not mention any dissatisfaction with working conditions.

At the construction site, Avka Engineering provides food, cleaning, and accommodation for workers. The construction site in Salihli is quite isolated for both blue and white-collar workers. The dormitories of blue-collar workers are located at the construction site that is why blue-collar workers do not use transportation on daily basis. If a blue-collar worker needs transportation, Avka Engineering provides a company vehicle. White-collar workers of Avka Engineering have rented houses in Salihli and they use company vehicles for their daily transportation. According to site-based observation, the housekeeping of the construction site might be improved.

In Vergo, 17 women employees work for the Facility and 3 women workers in the construction site in Salihli. During the women employee FGI, they underlined that all workers are treated the same and there is no limitation for women workers. Sanitary facilities are located within the same buildings and provided separately for men and women.

In accordance with workers' interviews, there have been no fatal/major work accidents in the history of all facilities.

Recruitment: Vergo cooperates with İŞKUR for the recruitment process of blue-collar employees and white-collar employees are hired through a hiring agency web-site (www.kariyer.net). Avka Engineering and its subcontractors bring their construction and administrative teams for the construction phase that is why the Engineering Company does not need extra employment.

All workers in both facilities are required to provide criminal records, Social Security Institution service breakdown, place of residence, family declaration, and health checks. All workers go through HR/EHS/OHS training before the start of work. The HR department provides information on topics including the company, the production infrastructure, and the Human Resources Department.

Human Resources Department: There is an established Human Resources Department of the Facility Owner which works efficiently. Following procedures are provided by the HR department as:

- Human Resources Procedures
- Secondment Agreement Procedure
- Performance Evaluation Procedure
- Orientation Procedure
- Covid-19 Procedure
- Protection of Personal Data (KVK) Procedure
- Workplace Security Procedure
- Recruitment Form
- Suggestion and Reward Form

- Employee Timesheet Form

There is an established Human Resources Department of the Facility Owner which works efficiently. The HR Policy of Vergo has been established and shared with the Project Company Employees. The HR Policy contains following information:

- To create employment and income sources in a way that will provide sustainability.
- To protect the fundamental rights of employees, which are both in the national legislation and internationally accepted, especially the United Nations and ILO
- To establish and implement measures regarding safe and healthy working conditions to protect employee health.
- To treat employees fairly, not to discriminate
- Establishing and maintaining the trustworthy relationship between Management and Employees
- Overseeing compliance with the Performance Standards set forth by the International Finance Corporation

The HR Department will prepare a Code of Conduct according to international requirements

Grievance Mechanism: The Human Resources Department works to put the Grievance Mechanism into action in accordance with approved SEP developed within the ESIA process and aligned with international best practice. The Department has already informed the Project Employees and the management team of the Subcontractors. The grievance boxes have been already put for employee grievances in the facility. Up to this point in time, no employee grievance has not been submitted yet. The HR Department should implement the Grievance Mechanism proactively. The HR Department will collect, evaluate, and monitor the reported grievances.

Security Services: GUT Security is the security company for the Kemalpaşa complex which is assigned by the Facility. Unarmed security guards carry out their duties at the security gate. There are 3 guards (none of them is a woman) who works in three shifts, 1 guard is on duty during each shift. For the construction site, there is a worker who is responsible for the security of the construction area during the nights.

COVID-19 Related Restrictions: Vergo monitors COVID-19 cases intently. A rotating remote work schedule is creating for White-collar employees to work from home. Following measurements are adopted by the Facility during the pandemic:

- According to COVID-19 related restrictions in Turkey, the number of shuttles is increased.
- All workers participated in COVID-19 training. Additional information is shared with workers.
- Posters on social distancing restrictions and Covid-19 related measures.
- Providing face masks and disinfectant sanitizer.
- Worker common areas have been re-designed to comply with social distancing.
- Food services have been re-established with single-use tools and divided tables to create individual dining spaces.
- Continuous hygiene routines throughout all facilities,
- The body temperatures of all employees and visitors are checked at the entrance gate of the Facility.

Avka Engineering is committed to protecting the health and safety of workers and workplaces during construction activities. When working in the construction site, the following measurements use to reduce the risk of exposure to the coronavirus:

- Clean and disinfect portable job site toilets regularly. Hand sanitizer dispensers should be filled regularly.
- Train workers how to properly put on, use/wear, and take off protective clothing and equipment.
- Continue to use other normal control measures, including personal protective equipment (PPE), necessary to protect workers from other job hazards associated with construction activities.
- Food services have been re-established with single-use tools
- All workers participated in COVID-19 training. Additional information is shared with workers.
- Posters on social distancing restrictions and Covid-19 related measures.

9 FUTURE STAKEHOLDER ENGAGEMENT

Stakeholder engagement will continue throughout the Facility's lifespan. Key stakeholders will be kept informed about the progress of the Facility, have the opportunity to provide feedback on the effectiveness of mitigation and enhancement measures, and to raise any concerns or grievances.

Information to be shared with the implementation of this Report will include (but is not limited to) the following:

- the impacts that have been identified as a result of the Facility,
- the impacts and mitigation or enhancement measures that are being implemented,
- roles and responsibilities,
- monitoring and management measures, and
- information on the grievance mechanism for the Facility.

To ensure effective stakeholder engagement, the following measures will be taken into consideration by the Facility Owner;

- SEP will be translated to Turkish and distributed to all affected neighborhoods and interested stakeholders,
- the SEP will be reviewed annually by the Human Resources Department,
- The Facility Owner will engage with the affected stakeholders and other interested parties as structured by this Plan.

When the new Facility is put into operation, a new unit will be established which is called Corporate Relations Department will be responsible for stakeholder engagement activities. Up to that time, the Facility's Human Resources Department is responsible for engagement with stakeholders as an on-going process throughout the life of the Facility.

Grievances can be an indication of growing stakeholder concerns (real and perceived) and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between projects, communities, and other stakeholders.

With this Plan, the Facility will establish a formal and on-going avenue for stakeholders to engage with the Facility. With the implementation of this report, a formal grievance mechanism will be established for internal/external stakeholders at no cost and will not impede access to other judicial or administrative remedies.

Internal and external stakeholders will be able to share their opinions and grievances via a range of options such as the Facility Owner's web-site, letters, and face to face meetings with the implementation of the Stakeholder Engagement Plan.

Grievance procedures will be coordinated through the Human Resources Department, which is the primary interface between the community and the Facility Owner. Confidentiality procedures will be put in place to protect the complainant, as appropriate.

The grievance mechanism will be advertised and announced to affected stakeholders so that they are aware of the process, know they have the right to submit a grievance, and understand how the mechanism will work and how their grievance will be addressed. In most cases, a grievance or complaint will be submitted by a stakeholder or local resident by phone, in writing, or by speaking with one of the Facility Owner's grievances officers. Further information on the Facility Owner's grievance mechanism is presented in Chapter 12 of this Report.

10 CORPORATE SOCIAL RESPONSIBILITY PROJECTS

In line with its corporate social responsibility (CSR) activities, another target of Vergo is, to develop projects that integrate social and environmental concerns in its business operations and interactions with its stakeholders. CSR activities are listed below:

- Planting 500 trees to create Vergo Grove in 2019
- Financial aid was made through Bizİzmir for İzmir Earthquake victims

11 INFORMATION DISCLOSURE AND STAKEHOLDER ENGAGEMENT DURING COVID-19

The unprecedented nature of the COVID-19 pandemic means that all aspects of the Facility's operations may be impacted by it, including stakeholder engagement. Considering mandatory restrictions and social distancing measures associated with Covid-19 resulted in alternative approaches to stakeholder engagement in the short term.

In information dissemination efforts, the Facility Owner will seek to ensure that reliable, accurate information reaches all stakeholders, by making it available in readily understandable and culturally appropriate formats and language.

Following tools are recommended to be adopted by the Facility Owner to engage with stakeholders during the pandemic include but not limited to:

- Leaflets
- E-mail
- Community notice boards
- Phone calls and text messaging
- Facility Owner Website²
- Social Media Platforms

Furthermore, COVID-19-driven changes to the Facility Owner's operation that may have community impacts will be communicated accordingly. These may include, but are not limited to:

- Changes to project as a result of COVID-19;
- Changes to delivery of community development programs;
- Changes to employment, sourcing from local business, and so forth;
- Changes to timelines for resolving open grievance cases; and
- New or modified health awareness communication campaigns related to COVID-19 that are coordinated with relevant authorities and based on information from recognized sources, such as the World Health Organization.

² <http://www.vergo.com.tr>

At this stage, the Facility Owner already implemented measures in regards to Covid-19 to ensure a safe workforce and prevent negative impacts on community health and safety. Some of the measures already adopted by the Facility Owner are as follows:

- Training on occupational health and safety in regards to Covid-19,
- Provision of Covid-19 tests,
- Continuous hygiene routines throughout the Facility,
- The requirement of HES Code for all visitors,
- The information of the personnel entering the Facility is recorded and provide necessary personal protective equipment and inform them about social distancing.
- The mask, disinfectant, overalls, bonnet, and gloves are supplied to the personnel for use.
- Disinfection dispensers were provided and installed in locations that everyone can see and reach.
- Worker common areas have been re-designed to comply with social distancing.
- Food services have been re-established with single use tools.
- Information banners have been placed within the Site to inform on Covid-19 related updates and measures.

Last, in order to ensure effective engagement during Covid-19, the Facility will consider new approaches as shown in the Table below.

Table 11-1. Alternative Information Disclosure and Stakeholder Engagement Measures during Covid-19 Restrictions

Stakeholder Groups	Topics	Frequency	Method and Materials	Lead and Supporting Responsibility
Local Communities <ul style="list-style-type: none"> Neighboring facilities at the Halilbeyli Organized Industrial Zone of Kemalpaşa Neighboring facilities at the Salihli Organized Industrial Zone 	<ul style="list-style-type: none"> Update of Facility activities and progress in detail Employment process Social responsibility projects Respond to the community's concerns on the Facility's impact on public health through effective implementation and stakeholder engagement process. Facility measures to comply with social distancing. Measures to limit workforce or community interaction (for example, for a large expatriate workforce) Changes to current procedures (for example, grievance mechanism) 	When needed	Written brochures/ Posters updates Facility Owner's website Grievance mechanism Follow-up calls if contact details are available	Project Director Human Resources Department
Government <ul style="list-style-type: none"> Ministry of Energy Ministry of Labor and Social Security District Governorate of Kemalpaşa District Governorate of Salihli Provincial Governorate of İzmir Provincial Governorate of Manisa İzmir Provincial Directorate of Environment and Urbanization Manisa Provincial Directorate of Environment and Urbanization İzmir Chamber of Commerce and Industry Manisa Chamber of Commerce and Industry District Health Directorate of Kemalpaşa District Health Directorate of Salihli 	<ul style="list-style-type: none"> Update of Facility activities and progress Local procurement and employment data. Updates on social distancing restrictions and Covid-19 related measures. 	When needed	Teleconference Virtual meetings Written updates Facility Owner's website Grievance mechanism Grievance mechanism	Project Director Human Resources Department
Municipality <ul style="list-style-type: none"> Metropolitan Municipality of İzmir Metropolitan Municipality of Manisa 	<ul style="list-style-type: none"> Update of Facility activities and progress as requested 	When needed	Teleconference Virtual meetings	Project Director Human Resources Department

Stakeholder Groups	Topics	Frequency	Method and Materials	Lead and Supporting Responsibility
<ul style="list-style-type: none"> Municipality of Kemalpaşa Municipality of Salihli 	<ul style="list-style-type: none"> Updates on social distancing restrictions and Covid-19 related measures. 		Written updates Facility Owner's website Grievance mechanism	
Project Employees	<ul style="list-style-type: none"> Update of Facility activities progress and planning Amendments to Facility-operating procedures and emergency response plans Job security, changes to working conditions, and guidance on accessing government benefits (if available) Actions to take if they develop Covid-19 symptoms Location of specific centers for Covid-19 cases. Updates on new workforce arrangements in regards to Covid-19 measures. 	When needed	Email to all employees Virtual meetings Teleconference Facility Owner's websites Written updates	Project Director OHS Team Human Resources Department

12 THE GRIEVANCE MECHANISM

The purpose of the Grievance Mechanism is foremost to give access to a problem-solving procedure to Facility affected people including affected communities and facility workers. Grievances can be an indication of growing stakeholder concerns and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between facility workers, local communities, and other stakeholders.

The structured Grievance Mechanism will ensure that grievances associated with the Facility is addressed through a transparent and impartial process. From the early stages of the facility lifecycle, the grievance procedure has been and will continue to be disclosed to the public through individual or group meetings, printed materials, notice boards.

The grievances will be acknowledged by the Human Resources Specialist (HRS) assigned by the Facility Owner and the timeframe for the provision of response or further consideration will mainly depend on the complexity of the issue raised, however, ideally, it is expected to not exceed 14 days after receiving the grievance.

The methods used to publicize the availability of the grievance mechanism should be culturally appropriate and in accordance with how stakeholders usually acquire information. Women and men may access information differently and it needs to be ensured that both have equal access to information. Stakeholders will be able to share their opinions and grievances via a range of options such as letters, e-mail, grievance boxes, and face to face meetings throughout the facility lifespan.

All stakeholders initiating a grievance will have an opportunity to claim their case in a confidential manner. The Facility Owner will ensure that the name and contact details of the complainant are not disclosed without their consent.

12.1 Grievance Register

All incoming grievances will be reflected in a Grievance Log to assign an individual reference number.

The Grievance Log will also be used to track the status of a grievance, analyses the frequency of complaints arising, typical sources and causes of complaints, as well as to identify prevailing topics and any recurrent trends.

All complaints will be recorded in the respective Grievance Log with the following information:

- Grievance reference number,
- Date of the grievance,
- A location where the grievance was received and in what form (for grievance boxes),

- Complainant's contact details (in case of non-anonymous grievances)
- Content of the grievance,
- Parties responsible for addressing the issue,
- Dates when the investigation of the grievances initiated and completed,
- Results of the investigation,
- Information on the proposed corrective actions to be sent to complainant (in case of non-anonymous) and the date of the sent,
- Deadlines for required actions by the staff,
- Indication on whether the corrective action was satisfactory or a reason for non-resolution of the grievance,
- The of the close-out, and;
- Any outstanding actions for non-closed grievance cases.

12.2 Roles & Responsibilities

Responsibilities of HRS include but not limited to:

- Ensure the Grievance Mechanism complies fully with all employment legislation;
- Ensuring the Grievance Mechanism is reviewed on a regular basis as a result of changes to employment legislation and lessons learned from its operation;
- Communicate the Grievance Mechanism to all direct and indirect employees through means of communications structured for the Facility
- Ensure the Grievance Mechanism is a dedicated topic during the new employee orientation;
- Provide confidential advice to employees on matters they are reluctant to discuss with their Supervisor
- Provide advice and support to Subcontractor supervisors and management on their roles and responsibilities for the successful implementation and operation of the Grievance Mechanism.
- Acceptance of issues from employees.
- Log of issues.

12.3 Grievance Procedure

12.3.1 Public Grievance Mechanism

Complaints should be reviewed as soon as possible in order to prioritize resolution. Regardless of general response and resolution timeframes, some complaints may require immediate attention, for example, an urgent safety issue or where it concerns the livelihood of locals.

There are 10 steps that complete the grievance mechanism. This process has been detailed in the text below.

Step 1: Identification of grievance through personal communication with appropriately trained and advertised by HRS.

This could be in person, by phone, letter, grievance boxes, or email using the contact details below:

- Name: Berna Işık
- Tel: +90 (0232) 880 70 80-90
- Mail: ik@vergo.com.tr

Step 2: Grievance is recorded in the ‘Grievance Log’ (paper and electronic) within one day of identification. The grievance log will be managed by the assigned HRS. The significance of the grievance will then be assessed within five to seven days.

Significance Criteria is outlined in the list below.

- Level 1 Complaint: A complaint that is isolated or ‘one-off’ (within a given reporting period - one year) and essentially local in nature.

Note: Some one-off complaints may be significant enough to be assessed as a Level 3 complaint e.g. when a national or international law is broken (see Level 3).

- Level 2 Complaint: A complaint that is widespread and repeated (e.g., noise from the facilities, dust, etc.).
- Level 3 Complaint: A one-off complaint, or one which is widespread and/or repeated that, in addition, has resulted in a serious breach of the Facility Owner’s policies or National law and/or has led to negative national/international media attention, or is judged to have the potential to generate negative comment from the media or other key stakeholders (e.g., inadequate waste management).

In the case the complaint is assessed to be out of the scope of the Grievance Mechanism, a grievant should be notified through the desired communication method and an alternative mode of solutions should be suggested.

Step 3: Grievance is acknowledged through a personal meeting, phone call, grievance boxes, or letter as appropriate, within a target of 14 working days after submission (except the complaints that require immediate attention). If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step.

Step 4: The HRS is notified of Level 1,2 or 3 grievances the Facility Manager is notified of all Level 3 grievances. The senior management of the Facility Owner, as appropriate, supports the HRS in deciding who should deal with the grievances and determines whether additional support for the response is necessary.

Step 5: The HRS delegates the grievance within five to seven days via e-mail to the relevant department(s)/personnel to ensure an effective response is developed (e.g., human resource, relevant administrative departments, etc.)

Step 6: A response is developed by the delegated team within 14 days in which may include HRS with input from senior management of related departments as necessary. The response should identify a suitable resolution to the grievance, which could involve further information to clarify a situation, taking measures to mitigate problems, or compensate for any damages that have been caused during the facility activities through financial compensation.

Step 7: The response is signed-off by the senior manager of related departments for level 3 grievances and the HRS for Level 2 and Level 1 grievances within 14 days. The sign-off may be a signature on the grievance log or an e-mail which indicates agreement, which should be filed by the HRS and referred to in the grievance log.

Step 8: Communication of the response should be carefully coordinated. The HRS ensures that an approach to communicating the response is agreed upon and implemented.

Step 9: Record the response of the complainant to help assess whether the grievance is closed or whether further action is needed. The HRS should use appropriate communication channels, most likely telephone or a face to face meetings, to confirm whether the complainant has understood and is satisfied with the response.

In case the complaint was made anonymously, a summary of the grievance and resolution should be posted on notice boards located around the Facility as well as within the affected villages and HRS should contact the head of villages on the anonymous grievances and resolutions as well.

If possible, the complainant's response should be recorded in the Grievance Log including notes on the mitigation measures to prevent recurrence of the grievance in the future.

In case the HRS or other managerial department is not able to address the particular issue raised through the grievance mechanism HRS will provide a detailed explanation/ justification on why the issue was not addressed. The response will also contain an explanation of how the person that raised the complaint can proceed with the grievance in case the outcome is not satisfactory.

Step 10: Close the grievance with a sign-off from the HRS. The HRS assesses whether a grievance can be closed or whether further attention is required. If further attention is required, the HRS should return to Step 2 to re-assess the grievance. Once the HRS has assessed whether the grievance can be closed, he/she will sign off or seek agreement from the related management departments for level 3 grievances, to approve the closure of the grievance. The agreement may be a signature on the grievance log or an equivalent e-mail, which will be filed by the HRS and referred to in the grievance log.

12.3.2 Worker Grievance Mechanism

Worker Grievance Mechanism is defined as complaints from employees (including both direct and indirect employees).

This mechanism is structured with an intention of it being an effective approach for early identification, assessment, and resolution of grievances throughout the facility lifespan. The Grievance Mechanism should guarantee that any employee raising a complaint will not be subject to any reprisal.

The scope of the Worker Grievance Mechanism can be summarized as but not limited to; any worker with a concern of pertaining to onsite work such as occupational health and safety, terms of employment, wages, issues with the local community or among co-workers, hygiene issues in the common areas, an insufficient amount of food and/or concerns regarding the security of the workers.

The Grievance Mechanism will be informed to all workers through written and verbal communications. Each worker should be informed about the grievance mechanism at the time they are hired, and details about how it operates should be easily available, in employee handbooks for example.

Confidentiality is quite significant to some workers; therefore, workers can submit their complaints and remain anonymous. However, grievances lodged anonymously may prevent the Human Resources Specialist of the Facility Owner from resolving the matter and providing feedback. Nevertheless, workers wishing to lodge grievances anonymously should be allowed to do so. The Human Resources Specialist will open the complaint boxes located within the Facility every 5 days and will assess to determine whether the issue raised by the complaint falls within the scope of Worker Grievance Mechanism or not.

It is important to note that, facility employees will retain their right to access the public grievance mechanism for non-employment-related issues.

Complaints should be reviewed as soon as possible in order to prioritize resolution. Regardless of general response and resolution timeframes, some complaints may require immediate attention, for example, where it concerns the livelihood of workers.

There are 5 steps that complete the Worker Grievance Mechanism. This process has been detailed in the text below.

Step 1: Identification of grievance will be done through personal communication with the Human Resources Specialist (HRS). This could be in person³, by phone, letter, grievance boxes, or email.

Step 2: Grievance is recorded in the 'Grievance Log'. Once the grievance is received and recorded, based on the subject and issue, the HRS shall identify the department, management, or personnel responsible for resolving the grievance.

In the case the complaint is assessed to be out of the scope of the Facility Grievance Mechanism, a grievant should be notified through the desired communication method and an alternative mode of solutions should be suggested.

Step 3: Grievance Investigation. The HRS and related departments should then assess the facts relating to the grievance. This should be aimed at establishing and analyzing the cause of the grievance and identifying suitable mitigation measures. The analysis of the cause will involve assessing various aspects of the grievance such as the history of the employee, frequency of the complaint occurrence, management practices, recent incidents, etc.

During the cases when needed, for the sake of the investigation, the HRS may also undertake confidential discussions with the concerned parties to develop a more detailed understanding of the issue at hand. In the case of the Facility, a visit is required to gain a first-hand understanding of the nature of the complaint, the visit will be also made to verify the validity and severity of the grievance.

The concern will be referred to the related managerial department who will discuss the concern with the employee and Area and/or Departmental Manager.

The investigation phase should be completed in no more than 5 working days of receiving the grievance.

³ In case of grievance is received directly by HRS or worker representative, it will be recorded directly in to the grievance Form. All Project staff will be informed that all grievances must pass to HRS as soon as possible.

Step 4: A Resolution and closure are developed based on the understanding that the HRS is developed in consultation with the related departments or management. The suitable resolution for the complaint should be accordingly communicated to the grievant within the 2 working days of completing the grievance investigation phase.

In case the issue is beyond the scope of the HRS, the grievance should be escalated to the Facility Management Unit to endeavour to resolve the grievances through managerial levels within the 7 working days of the escalation.

Step 5: Close the grievance with a sign-off from the HRS once the grievance is resolved and the same has been communicated to the grievant. As the Grievance Log will be updated, the current status of the grievance and understanding of the manner in how the grievance was resolved should also be reported in the Grievance Log. The intention of providing further information on the grievance log is to serve as a reference for any similar grievances that may arise in the future.

In case the complaint was made anonymously, a summary of the grievance and resolution should be posted on notice boards located within the Facility and common areas and should be announced through tool-box or weekly meetings.

13 MONITORING

The Facility Owner will implement the monitoring measures throughout the lifespan of the Facility. The SEP will be reviewed annually and updated if required according to the facility developments and unexpected public reactions.

The grievance mechanism established for the Facility will be used effectively and the statistical summary of the outputs of the grievance mechanism will be reported to the Facility Management and lenders.

The key performance indicators during the implementation of the SEP are provided in the Table 13-1 below.

Table 13-1. Key Performance Indicators (KPI) and monitoring actions – Stakeholder Engagement

No	KPI	Target	Monitoring Measure
1	Number of community grievances	The total number raised and reduced on year	Database
2	Number of complaints responded to within targeted time frame of one month	The target of 90%	Database
3	Reporting back to stakeholders on the implementation of the Grievance Mechanism	Delivery of regular reports to stakeholders on the outcomes of the Grievance Procedure	Reporting
4	Internal auditing Grievance Procedure to ensure that it is being implemented and grievances are being adequately addressed	Annual audit complete target of 90% of grievances closed out to satisfaction of complainant within one month	Audit report.

ANNEX - 1 Sample of Public Grievance Form

Date	
Full Name	<p><i>You can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent.</i></p> <p><input type="checkbox"/> I request non-disclosure of my identity information</p> <p><input type="checkbox"/> I would like to submit ANONYMOUS claim</p>
Please mark how you wish to be contacted (mail, telephone, e-mail).	<p><input type="checkbox"/> By Post: Please provide mailing address</p> <p><input type="checkbox"/> By person:.....</p> <p><input type="checkbox"/> By telephone:.....</p> <p><input type="checkbox"/> By e-mail:.....</p> <p><input type="checkbox"/> Other:.....</p>
Province/Town/Settlement	
Category of the Grievance	
1. On assets/properties impacted by the project	
2. Compensation (delay, value, discrimination, lack of information)	
3. On infrastructure	
4. On decrease or complete loss of sources of income	
5. On environmental issues (like pollution, dust, noise)	
6. Damage on the properties (on croplands, structure)	
7. Request for employment	
8. On traffic, transportation and other risks	
9. On health	
10. On the quality of life (security issues, cultural conflicts)	
11. Other (Please specify):	
Description of the Grievance (WHAT, WHEN, WHERE, WHY, IMPACT) Please briefly explain the cause-root of the complaint	
Have you ever filed a complaint on the same issue before?	

Do you know if any other locals are experiencing the same issue?	
Please state if you have any suggestions or options to resolve your complaint?	
Please do not fill this section of the form. To be filled out by the CRSD	
How was the comment received?	
<input type="checkbox"/> In-person	
<input type="checkbox"/> By phone	
<input type="checkbox"/> By mail	
<input type="checkbox"/> By grievance box number: (please include the box number)	
<input type="checkbox"/> Other (please describe)	
Grievance Registration Date:	Grievance Number:
Response Required:	Signature:
<input type="checkbox"/> Yes <input type="checkbox"/> No	

ANNEX - 2 Sample Grievance Closeout Form

Type of Grievance:	<input type="checkbox"/> Public	<input type="checkbox"/> Employee
Is the case urgent:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Grievance closeout number:		
Date Submitted:		
Target Date for Resolution:		
Contact Information of the Stakeholder (if given)		
Desired Method of Contact:		
Description of the Grievance:		
Compensation Required?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Assessment of Grievance Level and Rationale:		
CONTROL OF THE REMEDIATE ACTION AND THE DECISION		
Stages of the Remediate Action	Deadline and Responsible Party	
1.		
2.		
3.		
4.		
5.		
6.		
Sign off:		
Date:		
In case the case was non-anonymous	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Is the complainant satisfied with the corrective action taken to address the grievance?	Comments:	
Is the grievance resubmitted?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
	Comments:	
New Grievance Number		Date of Resubmission:

Grievance Closure: To be Completed by Non-Anonymous Complainant		
Name of the Complainant:		
Are you satisfied with the corrective measures taken for your grievance?	[] YES [] NO	Comments:
Signature of Complainant:	Date:	
To be Completed by Grievance Officer		
Are you satisfied that this grievance has been resolved?	[] YES [] NO	Comments:
Signature of HRS	Date:	