TÜRKİYE PUBLIC AND MUNICIPAL RENEWABLE ENERGY PROJECT (PUMREP)

982.8kWp /950kWe SOLAR POWER PLANT PROJECT OF BOZÜYÜK MUNICIPALITY

STAKEHOLDER ENGAGEMENT PLAN (SEP)

MAY2025

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TABLE OF CONTENTS

| TABLE OF CONTENTS | i |
|--|--------|
| LIST OF TABLES | iii |
| LIST OF FIGURES | iv |
| LIST OF ABBREVIATIONS | v |
| EXECUTIVE SUMMARY | 6 |
| 1. INTRODUCTION/PROJECT DESCRIPTION | 7 |
| 1.1. Objectives of the subproject | 7 |
| 1.2. Components of the subproject | 7 |
| 1.3. Subproject Location | 7 |
| 1.4. Area of Influence | |
| 2. OBJECTIVE/ DESCRIPTION OF SEP | |
| 3. STAKEHOLDER IDENTIFICATION AND ANALYSIS | 11 |
| 3.1. Methodology | 11 |
| 3.2. Project Affected Parties | 11 |
| 3.3. Other Interested Parties | 11 |
| 3.4. Disadvantaged/ vulnerable individuals or groups | |
| 4. STAKEHOLDER ENGAGEMENT PROGRAM | 15 |
| 4.1. Summary of stakeholder engagement done during subproject preparation | 15 |
| 4.2. Summary of subproject stakeholder needs and methods, tools, and technique | es for |
| stakeholder engagement | 16 |
| 4.3. Stakeholder engagement plan | |
| 5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER | |
| ENGAGEMENT ACTIVITIES | |
| 5.1. Project Implementation Unit (PIU) | |
| 5.2. Resources | |
| 5.3. Management functions and responsibilities | |
| 6. GRIEVANCE MECHANISM | |
| 6.1. Grievance Mechanism at National Level | |
| 6.2. Subproject Level Grievance Mechanism | |
| 6.3. Sensitive and Confidental Grievances | |
| 6.4. Grievance Mechanism for Workers | |
| 6.5. Grievance Mechanism Flow Chart | |
| 7. MONITORING AND REPORTING | |
| 7.1. Summary of how SEP implementation will be monitored and reported | |
| 7.2. Reporting back to stakeholder groups | |
| ANNEXES | |
| Annex-A | |
| Annex-B | |
| Anney C | 2/ |

| Annex-D1 | |
|----------|--|
| Annex-E | |

LIST OF TABLES

| Table 1. Location of Subproject and ETL | 7 |
|---|----|
| Table 2.Tekke Neighborhood vulnerable and disadvantage groups | |
| Table 3. Influence/Interest Table for Stakeholder Prioritizatio | 13 |
| Table 4. Stakeholder Engagement Plan | 18 |
| Table 5. Roles and Responsibilities | 20 |
| Table 6. Grievance Mechanism Flow Chart | 27 |

LIST OF FIGURES

| Figure 1. Location of Sub-proje | 8 |
|--|---|
| Figure 2. Subproject Area of Influence | 9 |
| Figure 3. Bozüyük Municipality Website | |

LIST OF ABBREVIATIONS

Aol Area of influence

CIMER Presidency's Communication Centre

DC Distributing center

EIA Environmental Impact Assessment
ESF Environmental and Social Framework
ESMP Environmental and Social Management Plan
ESMR Environmental and Social Management Report
ESMS Environmental and Social Management System

ESS Environmental and Social Standard

ETL Energy Transmission Line
E&S Environmental and Social
FI Financial Intermediary
GBV Gender Based Violence
GM Grievance Mechanism

GMCP Grievance Mechanism Contact Personnel

IFC International Finance Corporation
IFI International Financial Institutions

ILBANK Iller Bank Inc.

MoEUCC Ministry of Environment, Urbanization and Climate Change

MoM Minutes of Public Participation Meeting
NGO Non-Governmental Organizations
OHS Occupational Health and Safety

PAP Project Affected People
PMU Project Management Unit
PIU Project Implementation Unit

PUMREP The Turkish Public and Municipal Renewable Energy Project

Project PUMREP

RE Renewable Energy

SEA/SH Sexual Exploitation and Abuse/Sexual Harassment

SEP Stakeholder Engagement Plan

Subproject 982.8kWp / 950kWe Solar (Photovoltaic) Power Plant Project ofBozüyük

Municipality

SPP Solar Power Plant

TurkStat Turkish Statistical Institute

HV High Voltage WB World Bank

YIMER Foreigners Communication Centre

EXECUTIVE SUMMARY

The Türkiye Public and Municipal Renewable Energy Project (PUMREP) (hereinafter the "Project") aims to support the Government of Türkiye to scale-up renewable energy use in the public sector by focusing on central government buildings and municipalities. The Project will contribute to expanding the distributed Renewable Energy (RE) market in public facilities and help demonstrate leadership in the public sector to use sustainable energy solutions to deliver on the country's climate mitigation commitment and enhance energy security.

ILBANK has established an Environmental and Social Management System (ESMS) that entered into force on December 24, 2023. The ESMS aims to systematically identify, assess, manage, monitor and report environmental and social (E&S) risks and impacts of projects and sub-projects financed by International Financial Institutions (IFIs). This process should be implemented continuously throughout the loan period in line with the requirements of national legislation, international agreements and conventions ratified by Türkiye, and the E&S standards of the lending IFIs (World Bank for PUMREP). As a critical element of the ESMS, ILBANK has adopted and published an E&S Policy that applies to all ILBANK projects and sub-projects financed through IFIs

The subprojectis planned to be built in Bilecik Province BozüyükDistrict Yeni Neighborhood lot 38 of block 345. The parcel in question is 11,219 m². 11,000 m² of the land will be used for the solar energy plant. Theland is ownedby Bozüyük Municipality.

This SEP has been formulated to ensure that project affected interested parties, other interest parties and disadvantaged/vulnerable groups that constitute the stakeholders are provided relevant, timely and accessible information so that they have an opportunity to express their views and concerns about the subproject and its impacts.

The subproject is categorized as Moderate Risk Category as per ILBANK ESMS and World Bank's Environmental and Social Framework (WB ESF), 2018. One of the tasks under the scope of the subproject is the preparation of a Stakeholder Engagement Plan (SEP) in accordance with ILBANK ESMS, WB ESF, and the national legislation in force in Türkiye.

The principles of openness and life cycle, informed participation and feedback, inclusiveness and sensitivity, and flexibility were used to define the stakeholders of the subproject. In this way, stakeholder consultations will be conducted openly throughout the life cycle of the project, all stakeholders will be informed and their feedback will be received with appropriate tools and methods, and special attention will be paid to the participation of vulnerable individuals or groups so that all stakeholders have equal access to information.

The main objectives of this SEP are presented below;

- Identify stakeholders affected by the sub-project and establish and maintain constructive relationships with all identified stakeholders:
- Establish and promote effective and inclusive relationships with "project-affected parties", "other interested parties" and "vulnerable/disadvantaged groups" throughout the sub-project life cycle;
- Ensuring that sub-project information is publicized in a timely, understandable and accessible manner,
- Providing means for "project-affected parties", "other interested parties" and "vulnerable/disadvantaged groups" by the sub-project to express their opinions, suggestions and grievances

This Stakeholder Engagement Plan, in the first sections, sets out the purpose of the subproject, its area of influence, presents the methodology used in determining stakeholders, specifies the needs of stakeholder categories for effective participation, and the tools and methods through which their participation will be ensured. In order to obtain information about the current socio-economic structure of the neighborhood in the subject area studies, as well as to determine the level of information about the sub- project, opinions and concerns about the subproject, a subproject site visit was organized by CA Engineering officer on 05.02.2025. Finally, a Grievance Monitoring Table is presented at the end of this SEP and the tools of monitoring activities to be carried out to evaluate the performance and effectiveness of the subproject are suggested.

1. INTRODUCTION/PROJECT DESCRIPTION

1.1. Objectives of the subproject

The Public and Municipal Renewable Energy Project (PUMREP) (hereinafter the "Project") aims to support the Government of Türkiye to scale-up Renewable Energy (RE) use in the public sector by focusing on central government buildings and municipalities. The subproject involves the establishment and operation of "BozüyükMunicipality 982.8kWp / 950kWe Solar Power Plant, located within the borders of Yeni Neighborhood in the Bozüyük District of Bilecik Province The Project is financed by World Bank (WB) to support introducing RE technologies in municipalities. İllerBankası A.Ş. (ILBANK) acts as the Financial Intermediary (FI). The RE installations will be primarily used to offset the overall energy consumption from public facilities (i.e. administrative buildings, water supply and water treatment, public lighting, etc.) and thus reduce the municipalities' energy bills.

This document is prepared in accordance with Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure, as part of the Environmental and Social Framework (ESF) Bozüyük Municipality is responsible for stakeholder engagement activities and grievance resolution, ensuring that the subproject is carried out in an inclusive and participatory manner.

1.2. Components of the subproject

The subproject includes the installation of solar power plants (SPP). Within the scope of subproject activities; It will be connected to the system with 60 meters of underground HV connection line. It will leave the ETL subprojectarea, passthrough lot 345 of block 40 viathecadastralroadandconnecttothetransformer belonging to the regional electricity distribution company (Osmangazi EDAS) located in lot 345 of block 17.

There is an existing road providing access to the subproject area and this road is sufficient for the transportation of the equipment to the site. However, the last part of the road providing access to lot 38 of block 345 where the subproject activities will be carried out is a stabilized road that is not included in the zoning plan. This stabilized road will be closed and a new road will be constructed on the route determined as a road in the zoning plan. The new road will be opened approximately 15-20 meters west of the existing road. Road construction will not be financed under the subproject and will be carried out by Bozüyük Municipality.

1.3. Subproject Location

Thesubproject is located on lot 38 of block 345, withintheboundaries of Yeni Neighborhood, Bozüyük District, Bilecik Province. Theland is ownedbyBozüyük Municipality.

There are gazebo and coop areas belonging to citizens in the subproject area. Bozüyük Municipality met with the citizens regarding this issue and it was agreed that the gazebo and coops would be removed and moved to a more suitable location with the support of the municipality.

There is no agricultural or animal husbandry activity area or commercial enterprise on the land.

| Province | Distirct | Neighborhood | Project Component | Block | Lot |
|----------|--------------|--------------|----------------------------|-------|---------------------------|
| Bilecik | Bozüyük | Yeni | Solar Power Plant (SPP) | 38 | 345 |
| Bilecik | Bozüyük Yeni | | ETL | 37 | |
| | | Yeni | | 38 | 345 and Cadastral road |
| | | | | 40 | |

Table 1. Location of Subproject and ETL



Figure 1. Location of Sub-proje

1.4. Area of Influence

The Area of Influence (AoI) wasdeterminedbased on the environmental and social impacts associated with the subproject components, including the subproject site, the Power Transmission Line (ETL) route and access roads. The transportation route passes in front of the neighborhood and does not intersect with sensitive structures such as health and school. Therefore, no traffic impact is expected during transportation to the site and equipment transportation.

Although the subproject area is located within the geographical boundaries of the Yeni neighborhood, it is officially considered as a part of the Tekke neighborhood. In this context, interviews were held with the Tekke neighborhoodMuhtar and local people during the field visits.

Within the scope of the subproject activities; dust emissions are expected to be limited within a 50-meter radius. The nearest sensitive structures are residential houses located approximately 25–30 meters from the subproject site. Considering this distance, these households are expected to be affected by dust emissions. Emissions from vehicle operations have also been calculated and were found to be significantly below the limit values. Calculation details are given in ESMP. Emissions and Environmental Noise Calculations Mitigation measures related to these impacts are detailed in the ESMP matrix.

Another factor considered in determining the Area of Influence (AoI) is noise. During the construction phase, environmental noise levels are anticipated to fall below IFC noise limits beyond a distance of 200 meters. This estimate is based on a conservative scenario where all machinery operates simultaneously and continuously throughout the work hours. However, in practice, machinery will operate at different times and not continuously throughout the working day. Therefore, the actual noise levels are expected to be considerably lower.

During the sitevisit, 7people living around the subproject area and the Muhtar of Tekke neighborhood were interviewed, and the environmental and social risks of the subproject were explained and their opinions, suggestions and concerns regarding the subproject activities were asked. In addition to not detecting any negative opinions, the transportation channels to be used in case of any grievances were provided.



Figure 2. Subproject Area of Influence

2. OBJECTIVE/ DESCRIPTION OF SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire subproject cycle. The SEP outlines how the BozüyükMunicipality PIU (Project Implementation Unit) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make grievances aboutsubproject activities or related issues. The SEP specifically emphasizes methods to engage vulnerable groups at risk of being excluded from the subproject benefits.

As an important tool in the management of the environmental and social impacts of the subproject, SEP increases awareness of the subproject, identifies stakeholders' views, ensures that their opinions and concerns are taken into consideration, and increases trust in the subproject processes. The Stakeholder Engagement Plan (SEP) aims to support BozüyükMunicipality in identifying its stakeholders and fostering constructive relationships, particularly with those affected by the subproject.

The SEP promotes effective and inclusive engagement with affected parties throughout the subproject lifecycle, addressing potentially impactful issues. It ensures that information on environmental and social risks and impacts are disclosed in a timely, understandable, and accessible manner. Additionally, the SEP provides affected parties with inclusive tools to voice concerns and grievances, enabling Bozüyük Municipality to respond and manage these effectively. By creating a transparent and respectful environment, the SEP encourages the inclusion of diverse cultural norms and engagement capacities, fostering fair and open dialogue to address stakeholder engagement".

SEP has been developed to comply with both national legal requirements and World Bank's Environmental and Social Standard 10 (ESS10). This subproject-specific SEP is a public document that will be regularly updated based on ongoing discussions and engagement with stakeholders, reflecting their views and input throughout the subproject.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

In the stakeholder identification process, the potential impacts of the subproject are assessed, and strategies for engaging stakeholders are developed, including the frequency and methods of communication. It is especially important to focus on identifying vulnerable or disadvantaged groups who may be more severely affected by the subproject or face challenges in participating in the engagement process. Identifying stakeholders is an ongoing activity and will be continuously reviewed and updated as needed.

3.1. Methodology

To follow best practices in stakeholder engagement, the project will apply the following principles:

- Openness and Life-cycle Approach: Public consultations will be held throughout the entire project life
 cycle in an open and transparent way, ensuring that there is no outside influence, manipulation, or
 intimidation.
- Informed Participation and Feedback: Relevant information will be shared with all stakeholders in an accessible format. There will be opportunities for stakeholders to provide feedback, and their comments and concerns will be carefully analyzed and addressed.
- Inclusiveness and Sensitivity: The stakeholder identification process will focus on building strong, effective relationships and ensuring that all stakeholders are included in the consultation process. Everyone will have equal access to information. Engagement methods will be chosen based on the needs of the stakeholders, with particular attention to vulnerable groups such as women, the elderly, people with disabilities, displaced persons, migrant workers, and communities. Cultural sensitivities will also be carefully considered to ensure the participation of diverse ethnic groups.
- Flexibility: If social distancing, cultural context (for example, particular gender dynamics), or governance
 factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the
 methodology should adapt to other forms of engagement, including various forms of internet- or phonebased communication.

For Bozüyük Municipality SPP project, the following stakeholders have been identified and analyzed per subproject component. These stakeholders include affected parties, other interested parties and disadvantaged/vulnerable individuals or groups.

3.2. Project Affected Parties

The term "project-affected parties" refers to individuals or groups who are likely to be affected by the subproject due to direct impacts or potential risks on their physical environment, health, safety, cultural practices.

The key PAP'swho will be cooperated and consulted about and during the subproject, including individuals, groups and communities are:

- Residents of Tekke Neighborhood (2,500people)
- Workers to be employed for the construction activities
- · Local businesses in the process of supplying materials and equipment

3.3. Other Interested Parties

Other Interested Parties are individuals or groups that are not directly involved in the subproject, but may nevertheless have an interest in subproject outputs, decisions or activities. A list of this stakeholder group is presented below:

 Residents living outside Tekke neighbourhood in Bozüyük District, which are close to the sub-project area

- Ministry of Industry and Technology
- Ministry of Energy and Natural Resources
- Ministry of Environment, Urbanization and Climate Change
- Ministryof Labor and Social Security
- General Directorate of Labor
- General Directorate of Occupational Health and Safety
- Bilecik Governorship
- Bilecik Social Security Institution Provincial Directorate
- Bilecik Provincial Directorate of Industry and Technology
- Bilecik Provincial Directorate of Environment, Urbanisation and Climate Change
- BilecikBozüyük Governorship
- BilecikBozüyükMunicipality
- BilecikProvincial Civil Society Relations Directorate
- Local Television Channels and Newspapers
- Bilecik Environment, City and Culture Presidency

3.4. Disadvantaged/ vulnerable individuals or groups

Disadvantaged/Vulnerable individuals or groups are persons who may be disproportionately impacted or further disadvantaged by the subproject(s) compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

However, vulnerable and disadvantaged groups residing in TekkeNeighborhood, where the subproject activities will be carried out, may be adversely affected due to their limited ability to express concerns, understand the interests of the subproject, or access and comprehend subproject-related information.

Details of Vulnerable and Disadvantage Groups according to the information obtained from the mukhtar of Tekke Neighborhood, the closest settlement to the subproject site, are given in Table 2.

Table 2. Tekke Neighborhood vulnerable and disadvantage groups

| Vulnerable and Disadvantage Groups | Number of People |
|--|------------------|
| People with disabilities | 20 |
| Non-literate | 20 |
| Chronic diseases | 100 |
| Surviving on social assistance from the state, associations or individuals | 250 |
| Over 70 years of age and living alone | 20 |

| Female-headed households | 100 |
|--|-----|
| The actively unemployed | 50 |
| Total Vulnerable and Disadvantage Groups | 560 |

Source: Mukhtar Meetings, 2025.

As part of the stakeholder engagement activities conducted under the SEP, meetings were held with the mukhtars of Tekke Neighborhood on February 5, 2025, and information was obtained from municipal staff. According to these sources, there are no refugees residing within the subproject area. In addition, no languages other than Turkish are spoken in the region.

There were previously some structures (pergolas and chicken coops) within the subproject site. These were relocated to another area designated by their owners, with support from Bozüyük Municipality. There is also a footpath passing through the area, which will be replaced by a planned road in accordance with the zoning plan. The nearest occupied houses are located approximately 30–35 meters from the subproject site.

According to information provided by the mukhtar of Tekke Neighborhood, approximately 1,237 women reside in the neighborhood, representing about 49% of the total population.

Due to issues such as unemployment and poverty, some individuals may lack access to transportation and thus may face difficulties participating in consultation activities. To address this, specific programs will be developed to facilitate the inclusion of disadvantaged/vulnerable individuals and groups. For example, shuttle services will be provided for participation in consultation meetings—participants will be picked up from their homes and returned after the event.

How each stakeholder group will be affected by the subproject and their interest in the project; the area of influence and the nature and quantity of the impacts that may arise were determined. The stakeholders determined as a result of the interviews with the mukhtar of Tekke neighborhood and local people, interviews with non-governmental organizations, public institutions and organizations and the information obtained from Bozüyük Municipality are given inTable 3.

Table 3. Influence/Interest Table for Stakeholder Prioritizatio

| Stakehol | der Group | | Level of Interest | Level of Influence |
|-------------|--------------------------------|---|----------------------|--------------------|
| | Project Affected Parties | Communities likely to be affected by the construction works in the scope of component(Tekke Neighborhood) Workers to be employed for the construction activities Owner of the chicken coops and pergolas | High | High |
| Stakeholder | Other Interested Parties | Public Institutions Resident living outside Tekke neighborhood in Bozüyük District, which are close to the subproject area Ministry Industry and Technology Ministry of Energy and Natural Resources Ministry of Environment, Urbanization and Climate Change (MoEUCC) Ministry of Labor and Social Security • General Directorate of Labor • General Directorate of Occupational Health and Safety BilecikGovernorship • BilecikSocial Security Institution Provincial Directorate • Bilecik Provincial Directorate of Industry and | High | Low |

| | Technology BilecikProvincial Directorate of Environment, Urbanization and Climate Change BilecikBozüyükGovernorship BilecikBozüyük Municipality BilecikProvincial Civil Society Relations Directorate Bilecik Environment, City and Culture Presidency BilecikLocal Television Channels and Newspapers |
|--------------------------------------|--|
| | Bilecik Provincial Civil Society Relations Directorate Local Press |
| | BilecikYarınNewspaper National Press |
| | Anadolu AgencyDemirören News Agency |
| Vulnerable Disadvantage groups | and d People with disabilities Non-literate Chronic diseases Surviving on social assistance from the state, associations or individuals Over 70 years of age and living alone Female-headed households The actively unemployed |

4. STAKEHOLDER ENGAGEMENT PROGRAM

The main objectives of the stakeholder engagement programme and the planned timetable for the various stakeholder engagement activities are to define at what stages and at what intervals these activities will be carried out throughout the life of the subproject. Information is provided on how the public will be made aware of future opportunities to review information and provide their views, if decisions about public meetings, locations and timing of meetings have not yet been made.

4.1. Summary of stakeholder engagement done during subproject preparation

In order to inform the public about the subproject, a field visit was carried out on 05.02.2025 to engage with the local community, gather their opinions and suggestions, and provide detailed information. As part of this process, an interview was conducted the with Tekke neighborhood mukhtar and Bozüyük Municipality officials about the usage status of the subproject site and the disadvantaged groups living in the region.

During the interviews, it was noted that there were pergolas and chicken coops within the sub-project site. These structures were relocated by their owners to an alternative area with support from Bozüyük Municipality. Additionally, a pathway exists within the subproject area, which will be replaced by a planned road indicated in the zoning plan. Consultations were also held with the individuals who used the chicken coops and the pathway. Following these engagements, they have no objections or concerns regarding the sub-project. They were also informed about the Bozüyük Municipality grievance mechanism, including how and where to report any future concerns, complaints, or suggestions related to the sub-project.

Within the subproject site, a footpath currently used by part of the local population is located. The new road, planned approximately 15–20 meters west of the current footpath according to the zoning plan, will replace the existing path. Consultations were held with the local people using the footpath to inform them about the subproject activities and the construction of the new road. To avoid disruption, the existing path will not be closed until the new road is fully constructed and operational.

The mukhtar of Tekke neighborhood, local authorities and local residents were questioned about the existence of cultural heritage. No tangible or intangible cultural heritage assets were identified in the subproject site and within the influence area.

During the consultations with the local community, potential environmental and social risks associated with the existing solar power plant were mentioned, and their views, suggestions and concerns about the subproject were discussed. They conveyed their expectations for their contributions to the region at the local level and their demands for local employment. It was conveyed that local resources would be prioritized for personnel, materials and equipment needs within the scope of the subproject. Information was provided about the BozüyükMunicipality grievancemechanism, which they could use to share any views or grievances during both the construction and operation phases of the subproject.

In addition, within the scope of the Stakeholder Engagement Plan, consultation meetings were held with Tekke neighborhood residents (7 people) and the association president by CA Engineering authority on 05.02.2025. In order to obtain general information about the socio-economic situation of Tekke neighborhood and to learn about their knowledge levels about the subproject, the mukhtar of a "Community Level Survey" form was filled out by the consultant company as a result of interviews with the mukhtar of Tekke neighborhood.

Minutes of Public Consultation Meeting will be held within the scope of subproject activities. Before the meeting, informative posters, brochures and announcements will be prepared and will be hung in places with intense human circulation or broadcast on screens. In addition, the meeting will be announced on the BozüyükMunicipality's website¹ at least 10 days in advance. Meetings with high engagement will be held as much as possible.

As part of the stakeholder engagement efforts for the Bozüyük Municipality Solar Power Plant Project, a Public Consultation Meeting was held with the participation of local residents, municipal representatives, and other

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¹https://www.bozuyuk.bel.tr/

relevant stakeholders on 20.08.2025. The purpose of the meeting was to inform the community about the subproject, provide a platform for discussion, and collect feedback regarding potential environmental and social impacts.

Prior to the meeting, announcements were made through local channels such as neighborhood mukhtar and municipal communication tools to ensure broad community awareness and encourage participation. A total of 36 people attended the meeting, including 3 municipal staff members, and 33 local residents, representing the primary stakeholders in the sub-project area. Among the participants, 13 were female and 23 were male.

During the session, detailed information was shared on the location of the project site (neighborhood, block, and parcel), the scope of the solar power plant, its technical components, installed capacity, anticipated energy generation, and the expected contribution to carbon emission reduction. The use of municipal lands and compliance with legislative obligations were also explained.

Potential environmental and social impacts—particularly during the construction phase, such as dust, noise, and increased traffic—were discussed in detail. Participants were informed about the environmental and social mitigation measures outlined in the Environmental and Social Management Plan (ESMP), and the available grievance mechanism throughout the project lifecycle was introduced.

During the session, participants raised questions regarding whether solar panels could lead to temperature increases and whether any operational noise was expected. These questions were thoroughly addressed by project representatives, who emphasized that all feedback received would be considered during the project's implementation.

Overall, the consultation contributed to strengthening community awareness, promoting transparency, and demonstrated the municipality's commitment to ongoing stakeholder engagement. A copy of the meeting minutes, the signed participant list, and photographic documentation are provided in Annex-E.

4.2. Summary of subproject stakeholder needs and methods, tools, and techniques for stakeholder engagement

Identifying and managing stakeholder needs accurately in subproject is critically important. Key stakeholder needs include regular updates about the subproject, stakeholders in decision-making processes, direct or indirect benefits from the subproject, and an effective communication mechanism. Tools such as surveys, and one-on-one interviews will be effectively utilized in information-sharing and engagement processes. Additionally, regular reporting, dashboards, and online communication tools will ensure transparent updates about subproject progress. Community meetings and feedback mechanisms will help build trust in the subproject while providing a better understanding of stakeholders' needs and expectations. Through these methods, stakeholder engagement in subprojects will be strengthened, making the projects more inclusive, sustainable, and effectively managed.

Stakeholders have been identified within the scope of the subproject and consultations or key information meetings have been held with these stakeholders. Stakeholders identified in the region have been informed about the location, components and content of the subproject.

This plan shows the nature and level of stakeholder interest in the subproject, how the engagement will be conducted, the frequency of engagement and the responsible unit of BozüyükMunicipality, and the following matrix provides a tabular version of this program (See Table 4).

The responsible party/person will determine by the representatives of BozüyükMunicipality. The SEP will be implemented at the subproject level. Consultation forms and full meeting minutes of those who participated in the consultations will be recorded, but will not be made publicly available as an annex to the SEP. When the SEP is disclosed, relevant data containing personal data will be blurred, taking into account the Personal Data Protection Law.

All supporting documentation for stakeholder activities (newspaper notices, attendee list, full meeting minutes (as an annex), sample brochure) will be included in the SEP.

The Public Consultation Meeting (MoM) to be held within the scope of the subproject will be held face to face. A shuttle service will be provided to ensure the participation of vulnerable groups, and online participation will be provided for groups that still cannot participate.

In the participation of women in consultation activities, meetings will be held under conditions that take cultural sensitivities into account. In addition, meetings will be planned at appropriate times (e.g. evenings or weekends) depending on their age and workload.

4.3. Stakeholder engagement plan

The main objectives of the stakeholder engagement program are to provide early information, explanation and consultation on various subproject documents and activities in order to establish a dialogue with project stakeholders from planning to implementation and operation.

Bozüyük Municipality will ensure that the subproject is communicated to all stakeholders and that meaningful engagement and consultation activities are carried out. Consultation activities are designed with some basic guiding principles, including the following:

- Consultations should be widely advertised, especially among stakeholders, preferably one week before any meeting or engagement.
- A non-technical briefing should be provided prior to any event to ensure that people are informed about the assessment and results prior to the planned meetings.
- The location and timing of meetings should be designed to maximize stakeholder engagement and compliance.
- The information provided should be clear, non-technical and in all appropriate local languages where necessary.
- Engagement should be facilitated so that stakeholders can voice their views and concerns.
- Any issues that arise should be addressed in the meetings or at a later time.

The following information should be included when documenting the stakeholder engagement activities to be carried out within the scope of the subproject:

- Date(s) and location(s) of the consultation(s) and related notification(s) (newspaper advertisements, screenshots of social media announcements, etc.)
- Participant details (as per the Personal Data Protection Law),
- Meeting schedule/program (as well as information on what was presented and by whom),
- Summary meeting minutes (comments, questions and responses from presenters),
- Review of comments, agreed actions, issues requiring follow-up actions and activities, including clarification of how stakeholders were informed about decisions taken.

Bozüyük Municipality will make the subproject E&S documents available in both Turkish and English on its website². These documents can also be accessed at the Bozüyük Municipality. Furthermore, project posters and information on the grievance mechanism will be displayed at local points, including the Mukhtar's Office inTekkeNeighborhood. Stakeholder consultations will be conducted to review the draft E&S documents before they are finalized and disclosed. This process ensures that stakeholders insights and concerns are valued and integrated, fostering a more effective and inclusive outcome.

The proposed Stakeholder Engagement Schedule is provided in Table 4.

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²https://www.bozuyuk.bel.tr/

Table 4. Stakeholder Engagement Plan

| Project Stage | Estimated Date/Time Period | Topic of Consultation/ Message | Method Used | Target Stakeholders | Responsibi lities |
|--|---|--|--|--|--|
| Pre-construction | At key project milestones and as necessary | Information Statement General information about the purpose, stages, sub project and E&S impacts/risks Purpose, start date, duration and nature of land preparation, construction and operation activities Implementation of mitigation measures related to relevant social and environmental impacts/risks Grievance Mechanism Information (ESMP and SEP) on Bozüyük Municipality website for review | Public ConsultationMeeting Face to face meetings Bozüyük Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in mukhtars' office etc. | Resident of Tekke neighborhood, Local communities, Local government, Local business | Supervision Consultant, BozüyükMun icipality, E&S Consultant, Construction Company, Subproject Contractors |
| | | Employment and Supply Strategies Hiring employees Staff training Purchasing materials and services Grievance Mechanism | Public Consultation Meeting Bozüyük Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in mukhtar's office etc. | Local businesses, All local communities | |
| Construction In case of demand or significant change | At key project milestones and as necessary | Information Statement | Bozüyük Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in mukhtars' office etc. | Resident of TekkeNeighborhood, Local communities, Local government, Local business | Supervision Contractors, BozüyükMun icipality, E&S Consultant, Construction |
| | | Traffic and Transportation Management Road safety awareness, including safe passage through bypasses and connecting roads | Face-to-face meetings, Depending on the demands of the stakeholder group, Posters to be hung in work areas, | All local communities | Company, Subproject Contractors |

| Project Stage | Estimated Date/Time Period | Topic of Consultation/ Message | Method Used | Target Stakeholders | Responsibi lities |
|---|---|--|---------------------------------------|------------------------------|-------------------------|
| | | Types, number and frequency of vehicles to be used during construction Collaboration with local communities and responsible authorities to improve signage, visibility and overall road safety, especially along roads near schools or other places where children are present, Planning and timing of construction activities on roads, Regarding training on traffic and pedestrian safety cooperating with local communities (e.g. school education campaigns) Traffic measures and subproject road use sharing with association president Grievance Mechanism | etc., Bozüyük Municipality website | | |
| Operation In case of demand or significant change | To be determined based on project requirements and stakeholder engagement needs | Information Statement Monitoring targets and activities to be carried out Monitoring targets and activities and regular reporting of monitoring results to stakeholders General information about the subproject, environmental and social impacts, mitigation measures, monitoring activities of the subproject Grievance Mechanism | Face to face meetings | Resident ofTekkeNeighborhood | BozüyükMun icipality |

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Project Implementation Unit (PIU)

PIU will be established within BozüyükMunicipality and will consist of BozüyükMunicipality's personnelThe GMCP is the designated personnel responsible for recording, monitoring and coordinating the resolution of grievances regarding the subproject. The GMCP, the first point of contact for complainants, will ensure confidentiality and impartiality at all stages of the grievance (registration, monitoring, resolution, etc.). The duties and responsibilities of PIU and GMPC are explained in Table 5.

A sufficient budget will be allocated for communication and grievance resolution mechanism to be established with stakeholders. The budget is included in the subproject budget.

5.2. Resources

BozüyükMunicipality is ultimately responsible for the environmental and social performance of the entire subproject, including the performance of its own contractors and other contractors. A Project ImplementationUnit (PIU) will be established to carry out operational and administrative tasks. The PIU staff will be Bozüyük Municipality's own staff.

The PIU will be primarily responsible for coordinating stakeholder engagement activities. The collection of grievances, questions and feedback will be the direct responsibility of the PIU's GM contact person (GMCP) and the Contractors' E&S Specialist.

The resources to be provided by Bozüyük Municipality are as follows:

- A sub-project-specific area on the BozüyükMunicipality's official website,
- · An electronic database for grievances,
- Stakeholder engagement records,
- Printed documents (guides, brochures, posters, etc.) to be used in accordance with the SEP requirements.

5.3. Management functions and responsibilities

Bozüyük Municipality/PIU will be the main party responsible for the implementation of the SEP and coordination with contractors, implementation, monitoring and reporting. Detailed roles and responsibilities regarding the stakeholder engagement of the subproject are provided in Table 5.

Table 5. Roles and Responsibilities

| Responsible Entity | Roles and Responsibilities |
|--------------------|--|
| PMU of ILBANK | Monitor and control whether Bozüyük Municipalities fulfils its responsibilities; Accelerating and monitoring the formation of PIUs to ensure proper implementation of the processes related to the grievance mechanism and stakeholder engagement issues; |

| Responsible Entity | Roles and Responsibilities |
|-----------------------------------|--|
| | Coordinating the parties for proper implementation of the processes regarding the grievance mechanism and stakeholder engagement issues |
| PIU of Bozüyük Municipality | Planning and implementation of the SEP; Leading stakeholder engagement activities in close collaboration with the ILBANK PMU; Management and resolution of grievances; Consultation on specific SEP activities; Announcing the important construction activities (such as road closures and service interruptions); Reporting on implementation of SEP activities to ILBANK PMU; Executing defined grievance mechanism in the SEP properly and informing ILBANK PMU about the overall implementation status. |
| E&S Consultant | E&S Consultant is responsible for preparing the Environmental and Social Assessment Study Reports, i.e. ESMP and SEP, for the approval of ILBANK and WB; Taking a part in organizing the ESMP introduction meeting to be held for the public and NGOs as part of the Subproject; and Finalizing the reports as per the concerns/opinions of the stakeholders. |
| GMCP | Act as a focalpointforthe GM in the PIU Keeprecordsandmonitorsubproject-relatedgrievances Manageandcoordinatetheresolutionprocess of subprojectrelatedgrievances Reviewgrievancerecordsforrelevantnon-complianceissuesorrecurringissuesrelatedtostakeholderengagementandothersubprojectactivities Coordinateandmonitor PIU contacts at thecontractorlevel Collectsubprojectrelatedgrievancesfromalldifferentparties Inform PIU andmanagementabouttheresolutionprocess Preparecompiled PIU reports on thesubproject Monitorcontractors' grievancerecordsandgrievanceresolutionprocessandreportto PIU in monthlyprogressreports Maintaincommunicationwith PIU torespond/resolvegrievances |
| Supervision Consultant | Review the SEP document to redefine the stakeholders directly or indirectly affected and/or interested in the Project and to follow up the implementation of the methods, instruments, timing and participation levels identified in the SEP, Interviews BozüyükMunicipality PIU and others involved in the stakeholder engagement process to review progress and identify critical issues, Consults with affected households and community leaders through key informant interviews to identify their feedback on stakeholder engagement performance of the subproject, Interacts with various stakeholders to get their views on SEP implementation, Controls whether the necessary trainings are given to the personnel who will work during the construction phase, Reviews grievance records to identify significant non-compliances or recurring issues with stakeholder engagement and other project activities and to reveal actions, Meets with WB safeguard policies and audit teams and responds to queries as necessary, Monitors and reports on progress made in relation to the commitments defined in SEP. |
| Contractor | Implements and develops Contractor's social policy, Provides necessary resources for proper remedial actions, Follows up of the grievances and informs CLO about the solution process, Consults with the project affected communities about grievance mechanism, entitlements, construction works and schedule, community safety, compensation of economic losses as needed in coordination with CLO and Social Expert of PIU, Keeps records of grievances and participation activities when necessary and forward them to CLO and Social Expert of PIU, Reports grievances to GM Team, Submits monthly Environmental and Social Monitoring Reports (ESMRs) to |

| Responsible Entity | Roles and Responsibilities |
|--------------------|---|
| | BozüyükMunicipality(CLO related parts). |
| | The construction contractor should develop monthly ESMRs and submits to Municipality through the Supervision Consultant |

6. GRIEVANCE MECHANISM

The purpose of the Grievance Mechanism (GM) is to assist to resolve grievances and grievances in a timely, effective, and efficient manner that satisfies all parties involved. The purpose of the public grievance mechanism and the workers grievance mechanism is to provide access to a grievance resolution procedure for Subproject affected people, including communities and Subproject workers. Managing, preventing, minimizing and effectively addressing grievances are an integral part of a sound stakeholder engagement strategy. 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 Subproject worker's, local communities, and other stakeholders. Participationalso helps to anticipate and review community concerns and prevent them from turning into grievances. Therefore, according to the WB, the following Grievance Mechanism (GM) will be implemented by Bozüyük Municipality/PIU throughout the life of the subproject, including preconstruction, construction and operation phases. In the GM, comments/grievances will be received in Turkish, since everyone in the developed settlements speaks Turkish, there will be no need to use another language. The grievance channels used in applications will be published in Turkish. GM forms and consultation records will be kept in Turkish.

6.1. Grievance Mechanism at National Level

ILBANK established a transparent and comprehensive Grievance Mechanism (GM) in September 2021 to receive, assess and resolve grievances related to each international project it finances and will be in place throughout the life cycle of this subproject. Stakeholders may, if they wish, submit their comments, suggestions and grievances to ILBANK through the following means of communication:

Website: https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi

E-mail: bilguidb@ibank.gov.tr ve etikuidb@ilbank.gov.tr

Phone Number: +90 312-508 79 79

Address: ILBANK International Relations Department, EmniyetMahallesi, HipodromCaddesi, No:9/21, Yenimahalle/ANKARA

Presidential Communication Center: The Presidential Communication Center (CIMER) provides a centralized grievance system for Turkish citizens, legal entities and foreigners. The Presidential Communication Center (CIMER) will serve as an alternative and well-known channel through which subproject stakeholders can directly communicate their grievances and feedback regarding the subproject to government officials.

www.cimer.gov.tr

• Call Centre (hotline): 150

Phone number: +90 312 525 55 55

• Fax number: +90 0312 473 64 94

 Address for Official Letter/Petition: Republic of Türkiye, Directorate of Communications Kızılırmak Neighborhood. Mevlana Boulevard No:144 Cankaya/ANKARA

Mail addressed to Republic of Türkiye, Directorate of Communications

Individual applications at the community relations desks at governorates, ministries and district governorates.

Foreigners Communication Center (YIMER) will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

www.yimer.gov.tr

Call Centre (hotline): 157

Phone number: +90 312 515 11 22

- Fax number: +90 0312 920 06 09
- Address for Official Letter/Petition: Republic of Türkiye, Directorate General of Immigration Management CamlıcaNeighbourhood No: 4 Yenimahalle/ANKARA

Mail addressed to Republic of Türkiye, Directorate General of Immigration Management

Individual application to the General Directorate of Migration Management of the Republic of Türkiye

6.2. Subproject Level Grievance Mechanism

As part of the stakeholder participationinformation and consultation process, stakeholders is required to beinformed about project level grievance mechanism. The purpose of the grievance mechanism is to provide channels free from manipulation, coercion and intimidation through which local community members can submit their demands, concerns and grievances regarding the subproject and its impacts.

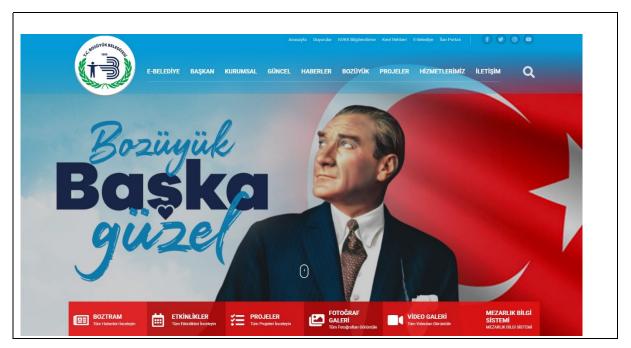
Responding to and resolving grievances in a timely, proactive, impartial, effective and efficient manner is essential according to international standards and requirements regarding stakeholder engagement. In particular, it provides a transparent and reliable process for fair and sustainable results. In this way, mutual trust and cooperation can be developed between the subproject stakeholders and Bozüyük Municipality through corrective actions. The main components of a successful grievance mechanism include the principles of anonymity, confidentiality and transparency.

BozüyükMunicipality website includes a communication page, which is the mechanism where grievances/requests regarding Bozüyük Municipality activities are submitted and the resolution process is followed (see Figure 3). In addition, many sections of the homepage of Bozüyük Municipality website include information about social media accounts and telephone numbers (such as the 444 33 95line) to which grievances can be submitted.

Website : info@bozuyuk.bel.tr

Call Centre (hotline): +90 228 314 67 00

Address: Çarşı Neighborhood Ürgenpaşa Street No: 1 Bozüyük/BİLECİK



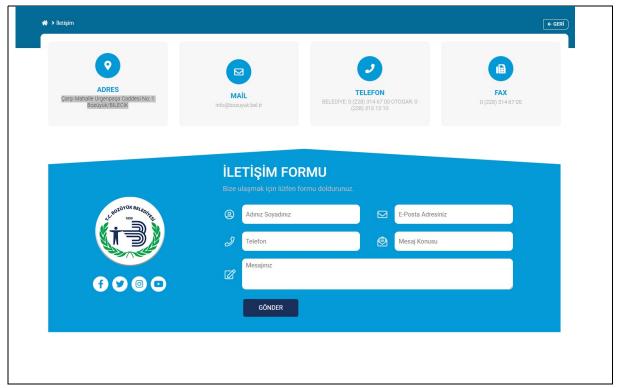


Figure 3. BozüyükMunicipality Website

The grievances, requests, suggestions and opinions of the public will be recorded through the GM contact person (GMCP) to be assigned by Bozüyük Municipality. All grievances are examined to be classified based on their authenticityrelated to subproject activities. If a grievance is deemed unsuitable for investigation because it is not genuine or not related to subproject activities, the complainant will be provided with an explanation as to why the grievance could not be followed up. Appropriate grievances are responded to according to the subprojects social and environmental requirements defined in the ESMP and SEP.

All grievances received through direct phone calls, e-mails, face-to-face meetings/communications and the Website are recorded and after the recording process, will contact the complainant to explain the subproject response process and the resolution of the grievance within ten (10) business days. The development of the solution may require consultation with the relevant person(s). The requester will be informed about the methodology followed. Each request must be evaluated with the utmost care, diligence, fairness and impartiality. The proposed solutions are communicated to the complainant with a second notification.

If the proposed solution is accepted by the complainant, Bozüyük Municipality PIU will handle the grievance within 15 business days and take corrective measures to resolve the grievance. Grievance registration forms will be sent to the relevant GM Team member (Social Expert of the PMU Team or E&S Expert of the Contractor) on the same day (if possible, as soon as the grievance is received). A notification should be sent to the complainant by GMCP within two (2) business days of the receipt of the grievance, indicating that the grievance has been received and evaluated.

The PMU Team willalsohaveaccesstothegrievancerecordsto be createdwithinthescope of thesubproject, and these records will be continuously updated by the GM Contact Person (GMCP) or the PIU Social Expert. The Grievance Tracking Table will include the information of the complainant/suggester, the date the grievance/suggestion was received, the date and method of feedback provided to the complainant, the current status of the grievance (open, under review, closed, rejected), and an explanation of this status (e.g., reason for rejection). Additionally, the table will include the closing/rejection date and feedback dates.

Grievancesfromcontractorsandsubcontractorswill be forwardedtothe GMCP bytheContractor'sEnvironmentalandSocialExpertandwill be recordedbythe GMCP usinggrievanceregistrationforms. On thesameday, this data will be enteredintotheGrievanceRegistryandGrievance Database andmadeaccessibletothe PIU Team.

During this period, the relevant parties responsible for managing the grievance will be in constant communication with the complainant and all communication will be recorded in the GM system through the Consultation Forms (see Annex-D). The grievance will be closed after the implementation of the decision is completed. After the grievance is closed or resolved, the complainant will be informed with the third notification and the relevant records (Grievance Closure Form, Grievance Record, etc.) will be kept. Unless an alternative agreement is made with the complainant, grievances will be closed within thirty (30) business days from the date of application. If the grievances are not resolved within thirty (30) business days, the extenuating circumstances will be documented and reported. After the grievance is resolved and the result is communicated to the complainant, the appointed GMCP will obtain the necessary signatures and close the grievance by filling out the Grievance Close Out Form (see Annex-B). If the decision is not accepted, it will be reconsidered and a revised decision may be proposed. Ultimately, the PIUs will be responsible for consolidating, monitoring and reporting the requests received, resolved and pending regarding the project. All this data will be compiled by the PIU to be reported at the end of each month.

Bozüyük Municipality/PIU Team will also implement additional measures to manage sensitive and confidential grievances, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH), in accordance with the World Bank ESF Good Practice Note on SEA/SH.

6.3. Sensitive and Confidental Grievances

Specific procedures will be implemented by the project in order to address sensitive and confidential grievances, particularly those that are related to Sexual Exploitation and Abuse/Harassment (SEA/SH). These measures will be implemented in accordance with the World Bank ESF Good Practice Note on SEA/SH.

First of all, the complaining party has the right to remain confidential under the Turkish Constitution and the right to apply to the court at any time (in accordance with the Turkish Labor Law No. 4857 and the Turkish Civil Code No. 4721). In addition, Sub-Borrower personnel and sub-project employees will be able to directly communicate (via e-mail) with the Ethics Committee based at İLBANK Head Office in case of sensitive grievances. This issue will be clarified in the consultations carried out and in the introduction of the grievance mechanism. For cases related to gender-based violence, SEA/SH in the workplace or any potential child abuse in sub-project implementation/sub-project sites, the grievance will be directed to the relevant legal authorities or service providers by the Social Focal Point (based at ILBANK Head Office).

6.4. Grievance Mechanism for Workers

The GM for employees (applicable to both Bozüyük Municipality personnel and contractor and subcontractor employees) has been established in accordance with WB ESS2. The implementation of the GM for employees will be ensured throughout the financing life cycle of the subproject. PIU requests contractors to develop and implement a grievance mechanism for the workforce, including sub-contractors, before starting work. Subcontractors will prepare labor management procedures that will include a detailed description of the grievance mechanism for employees.

Employees are informed about employee rights, basic occupational health and safety, the grievance mechanism and its operation at the time they start work. An up-to-date list of contact points is available in employee handbooks and/or bulletin boards. All processes related to the grievance mechanism are conveyed in a language that employees can understand.

When employees detect a hazard or risk for which no precautions have been taken regarding occupational health and safety, they inform the employee representative, occupational safety specialist and/or occupational physician selected by the employees about this hazard or risk. The employee representative shall forward the details of the hazard and risk to the occupational health and safety board, if any, or to the employer/employer's representative, and request an evaluation. If the problem is not resolved, all legal rights are reserved by applying to the contractor/subcontractor level GMCP through the grievance boxes located at the workplaces. Requests regarding employee rights and occupational health and safety are collected in grievance boxes placed in areas that employees can easily access.

The collected grievances and suggestions are carried out in accordance with the periods determined in the process of the grievance mechanism.

After the applications are evaluated, if there is an imminent, urgent and vital danger, a notification can be made directly to the Labor Life Communication Center, ALO 170 line or the Provincial Labor and Employment Institutions Directorates operating in the province. Upon receipt of the requests, the workflow grievance mechanism is carried out in accordance with the workflow chart.

The Bozüyük Municipality/PIU Team will be ready to handle grievances regarding working conditions. The BozüyükMunicipality/PIU Team will evaluate grievances and suggest solutions for direct and contracted employees using this internal GM, which all subproject employees can easily access.

6.5. Grievance Mechanism Flow Chart

Grievance mechanism operation diagram details are given in Table 6.

Table 6. Grievance Mechanism Flow Chart

| Grievance Process | Requirement / Action |
|---------------------------|--|
| Submission of a grievance | Receiving the grievance by any communication channel explained above. (At this point, if the grievance is a sensitive grievance involving child abuse, sexual harassment abuse or Gender Based Violence (GBV) immediate action will be taken within 2 days after receiving of the grievance. For the cases relevant to sexual exploitation and abuse/sexual harassment at workplace or any potential child abuse in the project sites, the grievance will be directed by the GM focal point (based in ILBANK headquarter) to relevant legal authorities/service providers such as Ministry of Family and Social Services and Prosecutors Office.") |
| Registration of grievance | Registering/recording through making an entry in the sample grievance register table. All the grievances will be registered within two working days and feedback will be given to the complainant. If the complainant requests that this grievance be treated anonymously, this grievance will be recorded anonymously and the request will be met. |
| Forwarding of grievance | The grievance is forwarded to relevant persons (site manager on construction sites and experts of the PIU) responsible for handling the grievance in not later than three working days upon receiving the grievance (except for any emergent grievance, which would be handled as appropriate). |
| Evaluation of a grievance | Evaluating the grievances within 10 working days and determining whether the grievance meets the admissibility criteria. If the grievance is not valid, providing relevant explanation to the complainant. |

| Grievance Process | Requirement / Action | | | | | | | |
|-------------------------------------|--|--|--|--|--|--|--|--|
| | If the grievance is valid, identifying and taking corrective measures for resolving the grievance in not later than 15 working days upon receiving. | | | | | | | |
| Response for a grievance | All comments and grievances will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided. | | | | | | | |
| | At this point, it should be noted that the action taken and the result of this anonymously recorded grievance should be shared on theBozüyükMunicipality website, so that anonymous complainants is informed about their grievance and the results. | | | | | | | |
| Recording the result of a grievance | Recording the result of the grievance in register table. | | | | | | | |
| Right to Appeal | If the grievance cannot be resolved with the existing process, applicants can always apply to relevant legal institutions. Such institutions can be summarized as follow: Civil Courts of First Instance Administrative Courts Commercial Courts of First Instance Labor Courts, and Ombudsman (https://ebasvuru.ombudsman.gov.tr/) | | | | | | | |

7. MONITORING AND REPORTING

7.1. Summary of how SEP implementation will be monitored and reported

It is the responsibility of Bozüyük Municipality to ensure that the SEP is fully integrated and implemented in all subproject activities. All stakeholders will be consulted and will be able to use the GM throughout the subproject lifecycle. On the other hand, the SEP will form part of all tender documents related to the physical works within the scope of the subproject.

As part of the World Bank ESF requirements, the draft ESMP and draft SEP will be made public when approved for public disclosure and approved by İLBANK, and the disclosure will be the responsibility of the subproject Implementers and the consultant firm Bozüyük Municipality. Bozüyük Municipality will ensure that the SEP is published in hard copy and on its website. Similarly, several copies of all prepared environmental and social documents will be available locally in Bozüyük Municipality, where affected groups such as the Mukhtar offices operating in the Bozüyük District of BilecikProvince and local NGOs can easily access. The SEP is a dynamic document and will be reviewed, updated and approved by ILBANK when necessary (e.g. changes in the design of subproject components according to Environmental and Social Monitoring Reports (ESMRs), stakeholders' requests/grievances regarding the subproject. Implementation of the SEP throughout the implementation of the subproject, elimination of non-conformities, etc.). BozüyükMunicipality will be responsible for making a statement through communication channels for each updated version of the SEP.

Bozüyük Municipality will monitor the subproject throughout its lifetime considering the stakeholder engagement process. The approved SEP will be reviewed biannually and updated if required according to the subproject improvements and the unexpected public reactions. The GM established by the Bozüyük Municipality will be used effectively and the statistical summary of the outputs of GM will be reported to ILBANK together with all the requests received, resolved and unresolved, Grievance Register, Grievance Monitoring Table and Environmental and Social Monitoring Reports (ESMRs) on a monthly basis. With monthly reporting, total number of grievances, monthly number of grievances, distribution of grievances by subject, gender, grievances answered within 1 days, grievances resolved within 30 days, list etc. is necessary.

7.2. Reporting back to stakeholder groups

The PIU Team will systematically record and report feedback received from communities, local governments, landowners, other companies, NGOs, media, academic institutions and other interest groups through an effective consultation and grievance mechanism to ILBANK.

The PIU Team will submit feedback and grievances, as well as a statistical and qualitative analysis of their results, to the Supervisory Consultant on a monthly basis, who will review and distribute them to ILBANK PMU. In addition, relevant grievances and their actual status will be reported in the ESMRs. Only the necessary information regarding the grievance will be included in the reports, and any personal information belonging to the persons using the ESMR will be kept confidential and will not be shared in these reports.

During the subprojects' development and construction phases, the construction contractors will prepare brief monthly reports on environmental and social performance for BozüyükMunicipality which will include an update on implementation of the stakeholder engagement plan and include indicators in this section. The construction contractors will record SEP activities with monthly and quarterly reports and submit them to Bozüyük Municipality and ILBANK

BozüyükMunicipality's PIU, will report back to stakeholder groups, primarily through public engagement meetings in project affected municipalities and/or Neighborhoods. Minutes of meetings will be shared participants during subsequent public meetings. The summary will be published after removing identifying information on individuals to protect their identities in accordance with the Law on the Protection of Personal Data. Feedback received through the GM will be responded to in writing and verbally. Key subproject updates will be posted on Bozüyük Municipality's website.

The summary will be published after the identity information of the persons is removed in order to protect their identity in accordance with the Personal Data Protection Law.

Bozüyük Municipality will work with a consultant if necessary to carry out social and environmental monitoring activities. The Supervisor Consultant will monitor whether the environmental and social issues specified in the SEP and ESMP documents are implemented throughout the subproject lifecycle and report to BozüyükMunicipality.

ANNEXES

Annex-A

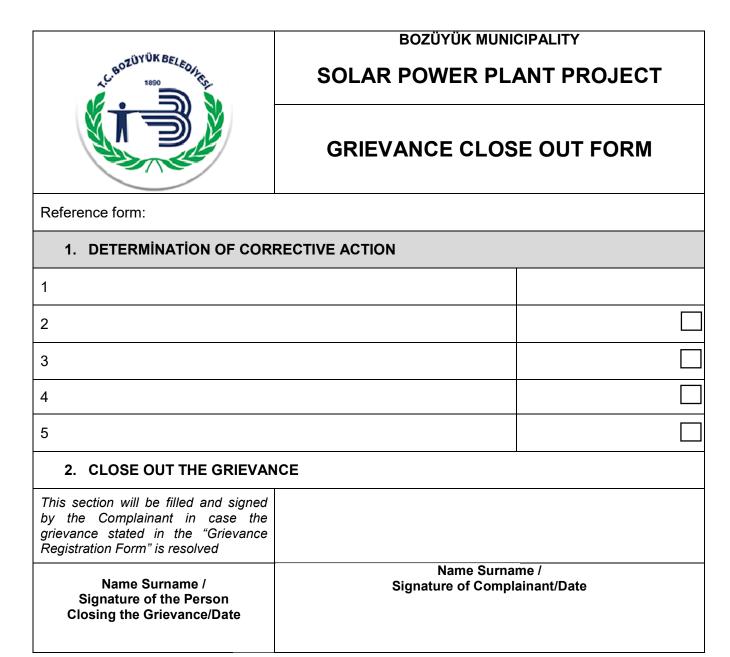
Sample Grievance Submission Form

| | BOZÜY | ÜK MUNICIPALITY | | | | | | | | |
|--|---------------------------|---|--|--|--|--|--|--|--|--|
| 1890 | SOLAR POWER PLANT PROJECT | | | | | | | | | |
| | GRIE | VANCE FORM | | | | | | | | |
| Person Filling Out the Form: | | Date and time: | | | | | | | | |
| Inteviev Agenda: | | Reference No: Bozüyük Municipality-Project Code-0001-2 | | | | | | | | |
| 1. INFORMATION ABOUT THE | COMPLAINANT | | | | | | | | | |
| Name surname: If the complainant requests that the anonymously, this grievance will be recorequest will be met. | | How received the Grievance: | | | | | | | | |
| TC Identification number: | | Telephone / Toll Free Li | | | | | | | | |
| Telephone: | | Face to Face Meeting | | | | | | | | |
| Address: | | Website / Email | | | | | | | | |
| Email: | Other (Explain) | | | | | | | | | |
| | Stakeholder Type | | | | | | | | | |
| Public PAP | | ciation 🖳 🗀 | | | | | | | | |
| Interest Group Industrial Assosiaction | Labor Union Media | a University | | | | | | | | |
| 2. DETAILED INFORMATION A | BOUT THE GRIEVANCE | | | | | | | | | |
| Description of the grievance: | | | | | | | | | | |

| Solution method requested by the complainant | |
|--|------------------------------------|
| Registrant Name Surname/Signature | Complainant Name Surname/Signature |

Annex-B

Sample Grievance Close Out Form



Annex- C

Grievance Database Form

| No | Grievance Register | vance gister Received (Grievance | Grievance is Received (Grievance Form, Community Meeting, | Grievance is Received (Grievance Form, Community Meeting, | Grievance is Received (Grievance Form, Community Meeting, | Grievance is Received (Grievance Form, Community Meeting, | Grievance is Received (Grievance Form, Community Meeting, | Grievance is Received | Grievance is Received | Grievance is Received | Grievance is Received | Grievance is Received | Grievance is Received | Grievance is Received | Grievance is Received (Grievance | Grievance is Received (Grievance | Grievance is Received (Grievance | Level of Grievance (Municipality/Utility | | Location of Grievance | Person | (If | Complainant Information | | | | | Project Component | Grievance Category (expropriation/land acquisition related, | Grievance | Grievance Status (open, | Action Taken | | | | Supporting Documents for Grievance Closeout (bank receipt |
|----|-----------------------|----------------------------------|--|--|--|--|---|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|-----------------------|--------------------------|--|--|--|---|--|--------------------------|-----------------------|----------------------------------|-------------------------|--|----------------------------|---|--|----------------------|--|-----------|-------------------------------|--------------|--|--|--|---|
| | Number | | | | | | | Level, Regional) | Received | Received | Receiving Grievance | | Name/Surname | ID Number | Telephone/ email | Village- District | Gender | Related to Grievance | | | closed or pending) | Responsible Person/Department | Action Planned | Due Date of the Addressing the Grievance | Date of Action Taken | for compensation, grievance closure protocol) | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Annex-D Sample Consultation Form (For Stakeholder Engagement Meeting(s))

| 1890 | SOLAR POWER PLANT PROJECT | | | |
|--|--------------------------------|----------------------------|--|--|
| | CONSULTATION FORM | | | |
| Person Filling Out the Form: | Date timeand place: | | | |
| Meeting Agenda: | Interview Registration Number: | | | |
| 1. INTERVIEW INFORMATION | | | | |
| Interviewed Institution: | | Form of Communication | | |
| Name and Surname of the Interviewee | e: | Telephone / Toll Free Line | | |
| Telephone: | | Face to Face Meeting | | |
| Address: | | Website / Email | | |
| Email: | | Other (Explain) | | |
| | Stakeholder Type | | | |
| State agency PEB | Private Job I Enterprise | Room NGO | | |
| Interest Group Industrial Union | Labor Union Medi | a University | | |
| 2. INTERVIEW DETAILS (List of Invitees and actual participants, Summary of presentations made by whom, minutes of meeting will be annexes of this form.) | | | | |
| Questions about the project: | | | | |

| Concerns/feedback regarding the project: | |
|--|--|
| Responses to the views expressed above: | |

Annex-E

Türkiye Public and Municipal Renewable Energy Project (PUMREP)

BOZÜYÜK MUNICIPALITY SOLAR POWER PLANT PROJECT

Minutes of Public Consultation Meeting

Meeting Date: 20.08.2025

Meeting Time: 11:00

Meeting Venue: Tekke Neighborhood Mansion

PUBLIC CONSULTATION

Within the scope of the sub-project, the Environmental and Social Management Plan Checklist (ESMP-Checklist) and the Stakeholder Engagement Plan (SEP) have been prepared in accordance with Turkish environmental and social legislation, as well as the World Bank Environmental and Social Standards, Safeguard Policies, World Bank General EHS Guidelines, Industry Sector Guidelines, and İLBANK's PUMREP Environmental and Social Management System (ESMS) and Stakeholder Engagement Plan (SEP).

As part of the stakeholder engagement process, a Public Consultation Meeting was held on 20 August 2025 at 11:00 a.m. in Tekke Neighborhood Community Center. To inform the local community about the meeting, printed materials such as brochures and posters were prepared and displayed, and announcements were published on the Bozüyük Municipality website as well as in local and national newspapers.

Meeting Summary

At the Bozüyük Municipality Public Consultation Meeting, a representative from the consulting firm provided detailed information about the process and content of the reports prepared for the implementation of the subproject. A presentation was made outlining the benefits the subproject will provide to the municipality and the local community. The presentation is included in Annex-7: Public Consultation Meeting Presentation.

The meeting was attended by 3 municipal staff members, the mukhtar of Tekke Neighborhood, and 32 local residents, making a total of 36 participants. Among the participants, 13 were female and 23 were male.

The area where the sub-project will be established (as a neighborhood, block and parcel), project power, equipment and technical specifications to be used, annual production of the project were specified and information was given that the legislative obligations were fulfilled.

Within the scope of the Public Consultation Meeting; the consultant company environmental expert conveyed the environmental and social risks of the sub-project from the content of the ESMP Report, the works planned to prevent the said risks, the effects of the geographical location of the region where the project will be located and the climate conditions on the project and the analyses made on possible natural disasters. In addition, during the Public Consultation Meeting, information was provided to the participants regarding the grievance channels that can be used to submit any complaints, concerns, suggestions, or opinions during

4

Sınıflandırma: Tasnif Dısı

Sınıflandırma: Tasnif Dışı

the pre-construction, construction, and operation phases of the project.In line with the information provided, the meeting was concluded with questions and answers and lasted approximately 1 hour.

Question and Answer Section

| Question 1. | | | | |
|---|----------------------------|--|--|--|
| Name / Occupation | Yeni Neighborhood Resident | | | |
| What will be done after the power plant reaches its end of life? | | | | |
| Answer 1. | | | | |
| Name / Occupation | CA Engineering | | | |
| Once the power plant completes its lifespan, the site will be dismantled and the land will be restored to its former state. | | | | |

| Question 2. | | | | |
|--|-----------------------------|--|--|--|
| Name / Occupation | Tekke Neighborhood Resident | | | |
| How do you think it will affect us in the installation and operation of the power plant? | | | | |
| Answer 2. | | | | |
| Name / Occupation | CA Engineering | | | |

Impacts such as noise, dust, and traffic are anticipated during the construction phase of the project. Noise levels are planned to remain below those affecting the nearest households. Dust emissions arising from construction activities will be controlled through appropriate mitigation measures. Traffic management will be implemented to regulate vehicle movements during the construction period. Works will be scheduled during off-peak hours to minimize congestion, and the necessary coordination will be ensured prior to the commencement of the subproject. Traffic will be safely managed around the construction area using flags and signage, and the community will be regularly informed about the construction schedule and potential traffic impacts. In addition, all construction vehicles will comply with speed limits, and regular maintenance and inspections will be conducted to minimize emissions and noise.

Meeting Conclusion

The Public Consultation Meeting, which lasted approximately one hour, included a presentation by representatives of the consulting firm providing information about the project. Following the presentation, a question-and-answer session was conducted to gather participants' views and inquiries. During the meeting, information was shared regarding the environmental, social, and economic aspects of the Bozüyük Municipality PV Project, as well as the next phase of the sub-project. In addition, participants were informed about the grievance mechanism available for submitting complaints, requests, or suggestions throughout the project duration. The meeting concluded after collecting participants' feedback and recommendations.

Participant List

| TOPLANTI | KABY | | ATILIM TOPLANTI: ivesi (Bilecik) Gün | | ali Proiesi P | aydaş Katılım |
|--------------|--|------------------|---|------------------|---------------|--|
| KONUSU | KABYEP Bozüyük Belediyesi (Bilecik) Güneş Enerji Santrali Projesi Paydaş Katılım Toplantısı | | | | | |
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| | 40 | | | | | |

ATTACHMENTS

Annex-1: Photo of the Public Consultation Meeting (20.08.2025)





Annex-2: National Newspaper Advertisement (Newspaper Announcement Date –Cumhuriyet 07.08.2025)



Bütçedeki Ar-Ge payında mini artiş Filkin der gerciadə Menad Starkti Menad Starkti Karlığı İstaria ili deriye

Annex-3: Lokal Newspaper Advertisement (Newspaper Advertisement Date -Gündem 11 Newspaper -08.08.2025)

03 C•Gündem11 08 AĞUSTOS 2025 CUMA

O TADI UNUTMAK **NE MUMKUN?**



YÜK TİCARET VE SANAI **BİLECİK TSO'DAN BOZUYUK**

TSO'YA ZIYARET

BOZUYUK TSO'DAN TEMMUZ AYI ISTATISTIK RAPORU

Bozüyük Ticaret ve Sanayi ay boyunca toplam 368 adet Oda düzenlemesi yapıldı. Ayrıca 16 Odası (TSO), 2025 yılı femmuz Sicil İşlemi gerçekleştiridi. Bu adet Kapasıtle - Ekspertiz Raporu yayna alt işlemi isatistiklerin sayır. TSO büryesindeki İşlemle ve İş Makinesi Fecili İşlemi de kamuoyyıla paylaştı. Açıklarıan arasında en yüksek İşlem hacmine tamamlandı. Verellere gör oda büryesinde sahip alan olarak öldaktı çekti. Termmuz aynıda Bozüyük TSO bürçek faktı İşlem gerçekleştiridi. Aynı dönem içerisinde 156 aracılığıyla 10 yeni şirket kuruluşu Bozüyük TSO'nun açıkladığı dart Ticaret Sicil İşlemi, 36 adet gerçekleştiridi. Temmuz 2025 istatistiklerine göre, K Belgesi ve Sayısal Takograf - HABER MERKEZİ

BOZÜYÜK BELEDİYESİ GÜNEŞ ENERJİ SANTRALİ PROJESİ HALKIN KATILIM TOPLANTISINA DAVET

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3.5. İşe başlama tarihi

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2.2. Vapilacagi (e-teamina)

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3.1. Adi

3.2. Niteliĝi, tiriŭ ve miktari

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Viksekliginde Panel (21 Direĝi 500 Adet

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3.4. Süresi/teslim tarihi

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inzulanacıktır.

10- Şu halade, işin tamamı için teklif verileceklir.

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12- Bu halade elektronik eksilme yapılmayacaktır.

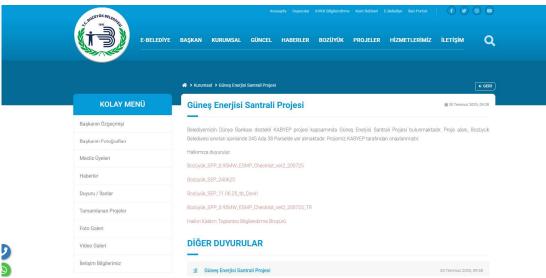
13- Bu halade elektronik eksilme yapılmayacaktır.

13- Verilen teklifenin geçerilik süresi, ihale tarihinden ibbaren 30 (Otuz) takvi 14- Konsonsiyum olarak halaye teklif verilemez.

15- Diger hausum misrayoru tarihadın aşını düşük olarak tespit edilen Kanunun 38 inci maddesine göre açıklama istenecektir.

Annex-4: Bozüyük Municipality Website, Announcements (07.08.2025)





Annex-5: Bozüyük Municipality Announcements(07.08.2025)















Annex-6: BozüyükMunicipality Public Consultation Meeting Brochure

The Bozüyük SPP Project ("Sub-project"), is one of the subprojects under the Türkiye Public and Municipal Renewable Energy Project (PUMREP)("Project") to support sustainable development in cities in Türkiye Specifically, the PUMREP aims to invest in sustainable urban development and develop project approaches related to the development of renewable energy sources, disaster and climate change mitigation and urban resilience to risk

The sub-project, financed by the World Bank (WB), will be implemented by <u>Bozüvük</u> Municipality through <u>Iller Bankası</u> A.Ş.

The sub-project aims to contribute to local development by providing clean energy to the water treatment plant in <u>Bozuvik</u> District by utilizing solar energy and meeting energy needs.

The project aims to meet the district's electrical energy needs and reduce consumption costs by generating energy from renewable sources.

In this context, the sub-project will be built with a 30-year lifespan for the power plant. The solar power plant is expected to generate 982.8 kWp/950 kWe of electricity. The project will be constructed on an area of approximately 11,000 m² on parcel 38, block 345, in the Yeni Neighborhood of Bozüvük District, Bilecik Province (See Figure 1).

The expected results of the sub-project are as follows:

-The sub-project will improve access to clean and affordable water in Yeni Neighborhood Boziivük District of Bilecik Province by powering the water treatment plant — a major source of municipal energy consumption — with solar energy.

-The sub-project will reduce the dependence on fossil fuels for energy and ensure the economic development of the district

-The sub-project will contribute to Türkiye's efforts to comply with national and international quality standards in the renewable energy sector,

- By utilizing clean energy sources, a step will be taken in the fight against climate change and will contribute to the environmental and economic well-being of local communities

Local people will be prioritized in the recruitment process of the sub-project.

The sub-project will be in line with national legislation as well as good international practices, including WB Safeguard Policies, guidelines, standards and best practice documents.

The sub-project will create job opportunities for local residents during the construction and operation phase. The construction of the SPP project is expected to be completed in a relatively short timeframe. Road closures will be avoided as much as possible. Businesses in the project area are not expected to close due to construction activities.



Figure 1: Bozüvük Municipality SPP Project Area

Environmental and social impacts may occur within the scope of the Subproject.

These impacts may vary depending on the nature of the construction and its proximity to residential areas. An Environmental and Social Management Plan (ESMP) and Stakeholder Engagement Plan (SEP) have been prepared specifically for the Subproject to manage these impacts.

These plans are available on the municipality's website: https://www.bozuyuk.bel.tr/duyuru/gunes-enerjisisantrali-projesi

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Monitoring and audit activities to be implemented within the scope of the ESMP will also be defined. Within the scope of ESMP studies, impacts that may occur such as soil and air environments, noise, odor, water resources, wastes, traffic, ecosystem, existing natural disaster risks related to the area where the sub-project will be established, reflection and glare effects that may be experienced due to SPP will be determined and relevant avoidance mitigation measures will be

2

Monitoring requirements will also be defined and presented in the monitoring tables within the ESMP. Accordingly, during the construction phase of the sub-project, topsoil loss and compression, soil and water pollution due to leaching of pollutants and chemicals into the soil and groundwater, dust emissions, noise during construction of the sub-project and from temporary traffic load, waste generation and occupational health and safety, and during the operation phase, storage and use of chemicals, wastes, noise, reflection and glare impact of the power plant, livelihoods, grievances, community conflicts, stakeholder engagement, occupational health and safety and labor parameters will be monitored in accordance with the requirements set out in the ESMP.

The main institution responsible for the implementation of this Environmental and Social Management Plan (ESMP) is the Municipality of Bozüvük, which is also responsible for the construction and operation phases of the sub recent.

Bozivük Municipality has established a Grievance Mechanism to receive, resolve and follow up on the concerns, opinions, suggestions and grievances of subproject affected communities. All grievances will be effectively received, recorded and responded to within a predetermined timeline and according to their content. Boziviük Municipality will be the responsible institution for the establishment and implementation of the Grievance Mechanism. In this context, the

communication channels given below can also be used to share expectations, opinions, suggestions and complaints about the sub-project.

Public Engagement Meetings:

Bozüyük Municipality:

Telephone: +90 228 314 67 00

E-mail: info@bozuyuk.bel.tr

All internal and external stakeholders will also have the right to make use of other grievance mechanisms, such as the Presidency's Communication Center (CIMER), which is accessible to all sub-project stakeholders and is used nationwide, as an alternative and well-known channel to communicate subproject-related complaints and feedback directly to government authorities.

- www.cimer.gov.tr
- Call Center :150
- -Telephone Number: 0(312) 590 20 00

TURKIYE PUBLIC AND MUNICIPAL RENEWABLE ENERGY PROJECT (PUMREP)

> Bozüvük Municipality Solar Power Plant Project

Public Consultation Meeting Brochure Date: August 20, 2025 Time: 11:00 Location: Tekke Neighborhood Mansion









5

Annex-7: Public Consultation Meeting Presentation













Çevresel ve Sosyal Etkiler

Projenin hayata geçirilmesiyle birlikte: toprak, su, hava kalitesi, flora/fauna, gürültü, yansıma ve flora/fauna, gürültü, yansıma ve trafik gibi çevresel etkiler öngörülmekte ve değerlendirilmektedir. Aynı şekilde yerel halk, geçim kaynakları ve sosyal yapılar üzerindeki etkiler de analiz edilmiştir.

Bu-etkiler kısa süreli ve geçici olup yerel halkın etkilenmesi beklenmemektedir.

Çevresel ve Sosyal Etkiler

Sosyal Etkiler

Çevresel ve

Doğru Bilinen Yanlışlar

YANLIŞ: Güneş panelleri kanser yapar ve çevreye mutlaka zarar verir.

DOĞRU: Bazı panel türleri (örneğin kadmiyum tellürid – CdTe) toksik maddeler içerebilir. Ancak bu maddeler panellerin içinde özel malzemelerle kaplanır ve normal kullanımda dışarıya sızmaz. Riskler. yanlış imha veya kazalar gibi olağan dışı durumlarla sınırlıdır.

YANLIŞ: Çiride üretilen paneller insan sağlığı için tehlikelidir.

DOĞRU: Çiriin düşük işçillik maliyetleri ve yüksek üretim kapasitesi fiyat avantajı sağlar. Ancak sağlık riski, üretim sürecindeki çevre standartlarının uygulanma düzeyine bağlıdır. Tüm Çin panelleri için genelleme yapmak doğru değildir.

Doğru Bilinen Yanlışlar

YANLIŞ: Güneş paneli üretiminde ortaya çıkan tüm atıklar çevreyi yok eden

DOĞRU: Kristal sillikon üretiminde "sillikon tetrachlorür (SiCl₄)" gibi zararlı yan ürünler oluşabilir. Ancak çoğu üretici bu maddeleri geri dönüştürerek tekrar kullanır. Uygun şekilde yönetildiğinde çevreye zarar vermez.

YANLIŞ: Gilikon tetraklorür (GiCl4) her zaman bitki ve hayvanları öldürür.

DOĞRU: Silikon tetraklorür (SICI₄) suyla temas ettiğinde zararlı hidroklorik asit oluşturur, bu nedenle kontrolsüz dökülmesi çevreye zarar verebilir. Fakat modern tesislerde atik yönetimi sayesinde bu riskler önlenmektedir. Genellikle geri dönüştürülerek tekrar üretim döngüsüne sokulur, böylece çevreye bırakılmaz

Çevresel ve Sosyal Yönetim Planı (ÇSYP)

Bozüyük Belediyesi GES Alt Projesi kapsamında hazırlanan Çevresel ve Sosyal Yönetim Planı (ÇSYP), inşaat ve işletme süreçlerinde ortaya çıkabilecek çevresel ve sosyal etkilerin etkin bir şekilde yönetilmesi amacıyla geliştirilmiş önlern ve kontrol mekanizmalarını tanımlar, ÇSYP, yalnızca alt proje sahasını değil, aynı zamanda Enerji Nakil Hattı güzergâhinı da kapsamaktadır. Plan kapsamında, toz emisyonları, gürültü, atik yönetimi, iş sağlığı ve güvenliği gibi risklerin

azaltılmasına yönelik uygulanacak tedbirler ile bu tedbirlerin uygularma takvimi ayrıntılı olarak belirtilmiştir. İzleme gereklilikleri, ÇSYP'de yer alan izleme tablolarında tanımlanmıştır. Buna göre;

- İnşaat aşamasında: toz emisyonları, hava kirliliği, inşaat faaliyetleri ve geçici trafik yükünden kaynaklı gürültü, atık üretimi, iş sağlığı ve güvenliği unsurları izlenecektir.
- l şletme aşamasında: kimyasalların depolanması ve kullanımı, santralin yansıma ve parlama etkileri geçim kaynakları üzerindeki etkiler, şikâyetler, topluluk çatışmaları, paydaş katılımı, iş sağlığı ve güvenliği ile iş gücü parametreleri, ÇSYP ve Paydaş Katılım Planı'nda (PKP) belirlenen şartlara uvgun seklide izlenecektir.

Şikayet Mekanizması

Paydaş Katılım Planı (PKP) kapsamında halkın bilgilendirilmesi, şikayetlerin alınması ve değerlendirilmesi için belediye binasında şikâyet kutusu yerleştirilmiş; e-posta ve telefonla iletişim imkânı sağlanmıştır.

Şikâyetler, Paydaş Katılım Planı'na (PKP) uygun olarak zamanında alınacak, kaydedilecek ve yanıtlanacaktır. Mekanizmanın yönetimi Bozüyük Belediyesi tarafından sağlanacak olup, gerekli durumlarda başvurular İİ BAHK'an, kurduğu bağımsız şikâyet mekanizmasına da iletilebilecektir.

SIKayet Kanalları - E-poste info@bozuyuk.balır - Gage Merkezt -60 229 34 67 00 - Adresc Careji Muhaldesi Ürgerpaga Cad. No: I Bozüyük/fill.it.cik - ILBANK Website: - ILBANK Telefore :60 32 503 7070 - ILBANK E-poste - ILBANK E

Teşekkürler!

Bu proje, sizlerin katkılarıyla daha sağlıklı ve topluma faydalı şekilde ilerleyecektir. Görüşlerinizi, sorularınızı, önerilerinizi ve şikâyetlerinizi bizimle çekinmeden paylaşabilirsiniz. Her görüşünüz dikkatle değerlendirilecek ve proje sürecine yansıtılacaktır. Tüm geri bildirimler kayıt altına alınacak, size gerekli dönüşler yapılacaktır. Proje boyunca sizlerle sürekli iletişimde olacağız. Katılımınız, bu projenin başarısının en önemli unsurudur.

