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STAKEHOLDER ENGAGEMENT PLAN FOR İZMİR ADNAN MENDERES INTERNATIONAL AIRPORT EXPANSION PROJECT



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TABLE OF CONTENTS

| | <u>Page</u> |
|--|--------------------|
| <i>Table of Contents</i> | 3 |
| <i>List of Tables</i> | 4 |
| <i>List of Figures</i> | 4 |
| <i>Abbreviations</i> | 5 |
| | |
| 1. INTRODUCTION | 6 |
| 2. PROJECT DESCRIPTION..... | 7 |
| 3. REGULATORY REQUIREMENTS..... | 8 |
| 3.1 EIA Procedure and Public Consultation Requirements under Turkish Law | 8 |
| 3.2 Project's Public Consultation Principles | 8 |
| 4. IDENTIFICATION OF STAKEHOLDERS AND COMMUNICATION METHODS | 9 |
| 5. PROGRAMME OF FUTURE ACTIVITIES | 13 |
| 6. GRIEVANCE MECHANISM..... | 14 |
| 7. MONITORING AND REPORTING | 18 |

LIST OF TABLES

| | |
|--|---|
| Table 4-1 Stakeholder Communication Methods..... | 9 |
|--|---|

LIST OF FIGURES

| | |
|--|----|
| Figure 7-1 Sample Public Grievance Form | 15 |
| Figure 7-2 Comments/Message Box at TAV Website | 17 |

ABBREVIATIONS

| | |
|----------------------|--|
| DHMI | General Directorate of State Airports Authority |
| DOKAY-ÇED | DOKAY-ÇED Çevre Mühendisliği Ltd. Şti. |
| EBRD | European Bank for Reconstruction and Development |
| EIA | Environmental Impact Assessment |
| EPs | Equator Principles |
| ESIA | (International) Environmental and Social Impact Assessment |
| İZSU | General Directorate of İzmir Water and Sewage Administration |
| m | Meter |
| m² | Meter square |
| OG | Official Gazette |
| PR | Performance Requirement |
| Project | İzmir International Airport Expansion Project |
| SEP | Stakeholder Engagement Plan |
| TAV-Ege | TAV Ege Terminal Yatırım Yapım ve İşletme A.Ş. |
| UniCredit | UniCredit Group |

1. INTRODUCTION

This document is the Stakeholder Engagement Plan (SEP) for the Izmir Adnan Menderes International Airport – Domestic Terminal redevelopment.

An Environmental and Social Impact Assessment (ESIA) Report has been prepared for this Project in line with international practice (see Project website: www.adnanmenderesairport.com). The ESIA studies for the Project have commenced around mid-April, 2012, while demolition and construction works have been ongoing. This SEP has been prepared in conjunction with the overall ESIA process for the Project and is focused on engagement relevant to current and future activities.

The aim of the SEP is to ensure that adequate and timely information is provided to project-affected people and other stakeholders so that they have an opportunity to voice their opinions and concerns, and these concerns can influence Project decisions.

TAV-Ege has approached International Financial Institutions, including the European Bank for Reconstruction and Development (EBRD) and UniCredit Group (UniCredit) to potentially finance the project. Therefore his SEP has been developed in line with the standards required by these institutions, namely EBRD's Environmental and Social Policy (2008) and Equator Principles (2006) (EPs). Primarily, the SEP includes the identified stakeholders for the Project, gives information on the consultation activities carried out up to date and sets out the planned Programme for forthcoming disclosure of project information and consultation with stakeholders, and methods for handling stakeholders' concerns and grievances should any arise.

2. PROJECT DESCRIPTION

TAV Ege Terminal Yatırım Yapım ve İşletme A.Ş. (TAV-Ege), a subsidiary of TAV Havalimanları Holding A.Ş. ("TAV Holding"), has won the tender for the operating rights of the İzmir Adnan Menderes Airport Domestic and International Terminals until the year 2032. According to the Lease Agreement between TAV-Ege and General Directorate of State Airports Authority (DHMI), TAV-Ege will be responsible for the daily management and operation of the terminals as well as transforming the existing Domestic Terminal into a more modern facility with higher passenger capacity. TAV-Ege, however, will not be responsible for airside operations and aircraft and apron management issues will be dealt with by DHMI.

The existing International Terminal building was built in 2006. It has a total area of 107,669 m² with nine passenger boarding bridges and 69,168 m² multi-storey car parks with a capacity of 2,237 spaces.

The existing Domestic Terminal has a total area of 28,500 m² with six passenger boarding bridges and 35,000 m² car park with a capacity of 947 spaces and 1,800 m² tourism car park with a capacity of 60 spaces. This terminal will be demolished according to the Lease Agreement and a new terminal will be constructed.

The new Domestic Terminal is designed to have a total area 185.000m² with eight passenger boarding bridges and planned to be connected with the International Terminal by a bridge system similar to the one in İstanbul Airport. The new multi storey car park is designed to have a total area of 82.500m² and 2.559 spaces for car parking in multi-storey carpark and 535 spaces in the open carpark area.

The Project's Non-Technical Summary has been disclosed by TAV-Ege in Turkish and English on its website for public review (www.adnanmenderesairport.com).

3. REGULATORY REQUIREMENTS

3.1 EIA Procedure and Public Consultation Requirements under Turkish Law

İzmir International Airport Expansion Project is exempt from the legal EIA Procedure¹. Hence, no official public consultations stipulated by the Regulation were required within the scope of the Project. However, due regard is given to the Regulation in terms of environmental management and monitoring issues and consultations with the pertinent governmental authorities have been carried out. Also on public consultation will be met.

3.2 Project's Public Consultation Principles

An ESIA has been prepared (www.adnanmenderesairport.com) in line with the Performance Requirements of the EBRD and Equator Principles Financing Institutions (EPFIs) and respective requirements of the EBRD and EPFIs on public consultation will be met. TAV-Ege will make efforts to ensure public awareness and participation throughout the Project. As the project develops, the public will be provided with all relevant information updates and public comments will be taken into account and any rejection of those comments will be clearly justified.

¹ Public consultation requirements are described in the Turkish EIA Regulation, the most recent of which is published in the Official Gazette dated 17.07.2008 and numbered 26939.

4. IDENTIFICATION OF STAKEHOLDERS AND COMMUNICATION METHODS

The main stakeholders identified within the scope of İzmir International Airport Expansion Project are presented in the following table:

Table 4-1 Stakeholder Communication Methods

| <u>Stakeholders</u> | <u>Communication</u> | <u>Proposed Media</u> | <u>Responsible Party</u> |
|---|--|---|---|
| <u>Workers</u> | Meetings (monthly throughout construction) Announcements (as required) Handouts (as required) | - Bulletin Boards at camp site - Site inductions - Toolbox talks | - TAV-C |
| İzmir Governorship | Meetings (biannually throughout construction and operation) Internet announcements (as required) Handouts (as required) Press releases (as required) Official Correspondences(as required) Phone: 0 232 455 00 00 (Contact Person: Governorship Representative at the Terminal) | www.adnanmenderesairport.com National& local newspapers: o Hürriyet o Milliyet o Posta o Yeni Asır | - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| Gaziemir Municipality | Meetings (biannually throughout construction and operation) Internet announcements (as required) Press releases (as required) Official Correspondences(as required) Phone: 0 232 457 06 05 e-mail: info@gaziemir.bel.tr | www.adnanmenderesairport.com National&local newspapers: o Hürriyet o Milliyet o Posta o Yeni Asır | - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| İzmir Provincial Directorate of Environment and Urbanization | Meetings (biannually throughout construction and operation) Internet announcements (as required) Press releases (as required) Official Correspondences(as required) Phone: 0 232 341 68 00 e-mail: izmir@cevresehirclilik.gov.tr | www.adnanmenderesairport.com National &local newspapers: o Hürriyet o Milliyet o Posta o Yeni Asır | - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| İzmir General Directorate of Highways, 2.Region General Management | Meetings (biannually throughout construction and operation) Internet announcements (as required) Press releases (as required) Official Correspondences(as required) Phone: 0 232 435 84 00 e-mail: bol02@kgm.gov.tr | www.adnanmenderesairport.com National &local newspapers: o Hürriyet o Milliyet o Posta o Yeni Asır | - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| General Directorate of İzmir Water and Sewage Administration (İZSU) | Meetings (biannually throughout construction and operation) Internet announcements(as required) Press releases (as required) Official Correspondences(as required) Phone: 0 232 457 06 05 | www.adnanmenderesairport.com National& local newspapers: o Hürriyet o Milliyet o Posta o Yeni Asır | - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| Ege Tourism Operations and Accomodation Union (ETİK) | Meetings (biannually throughout construction and operation) Press releases (as required) Phone: 0 232 489 47 77 e-mail: m.isler@etik.tr | www.adnanmenderesairport.com National& local newspapers: o Hürriyet o Milliyet | - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |

| | | | |
|--|--|--|------------|
| | | <ul style="list-style-type: none"> o Posta o Yeni Asır | operation) |
|--|--|--|------------|

| Stakeholders | Communication | Proposed Media | Responsible Party |
|---|--|--|---|
| <u>Airport Operators Committee (AOC)</u> | <ul style="list-style-type: none"> - Meetings (biannually throughout construction and operation) - Internet announcements (as required) - Press releases (as required) - Phone: 0 533 739 68 99 | www.adnanmenderesairport.com National&local newspapers: <ul style="list-style-type: none"> o Hürriyet o Milliyet o Posta o Yeni Asır | <ul style="list-style-type: none"> - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| <u>Taxi Drivers</u> | <ul style="list-style-type: none"> - Meetings (biannually throughout construction and operation) - Internet announcements (as required) - Press releases (as required) - Phone: 0 532 565 38 75 | www.adnanmenderesairport.com National&local newspapers: <ul style="list-style-type: none"> o Hürriyet o Milliyet o Posta o Yeni Asır | <ul style="list-style-type: none"> - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| <u>Izmir Development Agency (İZKA)</u> | <ul style="list-style-type: none"> - Meetings (biannually throughout construction and operation) - Internet announcements (as required) - Press releases (as required) - Phone: 0 232 489 81 81 | www.adnanmenderesairport.com National&local newspapers: <ul style="list-style-type: none"> o Hürriyet o Milliyet o Posta o Yeni Asır | <ul style="list-style-type: none"> - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| <u>Ata Quarter residents (Görece Town)</u> | <ul style="list-style-type: none"> - Meetings (biannually throughout construction and operation) - Leaflets (to be distributed in August, 2012) - Internet announcements (as required) - Press releases (as required) - Phone: 0 535 450 10 37 | www.adnanmenderesairport.com National&local newspapers: <ul style="list-style-type: none"> o Hürriyet o Milliyet o Posta o Yeni Asır | <ul style="list-style-type: none"> - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| <u>Fatih Quarter residents (Sarnıç Town)</u> | <ul style="list-style-type: none"> - Meetings (biannually throughout construction and operation) - Leaflets (to be distributed in August, 2012) - Internet announcements (as required) - Press releases (as required) - Phone: 0 232 281 15 79 | www.adnanmenderesairport.com National&local newspapers: <ul style="list-style-type: none"> o Hürriyet o Milliyet o Posta o Yeni Asır | <ul style="list-style-type: none"> - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| <u>Menderes Quarter residents (Sarnıç Town)</u> | <ul style="list-style-type: none"> - Meetings (biannually throughout construction and operation) - Leaflets (to be distributed in August, 2012) - Internet announcements (as required) - Press releases (as required) - Phone: 0 232 281 53 80 | www.adnanmenderesairport.com National& local newspapers: <ul style="list-style-type: none"> o Hürriyet o Milliyet o Posta o Yeni Asır | <ul style="list-style-type: none"> - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| <u>Atatürk Quarter residents (Sarnıç Town)</u> | <ul style="list-style-type: none"> - Meetings (biannually throughout construction and operation) - Leaflets (to be distributed in August, 2012) - Internet announcements (as required) - Press releases (as required) - Phone: 0 232 281 62 52 | www.adnanmenderesairport.com National&local newspapers: <ul style="list-style-type: none"> o Hürriyet o Milliyet o Posta o Yeni Asır | <ul style="list-style-type: none"> - TAV-C&TAV-Ege (during construction) - TAV-Ege (during operation) |
| <u>Hürriyet Quarter residents (Sarnıç Town)</u> | <ul style="list-style-type: none"> - Meetings (biannually throughout construction and operation) - Leaflets (to be distributed in August, 2012) | www.adnanmenderesairport.com National&local newspapers: <ul style="list-style-type: none"> o Hürriyet | <ul style="list-style-type: none"> - TAV-C&TAV-Ege (during construction) - TAV-Ege |

| | | | |
|--|---|--|--------------------|
| | <ul style="list-style-type: none">- Internet announcements (as required)- Press releases (as required)- Phone: 0 232 281 29 65 | <ul style="list-style-type: none">o Milliyeto Postao Yeni Asır | (during operation) |
|--|---|--|--------------------|

TAV will contact stakeholders directly for arranging the proposed biannual project meetings. Appointments will be taken by phone from stakeholder representatives for the proposed biannual project meetings to fix the date and time of the meeting with stakeholders. Each stakeholder will be visited in place.

The national and local newspapers that will be used to disclose information, as also listed in Table 4-1, will be:

- Hürriyet
- Milliyet
- Posta
- Yeni Asır

5. PROGRAMME OF FUTURE ACTIVITIES

The forthcoming disclosure activities will include the following:

- Announcements and information for the local community on construction activities including any activities likely to cause particular disturbance (such as temporary road closures, particularly noisy activities, diversions to pedestrian traffic, disruption to water or power supply etc.) through press releases to local media (Hürriyet, Milliyet, Yeni Asır and Posta newspapers etc.), posters distributed in the affected buildings and at other public places (community centres, mosques), information provided directly to affected households and businesses via leaflets/letters, and updates on the Project website (www.adnanmenderesairport.com).
- Biannual informative meetings with government authorities, civil formations and local community until the end of operation phase to give updated information on Project activities.

6. GRIEVANCE MECHANISM

The grievance mechanism will be made public through the given SEP, and will be maintained during the project life. The grievance mechanism will be also available for the project labor, including non-employees engaged through sub-contractors.

Construction Phase

Grievances will be filed to TAV-C directly or through its contractors. Upon receipt, the grievance will be recorded, categorized ("high priority"/"medium priority"/"low priority") and followed-up in a Grievance Log.

A sample grievance form is given in Figure 7-1 and can be used by a person wishing to report a grievance.

An initial response to all grievances and complaints will be made by an appropriate person within TAV-C (see Page 16) within 3 working days and TAV-C will seek to resolve grievances within 15 working days. In accordance with complaint categorization, high priority complaints will be processed within 5 working days.

What outcome would you like to see?

| INTERNAL USE ONLY: RECORDING AND RESPONSE | | |
|--|---|---|
| Grievance Reference Number: | Date logged in Grievance Log by Environmental and Social Manager: | |
| Name of staff member recording the grievance: | Department and Manager responsible for action to address grievance: | Copies provided to: <input type="checkbox"/> Environmental and Social Manager (Original) <input type="checkbox"/> Person lodging grievance/ Complainant (Copy 1) <input type="checkbox"/> Person responsible for resolving complaint (Copy 2) <input type="checkbox"/> Senior Management [<i>where necessary</i>] (Copy 3) |
| Action required (to be updated as needed as the grievance is progressed): | | |
| Deadline for reporting back to Environmental and Social Manager on progress (to be updated as necessary): Date: | Deadline for reporting back to Complainant on progress (to be updated as necessary): Date: | |
| INTERNAL USE ONLY: STATUS OF GRIEVANCE | | |
| Date: | Status of Grievance (add further rows as needed): | |
| Grievance Closed: | Date: | Environmental and Social Manager Signed off: |

Operation Phase

TAV Airports has put in place a single call center hotline at the airports it operates in Turkey in order to effectively respond to all passenger questions and complaints. The TAV Call Center, which can be reached at **444 9 828**, is currently operating 7/24.

Comments and messages can also be delivered from the TAV website [<http://www.adnanmenderesairport.com/tr-TR/iletisim/Pages/yorummesajkutusu.aspx>] with contact details (see Figure 7-2).

All grievances are recorded, categorized (“high priority”/“medium priority”/“low priority”) and followed-up in a Grievance Log kept by Customer Relations Department. The grievances are resolved in a maximum of 2 working days. In accordance with complaint categorization, TAV seeks to process high priority complaints within the same day of receipt.

Figure 6-2 Comments/Message Box at TAV Website

7. MONITORING AND REPORTING

TAV-Ege will maintain communication channels with relevant stakeholders as identified in this Plan. Additionally, update information on Project activities will be provided on the TAV website (www.adnanmenderesairport.com) as well as in the mentioned newspapers and other media tools.

TAV-Ege has a monitoring mechanism for customer satisfaction about airport operation services via the public satisfaction published at its website [<http://www.adnanmenderesairport.com/tr-TR/iletisim/Pages/Anket.aspx>].

As per EBRD and EP requirements, TAV-Ege will also produce annual progress reports demonstrating environmental and social performance of the Project. The summary of grievances and applied corrective/preventive measures will also be provided in the annual report.

PROJECT CONTACT DETAILS

Project website: www.adnanmenderesairport.com

E-mails: info.izmir@tav.aero (TAV-Ege Contact)
info@tavconstruction.com (TAV-Construction Contact)

Phone: +90 (232) 455 00 00

Address:

Adnan Menderes International Airport
35410 Gaziemir-İZMİR

Particular Contact Details for Construction Grievances:

Mr. Köksal Salimoğlu (TAV-Construction)

Phone: +90 (232) 274 56 16

E-mail: [Koksal. Salimoglu@tav.aero](mailto:Koksal.Salimoglu@tav.aero)