



**BALIKESİR ELECTROMECHANICAL INDUSTRY FACILITIES INC.**

**TRANSFORMER PRODUCTION FACILITY**

**BALIKESİR OİZ / BALIKESİR**

# **STAKEHOLDER ENGAGEMENT PLAN**

**MARCH-2022**



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**ABBREVIATIONS**

AIIB	Asian Infrastructure Investment Bank
Aqwadem	Akvadem Management Consulting Eng. Client Trade Co. Ltd.
BEST	Balıkesir Electromechanical Industry Facilities Inc.
ESAP	Environmental and Social Action Plan
ESF	Environmental and Social Framework
ÇSS	Environmental and Social Standards
IMS	Integrated Management System
IFC	International Finance Corporation
M&A	Monitoring and Audit
HR	Human Resources
OHS	Occupational Health and Safety
İŞKUR	Turkish Employment Agency
KPI	Key Performance Indicator
OIZ	Organized Industrial Zone
PKP	Stakeholder Engagement Plan
Project	Transformer Production Facility
PS	Performance Standards
SGK	Social Security Institution
NGO	Non-Governmental Organizations
TKYB	Investment and Development Bank of Turkey
TSE	Turkish Standards Institute

## 1 PURPOSE

This Stakeholder Engagement Plan ("SEP") is prepared by Akvadem Management Consulting Eng. Client Trade Co. Ltd. ("Akwadem") for Transformer Production Facility ("Project") of Balıkesir Electromechanical Industry Facilities Inc. ("BEST") at Balıkesir Organized Industrial Zone ("OIZ") 7<sup>th</sup> Street No. 1 10100 Altıeylül - Balıkesir / Turkey. Aim of the SEP is to identify all stakeholders and to determine the procedures and principles to be applied during stakeholder engagement.

## 2 SCOPE

The works to be carried out within this plan include all BEST employees, subcontractor employees and all stakeholders who will take part in the operation phase of the Project.

This plan includes: (i) Persons and responsibilities to be involved in the project introduction and stakeholder engagement/complaint mechanism process, (ii) national and international legislation and standards to be taken into account during the stakeholder engagement process, (iii) stakeholder identification procedure and project stakeholder list (iv) grievance mechanism procedure, (v) training requirements, (vi) monitoring methods and (vii) reporting requirements.

## 3 ACCEPTANCES AND LIMITATIONS

- This plan has been prepared for the operation period activities of the Project.
- This plan is a living document, and in case of any changes in technical and/or environmental and social requirements related to the Project during operation of the Project, changes can be implemented in the plan.
- There is no community that can be described as "Indigenous People" in Turkey, and the Plan does not include any issues within PS 7 and ESS 3.
- The cumulative effects may happen in line with the interaction with other facilities within the boundaries of the OIZ, and it is anticipated that the cumulative effects can be managed by taking the measures specified in this plan.

## 4 INTRODUCTION OF THE PROJECT

Balıkesir Electromechanical Industry Facilities Inc., which was established in Balıkesir in 1966 by the Yırcalı Family, is the first high voltage transformer manufacturer in Turkey and the company was established with 100% domestic capital. The company started its production in its facilities in Balıkesir Heavy Industry Zone and now it provides service in Balıkesir OIZ with its investments over the years and the new facilities equipped with high technology.

BEST, which started its activities in 2009 in Balıkesir OIZ, continues its operations in this factory with a production area of 170.000 m<sup>2</sup> and a production capacity of 50.000 MVA. There are nearly 200 engineers at the BEST facility, which employs approximately 1,087 people (1,027 men, 60 women).

BEST, one of the leading transformer manufacturers in Turkey and the region, has turned into a global company by exporting more than 50 percent of its production to over 85 countries. BEST serves to many important clients including the world's leading electricity institutions, iron and steel producers, oil and gas companies, solar and wind energy projects.

#### 4.1 Description of Project Area and Surroundings

The Project, which is located in Altieylül District, Balıkesir OIZ 7th Street No.1, has been producing transformers since 2009, as stated above. The property of the land within the boundaries of the Project belongs to BEST, and according to the title deed information, it is located in Gökköy Neighborhood 209 block 12 parcel. The Project was constructed on a total area of 142,655 m<sup>2</sup> and the facility has a closed area of 53504 m<sup>2</sup>. Satellite image of the project area is presented in Figure 4-1.



Figure 4-1 Satellite View Showing the Project Area

The closest settlements to the facility are Gökköy Neighborhood (4.2 km), Kabaklı Neighborhood (4.2 km) and Balıkesir Gaziosmanpaşa Neighborhood (6 km). As it can be seen in the figure above, the Project area is surrounded by industrial buildings and the nearest agricultural area is located approximately 800 m north of the Project area outside the OIZ borders.

#### 4.2 Integrated Management System and Organizational Chart

BEST currently has an integrated management system ("IMS") related to the management of environmental and social issues and has the certificates listed below:

- Turkish Standards Institute ("TSE") Service Adequacy Certificate
- TSE Accreditation Certificate
- ISO 9001 Quality Management System Certificate
- ISO 14001 Environmental Management System Certificate



- ISO 45001 Occupational Health and Safety (“OHS”) Management System Certificate
- ISO 27001 Information Security Management System Certificate
- ISO 50001 Energy Management System Certificate

The organizational chart of the general directorate of BEST is given below. Project activities are carried out by 5 Directorates reporting to the General Manager. There are responsible staff for the management of environmental and OHS issues within the facility, and they work under the Quality and Test Directorate. Stakeholder engagement and complaint management processes are carried out by managers within the Human Resources (“HR”) and Industrial Relations Directorate.

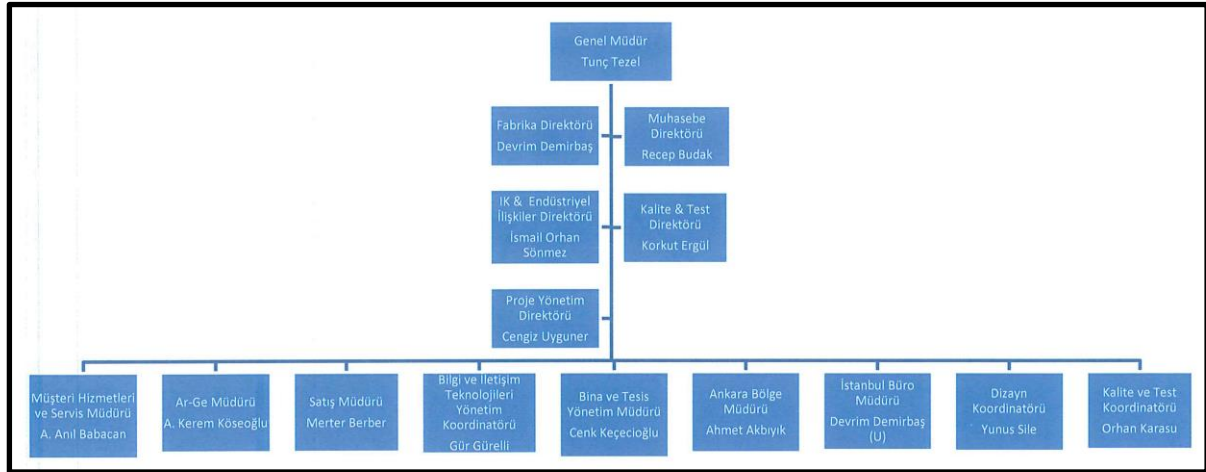


Figure 4-2 Organization Chart

### 4.3 Roles and Responsibilities

The authorized staff and their responsibilities that will be involved in the management processes of SEP and grievance mechanism procedures are listed below.

#### General Manager

- Approval and entry into force of the SEP.
- Determination of company environmental and social policy and targets.
- Approval of the resources needed for the implementation of the SEP.
- Leading the implementation of the stakeholder participation process and grievance management during the Project works, carrying out all the processes specified within the SEP with the authorized units.
- Implementation of all necessary and appropriate works in order to prevent environmental and social hazards, reduce potential complaints and prevent them as much as possible.
- Working in cooperation with the relevant units to determine company targets in environmental, social and resource efficiency issues.
- Providing resources for staff training and stakeholder engagement activities, ensuring performance appraisals and increasing employee skills and motivation.



- Ensuring that the necessary provisions regarding environmental and social requirements are included in subcontractor contracts in order to ensure that the subcontractors comply with national legislation and relevant international standards.

#### **HR and Industrial Relations Directorate**

- Coordination and execution of the works related to SEP and grievance mechanism.
- Recording of requests, complaints and suggestions in the complaint database.
- Making the first evaluation of the collected grievances together with the relevant directorates according to the level of interest.
- Coordination and record of all formal and informal stakeholder engagement activities.
- Providing feedback to grievance owners about applicability of requests, complaints or suggestions.
- Collecting all grievance records electronically and submitting them to the General Manager on a monthly basis.
- Preparation of stakeholder engagement reports and compliance audit reports and presenting them to the General Manager.

#### **Quality and Test Directorate**

- Coordination of all works to be carried out within the scope of IMS, conducting these studies and managing the necessary certification processes.
- Determination of the applicable national and international legislation/rules on environmental, OHS and social issues related to the project activities and informing the General Manager and the HR and Industrial Relations Directorate on this issue.
- Deciding on the actions and mitigation measures to be taken against the impacts and accidents that may occur within the scope of environmental, OHS and social issues; the measures to be taken for the elimination of potential social complaints and inform the relevant responsible staff about these decisions.
- Determining training needs and providing trainings for the company and subcontractor employees.
- Supporting the HR and Industrial Relations Directorate about environmental, social and OHS related complaints from employees, communities and local organizations.
- Carrying out audits on IMS, environment, OHS and social issues, and identifying corrective measures.
- Ensuring that the demands of the subcontractors on environmental, social and OHS issues are met and monitoring the performance of the subcontractors.

#### **All workers**

- Implementation of stakeholder engagement and grievance mechanism procedures within scope of this plan.

## 5 LEGISLATION AND INTERNATIONAL STANDARDS

An Environmental and Social Action Plan (“ESAP”) dated 21.01.2022 was prepared within the scope of the Project financed by the Investment and Development Bank of Turkey (“TKYB”) and the Asian Infrastructure Investment Bank (“AIIB”). In the ESAP, environmental and social risks that may arise within the scope of the Project activities, legislation and bank requirements, budget, resources, investment needs, responsibilities, timeline, and target and evaluation criteria for successful implementation are detailed. Within the scope of these ESAP requirements, the SEP and grievance mechanism procedure has been established.

The ESAP and this SEP has been prepared in accordance with the Turkish legislation, TKYB Environmental and Social Policy, International Finance Corporation (“IFC”) Performance Standards (“PS”) and AIIB Environmental and Social Standards (“ESS”). All stakeholder engagement activities and grievance management processes will be carried out in line with the above-mentioned legislation and standards.

### 5.1 Turkish Legislation

#### Constitution of the Republic of Turkey

The main document to be used as a reference in the stakeholder engagement and grievance management process of the Project is the Constitution of the Republic of Turkey.

In Article 25 of the Constitution, everyone has the freedom of thought and opinion. It is stated that no one can be compelled to express his thoughts and convictions for whatever reason and purpose, nor can he be condemned or accused for his thoughts and convictions.

Article 26 of the Constitution states that everyone has the right to express and disseminate their thoughts and opinions individually or collectively through speech, writing, pictures or other means. This freedom also includes the freedom to receive or impart information or ideas without the intervention of official authorities.

Furthermore, Article 56 states that everyone has the right to live in a healthy and balanced environment. According to the Constitution of the Republic of Turkey, it is the duty of the State and citizens to improve the environment, protect environmental health and prevent environmental pollution.

The following laws, which are in force in accordance with the Constitution, also contain issues on stakeholder engagement and grievance management:

#### Right to Information Law

Law No. 4982 on the Right to Information explains the procedures for the right to information in accordance with the principles of equality, impartiality and openness, which are the requirements of a democratic and transparent government. All citizens of the Republic of Turkey have the right to obtain information about the activities of public institutions and organizations.

### Law on the Use of the Right to Petition

In accordance with the Law No. 3071, citizens of the Republic of Turkey have the right to apply in writing to the Turkish Grand National Assembly and relevant institutions regarding their wishes and complaints about themselves and the public. Foreigners residing in the country can benefit from this right in line with certain criteria in accordance with the principle of international relations.

### Environmental Law

In accordance with the Environmental Law No. 2872, the State of the Republic of Turkey, together with its citizens, is responsible for the protection of the environment on the basis of the principles of “polluter pays” and “user pays”. The Environmental Law has been supported by various regulations, communiqués and decrees prepared or updated in line with the European Union legislation.

### Expropriation Law

Expropriation Law No. 2942 contains details about the participation of stakeholders, especially in expropriation processes.

### Civil Law

Real estate ownership rights and restrictions are defined in the relevant sections of the Civil Code No. 4721.

## **5.2 TKYB Environmental and Social Policy**

TKYB Environmental and Social Policy dated January 2020 has been published on the Bank’s website. The policy explains TKYB's perspective on reducing and managing the negative environmental and social impacts and risks on environmental and social activities, and this policy is based on all services and activities financed by the Bank.

## **5.3 IFC Performance Standards**

Another criteria taken into account during preparation of this SEP is the IFC PSs. The latest version of the IFC Sustainability Framework, which includes these PSs, is valid for all investment and advisory clients that have passed through IFC's first credit review process as of 01.01.2012. IFC Environmental and Social PSs are listed below.

**PS 1:** Assessment and Management of Environmental and Social Risks and Impacts

**PS 2:** Labor and Working Conditions

**PS 3:** Resource Efficiency and Pollution Prevention

**PS 4:** Community Health, Safety and Security

**PS 5:** Land Acquisition and Involuntary Resettlement

**PS 6:** Biodiversity Conservation and Sustainable Management of Living Natural Resources

**PS 7:** Indigenous Peoples

**PS 8:** Cultural Heritage

#### **5.4 AIIB Environmental and Social Standards**

Environmental and social sustainability is a fundamental aspect of the Bank's support for infrastructure development and enhanced interconnectivity in Asia. The AIIB's Environmental and Social Framework ("ESF") was approved in February 2016 and amended in February 2019. ESF is a system that supports the Bank and its customers in achieving environmentally and socially sustainable development results. It applies this system by integrating good international practices regarding environmental and social planning and the management of risks and impacts into the decision-making process of Bank-sponsored projects and their preparation and implementation.

The three ESSs outlined in this ESF set out detailed environmental and social requirements:

**ESS 1:** Environmental and Social Assessment and Management

**ESS 2:** Involuntary Resettlement

**ESS 3:** Indigenous Peoples

### **6 STAKEHOLDER ENGAGEMENT PROCEDURE**

#### **6.1 Determination of Stakeholders**

Project stakeholder groups should be identified based on their relevance and/or level of interaction with the Project. In this context, a comprehensive survey of all potential stakeholders, including communities, governmental institutions, non-governmental organizations ("NGOs") and all other non-official groups that should be involved in the stakeholder engagement process, was conducted and the stakeholders were determined accordingly.

Identifying key stakeholders is one of the important stages in the stakeholder identification process. Key stakeholders are a group of stakeholders who are supposed to be significantly impacted by the Project and who may have a direct and significant impact on the Project. Key Stakeholders can consist of both internal and external stakeholders, which are marked in the list presented in Annex I.

Stakeholders are classified according to their characteristics and their priority levels are determined. Relevant stakeholder groups are presented below, and a detailed list of stakeholders identified within the Stakeholder Management System is given in Annex I.

**External Stakeholders:****1. Communities:**

- Local communities – settlements affected by Project activities
- Regional and national communities

**2. Official institutions:**

- National public institutions
- Regional and local public institutions
- Municipalities and mukhtars
- Security forces
- Gendarmerie and emergency forces

**3. Non-governmental organizations****4. Media organizations****5. Universities and independent experts****6. Construction contractors and subcontractors****7. Customers and service providers****8. Industrial facilities located near the project area****9. Other interested parties****Internal Stakeholders:**

- BEST employees
- Subcontractor employees

Identification of the stakeholders is not completed during the first phase of the Project. When Project activities change, it may be necessary to involve and exclude new Project-affected stakeholders. Therefore, the monitoring and evaluation activities carried out during the implementation of the SEP play a very important role in the updating of stakeholders and tools.

## **6.2 Ensuring Stakeholder Engagement**

Stakeholder engagement should be considered as an ongoing process in every phase of the Project. Therefore, this process must be carried out within a specific program. In this context, the Stakeholder Engagement Program presented in Annex II has been prepared, and within this scope, stakeholder participation will be ensured through various activities throughout the life of the Project. The mentioned stakeholder engagement activities and the news in the media about the company and the Project will be recorded within the scope of this SEP.

The SEP, Stakeholder List and Stakeholder Engagement Program will be reviewed and revised as needed, once a year throughout the life of the Project. Thus, it will be ensured that both the plan, list and program are kept up-to-date, the needs of the affected stakeholders are determined and met, and compliance with the relevant national/international standards will be ensured.

### 6.3 Tools and Methods

The tools and methods defined for stakeholder engagement are determined in order to enable all stakeholders to reach the Project officials with the tools and methods determined with their own preferences and to reach the Project authorities in the most convenient way; to ensure that the officials can reach the stakeholders from different segments, cultures, social and economic levels while fulfilling the SEP requirements; and to ensure a sustainable stakeholder engagement process.

All stakeholders will be provided with consistent, transparent and timely information tools. Information tools and methods are described in the following sections.

BEST's e-mail address ([best@besttransformer.com](mailto:best@besttransformer.com)), facility address and telephone number (+90 266 281 10 70) are available on the company's website (<https://www.besttransformer.com/>). Information about the project, announcements, documents, reports, stakeholder engagement and grievance mechanism can be found on this website. This information will be kept up to date on the company website.

In case of a possible request, complaint or suggestion, in addition to the implementation of the Grievance Mechanism (See Section 7), it will be ensured that the stakeholders' requests, comments and questions are responded to in a timely manner.

Documents providing information about the Project will be available on the website and stakeholders will be kept informed.

In addition, Social Responsibility Projects are carried out in line with BEST's goals and needs. Accordingly, joint studies are carried out with the Turkish Education Foundation and other relevant NGOs. These projects will also take part in the stakeholder engagement process and will play an important role in communication with NGOs and communities.

### 6.4 Information Activities

Within the stakeholder engagement process, information sharing activities will be carried out in accordance with the following general principles:

- Consultation activities and opportunities will be widely and effectively announced, especially among the parties affected by the Project, at the company's website, newspaper advertisements, information posters to be placed at the headman's offices and other relevant points at least 1 week before the engagement activity.
- Information posters and invitations will be delivered to the stakeholders using the most appropriate communication method (letter, e-mail, telephone, short message etc.).

- The place and time of the meetings or meetings will be organized to maximize the accessibility of the stakeholders affected by the Project, and if necessary, transportation arrangements can be made by the company to increase participation in the meetings.
- It will be ensured that the information presented is open to everyone, the presentations will contain technical information, they will be in a language and the local people can understand them.
- Tools will be provided to enable stakeholders to voice their concerns, suggestions and questions; their requests, suggestions and questions will be answered at the meeting or, when an immediate response is not possible, they will be answered later.
- Stakeholders will be informed via meetings, social media, website and other similar tools about how they can access and comment on the documents related to the Project (SEP, grievance mechanism, etc.).
- If necessary, separate meetings will be held for women only.

## 6.5 Past Stakeholder Engagement Activities

The first stakeholder engagement activity within the Project financed by TKYB and AIIB was held at the BEST factory on March 8, 2022. Stakeholders were invited to the meeting by phone calls and e-mails. Before the meeting, a meeting invitation was sent to the relevant stakeholders (See Annex III).

The participation of key stakeholders was ensured prior to the meeting. In this context, the participation of the headman of Gökköy Neighborhood, which is the closest settlement, and the officials of the facilities located around the BEST factory within the boundaries of Balıkesir OIZ. In addition, officials from the Social Security Institution ("SGK") and Turkish Employment Agency ("İŞKUR"), as well as Balıkesir OIZ officials, attended the meeting. The meeting participant list is presented in Annex IV.

The meeting started with the presentation of BEST Quality and Test Director Korkut Ergül. In this presentation, information such as BEST's corporate history, fields of activity, product range, main customers, loan process were conveyed to the stakeholders. Afterwards, Aqwadem officials informed the participants about the work to be done within the scope of this study, the ESAP process, the stakeholder participation process, the grievance mechanism, and the relevant environmental and social standards.

Photographs from the stakeholder consultation meeting are given below.





Figure 6-1 Photographs from the Stakeholder Consultation Meeting

## 7 GRIEVANCE MECHANISM PROCEDURE

The "Grievance Mechanism Procedure" has been established in order to ensure that the suggestions, problems or complaints submitted by all internal and external stakeholders of the Project can reach BEST in a timely and effective manner, to be managed and finalized by the relevant staff, and to maintain stakeholder participation.

Within the scope of BEST IMS, "Communication Procedure" has been established. BEST Portal, which provides internal communication between the employees and the company, is explained in this procedure. In BEST Portal, management of many in-house HR processes related to employees is carried out, and employees can convey their requests and complaints to the officials through the portal. The view from the complaint entry page of Best Portal, which all BEST employees can access, is given below.

Figure 7-1 BEST Portal Grievance Entry Page

In addition, within the scope of BEST IMS, near-miss notification boxes have been placed in certain locations of the factory. Employees can convey their complaints and suggestions about near misses on OHS and environmental issues to the officials via this tool.



Figure 7-2 Near Miss and Costumer Grievance Boxes

External stakeholders of the project will be able to submit their complaints or suggestions on the BEST website, and these grievances will be recorded and closed within the grievance mechanism. BEST contact information is provided in PKP Section 6.3.

In addition, the test laboratory customer grievance box in the factory is another mechanism where grievances from customers can be received (See Figure 7-2). It will be ensured that complaint boxes where external stakeholders can submit their complaints will be placed at the entrance of the facility.

Stakeholders will forward their requests, complaints and suggestions through the "Request, Complaint and Suggestion Notification Form" presented in Annex V. Above-mentioned grievance submission management tools, information on the use of this form and the grievance mechanism process will be communicated to internal and external stakeholders during stakeholder meetings and trainings. This form will be kept ready next to the complaint boxes located at certain points in the facility.

The Request, Complaint and Suggestion Notification Form will be filled in by the person opens the grievance, or by the HR and Industrial Relations Directorate officials in line with the information received from the person. It is not obligatory for the stakeholders to submit their requests, complaints and suggestions with their names and contact information. In such a case, feedback on the complaint and suggestion will not be possible, the complaint will be recorded as "anonymous" and the grievance mechanism process will be completed after the necessary corrective and preventive actions are completed.

Complaints and suggestions submitted to BEST will be recorded in the "Request, Complaint and Suggestion Registration System" presented in Annex VI. In this recording system, the open/closed status of complaints and suggestions and the actions can be followed. All grievances submitted to BEST officials will be recorded in the Request, Complaint and Suggestion Registration System within **2 days**.

After the grievance is reviewed by the HR and Industrial Relations Directorate and forwarded to the relevant officials or units, feedback will be given to the owner of the grievance within **10 calendar days**, and stakeholders will be informed about the results of their complaints and suggestions within **30 calendar days**. If the stakeholders are not satisfied with the response to the grievance, they will be able to renew their complaint. In such cases, BEST officials will try to find a common solution by talking to the complainant over the phone or face to face. The "Request, Complaint and Suggestion Registration and Closing Form" presented in Annex VII will be signed in line with the satisfaction of the grievance owner after the actions taken and the complaint process will be closed.

## 8 MONITORING AND AUDIT

Monitoring and audit ("M&A") activities will be carried out regularly by BEST officials in order to control and measure the success of SEP implementations. In this context, four key performance indicators ("KPIs") have been specified to be used in measuring the success of the applications, and the KPIs are listed below.

- KPG1 : Stakeholder engagement activities
- KPG 2 : Grievance mechanism
- KPG 3 : Social responsibility projects
- KPG 4 : Reporting

The details of M&A activities required to monitor the implementation of the plan are detailed in the table below.

**Table 8-1 SEP Monitoring and Audit Activities**

No	KPI	Target	M&A Activities	Responsibilities	Frequency
KPG 1-1	Stakeholder engagement activities	Compliance with the Stakeholder Engagement Program	Recording all formal and informal engagement activities with project stakeholders	HR and Industrial Relations Directorate	Continuous
KPG 1-2	Stakeholder engagement activities	Successful stakeholder engagement process performance	Conducting an internal audit of the stakeholder engagement process	General Manager / HR and Industrial Relations Directorate	Semi Annual
KPG 2-1	Grievance mechanism	Compliance with grievance mechanism procedure	<p>Detailed recording of grievances in the "Request, Complaint and Suggestion Registration System"</p> <p>Filling the "Request, Complaint and Suggestion Notification Form" and "Request, Complaint and Suggestion Registration and Closing Form"</p> <p>Feedback and closing grievances</p>	HR and Industrial Relations Directorate	Continuous
KPG 2-2	Grievance mechanism	Follow-up of grievances and control of the process	Regularly reviewing the "Request, Complaint and Suggestion Registration System"	General Manager / HR and Industrial Relations Directorate	Monthly
KPG 3-1	Social responsibility projects	Achieving company targets and increasing its prestige	Recording and monitoring social responsibility activities carried out within the scope of the project	HR and Industrial Relations Directorate	Annual

No	KPI	Target	M&A Activities	Responsibilities	Frequency
KPG 4-1	Reporting	Meeting reporting targets	Regular reporting of the practices related to the stakeholder engagement and grievance mechanism procedure	HR and Industrial Relations Directorate/ Quality and Test Directorate	Monthly/Semiannual/Annual

## 9 REPORTING

Information about all works carried out in scope of this SEP will be regularly collected by the HR and Industrial Relations Directorate and the Quality and Test Directorate, and this information, including the performance of the procedure implementation, will be reported in monthly, semi-annually and annually periods. These reports will be submitted to the General Manager.

In addition, SEP performance will be controlled and reported by Aqwadem once a year during the loan term through monitoring activities.

Reports will include the materials listed below.

- Updated Stakeholder List
- Stakeholder Engagement Program
- Request, Complaint and Suggestion Notification Forms
- Request, Complaint and Suggestion Registration System records
- Request, Complaint and Suggestion Registration and Closing Forms
- Corrective Preventive Activity Forms
- IMS outputs
- Monitoring reports
- Stakeholder engagement activity documentation (advertisement, e-mail, brochure, newspaper advertisement, etc.)
- Training records
- News in the media about the facility
- Records related to social responsibility projects

## 10 TRAINING

Throughout the life of the project, trainings and informative activities on stakeholder engagement process and grievance mechanism will be organized for all employees during the induction trainings, at regular intervals and as needed. Subcontractors will ensure that the aforementioned trainings and informative activities are carried out for their own employees and, when necessary, they will ensure that similar plans and procedures are established and implemented within their own scope of work.

## 11 ANNEXES

Annex I : Stakeholder List

Annex II : Stakeholder Engagement Program

Annex III : Stakeholder Consultation Meeting Invitation Letter

Annex IV : Stakeholder Consultation Meeting Participant List

Annex V : Request, Complaint and Suggestion Notification Form

Annex VI : Request, Complaint and Suggestion Registration System

Annex VII : Request, Complaint and Suggestion Registration and Closing Form

## Annex I : Stakeholder Engagement List

External/Internal	Stakeholder Groups	Stakeholders <sup>1</sup>
External Stakeholders	Communities	<ul style="list-style-type: none"> <li>Gökköy Neighbourhood</li> <li>Kabaklı Neighbourhood</li> <li>Gaziosmanpaşa Neighbourhood</li> </ul>
	Authorities	<ul style="list-style-type: none"> <li>Balıkesir Governorship</li> <li>Balıkesir Metropolitan Municipality</li> <li>Balıkesir Provincial Directorate of Environment, Urbanization and Climate Change</li> <li>Balıkesir Provincial Directorate of Disaster and Emergency</li> <li>Balıkesir Provincial Directorate of Health</li> <li>Balıkesir Provincial Directorate of Social Security</li> <li>Balıkesir Special Provincial Administration</li> <li>Balıkesir Provincial Directorate of Turkish Employment Agency</li> <li>Altıeylül Municipality</li> <li>Altıeylül District Governorship</li> <li>Gökköy Neighbourhood Mukhtar</li> <li>Gaziosmanpaşa Neighbourhood Mukhtar</li> </ul>
	Professional Chambers	<ul style="list-style-type: none"> <li>Balıkesir Chamber of Commerce</li> <li>Aegean Region Chamber of Industry</li> </ul>
	Industrial Facilities	<ul style="list-style-type: none"> <li>Balıkesir OIZ Directorate*</li> <li>Neighboring industrial facilities*</li> </ul>
	Universities	<ul style="list-style-type: none"> <li>Balıkesir University</li> </ul>
	NGO's	
	Press	<ul style="list-style-type: none"> <li>National</li> <li>Local</li> </ul>
	Other	<ul style="list-style-type: none"> <li>Contractor / subcontractors*</li> <li>Customers*</li> <li>Service providers*</li> <li>Consultants*</li> <li>Raw material suppliers*</li> <li>Vulnerable Groups: Persons with disabilities, female-headed households, poor households and persons without income, ethnic minorities, immigrants, refugees, etc.*</li> </ul>
	Financial Institutions	<ul style="list-style-type: none"> <li>TKYB*</li> <li>AIIB</li> </ul>
	Workers	<ul style="list-style-type: none"> <li>BEST managers and workers*</li> <li>Subcontractor workers*</li> </ul>
Internal Stakeholders	Consultant	<ul style="list-style-type: none"> <li>Aqwadem*</li> </ul>

<sup>1</sup> Stakeholders marked with “\*” have been identified as “key stakeholders” (Stakeholders who may be significantly affected by the facility activities and have a direct and significant impact on the facility).



**Annex II : STAKEHOLDER ENGAGEMENT PROGRAM**

Stakeholder Groups	Topics	Purpose	Tools and Methods	Frequency
Communities	Project information on environmental and social impacts on project work	Providing information on the following topics: <ul style="list-style-type: none"> <li>• Ongoing production activities</li> <li>• Working methodology and environmental/social measures and community health safety measures</li> </ul>	<ol style="list-style-type: none"> <li>1. Website</li> <li>2. Stakeholder meetings or online meetings</li> <li>3. Media</li> <li>4. Trainings</li> </ol>	<ol style="list-style-type: none"> <li>1. Continuous</li> <li>2. Important Project steps / when necessary</li> <li>3 and 4. When necessary</li> </ol>
Communities	Information on the recruitment and purchase of goods/services during the project	Providing information on the following topics: <ul style="list-style-type: none"> <li>• Employee recruitment process</li> <li>• Purchase process of goods and services</li> </ul>	<ol style="list-style-type: none"> <li>1. Website</li> <li>2. Stakeholder meetings or online meetings</li> <li>3. Meetings with mukhtars</li> <li>4. Media</li> </ol>	1, 2, 3 and 4. When necessary
Communities	Grievance Procedure implementation information	Providing information on the following topics: <ul style="list-style-type: none"> <li>• Grievance mechanism procedure</li> <li>• Grievance feedback, review and resolution process (including replies on issues concerning subcontractors)</li> <li>• Monitoring of the determined solution measures</li> </ul>	<ol style="list-style-type: none"> <li>1. Review of the grievance record</li> <li>2. Meetings with local mukhtars</li> <li>3. Stakeholder meetings or online meetings</li> </ol>	<ol style="list-style-type: none"> <li>1. Monthly</li> <li>2 and 3. When necessary</li> </ol>
Communities, Provincial Directorate of Disaster and Emergency, OIZ Directorate and neighboring industrial facilities	Emergency Action Plan and its implementation in the project	Providing information on the following topics: <ul style="list-style-type: none"> <li>• Introduction of the Project Emergency Action Plan</li> <li>• Ensuring coordination on a possible emergency</li> <li>• Informing stakeholders about possible concerns</li> </ul>	<ol style="list-style-type: none"> <li>1. Drills</li> <li>2. Workshops</li> <li>3. Stakeholder meetings or online meetings</li> </ol>	<ol style="list-style-type: none"> <li>1. Annual drills / When necessary</li> <li>2 and 3. When necessary</li> </ol>

Stakeholder Groups	Topics	Purpose	Tools and Methods	Frequency
Communities, regional governmental agencies and NGOs	Organization and implementation of Social Responsibility Projects	Providing information on the following topics: <ul style="list-style-type: none"> <li>Identifying and prioritizing social needs in the region</li> <li>Research and evaluation of available resources</li> <li>Establishing partnerships with public institutions and public groups to identify, develop and implement Social Responsibility Projects, in sharing information with key stakeholders</li> </ul>	1. Workshops 2. Surveys 3. Stakeholder meetings or online meetings 4. Meetings with NGOs 5. Media	1, 2, 3, 4, and 5. when necessary
Municipalities and Mukhtars	Management of environmental and social risks of the project	Providing information on the following topics: <ul style="list-style-type: none"> <li>Local employment</li> <li>Environmental monitoring program and applications</li> <li>Information about project processes</li> <li>Support in reaching vulnerable groups</li> </ul>	1. One-on-one conversations 2. Brochures 3. Workshops	1. When necessary 2, 3. When necessary / When requested
Authorities	Project activities and Project calendar, management of environmental and social risks of the project	Providing information on the following topics: <ul style="list-style-type: none"> <li>Project activities and project schedule;</li> <li>Management strategies related to environmental, social and community health safety issues</li> <li>Possible cumulative effects of projects in the region</li> </ul>	1. One-on-one conversations	1. When necessary
NGO's	Public relations, economic and social effects, environmental protection	Providing information on the following topics: <ul style="list-style-type: none"> <li>Mitigation measures to be taken against possible environmental and social risks</li> <li>Sustainability criteria</li> <li>Social responsibility projects</li> </ul>	1. One-on-one conversations 2. Workshops 3. Website	1. When necessary / When requested 2 and 3. When necessary
Press	Communication with and informing stakeholders	Providing information on the following topics: <ul style="list-style-type: none"> <li>Project information, updates, clearing misunderstandings about the project</li> </ul>	1. Press releases 2. Interviews	1, 2. When necessary

Stakeholder Groups	Topics	Purpose	Tools and Methods	Frequency
Sensitive Groups	Project activities and Project calendar, management of environmental and social risks arising from the project, grievance mechanism applications, employment of vulnerable groups and other issues.	Providing information on the following topics: <ul style="list-style-type: none"> <li>• Recruitment process and local employment</li> <li>• Purchase process of goods and services</li> <li>• Use of roads, water and other infrastructures and their impact on stakeholders</li> <li>• Possible assistance opportunities</li> <li>• Local employment</li> <li>• Commercial opportunities</li> <li>• Environmental and social impacts</li> </ul>	1. Scheduled talks 2. Women-only meetings 3. Workshops 4. Stakeholder meetings or online meetings	1, 2. When requested 3, 4. When necessary
BEST employees and subcontractor employees	Employee well-being	Providing information on: <ul style="list-style-type: none"> <li>• Grievance Mechanism</li> <li>• Employee rights</li> <li>• Contractual obligations</li> <li>• Code of ethics</li> <li>• OHS procedures</li> <li>• Subcontractor management</li> </ul>	1. OHS Board meetings 2. Trainings 3. Face to face meetings 4. Social events for employees	1. In accordance with the legal regulations 2. In line with the Training Plan 3, 4. When necessary

Annex III : Stakeholder Consultation Meeting Invitation Letter



TÜRKİYE KALKINMA VE YATIRIM BANKASI A.Ş.

Vergi Dairesi: Kurtdereli | VKN: 3310035191 | Ticaret Sicil No: 5264 | Mersis No: 0331003519100017

İşaretiniz | Your Reference

İşaretimiz | Our Reference

Tarih | Date

2022/D.1111/0202

02/03/2022

### ***Paydaş Katılım Planı Tanıtımı Toplantısı Daveti***

Firmamız BALIKESİR ELEKTROMEKANİK SANAYİ TESİSLERİ A.Ş. tarafından Balıkesir Organize Sanayi Bölgesi sınırları içinde üretim faaliyetlerini gerçekleştirmekte olan tesisimiz ile ilgili olarak, aşağıda belirtilen tarih ve saatte, Paydaşlarımızı bilgilendirmek için ***Paydaş Katılım Planı Tanıtım Toplantısı*** yapılacaktır.

Saygı ile duyurulur.

**Tarih:** 08.03.2022

**Saat:** 10:00-11:00

**Toplantı Yeri:** BALIKESİR ELEKTROMEKANİK SANAYİ TESİSLERİ A.Ş.  
Organize Sanayi Bölgesi 7.Cad. No:1 Altieylül/Balıkesir

BALIKESİR ELEKTROMEKANİK  
SANAYİ TESİSLERİ A.Ş.

## Annex IV : Stakeholder Consultation Meeting Participant List

AQWADEM - BEST A.Ş. 08.03.2022			
NO	AD SOYAD	KURUM/FİRMA	MAIL ADRESİ
1	Zafer MIZAN	BEST A.Ş.	zafer.mizan@besttransformer.com
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26	Korhan Ergül	BEST A.Ş.	korhan.ergul@besttransformer.com
27			
28			
29			
30			

## Annex V : Request, Complaint and Suggestion Notification Form

REQUEST, COMPLAINT AND SUGGESTION NOTIFICATION FORM			
Registration Number			
Date		...../...../202.....	
Owner of the Request, Complaint or Suggestion <sup>2</sup>	Name, Surname		
	Title		
	Communication Information	Cell Phone Number	
		E-mail address	
		Address	
Definition of Request, Complaint or Suggestion (time, subject and explanation)			
Suggestions for Elimination of Requests, Complaints or Suggestions			
Signature of Request, Complaint or Suggestion Owner			
Person Who Registers Request, Complaint or Suggestion	Name, Surname		
	Title		

<sup>2</sup> Note: If the request, complaint or suggestion owner is confidential, he/she can leave their personal information "blank". In this case, no feedback will be given to the owner of the request, complaint or suggestion.

## Annex VI : Request, Complaint and Suggestion Registration System

REQUEST, COMPLAINT AND SUGGESTION REGISTRATION SYSTEM										
Registration Number	Internal / External	Date	Subject	Related Unit / Person	Suggested Corrective Action	Feedback Date	Corrective Action	Action Date	Completion Date	Grievance Status



## Annex VII : Request, Complaint and Suggestion Registration and Closing Form

REQUEST, COMPLAINT AND SUGGESTION REGISTRATION AND CLOSING FORM			
Registration Number			
Date		...../...../202.....	
This part of the form will be filled by the HR and Industrial Relations Directorate.			
Owner of the Request, Complaint or Suggestion	Name, Surname		
	Title		
	Communication Information	Cell Phone Number	
		E-mail address	
		Address	
Details of Request, Complaint or Suggestion			
Submission Method of Request, Complaint or Suggestion			
Urgency of a Wish, Complaint or Suggestion			
This part of the form will be filled by the relevant Technical Unit.			
Main Reason for Request, Complaint or Suggestion			
Action Taken			
Monitoring Activities			
Name, Title, Signature and Date			
This part of the form is filled by the request, complaint or suggestion owner and the HR and Industrial Relations Directorate.			
Date of Reply to Request, Complaint or Suggestion			
Informing Method of the Owner of Request, Complaint or Suggestion			
Request, Complaint or Suggestion Owner Name, Signature, Date		Authorized person Name, Signature, Date	