

REPUBLIC OF TURKEY

MINISTRY OF AGRICULTURE AND FORESTRY

**DIRECTORATE GENERAL OF EUROPEAN UNION AND FOREIGN
RELATIONS**



**TURKEY CLIMATE SMART AND COMPETITIVE AGRICULTURAL
GROWTH PROJECT
(TUCSAP)**

**STAKEHOLDER ENGAGEMENT PLAN
(SEP)**

January 2022

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List of Abbreviations

ABDGM	Directorate General of European Union and Foreign Relations
BSL	Biosafety Level
BTGM	Directorate General of Information Technologies
CSA	Climate Smart Agriculture
CiMER	Presidency's Communication Center
EIA	Environmental Impact Assessment
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESSs	Environmental and Social Standards
GBV	Gender-Based Violence
GD	General Directorate
GHG	Greenhouse Gas
GKGM	Directorate General of Food and Control
GM	Grievance Mechanism
GRS	Grievance Redress Service
IPM	Integrated Pest Management
LMP	Labor Management Procedures
M&E	Monitoring and Evaluation
MoAF	Ministry of Agriculture and Forestry
NVZ	Nitrate Vulnerable Zone
OIPs	Other Interested Parties
PCU	Project Coordination Unit
PIU	Project Implementation Unit
RD&I	Research, Development and Innovation
RP	Resettlement Plan
RF	Resettlement Framework
RfP	Requests for Proposal
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
TAGEM	Directorate General of Agricultural Research and Policies
TDiOSB	Specialized Organized Industrial Zone Based on Agriculture
ToR	Terms of Reference
TRGM	Directorate General of Agricultural Reform
TUCSAP	Turkey Climate Smart and Competitive Agricultural Growth Project
WB	World Bank

Glossary

Grievance Mechanism is an accessible and inclusive system, process, or procedure that receives and acts upon complaints and suggestions for improvement in a timely fashion and facilitates resolution of concerns and grievances arising in connection with a project.

Implementing Agency refers to the Ministry of Agriculture and Forestry which will assume overall responsibility for the Project.

Project refers to Climate Smart and Competitive Agricultural Growth in Turkey.

Project Coordination Unit (PCU) refer to the staff of Directorate General of European Union and Foreign Relations (ABDGM) responsible for the overall coordination of Project, including monitoring and reporting to World Bank.

Project Implementation Units (PIUs) refer to the staff of four PIUs; Directorate General of Agricultural Reform (TRGM), Directorate General of Food and Control (GKGM), Directorate General of Information Technologies (BTGM) and Directorate General of Agricultural Policies and Research (TAGEM) responsible for the implementation of the project, including the preparation and implementation of ESF instruments.

Provincial Organization refers to provincial organization of MoAF which includes (i) Provincial Organization Directly Affiliated with the Centre (research institutes and veterinary control institutes) and (ii) Provincial Organizations Directly Affiliated with the Centre (provincial directorates and district directorates).

Stakeholder refers to individuals or groups who: (a) are affected or likely to be affected by the project (project-affected parties); and (b) may have an interest in the project (other interested parties).

Stakeholder Engagement is a continuous process used by the project to engage relevant stakeholders to generate sense of ownership to the project and for a clear purpose to achieve accepted outcomes. It includes a range of activities and interactions over the life of the project such as stakeholder identification and analysis, information disclosure, stakeholder consultation, negotiations and partnerships, grievance management, stakeholder involvement in project monitoring, reporting to stakeholders and management functions. It includes both state and non-state actors.

Stakeholder Engagement Plan (SEP) is a tool for managing communications with the project stakeholders at the sub-project or activity level. The SEP will describe the timing and methods of engagement with stakeholders throughout the life cycle of the project as agreed between Bank and Borrower, distinguishing between project-affected parties and other interested parties. The SEP will also describe the range and timing of information to be communicated to project-affected parties and other interested parties, as well as the type of information to be sought from them. When a project consists of a program and/or series of sub-projects and the stakeholders/stakeholder engagement program cannot be identified in detail until the program/sub-project details have been identified, the SEP may be prepared initially as a framework instrument.

Executive Summary

This Stakeholder Engagement Plan (SEP) is developed for the “Turkey Climate Smart and Competitive Agricultural Growth Project” which will be implemented by the Ministry of Agriculture and Forestry (MoAF) on behalf of Government of Turkey and funded by World Bank (WB). The SEP has been prepared in line with the *Environmental and Social Standard (ESS) 10 Stakeholder Engagement and Information Disclosure* of the WB’s Environmental and Social Framework (ESF) and is an integral part of the proposed Project’s Environmental and Social Management Framework (ESMF).

The Project will support the agri-food sector in transitioning toward a more sustainable, competitive and climate-smart growth orientation by enhancing capacity in a range of areas, including information generation and dissemination to contribute to sustainable soil and land-use planning/management; agricultural data collection and analysis; and animal health aspects and by supporting innovation and the use of smart farming/climate-smart technologies and practices by farmers and agricultural enterprises. The Project investments are expected to contribute to increased agricultural productivity/competitiveness, resilience, and sustainability.

The Project Development Objective is to strengthen capacity for sustainable and competitive agricultural growth and promote the use of climate-smart agriculture in targeted regions in Turkey.

Project Components. The project will be implemented through four components:

- Component 1: Institutional Capacity Strengthening for Climate Smart Agri-food Policy, Planning, and Investments
 - Subcomponent 1.1: Narrowing information gaps to enhance soil health and land-use planning/management
 - Subcomponent 1.2: MoAF digital blueprint for sectoral information collection and management
- Component 2: Enhancing animal health capacity for effective disease surveillance, diagnostics and control
 - Subcomponent 2.1: Strengthening the capacity of animal health institutes
 - Subcomponent 2.2: Strengthening and improving veterinary medicine product control for animal infectious and vector-borne diseases and zoonoses
- Component 3: Investments for Enhanced Productivity, Resource-Efficiency, and Climate Resilience
 - Subcomponent 3.1: Strengthening climate resilience, productivity, and resource-use efficiency in horticultural production
 - Subcomponent 3.2: Promoting the adoption of CSA technologies/practices across relevant crops
 - Subcomponent 3.3: Reducing cattle production pressures on water pollution and GHG emissions
 - Subcomponent 3.4: Research and innovations to support CSA
- Component 4: Project Management, Monitoring, and Evaluation

Objective of the SEP. Stakeholder engagement is an inclusive process that will be carried out throughout the life of the project. When properly designed and implemented, it supports the establishment of strong, constructive and sensitive working relationships that are important for the successful management of the project’s environmental and social impacts and risks. The SEP will help to manage stakeholder expectations and support the management of risks, and therefore reducing potential conflicts and project delays by providing early, frequent and open communication throughout the life of the project.

The identified stakeholders in this Project and their types are:

- **Project-affected parties** refer to individuals or groups who are affected or likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods.
- **Other interested parties** refer to individuals or groups who may have an interest in the project because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups.
- **Vulnerable/Disadvantaged Parties** refer to individuals or groups who because of their particular circumstances may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so.

During **Stakeholder Engagement** special attention will be given to below principles;

- It must include two-way communication,
- It must be free from manipulation and coercion, and
- It must ensure fair representation of stakeholders by gender, age, socio-economic class and education.

Scope of the SEP. This SEP begins with an introduction covering the purpose and objectives of SEP. In the second section, the project components are summarized. Third section presents the national legislations and World Bank Environmental and Social Standards (ESSs) requirements which are applicable to stakeholder engagement. The stakeholder identification and analysis are provided in Section 4. The implementation regulations and budget for stakeholder engagement is provided in Section **Hata! Başvuru kaynağı bulunamadı.** and the GM has been described in detail under Section 6. And finally, the Section 7 describes the monitoring and reporting requirements of the stakeholder engagement process.

The draft extended non-technical summaries in Turkish and full versions in English of the ESF instruments (ESMF, RF, SEP and LMP) prepared for the proposed Project, were disclosed on Project's webpage (<https://www.tarimorman.gov.tr/ABDGM/Menu/160/Tucsap-Proje-Sayfasi>) on November 29, 2021. The full versions of the documents in Turkish have also been disclosed on the Project's webpage on December 26, 2021.

Due to COVID-19 restrictions, the consultations were carried out virtually with stakeholders on December 13, 2021 between 14.00-17.00. The total number of the participants was 137 (41 of them were women participant). The participants were invited through e-mails by the ABDGM. The participant list is given in **Hata! Başvuru kaynağı bulunamadı.** along with the screenshots from the meeting.

1. Introduction

This document is a Stakeholder Engagement Plan (SEP) that explains the stakeholder consultation and engagement process planned and to be implemented for the Turkey Climate Smart and Competitive Agricultural Growth Project (the Project or TUCSAP) which is implemented by the Ministry of Agriculture and Forestry (MoAF) and funded by the World Bank (WB).

The SEP has been prepared in line with the *Environmental and Social Standard (ESS)10 Stakeholder Engagement and Information Disclosure* of the World Bank's (WB) Environmental and Social Framework (ESF) and is an integral part of the Project's Environmental and Social Management Framework (ESMF).

The project will support the agri-food sector in transitioning toward a more sustainable, competitive and climate-smart growth orientation by enhancing capacity in a range of areas, including information generation and dissemination to contribute to sustainable soil and land-use planning/management; agricultural data collection and analysis; and animal health aspects and by supporting innovation and the use of smart farming/climate-smart technologies and practices by farmers and agricultural enterprises. The Project investments are expected to contribute to increased agricultural productivity/competitiveness, resilience, and sustainability.

Stakeholder engagement is an inclusive process that will be carried out throughout the life of the project. When properly designed and implemented, it supports the establishment of strong, constructive and sensitive working relationships that are important for the successful management of the project's environmental and social impacts and risks. The SEP will help to manage stakeholder expectations and support the management of risks, and therefore reducing potential conflicts and project delays by providing early, frequent and open communication throughout the life of the project.

In addition, the SEP helps to achieve the following objectives: establishing a systematic approach to stakeholder engagement, which are the key objectives of the SEP; (ii) assess the stakeholder's level of interest, impact and support in the project and ensure that stakeholders' views are taken into account in project design and on environmental and social performance; (iii) ensuring that technically and culturally appropriate project information on environmental and social risks is shared in a timely, understandable and accessible manner; (iv) to identify disadvantaged and vulnerable individuals/groups and to organize special communication, social support and participation activities to ensure their participation in the project; and (v) providing an accessible and inclusive layout to communicate suggestions and grievances to project affected persons (PAPs) and for implementing agencies to respond to, and manage, these suggestions and grievances in a timely fashion.

The SEP presents the PCU/PIUs' strategy aimed at communicating with stakeholders that may be affected by the Project or who will be interested in this project throughout the life of the Project. It also describes a grievance mechanism (GM) that will be established to enable stakeholders to communicate their suggestions and grievances to the PIU and the approach of the PIU to receive, evaluate, respond and decide on these suggestions and grievances. The SEP is a document that is open to updating when necessary, including upon feedback from stakeholders and any revisions to the project design.

Draft SEP has been disclosed on the MoAF's official webpage both in Turkish and English and consulted. This SEP has been updated in line with the feedback and recommendations received from the Project beneficiaries and stakeholders during consultations and appraisal period.

2. Project Background

2.1. Project Development Objective

The project will support the agri-food sector in transitioning toward a more sustainable, competitive and climate-smart growth orientation by enhancing capacity in a range of areas, including information generation and dissemination to contribute to sustainable soil and land-use planning/management; agricultural data collection and analysis; and animal health aspects and by supporting innovation and the use of smart farming/climate-smart technologies and practices by farmers and agricultural enterprises. The Project investments are expected to contribute to increased agricultural productivity/competitiveness, resilience, and sustainability.

The Project Development Objective is to enhance capacity for sustainable and competitive agricultural growth and promote the use of climate-smart approaches in the agricultural sector in Turkey.

2.2. Project Components

The project will be implemented through four components.

The project will be implemented by the General Directorates (GDs) of Ministry of Agriculture and Forestry (MoAF) through four components which are briefly described in below paragraphs.

Component 1: Institutional Capacity Strengthening for Climate Smart Agri-food Policy, Planning, and Investments. Activities under this component will support the strengthening of broad sectoral capacity, with a particular focus on narrowing information gaps in relation to Turkey's soils and land natural capital, to enhance its sustainable planning and management. Component activities will also enhance MoAF's digital blueprint for data collection and information management to contribute to effective policy monitoring and programming and support improved decision-making across the sector. Activities under this component will be implemented through two subcomponents.

Subcomponent 1.1: Narrowing information gaps to enhance soil health and land-use planning/management. The Directorate General of Agricultural Reform (TRGM) will lead the implementation of this subcomponent. Soil and land use are major contributors to GHG emissions mainly through land use changes and nutrient management. Yet, they also play an important role in climate change mitigation by acting as a carbon sink, through adoption of Climate Smart Agriculture (CSA) and the protection and rehabilitation of marginal and degraded lands and forests. Healthy soils are also essential for ensuing resilient production. This subcomponent will support the generation of key information and narrowing of capacity gaps in relation to Turkey's soils/land natural capital, to contribute to its sustainable planning and management, generating climate co-benefits. Subcomponent 1.1 will finance mainly specialized technical services, investments in equipment, small civil works and computer infrastructure and training. Subcomponent activities will be implemented into the following four sequential output blocks:

- *Determination of soils land resources/assets:* Detailed soil surveys and analysis will be carried out, followed by the preparation of soil classifications maps (1:5,000 scale) in approximately 14 million hectares. A national soil archive will be established to preserve soil sample following international standards.
- *Digital national profile soil database:* Activities will strengthen this database, hosting soil/land profile information and soil threats thematic maps, to improve its functionality and capability.
- *System and service development:* Activities to be supported include:

- the development of soil/land spatial data infrastructure and national soil & land information system,
- the establishment of a) national soil monitoring subsystem for soil selected indicators, b) dynamic modelling/mapping, including the identification of soil monitoring sites for periodic monitoring of soil threats, nationally and c) a geospatial soil organic carbon information system submodule of the soil/land spatial data infrastructure (as part of ii. a), and
- the development of data sharing and use policies aligned with international good practice experience. The systems & services to be supported will contribute to develop and guide sectoral climate change mitigation and adaptation strategies.
- *Land cover classifications:* Land classifications will be carried out in 78.3 million hectares to use as the basis for preparing land utilization notes delimitating the Turkish agricultural frontier (agricultural land versus other uses). The subcomponent will also support the development and piloting of a decision support system for crop suitability and land planning.

Capacity building activities will be implemented across the four above output activities and will be targeted to generators and users of the soil and land information, including MoAF staff. Awareness campaigns, dissemination and training with specific tools developed by the proposed project will target particularly local provincial governments and provincial Soil Conservation Boards. To facilitate data use by different stakeholders, the subcomponent will support upgrading, developing and/or validating user-friendly applications (e.g. via mobile phone) on soil and land information generated by the project.

Subcomponent 1.2: MoAF digital blueprint for sectoral information collection and management. This subcomponent will be led by the Directorate General of Information Technologies (BTGM) in close coordination with TRGM and other GDs as relevant. Activities will enhance MoAF's capacity for data collection and sectoral information management to support smart climate sectoral policy and planning. The subcomponent will support the development, testing and implementation of improved data collection methods and modelling approaches for monitoring crop production and yields, provide production forecasts and overall contribute to agriculture planning (also considering climate change aspects) for food price monitoring, food security assessments, and other applications. Activities will support stakeholder consultations; analysis of data collection and modeling approaches implemented by other countries for crop/yield and production forecasting (including application of disrupting technologies); the design and piloting of modelling approaches for Turkey, and the preparation and implementation of a roadmap for the institutionalization of those modelling approaches. Upgrades and integration of current institutional information systems to enhance monitoring of agriculture support programs will also be supported. The subcomponent will finance mainly specialized consulting services, investments in equipment and computer infrastructure, and training.

Component 2: Enhancing animal health capacity for effective disease surveillance, diagnostics and control: Climate change increases livestock susceptibility to diseases and influences the emergence and proliferation of disease hosts and vectors. Effective animal disease surveillance and diagnostic capabilities along with veterinary medicines and vaccines are needed to prevent or control emerging and re-emerging animal diseases and zoonoses. This component will support Directorate General of Food and Control (GKGM) on strengthening these important public functions. The component will

follow the best practice (i.e. World Organization for Animal Health, EU) to support feasibility assessments, laboratory facilities, laboratory equipment, technical training for staff (as per the National Reference Laboratory defined plan for all laboratories), and information systems. Designs to maximize green and resilient (e.g. energy saving, seismic resistance) elements in infrastructure and equipment will be considered in the feasibility assessment. Activities under this component will be implemented through two subcomponents.

Subcomponent 2.1: Strengthening the capacity of animal health institutes. The subcomponent will strengthen capacity of the GKGM Control to deal with introduction and spread of animal diseases and zoonoses due to climate and non-climate related factors via improvements in capacity for animal disease surveillance and diagnostics of infectious and vector-borne diseases. Investments will support increase biosafety laboratory infrastructure to BSL2 and BSL3, information systems and capacity building of MoAF's network of animal health institutes (Veterinary Control Institutes [VCIs]) located in the provinces of Adana, Elazig, Erzurum, Konya, Samsun, Izmir and Istanbul. The project will specifically support upgrades to the institutes' infrastructure to increase the Biosafety Level (BSL-BSL2&BSL3) of laboratory units through investments in critical construction work, biosafety, and biosecurity trainings as well as the establishment of a common laboratory information management system for the targeted institutes. A detailed needs assessment and analysis of upgrades required in each laboratory will be undertaken during the first year of project implementation. The project will also support the development of a national animal-health laboratory policy. These laboratories institutes provide key services on animal disease diagnostics, analysis, research, and training, and also serve as national reference services for specific animal diseases.

All laboratories are accredited by TURKAK to ISO Standard 17025 to ensure provision of accurate and reliable test results for selected priority animal diseases. They are required to participate regularly in specified inter-laboratory proficiency testing for quality assurance and accreditation purposes. Currently, Turkey utilizes international laboratories (i.e., UK, France) for this purpose, and the subcomponent investment will support a designated laboratory in Turkey to be ISO 17043-accredited in order to provide inter-laboratory proficiency testing schemes to veterinary laboratories in Turkey and other countries in the region.

Subcomponent 2.2: Strengthening and improving veterinary medicine product control for animal infectious and vector-borne diseases and zoonoses. Effective disease controls are critical to reduce the proliferation and resurgence of animal diseases, exacerbated by climate change. This subcomponent will support activities to improve the capacity of Turkey to control and regulate veterinary medicines and vaccines to ensure that effective and high-quality products reach the market. It will do so, by supporting the establishment of a centralized Veterinary Medicine Control Center (VETKOM), bringing together the functions that are now disaggregated through different veterinary institutes and enable in-country veterinary medicine/vaccine efficacy and safety tests which are currently carried out abroad and costly. The project will invest in construction works, equipment, and technical services to build: i) test, analyses, and administrative facilities; ii) a national vaccine strain collection bank (BSL3); and iii) experimental laboratory units (BSL3). Activities will also support capacity building and training (also covering climate-related topics as appropriate), and some operational costs. The new center is expected to be self-sustaining, over time, through the provision of fee for services (licensing, good manufacturing practices inspections, training and expert services, etc.) to the private sector i.e. manufactures, importers, exporters etc. A detailed feasibility assessment, including a detailed environmental and social assessment, and business planning

will be undertaken the first year of project implementation, analyzing issues of location, technical design, E&S risks and mitigation options, cost and sustainability; visits by MoAF staff to international reference centers will also inform the assessment.

Component 3: Investments for Enhanced Productivity, Resource-Efficiency, and Climate Resilience.

This component will support the dissemination, validation and adoption of CSA technologies and practices, as well as Research, Development and Innovation (RD&I) efforts. The adoption of CSA technologies and practices will contribute to improved agriculture performance via productivity gains, cost reductions, promoting more efficient resource-use (fertilizers, pesticides, energy, water), and improved climate resilience, while generating also important climate mitigation benefits and reducing pollution. Investments under this component are also expected to generate key agricultural data to support decision making by farmers and enterprises and to inform policy design. The component will encourage the uptake and effective use of innovative/disruptive CSA technologies/ practices by closing knowledge and skill gaps and by providing financial support and technical assistance to producers and enterprises. Activities supported under Component 3 will be implemented through four subcomponents.

Subcomponent 3.1: Strengthening climate resilience, productivity, and resource-use efficiency in horticultural production. Price and supply fluctuations are a recurrent problem in Turkey's horticultural production (particularly of vegetables) due to several factors, with climate-related factors playing an increasingly important role. Protected agriculture, through the establishment of greenhouse production has been a priority in Turkey in the past decade, particularly for highly climate sensitive crops such as vegetables. In most recent years, the government has committed to increase the energy and overall efficiency of greenhouse production. Geothermal energy in modern, technology-based greenhouses can replace fossil fuel, reducing energy costs, energy consumption, and the environmental footprint of greenhouse production. MoAF is operationalizing clustered investments in geothermal-based greenhouse infrastructure under the Specialized Organized Industrial Zone Based on Agriculture—TDİOSB (Tarıma Dayalı İhtisas Organize Sanayi Bölgesi—TDİOSB). . Implementation has been slow owing to the complexities in governance structure and business model. Subcomponent 3.1 will pilot an alternative geothermal greenhouse business model to build infrastructure and mobilize private (including small-middle size) investors more rapidly, while maintaining the advantages of a cluster. The model will be piloted in at least one site (depending on final cost assessments), selected among the 14 sites where feasibility studies have already been undertaken by MoAF. Funds will cover consulting services for zone planning and geological surveys, works on basic enabling structure (civil infrastructure and construction works such as: geothermal drilling, energy transmission line and network backup power line; potable and utility water, foundation drainage connection line; etc.), and studies and feasibility analysis of different investment models and dissemination and outreach activities to target partnerships with the private sector. TRGM will lead the implementation of these activities.

Subcomponent 3.2: Promoting the adoption of CSA technologies/practices across relevant crops. To be implemented by TRGM in close collaboration with Directorate General of Agricultural Research and Policies (TAGEM). The subcomponent will expand the use of emerging innovative/disruptive CSA and energy-efficient technologies on small and medium farms to enhance the productivity and profitability of farm operations, increase input-efficiencies and reduce carbon footprint and other negative environmental impacts. This subcomponent will primarily focus on awareness creation, dissemination and providing co-funding opportunities for digitally enabled technologies and solutions (smart and precision

agriculture) and energy efficient technologies. Activities will focus on demonstrating and innovating, with careful attention paid to assure replicability and inform policies.

Activities will focus on supporting awareness & dissemination and specific investment to support acquisition of emerging digital CSA technologies suitable for small and medium farm enterprises that are commercially available in Turkey. This will be done in partnership with the private sector to share the costs of acquiring equipment/machinery and related goods, license fees for remote sensing and cloud-based analytical services, and training. A matching grant (cost-sharing) mechanism will be established, with separate windows [tbd] targeting producer organizations; agribusinesses promoting contract farming, private service providers targeting small and medium farm enterprises, and potentially also individual farmers. Special attention will be paid to using gender appropriate communication channels to reach women to address constraints on accessing agriculture advisory services and support. Increased access to CSA digital technologies will contribute to lowering the use of fertilizer, pesticides, water, and energy and to stabilize or increase yields thereby supporting climate change adaptation and mitigation.

Local stakeholder engagement, sensitization about digital CSAs, as well as related training and capacity building will be implemented in close partnership with technology providers, universities and other relevant entities complementing the grant program. Project funds will mainly support acquisition of equipment/machinery and related goods, license fees for remote sensing and cloud-based analytical services, training and specialized consulting services.

Subcomponent 3.3: Reducing cattle production pressures on water pollution and GHG emissions. Subcomponent activities will be implemented by TRGM. Activities will pilot and promote innovative approaches for manure management to overcome existing knowledge, physical and logistical barriers. Activities will support establishment of stakeholder information network around manure management experience and knowledge; training of professionals on manure management services; a pilot for encouraging third-party manure collection and biofertilizer processing, potentially linked to biogas generation, and policy analysis. The subcomponent will finance construction works and equipment, equipment for transportation and application of biofertilizer in fields, training and demonstrations and specialized consulting services. The subcomponent will focus on the Küçük Menderes Subbasin of the Küçük Menderes River Basin (in the Aegean region) identified by MoAF as a Nitrate Vulnerable Zone. It will focus on areas where there is a significant presence of medium/large sized cattle farms and a lack of proper manure collection/storage facilities in compliance with Good Agricultural Practice (GAP) code (potentially in one or two of the following districts Odemis, Tire, Kiraz and Torbali), enabling the local availability of biofertilizers to displace chemical fertilizers and generation of biogas for energy.

Subcomponent 3.4: Research and innovations to support CSA. Activities under this subcomponent will be implemented by TAGEM. While subcomponent 3.2 will focus on validating and mainstreaming commercially available technologies, this subcomponent focuses on the development, validation and dissemination of in-house (by TAGEM) CSA agricultural technologies and management practices. Activities under this subcomponent will support the implementation of a RD&I agenda around CSA in alignment with priorities identified in the recently launched Green Deal Plan including reducing the use of pesticides, enhancing nutrient management (through biofertilizers), and enhancing energy and water efficiencies and support climate-related assessments. The subcomponent will support research, validation and dissemination efforts around Integrated Pest Management (IPM)

systems (particularly for export crops facing significant rejections in export markets i.e. pepper, citrus, tomato); expanding the use of biofertilizers (particularly around legume crops) to enhance fertilizer management and reduce the use of chemical fertilizers; undertaking other climate-related dissemination activities around energy-saving technologies produced by TAGEM (e.g. solar milking prototype); and carrying out climate assessments to create awareness around climate impacts in crops, and on the opportunities for reducing the water and carbon footprint of key priority value chains and optimize crop planning (e.g. based on water needs). The subcomponent activities will include also purchasing and installing new equipment for the research institutes and small-scale civil works for refurbishing of their existing facilities. TAGEM's RD&I efforts will include considerations of women's needs and unique priorities when generating, validating and dissemination CSA technologies. The subcomponent activities will contribute positively to mitigation by generating and/or disseminating alternative products/practices (IPM, biopesticides, solar-energy powered machinery).

Component 4: Project Management, Monitoring, and Evaluation. Activities under this component will support all project management functions. It will include support for a Project Coordination Unit (PCU) at the Directorate General of European Union and Foreign Relations (ABDGM), and Project Implementation Units (PIUs) under TRGM, BTGM, TAGEM and GKGM, for (i) strengthening capacity for day-to-day project management of technical, fiduciary, Monitoring and Evaluation (M&E), Environmental and Social (E&S) issues; (ii) E&S risk management, including preparation of site-specific E&S instruments required; (iii) grievance redress, citizen engagement, and implementation of communications; and (iv) M&E of project activities, including impact assessments, beneficiary satisfaction surveys, and development of an integrated system for project management and monitoring of project outputs and outcomes.

2.3. Implementation Arrangements

Responsibility for overall project implementation, including management and coordination will lie with the MoAF, through the implementing units. The **Project Implementation Units (PIUs)** will be established at the leading GDs responsible for specific subcomponents as: TRGM (Subcomponents 1.1, 3.1, 3.2 and 3.3, GKGM (Component 2), BTGM (Subcomponent 1.2), TAGEM (Subcomponent 3.4), and ABDGM (Component 4). PIUs will be responsible of overseeing project activities under their respective subcomponents and ensure effective engagement with MoAF's units and relevant stakeholders at provincial level.

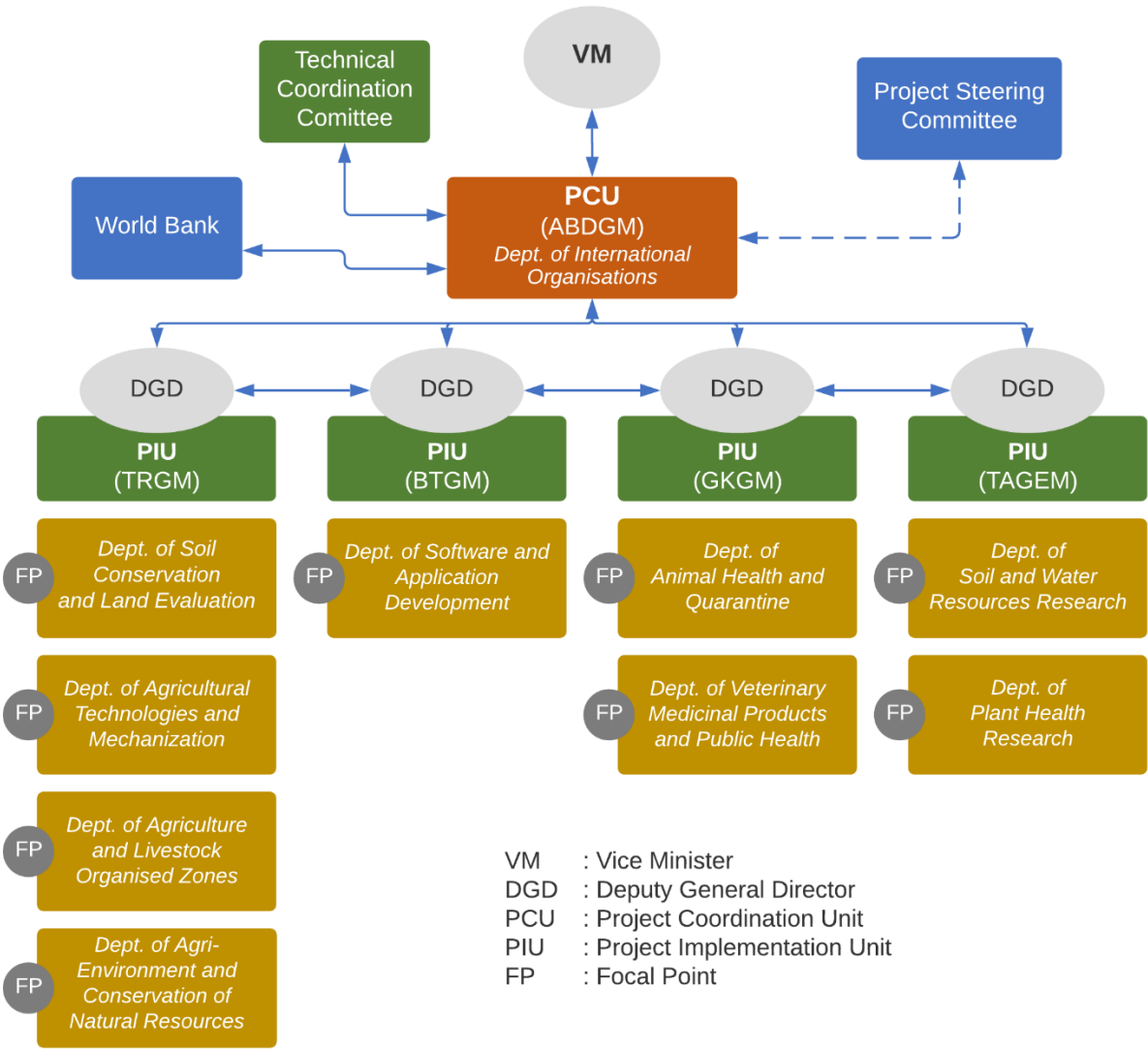
Within MoAF, overall responsibility for implementation will lie with the Vice Ministry hosting the Directorates that will lead the implementation of the components/subcomponents with the largest budget allocation, namely: TRGM and GKGM.

A **Project Coordinating Unit (PCU)** responsible for overall project coordination will be established under ABDGM. The PCU will be responsible for overseeing overall implementation and management of the project, ensuring proper application of all project-related requirements, and preparing all project documents to be submitted to the Bank. The PCU will host a dedicated multidisciplinary team of project management, technical, financial management, procurement, environmental, and social specialists with qualifications satisfactory to the World Bank. PCU's functions will be overseen by the leading Vice-Minister. A **Project Steering Committee (PSC)** will be established to ensure effective coordination at a higher level and provide strategic advice. The PSC will have participation of senior leadership of the GDs leading implementation of the subcomponents, including Deputy General Directors from the relevant GDs (TRGM, GKGM, TAGEM, BTGM and ABDGM), as well as representatives of the Presidency's Strategy and Budget Office (SBO) and the Ministry of Treasury and

Finance (MoTF). The PSC will be chaired by the line Vice Minister of the MoAF (to which TRGM and GKGM report to), with the PCU acting as the Secretariat. The key functions of the PSC will be to review the Annual Workplans and Budgets, monitor implementation progress, ensure effective institutional coordination, and provide guidance as needed for ensuring the delivery of project outputs and achievement of project outcomes.

The proposed project implementation arrangement is given in Figure 1.

Figure 1: Project Implementation Arrangements



Activities under each subcomponent will be implemented in close coordination with Provincial Organizations of the MoAF: Provincial and District Directorates for Subcomponents 1.1, 3.1 3.2 and 3.3, Veterinary Control Institutes for Subcomponent 2.1 and Research Institutes for Subcomponent 3.4. Field Officers (FO) will be appointed at Provincial Organizations to ensure coordination with PIUs. The activities under Subcomponent 1.2 and 2.2 will be carried out through the central organization of the MoAF.

3. National Legislations and ESS Requirements

In this section, the national legislations and World Bank Environmental and Social Standards (ESSs) requirements which are applicable to stakeholder engagement will be reviewed.

3.1. National Legislations for Stakeholder Engagement

Constitution of the Republic of Turkey

Stakeholder engagement is secured by the Constitution of the Republic of Turkey. The Constitution contains provisions that ensure that people can freely express their views. Article 25 of the Turkish Constitution is the article "Freedom of thought and opinion". According to this article, nobody can be forced to express their thoughts and convictions for whatever reason and purpose; cannot be condemned or accused because of his thoughts and convictions. As emphasized by the "Freedom to Explain and Spread Thought (Article 26 of the Constitution of the Republic of Turkey)"; everyone has the right to express and disseminate their thoughts and opinions individually or collectively by word, text, picture or other means. This article also covers the freedom to receive or impart information or ideas without the intervention of the official authorities. At the same time, everyone has the "Right to Petition" (Article 74 of the Constitution of the Republic of Turkey). Accordingly, the principle of reciprocity citizens and foreigners residing in Turkey on condition that observance, on their own or with the wishes and complaints about public authorities and Turkey has the right to appeal in writing to the National Assembly.

The Presidency's Communication Center (CİMER) is an official government tool used to receive requests, complaints and applications from the public. Communication channels of CİMER are as follows:

Website	https://www.cimer.gov.tr https://giris.turkiye.gov.tr/
Hotline	150
Post Address	T.C. Cumhurbaşkanlığı Külliyesi 06560 Beştepe – Ankara
Telephone	+90 312 590 2000
Fax	+90 312 473 6494

Public institutions and organizations shall provide the requested information within 15 working days. If the requested information or document is to be obtained from another unit within the relevant institution or if the opinion of another institution is required or the content of the application pertains to more than one institution; the access shall be provided within 30 working days. In this case, the applicant shall be informed in writing about the extension and its reasons within 15 working days (Article 11).

Environmental Impact Assessment Regulation (25.11.2014/29186):

Regulation on Environmental Impact Assessment (EIA) (Official Gazette dated 25.11.2014 and numbered 29186), prepared in the context of Article 10 of the Environmental Law (1983), requires a project to conduct a public information meeting. According to this Regulation, the primary objective of the public information meeting is to inform and consult the public on the project. The regulation requires the meeting to be conducted in the project site, accessible for the interested people; and the date and venue of the meeting need to be approved previously by the Governor and announced in a local and a national newspaper, at least 10 days prior to the meeting. Similar announcements will also be posted to the neighboring quarters and counties, by the staff of the Governor.

The comments and suggestions expressed in the meeting should be recorded by the representatives of the Ministry of Environment, Urbanization and Climate Change. These written opinions and suggestions should be revised throughout the project life.

Right to Information Act (No. 4982): The purpose of this law is to regulate the procedure and basis of the right to information in accordance with the principles of equality, impartiality and openness, which are the requirements of a democratic and transparent government. According to the obligation to provide information (Article 5), institutions and organizations are required to take necessary administrative and technical measures for all kinds of information and documents, considering the exceptions set out in this law, to provide information to applicants; and to evaluate and decide on applications promptly, effectively and correctly.

Law on the exercise of the Right to Petition (No. 3071): Based on "Article 3 of the Law on the Exercise of the Right to Petition", citizens of the Republic of Turkey, may submit their complaints to the Grand National Assembly of Turkey through written petition (Official Gazette dated 01.11.1984 and numbered 3071). On the condition of reciprocity and using Turkish language in their petitions, foreigners residing in Turkey are entitled to enjoy this right.

3.2. International Legislation for Stakeholder Engagement

Human Rights

The Universal Declaration of Human Rights is a declaration in which the fundamental rights and freedoms of women, men and children are determined and guaranteed. The declaration also provides general definitions of economic, social and cultural rights as well as civil and political rights. The first Article of the Declaration is "All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience, they should treat each other with a sense of brotherhood." and all Articles address fundamental, cultural, economic, political and social rights of people all over the world. The Declaration, along with the International Covenant of Economic, Social and Cultural Rights, International Covenant on Civil and Political Rights and Optional Protocols constitute the International Human Rights Law.

World Bank Requirements

The Environmental and Social Standard (ESS) 10 of the WB's Environmental and Social Framework (ESF) recognizes, "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". The general requirements set out by ESS10 are summarized below;

- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts"
- "Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation."
- "The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders."

- “The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.” (World Bank, 2017: 98)”.

The sub-project specific Stakeholder Engagement Plans (SEPs) will be prepared in line with the principles and processes defined in this SEP taking into account the features of the sub-projects/activities at the implementation stage. The Borrower will be responsible to develop sub-project specific SEPs proportionate to the nature and scale of the project, as well as its potential risks and impacts.

This SEP has been fully aligned with citizen engagement activities planned under the project and ensures that the citizen engagement activities are not duplicated and that planned activities will ensure the greater depth of engagement.

The sub-project specific SEPs should be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the feedbacks of stakeholders on the Project’s SEP. If significant changes are required made to the SEP in line with the feedbacks received, the Borrower has to update and re-disclose the updated version of the SEP.

According to ESS10, the Borrower should also propose and implement a grievance mechanism (GM) to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner. The scope, scale and type of the GM will be proportionate to the nature and scale of the potential risks and impacts of the project.

The GM may include: (i) enable submission of grievance and concerns in person, by phone, e-mail and/or website; (ii) a log where grievances are registered in writing and maintained as a database; (iii) publicly advertised procedures, setting out the length of time users can expect to wait for acknowledgement, response and resolution of their grievances; (iv) transparency about the grievance procedure, governing structure and decision makers; (v) an appeals process (including the national judiciary) to which unsatisfied grievances may be referred when resolution of grievance has not been achieved.

4. Stakeholder Engagement Process

4.1. Stakeholder Identification

Stakeholder identification is an important step in managing the overall stakeholder engagement process and reduces the risk of a particular stakeholder group becoming dominant in the consultation process. It should be performed as early as possible in the project life cycle, taking into account the dynamics between stakeholders and the risks and opportunities of their involvement in the Project. Stakeholder identification is based on the level of interest of the stakeholders and their interaction with the project. According to ESS 10, the project stakeholders are categorized under three groups:

- **Project-affected parties** refer to individuals or groups who are affected or likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods.
- **Other interested parties (OIPs)** refer to individuals or groups who may have an interest in the project because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups.
- **Vulnerable/Disadvantaged Individuals/Groups** refer to individuals or groups who because of their particular circumstances may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so.

The frequency and the appropriate engagement method(s)/tool(s) for different stakeholder groups are identified through considering following three criteria;

- the extent of impact of the project on the stakeholder group,
- the extent of influence of the stakeholder group on the project, and
- the culturally acceptable engagement and information dissemination methods.

In general, engagement is directly proportional to level of interest and influence, and as the extent of impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increase, engagement with that particular stakeholder group should intensify and deepen in terms of the frequency and the intensity of the engagement method used.

The stakeholder list given in Table 1 has been prepared indicatively and these stakeholder groups will be updated and detailed as needed, during stakeholder identification/analysis to be carried out while preparing the sub-project specific SEPs. The PIUs will consult with each group of stakeholders on different issues according to their roles, responsibilities, interests, and level of influence.

As the SEP is a living document, the document itself and the stakeholder identification analysis can be revised upon the feedbacks received from the stakeholders and in case any revision made in project design.

Table 1: Stakeholder Groups

Subcomponent	Stakeholder Category	Stakeholder	Level of Interest	Level of Influence
Component 1: Institutional Capacity Strengthening for Climate Smart Agri-food Policy, Planning, and Investments				
Subcomponent 1.1: Narrowing information gaps to enhance soil health and land-use planning/management	Project-Affected Parties	<ul style="list-style-type: none"> • Institutions that are authorized to make plans • Universities • Investors • Provincial Soil Conservation Boards • Farmers 	High	High
	Other Interested Parties	<ul style="list-style-type: none"> • TRGM • TAGEM • Provincial Directorates/Organizations of MoAF • Contractors & Subcontractors • NGOs • Media 	High/ Medium	High/ Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Elderly farmers • Persons with disabilities • Illiterate farmers • Illiterate workers • Migrant workers • Tenant farmers 	Medium	Medium
Subcomponent 1.2: MoAF digital blueprint for sectoral information collection and management	Project-Affected Parties	<ul style="list-style-type: none"> • GDs of MoAF that will use models 	High	High
	Other Interested Parties	<ul style="list-style-type: none"> • BTGM • TÜBİTAK • Contractors & Subcontractors • NGOs • Media 	High/ Medium	High/ Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Persons with disabilities 	Medium	Medium
Component 2: Enhancing Animal Health Capacity for Effective Disease Surveillance, Diagnostics and Control				
Subcomponent 2.1:	Project-Affected Parties	<ul style="list-style-type: none"> • Husbandry businesses 	High	High

Subcomponent	Stakeholder Category	Stakeholder	Level of Interest	Level of Influence
Strengthening the capacity of animal health institutes		<ul style="list-style-type: none"> • Veterinary faculties of universities • Researcher initiatives • Landowners/communities in the close vicinity of the construction sites • Owners/users of lands adjacent to construction area 		
	Other Interested Parties	<ul style="list-style-type: none"> • GKGM • Contractors & Subcontractors • Veterinary Control Institute Directorates • NGOs • Media 	High/ Medium	High/ Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Persons with disabilities • Illiterate workers • Migrant workers 	Low	Low
Subcomponent 2.2: Strengthening and improving veterinary medicine product control of animal infectious and vector-borne diseases and zoonoses	Project-Affected Parties	<ul style="list-style-type: none"> • Private sector (manufactures, importers, exporters) • Veterinary faculties of universities • Researcher initiatives • Landowners/communities in the close vicinity of the construction sites • Owners/users of lands adjacent to construction area 	High	High
	Other Interested Parties	<ul style="list-style-type: none"> • GKGM • Contractors & Subcontractors • NGOs (e.g., Veterinary Pharmacology and Toxicology Association, etc.) • Media 	High / Medium	High / Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Persons with disabilities • Illiterate workers • Migrant workers 	Medium / Low	Medium
Component 3: Investments for Enhanced Productivity, Resource-Efficiency, and Climate Resilience				
Subcomponent 3.1:	Project-Affected Parties	<ul style="list-style-type: none"> • Entrepreneurs and investors interested in purchasing land 	High	High

Subcomponent	Stakeholder Category	Stakeholder	Level of Interest	Level of Influence
Strengthening climate resilience, productivity, and resource-use efficiency in horticultural production		<ul style="list-style-type: none"> • Owner(s) and users of the land, subject to land acquisition • Landowners/communities in the close vicinity of the construction sites • Owners/users of lands adjacent to construction area 		
	Other Interested Parties	<ul style="list-style-type: none"> • TRGM • Retail companies • Logistic companies • Cooperatives • Provincial Organizations of MoAF • Municipalities • Governorates • Contractors & Subcontractors • NGOs • Media 	High / Medium	High / Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Persons with disabilities • Illiterate workers • Migrant workers • Women owners/users of lands subject to land acquisition 	Medium / Low	Medium
Subcomponent 3.2: Promoting the adoption of CSA technologies/practices across relevant crops	Project-Affected Parties	<ul style="list-style-type: none"> • Cooperatives • Associations • Chambers • Agribusinesses • Service providers • Small & medium sized individual farms 	High	High
	Other Interested Parties	<ul style="list-style-type: none"> • TRGM • TAGEM • Provincial Organizations of MoAF • NGOs • Media 	High / Medium	High / Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Tenant farmers • Elderly farmers • Woman farmers • Persons with disabilities 	Medium / Low	Medium

Subcomponent	Stakeholder Category	Stakeholder	Level of Interest	Level of Influence
		<ul style="list-style-type: none"> • Illiterate farmers • Illiterate workers 		
Subcomponent 3.3: Reducing cattle production pressures on water pollution and GHG emissions	Project-Affected Parties	<ul style="list-style-type: none"> • Medium/large sized cattle farms • Owner(s) and users of the land, subject to land acquisition • Landowners/communities in the close vicinity of the construction sites • Owners/users of lands adjacent to construction area 	High	High
	Other Interested Parties	<ul style="list-style-type: none"> • TRGM • Provincial Organizations of MoAF • Agricultural faculties of universities • Metropolitan Municipalities • District Municipalities • Municipality Unions • Producer Unions and Cooperatives • NGOs • Media 	High / Medium	High / Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Persons with disabilities • Illiterate farmers • Illiterate workers • Seasonal agricultural workers including migrants • Women owners/users of land subject to land acquisition 	Medium / Low	Medium
Subcomponent 3.4: Research and innovations to support CSA	Project-Affected Parties	<ul style="list-style-type: none"> • Research Institutes • Farmers and private sector (producers, manufactures, importers, exporters) • Private providers of technology 	High	High
	Other Interested Parties	<ul style="list-style-type: none"> • NGOs • Media 	High/ Medium	High/ Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Persons with disabilities 	Low	Low
Component 4: Project Management, Monitoring, and Evaluation				
Component 4:	Project-Affected Parties	<ul style="list-style-type: none"> • TRGM • BTGM 	High	High

Subcomponent	Stakeholder Category	Stakeholder	Level of Interest	Level of Influence
Project Management, Monitoring, and Evaluation		<ul style="list-style-type: none"> • GKGM • TAGEM 		
	Other Interested Parties	<ul style="list-style-type: none"> • ABDGM • World Bank • Presidency of Strategy and Budget • Ministry of Treasury and Finance • NGOs • Media • Agricultural and veterinary faculties of universities 	High/ Medium	High/ Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Persons with disabilities 	Low	Low

4.2. Stakeholder Engagement

Stakeholder engagement is an inclusive process that will be carried out throughout the project life cycle. When professionally designed and implemented, it supports the establishment of strong, constructive and sensitive relationships that are important for the successful management of a project's environmental and social risks and impacts. Stakeholder engagement is most effective when initiated in the early stages of the project development process and forms an integral part of early project decisions and the assessment, management and monitoring of the project's environmental and social risks and impacts.

One of the important elements that constitutes a SEP is the principle of meaningful consultation. Stakeholder engagement will thus avoid manipulation, interference and intimidation, and will be carried out by providing timely, relevant, understandable and accessible information in a culturally appropriate way. It includes interactions between identified groups of people and provides stakeholders with the channels to raise their suggestions and complaints; and ensures that this information is taken into account when making project decisions.

For the Project, stakeholder engagement activities will start as early as possible and will continue throughout the Project life cycle.

The content and frequency of stakeholder engagement activities and consultations will vary depending on the scale and scope of activities to be carried out within the scope of the sub-components and sub-projects.

The stakeholders will be informed via stakeholder consultation meetings, information boards, official websites and social media accounts of the MoAF (including its DGs/institutions involved in the Project) and other relevant government institutions about the (i) objective, scope and available technical details of the Project and sub-projects, (ii) grievance mechanism and contact information of relevant focal points, (iii) availability of publicly disclosed project/sub-project information on the MoAF's official website.

The project will realize these principles through the actions listed below;

- informing the community and key stakeholders in advance about the project progress throughout the life of the project,
- encouraging community participation,
- listening to feedback, assessing suggestions and adopting them where possible,
- ensuring transparency and equal access to information,
- adopting an appropriate communication including gender sensitive and non-discriminatory language,
- ensuring inclusion of vulnerable groups such as women, children and youth, the elderly population to the stakeholder engagement program,
- implementing user-friendly participation tools, and
- using multiple channels for communication.

The Project recognizes that being open, listening to the community and ensuring that the community understands the proposed project activities and project timeline is the best approach to establish effective relationships with the community to assist minimize project impacts.

4.2.1. Overview of Stakeholder Engagement Methods

The stakeholder engagement methods to be used during project implementation, which aim to sustain ownership of the project stakeholders' and to increase the awareness on social impact of the project,

are explained below. If the health risk associated with COVID-19 still continues, the meetings will be executed through digital platforms and alternative means, to the extent possible in accordance with the COVID-19 preventive measures recommended by the government.

Formal Meetings. Official meetings will consist of internal meetings to be held within MoAF and its relevant DGs; and meetings to be held with different government authorities and relevant NGOs, and institutions to be engaged during preparation and implementation phases of the Project. In addition, stakeholder engagement meetings will be held.

Project Launch and Closure Meetings. Multi-stakeholder meetings will be held to announce and disseminate project activities and results, both at the beginning and end of the project life cycle.

Disclosure Meetings. Disclosure meetings will be held to share with the stakeholders the ESF instruments (ESMF, SEP, RF, LMP, Environmental and Social Commitment Plan [ESCP] and other relevant implementation documents) developed for the Project. The announcements for these meetings will be made via e-mails, MoAF's and relevant DGs' official websites, social media accounts (WhatsApp, Facebook, etc.), public notice boards, billboards, announcement in villages through speakers, and newspapers. In case the meetings are carried out via digital platforms, feedback on shared documents will be collected through official correspondences, online feedback forms and e-mails to support the effectiveness of these meetings. The ESF instruments to be prepared for the Project or the subprojects are living documents which can be updated in accordance with any change on the project and sub-projects.

Consultation Meetings. These meetings will be organized to inform the project stakeholders about the scope and timeline of subproject activities and to seek feedback from project affected parties (including vulnerable groups). Consultation meetings should include all potential stakeholders (including community members, vulnerable/disadvantaged groups, etc.) to be affected by the project activities, Non-Governmental Organizations (NGOs) and/or all other stakeholders identified throughout the Project life cycle. The meeting minutes and participant lists of the meetings will be recorded.

Workshops, trainings. These events will be organized to reach out the target stakeholders (farmers, farmer associations, greenhouse construction companies and technology providers, etc.) for each subcomponent to raise their awareness regarding the Project and the trainings/supports to be given within the scope of the Project.

Digital Communication Tools. The MoAF's and its relevant GDs' websites, SMS, social media accounts, national/local television channels, Tarım TV (<https://www.tarimtv.gov.tr/>), radio stations and SMS will be used to inform stakeholders about the progress, and important developments of the Project. Press releases will also be shared with the press. These tools will be used effectively in compliance with Covid-19 prevention measures to reduce the need for face-to-face meetings.

Grievance Mechanism. A proper grievance mechanism (GM) will be established and operated for the Project in compliance with the World Bank's ESS10 requirements. The details of the GM are provided in Chapter 6 of this document. In order for this mechanism to function properly and timely manner, a GM focal point will be assigned as part of the PCU to oversee the entire process. The GM focal point will also be responsible for reporting the project's grievance redress process for monitoring purposes. This person will also be responsible to coordinate the grievance mechanism to ensure its smooth functioning within the project by coordinating the grievance mechanism and will provide channels for the project stakeholders to provide feedback on the project activities and/or raise concerns.

All information regarding the Project will be made accessible on the MoAF's and WB's official websites, via SMS and through MoAF's social media accounts that will serve as a media tool/channel for communication with stakeholders. Within the scope of the project, brochures, leaflets, booklets and/or posters will also be developed to inform stakeholders about the project activities.

The PIUs will be responsible for the sharing, delivering and announcing of project/sub-project documents, communication materials and GM.

The meetings or any other consultations will be announced at least 15 days before the meetings via different communication tools such as; MoAF's and its relevant DGs' websites, official letters, SMS, social media accounts, national/local television channels, Tarim TV (<https://www.tarimtv.gov.tr/>), radio stations, SMS, etc. The time and venue of the meetings will be arranged considering the availability and accessibility of all stakeholders and will be clearly indicated in the advertisements.

4.2.2. Disadvantaged/Vulnerable Individuals/Groups

It is of particular importance to understand whether project impacts disproportionately affect disadvantaged/vulnerable individuals or groups who are often unable to raise their concerns or understand the impacts of a project. Awareness raising and stakeholder engagement activities regarding the project should be implemented taking into account the special constraints and cultural sensitivities of these groups and individuals so that they fully understand the project activities and benefits. Interaction with vulnerable groups and individuals often requires special measures and assistance to ensure that these groups and individuals are well aware of the overall process and their contribution to the process is in balance with other stakeholders and focused on establishing their participation.

Within the scope of this Project, vulnerable individuals and groups are woman farmers, elderly farmers, illiterate farmers, tenant farmers, illiterate workers, seasonal agricultural workers including migrants, persons with disabilities. Special attention will be given to incorporate the views of disadvantaged/vulnerable groups/individuals and make them to fully benefit from the opportunities of the subprojects. To achieve these the following engagement methods will be considered;

- **Woman farmers** will be encouraged to participate consultation meetings. If necessary, special focus group discussions will be organized. Besides, additional trainings will be given to the woman farmers to ensure that they are aware about the process to access financial instruments/grants—as needed.
- **For the illiterate individuals (farmers, workers, etc.)** the design of the services and activities will consider the needs of the illiterate stakeholders to ensure that they have access to the same information with the literate stakeholders. Their engagement to stakeholder activities will be encouraged, communication materials (infographics, videos, etc.) developed specific for their needs will be made available throughout the project implementation, necessary support will be provided by the provincial directorates/organizations to ensure that they have equal opportunities to complete their grant applications and to access the GM.
- **For the persons with disabilities**, depending on their needs audio devices, accessible platforms, and any other special trainings will be provided during the project implementation.
- The project documents, brochures, announcements will be accessible in Turkish; however, **for the migrant workers (including seasonal agricultural workers) and non-Turkish speakers**, different languages will also be taken into consideration, to increase the efficiency of the engagement activities and ensure their involvement.
- For the **elderly farmers**, considering their lack of knowledge and inexperience about accessibility, online tools, services and communication channels, the support need will be

provided throughout the project implementation to ensure their involvement to the project and participation to the project activities.

To include the views of vulnerable groups:

- Engagements will be carried out with regional organizations and NGOs representing the rights of persons with disabilities;
- Separate consultations will be conducted for elderly individuals and disabled individuals (or people with additional accessibility needs), immigrants, refugees and non-native Turkish speakers, and other disadvantaged/vulnerable groups who may be identified during the project;
- Information on the project will be provided face to face or by any other appropriate method specific to disadvantaged/vulnerable groups/individuals to be specified or specified (e.g. visually impaired alphabet, sign language, etc.);
- Consultations will be conducted at locations that provide access to disadvantaged/vulnerable groups/individuals; and

Any written or printed materials related to the project to be distributed at project sites should be accessible to the disadvantaged/vulnerable groups/individuals of the project; the materials will also be prepared in culturally appropriate and easy to understand (non-technical) language.

Subproject specific SEPs will be prepared and implemented considering disadvantaged/vulnerable groups and gender aspects.

4.2.3. Citizen Engagement

The project will develop and implement a Citizen Engagement (CE) strategy that will be included in the Project Operational Manual (POM). The CE strategy will be designed to solicit unrestricted feedback actively and regularly through multiple channels from citizens and project beneficiaries on project activities as well as the CE process itself. Overall, throughout implementation, the project will consult with providers and users of CSA technologies/practices to inform subcomponents' activities. Citizen engagement mechanisms will be developed and implemented throughout the project components. Under Component 1, (i) focus groups will pro-actively engage with farmers to develop and validate user-friendly applications in a participatory manner; (ii) a decision support tool to guide land planning processes at the provincial level will be designed, anchored on solid data and stakeholder engagement. Under Component 2 (iii) the demand assessment of laboratory infrastructure, to ensure sustainability, will include feedback from farmers and other value chain stakeholders. Under Component 3, (iv) participatory decision-making and monitoring for matching grant systems for digital CSA technologies will be ensured. Farmers and farmers associations will be invited to regular roundtables to provide feedback to the design, accessibility, and application processes of the matching grant systems (particularly including women and youth) and to prioritize the technologies that will help to address key problems. Other relevant value chain stakeholders, including buyers, processors, service and technology providers will also be consulted. The planned web-based platform providing a one-stop shop for smart and precision agriculture solutions will also facilitate engagement between farmers and service providers and enable continuous opportunities for structured engagement with farmers through different COVID restrictions. The platform will also be used for sharing information and data, posting results of the surveys, focus groups and working groups, perceptions on the benefits of the technologies, and communicate results of grant program adjustments, etc. Under Component 4, (v) a beneficiary feedback survey will be implemented annually. Finally, (vi) the annual information campaigns for beneficiary engagement in the matching-grant programs will serve as mechanisms to inform potential beneficiaries of the requirements for participation and specification of the matching-

grant program, including measures taken, as results of beneficiary feedback, to enhance the effectiveness of the matching grant programs; and (vii) capacity building for government officials on citizen engagement and respond to beneficiaries' needs, training them to support the citizen engagement activities.

4.2.4. Overview of Stakeholder Engagement Program

In the light of information given in the previous paragraphs, the summary of the stakeholder engagement program is given in Table 2.

Table 2: The overview of the stakeholder program

Project Phase	Consultation Subject/ Message to be delivered	List of information to be disclosed	Method Used	Target Stakeholder	Frequency	Responsible Party
Preparation	<ul style="list-style-type: none"> • Inform the stakeholders about the scope and need of the Project. • Consult the stakeholders about <ul style="list-style-type: none"> ○ project design, ○ environmental and social risks and impacts, ○ proposed mitigation measures, • ESMF, GMs • Seek feedback 	<ul style="list-style-type: none"> • Project concept, E&S principles and obligations • ESF documents (ESCP, ESMF, SEP, LMP, RF) 	<ul style="list-style-type: none"> • Opening meeting • Public announcements • Non-technical project summaries/presentations • Electronic publications • Social media • Press releases • Consultation meetings (virtual/face-to-face) • Digital communication tools • Grievance Mechanism • Poster, brochure, leaflet, etc. • SMS 	<ul style="list-style-type: none"> • Project Affected Parties • Other Interested Parties • Disadvantaged/Vulnerable Groups/Individuals 	<p>Before the commencement of component activities</p> <p>Throughout the project lifecycle</p>	<ul style="list-style-type: none"> • PCU • PIU
Implementation & Construction	<ul style="list-style-type: none"> • Inform the stakeholders about the project scope and ongoing activities • ESF documents (ESMF, ESMPs, RPs, SEPs, etc.) • GMs • Seek feedback 	<ul style="list-style-type: none"> • ESMPs/ESIAs • SEPs • LMP • RPs • GM procedure • Regular updates on Project development 	<ul style="list-style-type: none"> • Public announcements • Non-technical project summaries/presentations • Electronic publications • Social media • Press releases • Consultation meetings (virtual/face-to-face) • Digital communication tools • Grievance Mechanism • Poster, brochure, leaflet, etc. • SMS 	<ul style="list-style-type: none"> • Project Affected Parties • Other Interested Parties • Disadvantaged/Vulnerable Groups/Individuals 	<p>Prior to start of implementation of the project, and as needed during the project lifecycle</p>	<ul style="list-style-type: none"> • PCU • PIU • Provincial Organizations • Supervision Consultant • Constructor
Operation	<ul style="list-style-type: none"> • GMs • Receive feedback 	<ul style="list-style-type: none"> • Project outputs • Redress of grievances 	<ul style="list-style-type: none"> • Closing meeting • Consultation meetings • Disclosure meetings, • Digital Communication Tools/social media • Poster, brochure, leaflet, etc. • SMS 	<ul style="list-style-type: none"> • Project Affected Parties • Other Interested Parties • Disadvantaged/Vulnerable Groups/Individuals 	<p>After completion of project activities</p>	<ul style="list-style-type: none"> • PCU • PIU

4.3. Implementation of SEP and Evaluation of Stakeholder Feedback

The duration of the consultation period will be identified depending on the stakeholder category and the purpose/objective of the consultation. All stakeholders will be given at least 15 days for raising/providing their questions/feedbacks. During the consultation meetings,

- a Participant List will be kept including name, location, contact details, preferred way of communication, etc. However, it will be clearly indicated that the participants have the right to not to share their name, contact details to be stay anonymous,
- all type of engagements will be documented. (date/location, summary of the main points and feedback/questions raised, and responses given by the participants, summary/full version of the information shared during the meeting, etc.), and
- a feedback form will be distributed during the meeting to enable the participants to share their feedback/questions in case they may not want to vocalize their opinion in public and will be collected after the meeting.

Continuous feedback and comments received from stakeholders during project implementation will be reviewed and necessary corrective actions for the smooth implementation of the project will be carried out by the PIU's Social Expert, if deemed necessary. The participants will be informed about all different communication channels established for the Project (GM, social media accounts, official webpages, e-mail addresses, official letters, etc.) during each consultation meetings.

In addition, the Project GM will be used to receive any problems/feedback and complaints from internal and external stakeholders throughout the life of the project. The project will also include citizen engagement activities, such as feedback on services received (or not).

4.4. Disclosure of E&S Documents and Stakeholder Consultation

The draft extended non-technical summaries in Turkish and full versions in English of the ESF instruments (ESMF, RF, SEP and LMP) prepared for the proposed Project, were disclosed on Project's webpage (<https://www.tarimorman.gov.tr/ABDGM/Menu/160/Tucsap-Proje-Sayfasi>) on November 29, 2021. The full versions in Turkish were also disclosed on the same webpage on December 26, 2021.

Due to COVID-19 restrictions, the consultations were carried out virtually with stakeholders on December 13, 2021 between 14.00-17.00¹. The total number of the participants was 137, 41 of them was female. The participants were invited through e-mails by the ABDGM. The participant list is given in **Hata! Başvuru kaynağı bulunamadı.** along with the screenshots from the meeting.

The meeting started with a presentation that introduces of the scope and objective of TUCSAP and the draft and disclosed ESF instruments by the environmental and social specialists who have prepared the ESF instruments. Afterwards, the stakeholders were asked whether they had any views on these submitted documents. Below all the comments of the participants from the consultation is provided;

- The participants recommended to organize and carry out component-based consultations.

¹ On January 11, 2022, the Presidency Strategy and Budget Office revised the components of the proposed Project. As a result of this revision, Subcomponent 3.1a "Modernization of small-scale greenhouse production" and Subcomponent 3.3a "Piloting of a Precision Livestock Farming (PLF) program" mentioned in this section and discussed during the consultations have been excluded from the project design; besides, were removed, Subcomponent 3.1b "Pilot model for clustering greenhouse production around an efficient energy source (geothermal energy)" renamed as Subcomponent 3.1 "Strengthening climate resilience, productivity, and resource-use efficiency in vegetable value chains" and Subcomponent 3.3b "Reducing cattle production pressures on water pollution and GHG emissions" renamed as Subcomponent 3.3 "Enhancing the productivity and greening profile of cattle production in Turkey" with no change in the activities of the subcomponents.

- **Akdeniz University, Dr. Nefise Yasemin TEZCAN:** There are three important issues about greenhouses. (i) Generally, there are no subbasements in greenhouses due to high costs. This causes the rain, entering the greenhouse and loss in the product. (ii) Ventilation is insufficient in greenhouses in the region. Since the temperature/humidity balance is not considered during construction, diseases and therefore the use of drugs increased. (iii) Most of the greenhouses in the region are built to protect crops from hail. This appears to be a factor limiting production. In Antalya, natural gas heating has started to be used in hotels and residences in recent years. In order to maintain continuity and quality, the use of this heating in the greenhouse will improve environmental conditions and increase productivity. Thus, the income of the producers will increase as a result.
- **Tekirdağ Namık Kemal University, Ahmet Refik Önal:** Agriculture faculties should be considered/included as stakeholders for Subcomponents 3.3a and 3.3b. The technology to be used for the implementation of Subcomponent 3.3a is currently being used by large enterprises but is not yielding. Therefore, in addition to small and medium-sized enterprises, large enterprises should also be the target audience of this Subcomponent. In addition, it is important to cooperate with metropolitan municipalities on methane gas issues, as villages turn into neighborhoods in metropolitan provinces.
- **Ankara University, Assoc. Dr. Begüm Yurdakök DİKMEN:** Within the scope of Subcomponent 2.2, *Veterinary Pharmacology and Toxicology Society* should be included in the project as a stakeholder. Sensitive livestock will increase the effectiveness of drugs and reduce resistance and residue, which are important for public health. Therefore, it is important to ensure that the data to be obtained from the pilot regions are used in drug research and to cooperate with the veterinary departments of the universities where veterinary drug research are carried out that will provide a significant contribution to the country's economy in terms of establishing the scientific infrastructure in the country.
- **Federation of Combine Harvesters and Harvesters, Ahmet Saltık:** It will be important to include the ideas of our Federation as an NGO, which works to prevent production, harvest and post-harvest losses, in these projects.
- **Başat Tömek, TETA Technical Agricultural, Private Firm:** An infrastructure needs to be established in order to transfer the data collected within the scope of sensitive livestock farming to the people who will use this data. It is very important to measure the data correctly, otherwise the data may become unreliable. Standards for measuring accuracy of sensors and security of data must be complied with.

During the meeting, Bayram Sertkaya (Head of Department of Department of Animal Health and Quarantine) and Dr. Ender Burçak (Head of Department of Large and Small Ruminant Breeding) informed the participants about the content of their components.

Before the end of the meeting, the stakeholders were also informed that they could send their comments in writing to tucsapinfo@tarimorman.gov.tr within one week. The presentation was uploaded to the project's webpage² with its explanatory notes on December 14, 2021 to the access of the stakeholders for their review.

After the meeting, only the Greenhouse Construction Hardware and Equipment Manufacturers and Exporters Association sent a written comment. In the comment, it is suggested that;

2

https://www.tarimorman.gov.tr/ABDGM/Belgeler/TUCSAP%20Proje%20Sayfas%C4%B1/PaydasKatilimToplanti_si_13122021.pdf

- The current status of the existing greenhouses with should be determined with an expert report,
- The supports should be announced as a package in an order. For instance;
 - For the equipment to be added into the system to increase its functionality, first the steel construction parts of the greenhouses should be supported. Afterwards, greenhouse coverings should be renewed as plastic or glass, depending on the product grown in the greenhouse. Then, support should be given for irrigation, heating, electricity and automation, respectively.*
- 50% of the financing of the works to be done should be covered by the grant, 25% by partial scrap discount and the remaining 25% by the applicant.

Evaluation of the Recommendations Received

The recommendations received from the stakeholders on updating the stakeholder analysis/identification have been reflected into this SEP (i.e. agricultural faculties were added to Subcomponents 3.3a and 3.3b, and metropolitan municipality was added for Subcomponent 3.3b; and Veterinary Pharmacology and Toxicology Association for Sub-Component 2.2). The comments and feedbacks received from the participants during the consultations will be considered during the design and implementation of the subprojects and will be included in the sub-project specific ESF instruments to be prepared. The Project will organize continuous consultation meeting during the life of the project.

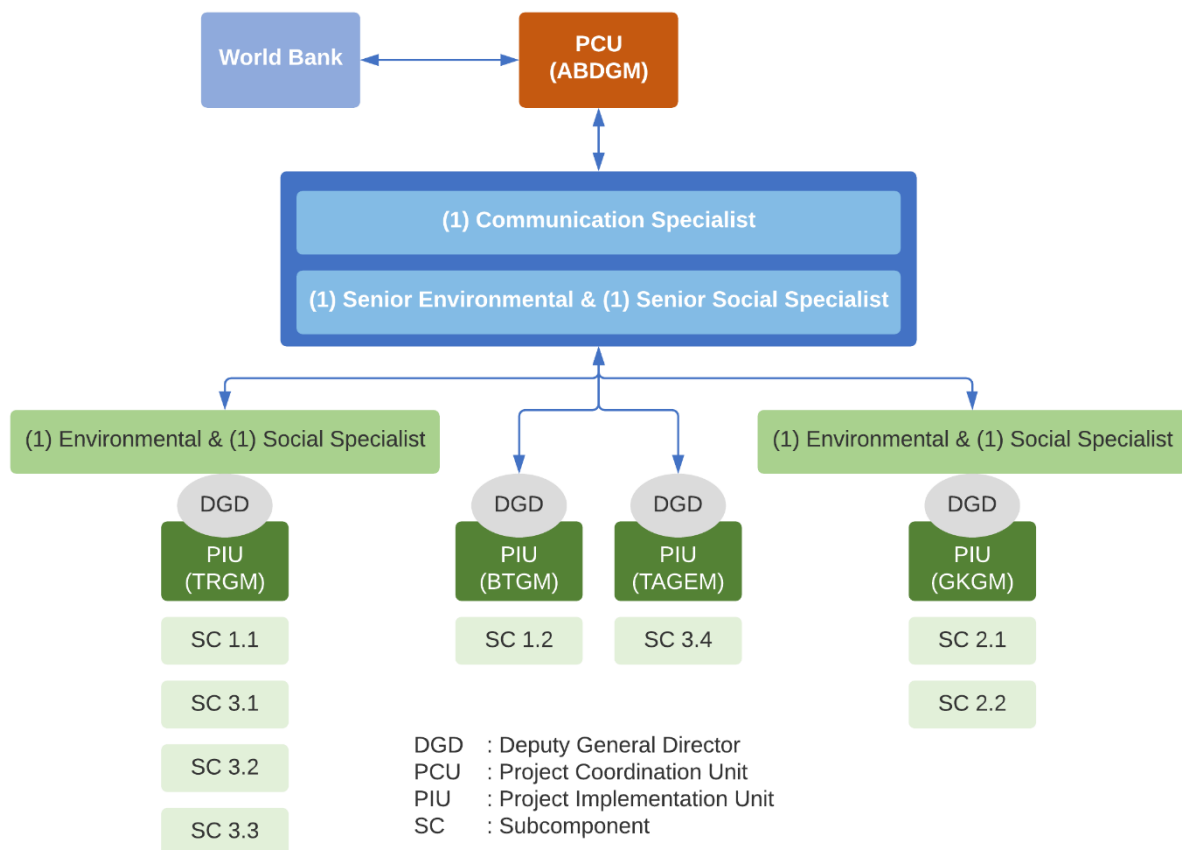
5. Institutional Arrangements

This chapter describes the institutional arrangements for the SEP aspects of the full project management and implementation.

In total there will be three environmental specialists and three social specialists in the proposed Project; one Communication Specialist. Of the six Environmental and Social (E&S) specialists two would be lead (one social and one environmental), responsible for the overall compliance of the proposed Project with the ESF requirements, the E&S documents prepared for the proposed Project and will provide direct support to low risky activities developed by TAGEM and BTGM. Two specialists (one social and one environmental) will be hired under the TRGM-PIU and other two (one social and one environmental) under GKGM-PIU. However, all specialists hired within the scope of the Project will be able to provide support across subcomponents as needed. All these specialists will be recruited within up to 60 days of Project effectiveness and will remain their positions throughout the project implementation.

The organizational structure of the ESF implementation is given in Figure 2.

Figure 2: ESF main responsibilities at PCU & PIUs



While, for the activities of TRGM and GKGM, social specialists hired under these PIUs will prepare the SEPs, PCU will prepare SEPs for BTGM, TAGEM and ABDGM in line with the principles provided in this SEP. The sub-project specific SEPs prepared by the PIUs will be sent to PCU for review and approval. Then PCU will share the sub-project specific SEPs with the World Bank for their review and no objection for all substantial risk subprojects and for the first three subprojects which are categorized as moderate and low risk.

- The PCU and PIU staff will be responsible to provide support and work in close collaboration with the E&S specialists of the PCU and the PIUs, when needed throughout the project implementation. Besides, the staff of Provincial Organizations, Supervision Consultants and Contractors will also be responsible for the implementation of SEP. The responsibilities of the key actors in SEP Implementation are given in Table 3. The PIUs that do not have specified specialist in their team, will be supported by the relevant specialist of the PCU.

Table 3: Responsibilities of the key actors in SEP Implementation

Key Actors	Responsibilities
Project Coordinator (PCU)	<ul style="list-style-type: none"> • Coordinate between the PIUs and the World Bank • Ensure timely and comprehensive implementation of the project activities
Communication and Stakeholder Engagement Specialist (PCU)	<ul style="list-style-type: none"> • Work in close collaboration with the specialists hired under the PCU and PIUs, • Incorporate all stakeholder engagement activities into the overall environmental and social management systems, • Develop an internal system to communicate progress and results of stakeholder engagement to the senior management and staff members • Expedite and monitor the PIU team for proper implementation of processes related to grievance mechanism and stakeholder engagement issues • Coordinate the parties for proper implementation of processes regarding the grievance mechanism and stakeholder engagement issues • Provide consultation on specific stakeholder engagement activities • Coordinate communication and outreach throughout the project implementation • Coordinate interface and reporting to/from the World Bank on the implementation of SEP and the site specific SEPs • Consolidate reporting on overall SEP activities and project progress sent by PIUs
Social Specialist (PIU)	<ul style="list-style-type: none"> • Work in close collaboration with the specialists hired under the PCU and PIUs, • Prepare site specific SEPs in consultation and cooperation with the relevant PIUs • Update the SEPs periodically and in case of changes in subproject • Plan implementation of the SEP • Ensure that the stakeholder engagement is understood by PIU members and all other responsible parties involved in the subproject • Supervise the stakeholder engagement activities with identified stakeholders • Organize/manage stakeholder consultation meetings and other events related to public disclosure of information • Support other PIU staff who may interact with stakeholders • Implement social monitoring • Monitor and report about the social issues specified in the relevant documents are implemented throughout the subproject.

Key Actors	Responsibilities
	<ul style="list-style-type: none"> • Support the Supervision Consultants and the contractors/subcontractors regarding SEP implementation
Environmental Specialist (PIU)	<ul style="list-style-type: none"> • Work in close collaboration with the specialists hired under the PCU and PIUs • Monitor the progress of the project • Ensure the successful delivery of all defined documents • Consolidate reporting on overall stakeholder engagement activities and project progress • Implement environmental monitoring • Monitor and report (in close collaboration with the social specialist) about the environmental issues specified in the relevant documents are implemented throughout the Project life.
Procurement Specialist (PIU)	<ul style="list-style-type: none"> • Provide consultancy in tenders to be held within the scope of the Project. • Ensure that SEP, GM and the other E&S documents are included in tender documents • Prepare English and Turkish copies of the tender documents
Monitoring and Evaluation Specialist (PIU)	<ul style="list-style-type: none"> • Coordinate monitoring and evaluation studies • Prepare monitoring reports to be submitted to PCU in a timely manner
Focal Points (PIU)	<ul style="list-style-type: none"> • Work in close collaboration with the specialists hired under the PCU and PIUs • Act as the focal point for the GM in the PIU • Keep records and follow-up grievances relevant to the Project • Manage and coordinate of the resolution process of project related grievances • Inspect grievance records to reveal non-compliance issues or recurring issues regarding the stakeholder engagement and other Project activities • Coordinate and monitoring GM focal points at contractor level • Monitor the grievance records of contractors and the resolution process of the grievances and reporting them to the PIU in monthly progress reports • Receive, record, coordinate and resolve Project related grievances from all different GM levels • Inform the PIU and the management about the resolution process • Prepare compiled GM reports for the Project • Contact the PIU in order to respond to grievances/find solutions
Provincial Organizations	<ul style="list-style-type: none"> • Implement SEPs • Report and monitor SEPs
Supervision Consultant	<ul style="list-style-type: none"> • Monitoring the contractors' recording and resolution of grievances, and reporting these to PIU in their monthly progress reports • Contact with PIU GM Focal Point for the follow up of the grievances
Contractors	<ul style="list-style-type: none"> • Inform PIU of any issues related to their engagement with stakeholders • Inform local communities of any environmental monitoring (e.g. noise, vibration, water quality monitoring etc.)

Key Actors	Responsibilities
	<ul style="list-style-type: none"> Develop and implement a Worker’s GM for the workforce including subcontractors, prior to the start of works in compliance with principles stated in the LMP of this proposed Project.

The communication with the communities will be ensured throughout the life of the proposed Project.

Capacity Support Trainings

Prior to the start of the activities of the proposed Project, as also outlined in the ESCP and ESMF, PCU experts will provide training to the specialists hired/assigned under the PIUs and staff of Provincial Organizations to ensure proper preparation and implementation of site specific SEPs. The trainings will cover the principles stated in this SEP such as stakeholder identification, mapping, citizen engagement, GM, etc. Initial training will be given no later than 90 days after establishment of the PCU and PIUs and before start of Project activities. Refresher trainings will be also given if needed during the implementation.

5.1. Estimated Budget

The costs associated with the implementation of SEP related activities will be covered under both the budget of the activities of the proposed Project and budget of the PIUs/PCU. The estimated budget for SEP implementation is given in Table 4. This table will be updated in line with the latest design of the subprojects.

Table 4: Estimated budget for stakeholder engagement program

Budget Items	Estimated Cost
1. Communication and Visibility Activities	
Communication Specialist	US\$ 180,000
Project Opening Ceremony	US\$ 20,000
Project Closing Ceremony	US\$ 20,000
Commissioning Ceremonies	US\$ 300,000
Subtotal	US\$ 520,000
	US\$ 1,500,000
Total SEP Budget	US\$ 2,020,000

6. Grievance Mechanism

The Grievance Mechanism (GM) is a mechanism that provides channels for stakeholders to provide feedback on project activities and raise their grievances and enables the identification and resolution of the problems affecting the project. By increasing transparency and accountability, GM aims to reduce the risk of the project affecting citizens/beneficiaries and acts as important feedback and learning mechanism to improve the impact of the project.

Any grievances that may occur during the project will be addressed at four levels. The GM at the first level will be undertaken by the ABDGM. Secondly, contractors will establish their own GM for undertaking grievances for sub-contractors and workers. As the third level the MOAF's GM (TIMER) will be effectively adapted for the Project. Finally, the Presidential Communication Center (CIMER) will constitute the fourth level of the GM of this project.

The GM will be accessible to a broad range of Project stakeholders who are likely to be affected directly or indirectly by the project. The GM that will be established in this project can be used to submit complaints, feedback, queries, suggestions or compliments related to the overall management and implementation of the project, as well as issues pertaining to sub-projects that are being financed and supported by the Project, including:

- Mismanagement, misuse of Project loans or corrupt practices,
- Violation of Project policies, guidelines, or procedures, including those related to child labor, health and safety of community/contract workers, sexual exploitation and abuse (SEA) and sexual harassment (SH), and environmental issues
- Grievances that may arise from stakeholders and other interested parties who are dissatisfied with the implementation of the project activities or actual implementation of the Project, and
- General feedback, questions, suggestions, compliments.

6.1. Existing GMs

6.1.1. GM at National Level

Law on the Right to Petition 3071 (1984) and Law on the Right to Information 4982 (2003) form the basis for CIMER, the national level grievance mechanism. CIMER operates under the Presidency's Directorate of Communications and serves as the official state tool to receive requests, complaints, compliments and inquiries for information from the public. The applicants can communicate their requests (such as suggestions, complaints, compliments, inquires for information or whistleblower complaints) to the Presidency through the communication channels given below.

Webpage	https://www.cimer.gov.tr https://giris.turkiye.gov.tr/
Hotline	Alo 150
Mail Address	T.C. Cumhurbaşkanlığı Külliyesi 06560 Beştepe – Ankara
Phone	+90 312 590 2000
Fax	+90 312 473 6494

Through CIMER, applicants can direct their requests directly to the relevant authorities. If the applicants do not know the respective authority to submit their request, they can submit a request to

CİMER and CİMER directs the request to the relevant government institution after a preliminary assessment by authorized staff.

CİMER only allows anonymous submissions if the request to be submitted is under the category of a whistleblower complaint. An applicant can submit only one request per day. The requests submitted to CİMER are resolved within 30 days. If the applicants do not receive feedback within this time period, they can re-submit their grievance to CİMER or elevate it to the Ombudsman Institution (www.ombudsman.gov.tr). CİMER only allow applications in Turkish, and it has a detailed manual in Turkish for its users (available at <https://cimer.gov.tr/50sorudacimer.pdf>).

6.1.2. GM at Ministry Level

In addition to CİMER, MoAF has its own communication center called **TİMER** (Tarım İletişim Merkezi – Agriculture Communication Center). The applicants can communicate their requests (such as suggestions, complaints, compliments, inquires for information or whistleblower complaints, questions of livestock, agriculture, administration, food, forest and water). The communication channels for TİMER are given below.

Webpage	https://timer.tarimorman.gov.tr/ www.turkiye.gov.tr
Hotline	ALO 180
Mail Address	T.C. TARIM VE ORMAN BAKANLIĞI Tarım ve Orman İletişim Merkezi Üniversiteler Mahallesi Dumlupınar Bulvarı, No: 161 06800, Ankara

6.2. GMs at Project Level

6.2.1. Project GM

In accordance with the international requirements, a Grievance Mechanism (GM) will be established by ABDGM in order to receive, resolve and follow the concerns and complaints of the stakeholders. The GM will be accessible for the stakeholders and respond to all feedbacks (including grievances, complaints, requests, opinions, suggestions) at the earliest convenience. The most important point in the GM is to ensure that all grievances are effectively received, recorded and responded within a predetermined timeline and on the basis of their contents, by the public relations unit on the site, and that the corrective/regulatory action to be taken is acceptable to both parties. Such responses to the grievances would be satisfactory for both parties and activities would be followed and the complainant would be informed about the outcomes of the corrective activities.

Beneficiaries of grants will also be able to submit their feedbacks/grievances to District and Provincial Directorates of MoAF. The personnel in these directorates will be informed and trained about the GM and will direct the stakeholders to submit their feedbacks/complaints through the correct channels. For this reason, ABDGM will sent poster, brochures, etc. to District and Provincial Directorates of MoAF to enable them directing the stakeholders (especially beneficiaries of grant) to the GM and these communication tools will be posted in public places.

All complaints whether received from national or Project level GMs will be recorded on the same online system. Complaint registration system will include but not limited to the following information:

- Received/Resolution dates of the feedbacks,

- Name and contact information of the complainant
- The nature of the complainant (can be individual, PAP, NGO, institution, worker, etc.)
- Respective responsible unit/institution for the grievance and date of referral,
- Relevant project activity,
- Subject,
- Detailed explanation of the feedback/grievance,
- Details on the actions taken for resolution, and
- Details on the feedback provided to the complainant.

The GM will also enable submission of anonymous feedbacks however complainant will be informed that lack of name-surname/contact details may lead to delays or problems during the assessment and resolution of the project. The complainant will also be informed that the personal information (including name-surname, contact details) will not be shared by the third parties or disclosed. The information received from the complainant will only be used for assessment and resolution of the feedback/complaint received. Finally, the GM will have measures in place to handle sensitive complaints related to sexual exploitation and abuse/sexual harassments (SEA/SH) (please see Section 6.3).

Some groups (elder people, disabled individuals, women, illiterate, etc.) may experience difficulties to access the GM or may not access. Therefore, the following measures will be taken:

- The possibility to file an anonymous complaint should be open,
- The GM should be announced by posting on public spaces in the settlements,
- The GM and the communication tools to be used for the announcement will be able to serve in multiple languages, if required; for instance, for seasonal agricultural workers including migrants it should include Arabic (or any other languages) expressions;
- The GM should be announced also on local radio and television channels (especially to inform the illiterate population).

A systematic and integrated GM requires specific human resources. Therefore;

- a responsible staff will be appointed to continuously manage the grievance mechanism in PCU,
- the assigned responsible staff will be trained about the rationale, implementation and monitoring of the GM prior and during their assignment,
- a video seminar on stakeholder engagement and GM will be prepared and sent to GDs and RUs,
- other stakeholder institutions and organizations will also be informed about this mechanism with an official letter.

Stages of an effective GM

The GM contributes both ensuring stakeholder engagement activities are planned and executed in line with international standards and effective implementation of ESF documents and commitments included in the documents (SEP, ESMF, RF, LMP and plans those will be prepared in accordance with these - SEPs, ESIA, RPs, Labor Management Plans). To realize this: the mechanism (i) needs to be accepted and widely used; (ii) should receive and resolve the complains timely and should have a comprehensive log, (iii) should be managed and operationalized transparently.

Development and establishment of such a system requires a number of steps. These stages will be developed by ABDGM within the framework of the following headings:

- Identification of the GM transactions and flowchart. A document will be created where the notifications from complaint channels will be recorded. The system will be an online system that can be used by all stakeholders at the same time. The system management in which the recorded complaints are divided according to their types and related parties will be under the responsibility of the PCU. The unit or implementing agency to take part in the solution will be approved by ABDGM. A regular recording system provides Monitoring and Evaluation (M&E) order convenience.

What type of complaints will be sent to which institutions/units, what kind of a process will be operated for their solution will be determined in advance and a complaint flowchart will be developed. The grievance recording mechanism will include the dates of referral to the units, dates of responses, resolution and feedback dates.

- Determination of GM roles and responsibilities: Personnel responsible for recording the complaints will take part in PIUs. A video seminar on stakeholder engagement and GM will be prepared and sent to GDs central and local staff in order to train the respective staff who will be assigned to a position for GM implementation, M&E, etc.

Other stakeholder institutions and organizations will also be informed about this mechanism with an official letter.

- Preparation of instruments to receive complaints: The grievance form and details on the contact information for the GM will be shared and available on the ABDGM website.

All of the project documents to be prepared and shared will include the information about the tools to be developed and used for the GM and they will always be included in all of the project related documents.

The following information will be obtained from the complainant in the complaint form:

- Date the complaint
- Name and contact information of the complainant (can be submitted anonymously)
- By which unit/institution the complaint is received
- Related project activity
- Subject
- Content (details of the complaint/feedback)

See Annex 2 for a sample of the complaint registration form. Registration to the GM is provided by filling this form online for complaints received by phone or face to face. If the complainants fill in the form and submit it as hard copy, the information is entered into the system and the form will be scanned and uploaded to the system.

- Receiving worker complaints: The GM will also be open and accessible to the employees of headquarters, local offices and contractor companies. In addition, all units should have complaint boxes in order for the staff to use the GM actively. Employees can fill in complaint forms and put them in these boxes. These boxes will be checked once a week and the feedbacks/grievances received will be saved to the GM system on the day of acquisition and will be loaded into the system after scanning.

In contracts made with contractors, LMP practices should form the basis of the contract, and the obligation of complaint boxes and complaint forms should be imposed.

- Timely receipt and recording of grievances: Receiving complaints on time is about the openness and availability of complaint channels. The complaint entered into the system should be recorded within 2 days and the resolution process should be started.

- Submission and evaluation of the complaint to the relevant units: PCU (OGM) will refer the complaint to the relevant unit within a maximum of 5 days.

Legal legislation, World Bank standards, Environmental and Social Framework documents and the commitments in plans will be followed in the resolution of the complaint. The basic principle is that no citizen is experiencing any problems because of the project activities.

If the resolution of the complaint requires legal processes the complainant is informed about these issues. Vulnerable groups will be supported in the search for solutions.

- Follow-up of the submitted complaint: Complaints sent to PIUs must be answered within 15 days. Therefore, the process is followed by PCU.
- Complaint resolved within 30 days: The solutions and corrective actions produced should satisfy the Complainant. In the solution process, all parties should be able to agree on corrective actions. Therefore, all units will show maximum effort.

In cases where a satisfactory solution cannot be produced, meeting with the complainant, referral to witnesses, and consultation meetings involving the complainant and third parties will be made.

In the event that the subject of the complaint is irreversible, the ways of compensating the damage, replacing the damaged asset, and providing another compensatory benefit will be applied.

However, it should be known by the parties that complainants who are not satisfied with the solution can go to court.

- Providing feedback on the results to the complainant no later than 30 days after application: At the end of the 30-day deadline for resolving the complaint, the decision/result will be presented to the complainant in formal-written ways. The date of this feedback is recorded in the GM system.
- Solution implementation and follow-up: Implementation of the solution may require time. With the completion of the application, the Complaint Close-Out Form with the signature of the complainant (if possible) will be filled and the complaint will be “Closed” by uploading it to the GM system.

Annex 3 presents a sample/template for the complaint closure form. This form can be updated and adopted for different projects.

- Evaluation of grievance records at the Monitoring and Evaluation (M&E) stage: Records will be reviewed and assessed during internal and external monitoring and evaluation processes. Processing times and satisfaction of complainants will be examined and followed. The PCU will be the responsible party to share the grievance records with M&E experts.

6.2.2. Workers’ Grievance Mechanism

In addition to project’s GM for its internal and external stakeholders, the ESS 2 requires establishment of a Workers’ Grievance Mechanism (WGM) for the project workers. The project workers will use the WGM to convey their concerns or suggestions regarding their working conditions and workplace.

The WGM will be established both by the PCU and the contractors who will perform construction work within the scope of the project (i.e. Subcomponent 2.1, Subcomponent 2.2 and Subcomponent 3.1b).

The WGMs will be monitored by the Supervision Consultants and will be monthly reported to the PIU through their progress reports. The process will also be monitored by the PIUs and the GM Focal Point in MoAF. The Contractors may seek advice and support from the Supervision Consultant (SC) to address grievances submitted in language other than Turkish.

The workers will be informed about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of “suggestion/complaint boxes”, and other means as needed. Besides, the WGM will also be described

in staff induction trainings, which will be provided to all project workers. The mechanism will be based on the following principles:

- **Awareness.** WGM will be introduced to Project workers (direct and contracted) in the workplace through the staff induction trainings and other means of communication tools and engagement methods. This introduction will describe the grievance procedure including the steps to be followed for submitting their grievances and requests, intake channels to be used, etc.
- **Accessibility.** The WGM will be set up in a way that workers can access easily.
- **Anonymity.** The workers will be able allowed to submit their requests anonymously and will be treated equally as other grievances, whose origin is known.
- **Follow up.** The applications received through different intake channels will be subject to a standardized GM Operation Procedure to be developed by the PCU.
- **Confidentiality.** The identity of the complainants will not be disclosed without their consent; and their contact details will not be shared with the third parties.
- **Archiving.** All complaints submitted (written, oral, etc.) through different intake channels together with their supporting documents, the responds provided will be recorded and will not be used other than project implementation purposes and shared with the third parties.

The PCU will assign one of the social experts for the overall supervision of the GM including recording complaints, conveying them to relevant units for resolution, and following the timely provision and the quality of the resolutions. The suggestion/complaint boxes in the workplaces will be opened weekly and shared with the PCU. The GM focal points of the GDs, provincial directorates/organizations and the contractors.

The WGM will in no way restrict the rights of employees under national legislation.

6.3. Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH)

Although the risk from project activities and in Turkish context is low, grievance mechanism for workers shall include handling disclosures of sexual exploitation and abuse (SEA) and sexual harassment (SH). A SEA/SH referral pathway will be established and updated in line with existing procedures of the country. The GM that will be in place for the project workers will also be used for addressing SEA/SH-related issues and will have in place mechanisms for confidential reporting with safe and ethical documenting of SEA/SH issues. Further, the GM will also have in place processes to immediately notify both the PCU and the World Bank of any SEA/SH complaints, with the consent of the survivor.

6.4. World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

Project affected communities or individuals can also raise their grievances to the World Bank Independent Inspection Panel (IIP). This panel determines whether the person or communities that made the complaint were harmed because of the breach of one or more of the WB's performance criteria. The panel can directly convey its concerns about the received complaints to the WB. At this stage, WB would have an opportunity to respond to the complaints.

7. Monitoring and Reporting

Stakeholder engagement activities will be monitored periodically and reported in project progress reports biannually.

Documentations of the stakeholder engagement activities will be kept in the archive of the MoAF. Information about the consultation activities will be reported to the Bank within the Project Progress reports and will include,

- Number, type of consultations
- Number of participants, type of stakeholders engaged
- Critical issues discussed, raised during the consultations,
- Number of grievances received (disaggregated data: gender, province, category of grievance, status of the grievances [closed, pending, resolved, etc.], etc.)

References

1. 2017. "World Bank Environmental and Social Framework." World Bank, Washington, DC.
2. 2018. "Guidance Note for Borrowers: ESS10: Stakeholder Engagement and Information Disclosure"
3. <https://www.cimer.gov.tr/50sorudacimer.pdf>

ANNEX 1: Participant List of Consultation Meeting

13 December 2021, 14.00-17.00

No	Leading GD of Subcomponent	Institution of the Stakeholder	Name
1	TRGM	TRGM / Head of Department	İbrahim MÜFTÜOĞLU
2		TRGM / Agricultural Engineer	İlknur ELAGÖZ
3		TRGM / Coordinator	Dr. Mustafa USUL
4		TRGM / Agricultural Engineer	Semra YILDIRIM
5		TRGM / Agricultural Engineer	Can İbrahim YILMAZ
6		TRGM / Manager of Working Group	İsmail AYDIN
7		TRGM / Manager of Working Group	Adnan ORHAN
8	HAYGEM	HAYGEM / Head of Department	Dr.Ender BURÇAK
9		University / MAKÜ HAYTEK	Prof. Dr. Hüseyin Dağlar
10		University / MAKÜ HAYTEK	Doç. Dr. Onur Sungur
11		University / AÜ Reproduction	Doç. Dr. Koray TEKİN
12		University / AÜ Statistics	Doç. Dr. Rukiye Dağalp
13		University / AÜ Pharmacology	Doç. Dr. Begüm Yurdakök DİKMEN
14		University / AÜ Digital Methods	Öğr. Gör. Yunus Çakmak
15		University / BÜ Biosystem	Arş. Gör. Adil Koray YILDIZ
16		NGO / Cattle Breeders' Central Association of Turkey	İbrahim KARAKOYUNLU
17		NGO / Turkish Dairy Producers Central Union	Ali ÖZGEHAN
18		Farmer	Hasan Tahsin Atasoy
19		Farmer	Davut Kahraman
20		Private sector / Süttaş	Yasin ACUKCU
21		Private sector / Yörükoğlu	Mehmet KURT
22		Private sector / DeLaval	Hakan ÜNLÜ
23		Private sector / GEA	Fahri ÖZCAN
24		Private sector / Nedap	Vedat BAŞTOKLU
25		Private sector / Afimilk	Necdet SAHRANÇ
26		Private sector / Regnum	Erhan ERGÜÇ
27		Private sector / SCR Allflex Kurtsan	Cem KURT
28		Private sector / Actimoo	Erhan BİNİCİ
29		Private sector / WiCow	Tolga ÇIRAK
30		Private sector / CowMon	Serdar BERBER
31		Private sector / Alta Cow Watch	Sarp PAKKANER
32		Private sector	Melih Ertürk
33		Private sector / Ermaksan Sürü Yönetim	Gürol Elçi
34		Farmer / Veterinarian	Gürkan İLHAN
35		TAGEM	TAGEM / Head of Department
36	TAGEM / Coordinator		Dr. İnci TEKELİ
37	TAGEM / Coordinator		Dr. Kadriye KALINBACAK

No	Leading GD of Subcomponent	Institution of the Stakeholder	Name
38		TAGEM / Coordinator	Şule KÜÇÜKCOŞKUN
39		TAGEM / Coordinator	Dr. Ayşen ALAY VURAL
40		TAGEM / AB Expert	Aykut ORDUKAYA
41		TAGEM / Engineer	Dr. Nesrin KURTAR BOZBIYIK
42		TAGEM / Director of Institute (ZAE)	Dr. Ünal KAYA
43		TAGEM / Director of Institute (TGSKMAE)	Dr. Mehmet KEÇECİ
44		TAGEM / Coordinator	Nilgün ARIKAN
45		TAGEM / Coordinator	Ender KAHRAMAN
46		TAGEM / Institute (Adana BMAE)	Dr. Doğancahan KAHYA
47		TAGEM / Institute (Adana BMAE)	Dr. Miraç YAYLA
48		TAGEM / Institute (Adana BMAE)	Ahmet DOĞRU
49		TAGEM / Institute (Adana BMAE)	S. Emre GÖRÜR
50		TAGEM / Institute (Adana ZMMAE)	Dr. Ayşe ÖZDEM
51		TAGEM / Institute (Adana ZMMAE)	Dr. Aynur KARAHAN
52		TAGEM / Institute (Adana ZMMAE)	Dr. Abdullah YILMAZ
53		TAGEM / Institute (Adana ZMMAE)	Doç. Dr. Mustafa ÖZDEMİR
54		MoAF / Provincial Organization (Ankara)	Ömer ARSLAN
55		MoAF / Provincial Organization (Eskişehir)	Ahmet ALTIKAT
56		TAGEM / Institute (Bornova/İzmir ZMAE)	Dr. Fatma ÖZSEMERCİ
57		TAGEM / Institute (Bornova/İzmir ZMAE)	Hakan ÖRNEK
58		TAGEM / Institute (Bornova/İzmir ZMAE)	Dr. Nursen ÜSTÜN
59		TAGEM / Institute (Bornova/İzmir ZMAE)	Dr. Aydan Alev BURÇAK
60		TAGEM / Institute (Bornova/İzmir ZMAE)	Dr. Tülin KILIÇ
61		TAGEM / Institute (Bornova/İzmir ZMAE)	Dr. Seher TANYOLAÇ
62		TAGEM / Institute (Bornova/İzmir ZMAE)	Dr. Duygu UYSAL
63		TAGEM / Institute (Diyarbakır ZMAE)	Dr. Cahit KAYA
64		TAGEM / Institute (Diyarbakır ZMAE)	Gülten Nisan OZAN
65		TAGEM / Institute (Diyarbakır ZMAE)	Sedat EREN
66		TAGEM / Institute (Diyarbakır ZMAE)	Muhlis SEZGİN
67		TAGEM / Institute (Diyarbakır ZMAE)	Pınar SAĞIR
68		TAGEM / Institute (Diyarbakır ZMAE)	Gülten Nisan OZAN
69		TAGEM / Institute (Diyarbakır ZMAE)	Behzat BARAN
70		TAGEM / Institute (Diyarbakır ZMAE)	Aysel BARS ORAK
71		TAGEM / Institute (Diyarbakır ZMAE)	Emel ÖREN
72		TAGEM / Institute (Diyarbakır ZMAE)	Osman ÇİFTÇİ
73		TAGEM / Institute (Diyarbakır ZMAE)	Mustafa ATAŞ
74		TAGEM / Institute (Diyarbakır ZMAE)	Murat GÜLMEZ
75		TAGEM / Institute (Diyarbakır ZMAE)	Merve AKYILDIZ
76		TAGEM / Institute (Diyarbakır ZMAE)	Mehmet Sabri MİROĞLU
77		TAGEM / Institute (Diyarbakır ZMAE)	Deniz ÇAPLIK
78		TAGEM / Institute (Diyarbakır ZMAE)	İslam Emrah SÜER

No	Leading GD of Subcomponent	Institution of the Stakeholder	Name
79		TAGEM / Institute (Diyarbakır ZMAE)	Erdal ATEŞ
80	GKGM	GKGM / Head of Department	Bayram SERTKAYA
81		GKGM / Head of Directorate	Kemal YILMAZ
82		GKGM / Project Manager	Yılmaz ÇİFTÇİ
83		GKGM / Project Manager	Alper KARAPINAR
84		GKGM / Adana VCI	Mehmet Ali SÖZMEN
85		GKGM / Adana VCI	Osman SEZER
86		GKGM / Adana VCI	Dr. Berat Selim TOKGÖZ
87		GKGM / Adana VCI	Nevin TURUT
88		GKGM / Samsun VCI	İsmail AYDIN
89		GKGM / Samsun VCI	Ahu KAYALARLI ACARTÜRK
90		GKGM / Samsun VCI	Sezai CİBELİK
91		GKGM / Samsun VCI	Dr. Hamza KADI
92		GKGM / Erzurum VCI	Dr. Ediz Kağan ÖZGEN
93		GKGM / Erzurum VCI	Ercan ATALAY
94		GKGM / Erzurum VCI	Yasemin ERDOĞAN
95		GKGM / Erzurum VCI	Mustafa KARAGÖZ
96		GKGM / Elazığ VCI	Dr. Nurgül BİRBEN
97		GKGM / Elazığ VCI	Dr. İrfan DEMİRBAŞ
98		GKGM / Elazığ VCI	Muhsin MUTLU
99		GKGM / Elazığ VCI	Mehmet ILGIN
100		GKGM / Konya VCI	Dr. Yasin GÜLCÜ
101		GKGM / Konya VCI	Dr. Kadri GÜNDÜZ
102		GKGM / Konya VCI	Ahmet KARABULUT
103		GKGM / Konya VCI	Sezer AKBABA
104		GKGM / İzmir (Bornova) VCI	Dr. Özhan TÜRKYILMAZ
105		GKGM / İzmir (Bornova) VCI	Dr. Gülnur KALAYCI
106		GKGM / İzmir (Bornova) VCI	Ziya Nejdet ERHAN
107		GKGM / İzmir (Bornova) VCI	Dr. Murat KAPLAN
108		GKGM / İstanbul (Pendik) VCI	Dr. Fahriye SARAÇ
109		GKGM / İstanbul (Pendik) VCI	Doç.Dr. Pelin TUNCER GÖKTUNA
110		GKGM / İstanbul (Pendik) VCI	Mevlüt DEMİRBAŞ
111		GKGM / İstanbul (Pendik) VCI	Dr. Ayşe ATEŞOĞLU DEMİRCİ
112		NGO / Veterinary Health Products Industrialists Association	VİSAD
113		Private sector / VETAL Hayvan Sağlığı Ürünleri A.Ş.	VETAL Hayvan Sağlığı Ürünleri A.Ş.
114		Private sector / DOLLVET Vet. Aşı İlaç.Biy.Mad.Ür.San. ve Tic. A.Ş.	DOLLVET Vet. Aşı İlaç.Biy.Mad.Ür.San. ve Tic. A.Ş.
115		Private sector / Vet.Malz.Hayv.Paz.San. ve Tic. A.Ş.	ATAFEN Vet.Malz.Hayv.Paz.San. ve Tic. A.Ş.
116	BÜGEM	University / Akdeniz Üniversitesi	Dr.Öğr.Üyesi Nefise Yasemin TEZCAN

No	Leading GD of Subcomponent	Institution of the Stakeholder	Name
117		University / Kırşehir Ahi Evran Üniversitesi	Dr.Öğr.Üyesi Hakan BAŞAK
118		NGO / Greenhouse Construction Hardware and Equipment Manufacturers and Exporters Association	Halil KOZAN
119		NGO / Greenhouse Construction Hardware and Equipment Manufacturers and Exporters Association	Prof. Dr. Hasan H. SİLLELİ
120		MoAF / Provincial Organization	Okan EVREN
121		BÜGEM / Deputy General Director	Ercan TÜRKTEMEL
122		BÜGEM / Head of Department	Dr. Veyis YURTKULU
123		BÜGEM / Unit Coordinator	Ezgi ÇOBAN
124		BÜGEM / Engineer	Dr. Hakan Rifki KAVRUK
125		BÜGEM / Engineer	Haluk EMİROĞLU
126		BÜGEM / Engineer	Mehmet TAŞCAN
127		BÜGEM / Engineer	Serdar ESEN
128	BTGM		Dilek ÖZDEMİR
129	ABDGM	ABDGM / Head of Department	Şule Özge İMAMOĞLU
130		ABDGM / EU Expert	Arzu YÜRÜKÇÜ
131		ABDGM / EU Expert	Umay ÖZKAN
132		ABDGM / EU Expert	Neslihan YILMAZ
133		ABDGM / EU Expert	Özlem HİÇCAN
134		ABDGM / EU Expert	Derya DAĞDELEN BURAL
135		Consultant	Candan Sağıroğlu
136		Consultant	Evrin Atalas
137	FAO-SEC		Hakkı ERDOĞAN

Screenshots from the virtual consultations

The screenshot displays a Cisco Webex Meeting interface. At the top, the title bar shows "Cisco Webex Meetings" and "Toplantı Bilgileri Menü çubuğunu gizle". Below the title bar, there are navigation options: "Dosya", "Düzenle", "Paylaş", "Görünüm", "Ses ve Video", "Katılımcı", "Toplantı", and "Yardım". The main area is a grid of 20 video thumbnails, with some participants muted or off-camera. The names of the participants are visible at the bottom of their respective thumbnails: A.Muttalip Karadeniz - BİLECK, Abdullah, Adil Koray YILDIZ, Ahmet ALTIKAT, and AHMET DOĞRU. On the right side, there is a "Sohbet" (Chat) window. The chat window shows a list of messages from participants, including Prof. Dr. Sefa TARHAN and Serkonder YKB Halil KOZAN. The chat window also has a search bar, a "Düzen" (Sort) button, and a "Sohbet mesajını buraya girin" (Enter chat message here) input field. At the bottom of the chat window, there is a "DK" button and the name "Dr. Murat KAPLAN". The bottom of the screen shows the Windows taskbar with various application icons and the system tray displaying the time "16:13" and date "13.12.2021".

Annex 2: Grievance Form

GRIEVANCE FORM			
Reference No <i>(to be filled by institution)</i>			
<p>Personal Information</p> <p><i>Although giving name and address is not compulsory, it should be kept in mind that during the feedback process regarding the grievance some problems may occur due to lack of information. Personal information will be used to identify if there exist special circumstances with respect to your grievance and it will be stored and processed according to Personal Data Protection Law No. 6698. You can choose to fill partly or not to fill.</i></p>			
Full Name			
Province		District	
Neighborhood/Village		Locality	
<p>Preferred way of communication,(Please provide your contact details: mail address, e-mail address, telephone number, etc. in you would like to be informed about the resolution process, actions to be taken)</p>			
Grievance			
Your proposal for solution (if any)			
Signature		Date	

Annex 3: Grievance Closeout Form

GRIEVANCE CLOSEOUT FORM	
Grievance closeout number:	
Reference No of the Grievance	
Define immediate action required:	
Define long term action required (if necessary):	
Compensation Required?	[] YES [] NO
CONTROL OF THE REMEDIATE ACTION AND THE DECISION	
Stages of the Remediate Action	Deadline and Responsible Institutions
1.	
2.	
3.	
4.	
5.	

COMPENSATION AND FINAL STAGES

This part will be filled and signed by the complainant after s/he receives the compensation fees and/or his/her complaint has been remediated.

Full Name	Signature
Date	

Of the Complainant:

Full Name	Signature
Date	