

FESAS – II
2026

STAKEHOLDER ENGAGEMENT PLAN



**Agricultural Employment Support through Enhanced Market Linkages
PHASE II (P508375)**





AGRICULTURAL CREDIT COOPERATIVES OF TURKIYE

STAKEHOLDER ENGAGEMENT PLAN

Agricultural Employment Support through Enhanced Market Linkages
PHASE II

FEBRUARY 2026

ABBREVIATIONS

ACC	Agricultural Credit Cooperatives of Turkiye
ACC-CU	Agricultural Credit Cooperatives Central Union
CSA	Climate-Smart Technologies
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESMF	Environmental and Social Management Framework
ESF	Environmental and Social Framework
ESS	Environmental and Social Standard
FESAS 1	Formal Employment Support in Agriculture Sector Project Phase I
FESAS 2	Agricultural Employment Support through Enhanced Market Linkages Project Phase II
FRIT	Facility for Refugees in Turkey
GM	Grievance Mechanism
INGO	International Non-governmental Organization
İŞKUR	Turkish Employment Agency
LMP	Labor Management Procedures

M&E	Monitoring and Evaluation
MoAF	Ministry of Agriculture and Forestry
MoFSS	Ministry of Family and Social Services
MoLSS	Ministry of Labor and Social Security
NGO	Non-Governmental Organizations
OIP	Other Interested Parties
PIU	Project Implementation Unit
SEP	Stakeholder Engagement Plan
SSI	Social Security Institution
SuTP	Syrians under Temporary Protection
TA	Technical Assistance
TKDK	Agriculture and Rural Development Support Institution
UN	United Nations
WB	World Bank

TABLE OF CONTENT

ABBREVIATIONS	2
1. INTRODUCTION	6
1.1. Project Summary	6
1.2. Objectives and Scope of the Stakeholder Engagement Plan.....	6
2. OVERVIEW OF THE NATIONAL AND INTERNATIONAL LEGISLATION	8
2.1. National Legislation and Regulations for Stakeholder Engagement.....	8
2.2. International Legislation for Stakeholder Engagement	9
3. STAKEHOLDER IDENTIFICATION AND ANALYSIS.....	10
3.1. Methodology	10
3.2. Stakeholder Identification.....	11
4. STAKEHOLDER ENGAGEMENT PROGRAM.....	14
4.1. Summary of Previous Stakeholder Engagement Activities	15
4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement.....	16
4.3. Stakeholder Engagement Plan	18
5. IMPLEMENTATION ARRANGEMENTS	23
5.1. Roles and Responsibilities	23
5.2. Stakeholder Engagement Budget.....	24
5.3. Information Disclosure.....	24
5.4. Monitoring and Reporting of the SEP.....	24
6. CITIZEN ENGAGEMENT	26
6.1. Indicators for Citizen Engagement	26
7. GRIEVANCE MECHANISM	27
7.1. GM Procedures.....	27
7.2. Appeal Mechanism	30
7.3. World Bank Grievance Redress Service	30
ANNEX 1- Summary Table for the Consultation Meetings.....	32
ANNEX 2- Invitation Letter and Consultation Presentation	33
ANNEX 3- Grievance Form	36
ANNEX 4- Grievance Closeout Form.....	37
ANNEX 5- Grievance Log	38

LIST OF TABLES

Table 1. Identified Affected Parties for Stakeholder Engagement 11

Table 2. Identified Other Interested Parties for Stakeholder Engagement 12

Table 3. Identified Vulnerable Groups and the Way of Engagement 13

Table 4. Engagement Plan for Affected Parties..... 18

Table 5. Engagement Plan for Other Interested Parties 20

Table 6. Engagement Plan for Vulnerable Groups 22

Table 7: Responsibilities of Key Actors in SEP Implementation 23

Table 8: GM Procedures 27

Table 9: Intake Channels 29

Table 10: ACC and PIU Contact Information 30

1. INTRODUCTION

1.1. Project Summary

Agricultural Employment Support through Enhanced Market Linkages Project Phase II (FESAS 2) builds on the experience of the Formal Employment Support in Agriculture Sector Project Phase I (FESAS 1). The six provinces (Adana, Adiyaman, Bursa, Gaziantep, İzmir, and Mersin) that were covered under FESAS-1 are also included in FESAS-2. The Project comprises three components: (i) Wage subsidies and support for formalization of jobs; (ii) Enhancement of Agricultural Credit Cooperatives' (ACC) aggregation capacity; and (iii) Implementation support and institutional capacity building.

Component 1: Wage Subsidies and Support for Job Formalization

This component promotes formal employment for vulnerable groups by addressing financial and informational barriers. It includes wage subsidies for farmers hiring workers formally and technical assistance (TA) on formal employment processes. Awareness-raising activities will inform workers about formal employment benefits, reaching approximately 3,200 workers. Potential E&S risks include labor rights violations, worker vulnerability, and occupational health and safety concerns.

Component 2: Enhancement of ACC's Aggregation Capacity

To improve crop processing and quality, micro and small grants will be provided to primary ACCs for investments in drying, storing, grading, sorting, and packaging facilities. This will strengthen the agricultural value chain. Potential environmental and social (E&S) risks include increased waste generation, energy use, and minor construction-related impacts such as dust, noise, and waste management.

Component 3: Implementation Support and Institutional Capacity Building

This component will ensure effective project implementation by funding the Project Implementation Unit (PIU), training ACC staff, maintaining the Grievance Mechanism (GM), and supporting communication and monitoring efforts. Key E&S considerations include ensuring robust stakeholder engagement, transparent grievance mechanisms, and institutional capacity for environmental and social compliance.

1.2 Implementing Institution

ACC will implement the FESAS II project, with its relevant departments carrying out the proposed activities in line with their mandates as defined in the ACC organizational structure. The PIU, to be established under ACC, will support the responsible departments in carrying out project specific tasks and will include technical specialists located in each of the provinces participating in the project. At the field level, the primary ACCs will carry out additional responsibilities arising from project requirements. Since all contracts will be signed at the primary ACC level, reaching out to farmers, preparing and signing contracts, performing verifications during the production process, ensuring compliance with environmental and social requirements and other contractual obligations will be the core of on-farm processes that the ACCs are responsible for. In addition, the ACCs will function as the primary information and registry point for farmers who visit the ACC and inquire or apply for programs under the project.

1.3 Objectives and Scope of the Stakeholder Engagement Plan

Stakeholder engagement is an inclusive process that will be carried out throughout 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.

This Stakeholder Engagement Plan (SEP) provides a framework to support the establishment of a continuous engagement process between the management and individuals those who potentially would be impacted or have any kind of interest in the Project. Besides, it will also 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 project.

The key objectives of the SEP can be summarized as follows:

- To establish a systematic approach to stakeholder engagement that will help the ACC identify stakeholders, and to build and maintain a constructive relationship with all identified stakeholders, especially project-affected parties,
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance,
- To promote and provide means for effective and inclusive engagement with project affected parties throughout the Project on broader issues of community development and inclusion beyond specific sub-project issues,
- To ensure that technically and culturally appropriate project information on environmental and social risks and impacts is disclosed in a timely, understandable, accessible format, and
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow the ACC to respond to and manage such grievances.

2. OVERVIEW OF THE NATIONAL AND INTERNATIONAL LEGISLATION

2.1. National Legislation and Regulations for Stakeholder Engagement

The right to information is the right of individuals to access the information included in the records of public institutions and agencies. National legislation on the right to information is:

- Constitution of the Republic of Türkiye
- Law on the Right to Information
- The Law on Use of the Right to Petition
- Regulation on Environmental Impact Assessment

2.1.1. Constitution of Republic of Türkiye

Stakeholder engagement is secured by the Constitution of the Republic of Türkiye. 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 their thoughts and convictions. As emphasized by the "Freedom to Explain and Spread Thought (Article 26 of the Constitution of the Republic of Türkiye)"; 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 Türkiye). Accordingly, the principle of reciprocity citizens and foreigners residing in Türkiye on the condition that observance, on their own or with the wishes and complaints of public authorities and Türkiye 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. The communication channels of CİMER are as follows:

- Online application through the website; <https://www.cimer.gov.tr/>
- E-Government website; <https://giris.turkiye.gov.tr/>
- Hotline: 150
- Address: T.C. Cumhurbaşkanlığı Külliyesi 06560 Beştepe – Ankara
- Phone: +90 312 590 2000
- Fax: +90 312 473 6494

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

2.1.2. Law on the Right to Information

The purpose of this law is to regulate the procedure and basis of the right to information following 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.

2.1.3. Right to Petition to the Grand National Assembly of Türkiye

Based on "Article 3 of the Law on the Exercise of the Right to Petition", citizens of the Republic of Türkiye, may submit their complaints to the Grand National Assembly of Türkiye through a written petition (Official Gazette dated 01.11.1984 and numbered 3071). On the condition of reciprocity and using the Turkish language in their petitions, foreigners residing in Türkiye are entitled to enjoy this right.

2.1.4. Regulation on Environmental Impact Assessment

The Environmental Law No. 2872, which was published in the Turkish Official Gazette No. 18132 dated 11 August 1983 and amended in the Official Gazette dated 29 Mays 2013 (by Law No. 6486), establishes the underlying legal framework of the environmental legislation in Türkiye and is supported by a large number of regulations. Article 10 of the Environmental Law constitutes the main framework of the Environmental Impact Assessment Regulation (EIA Regulation) published in the Official Gazette No. 31907 dated 29 July 2022.

2.2. International Legislation for Stakeholder Engagement

2.2.1. UN Universal Declaration of Human Rights

The Universal Declaration of Human Rights (UDHR) is a milestone document in the history of human rights. Drafted by representatives with different legal and cultural backgrounds from all regions of the world, the Declaration was proclaimed by the UN General Assembly in Paris on 10 December 1948 (General Assembly resolution 217 A) as a common standard of achievements for all peoples and all nations. It is defined that stakeholder engagement in the context of respect for human rights is “an ongoing process of interaction and dialogue between a company and its potentially affected stakeholders that enables the company to hear, understand and respond to their interests and concerns, including through collaborative approaches.

2.2.2. World Bank Requirements

The World Bank’s (WB) Environmental and Social Framework (ESF)’s Environmental and Social Standard (ESS) 10, “Stakeholder Engagement and Information Disclosure”, recognizes “the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice”. In more detail, the requirements set out by ESS10 are as follow:

- 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, 2018:ESS10,para. 9).

Within the framework of these principles, a SEP that is proportionate to the nature and scale of the project and its potential risks and impacts is developed by the ACC. It will be disclosed prior to the Project appraisal, and that the ACC will seek the views of stakeholders on the SEP, including on the identification of stakeholders and proposals for future engagement. Following the consultations, the updated SEP will be disclosed by the ACC subsequent to any significant changes to the original version.

The ACC is responsible for the establishment and implementation of a project-level grievance mechanism to receive and facilitate the resolution of concerns and grievances of affected parties and other interested parties related to the environmental and social performance of the project in a timely manner. The scope, scale, and type of the required GM will be proportionate to the nature and scale of the potential risks and impacts of the project. The GM will: (i) enable submission of grievances and concerns in person, by phone, e-mail and/or website; (ii) have a log where grievances are registered in writing and maintained as a database; (iii) have publicly advertised procedures, setting out the length of time users can expect to wait for acknowledgment, response and resolution of their grievances; (iv) ensure transparency about the grievance procedure, governing structure and decision makers; (v) have an appeals process (including the national judiciary) to which unsatisfied grievances may be referred when the resolution of grievance has not been achieved.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1. Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- **Openness and life-cycle approach:** Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- **Informed participation and feedback:** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- **Flexibility:** If social distancing, cultural context or governance factors inhibits traditional forms of

face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

3.2. Stakeholder Identification

Project stakeholders are defined as individuals, formal or informal groups and organizations, and/or governmental entities whose interests or rights will be affected, directly or indirectly by Project, both positively and negatively, who may have an interest, and who have the potential to influence to the Project outcomes in any way. In accordance with the ESS10, this SEP categorizes the stakeholders into three groups in order to ensure a more efficient and effective stakeholder engagement.

- i. **Affected Parties (APs)** – persons who are local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

Table 1. Identified Affected Parties for Stakeholder Engagement

Affected Parties - APs				
Stakeholder	Description	Interests / Interaction	Interest	Influence
Agricultural Workers and jobseekers	Individuals informally employed and seeking employment opportunities in the agriculture sector residing in selected provinces	Benefiting from employment opportunities created under Component 1 and 2 activities and raising awareness activities.	High	High
Farmers	Farmers registered as formal employers, and informal employers expected to register formally	Benefiting from wage subsidy, formalization support and technical assistance under Component 1 activities.	High	High
ACC Central Union	Responsible authority of the program for all actions	Receiving capacity support for coordination, decision- making, information systems for data management, training, investments and other project activities.	High	High
ACC Regional Unions	Regional Unions in project provinces	Receiving implementation support for project activities and benefiting from capacity building activities.	High	High
Primary ACCs	Primary ACCs in project provinces	Receiving implementation support for project activities; and benefiting from capacity building activities and Micro/Small Investment grants.	High	High
PIU	Consultants in Ankara and project provinces	Ensuring smooth project management Adhering to procurement, financial management, and compliance standards	High	High

- ii. **Other Interested Parties (OIPs)** – individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way. OIPs include other persons and groups who may be interested in the project because of its location, its proximity to natural or other resources, or because of the sector or parties involved in the project. These may be local government officials, community leaders, and non-governmental organizations,

particularly those who work in or with the affected communities. Specifically, the following individuals and groups fall within this category:

Table 2. Identified Other Interested Parties for Stakeholder Engagement

Other Interested Parties - OIPs				
Stakeholder	Description	Issues/Interaction	Interest	Influence
Community Members	Individuals and groups in project provinces	Benefiting from employment opportunities created under Component 1 and 2 activities.	Medium	Medium
Directorate of Migration Management	DMM in Ankara	Data and experience sharing	Medium	Medium
International Labor Force	General Directorate in Ankara	Informing about labor regulations and work permits relating to foreign workers	Medium	Medium
SSI (SGK)	General Directorate and Provincial Directorates in project provinces	Data and experience sharing	Low	Medium
IŞKUR	General Directorate and Provincial Directorate in project provinces	Data and experience sharing	Low	Low
NGOs - INGOs	Local and international NGOs working on creating sustainable employment and supporting soci-economic interventions for vulnerable groups in project provinces	Coordination with development partners through existing coordination mechanisms and exploration of potential collaborations.	Medium	Low
MoAF	Ministry Level and Provincial Directorates of MoAF in project provinces	Data and experience sharing	Low	Low
Municipalities	Municipalities in project provinces	Data and experience sharing	Low	Low
Agriculture and Rural Development Support Institution	General Directorate of TKDK	Data and experience sharing related to micro-scale investments	Low	Low
Service Providers and Suppliers	National and/or international level	Engaging in training, capacity building, micro-scale investment activities	Medium	Medium
Media	Social media accounts, newspapers etc.	News and stories related to the local impact of the Project	Medium	Medium

iii. Vulnerable Individuals or Groups - persons who may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their vulnerable status and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. vulnerable groups may include but *are not limited to the following*:

- youth, women and women-headed households
- refugees and immigrants in general who have particular high unemployment, and if employed, are mainly in informal sector with low wages and risk of exploitative work conditions, – plus limited awareness of rights due to language issues
- elderly people, persons with disabilities and their caretakers, the unemployed.

The vulnerable/disadvantaged groups/individuals identified at this early stage of the Project may include but are not limited to those who identified at the Table 3.

Table 3. Identified Vulnerable Groups and the Way of Engagement

Vulnerable Groups				
Stakeholder	Description	Interests / Interaction	Interest	Influence
People with physical disabilities (mobility, hearing, vision impairment, etc.)	Accessibility, lack of information and funding for training in special needs	Special training needs such as audio devices, accessible venues, etc.	Low	Low
Women	Accessibility, lack of information	Communication at accessible venues, with appropriate engagement methods	High	High
Elderly people	Accessibility, lack of information and lower familiarity with online tools, services, and communication channels	Communication at accessible venues, with appropriate engagement methods	Low	Low
Immigrants, refugees Non-native Turkish speakers	Accessibility, lack of information and lower familiarity with online tools, services, and communication channels	Support of alternative languages; English, Arabic	High	High

In order to incorporate the view of vulnerable groups;

- Engagement with local organizations and NGOs representing the interests of persons with disabilities will be carried out,
- Separate consultations in places of easy access will be conducted for women, elderly population, youth and disabled persons and any other vulnerable groups in the targeted provinces,

- Information on the project will be provided in Turkish, Arabic and English, and or in braille if required,
- Any written or printed project related material to disseminate information will be prepared in culturally proper, easy to understand language and translated before dissemination on sites also known to and accessible by the project's vulnerable groups.

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Summary of Previous Stakeholder Engagement Activities

The Formal Employment Support in Agriculture Sector Project (FESAS 1), the predecessor of FESAS 2, was designed to address formal employment challenges in the agricultural sector through an innovative approach. FESAS 1 has been implemented through robust stakeholder engagement activities, which also contribute to the design of FESAS 2. These activities include meetings and consultations with governmental institutions (Vice Presidency FRIT Office, MoLSS [İş-Kur, SSI], MoAF, MoFSS), NGOs and INGOs (TRC, FAO, UNICEF, ILO), and potential beneficiaries, such as farmers, agricultural workers, and SuTPs. To promote effective community engagement, FESAS 1 also conducted farmer sensitization sessions, awareness-raising activities for workers, and established an effective grievance mechanism (GM) with multiple intake channels, a clear resolution process, an appeals mechanism, and multilingual support (Turkish, Arabic, English). These efforts have provided valuable lessons and inputs that have shaped the design and planning of FESAS-2.

During the project preparation phase, the WB ESF requires that institutions developing projects organize meaningful stakeholder consultation meetings to obtain feedback on E&S documents, particularly the ESMF and SEP. As part of the FESAS 2 project, the following key Environmental and Social (E&S) documents were developed in Turkish and English and disclosed on the official website of ACC on 04.02.2025:

1. Environmental and Social Management Framework (ESMF)
2. Stakeholder Engagement Plan (SEP)
3. Labor Management Procedures (LMP)
4. Environmental and Social Commitment Plan (ESCP)

Additionally, the updates of the documents were carried out in March 2026 and published on the project's website on an open access basis.

Following the disclosure of E&S documents, stakeholder consultations were conducted to integrate stakeholder feedback into project documents. Consultation meetings were planned with relevant institutions that play a role in labor markets, migration, and rural development to ensure meaningful stakeholder engagement. Invitations and informative e-mails were sent (see annex 2) and meetings took place between February 7-13, 2025, either through in-person visits or online sessions.

Following the invitations, adopting a different approach with separate consultations became necessary due to stakeholders' varying schedules and areas of focus. This approach enabled more focused discussions tailored to each institution's mandate and expertise, allowing for in-depth engagement and institution-specific feedback. In total, 8 participants attended the consultations, including representatives from different institutions. The gender distribution of the participants 4 women and 4 men.

A consultation meeting was first held with the Agriculture and Rural Development Support Institution (TKDK) on February 7, 2025, at their headquarters. This was followed by an online meeting with İŞKUR (Turkish Employment Agency) on February 10, 2025, attended by institutional representatives. On February 12, 2025, a consultation meeting was held with the Directorate of Migration Management (DMM) at their offices. During each meeting, a presentation in Turkish was delivered (see annex 2), introducing the FESAS 2 Project and explaining the fundamental principles and commitments for managing the potential environmental and social risks of project activities. Participants were encouraged to ask questions and share their feedback during the Q&A session. Each question was carefully addressed, and detailed responses were provided. Participants provided valuable insights and recommendations on key topics as provided in Annex 1.

The consultations focused on several critical aspects of the project, including:

- **Labor Rights & Social Protection:** Stakeholders emphasized the importance of ensuring formal employment and compliance with Turkish labor laws and WB ESS2 requirements.
- **Inclusion of Vulnerable Groups:** Discussions highlighted the need for integrating refugees, migrants, and host communities into the agricultural workforce.
- **Monitoring & Grievance Mechanism (GM):** Ensuring an effective grievance mechanism to monitor labor conditions and prevent risks such as child labor and worker exploitation.
- **Capacity Building & Awareness:** Stakeholders underlined the necessity of training programs for farmers, agricultural workers, and institutions to promote formal employment and ensure occupational health & safety (OHS) compliance.

Feedback collected from the meetings has been reflected in the revised SEP and ESMF. The final versions of these documents have been updated to ensure that stakeholder perspectives and concerns are adequately addressed. These revised documents will guide project implementation and ensure continuous stakeholder engagement throughout the Project. ACC remains committed to ongoing consultation and will continue engaging stakeholders through the methods defined in Section 4.2. and 4.3.

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

A variety of engagement techniques will be utilized to engage and consult with stakeholders, as well as to gather information from and deliver information to stakeholders. The level of impact, in addition to the needs and concerns of the stakeholders, will determine the basis of the communication tools and methods selected to engage with certain groups. The language of communication throughout the Project is expected to be Turkish; however, different languages will be also taken into consideration, if need be, to increase the efficiency of the engagement activities and ensure the involvement of all stakeholder groups. The engagement activities will be carried out in a culturally appropriate manner and will include the best approaches to interact with stakeholder groups that establish effective relationships for stakeholder engagement.

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.

- i. **Formal Meetings:** Official meetings will consist of internal meetings to be held within ACC and its relevant units; 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.
- ii. **Information Dissemination Sessions:** Informative meetings conducted during the first phase of the project had a significant impact on disseminating accurate project information, including essential technical details about financial support amounts, accounting, ESF requirements, GM, and application procedures. Equipped with straightforward guidance materials, farmers and ACCS' staff were introduced to the project's principles at rural convening locations. New visual materials that will facilitate the process for project beneficiaries were also added in this phase. Building on the good practices of the first phase, information sessions targeting farmers and ACC staff will form the backbone of the stakeholder activities for affected parties (APs), with a stronger focus on the newly participating provinces.
- iii. **Technical Assistance:** These events will be organized to reach out the farmers to provide trainings

and a package of information on benefits for farmers to enroll in the SSI and the legal requirements for employing workers, and advice on managing workers.

- iv. **Awareness Raising Activities:** To ensure effective community outreach, ACC field staff will engage with workers through farmers and provide information in-person in production areas. This approach is considered the most practical and accessible option, as it aligns with the workers' presence in centralized farming areas – which also helps minimize social risks by ensuring consistent messaging in a familiar setting.
- v. **Harvest Day:** This meeting will be organized to combine the objectives of the harvest day, consultation, and dissemination of results. Within this scope, field experiences from the project implementation process will be shared, stakeholders will be informed about the environmental and social instruments as well as related implementation documents, and the outputs achieved at the end of the project will be communicated to relevant parties. The meeting will be conducted in a manner open to the participation of community members, farmers, vulnerable/disadvantaged groups, NGOs, and all other relevant stakeholders identified throughout the project cycle.
- vi. **Consultation Meetings:** This meeting will be organized to combine the objectives of the harvest day, consultation, and dissemination of results. Within this scope, field experiences from the project implementation process will be shared, stakeholders will be informed about the environmental and social instruments as well as related implementation documents, and the outputs achieved at the end of the project will be communicated to relevant parties. The meeting will be conducted in a manner open to the participation of community members, farmers, vulnerable/disadvantaged groups, NGOs, and all other relevant stakeholders identified throughout the project cycle.
- vii. **Results Dissemination Meeting:** This meeting will be organized to combine the objectives of the harvest day, consultation, and dissemination of results. Within this scope, field experiences from the project implementation process will be shared, stakeholders will be informed about the environmental and social instruments as well as related implementation documents, and the outputs achieved at the end of the project will be communicated to relevant parties. The meeting will be conducted in a manner open to the participation of community members, farmers, vulnerable/disadvantaged groups, NGOs, and all other relevant stakeholders identified throughout the project cycle.
- viii. **Grievance Mechanism:** A proper grievance mechanism (GM) has already been updated and enhanced for the operations for the Project in compliance with the WB's ESS10 requirements. The details of the GM are provided in Chapter 7. of this document.
- ix. **Digital Communication Tools:** The project's digital presence will be enhanced through the maintenance of its current website and social media accounts, complemented by design and multimedia services to support information dissemination as needed. The ACC's and the Project's websites, social media accounts (LinkedIn, X, Instagram etc.), social media channels (YouTube) will be used to inform stakeholders about the progress, and important developments of the Project.
- x. **Printed Materials:** Variety of materials including posters, brochures, leaflets, hand-outs, project journals, local TV commercials, radio spots, local newspaper advertisements etc. will be provided in scope of prepared communication strategy.
- xi. **Other Engagement Methods:** Focus group discussions, site visits and in-depth interviews, which are also common stakeholder engagement methods, can be used during the project

implementation if any additional engagement activities are required.

4.3 Stakeholder Engagement Plan

Table 4. Engagement Plan for Affected Parties

Affected Parties - APs					
Subgroup	Project Phase	Engagement Method	Purpose	Content	Responsible
Agricultural Workers and jobseekers	Implementation	Information Sessions Awareness-Raising Activities Harvest Day Consultations	Reaching every potential beneficiary who is likely to work in agriculture sector	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP)	ACC - PIU
	Completion	Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods	Informing stakeholders at the local level about the progress of project implementation	Disclosure of written information: brochures, posters, flyers, website, information boards in primary ACCs Potential environmental and social risks and measures taken to mitigate them, etc. Channels for submitting grievances and GM procedures	
Farmers	Implementation	Information Sessions Technical Assistance Harvest Day Consultations	Reaching every potential beneficiary who is likely to work in agriculture sector	Disclosure of official information about project activities	ACC - PIU
	Completion	Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods	Informing stakeholders at the local level about the progress of project implementation	Disclosure of project documents (LMP, ESMF, SEP, ESCP) Potential environmental and social risks and measures taken to mitigate them, etc. Channels for submitting grievances and GM procedures	
ACC Central Union	Preparation	Formal Meetings Information Sessions Harvest Day Consultations	Ensuring transparent communication and coordination between ACC Units through all project phases	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP)	ACC - PIU
	Implementation Completion	Result Dissemination Meeting Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods	Embracing the scope, rationale and E&S requirements of the project Capacity Building Feedback on consultant/contractor reports	Disclosure of regular updates on the progress of its implementation Potential environmental and social risks and measures taken to mitigate them, etc. Channels for submitting grievances and	

				GM procedures Organizational Issues	
ACC Regional Unions	Preparation Implementation Completion	Formal Meetings Information Sessions Harvest Day Consultations Result Dissemination Meeting Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods,	Ensuring transparent communication and coordination between ACC Units through all project phases Embracing the scope, rationale and E&S requirements of the project Capacity Building	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP) Disclosure of regular updates on the progress of its implementation Potential environmental and social risks and measures taken to mitigate them, etc. Channels for submitting grievances and GM procedures Organizational Issues	ACC - PIU
Primary ACCs	Preparation Implementation Completion	Formal Meetings Information Sessions Harvest Day Consultations Result Dissemination Meeting Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods	Ensuring transparent communication and coordination between ACC Units through all project phases Embracing the scope, rationale and E&S requirements of the project Capacity Building Ensuring to reach right beneficiary to increase the effectiveness of the project	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP) Disclosure of regular updates on the progress of its implementation) Potential environmental and social risks and measures taken to mitigate them, etc. Channels for submitting grievances and GM procedures Organizational Issues	ACC - PIU
PIU	Preparation Implementation Completion	Formal Meetings Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods	Ensuring smooth project management Adhering to procurement, financial management, and E&S compliance standards	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP) Disclosure of regular updates on the progress of its implementation) Potential environmental and social risks and measures taken to mitigate them, etc. Channels for submitting grievances and GM procedures Organizational Issues	ACC - PIU

Table 5. Engagement Plan for Other Interested Parties

Other Interested Parties – OIPs					
Subgroup	Project Phase	Engagement Methods	Purpose	Content	Responsible
Community Members	Preparation Implementation Completion	Harvest Day Consultations Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods	Informing stakeholders at the local level about the progress of project implementation Identifying issues of concern	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP) Disclosure of written information: brochures, posters, flyers, website, information boards in primary ACCs Potential environmental and social risks and measures taken to mitigate them, etc. Channels for submitting grievances and GM procedures	ACC - PIU
Public Institutions (MoFLSS, MoI, MoAF, Municipalities etc.)	Preparation Implementation Completion	Formal Meetings Harvest Day Consultations Result Dissemination Meeting Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods	Informing the project’s alignment with Turkiye’s strategies Providing regular updates on Project implementation and progress Coordination activities	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP) Discussions about project activities and its implementation Potential environmental and social risks and measures taken to mitigate them, etc. Potential collaborations to enhance project impact Channels for submitting grievances and GM procedures	ACC - PIU
TKDK	Preparation Implementation Completion	Formal Meetings Harvest Day Consultations Result Dissemination Meeting Grievance Mechanism Digital Tools Printed Materials	Providing updates on project implementation and progress Exploring potential collaborations	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP) Potential environmental and social risks and measures taken to mitigate them, etc. Potential collaborations to enhance	ACC - PIU

		Other Engagement Methods		project impact Channels for submitting grievances and GM procedures	
NGOs and INGOs	Preparation Implementation Completion	Formal Meetings Harvest Day Consultations Result Dissemination Meeting Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods	Providing updates on project implementation and progress Exploring potential collaborations	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP) Discussions about project activities and its implementation Potential environmental and social risks and measures taken to mitigate them, etc. Potential collaborations to enhance project impact Channels for submitting grievances and GM procedures	ACC - PIU
Service Providers and Suppliers	Implementation Completion	Digital Tools Grievance Mechanism Other Engagement Methods	Collaborations to implement required activities and to enhance project impact through technical consultancies, good procurements etc. Publicizing information on project needs to achieve inclusivity and transparency	Disclosure of procurement notifications and tender announcements Channels for submitting grievances and GM procedures	ACC - PIU
Media	Implementation Completion	Consultations Result Dissemination Meeting Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods	Publicizing information through social networks and mass media and providing contact information	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP) Potential environmental and social risks and measures taken to mitigate them, etc. Channels for submitting grievances and GM procedures	ACC - PIU

Table 6. Engagement Plan for Vulnerable Groups

Vulnerable Groups					
Subgroup	Project Phase	Engagement Mechanism	Purpose	Content	Responsible
Refugees and Immigrants Low-Income Groups Unemployed Women Caretakers Children Elderly People with Disabilities	Preparation Implementation Completion	Grievance Mechanism Digital Tools Printed Materials Other Engagement Methods	Achieving inclusivity by providing equal access on project information Adopt a sensitive form of stakeholder engagement for vulnerable group needs Encouraging to be involved in the consultation process	Disclosure of official information about project activities and project documents (LMP, ESMF, SEP, ESCP) Potential environmental and social risks and measures taken to mitigate them, etc. Channels for submitting grievances and GM procedures	ACC - PIU

5. IMPLEMENTATION ARRANGEMENTS

5.1. Roles and Responsibilities

PIU will be responsible for the implementation of stakeholder engagement activities defined in this SEP. The Social Specialist is responsible for the implementation of SEP and GM. To implement the activities envisaged in the SEP, the PIU will need to closely coordinate with other stakeholders – other ACC branches, national and local government departments/ agencies, NGOs, ISKUR, community members, agricultural workers and farmers. The roles and responsibilities of these stakeholders are summarized in the Table below.

Table 7: Responsibilities of Key Actors in SEP Implementation

Actor/Stakeholders	Responsibilities
ACC	Ensuring successful achievement of program objectives
Regional ACCs and Primary ACCs	Oversight of the project’s stakeholder engagement implementation Informing PIU on any issues related to engagement with stakeholders
PIU	Supervision of the stakeholder engagement activities Assisting ACC in developing information-sharing materials Ensuring smooth implementation of stakeholder engagement plan Incorporating all stakeholder engagement activities into the overall environmental and social management systems Developing an internal system to communicate progress and results of stakeholder engagement to the senior management and staff members Management and resolution of grievances Coordinating the parties for proper implementation of processes related to grievance mechanisms and stakeholder engagement issues
Social Specialist Environmental Specialist (PIU)	Planning and monitoring stakeholder engagement activities in line with this SEP Ensuring that the stakeholder engagement is understood by PIU members and other stakeholders Supporting other PIU staff that may have interaction with stakeholders Reporting to World Bank to implementation of this SEP Updating this SEP periodically and upon major Project changes Acting as the GM focal point of the PIU and preparing consolidated GM reports of the Project Coordinating and supervising contractors of project GM
Field Officers in Project Provinces	Supporting implementation of stakeholder engagement activities in the field Acting as the GM focal point and ensuring the GM is understood by all stakeholders Reporting and communicating stakeholders’ demand and concerns to the Social Safeguard Specialist

5.2. Stakeholder Engagement Budget

To implement stakeholder engagement plan, approximately \$370,000.00 budget is allocated to carry out information sessions for farmers ACCs, technical assistance for farmers, awareness raising activities for workers, harvest day, result dissemination meetings, GM, digital tools and other engagement methods.

5.3. Information Disclosure

The draft version of this SEP will be disclosed on the ACC¹ and project website² in Turkish and English. Additionally, hard copies will be made available at primary ACCs to facilitate stakeholder access. The SEP will be subject to public consultation along with the ESMF., allowing stakeholders to provide feedback on stakeholder identification and engagement proposals. Following the consultations, the SEP and ESMF will be revised to incorporate consultation details and stakeholder feedbacks and will be re-disclosed on the web page once cleared by the WB.

5.4. Monitoring and Reporting of the SEP

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

Stakeholder engagement activities will be monitored periodically and reported in the E&S Progress Reports to be submitted to the WB on biannual basis. Documentations of the stakeholder engagement activities will be kept in the archive of the ACC. Information about the consultation activities will be reported to the Bank within the E&S Progress Reports and will include (but not limited to),

- Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period
- Frequency of public engagement activities
- Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process
- Number of grievances received, in total and at the local level
- Type of public grievances received
- Number of grievances received from stakeholders, and sorted and analyzed according to category of grievance
- Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance,
- Number of press materials published/broadcasted in the local, regional, and national media

5.4.2. Reporting back to Stakeholder Groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Semi-annual summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The semi-annual summaries

¹ <https://tarimkredi.org.tr/>

² <https://www.fesas.org>

will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

6. CITIZEN ENGAGEMENT

The FESAS 2 is designed not only to promote the formalization of employment in the agricultural sector but also to ensure active citizen engagement throughout its implementation. Incorporating feedback from farmers, agricultural workers, and community members is a key element in enhancing project effectiveness, ensuring transparency, and fostering local ownership. A strong citizen engagement approach has been developed, drawing on lessons learned from FESAS 1, to encourage meaningful participation and ensure that feedback loops are effectively closed. Citizen engagement under the project will involve the following key elements:

Dissemination of Project Information: Project-related information, including eligibility criteria, application processes, wage subsidy mechanisms, will be made accessible to stakeholders through multiple channels. These include the project website, ACC platforms, printed materials distributed through primary ACCs, and field visits conducted by ACC staff.

Regular Stakeholder Consultations: Stakeholder engagement meetings will be conducted at key points during the project cycle to ensure that farmers, agricultural workers, and community members have the opportunity to express their views and concerns. These consultations will be held before project activities commence, during implementation, and after completion to assess outcomes and gather feedback on project performance.

Grievance Mechanism (GM): A well-functioning GM will be available to project stakeholders throughout the implementation phase. This mechanism will allow citizens to submit feedback, concerns, or grievances via multiple intake channels, including a call center, online platforms, and designated complaint boxes at ACC locations. The GM will ensure transparency, non-discrimination, and confidentiality in addressing all grievances, including anonymous ones.

Monitoring, Independent Verification, and Process Evaluations: To assess project performance and ensure accountability, regular monitoring activities will be conducted, including independent verification and process evaluations. These will involve interviews with beneficiaries, farmers, and community members to gather their feedback on project implementation and outcomes.

Closing the Feedback Loop: The project will actively share the findings from monitoring and stakeholder engagement activities through its communication efforts. Regular updates on project progress, stakeholder feedback, and improvements made based on citizen input will be disseminated via ACCs, meetings, and digital outreach channels.

6.1 Indicators for Citizen Engagement

To measure the effectiveness of citizen engagement activities, the project will track the following indicators:

- Proportion of beneficiaries satisfied with the citizen engagement processes and project outcomes.
- Percent of grievances received and resolved through the GM within the established time frame.

By integrating these citizen engagement measures, the FESAS 2 will ensure that farmers, agricultural workers, and other stakeholders play an active role in shaping the project's implementation and long-term impact.

7. GRIEVANCE MECHANISM

The FESAS 2 Grievance Mechanism (GM) is designed to ensure that complaints and grievances are resolved in a timely, effective, and transparent manner, strengthening accountability to project stakeholders for project’s E&S performance. It provides all stakeholders, including the public, with accessible channels to submit feedback or concerns related to project activities.

The GM operates in Turkish, English, and Arabic to eliminate language barriers, and anonymous submissions are permitted, with privacy protections in place throughout the project. A dedicated department is responsible for receiving, recording, and addressing grievances while ensuring principles of transparency, non-discrimination, and confidentiality.

Project stakeholders will be informed about the GM and resolution procedures through various communication methods, including notice boards, suggestion/complaint boxes, training sessions, meetings, the project website, printed materials, and social media. The GM available for all stakeholders defined in Section 3.2 include;

- Accessible channels to receive grievances
- Stipulated time frames to respond to grievances
- A log to record and track the timely resolution of grievances
- A responsible department to receive, record and track resolution of grievances

7.1 GM Procedures

The GM Procedure follows a structured approach to ensure effective and timely resolution of grievances. Stakeholders can submit grievances through various intake channels (see Table 9). Anonymous grievances are also accepted and processed under the same procedure. To ensure accessibility, transparency, and ease of use for all stakeholders, further details on grievance procedures, roles and responsibilities, and escalation mechanisms, have been disclosed on the project website.

In case a grievance remains unresolved at the initial level, it can be escalated to higher authorities or an independent appeals body for further review (see 0 Appeal Mechanism).

Table 8: GM Procedures

Submission of Grievance	Stakeholders can submit grievances through multiple intake channels, including a call center, online platforms, designated complaint boxes, or in-person submissions. Anonymous grievances are also accepted and processed equally.
Registration and Acknowledgement	Once grievance is received, it is recorded in the FESAS MIS Support Module, a dedicated grievance management system. Acknowledgment of receipt is sent to the complainant, unless the submission was anonymous.
Assessment and Categorization	The responsible team reviews the grievance and categorizes it based on its nature and severity. If additional information is required, the complainant is contacted.
Investigation and Resolution Proposal	The relevant department or assigned personnel investigate the issue. A resolution proposal is developed within a specified

	time frame.
Response and Implementation of Resolution	The proposed resolution is communicated to the complainant. If the complainant accepts, the resolution is implemented, and the grievance is closed. If not, further discussions or escalations may occur.
Escalation (If necessary)	If the grievance is not resolved at the initial level, it can be escalated to higher authorities or an independent appeals body for further review. (see 7.2. AppealMechanism)
Closure and Feedback	Once resolved, the grievance is officially closed in the system. Feedback from the complainant may be collected to improve the GM process.

This structured GM procedure ensures that grievances are handled fairly, efficiently, and transparently, enhancing stakeholder confidence in the project's commitment to social and environmental accountability.

7.2.1 Intake Channels

Table 9: Intake Channels

FESAS Hotline	Will be updated
E-mail	iletisim@fesas.org
Website	https://www.fesas.org/iletisim/
Social Media Accounts	Will be updated
Suggestion Boxes	Will be placed in Primary Cooperatives in project provinces
ACC Hotline	444 4 855
CIMER	www.cimer.gov.tr 150 +90 312 525 55 55
YIMER	www.yimer.gov.tr 157 +90 312 157 11 22

7.2.2. ACC Contact Information

The point of contact regarding grievance management and the local stakeholder engagement activities is the ACC Central Union and PIU. Information on the Project and future stakeholder engagement programs will be available on the Project's website and will be posted on information boards in the Project area. Information can also be obtained from the ACC Environmental and Social Safeguard Specialists. For information on engagement with national and international stakeholders, and for information on the environmental and social performance of the Project, NGOs, and media are invited to contact ACC Central Union and PIU in Ankara:

Table 10: ACC and PIU Contact Information

Contact Information	ACC - Central Union
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Address	Söğütözü Mahallesi 2185. Cadde No: 20F Çankaya Ankara
Email	iletisim@tarimkredi.org.tr
Telephone	+90(312) 216 40 00 / 444 4 855
Website	http://www.tarimkredi.org.tr/
Contact Information	ACC - PIU
Address	Söğütözü Mahallesi 2185. Cadde No: 20F Çankaya Ankara
Email	frit@tarimkredi.org.tr
Website	https://www.fesas.org/

7.2 Appeal Mechanism

If the grievance cannot be resolved despite all the efforts made and actions taken, the GM focal point of PIU will notify the complainant about the resolution by summarizing the corrective actions taken and explaining the resolution process of the complaint and informing the complainant of other alternatives. At all times, complainants may seek other legal remedies in accordance with the Turkish legal framework. Applicants whose complaints could not be resolved through existing GM or whose complaints contain sensitive issues can always apply to the relevant legal institutions. Such institutions can be summarized as follow:

- CIMER
- YIMER
- Civil Courts of First Instance
- Administrative Court
- Commercial Courts of First Instance
- Labor Courts
- Ombudsman

7.3 World Bank Grievance Redress Service

Communities and individuals who believe that they are adversely affected by a WB supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress

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

ANNEX 1- Summary Table for the Consultation Meetings

Stakeholders	Dates and Place of Consultations	Content of Consultation	Summary of Feedback
Agriculture and Rural Development Support Institution (TKDK)	07.02.2025 TKDK Office	<ul style="list-style-type: none"> Project introductory meeting was conducted after disclosure of the Project SEP. The Project's objective, its components, proposed activities, potential E&S impacts, suggested mitigation measures, and details about the framework E&S plans. The questions were answered and feedback were received. 	Questions on Component 2; request for clarification on construction activities, TKDK conducts its own sub-project evaluations; no extensive E&S assessment in their process; acknowledged the project's comprehensive E&S approach
İŞKUR (MoLSS)	10.02.2025 Online	<ul style="list-style-type: none"> Project introductory meeting was conducted after disclosure of the Project SEP. The Project's objective, its components, proposed activities, potential E&S impacts, suggested mitigation measures, and details about the framework E&S plans. The questions were answered and feedback were received. 	Questions on ensuring formal employment in agriculture; request for details on the Grievance Mechanism (GM); concerns about the 50% foreign-national employment target in FRIT projects; clarification provided on social risk rating and mitigation measures
Directorate of Migration Management (DMM)	12.02.2025 DMM Office	<ul style="list-style-type: none"> Project introductory meeting was conducted after disclosure of the Project SEP. The Project's objective, its components, proposed activities, potential E&S impacts, suggested mitigation measures, and details about the framework E&S plans. The questions were answered and feedback were received. 	Inquiry about the removal of "migrants" terminology; agreement on using "vulnerable populations"; question on a potential 50% foreign employment target; suggestion to establish a Steering Committee, request to be invited to key project events

ANNEX 2- Invitation Letter and Consultation Presentation

Sayın İlgili,

Türkiye Tarım Kredi Kooperatifleri Merkez Birlięi olarak hazırlık aşamasında olduğumuz **Geliştirilmiş Pazar Bağlantıları ile Tarımsal İstihdam Desteęi Projesi – FAZ II** (FESAS 2) kapsamında hazırlanan **Çevresel ve Sosyal Çerçeve Dokümanları**, paydaşlarımızın görüş ve katkılarına sunulmuştur. Dokümanlara aşağıdaki bağlantıdan ulaşabilirsiniz:

★ <https://www.tarimkredi.org.tr/gundem/duyurular/cevresel-ve-sosyal-cerceve-belgeleri-gelistirilmis-pazar-baglantilari-ile-tarimsal-%C4%B1stihdam-destegi-projesi-faz-%C4%B1%C4%B1-fesas-2/>

Bu çerçevede, sizin de görüşlerinizi almak amacıyla **10-11 Şubat 2025** tarihlerinde bir istişare toplantıları düzenlemeyi planlıyoruz. Görüşmeler **yüz yüze (kurumunuzda) veya çevrimiçi** olarak gerçekleştirilebilir. Size en uygun tarih ve yöntemi bildirmeniz halinde, programı buna göre şekillendirebiliriz.

Görüş ve önerileriniz, projenin sosyal ve çevresel standartlara uyumlu bir şekilde ilerlemesi açısından büyük önem taşımaktadır.

Katılımınızı bekler, değerli katkılarınız için şimdiden teşekkür ederiz.

Saygılarımızla,

Proje Uygulama Birimi
Türkiye Tarım Kredi Kooperatifleri Merkez Birlięi



Geliştirilmiş Pazar Bağlantıları ile Tarım İstihdamı Desteği Projesi - FAZ II

FESAS 2

Çevresel ve Sosyal Çerçeve İstihare Toplantıları



FESAS 2 Proje Detayları

FESAS 2 üç bileşenden oluşmaktadır:

Bileşen 1: Ücret sübvansiyonları ve işlerin kayıt altına alınmasına destek

- Tarımda kayıtlı istihdamı teşvik etmek amacıyla çiftçilere ücret sübvansiyonu
- Çiftçiler için kayıtlı istihdam süreçleri ve iklim-akıllı tarım konularında teknik destek
- İşçiler için kayıtlı istihdamın faydaları ve işçi hakları hakkında farkındalık artırma faaliyetleri

Bileşen 2: Türkiye Tarım Kredi Kooperatifleri'nin kapasitesinin artırılması

- Ürün işleme ve kalitesini iyileştirmek için, TKK'lerin kurutma, depolama, sınıflandırma, ayırma ve paketleme vb. tesislerine yatırım yapmaları için mikro ölçekli hibeler sağlamak

Bileşen 3: Uygulama desteği ve kurumsal kapasite geliştirme

- PUB, TKK kapasite geliştirme eğitimleri, Şikayet Mekanizması, İletişim faaliyetleri, izleme ve değerlendirme faaliyetleri



FESAS 2 PROJE DETAYLARI

FESAS 2, FESAS 1 deneyimini ele almıştır.

Uygulayıcı Kurum: Tarım Kredi Kooperatifleri

İdari Yönetici: Dünya Bankası

Fon Kuruluşu: Dışişleri, İngiliz Milletler Topluluğu

ve Kalkınma Ofisi (FCDO)

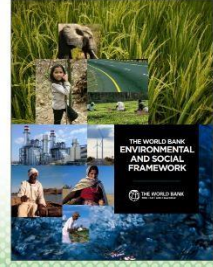
Proje Şehirleri: Adana, Adıyaman, Bursa, Gaziantep, İzmir ve Mersin

Proje Bütçesi: 14 Milyon 200 bin \$



Dünya Bankası Çevresel ve Sosyal Çerçeve

- Proje faaliyetlerinin potansiyel olumsuz çevresel ve sosyal etkilerin önlenmesi veya azaltılması için prosedürler ve kurumsal sorumluluklar oluşturmak
- Ulusal ve uluslararası çevresel ve sosyal yükümlülüklerin yerine getirilmesini sağlamak
- Kapsayıcılık, şeffaflık, katılım, hesap verebilirlik ilkelerine uyum
- Paydaş katılımı ile sürdürülebilir kalkınma sonuçlarını geliştirmek



Çevresel ve Sosyal Risklerin ve Etkilerin Değerlendirilmesi ve Yönetimi



Çevresel ve Sosyal Standartlar – ÇSS

ÇSS	Çevresel ve Sosyal Risklerin ve Etkilerin Değerlendirilmesi ve Yönetimi
ÇSS1	İşgücü ve Çalışma Koşulları
ÇSS2	Kaynak Verimliliği, Kirliliğin Önlenmesi ve Yönetimi
ÇSS3	Toplum Sağlığı ve Güvenliği
ÇSS4	Arazi Edinimi, Arazi Kullanımında Sınırlamalar ve İstemiz Yeniden Yerleşim
ÇSS5	Biyçeşitliliğin Korunması ve Canlı Doğal Kaynakların Sürdürülebilirlik Yönetimi
ÇSS6	Yerli Halklar / Sahra Altı Afrika Tarihsel Olarak Göz Ardı Edilmiş Geleneksel Yerel Topluluklar
ÇSS7	Kültürel Miras
ÇSS8	Finansal Araçlar
ÇSS9	Paydaş Katılımı ve Bilginin Açıklanması
ÇSS10	



Çevresel ve Sosyal Standart Belgeleri

- Çevresel ve Sosyal Yönetim Çerçevesi
- Paydaş Katılım Planı
- İşgücü Yönetimi Prosedürleri
- Çevresel ve Sosyal Taahhüt Planı

ÇSS belgeleri;

- Proje kapsamında çevresel ve sosyal risklerin yönetimine yönelik temel ilkeleri ve taahhütleri içerir,
- Belgeler kamuoyunun erişimine sunulur;

<https://www.tarimkredi.org.tr/gundem/duyurular/cevresel-ve-sosyal-cerceve-belgeler-gelistirilmis-pazar-baglantilari-ile-tarimsal-%C4%B1istihdam-destegi-projesi-faz-%C4%B1-%C4%B1-fesas-2/>

Paydaşlardan gelen geri bildirimler doğrultusunda dokümanlar öncelikle nihai hale getirilecek ve TKK internet sitesinde paydaşlar ile paylaşılacaktır.



Potansiyel Çevresel ve Sosyal Riskler

Çevresel Riskler	Etki Azaltıcı Önlemler
Toprak Erozyonu	Yamaçlar boyunca sürme, kontur toprak işleme, aşırı toprak bozulmasından kaçınma, uygun ürün rotasyonu, bitkisel örtünün korunması
Toprak Bozulması ve Kirliliği	Entegre zararlı yönetimini teşvik etmek, zararlı pestisit kullanımını kısıtlamak, organik gübreleri teşvik etmek ve ağır kimyasal güdülleri önlemek
Su Kaynaklarının Tükenmesi	Verimli sulama teknikleri hakkında bilinlendirme faaliyetleri, su kaynaklarının yakınında pestisit kullanımını yasaklamak
Biyçeşitlilik ve Habitat Kaybı	Arazi dönüşümüne izin vermemek, yeşil koridorları korumak
Hava Kirliliği	Toz bastırma önlemlerinin uygulanması, düşük emisyonlu makinelerin kullanılması, çevre dostu yakıtların teşvik edilmesi
Atık Üretimi	Uygun tarımsal atık bertarafı ve geri dönüşümü uygulayın, tehlikeli atıkları ayırın ve güvenli bir şekilde depolayın, kompostlama girişimlerini başlatın.
Altyapı ile İlgili Çevresel Riskler	Alt projeler için ÇSYP'ler geliştirmek, gürültü ve toz kontrol önlemlerini uygulamak, malzemelerin sorumlu bir şekilde tedarik edilmesini sağlamak
İklim Değişikliği ve Dayanıklılık	İklim-akıllı tarımı teşvik etmek, kuraklığa dayanıklı mahsulleri teşvik etmek
İSG endişeleri	Koruyucu ekipman ve güvenli pestisit kullanım protokollerini zorunlu kılmak, İSG eğitimleri sağlamak

Potansiyel Çevresel ve Sosyal Riskler



Sosyal Riskler	Etki Azaltıcı Önlemler
Kayıt dışı istihdam riskleri	Resmî iş sözleşmelerine uyulmasını sağlamak için izleme mekanizmalarının güçlendirilmesi.
Çalışan kırlanlığı	Tarım işçileri için işyeri güvenliği, yasal haklar ve sosyal korumalar konusunda bilinçlendirme programları oluşturmak. Adil ücretler ve sosyal güvenlik kaydı sağlamak, İSG standartlarını uygulamak, düzenli denetimler yapmak.
Çocuk işçiliği ve zorla çalıştırma riskleri	Sifir tolerans politikalarını uygulamak, saha denetimleri yapmak. Sıkı izleme sistemleri uygulamak, bağımsız doğrulama yapmak, çiftçiler arasında iş kanunları konusunda farkındalık yaratmak.
Kurumsal kapasite kısıtlamaları	TKK personelini işgücü korumaları, ücret sübvansiyonu yönetimi konularında eğitmek. Yönetimi kolaylaştırmak için dijital araçlar geliştirmek.
İşçi hakları ve ŞM'lere sınırlı erişim	ŞM'lerin erişilebilirliğini artırmak, işçi hakları ve şikayet prosedürleri konusunda eğitim vermek.
İstihdamda cinsiyet eşitsizliği	Ayrımcı olmayan işe alımı uygulamalarını sağlamak. Hedeflenen işe alımlar yoluyla kadınların katılımını teşvik etmek.
Sağlık ve güvenlik riskleri	Kişisel koruyucu ekipmanın sağlandığından emin olmak. Düzenli güvenlik denetimleri gerçekleştirmek, kimyasal kullanımı konusunda eğitim vermek.
Toplumsal kaygılar	Şeffaf paydaş katılım süreçleri oluşturmak, düzenli istişarelerde bulunmak, çevresel değişiklikleri proaktif bir şekilde ele almak.

FESAS Şikayet Mekanizması

Dünya Bankası'nın Çevresel ve Sosyal Çerçevesi kapsamında, proje kapsamındaki değişikliklerin ve şikayetlerin alınması ve çözümünün kolaylaştırılması için bir ŞM oluşturulmuştur.

- Proje kapsamındaki **tüm çalışanların** (doğrudan, sözleşmeli ve faydalanıcı çalışanlar) ve **paydaşların** şikayet / talep / soru / endişelerini iletebilmesi için
- Dil engellerini önlemek, erişilebilir ve kapsayıcı olmak için; **Türkçe, İngilizce ve Arapça**
- İsimsiz şikayetlerin gündeme getirilmesine ve ele alınması
- Proje uygulamasının tüm aşamaları boyunca tüm proje illerindeki tüm proje faaliyetleri için
- Cinsel istismar, taciz/cinsel taciz gibi hassas şikayetler

Şikayet Alma Kanalları



FESAS İletişim Hattı	0850 811 69 80
E-posta	iletisim@fesas.org
Web sitesi	https://www.fesas.org/iletisim/
Sosyal Medya Hesapları	https://www.instagram.com/fesasprojesi/
	https://www.linkedin.com/company/fesas-projesi/
	https://www.facebook.com/FesasProjesi/
Öneri Kutuları	Proje illerindeki Temel Kooperatiflere yerleştirildi
TKK İletişim Hattı	444 4 855
CIMER	www.cimer.gov.tr
	150 +90 312 525 55 55
YİMER	www.yimer.gov.tr
	157 +90 312 157 11 22

Şikayet İşleme Prosedürü



ŞM Aşamaları	Açıklama
Şikayetin İletilmesi	Paydaşlar şikayetlerini çağrı merkezi, çevrimiçi platformlar, belirlenmiş şikayet kutuları veya şahsen başvuru dahil olmak üzere birden fazla alım kanalı aracılığıyla iletebilirler. Anonim şikayetler de kabul edilir ve eşit şekilde işleme alınır.
Kayıt ve Teşekkür	Bir şikayet alındığında, özel bir şikayet yönetim sistemi olan FESAS MIS Destek Modülüne kaydedilir. Bildirim isimsiz olmadığı sürece, şikayet sahibine alındığı dair bir onay gönderilir.
Değerlendirme ve Kategorizasyon	Sorumlu ekip şikayeti inceler ve niteliğine ve ciddiyetine göre kategorize eder. Ek bilgi gerekiyorsa şikayetçi ile iletişime geçilir.
Soruşturma ve Çözüm Önerisi	İlgili departman veya görevlendirilen personel konuyu araştırır. Belirli bir zaman dilimi içerisinde bir çözüm önerisi geliştirilir. Önerilen çözüm şikayet sahibine iletilir.
Yanıt ve Kararın Uygulanması	Şikayetçi kabul ederse, çözüm uygulanır ve şikayet kapatılır. Aksi takdirde, başka tartışmalar veya tırmanmalar meydana gelebilir.
İtiraz (Gerekirse)	Şikayet daha ileri bir inceleme için üst makamlara veya bağımsız bir temiz organına taşınabilir.
Kapanış ve Geri Bildirim	Şikayet, çözüme kavuşturulduktan sonra sistemde resmî olarak kapatılır. ŞM sürecini iyileştirmek için şikayet sahibinden geri bildirim alınabilir.

TKK ve PUB İletişim Bilgileri



İletişim Bilgileri	TKK - Merkez Birliği
Adres	Söğütözü Mahallesi 2185. Cadde No: 20F Çankaya Ankara
E-posta	iletisim@tarimkredi.org.tr
Telefon	+90(312) 216 40 00 / 444 4 855
İnternet sitesi	http://www.tarimkredi.org.tr/
İletişim Bilgileri	TKK - PUB
Adres	Söğütözü Mahallesi 2185. Cadde No: 20F Çankaya Ankara
E-posta	frt@tarimkredi.org.tr
İnternet sitesi	https://www.fesas.org/



TEŞEKKÜRLER



ANNEX 3- Grievance Form

FESAS COMMUNICATION/NOTIFICATION FORM

Date: .../.../.....	Name of Cooperative:
District/Province/Neighborhood.....	

Personal Information

Name and Surname (optional):	Gender:.....
Address:	
Phone.:	E-mail:.....

Notified by (Please tick as applies)

<input type="checkbox"/>	Farmer
<input type="checkbox"/>	Worker
<input type="checkbox"/>	Persons Impacted by the Project
<input type="checkbox"/>	Other (please indicate)

Notification Category (Please tick as applies)

<input type="checkbox"/>	Project Activities
<input type="checkbox"/>	Employment (working hours/conditions, remuneration)
<input type="checkbox"/>	Child labor
<input type="checkbox"/>	Forced labor
<input type="checkbox"/>	Occupational health and safety
<input type="checkbox"/>	Gender based violence /exploitation/abuse
<input type="checkbox"/>	Environmental issues
<input type="checkbox"/>	Other (please indicate)

<p>Details of Notification</p> <p>.....</p> <p>.....</p> <p>.....</p>

Received/Prepared by

Signature

ANNEX 4- Grievance Closeout Form

FESAS İLETİŞİM/BİLDİRİM KAPATMA FORMU

Bildirim Kapatma Tarihi: .../.../.....

İl/İlçe/Mahalle.....

Bildirim Bilgileri

Kayıt No:

Kayıt Tarihi:.....

Bildirim Özeti:

.....
.....
.....

Düzeltilme Yöntemi (Lütfen uygun seçeneği işaretleyin)

<input type="checkbox"/>	Dahili Düzeltme
<input type="checkbox"/>	Paydaş Katılım
<input type="checkbox"/>	Yönlendirme
<input type="checkbox"/>	Uygun Değil (lütfen belirtin).....

Düzeltilme Detayları:

.....
.....
.....

Düzeltilme Sonucu (Lütfen uygun seçeneği işaretleyin)

<input type="checkbox"/>	Başarılı
<input type="checkbox"/>	Başarısız-Yönlendirme
<input type="checkbox"/>	Başarısız-Kapatma
<input type="checkbox"/>	Uygun Değil (lütfen belirtin).....

ANNEX 5- Grievance Log

FESAS -II İLETİŞİM VE DESTEK MEKANİZMASI KAYIT TABLOSU																							
Kayıt NO	KAYIT ALMA DETAYLARI				KAYIT OLUŞTURAN KİŞİ BİLGİLERİ						KAYIT DETAYLARI					ÇÖZÜMLEME DETAYLARI						Şikayet Kapatılmadıysa/Çözülmediyse lütfen ayrıntıları belirtin (Başka bir kurum/kişiyi yönlendirme yapıldı vb.)	
	Risk Derecesi	Kayıt Alma Kanalı	Kayıtın Oluşturulduğu Tarih	Kayıt Alan Personel/Kişinin Bilgileri (Ad-Soyad, Pozisyon, Birim)	Kayıt Türü	Kayıt Oluşturan Kişinin Kategorisi	Kayıt Oluşturan Kişinin Bilgileri *	Kayıt Oluşturan Kişinin Cinsiyeti	Kayıt Oluşturan Kişinin Adresi	Kayıt Oluşturan Kişinin Telefonu	Kayıt Oluşturan Kişinin E-Posta Adresi	Kayıtın Oluşturulduğu Şehir	İlgili Kooperatif	İlgili Proje Faaliyeti	Kayıt Kategorisi/Konusu	Kayıt Detayları	Kayıtın sisteme ulaştırıldığı şikayet sahifeye bildirildiği ve değerlendirilmeye alındığı tarih	Kayıt Durumu	Çözümleme için Kayıt Yönlendirildiği Birim/Personel	Çözümleme Planı	Kayıtın Ele Alınması İçin Son Tarih		Kayıt Kapatma Tarihi
1	Düşük	Sosyal Medya	#####		Soru	Çiftçi	X	Erkek				Adıyaman		Eğitimler	Proje Faaliyetleri	xxxxxxxxxxxxxxxxxxxx		İşlemde	Eğitim Uzmanı				
2	Yüksek	E-posta	2.03.2022		Şikayet	Diğer	X	Belirtmek istemiyorum				İzmir		Ücret Desteği	Çocuk/Zorla çalıştırma	xxxxxxxxxxxxxxxxxxxx		Kapatıldı	Sosyal Koruma Uzmanı		5.03.2022	5.03.2022	