Annex I

Stakeholder Engagement Plan
II INTRODUCTION

II.1 CONTEXT OF THE DOCUMENT

Samsung C&T Corporation, Salini Impregilo and Kayi are the Special Purpose Vehicle (SPV) responsible for the development of the Gaziantep Integrated Healthcare Campus ('the Project'). The SPV has appointed Environmental Resources Management Limited (ERM) in partnership with local partners ELC Royal Haskoning to undertake an Environmental and Social Impact Assessment (ESIA). This Stakeholder Engagement Plan (SEP) describes how stakeholders are being engaged as part of this ESIA; and the engagement activities that are planned throughout construction and operation of the Project.

Stakeholder engagement refers to a process of sharing information and knowledge, seeking to understand the concerns of others and building relationships based on trust and collaboration. It is essential for the successful implementation of the ESIA and the Project itself.

II.2 OBJECTIVES OF THE STAKEHOLDER ENGAGEMENT PLAN

This SEP provides a framework for stakeholder engagement throughout the life of the Project (planning, construction and operation). It has been designed so that the Project can demonstrate engagement that is effective, meaningful, consistent, comprehensive, coordinated and culturally appropriate, in line with all the relevant legal and regulatory commitments and good international industry practice.

Stakeholder (1) engagement is an ongoing process and as such, this SEP is a ‘living document’ that will be updated and adjusted as the Project progresses.

II.3 STRUCTURE OF THIS PLAN

This SEP is organised in the following subsequent sections:

- Section I2: Project Description;
- Section I3: National and International Standards and Legislation;
- Section I4: The Stakeholder Engagement Process;
- Section I5: Project Stakeholders;
- Section I6: Stakeholder Engagement;
- Section I7: Feedback and Grievance Mechanism; and
- Section I8: Monitoring and Reporting.

(1) Stakeholders are defined as persons, groups, organisations or communities who may be directly or indirectly affected (positively or negatively) by the Project, or have interest in it.
12  PROJECT DESCRIPTION

12.1  PROJECT OVERVIEW

The Project involves the construction of a 1,875 bed Healthcare Campus providing a range of healthcare services and facilities that will service Gaziantep City, Gaziantep Province and the wider region. The key motivation for the Project is to improve healthcare delivery and to increase total bed capacity in the region.

The Healthcare Campus will have a main hospital with a total bed capacity of 1,625. In addition, there will be a 100 bed High Security Forensics Hospital and a 150 bed Rehabilitation Hospital.

The health campus will house administrative buildings (including the Provincial Directorate of Health and 112 Emergency Service Building), car parking areas with 677 spaces outside and 3,175 spaces within the hospital buildings (1), and a helipad located to the south of the main building. The helipad is for ambulance helicopters, currently under the direct service of the Ministry of Health (MoH).

During construction of the health campus, there will be a worker accommodation camp to the south of the Project site as illustrated in the Project Description (Volume I, Chapter2); and two concrete batching units to the east of this worker accommodation. These are illustrated in Figure I2.1.

The Project will require a range of utilities. Site drainage, sewerage, storm water drainage, potable piped water and an electrical supply system will be installed. Power will also be supplied by a tri-generation plant that will be housed in the technical building to the north of the Project site as illustrated in the Project Description. Figure I2.1 depicts the indicative layout of the hospital.

Construction is expected to take three years and three months to complete. The Healthcare Campus will be managed for an initial 28 years by the SPV while medical staff will be provided by the MoH. The Ministry of Justice (MoJ) will also play a role in managing the High Security Forensic Unit.

(1) These will be spread across two basement levels and a mezzanine level in the Main Hospital and Rehabilitation Hospital.
The Project will have a total capacity of 1,875 beds

**Main Hospital:** Core building and four towers with a bed capacity of 1,625 beds
- Bed capacity of 100 beds (3 Floors)

**Forensic Hospital:**
- Bed capacity of 100 beds (3 Floors)

**Rehabilitation Hospital:** Bed capacity of 150 beds (4 Floors)

The Forensic Hospital will be located east of the Main Hospital and the Rehabilitation Hospital will be located northwest southeast of the Main Hospital.

The Forensic Hospital will face the Gaziantep Ring Road (O-54) and will be located below ground level.

**Administration**

The Provincial Directorate of Health (ISM) will be located in the south west of the Project Site and will house various services and have several functions across eleven floors including one ground floor and a basement.

Services will include:
- Local Health Authority;
- Union of Public Hospitals;
- Provincial Department of Public Health; and
- Command and Control Centre of 112 Emergency Services.

There is also a technical building in the north of the Project Site. It will include the tri-generation plant, various services such as laundry, catering and storage, mechanical and electrical units as well as a waste collection point.

**Car Park:**

- Total: 3852 Spaces
  - Indoor Car park: 3175 Spaces (spread across two basement levels in the Main Hospital and Rehabilitation Hospital)
  - Outdoor Car park: 677 Spaces in total
    - 250 Main Hospital
    - 10 Forensic Hospital
    - 297 Rehabilitation Hospital
    - 120 ISM Building

**Helipad**

The helipad is located on the west side of the site. The helipad will service ambulance helicopters currently under the direct service of the MoH.

The helipad will service ambulance helicopters currently under the direct service of the MoH.

**Main Hospital: Four Towers and Core Building**

The Main Hospital will have a total of 1,625 beds spread across a core building and four 10-floor towers.

- **Main Hospital Core** will have a total capacity of 33 beds.
- Tower one will house the Oncology Hospital and Cardiovascular Diseases Building and will have a total capacity of 401 beds.
- Tower two will house the General Hospital and will have a total capacity of 328 beds.
- Tower three will house the General and Psychiatric Hospital and have a total capacity of 402 beds.
- Tower four will house the Women’s and Children’s Hospital and have a total capacity of 461 beds.

**Rehabilitation Hospital:**

The Rehabilitation Hospital will consist of four floors and include:
- rehabilitation radiology unit;
- electrotherapy unit;
- electrophysiology laboratory;
- urodynamic laboratory and sexual rehabilitation clinic;
- oncology rehabilitation unit;
- speech rehabilitation;
- occupational rehabilitation;
- orthopaedic rehabilitation;
- gait laboratory;
- traumatic brain rehabilitation unit;
- paediatric rehabilitation;
- psychotherapy unit;
- dietary unit;
- hand rehabilitation unit;
- prosthetics and orthotics laboratory;
- cardio-pulmonary rehabilitation unit;
- spinal cord injury rehabilitation unit;
- rheumatological rehabilitation unit;
- hydrotherapy pools;
- acute care wards with a total of 150 beds;
- gymnasia;
- physician rooms; and
- cafeteria, pharmacy, shop and public area.
12.2  PROJECT LOCATION

The location of the Healthcare Campus is shown in Figure 12.2. The Project has been incorporated into the wider Master Plan for the area, which includes designated zones of urban development, such as residential apartment blocks, which will be constructed around the Project site.

The construction of Türkiye Odalar ve Borsalar Birliği Fen Lisesi (TOBB High School), which has been constructed adjacent to the Project site, was also a component of the Master Plan.
The Project is located in Şahinbey District, one of nine districts in Gaziantep Province, southwest of Gaziantep city in southeast Turkey. The Project area is surrounded by several neighbourhoods including Akkent, Karataş, Gunes, 75 Yil and Dumlupinar.

Recent maps produced by Şahinbey District indicate that the Project is located in Akkent neighbourhood although earlier correspondence from the Ministry of Health locates the site in Başlarbaşı. The Başlarbaşı Muhtar indicated that Başlarbaşı is one of the oldest neighborhoods in Gaziantep that used to include Akkent, Karataş and Mavikent.

Neighbourhoods in Şahinbey District

Akkent neighborhood is a new urban development of apartment blocks and amenities including shops and parks.

Parcels of land surrounding the Project site have been earmarked for similar urban development and the Project has been incorporated into the wider Master Plan for the area.

PROJECT SITE ALTERNATIVES

Alternative 1: Osmangazi, Şehitkamil District: The Project was originally planned to be located in Şehitkamil District of Gaziantep Metropolitan Municipality, on the eastern side of the city. However, access was challenging at this site. While the hospital could be accessed via the Gaziantep Ring Road, access from the centre of town was considered to be very difficult. The eastern side of the city currently has one university hospital and a maternity and children’s hospital. Due to the presence of existing hospitals and the difficulty in accessing the site, a new site was chosen.

Alternative 2: Akkent, Şahinbey District: This is the current Project site, which was chosen because of the opportunities created by planned large scale urban development in the area. The Hospital will benefit from access road networks into central Gaziantep and around the city, its proximity to the airport and the additional infrastructure such as water and electricity provision that is planned as part of the new development. The Mayor of Şahinbey District Municipality and the Gaziantep Metropolitan Municipality were involved in the decision making process.
I3 NATIONAL AND INTERNATIONAL STANDARDS AND LEGISLATION

I3.1 TURKISH LEGISLATION

Stakeholder engagement requirements for projects are included in the Turkish Environmental Impact Assessment (EIA) Regulation (Official Gazette Date/Number: 25.11.2014/29186 (1)). This Project however, does not fall within the scope of current EIA Regulation (2) and so there is no mandatory requirement for stakeholder engagement during Project development, under Turkish Law. It is anticipated, however, that the tri-generation and concrete batching plants for the Project will be subject to EIA Regulation; as such they will likely be subject to stakeholder disclosure requirements. This SEP would be relevant for any engagement specifically required as part of EIA Regulation.

I3.2 INTERNATIONAL REQUIREMENTS

The SPV has committed to developing the Project in line with Good International Industry Practice (GIIP), and specifically the European Bank for Reconstruction and Development (EBRD) Performance Requirements (PR), the European Investment Bank’s (EIB) Environmental and Social Standards and the International Finance Corporation’s (IFC) Performance Standards (PS). The specific standards of relevance to this Project are therefore:

- **PR10: Information Disclosure and Stakeholder Engagement - EBRD Performance Requirements (2008);**

- **Stakeholder Engagement: EIB Environmental and Social Standards (2013);** and

- **PS1: Assessment and Management of Environmental and Social Risks and Impacts - IFC Performance Standards (2012).**

These international requirements relating to stakeholder engagement are summarised in Box I3.1.

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(1) Note that while this Project does not officially require an EIA in accordance with Turkish regulation, the SPV is in the process of communication with the Ministry of Environment and Urban Planning to obtain an official decision on whether an EIA is required.

(2) The Project does not fall within the scope (Annex 1 or 2) of EIA Regulation (Official Gazette Date/Number: 25.11.2014/29186)
### Box I3.1  International Requirements for Engagement

**EBRD**

PR10 outlines a systematic approach to stakeholder engagement and requires that clients:

- Identify people or communities that are or could be affected by the project, as well as other interested parties;
- Ensure that such stakeholders are appropriately engaged on environmental and social issues that could potential affect them through a process of information disclosure and meaningful consultation; and
- Maintain a constructive relationship with stakeholders on an ongoing basis through meaningful engagement during project implementation.

**EIB**

Stakeholder Engagement Standard (10) requires that clients:

- Establish and maintain constructive dialogue between the promotor, affected communities and interested parties throughout the Project lifecycle;
- Ensure all stakeholders are properly identified and engaged;
- Engage stakeholders throughout the Project lifecycle in line with the principles of public participation, non-discrimination and transparency; and
- Ensure that all stakeholders are given equal opportunity and voice, regardless of status.

**IFC**

Project engagement and disclosure under PS1 on the Assessment and Management of Environmental and Social Risks and Impacts is required. The objective is to ensure that affected communities are appropriately engaged on issues that could potentially affect them; to develop and maintain a constructive relationship with communities; and to establish a grievance mechanism.

Paragraphs 25-35 of the IFC PS1 provides detailed information on:

- Who to consult;
- When to consult;
- What to consult; and
- How to consult.

The Project is viewed as a Category B project, as per the definition (1) provided in the ERBD’s PR1 (2008) and as such the ESIA and SEP for the Project are ‘proportionate to the project’s nature, size and location, as well as the characteristics of the potential impacts and risks’ (2). This Project is one of a suite of similar projects being developed across Turkey and therefore interest levels, as well as levels of concern, are potentially higher.

The international requirements for the Project require a systematic approach to stakeholder engagement that is designed to help build and maintain a constructive relationship with Project stakeholders, in particular the locally affected neighbourhoods and users of the Project’s services during operation. This SEP has been designed accordingly.

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(1) “where potential adverse future environmental and social impacts are typically site specific and/or readily identified and addressed through mitigation measures”, PR 1, Para 11.

(2) EBRD Performance Requirement 1: Assessment and Management of Environmental and Social Impact and Issues, Paragraph 11.
I4  THE STAKEHOLDER ENGAGEMENT PROCESS

I4.1  APPROACH TO STAKEHOLDER ENGAGEMENT

All stakeholder engagement activities for the Project will be informed by an iterative approach to stakeholder identification and analysis. This overall objectives and approach to engagement is shown in Figure I4.1 and the process followed during the ESIA shown in Figure I4.2. Draft ESIA engagement has been undertaken and the next level of engagement will be disclosure of the final ESIA report.
Figure I4.1 Objectives of Engagement

OBJECTIVES OF ENGAGEMENT PROCESS

Identify
All those affected or interested in the project to ensure they are included in the engagement process.

Understand
Gain an understanding of key stakeholders. Ensure stakeholders understand potential impacts and benefits (positive) of the project.

Inform
Inform the ESA to help identify local benefits and partnership opportunities.

Relationship & Trust
Build relationships through supporting open dialogue and engagement with stakeholders. Establish transparency of Gaziantep IHC SPV activities and build trust with stakeholders.

Engage
Engaging vulnerable people by having an inclusive approach to consultation; Use of differentiated measures to ensure effective participation of vulnerable stakeholders.

Manage
Provide a mechanism for managing expectations and addressing concerns about the Project; Provide a mechanism for receiving, documenting and addressing comments received.

Compliance
To see that the process is designed to ensure compliance with both local regulatory requirements and international best practices.

This SEP outlines the approach and plans to be adopted and implemented for engagement

• Identifies stakeholders and mechanisms through which they will be included in the process
• Serves as a way to analyze information gathered and document the process.

The SEP focuses on consultation and disclosure activities that will be undertaken during the ESA. It is designed to:

• be free of external manipulation or coercion and intimidation;
• be undertaken in a timely way and prior to decisions being made so that views expressed can be taken into account;
• disclose relevant, clear and accessible Project information to enable stakeholders to understand the risks, impacts and opportunities of the Project; and
• provide local residents with opportunities to express their views on project risks, impacts and mitigation measures. These will be considered and responded to throughout the engagement process.
Figure I4.2  ESIA Engagement Process

- **Screening**
  - To gain a preliminary understanding of the scope of the project and likely impacts;
  - To commence identification of relevant stakeholders (ongoing throughout the Project); and
  - To meet key stakeholders and introduce them to the proposed Project and ESIA.

- **Scoping**
  - To generate feedback on the Draft Scoping Report, including the scope, approach and key issues to be investigated further for the ESIA; and
  - To consult key stakeholders on the next steps in the ESIA process.

- **Baseline Data Gathering**
  - To collect baseline data through detailed surveys using participatory appraisal methods.

- **Draft ESIA Engagement**
  - To discuss the identified impacts and proposed mitigation measures with stakeholders allowing for their input; and
  - To provide stakeholders with the opportunity to comment on the draft ESIA report.

- **Disclosure**
  - To notify stakeholders of the submission of the final report to lenders; and
  - Final ESIA report will incorporate the comments and feedback received from stakeholders throughout the different rounds of engagement and the overall ESIA process.

**ESIA Engagement Process Flow**

1. Screening
2. Scoping
3. Baseline Data Gathering
4. Draft ESIA Engagement
5. Disclosure

**Key Steps**

- Preliminary Scoping
- Scoping
- ESIA
- Record of Decision
15 PROJECT STAKEHOLDERS

15.1 INTRODUCTION

This section describes the stakeholder groups identified to date, but stakeholder identification is an on-going process, requiring review and update as the Project progresses. The approach to engagement with identified stakeholder groups is outlined in Section 15.2.

15.2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Key objectives of stakeholder identification are to:

a) establish which organisations, groups and individuals may be directly or indirectly affected (positively and/or negatively), or have an interest in the Project; and

b) understand their needs and expectations for engagement.

Stakeholder analysis enables engagement to be tailored appropriately to the needs and interests of different stakeholder groups to ensure their views and concerns are addressed in a suitable manner. In order to ensure that the engagement process is inclusive, it is important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the Project because of their marginalised or vulnerable status.

A diverse range of Project stakeholders have been identified. Details of these stakeholders have been compiled to enable the Project to readily communicate with them. The stakeholder lists developed will be continually updated by the SPV as the Project progresses. Stakeholder groups identified to date (during the ESIA) are listed in Table 15.1.

Table 15.1 Stakeholder Groups and Connections to the Project

<table>
<thead>
<tr>
<th>Project Stakeholders</th>
<th>Relevance/ Importance of Stakeholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Government Stakeholders</td>
<td></td>
</tr>
<tr>
<td>Ministry of Health</td>
<td>The MoH will have primary responsibility for medical service provision during Project operation. They were engaged during the Scoping site visit through meetings with key individuals. They were also engaged on the draft Scoping Report and provided with a copy of the Project Information Document (PID).</td>
</tr>
<tr>
<td>Public Health Agency of Turkey</td>
<td>As part of the MoH, this agency will play a role in the provision of health services. They have received copies of the PID and flyer.</td>
</tr>
<tr>
<td>Public Hospitals Institution</td>
<td>As part of the MoH, this agency will play a role in the provision of health services. They have received copies of the PID and flyer.</td>
</tr>
</tbody>
</table>
### Project Stakeholders

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Relevance/Importance of Stakeholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Directorate of Health Investments</td>
<td>As part of the MoH, this agency will play a role in the provision of health services. They have received copies of the PID and flyer.</td>
</tr>
<tr>
<td>Ministry of Environment and Urban Planning (MEUP)</td>
<td>The MEUP has overall responsibility for permitting and the EIA process. This Ministry was engaged throughout the ESIA process through meetings and presentation of Project information. They have received copies of the PID and flyer.</td>
</tr>
<tr>
<td>Ministry of Forestry and Water Works, Ministry of Labour and Social Security</td>
<td>These Ministries may have specific interest in issues relating to water, ecology and labour and working conditions. They have received copies of the PID and flyer.</td>
</tr>
<tr>
<td>Ministry of Justice</td>
<td>The Ministry of Justice will have responsibility for the high security forensic unit with the Ministry of Health and SPV. The MoJ will be engaged once Project operational planning commences to agree management and security arrangements between the SPV and MoH.</td>
</tr>
</tbody>
</table>

### Local/Provincial Government Stakeholders

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Relevance/Importance of Stakeholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaziantep Governorship Provincial Directorate of Health Services</td>
<td>This Agency plays an important role in terms of the healthcare provision in Gaziantep and in the management and coordination of clinical staff. Meetings were held with the Agency during the Scoping site visit and discussions were held regarding the the Scoping Report and draft ESIA report. They have also received copies of the PID and flyer.</td>
</tr>
<tr>
<td>The Metropolitan Municipality of Gaziantep</td>
<td>The Municipality and relevant departments were engaged during the Scoping site visit and throughout the ESIA by the SPV. They were also engaged as part of the baseline studies and they have received the PID and flyers.</td>
</tr>
<tr>
<td>Şahinbey and Şehitkamil District Authorities</td>
<td>The Project is located in Şahinbey District however people in Şehitkamil District will also use the proposed healthcare campus and so both District authorities are important Project stakeholder. Şahinbey District was engaged during the Scoping site visit and during baseline data collection. Both Districts have received PID and flyers.</td>
</tr>
</tbody>
</table>

### Community Stakeholders

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Relevance/Importance of Stakeholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surrounding neighbourhoods in Şahinbey District</td>
<td>Surrounding neighbourhoods will more likely experience impacts related to traffic and noise during construction and other impacts relating to health, safety and security. Mukhtars (elected neighbourhood leaders) have been identified and engaged during the Scoping site visit and during feedback on the draft Scoping report. Residents were engaged through focus group discussions. Participants in focus group discussions received PID and flyers and these were also distributed to Muhtars, local businesses and residents met in the street and parks in Akkent and Karaşlı due to their proximity to the Project. PID and flyers were also distributed in the same way in other neighbourhoods. Public meetings advertised in one local and one national newspaper were held in Gaziantep on the draft Scoping report and draft ESIA report to seek feedback on the proposed management and mitigation measures.</td>
</tr>
<tr>
<td>Local schools and other key facilities close to the Project</td>
<td>It is already known that Türkiye Odalar ve Borsalar Birliği Fen Lisesi is located adjacent to the site. The school and other facilities are sensitive receptors to the Project and have raised concerns during engagement on the Scoping Report. Additional engagement was undertaken on the draft ESIA report outlining mitigation measures and to seek their feedback.</td>
</tr>
</tbody>
</table>
### Project Stakeholders

<table>
<thead>
<tr>
<th>Project Stakeholders</th>
<th>Relevance/ Importance of Stakeholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents</td>
<td>Local residents in identified neighbourhoods have already been engaged through public consultation meetings on the draft Scoping and ESIA reports and through focus group discussions. Additional engagement will be undertaken by the SPV through awareness campaigns on health and safety and on the grievance mechanism.</td>
</tr>
<tr>
<td>Syrian refugees</td>
<td>Syrian refugees are considered a vulnerable group in terms of gaining employment with the Project and in the use of the Healthcare Campus services. They have been part of broader neighbourhood focus groups and two separate focus groups with men and women were held during engagement on the draft ESIA report.</td>
</tr>
<tr>
<td>Vulnerable groups</td>
<td>In addition to Syrian refugees, vulnerable people. The ESIA has identified vulnerable groups as those registered with disabilities, the elderly and women and women-headed households, particularly in Karatas and Akkent.</td>
</tr>
</tbody>
</table>

**NGOs, Associations and Other Organisation & Individuals**

<table>
<thead>
<tr>
<th>NGO/Association</th>
<th>Relevance/ Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turkish Medical Association</td>
<td>The Turkish Medical Association has been vocal regarding other health PPP projects. They have received materials including the PID and flyer.</td>
</tr>
<tr>
<td>Trade Union of Public Employees in Health and Social Services</td>
<td>The Trade Union of Public Employees in Health and Social Services provides support to medical staff and has an interest in the Project. A meeting was arranged to discuss the Project and Scoping Report and obtain baseline data.</td>
</tr>
<tr>
<td>Trade Union of Health Workers</td>
<td>This union also has an interest in the Project with respect to healthcare workers affected. They have received engagement materials including the PID and flyer.</td>
</tr>
<tr>
<td>Siğinmacilar ve Göçmenlerle Dayanışma Derneği (SGDD)</td>
<td>SGDD is the Association for Solidarity with Asylum Seekers and Migrants, providing support for Syrian refugees. The NGO was engaged during baseline data collection and on the draft ESIA report.</td>
</tr>
<tr>
<td>Other Associations / NGOs</td>
<td>NGOs and other interest groups and associations have been identified and have received engagement materials including the PID and flyer.</td>
</tr>
<tr>
<td>Project Staff</td>
<td>Project staff, including contract staff during construction and MoH staff during operation have an interest in the management of the Project, particularly with respect to occupational health and safety and security issues.</td>
</tr>
</tbody>
</table>
This section expands on the process described in Section 14, providing more detail on the engagement undertaken during each stage of the ESIA. Plans for engagement during construction and operation of the Project are also described.

16.1 COMMUNICATION METHODS AND CONSIDERATION FOR ENGAGEMENT

A variety of communication methods have been used during engagement throughout the ESIA. They were determined based on the level and objective of engagement, as well as the target group. Communication methods have included:

- presentations outlining the Project and ESIA process;

- Project Information Document (PID) and flyers that have been provided to stakeholders and contain details of the Project, the ESIA, key impacts and mitigation/enhancement measures, stakeholder engagement activities and how to provide feedback;

- comment forms; and

- meetings with key interest groups and potentially impacted and/or interested stakeholders.

Communication will continue between the SPV and stakeholders throughout construction and operation as described in Section 16.4. Stakeholders include all staff, local residents (including Syrian refugees), users of the Project and local authorities. All communication will be culturally appropriate and in a language Stakeholders can understand.

16.2 ENGAGEMENT UNDERTAKEN TO DATE

Stakeholder engagement activities throughout the ESIA are summarised in the following sections and a full list of meetings held to date is presented in Table 16.1.

16.2.1 Scoping Site Visit Engagement

Stakeholder engagement was commenced by the ESIA project team during the Scoping site visit (1) in April 2015, although discussions with various Government departments have been ongoing since Project inception (2).

(1) Referred to in the Process described in Section 4 as Screening Engagement.
(2) This has including the Ministry of Health, Gaziantep Metropolitan Municipality and Şahinbey District Municipality.
During the Scoping site visit, meetings were held with the Ministry of Health, Gaziantep Metropolitan Municipality and Şahinbey District Municipality, along with the Provincial Directorate of Health and the Muhtar of Guneş neighbourhood.

These meetings aimed to:

- introduce the Project, the ESIA and proposed stakeholder engagement process;
- introduce the ESIA team;
- obtain an initial understanding of the Project area including healthcare development and urban planning in Şahinbey District;
- gather any existing reports, plans and data to support the impact assessment; and
- gain an initial understanding of the perceptions and any concerns about the Project.

16.2.2 Scoping Engagement and Baseline Data Collection

Further stakeholder engagement meetings were held in July 2015 to:

- introduce the Project to stakeholders and inform them of the ESIA process;
- present the findings of the Scoping Report;
- discuss potential environmental and social impacts associated with the Project and potential options for their mitigation and management;
- identify and discuss any issues of concern;
- explain the grievance process for the Project; and
- provide stakeholders with an opportunity to ask questions.

As part of this process a public meeting was held at the Provincial Directorate of Health in Gaziantep and was attended by 52 participants. The meeting was announced twice (1) in both a national newspaper (Hürriyet Daily News) and a local newspaper (The Güneş). Project Information Documents (PIDs), flyers and comment forms were made available during the meeting. Copies are provided in Appendix I3.

(1) These announcements were two weeks before the meeting and repeated one week later.
Meetings were also organised with Muhtars and community members from the following neighbourhoods:

- Akkent;
- Karataş;
- Guneş;
- 75 Yıl;
- Dumlupınar;
- Bağlarbaşi village; and
- Kahvelipınar.

Focus group discussions were arranged, along with key informant interviews at local schools, health sector NGOs and local authorities, to obtain baseline data and discuss the Project. Further meetings were also held with the Association for Solidarity with Asylum Seekers and Migrants and several departments of Gaziantep Metropolitan Municipality to obtain data to support baseline studies and provide an update on the progress of the Project.

At all of the meetings, details of the Project were presented and stakeholders were invited to ask questions and comment on potential impacts and mitigation measures. Project Information Documents and flyers translated into Turkish were left with all stakeholders as well as comment / feedback forms. These documents included Project contact details to allow stakeholders to submit any further comments after the meetings. In addition to handing them out during meetings, these documents were sent to approximately 200 stakeholders including Government Ministries, NGOs and Associations in Gaziantep, Istanbul and Ankara. These are detailed in Appendix I4 to this Annex.

I6.2.3 Draft ESIA Engagement

Stakeholder engagement on the Draft ESIA report was undertaken in November 2015 to:

- introduce the Project to stakeholders and inform them of the ESIA process;
- present the findings of the Draft ESIA Report;
- discuss potential environmental and social impacts associated with the Project and seek feedback on proposed management and mitigation/enhancement measures;
- identify and discuss any issues of concern;
- explain the grievance mechanism for the Project; and
- provide stakeholders with an opportunity to ask questions.

This meeting was held at the Provincial Directorate of Health and was attended by 52 participants. The meeting was also announced in both a national newspaper (Hürriyet Daily News) and a local newspaper (The Güneş). Unlike the public meeting on the draft Scoping report, this meeting focused on each of the identified impacts associated with the Project and the proposed
management and mitigation/enhancement measures in order to seek feedback.

An additional meeting was held with Türkiye Odalar ve Borsalar Birliği Fen Lisesi School, which is adjacent to the Project site. This provided an opportunity for the school to raise any concerns and comment on specific mitigation measures relating to the impacts they may experience.

Focus group discussion meetings were also held with Syrian refugees (one with men and one with women) to understand any vulnerabilities around employment and using hospital services. Options for engaging with Syrians using the Healthcare Campus were also discussed with the Association for Solidarity with Asylum Seekers and Migrants (SGDD).

### Table I6.1 Stakeholder Engagement Undertaken During the ESIA

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director and Deputy Director of the Provincial Directorate of Health</td>
<td>Provincial Directorate of Health, Gaziantep</td>
<td>22/04/2015</td>
</tr>
<tr>
<td>Mayor and Deputy Mayor of Şahinbey District Municipality.</td>
<td>Şahinbey District Municipality Office</td>
<td>22/04/2015</td>
</tr>
<tr>
<td>Officers of Gaziantep Metropolitan Municipality including: Transportation Planning Unit Manager; Transportation Planning Department Manager; Zoning Department Manager; City Planner; UKOME (Transportation Coordination Directorate) Manager; and Head of Environmental Protection and Control Department</td>
<td>Gaziantep Metropolitan Municipality Office</td>
<td>23/04/2015</td>
</tr>
<tr>
<td>General public meeting (attended by 28 men and 24 women)</td>
<td>Provincial Directorate of Health, Gaziantep</td>
<td>03/07/2015</td>
</tr>
<tr>
<td>Gaziantep Metropolitan Municipality Meetings including: Transportation Planning Manager; Waste Management Manager; Environmental Engineer; Wastewater Management Expert; and Planning Department</td>
<td>Gaziantep Metropolitan Municipality offices.</td>
<td>03/07/2015</td>
</tr>
<tr>
<td>Akkent Neighbourhood Muhtar</td>
<td>Akkent Muhtar’s office</td>
<td>06/07/2015</td>
</tr>
<tr>
<td>Akkent Neighbourhood Men FGD</td>
<td>Akkent, Gaziantep</td>
<td>06/07/2015</td>
</tr>
<tr>
<td>School Vice Principal, Türkiye Odalar Ve Borsalar Birliği Fen Lisesi</td>
<td>Bağlarbaşı Anatolian High School, Gaziantep</td>
<td>06/07/2015</td>
</tr>
<tr>
<td>Programme Officer, Association for Solidarity with Asylum Seekers and Migrants (SGDD)</td>
<td>SGDD Office, Gaziantep</td>
<td>06/07/2015</td>
</tr>
<tr>
<td>Karatas Neighbourhood Muhtar</td>
<td>Karatas Muhtar’s Office</td>
<td>06/07/2015</td>
</tr>
<tr>
<td>Karatas Neighbourhood Men FGD</td>
<td>Karatas, Gaziantep</td>
<td>06/07/2015</td>
</tr>
<tr>
<td>Meeting</td>
<td>Location</td>
<td>Date</td>
</tr>
<tr>
<td>---------</td>
<td>----------</td>
<td>------------</td>
</tr>
<tr>
<td>Karatas Neighbourhood Small business KII</td>
<td>Karatas, Gaziantep</td>
<td>06/07/2015</td>
</tr>
<tr>
<td>School Principal, Glușen Batar Anatolian High School</td>
<td>Karatas, Gaziantep</td>
<td>06/07/2015</td>
</tr>
<tr>
<td>75 YIL Neighbourhood Muhtar</td>
<td>Y5 YIL Muhtar’s office</td>
<td>07/07/2015</td>
</tr>
<tr>
<td>75 YIL Neighbourhood Men FGD</td>
<td>75 YIL, Gaziantep</td>
<td>07/07/2015</td>
</tr>
<tr>
<td>75 YIL Neighbourhood Women FGD</td>
<td>75 YIL, Gaziantep</td>
<td>07/07/2015</td>
</tr>
<tr>
<td>Association Coordinator, Association of Family Physicians</td>
<td>AFP Office, Gaziantep</td>
<td>07/07/2015</td>
</tr>
<tr>
<td>Guneş Neighbourhood Muhtar</td>
<td>Guneş Muhtar’s Office</td>
<td>07/07/2015</td>
</tr>
<tr>
<td>Representative, Union of Healthcare Service Workers</td>
<td>Union Office, Gaziantep</td>
<td>07/07/2015</td>
</tr>
<tr>
<td>Dumlupinar Neighbourhood Men FGD and Muhtar</td>
<td>Dumlupinar Muhtar’s Office</td>
<td>07/07/2015</td>
</tr>
<tr>
<td>Dumlupinar Mahalle Women FGD</td>
<td>Dumlupinar Cultural Centre, Gaziantep</td>
<td>07/07/2015</td>
</tr>
<tr>
<td>Muhtar, Bağlarbaşı village</td>
<td>Bağlarbaşı Muhtar’s Office</td>
<td>07/07/2015</td>
</tr>
<tr>
<td>Association of Turkish Women – Gaziantep Branch</td>
<td>Gaziantep Branch</td>
<td>07/07/2015</td>
</tr>
<tr>
<td>Kahvelipinar Neighbourhood Muhtar</td>
<td>Kahvelipinar Muhtar’s Office</td>
<td>08/07/2015</td>
</tr>
<tr>
<td>Akkent Neighbourhood local businesses including: • Real estate agencies; and • Local shops.</td>
<td>Akkent, Gaziantep</td>
<td>08/07/2015</td>
</tr>
<tr>
<td>Programme Officer and Nurse, Association for Solidarity with Asylum Seekers and Migrants (SGDD)</td>
<td>SGDD Office, Gaziantep</td>
<td>23/11/2015</td>
</tr>
<tr>
<td>Syrian men and women focus groups</td>
<td>SGDD Office, Gaziantep</td>
<td>23/11/2015</td>
</tr>
<tr>
<td>School Principal, Türkiye Odalar Ve Borsalar Birliği (TOBB) Fen Lisesi</td>
<td>TOBB Premises, Akkent, Gaziantep</td>
<td>24/11/2015</td>
</tr>
<tr>
<td>General public meeting (attended by 33 men and 19 women)</td>
<td>Provincial Directorate of Health, Gaziantep</td>
<td>24/11/2015</td>
</tr>
</tbody>
</table>

### 16.3 OUTCOMES OF ENGAGEMENT

The response to the Project has, on the whole, been very positive with strong support expressed in all the meetings held. The women consulted expressed their hopes for a better healthcare service for children in a cleaner environment. However, they also expressed concerns about potential poor treatment from medical staff, which some have experienced to date. This feedback has been considered in the ESIA under patient rights in Volume II, Annex B. This SEP also includes a Patient Advisory Liaison Services mechanism during operation to obtain feedback and address concerns about patient care and bedside manner (see Section 16.4.3). Most stakeholders felt that the hospital will be a source of employment and that it will be easier to access than other hospitals in Gaziantep, providing a wider range of services.
The main concerns regarding the Project were raised by the Türkiye Odalar Ve Borsalar Birliği Fen Lisesi School located adjacent to the Project site. The location and environment of the school is considered to be a very important factor for parents when deciding where to register their children. A hospital would normally be a positive factor for parents, however, the presence of other facilities such as the high security forensic unit, was identified as a potential source of concern for some parents. Concerns about how the Project will manage health and safety during construction, particularly security of the construction site (in terms of access), and noise and dust impacts were also raised by the School. These issues have been considered in the ESIA under several impacts in Volume II, Annex B including:

- risk of accidents due to trespassing on site;
- traffic related impacts;
- disturbance due to dust and noise;
- conflict with security providers;
- interactions with workers; and
- security management.

The School was also made aware of the grievance mechanism and has the contact details of the EPC Project Manager on site to raise any further concerns during construction. It was suggested that formal and regular meetings with the hospital management would be helpful in reassuring parents and teachers once the Project is operational.

During the two public meetings, stakeholders also had questions about the specific plans for the Project. These included:

- whether solar or other renewable energy sources had been considered to power the facility and the reuse of waste water for the irrigation of green areas;
- the construction schedule and when the start of operation was planned;
- the justification for the chosen site rather than the first alternative;
- requests for further details on storm water drainage and management during construction;
- the terms of the contract between the SPV and the government, particularly with regards to the arrangement in place on termination of the 28-year contract;
- the revenue share to the SPV; and
- management arrangements for the Project and relationship with the Municipality.
Other issues that emerged during engagement included:

- the availability of public transport to the hospital;
- a request for seminars that women could attend on birth control, psychology, child development, etc;
- the Güneş Muhtar suggested that the SPV should consult the Muhtars when hiring workers; and
- The fact that women can find it difficult to complain about medical staff, even when comment boxes are available and that this should be considered when planning engagement activities during hospital operation (1).

These issues have been considered in the ESIA, particularly in the Technical Annexes of Volume II (see Annexes B, E, F and G) and incorporated into this SEP. The SPV have also included solar panels the revised schematic design to support energy requirements. The minutes of the public meetings are presented in Appendix I2 to this Annex.

**I6.4 FUTURE ENGAGEMENT**

**I6.4.1 Disclosure**

Following the completion of the Final ESIA Report, the following Project documents will be disclosed in English and Turkish:

- Full Final ESIA Report (inclusive of ESMP);
- Non-Technical Summary (2); and
- Stakeholder Engagement Plan.

Additionally, the following activities will be undertaken:

- newspaper advertisements will announce the publication of the Final ESIA Report and detail the consultation period;
- the Administrative Officer (or CLO if recruited) will inform local residents and TOBB High School that disclosure documents are available; and
- an announcement will be made on the SPV website.

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(1) It should be noted that men also expressed dissatisfaction with healthcare services, however women were more vocal about their difficulties in raising any grievance with medical staff.

(2) The Non-Technical Summary will also be disclosed in Arabic to ensure it is accessible to Syrian refugees.
It is expected that disclosure of the Final ESIA Report will be in June 2016. The report will initially be published in English and then in Turkish on the SPV website.

16.4.2 Construction

The SPV shall prioritise engagement with local residents to raise awareness of the main construction activities and health and safety issues. This engagement is considered to be a high priority as the Project moves into the construction phase. Engagement is currently being undertaken by the SPV Administrative Affairs Officer. The SPV will also recruit a Community Liaison Officer (CLO) to lead engagement on a full time basis. This position shall report to the EPC Project Manager based on site. In addition to engaging with local residents, the SPV will engage with the Türkiye Odalar Ve Borsalar Birliği (TOBB) High School, providing information to the school, students and the Parent-Teacher Association. During draft ESIA engagement, construction activity impacts were discussed in detail as well as the grievance process. The School Principal was provided with the telephone and email contact details of the EPC Project Manager. There was also an email exchange, introducing both parties. The SPV will establish a forum for regular meetings with the School to discuss the progress of construction activities and address any concerns the School may have in this regard.

Engagement with local residents and the School shall continue throughout the construction period and include the following:

- information on any activities likely to cause disturbance locally such as noise or dust;
- information on traffic movement and safety awareness;
- information on the grievance mechanism and channels for communicating grievances on either disturbance or concerns about staff working on the site (including on sign boards at entrances and key locations around the work site); and
- the role of security staff on the construction site.

Information on these issues will also be disclosed on the Project website and updated regularly to ensure information is up to date.

Ongoing meetings will also be undertaken with national and local authorities, notably the MoH, Gaziantep Metropolitan Municipality, Şahinbey District Municipality, Provincial Directorate of Health and others as required.

The SPV will also implement measures outlined in the ESMP regarding communication and engagement with all staff, stakeholders and authorities. Some of these measures are listed below.
• Local residents will be kept informed of recruitment opportunities during construction via public announcements through radio and newspapers and through notices with local Muhtars. Additional information will be provided to healthcare centre and social centre noticeboards and training centres providing courses for women in local neighbourhoods to reach out to women who use these services. Information shall also be given to SGDD to raise awareness of opportunities for Syrian refugees.

• The SPV will undertake a safety awareness campaign to inform key stakeholders (such as school children and their families) about potential traffic impacts and traffic safety. This will be done through leaflets and public announcements and directly by meeting students and teachers attending TOBB High School.

• The grievance mechanism will be clearly communicated as part of the safety awareness campaign and information will also be left with local Muhtars, schools and community centres.

• The Workforce Code of Conduct will be communicated with all contractor and directly employed staff.

**6.4.3 Operation**

The mechanisms for engagement with healthcare campus users and visitors will consist of the following:

*Information Desk and Notice Boards*

An information / reception desk will be installed in the main entrance of the Main Hospital as well as reception desks in the Rehabilitation Hospital and High Security Forensic Hospital. Visitors and users will be able to provide comments through the reception desk using comments boxes.

Information boards will also be placed around the hospital and the grievance/comments procedure will be clearly explained on notice boards, along with other relevant information.

*Patient Advisory Liaison Service*

In line with Patient Rights Regulation, the Project will establish a patient advisory liaison service. The group will be set up by the Hospital management (SPV) with a clear Terms of Reference outlining the objectives of the group including:

• provide feedback on bedside manner and care;
• provide feedback on quality of facilities and services;
• organise open / information days on the services provided by the Hospital; and
• identify opportunities for integration with the wider community.
The Patient Advisory Liaison Service will be a voluntary group which may have patients as members (such as outpatients and regular users), as well as staff, management and those with an interest in the hospital from the wider community (such as local community health centres) and NGOs. The group will meet approximately every two months with meeting space provided by the Project and outcomes communicated on notice boards.

Notice boards will also be used to explain the role of the Patient Advisory Liaison Service and ways to provide feedback to the group. Women will be particularly encouraged to participate and provide feedback to the group if they have concerns about their treatment and provision of services.

**Suggestion Boxes**

Suggestion / comment boxes will be available around the hospital in waiting areas, near notice boards and other high use areas. Users, visitors and staff will be encouraged to provide comments and suggestions on any concerns they have with the management of operation of the hospital including (but not limited to):

- care and bedside manner;
- cleanliness and maintenance;
- friendliness and accessibility;
- noise and fast moving traffic;
- emergency response; and
- waste management.

**Communication with TOBB High School**

Due to the concerns expressed by the School Principal, particularly with respect to the high security forensic hospital, a forum will be established for the hospital management to meet with representatives of the School and Parent / Teacher Association.

The School Principal will also be provided with a direct line of communication to the hospital management to raise any concerns or issues in accordance with the grievance mechanism. The hospital management will also agree a procedure for communicating and responding to emergency events (such as fire, explosion, gas leak or escape of a patient from the high security forensic unit) to ensure the safety of students before construction commences.

**Syrian Refugees**

The baseline studies indicated that Syrian refugees currently experience several barriers to accessing healthcare services, particularly relating to language difficulties. To support Syrian users and visitors to the Hospital, the Hospital management will:
• provide notice boards in Arabic with information on services, the grievance mechanism and locations of comments / suggestion boxes;

• ensure that notice boards clearly provide the hotline number to the Danish Refugee Council, which provides a hotline support service for Syrian refugees;

• provide an accreditation system for translators to ensure Syrians know who to use without charge and ensure translator services (1) are advertised on notice boards and at reception desks; and

• participate in the UNHCR Working Group on Health, which meets quarterly in Gaziantep.

**Other Ongoing Stakeholder Engagement**

The SPV will also implement measures outlined in the ESMP regarding communication and engagement with all staff, stakeholders and authorities. These measures are set out below.

• Local residents will be kept informed of recruitment opportunities during operation via public announcements through radio and newspapers and through notices with local Muhtars. Additional information will be provided at healthcare centres and social centres to ensure women have access to information. Information will also be sent to SGDD to ensure Syrian refugees are aware of opportunities.

• Ongoing stakeholder engagement will be undertaken assess how project-related traffic is affecting traffic more broadly within Gaziantep. This will be done through forums / public meetings and through dialogue with Municipalities and Muhtars. The frequency of such meetings will be determined closer to the time of operation. The results of these studies will feed into the operation Traffic Management Plan and adjustments made as necessary. This Plan and any changes will be disclosed as part of stakeholder engagement activities with local communities during operation.

• Hospital notice boards will contain information on security personnel along with details on patient / visitor rights. Information will also be provided in Arabic in a special noticeboard aimed towards Syrian refugees / residents.

• The SPV will provide periodic reports to local residents on the progress of Project actions identified in the ESMP to manage ongoing risk or impacts. Progress will also be reported on addressing any issues emerging through the engagement process or grievance mechanism.

(1) Note that NGOs already provide these services to existing hospitals however they have no way of advertising their services within existing hospitals.
In the event that any material change in the Project results in a new or heightened impact or risk for local residents, this will be clearly communicated to local residents with clear information on the mitigation measures or actions to address these new impacts.

Ongoing engagement will also be undertaken with new arrivals into the surrounding communities, particularly in Akkent, where there are new housing developments and therefore new residents arriving.
17 GRIEVANCE MECHANISM

17.1 INTRODUCTION

Stakeholder engagement is a two-way process. It is therefore important to ensure that there is a grievance mechanism to allow stakeholders affected by or interested in the Project to present their input (e.g. opinions, requests, suggestions, feedback and grievances) for consideration and, if required, seek redress. It should be noted that, even where not all feedback or grievances are deemed ‘valid’ or applicable to the context of the Project, the grievance mechanism needs to function in a non-judgemental manner and record all feedback received.

In the case of this Project, there is a need for both a grievance and feedback mechanism. The grievance mechanism allows stakeholders to feedback throughout the ESIA with their comments and concerns. Stakeholders have been able to do this through attendance at meetings and by sending comment forms to the ESIA consultant team.

The grievance mechanism is the responsibility of SPV and will be designed to identify and manage issues throughout the entire Project lifecycle. A grievance mechanism has been developed and stakeholders were informed of it during the Scoping engagement meetings, Baseline Data Collection activities and draft ESIA engagement. The SPV will appoint a representative (a Community Liaison Officer) for the Project, who will be responsible for grievance management. Grievances will be passed through the Community Liaison Officer in the first instance, who will be responsible for passing the grievance on to the appropriate person in line with the Project grievance mechanism. During construction, this will be expected to report to the Chief Operating Officer and EPC Project Manager. Personnel responsible for grievance management during operation have not currently been identified. The grievance mechanism relevant for the construction phase of the Project is presented in Appendix I1.

The grievance mechanism for the operational phase of the healthcare campus will follow the same principles as those established in Appendix I1 however, will include mechanisms described in Section 16.4.3.

17.2 OBJECTIVES OF THE GRIEVANCE MECHANISM

The grievance mechanism outlines the SPV’s approach to accepting, assessing, resolving and monitoring grievances from stakeholders regarding the Project and its activities (including all those of contractors). Timely redress or resolution of grievances is vital to ensure successful implementation of the Project. The SPV grievance mechanism presented in Appendix I1 specifies that
a response will be provided within five days for minor grievances and within 15 days for more serious grievances.

Grievances can encompass minor concerns as well as serious or long-term issues. They might be felt and expressed by a variety of parties including individuals, groups, communities, entities, or other parties affected or likely to be affected by the social or environmental impacts of the Project. It is essential to have a robust and credible mechanism to systematically handle and resolve any complaints that might arise in order that they do not escalate and present a risk to operations or the reputation of the company (nationally or internationally). If well-handled, an effective grievance mechanism can help foster positive relationships and build trust with stakeholders.

17.3 **KEY COMPONENTS OF A GRIEVANCE MECHANISM**

The SPV grievance management process shall include the components highlighted in *Figure I7.1*. These are described in more detail in *Appendix II*.
Figure I7.1 ESIA Grievance Mechanism

- Feedback Principles
  - Proportionality
  - Cultural Appropriateness
  - Designed to be culturally appropriate
  - Clear and understandable, accessible to all segments of the affected communities of the project
  - Operation in a transparent manner
  - Prevents retribution and does not impede access to other remedies
- Feedback Channels
  - Direct communication with SPU
  - Engagement activities undertaken directly with stakeholders during the various stages of ESIA engagement.
- Feedback Channels
  - Email contact details made available to stakeholders.

INFORM
1. Publicise the mechanism within the ESIA and Project team and build capacity of the team to manage stakeholder feedback.

RECEIVE
2. Receive and register stakeholder feedback throughout the ESIA process including ESIA engagement stages.

ASSESS & ACKNOWLEDGE
3. Review and analyse feedback and where relevant provide feedback to relevant ESIA team members.

INVESTIGATE
4. Investigate with appropriate team members and if required with help of stakeholders.

RESOLVE & IMPLEMENT
5. Develop resolution options, respond to feedback.

CLOSEOUT & MONITOR
6. Monitor and evaluate feedback as ESIA progresses.
The following feedback channels have been available to stakeholders throughout the ESIA process to allow them to submit any questions, concerns or grievances:

- Public meeting;
- Focus group discussions and key informant interviews;
- Telephone to SPV Chief Operating Officer: +90 212 2846080/1
- In writing to the SPV Chief Operating Officer at the following address:
  Esentepe Mah. Atom Sok. No: 18
  King Plaza Gültepe/Sisli/ISTANBUL;
  and
- E-mail to spv@gaziantepspv.com

These communication channels will continue throughout construction. During operation, feedback channels will be confirmed and clearly communicated with residents and healthcare campus users.
18 MONITORING AND REPORTING

18.1 INTRODUCTION

To ensure that the desired outcomes are being achieved, stakeholder engagement will be monitored throughout the ESIA process.

18.2 MONITORING STAKEHOLDER ENGAGEMENT ACTIVITIES

There are two methods through which the stakeholder engagement process will (and have been) be monitored:

1. Review of engagement activities in the field:
   - During engagement with stakeholders, the ESIA team assessed meetings using a feedback evaluation form or by asking questions to participants, depending on the stakeholder group, to ensure that messages are being conveyed clearly.
   - The ESIA team conducted debriefing sessions while in the field. This method was used to assess whether the required outcomes of the stakeholder engagement process were being achieved, and to provide the opportunity to amend the process where necessary. The ESIA engagement team consisted of four women split into two groups during baseline data collection. The teams facilitated discussions with stakeholders. During public meetings, there was a team of five ESIA consultants including a presenter and note taker.
   - The approach to engagement and messages to be used were also discussed with Project staff to gain their feedback.

2. The use of engagement tools developed through the ESIA engagement including the:
   - stakeholder list/database; and
   - meeting records of all consultations held.

These tools not only record the issues that were raised, but the information gathered was incorporated into the ESIA report.
**18.3 REPORTING STAKEHOLDER ENGAGEMENT ACTIVITIES**

Evaluation of performance will assess the extent to which the engagement activities and outputs met those outlined in the SEP. In assessing performance, the following will be considered:

- materials disseminated: types, frequency, and location;
- place and time of formal engagement events and level of participation by specific stakeholder groups (e.g., women, youth);
- number of comments received, type of stakeholder and details of feedback provided;
- numbers and type of stakeholders who come into contact with the Project team by mail, phone call or any other means of communication;
- meeting minutes, attendance registers and photographic evidence;
- comments received by government authorities, Muhtars and other parties and passed on to the Project; and
- numbers and types of feedback and/or grievances and the nature and timing of their resolution.

**18.4 GRIEVANCE MANAGEMENT**

The SPV will nominate an officer responsible for grievance management, who shall report directly to the EPC Project Manager. The officer responsible for grievance will maintain a grievance log and determine the significance of the grievance in accordance with criteria set out in Appendix II to this Annex.

Grievances will be responded to within 5 days for smaller isolated issues (level 1 grievance) and within 15 days for more serious issues (level 2 or 3 grievance).
Appendix I1

Grievance Procedure
There are 10 steps that complete the formal grievance process. This process is also summarised in Figure II-1.1, and each step is described below.

**Figure II-1.1  Grievance Procedure**

1. **Identification of grievance**
   - Face to face with Project or Contractor staff
   - Phone or Letter
   - Meeting or other source
   - Comments boxes

2. Grievance is recorded in Grievance Log and its significance is assessed.

3. Grievance is acknowledged.

4. Chief Operating Officer notified of Level 3 grievance.

5. Grievance Officer with responsibility delegates resolution of grievance to relevant department(s) or personnel
   - HR
   - Liaison Team
   - Sub-Contractors

6. A response is developed

7. Sign-off of the resolution by the Grievance Officer for Level 1 and 2, and the Chief Operating Officer for Level 3 grievances

8. Communication of the response

9. Record complaint response

**Step 1: Identification of grievance** through personal communication with Project or Contractor staff, phone, letter, during meeting, or other communication.
Step 2: Grievance is recorded in the ‘Grievance Log’ (written and electronic) within one day of identification. All grievances will be registered during construction and kept on file with the EPC Project Manager. The SPV will also nominate a person responsible for grievance\(^1\) (Grievance Officer), who will also hold/own the grievance log. Once logged, the significance of the grievance will be assessed within five to seven days using the criteria outlined in Box I1-1.1.

**Box I1-1.1 Significance Criteria**

<table>
<thead>
<tr>
<th>Level Complaint</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1 Complaint</strong>: A complaint that is isolated or ‘one-off’ and essentially local in nature. These will largely include issues that do not require compensation and that can be resolved through a face-to-face meeting between the complainant and SPV.</td>
<td></td>
</tr>
<tr>
<td><strong>Note</strong>: Some one-off complaints may be significant enough to be assessed as a Level 3 complaint e.g., when a national or international law is broken (see Level 3).</td>
<td></td>
</tr>
<tr>
<td><strong>Level 2 Complaint</strong>: A complaint which is widespread and repeated (e.g., dust from construction vehicles).</td>
<td></td>
</tr>
<tr>
<td><strong>Level 3 Complaint</strong>: A one-off complaint, or one which is widespread and/or repeated that, in addition, has resulted in a serious breach of SPV’s policies or national law and/or has led to negative national/international media attention, or is judged to have the potential to generate negative comment from the media or other key stakeholders (e.g., major spillage of hazardous waste, creation of water shortage, significant damage to property, accidents causing significant injury to individuals or a fatality).</td>
<td></td>
</tr>
</tbody>
</table>

Step 3: Grievance is acknowledged through a personal meeting, phone call, or letter as appropriate, within a target of three working days after submission. If the grievance is not well understood or if additional information is required, clarification should be sought from the complainant during this step.

Step 4: The EPC Project Manager is notified of all grievances while the Chief Operating Officer is notified of all Level 2 or 3 grievances. The senior management will, as appropriate, support the Grievance Officer in deciding who should deal with the grievance, and determine whether additional support into the response is necessary.

Step 5: The Grievance Officer delegates the grievance within five to seven days via e-mail to relevant department(s)/ personnel to ensure an effective response is developed e.g., HR, Project or Contractor staff etc for Level 2 and 3 grievances. For Level 1, the grievance will be delegated immediately upon acknowledgement.

Step 6: A response is developed by the delegated team and Grievance Officer within 15 days for Level 2 and 3 grievances, with input from senior

\(^{1}\) This position is still to be confirmed by the SPV
management and others, as necessary. A response will be provided within 5 days for Level 1 grievances.

**Step 7: The response is signed-off** by the senior manager for Level 3 grievances, the Grievance Officer for Level 2 grievances within 15 days. In situations where the grievance requires more than seven working days for investigation, the complainant will receive an explanation of the situation in writing. The sign-off may be a signature on the grievance log or an e-mail which indicates agreement, which should be filed by the Grievance Officer and referred to in the grievance log. Sign-off for Level 1 grievance by the Grievance Officer will be within 5 days.

**Step 8: Communication of the response** should be carefully coordinated. The Grievance Officer ensures that an approach to communicating the response is agreed and implemented.

**Step 9: Record the response of the complainant** to help assess whether the grievance is closed or whether further action is needed. The Grievance Officer should use appropriate communication channels, most likely telephone or face to face meeting, to confirm whether the complainant has understood and is satisfied with the response. The complainant’s response should be recorded in the grievance log.

**Step 10: Close the grievance** with sign-off from the Grievance Officer, who assesses whether a grievance can be closed or whether further attention is required. If further attention is required the Grievance Officer should return to Step 2 to re-assess the grievance. Once the Grievance Officer has assessed whether the grievance can be closed, he/she will sign off or seek agreement from the Chief Operating Officer and EPC Project Manager for level 3 grievances, to approve closure of the grievance. The agreement may be a signature on the grievance log or an equivalent e-mail, which should be filed by the Grievance Officer and referred to in the grievance log. It is expected that all Level 1 grievances will be closed within 7 days. The process may take longer for Level 2 and Level 3, depending on the response of the complainant.

A grievance that remains unresolved despite following all the available channels to solve it will be forwarded to SPV Legal Counsel for further action. In such cases, the complainant has the right to refer such issues to; a local institution (if applicable); a formal organisation for dispute resolution; or to the courts.
Appendix I2

IHC Public Meeting Meeting Minutes
### Meeting minutes

**Subject/Ref**  
Public Meeting re: Gaziantep IHC

**Venue**  
Provincial Directorate of Health, Gaziantep

**Date of Meeting**  
3rd July 2015

**Present**  
Sadettin Yazi (Provincial Health Director)  
Valeria Travaglini (Salini Impregilo)  
Yasin Gündoğdu (Samsung C&T)  
Tracey Draper (ERM)  
İsil Gültekin (ELC)  
52 participants including 24 women and 28 men

## Issues Discussed

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<tbody>
<tr>
<td>1</td>
<td>Sadettin Yazi (Provincial Health Director): What is the role of ELC and ERM in this Project? Who should we get in touch with during the construction and operation phases of the hospital?</td>
<td>Both ERM and ELC responded explaining the roles of both consulting firms and how they can get in touch during the construction phase. The role of the SPV was highlighted along with means of contacting the SPV during construction and operation.</td>
</tr>
<tr>
<td>2</td>
<td>Individual M (Tekin Altuncu): Do you work together with the Municipality? Are you working in cooperation with the related departments of the municipality for specific environmental problems?</td>
<td>Salini Impregilo and Samsung responded: We work with Ministry of Health (MoH). Also at the each step of the Project we have consulted and cooperated with the municipality via official correspondence. Even the exact location of the towers of the hospital has been reported to the related municipal authority.</td>
</tr>
<tr>
<td>3</td>
<td>Individual M (Tekin Altuncu): I am asking since you are foreigners, how familiar you are with the Turkish urbanization and settlement tendencies? Residential and industrial development mostly takes place near the new highways and structures like the one in this project; so, was the potential 28-years impact of the project taken into account while choosing this site? Was it included during the city planning?</td>
<td>ERM responded and ELC added additional remarks. ERM stated that the waste of the hospital was already discussed with Şahinbey Municipality. The project area is also included in the master plan of Gaziantep along with the surrounding commercial areas.</td>
</tr>
<tr>
<td>4</td>
<td>Kemal Ceritlioğlu M (Provincial Health Department): Will there be any renewable energy sources such as solar systems in order to produce the energy needed for the hospital? Or maybe a facility or unit which produces its own energy?</td>
<td>Salini Impregilo and Samsung responded: There will be a cogeneration unit.</td>
</tr>
<tr>
<td>5</td>
<td>Individual M (Tekin Altuncu): What is a cogeneration unit?</td>
<td>ELC responded: It is a system that works with natural gas. It circulates the energy within the facility so the energy consumption decreases.</td>
</tr>
<tr>
<td>6</td>
<td>Kemal Ceritlioğlu: Why is a solar energy system not planned to be installed?</td>
<td>Samsung responded: The project is still in the planning phase. Currently, different systems are under the consideration.</td>
</tr>
<tr>
<td>7</td>
<td>Metin Camanlı (Vice Director of Provincial Health Department): What will be the role of these private companies during 25-years operation of the hospital?</td>
<td>Salini Impregilo and Samsung responded: The Company is responsible for the operation of the 19 services including cleaning, waste management, catering, providing the medical equipment and radiology department, etc. during 25 years. We are accountable for the efficient management of the...</td>
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<td>8</td>
<td>Tuğçe Gül Susuz -W-(Provincial Health Department): When will the construction initiate?</td>
<td>Samsung responded: Site preparations have been ongoing right now.</td>
</tr>
<tr>
<td>9</td>
<td>Tuğçe Gül Susuz: Is this hospital going to come into service in 2018?</td>
<td>Samsung responded: Excavation works have not yet commenced. The three-year construction period has not officially begun.</td>
</tr>
<tr>
<td>10</td>
<td>Individual -M- (Tekin Altuncu): The construction should begin after this ESIA study is completed and meetings are arranged with the related organizations for the environmental and social issues about the Project. If a work had taken place in the site, then would this be a problem?</td>
<td>ELC responded: Yes, you are right. Only the site preparations are commencing now because there used to be a crushing plant in the project site so, the remaining rocks had to be removed from the site. Therefore, we can define such activities as site preparation. Also geotechnical studies are ongoing at the site. The results of these studies are important for our study as well, they will be evaluated in the ESIA report. Also, it will affect the design of the Project.</td>
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<tr>
<td>11</td>
<td>Individual -M- (Tekin Altuncu): Environmental aspects of this Project will be assessed through this study. However, this private company will procure, operate and maintain all the medical and other equipment, and laboratories. After 25 years, when the private company hands these over to Ministry of Health, what will be the technical conditions of this equipment? Because all equipment has a technical and physical lifetime and technology is developing every day!</td>
<td>Salini Impregilo and Samsung responded: All the equipment will be handed over to the Ministry of Health, after all maintenance and controls are done, according to the contract signed between the MoH and the SPV. Also, the contract states that equipment shall be controlled every-5 years.</td>
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<td>12</td>
<td>Erol Kurt -M- (Provincial Health Department): The equipment will be provided by the company and the medical personnel will be provided by the MoH. In case the medical personnel go on a strike, what will be the response of the company?</td>
<td>Salini Impregilo and Samsung responded: According to the contract, the company is only responsible for the operation of the hospital. The medical staff will not be affiliated to the company. This situation would be a force majeure, so we would discuss the issue with the MoH and try to take the right actions about the issue.</td>
</tr>
<tr>
<td>13</td>
<td>Kemal İnci -M- (Provincial Health Department): Has this team been working from the beginning of this Project, when this second site was not yet chosen and the Project area was determined to be the site belonging TRT (Turkish Radio Television Authority)? Had all these studies been conducted for the previous site? Because the excavation works had begun for that site.</td>
<td>ELC and ERM responded: No, we have not conducted any study for the previous Project site but engaged in the Project after the current site was chosen.</td>
</tr>
<tr>
<td>14</td>
<td>Kemal İnci-M- (Provincial Health Department): So, why was such an ESIA study not conducted for the former site?</td>
<td>Salini Impregilo and Samsung responded: When the Project came into this phase for an ESIA study to be conducted, it was decided to relocate the Project site.</td>
</tr>
<tr>
<td>15</td>
<td>Kemal İnci -M- (Provincial Health Department): Weren’t you supposed to conduct an ESIA study to begin the excavations for the former site?</td>
<td>Salini Impregilo responded: The excavation works had not progressed enough to the extent to which an environmental assessment would be required.</td>
</tr>
<tr>
<td>16</td>
<td>Individual -M- (Tekin Altuncu): You’ve mentioned that the financial lenders take the environmental issues very seriously. We have a perception that the company is having such an ESIA study done because it is obliged to do so. Do you, as the environmental consultants, have any influence on the municipalities or other related public authorities (similar to the influence that lenders have on the company)</td>
<td>ELC responded: Presently, we’ve applied to the municipalities to obtain the necessary information for our study. There will be wastewater generation, during both construction and operation phases of the Project and it is the responsibility of the municipality to provide the sewer connection systems to the facility. If no sewer connection system is available in the site, the SPV has to force the municipality to provide the necessary system. Air quality is an...</td>
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<tr>
<td>17</td>
<td>Zeynep Gürkan -W-(Provincial Health Department): During the operation, how will the revenue of the hospital will be arranged? Will the hospital be privatized?</td>
<td>Salini Impregilo and Samsung responded: During the operation phase, we are going to be paid by the MoH on a yearly basis according to the contract. Other than the commercial areas, the company will not receive any share from the revenue of the hospital.</td>
</tr>
<tr>
<td>18</td>
<td>Individual -W- (Provincial Health Department): Did you consider reusing the wastewater for watering the green areas in the health campus? Additionally, tap water of Gaziantep is very caustic, so do you have any plans for water softening?</td>
<td>Salini Impregilo and Samsung responded: We are planning to sustain and preserve the green areas inside the Project area; additionally we discuss each proposed project with MoH. These issues have also been discussed with MoH; however, the final decisions are not made, yet.</td>
</tr>
<tr>
<td>19</td>
<td>Individual -M- (Tekin Altuncu): A person needs 10 m² forested area to get the sufficient oxygen for life; this means a huge area of green land is required; did you also consider this and plan to create such a huge green area? Additionally, according to your previous experience for such projects, what questions do you expect the public to ask to you? Do you think there is anything we are missing?</td>
<td>ELC responded: We usually expect the public to ask about the traffic problem that the Project will create. Also, domestic and medical waste is an important issue regarding this project. We estimate the potential waste amounts to be generated for each phase of the Project and assess if there is sufficient waste sterilisation units for medical waste.</td>
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<td></td>
<td>Individual -W- (Provincial Health Department): I recommend you to investigate how people living in distant neighbourhoods who do not have private vehicles may reach the hospital by public transportation such as buses and dolmuş (minibuses).</td>
<td>Salini Impregilo and Samsung responded: When the hospital becomes operational, the public transport network will be arranged so that people from all over the city will have access to the Project area. This is also our responsibility as the SPV.</td>
</tr>
</tbody>
</table>
Meeting minutes

Subject/Ref  Public Meeting re: Gaziantep IHC

Venue  Provincial Directorate of Health, Gaziantep

Date of Meeting  24th November 2015

Present  Sadettin Yazi (Provincial Health Director)
Valeria Travaglini (Salini Impregilo)
Ahmet Faik Aral (Kayi)
Tracey Draper (ERM)
Isil Gültekin (ELC)
Elif Oc (ELC)
Hande Bozkurt (ELC)
52 participants including 19 women and 33 men

Issues Discussed

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<td>The first location considered for the Project was on valuable land and was actually more central / easy-to-access compared with the current location. However the PID claims that the current location is easier to access. This appears to be contrary to the actual situation.</td>
<td>ELC explained that when the ESIA study started, the site selection had already been made and so the assessment was undertaken for the current site only. The SPV also explained that the site selection was undertaken by the Ministry of Health in cooperation with the Gaziantep Metropolitan Municipality in consideration of the Masterplan and all future development activities of Gaziantep which will incorporate new road access.</td>
</tr>
<tr>
<td>2</td>
<td>It was asked why the storm water collected in the retention pond is channelled to the sewer line during construction?</td>
<td>ELC explained that the region is newly developing therefore while there is a sewer line, there is no storm water collection line. As a result of the correspondence with the relevant authorities, it was decided that during construction the storm water should be collected and channelled to the sewer line. It was also mentioned by the authorities that a storm water collection line will not be installed until the operation stage of the hospital; the storm water will then be directed to this system. The SPV did however state that after the completion of the construction of the TOBB High School located next to the Project site, a storm water collection system was installed in the area. Therefore, the storm water collected in the Project site can now be discharged into this system.</td>
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<td>3</td>
<td>How long will the construction period last?</td>
<td>The response of three years was provided by the SPV</td>
</tr>
<tr>
<td>4</td>
<td>Why does the construction period last for 28 years?</td>
<td>It was explained that the SPV management would last for 28 years and not construction, which will last for three years.</td>
</tr>
<tr>
<td>5</td>
<td>When did construction commence?</td>
<td>The SPV explained that site clearing commenced in August 2015.</td>
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Appendix I3

Engagement Materials
The Hospital

The Gaziantep Integrated Health Campus will have a total capacity of 1,870 beds, making it the fourth largest hospital in Turkey and the largest in southern Turkey. The Health Campus will incorporate a General Hospital, Psychiatric Hospital, Oncology Hospital, Cardiovascular Diseases Unit, Women’s and Paediatric Hospital and a Physical and Medicine Rehabilitation Hospital. The Health Campus will also house a 100 bed High-Security Forensics Psychiatric Hospital. There will also be support facilities such as a 112 Emergency Service Building, a helipad and car parking. The Health Campus aims to bring world-class healthcare to Gaziantep and be a leader in healthcare in the Middle East region.

The Health Campus is located in Akkent neighbourhood, Şahinbey District of Gaziantep, south-east of the city centre. It has been proposed by the Ministry of Health as part of the Health Transformation Program, initiated in 2003.
Hospital Progress

The Construction and Provision of Products and Services for the Project was awarded by the Ministry of Health to a consortium of partners including Samsung C&T, Kayi and Salini Impregilo, who have established a Special Purpose Vehicle. The Special Purpose Vehicle has been set up to manage the Project and is responsible for detailed design, construction, equipping, financing and maintenance of the Gaziantep Integrated Health Campus for a period of 28 years. The provision of medical services will be the responsibility of the Ministry of Health. At the end of 28 years, the Health Care Campus will be transferred to the Ministry of Health, who will take full control. The Project is still in the development phase.

The Special Purpose Vehicle is currently seeking finance from multinational financial institutions and undertaking a range of studies, including an Environmental and Social Impact Assessment (ESIA). The ESIA will identify the social and environmental impacts. An impact is any change, positive or negative, to existing environmental and social conditions as a result of the Project. The ESIA process identifies ways of minimizing any negative impacts and enhancing benefits related to the Project. These are documented in an Environmental and Social Management Plan (ESMP), which will be applied during construction and operation of the Project. International consulting firm, Environmental Resources Management (ERM) and Turkish based consulting firm ELC Group Engineering and Consultancy Inc. (ELC) have been commissioned to undertake the ESIA study. They will undertake impact assessment studies in alignment with lender requirements. The ESIA process commenced in February 2015 and Scoping studies were completed in April 2015. This leaflet has been prepared to provide information on the Project and inform those interested about how they can obtain more information or provide comments and feedback.

Potential Social and Environmental Impacts

The Scoping studies in March and April 2015 identified the following potential social and environmental impacts from the Project:

- Employment and Economic Benefits
- Emissions and noise;
- Waste and wastewater generation;
- Road traffic increase.
- Community health, safety and security;
- Occupational health, safety and working conditions.

Consultation and Feedback

An important part of the ESIA process is to obtain feedback from people who may be affected or interested in the Project. Stakeholders will have the opportunity to speak about their concerns and raise any questions through public meetings, small group meetings, individual interviews, email and through their leaders. We invite you to present your views on the Project and any concerns or queries that you have regarding potential social and environmental risks or impacts and their potential management. For more information contact:

Gaziantep Integrated Health Campus Project:
ELC Group Consulting and Engineering Inc, Rüzgarı Bahçe Mah. Çınar Sok.
Energy Plaza, No: 2/6 34805 Kavacik/Beykoz/İSTANBUL

Management Measures: will be identified to manage identified risks and impacts and to enhance positive benefits associated with the Project.
Introduction

Turkey is facing an increased demand for healthcare services. To meet this demand, the Ministry of Health has initiated a programme to improve and consolidate healthcare. In particular, the Ministry of Health is implementing a plan to improve its medical education, training and service delivery by creating a new, modern and efficient public health infrastructure. The Gaziantep Health Campus is part of this Health Transformation Programme, which will provide a range of specialised healthcare services, all in one location. It is one of a series of healthcare projects being developed with the Ministry of Health through a Public-Private Partnership. In total, the Ministry of Health plans to develop 30 Health Campuses in 22 Provinces across Turkey’s 29 health regions. The Project is located in Akkent neighbourhood, Şahinbey District of Gaziantep, southwest of Gaziantep city in southeast Turkey. The Project is part of the wider master plan of Şahinbey District Municipality to develop the southern side of Gaziantep (illustrated below). The new master plan involves the development of new housing estates, a large recreation park and new infrastructure such as roads and other public services. The Construction and Provision of Products and Services for the Project was awarded by the Ministry of Health to a consortium of partners including Samsung C&T, Kayi and Salini Impregilo, who have established a Special Purpose Vehicle.

What Is the Special Purpose Vehicle?

The Special Purpose Vehicle has been set up to manage the Project and is responsible for detailed design, construction, equipping, financing and maintenance of the Gaziantep Integrated Health Campus for a period of 28 years. The provision of medical services will be the responsibility of the Ministry of Health. At the end of 28 years, the Project will be transferred to the Ministry of Health, who will take full control. The Special Purpose Vehicle is currently leading on Project development, seeking finance and undertaking a range of studies, including the Environmental and Social Impact Assessment as well as soil investigation and design.
**Project Details**

**Project Utilities and other Features**

The Project will require a range of utilities including water supply and power generation. The water supply and sewerage system will comprise of: a plumbing system; sewage; and a plumbing station. Each hospital will be provided with two independent domestic water sources. Each hospital building will have its own hot-water station and water treatment station. Waste water will be discharged into the municipal sewerage system. Power will be generated through a tri-generation power system providing electricity, heating and cooling.

The Project will benefit from new road networks being developed as part of the wider urban development in the area including the widening of Ozdemir Street, leading south from central Gaziantep to the Project site. A new road (94th Street) is also undergoing construction in the east-west direction, which will have a minimum of seven junctions and facilitate access to the Project site. The existing Project site is illustrated below.

**Hospital Components**

The Gaziantep Integrated Health Campus will have a total capacity of 1,870 beds, making it the fourth largest hospital in Turkey and the largest in southern Turkey. The hospital will incorporate four towers:

- **Tower One**: will consist of seven floors in addition to a ground and two basement floors. This tower will house the General Hospital.
- **Tower Two**: will consist of eight floors and incorporate additional space for the General Hospital as well as the Psychiatric Hospital.
- **Tower Three**: will consist of 10 floors and house the Oncology Hospital, the Cardiovascular Diseases Unit, the Local Public Health Authority Building and the General Secretary of the Campus.
- **Tower Four**: will also consist of 10 floors and house the Women’s and Paediatric Hospital.

The Health Campus will also have a 100 bed High-Security Forensics Psychiatric Hospital and a 150 bed Physical and Medicine Rehabilitation Hospital. The proposed layout of the hospital is featured on page 6. The Health Campus will also house administrative buildings including the Local Health Authority Public Hospital Association, 112 Emergency Service Building, a helipad, car parking and a medical hotel. The site covers an area of 330,090.75 m². The Project aims to bring world-class quality healthcare to Gaziantep and be a leader in healthcare in the Middle East region.
Environmental and Social Impact Assessment Process

What is the ESIA Process?
An Environmental and Social Impact Assessment (ESIA) is a process undertaken during the planning stage to identify and assess the impacts of a proposed Project.

The Special Purpose Vehicle is currently undertaking the ESIA in compliance with Turkish regulations and international guidance and regulations including those of the European Union, EBRD and EIB. International requirements are summarized below.

An impact is any change, positive or negative, to existing environmental and social conditions as a result of the project. The ESIA process identifies ways of minimizing any negative impacts and enhancing benefits related to the Project. These are documented in an Environmental and Social Management Plan (ESMP), which will be applied during construction and operation of the Project.

The ESIA process results in a report that documents all impacts and the measures required to mitigate them. The ESIA report is a public document available to interested groups.

Who will carry out the ESIA?
The Special Purpose Vehicle has commissioned an international consulting firm, Environmental Resources Management (ERM) and Turkish based consulting firm ELC Group Engineering and Consultancy Inc. (ELC) to undertake the ESIA study. They will undertake impact assessment studies in compliance with the requirements outlined below.

How will mitigation and enhancement measures be designed?
Measures will aim to reduce or avoid negative impacts and maximize positive impacts from the Project. They are based on input from field studies and stakeholder consultations to ensure they are adapted to the specific conditions of the Project area. Mitigation and enhancement measures will be integrated into Project design as early as possible, starting during the EISA process.

Regulations and Standards
International regulations and standards include:

- Applicable local, national and regional requirements including but not limited to those related to Environmental and Social Analysis (ESA)
- Relevant European Union directives (most prominently but not only the EU EIA directive);
- EIB Environmental and Social Handbook—Volume I: Environmental and Social Standards (2013);
- EIB Statement of Environmental and Social Standards and Principles (2009);
- EBRD’s Environmental and Social Policy (2008) and its associated Performance Requirements;
- IFC applicable Performance Standards (2012), General EHS Guidelines (2007) and Health Care Facilities (2007);
- Requirements of other potential lenders, such as other international financial institutions and commercial banks adhering to the Equator Principles; and
- All other relevant international conventions and protocols, as may be applicable

An ESIA aims to answer five key questions:

1. Baseline
   What is the current environmental and social situation?

2. Prediction
   What will the Project’s impacts be? How will conditions in the environment and society change as a consequence of the project?

3. Evaluation
   Are the impacts significant? If so, how significant?

4. Mitigation
   If an impact is significant, what can be done to avoid, reduce, remedy or compensate for the adverse effects or enhance the benefits?

5. Residual impact
   What will the residual impact be after the mitigation? How significant will this be?
The proposed Project is currently in the Planning Stage. This stage incorporates the completion of the EISA as well as other studies and planning activities before construction commences. The ESIA is divided into five key phases, namely: Screening, Scoping, Baseline Data Gathering, Impact Assessment and Disclosure. These are described below.

1. **Screening** characterises the Project and a decision is made on whether a full environmental and social impact assessment is required.

2. **Scoping** considers the likely changes (impacts) that will happen because of the proposed Project and defines the scope of the assessment.

3. **Baseline Data Gathering** is to collect information to understand what the environment and people in the area are like, and how the proposed Project is likely to affect them.

4. The **Impact Assessment** describes and assesses how significant the changes (impacts) are likely to be, and identifies ways to manage these changes (mitigation).

5. During **Disclosure** the ESIA report will be submitted to the Project lenders who will review the report and make a decision about the proposed Project.

**Stakeholder Engagement**

An important part of the ESIA process is to obtain feedback from people who may be affected by or interested in the Project. This is called Stakeholder Engagement and is when stakeholders have the opportunity to speak about their concerns and raise any questions. Feedback through stakeholder engagement is very important and will therefore be undertaken throughout the ESIA process and stakeholder views considered to improve the Project.

ELC and ERM are consultants who will run the engagement process. Our team will try to make sure engagement is open to all people, especially people who will be affected by the proposed Project.

People will have the opportunity to comment by email, through the Project website, through local meetings in their area and through their leaders.

**Consultation Methods**

Public consultation will take place throughout the ESIA process including:

- Public Meetings
- Small group meetings
- Individual interviews
- Release of documents
- Public comments
The ESIA will identify the most important changes (impacts) that the Project may bring about. The Project may bring about changes to the natural environment and to the people and their daily lives. Some of the types of impacts that may occur are shown below. These impacts will be studied and understood in more detail through the baseline data gathering and impact assessment phases of the ESIA.

**Socio-Economic Issues**

**Employment and Economic Benefits:** There will be employment opportunities as a result of the Project. Significant recruitment is anticipated during the construction phase. When the Project is operational, clinical and non-clinical staff will be required. The presence of the Project is expected to bring further economic benefits through increased trade for local businesses.

**Community Health, Safety and Security:** The risks to the health, safety and security of nearby residents and communities during construction and operation will be considered including: the presence of the High Security Forensic Hospital; health and safety relating to construction activities and the movement of traffic, heavy machinery and vehicles; exposure to hazardous and infectious waste and diseases; health impacts from exposure to dust and noise; and emergency events such as fire, explosion or contamination. Management measures will be developed for all identified risks. The benefits of the new high quality healthcare facility will also be considered.

**Patient Rights:** Patient rights and Human Rights will be considered during the ESIA. The Project must be service delivery oriented and high performance driven. Managing impacts related to patient rights will be critical to achieving this.

**Infectious Diseases:** The risk of spread of infectious diseases will be assessed during the ESIA to minimise exposure and ensure patients, clinical and non-clinical staff remain safe. The ESIA will consider systems and design specifications as well as management and training.

**Occupational Health, Safety and Working Conditions:** The Special Purpose Vehicle will be responsible for human resource management, including all contracted staff, clinical and non-clinical staff. Several impacts will be investigated including: facilities and accommodation for construction workers; levels of retrenchment following construction; exposure to medical waste, infectious materials and infectious diseases; management of the High Security Forensic Unit; and worker rights and equal opportunities.

**Environmental Issues**

**Geology and Soils:** The ESIA will consider the possibility of soil contamination, depending on past use of the site and how this will affect the Project.

**Water and Hydrogeology:** The ESIA will consider the risk of water contamination, including groundwater, during construction activities through oil and fuel spills while construction equipment and materials are stored on site. Management measures will be developed to ensure these risks are addressed and managed appropriately.

**Air Quality, Noise and Vibration:** During construction of the Project, air quality may be affected by dust generated from construction activities and emissions to the atmosphere from construction machinery and vehicles. Air quality may also be affected when the Project is operational by emissions from the tri-generation plant and boiler system. Noise and vibration may be experienced particularly during construction activities such as excavation, crushing of existing rocks on site and operation of construction machinery and vehicles. During operation, noise impacts may be experienced due to an increase in traffic and emergency helicopter movements.

**Waste and Wastewater:** Construction activity waste will include excavated soils, construction waste such as steel and cables and hazardous waste such as oil. Waste generated during the operation of the Project will include: infectious waste containing pathogens; sharps such as needles, scalpels and knives; pharmaceutical waste; genotoxic / cytotoxic waste; chemical waste such as cleaning, disinfectant and diagnostic / experimental work; radioactive waste from activities such as radiotherapy and imaging; and waste with high heavy metals such as batteries, blood pressure gauges, thermometers and pressurised containers. Wastewater will be generated from discharge from medical wards and operating theatres, laboratories, chemical stores and X-ray development materials.

**Traffic:** The Project will result in an increase in traffic on local roads surrounding the Project during construction and operation.
Cumulative Impacts and Project Location

Cumulative Issues
Cumulative impacts are defined as those resulting from the incremental impact on people and the environment by the Project and from other existing, planned or reasonably defined developments at the time of undertaking the impact assessment. Project impacts will be considered in relation to the urban development in the area, including the construction of new roads and residential blocks. The broader cumulative impacts of other ongoing health campus developments will also be considered.

Project Location
The Project Location is illustrated below as Location 2. The Project was initially planned to be sited in Osmangazi, Şehitkamil District (Location 1), however this site was considered difficult to access from central Gaziantep. This side of the city also currently has other hospital facilities within the vicinity, including a 1,000—bed maternity and children’s hospital. Location 2 was considered a better option because of the new road networks being developed and it would benefit from the wider urban development master plan.

We want to hear from you!
Your views are very important to us.
Public meetings will be held throughout the ESIA process. You can participate in these meetings to learn more about the Project and share your views on it.
Details of the meetings will be advertised in advance.

Want more information?
The Special Purpose Vehicle will keep the public informed on every phase of the Project.
Should you have any comments or concerns regarding the Project or any questions regarding the ESIA process, please contact the representatives of ELC below.

Gaziantep Integrated Health Campus Project:
ELC Group Consulting and Engineering Inc.
Rüzgarlı Bahçe Mah. Çınar Sok. Energy Plaza No: 2/6 34805 Kavacik/Beykoz/İSTANBUL
GAZİANTEP ENTEGRE SAĞLIK KAMPÜSÜ PROJESİ - GÖRÜŞ/ŞİKAYET FORMU

GÖRÜŞ VE/VEYA ŞİKAYET BİLDİREN KİŞİYE AİT BİLGİLER (Eğer görüşlerinizi isimsiz olarak bildiriyorsanız bu bölümü boş bırakınız. İsimini ve iletişim bilgilerini bildirmesiniz dahi görüşleriniz/şikayetlerinizi Proje’yi geliştiren kurumlar (Özel Amaçlı Şirket) tarafindan dikkate alınacaktır)

İsim:  
Tarih:  

İletişim bilgileri: (Tercih ettığiniz iletişim türüne göre doldurunuz)
Posta ..............................................................................................................
Telefon ..............................................................................................................
E-posta ..............................................................................................................

Amaç: □ Görüş □ Şikayet  
Kaydeden: □ Görüş/şikayet bildiren kişi  
□ Diğer (isim belirtiniz)

Doldurulmuş Görüş/Şikayet Formunu aldığına dair görüş ve/veya şikayet bildiren kişinin imzası:  

GÖRÜŞ HAKKINDA GÖRÜŞLER (Gerekirse arka sayfayı kullanarak devam ediniz)

ŞİKAYET HAKKINDA BİLGİLER

Şikayetini belirtiniz: (Gerekirse arka sayfayı kullanarak devam ediniz)

Şikayet konusunun meydana geldiği tarih ve sıklığı:
□ Bir kez (Tarih .................)
□ Birden fazla (Kaç kez? ..............)
□ Devam ediyor (Sorun halen yaşanıyor)

Sorunun giderilebilmesi için önerileriniz nelerdir? (Gerekirse arka sayfayı kullanarak devam ediniz)

Bu bölüm Özel Amaçlı Şirket tarafından doldurulacaktır.

GÖRÜŞÜN DURUMU

Göрус kaydedildi (E/H)  Göрусün sunulduğu tarih:  Kaydeden:  
Cevaplanması gerekçiyor (E/H)  Göрусün cevaplandığı tarih:  

ŞİKAYETİN DURUMU

Şikayet kaydedildi (E/H)  Şikayet kaydedildi (E/H)  Şikayet kaydedildi (E/H)

Şikayetin cevaplandığı tarih:  Şikayetin cevaplandığı tarih:  Şikayetin cevaplandığı tarih:
Appendix I4

Stakeholder List
<table>
<thead>
<tr>
<th>No</th>
<th>English Name</th>
<th>Turkish Name</th>
<th>Province</th>
<th>Contact Person</th>
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<th>Website</th>
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<tbody>
<tr>
<td>1</td>
<td>General Directorate of Health Investments</td>
<td>Sağlık Yetenekler Genel Müdürlüğü ( Sağlık Yetenekler Genel Müdürlüğü Kamu Özel Ortağı Daire Başkanlığı bu GM isin altında)</td>
<td>Ankara</td>
<td>General Director Fuat Kantarcı</td>
<td>Yiğit Gökçal Caddesi No: 40 Çankaya/ANKARA</td>
<td>+90 (312)458 50 00</td>
<td><a href="http://www.saglik.gov.tr/">http://www.saglik.gov.tr/</a></td>
</tr>
<tr>
<td>2</td>
<td>General Directorate of Management Services</td>
<td>Yönetim Hizmetleri Genel Müdürlüğü</td>
<td>Ankara</td>
<td>General Director Dr. İsmail Kartal</td>
<td>Mithatpaşa Caddeesi No:3 C Blok 06434 Şişli/ANKARA</td>
<td>+90 (312) 585 16 00</td>
<td><a href="http://www.tghk.gov.tr/">http://www.tghk.gov.tr/</a></td>
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<tr>
<td>4</td>
<td>General Directorate of Health Services</td>
<td>Sağlık Hizmetleri Genel Müdürlüğü</td>
<td>Ankara</td>
<td>General Director Prof. Dr. Doğan Ünal</td>
<td>Mithatpaşa Caddeesi No:3 B Blok Kat:2 Şişli/ANKARA</td>
<td>+90(312)585 14 50</td>
<td><a href="http://www.tghk.gov.tr/">http://www.tghk.gov.tr/</a></td>
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<tr>
<td>5</td>
<td>General Directorate of Emergency Health Services</td>
<td>Acil Sağlık Hizmetleri Genel Müdürlüğü</td>
<td>Ankara</td>
<td>General Director Doç. Dr. Osman Ar Rân NACAR</td>
<td>Mithatpaşa Caddeesi No:3 E - Blok 06434 Şişli/ANKARA</td>
<td>+90(312)585 10 00</td>
<td><a href="http://www.aclfak.gov.tr/">http://www.aclfak.gov.tr/</a></td>
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<tr>
<td>6</td>
<td>Public Health Agency of Turkey</td>
<td>Türkiye Halk Sağlığı Kurumu</td>
<td>Ankara</td>
<td>General Director Prof. Dr. Írfan Şençan</td>
<td>Sağlık Mahallesi Adnan Saygun Caddeesi No: 65 06100 Şişli/ANKARA Türkiye</td>
<td>+90(312)565 50 00</td>
<td><a href="http://thsk.gov.tr/">http://thsk.gov.tr/</a></td>
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<tr>
<td>7</td>
<td>General Directorate of EIA, Permit and Audit</td>
<td>ÇED, İzin ve Denetim Genel Müdürlüğü</td>
<td>Ankara</td>
<td>General Director m. Mustafa Sazlıy</td>
<td>Veikalletler Caddeesi No:1 Bakanlıklar/ANKARA</td>
<td>+90(312)410 10 00</td>
<td><a href="http://www.csb.gov.tr/turkce/">http://www.csb.gov.tr/turkce/</a></td>
</tr>
<tr>
<td>10</td>
<td>General Directorate of Protection of Natural Assets</td>
<td>Tabiat Varlıklarını Koruma Genel Müdürlüğü</td>
<td>Ankara</td>
<td>General Director Erhan Ertan</td>
<td>Mustafa Kemal Mahallesi Eskişehir Deydex Kolu (Zümupınar Bulvarı) 5 km. (Tıpe Prime Yarı) Çankaya/ANKARA</td>
<td>+90(312)222 1234</td>
<td><a href="http://www.csb.gov.tr/cem/tahsi/">http://www.csb.gov.tr/cem/tahsi/</a></td>
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<tr>
<td>12</td>
<td>General Directorate for Nature Protection and National Parks</td>
<td>Doğa Koruma ve Milli Parklar Genel Müdürlüğü</td>
<td>Ankara</td>
<td>General Director Ahmet Özyaka</td>
<td>Sağlık Mahallesi Caddesi No:14/F Yenimahalle/ANKARA</td>
<td>+90(312) 207 50 00</td>
<td><a href="http://www.milliparklar.gov.tr/">http://www.milliparklar.gov.tr/</a></td>
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<td>13</td>
<td>General Directorate of Labor</td>
<td>Çalışma Genel Müdürlüğü</td>
<td>Ankara</td>
<td>General Director Nuran Önder</td>
<td>İmamoğlu Bulvarı No:42 Pk: 06520 Emek/ANKARA</td>
<td>+90(312)296 60 00</td>
<td><a href="http://www.csgb.gov.tr/cgm/portal/cgm/">http://www.csgb.gov.tr/cgm/portal/cgm/</a></td>
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<td>14</td>
<td>General Directorate of Occupational Health and Safety</td>
<td>İş Sağlığı ve Güvenlik Genel Müdürlüğü</td>
<td>Ankara</td>
<td>General Director Kaum Özer</td>
<td>İmamoğlu Bulvarı No:42 Pk: 06520 Emek/ANKARA</td>
<td>+90(312)296 60 00</td>
<td><a href="http://www.csgb.gov.tr/cgm/portal/sggm/portal/">http://www.csgb.gov.tr/cgm/portal/sggm/portal/</a></td>
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<td>15</td>
<td>Social Security Institution</td>
<td>T.C. Soyal Güvenlik Kurumu</td>
<td>Ankara</td>
<td>Institution President Yadvig Gökçal İlhan</td>
<td>Ziyabey Caddesi No:6 06520 Bağlar/ANKARA</td>
<td>+90(312)207 80 00</td>
<td><a href="http://www.sgk.gov.tr/">http://www.sgk.gov.tr/</a></td>
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<tr>
<td>No.</td>
<td>Regional Directorate of DSI (State Hydraulic Works)</td>
<td>Gaziantep Karayolu Karamanlar</td>
<td>Regional Director</td>
<td>Gaziantep Karayolu Erenkes Mevki 46040 Karamanlar</td>
<td>+90(344)236 00 80</td>
<td><a href="http://www2.dsi.gov.tr/bolge/dsi20/embh">http://www2.dsi.gov.tr/bolge/dsi20/embh</a> x.htm</td>
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<td>17</td>
<td>Regional Directorate of Ministry of Forestry and Water Affairs</td>
<td>Orman ve Su İşleri Bakanlığı XV. Bölge Müdürlüğü</td>
<td>Malatya</td>
<td>Regional Director Ayhan Deligöz</td>
<td>+90(24) 290 40 40</td>
<td><a href="http://bolge15.ornansu.gov.tr">http://bolge15.ornansu.gov.tr</a></td>
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<th>Governor</th>
<th>Gaziantep Valiliği</th>
<th>Inclined Malhusesi Muammer Aksoy Bulvarı 27090 Şehitkamil Gaziantep</th>
<th>+90(342) 231 03 13</th>
<th><a href="http://www.gaziantep.gov.tr/">http://www.gaziantep.gov.tr/</a></th>
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<td>Gaziantep Provincial Directorates of Culture and Tourism</td>
<td>Gaziantep İl Kültür ve Turizm Müdürlüğü</td>
<td>Gaziantep</td>
<td>Department Manager</td>
<td>100 Yılı Atatürk Kültür Parkı İş / Vatlık Arka Sokak Şehitkamil / GAZIANTEP</td>
<td>+90(342) 335 65 00</td>
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<td>Gaziantep Belediyesi</td>
<td>Gaziantep</td>
<td>Mayor Fatma Şahin</td>
<td>Büyükşehir Belediyesi Binocular - Şehitkamil Gaziantep</td>
<td>+90 (342) 211 12 00</td>
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<td>3</td>
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<td>İslahiye Belediyesi</td>
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<td>Mayor Kemal Vural</td>
<td>İncilipınar Mahallesi 4 Nolu Nolu Cadde Büyükşehir Belediyesi Binası - Şehitkamil Gaziantep</td>
<td>+90 (342) 862 12 83</td>
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<td>Mayor Nuh KOCAASLAN</td>
<td>Cephesi: Mahallesi Atatürk Caddesi No:2 Kalkanış Gaziantep</td>
<td>+90 (342) 561 20 05</td>
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<td>Mayor Hacı Fevzi Akdoğan</td>
<td>Nizip Belediyesi Şihir Mahallesi M. Fevzi Çakmak Bulvarı No:1 Nizip Gaziantep</td>
<td>+90 (342) 537 39 00</td>
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<td>7</td>
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<td>Mayor Mehmet Tevfik Erçakmaz</td>
<td>Şehir Mahallesi Yayıncılık Caddesi No:8 Şahinbey / GAZİANTEP</td>
<td>+90 (342) 232 11 11</td>
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<td>8</td>
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<td>Mayor Mustafa Selim Sabancıoğlu</td>
<td>Mustafa Selim Sabancıoğlu Mah. 14 Mart Caddesi Bulvarı No:2 Şehitkamil / GAZİANTEP</td>
<td>+90 (342) 573 27 27</td>
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<td>3.8</td>
<td>Hamit ERCAN</td>
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<td>Şahinbey</td>
<td>Akkent</td>
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<td>3</td>
<td>Şahinbey</td>
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<td>Şahinbey</td>
<td>Güneş</td>
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<td>Şahinbey</td>
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<td>Ali KURT</td>
<td>+90(538)855 58 57</td>
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<td>Şahinbey</td>
<td>Kahvelipınar</td>
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<td>Hayri BEKLER</td>
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<td>Şahinbey</td>
<td>Karatay</td>
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<td>8</td>
<td>Şahinbey</td>
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<td>5.2</td>
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<td>Şahinbey</td>
<td>Mavikent</td>
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<tr>
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<td>2</td>
<td>Gaziantep Anatolian Voc. High School (Female)</td>
<td>Gaziantep Anatolian Voc. High School (Female)</td>
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<td>Gazi</td>
<td>10 Sokak No:3 Şahinbey/Gazi</td>
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Schools (selected)
## Syrian Support Organizations

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<th>City/Location</th>
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<tr>
<td>1</td>
<td>Syrian Support Foundation</td>
<td>Gaziantep</td>
<td>Yardımcı Derneği</td>
<td>Nail Bilen Caddesi Uğur Plaza Kat:9 No:807</td>
<td>+90 (342) 2152884</td>
<td><a href="mailto:nailbilen62@gmail.com">nailbilen62@gmail.com</a></td>
<td>syriarelief.org.uk</td>
</tr>
<tr>
<td>2</td>
<td>Coordination Unit</td>
<td>Gaziantep</td>
<td>Yardımcı Derneği</td>
<td>Suheir Al-Assi Caddesi 3 Nolu İş Merkezi Kat:5 No:64</td>
<td>+90 (342) 2152884</td>
<td><a href="mailto:suheiratassi@gmail.com">suheiratassi@gmail.com</a></td>
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<tr>
<td>3</td>
<td>Syrian Children Education and Solidarity Association</td>
<td>Gaziantep</td>
<td>Yardımcı Derneği</td>
<td>Mehmet Şahin Caddesi Özerel İş Merkezi Kat:8/315</td>
<td>+90 (342) 2152884</td>
<td><a href="mailto:mohamedakh86@gmail.com">mohamedakh86@gmail.com</a></td>
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<tr>
<td>4</td>
<td>Syrian Children Protection and Solidarity Association</td>
<td>Gaziantep</td>
<td>Yardımcı Derneği</td>
<td>Dr. Mecit Barlas Caddesi GÜR Çukur Mahallesi Kat:3 No:9</td>
<td>+90 (342) 2152884</td>
<td><a href="mailto:lmm.muhasebe27@hotmail.com">lmm.muhasebe27@hotmail.com</a></td>
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<tr>
<td>5</td>
<td>Syrian Solidarity Association</td>
<td>Gaziantep</td>
<td>Yardımcı Derneği</td>
<td>Mohammad Al-Khalili Doktorlar Sitesi 6.No.604 Kat:Şehitkamil</td>
<td>+90 (342) 2152884</td>
<td><a href="mailto:mohamedakh86@gmail.com">mohamedakh86@gmail.com</a></td>
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<td>6</td>
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<td>Gaziantep</td>
<td>Yardımcı Derneği</td>
<td>Rabeea Al-Rawi Budak Gazi Muhtar Paşa Bulvarı İ Yasemin İş Merkezi Kat:3/315</td>
<td>+90 (342) 2152884</td>
<td><a href="mailto:smmm.muhasebe27@hotmail.com">smmm.muhasebe27@hotmail.com</a></td>
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<tr>
<td>7</td>
<td>Syrian Communication and Solidarity Association</td>
<td>Gaziantep</td>
<td>Yardımcı Derneği</td>
<td>İbrahim Hussein Sarıgüllük Mahallesi Zübeyde Hanım Bulvarı 3 Nolu Sokak Apt.No:4/16</td>
<td>+90 (342) 2152884</td>
<td><a href="mailto:syriankurd@gmail.com">syriankurd@gmail.com</a></td>
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<tr>
<td>8</td>
<td>Association for Solidarity with Asylum Seekers and Migrants</td>
<td>Gaziantep</td>
<td>Yardımcı Derneği</td>
<td>Ali Fuat Cebesoy Bulvarı, Mücahitler Mah. 59. Sok. Basmacılar Vakıflar İş Merkezi No:103</td>
<td>+90 (342) 2152884</td>
<td>0342 323 42 42</td>
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## Women Associations

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<tr>
<td>1</td>
<td>Association of Women University Students</td>
<td>Mozaik Kadınlar Üniversitesi Dernekleri</td>
<td>Mozaik</td>
<td>120/66 34060</td>
<td><a href="mailto:mozaikkadinder@gmail.com">mozaikkadinder@gmail.com</a></td>
<td>Gaziantep Araban Turgut Caddesi A.Kadir Mahallesi</td>
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<td>2</td>
<td>Gaziantep Young Women's Club</td>
<td>Gaziantep Genç Kadınlar Kulübü</td>
<td>Yavuzeli Nazile GÜZEL</td>
<td>+90(342)321 75 66</td>
<td><a href="mailto:gzyk@sanet.gov.tr">gzyk@sanet.gov.tr</a></td>
<td>Gaziantep Center Gaziantep Araban Turgut Caddesi Mehmet Ersoy Sokak No:17 Altıntepe Antep</td>
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<td>Association of Women Friendly Cleaning Service</td>
<td>Women's Union Gaziantep Branch Türk Çiçeğiubesi Gaziantep</td>
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<td>Halk Sağlığı ve Eğitim Merkezi Gaziantep</td>
<td>Mehmet Elif NURDA</td>
<td>+90(342)561 22 12</td>
<td><a href="mailto:mnelif@gmail.com">mnelif@gmail.com</a></td>
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**Additional Information:**

- **Mozaik Kadınlar Üniversitesi Dernekleri (Mozaik Women's Union):**
  - Contact Name: Mozaik
  - Contact Tel: 120/66 34060
  - Email: mozaikkadinder@gmail.com
  - Address: Gaziantep Araban Turgut Caddesi A.Kadir Mahallesi

- **Gaziantep Genç Kadınlar Kulübü (Gaziantep Young Women's Club):**
  - Contact Name: Yavuzeli Nazile GÜZEL
  - Contact Tel: +90(342)321 75 66
  - Email: gzyk@sanet.gov.tr
  - Address: Gaziantep Center Gaziantep Araban Turgut Caddesi Mehmet Ersoy Sokak No:17 Altıntepe Antep

- **SES Kadınlar Birliği (SES Women's Union):**
  - Contact Name: DEM BADEM
  - Contact Tel: +90(342)561 24 56
  - Email: demb@gmail.com
  - Address: Gaziantep Center Gaziantep Araban Turgut Caddesi Mehmet Ersoy Sokak No:17 Altıntepe Antep

- **Halk Sağlığı ve Eğitim Merkezi Gaziantep (Public Health and Education Center - Gaziantep):**
  - Contact Name: Mehmet Elif NURDA
  - Contact Tel: +90(342)561 22 12
  - Email: mnelif@gmail.com
  - Address: Gaziantep Center Gaziantep Araban Turgut Caddesi Mehmet Ersoy Sokak No:17 Altıntepe Antep

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**Note:**

The contact information and addresses provided are for the organizations mentioned in the table. For more detailed information, please refer to the official websites or contact the organizations directly.
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