



**Republic of Türkiye Ministry of  
Environment, Urbanization and Climate Change  
General Directorate of Construction Affairs**

**TÜRKİYE EARTHQUAKE RECOVERY AND RECONSTRUCTION  
PROJECT  
(TERRP)**

<b>Subproject Name</b>	DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)
<b>Document Name</b>	Environmental and Social Management Plan
<b>Version</b>	0.1
<b>Submission Date</b>	08/08/2024

	Prepared by	Reviewed by
Version 0.0 Date 06.08.2024	Ahmet Nozoğlu – Environmental Engineer Yeşim Mutlu – Social Expert Zafer Ganioglu – Social Expert Gökhan Dinçel – A Class Occupational Safety Specialist	EMAY International Engineering and Consultancy Inc. – Project Director
Version 0.1 Date 08.08.2024	Ahmet Nozoğlu – Environmental Engineer Yeşim Mutlu – Social Expert Zafer Ganioglu – Social Expert Gökhan Dinçel – A Class Occupational Safety Specialist	EMAY International Engineering and Consultancy Inc. – Project Director

This Environmental and Social Management Plan is developed by the EMAY within the scope of “Consultancy Services for Design Review and Reconstruction Supervision of Rural Housing (Ref: TERRP/CS-DESSUP-05)” under Türkiye Earthquake Recovery and Reconstruction Project.

## Table of Contents

<b>Table of Contents</b> .....	<b>3</b>
<b>List of Tables</b> .....	<b>4</b>
<b>List of Figures</b> .....	<b>4</b>
<b>List of Abbreviations</b> .....	<b>5</b>
<b>1 Introduction</b> .....	<b>6</b>
<b>2 The Rationale of the Environmental and Social Management Plan</b> .....	<b>7</b>
<b>3 Legal and Institutional Framework</b> .....	<b>8</b>
<b>4 Project Description</b> .....	<b>9</b>
4.1 Project Settlements .....	9
4.1.1 Değirmenönü Village .....	9
4.1.2 Korucu Village .....	11
4.1.3 Dereboğazı Village .....	12
4.2 Project Characteristics.....	14
<b>5 Information Activities and Stakeholder Engagement for ESMP</b> .....	<b>15</b>
<b>6 Environmental and Social Management Plan</b> .....	<b>19</b>
<b>Appendices</b> .....	<b>42</b>
Appendix 1. Site Photographs.....	42
Site Photographs of Değirmenönü Village .....	42
Site Photographs of Korucu Village.....	45
Site Photographs of Dereboğazı Village .....	48
Appendix 2. E&S Screening Forms .....	50
Appendix 3. Photographs of SEMs.....	51
Appendix 4. SEM Participant Lists.....	52
Appendix 5. SEM Presentation .....	53
Appendix 6. Project Brochure.....	57
Appendix 7. Project Poster.....	58

## List of Tables

Table 1. Project Description .....	9
Table 2. Close Settlements to the Project Area in Değirmenönü Village .....	11
Table 3. Close Settlements to the Project Area in Korucu Village.....	12
Table 4. Close Settlements to the Project Area in Dereboğazı Village .....	14
Table 5. Stakeholder Engagement Meetings in the Villages Listed Under DESSUP-05 Group 1 Cluster 3.....	15
Table 6. Questions Posed and Answers in the Stakeholder Engagement Meetings .....	16
Table 7. Environmental and Social Management Plan .....	20

## List of Figures

Figure 1. Satellite Image of 198/68 Parcel Area in Değirmenönü Village .....	10
Figure 2. Area of Influence in the Village of Değirmenönü.....	10
Figure 3. Satellite Image of the 293/5 Parcels in Korucu Village .....	11
Figure 4. Area of Influence in the Village of Korucu .....	12
Figure 5. Satellite Image of 101/603 Parcel in Dereboğazı Village .....	13
Figure 6. Area of Influence in the Village of Dereboğazı.....	13

## List of Abbreviations

<b>AFAD</b>	: Disaster and Emergency Management Presidency
<b>AoI</b>	: Area of Influence
<b>C-ESMP</b>	: Contractor Environmental and Social Management Plan
<b>CFP</b>	: Chance Find Procedure
<b>CHS</b>	: Community Health and Safety
<b>DSI</b>	: State Hydraulic Works
<b>E&amp;S</b>	: Environmental and Social
<b>EBRD</b>	: European Bank for Reconstruction and Development
<b>EMAY</b>	: EMAY International Engineering and Consultancy Inc.
<b>ESHS</b>	: Environmental, Social, Health and Safety
<b>ESMF</b>	: Environmental and Social Management Framework
<b>ESMP</b>	: Environmental and Social Management Plan
<b>ESS</b>	: Environmental and Social Standard
<b>GDCA</b>	: General Directorate of Construction Affairs
<b>GRM</b>	: Grievance Redress Mechanism
<b>IFC</b>	: International Finance Corporation
<b>LMP</b>	: Labor Management Procedure
<b>MoEUCC</b>	: Ministry of Environment, Urbanization and Climate Change
<b>OGM</b>	: General Directorate of Forestry
<b>OHS</b>	: Occupational Health and Safety
<b>PCA</b>	: Preventive/Corrective Action
<b>PDoEUCC</b>	: Provincial Directorate of Environment, Urbanization and Climate Change
<b>PIU</b>	: Project Implementation Unit
<b>PPE</b>	: Personal Protective Equipment
<b>PPP</b>	: Pollution Prevention Plan
<b>PWWTP</b>	: Package Wastewater Treatment Plant
<b>RCA</b>	: Root Cause Analysis
<b>RP</b>	: Resettlement Plan
<b>SEA</b>	: Sexual Exploitation and Abuse
<b>SEM</b>	: Stakeholder Engagement Meeting
<b>SEP</b>	: Stakeholder Engagement Plan
<b>SH</b>	: Sexual Harassment
<b>TEDAŞ</b>	: Türkiye Electricity Distribution Inc.
<b>TERRP</b>	: Türkiye Earthquake Recovery and Reconstruction Project
<b>TMP</b>	: Traffic Management Plan
<b>WB</b>	: World Bank
<b>WBG</b>	: World Bank Group
<b>WMP</b>	: Waste Management Plan
<b>WSWW</b>	: Water Supply and Wastewater
<b>WWTP</b>	: Wastewater Treatment Plant

### TERRP

DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

## 1 Introduction

The World Bank (WB) is supporting the Ministry of Environment, Urbanization and Climate Change (MoEUCC) in implementing the Türkiye Earthquake Recovery and Reconstruction Project (TERRP). WB finances TERRP activities under Component 3, Rural Housing Reconstruction and Recovery, and Component 4.3, Project Management, Monitoring and Evaluation.

TERRP will overall support restoring access to essential municipal and health services and earthquake-resilient rural housing in selected provinces affected by the February 2023 earthquakes in Türkiye. The MoEUCC is implementing the Project activities for Components 3 and 4.3, in close collaboration with the Disaster and Emergency Management Presidency (AFAD). AFAD will carry out tasks as part of its ongoing organizational and legal mandates in collaboration with the MoEUCC.

Under the scope of TERRP DESSUP-05, a total of 172 rural houses will be constructed in 8 villages listed in Group-1. These villages have been divided into 3 clusters as Cluster-1, Cluster-2 and Cluster-3. This Environmental and Social Management Plan (ESMP) was prepared for Cluster-3, which consists of 47 rural houses to be constructed in the villages of Değirmenönü (19), Korucu (20) and Dereboğazı (8) in the Central District of Elazığ Province.

This ESMP aims to assess the potential negative environmental-social risks and impacts that may result from the construction of a total of 47 rural houses and to minimize or completely eliminate these impacts. The destroyed or severely damaged houses and basic infrastructures in the selected villages will be reconstructed in new settlement locations. The details regarding the villages, new settlements, number of rural houses to be reconstructed, etc. will be given in the following chapters of the plan.

This ESMP also includes health and safety measures, stakeholder engagement activities to be carried out, and the establishment of a Grievance Redress Mechanism (GRM). Finally, the ESMP outlines the responsibilities of relevant parties within the sub-project scope.

## 2 The Rationale of the Environmental and Social Management Plan

In accordance with the Environmental and Social Framework (ESMF) of the TERRP, the Project Implementation Unit (PIU) operating within the General Directorate of Construction Affairs (GDCA) of MoEUCC has completed the Environmental and Social (E&S) Screening, and the Screening Studies are given in Appendix-2. The project's E&S Risk Rating was assessed as **“moderate”**, based on anticipated environmental and social risks and impacts. Following the guidelines outlined in the ESMF and based on the findings of the E&S screening and subsequent assessment, the project-level ESMP needed to be customized for the subproject namely “DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 – Cluster 3” (hereinafter “the Project”).

EMAY International Engineering and Consultancy Inc. (EMAY) under its assignment “Consultancy Services for Design Review and Reconstruction Supervision of Rural Housing” with the name of the 'supervision consultant' took the responsibility to prepare the ESMP in Annex-4 of the Environmental and Social Management Framework for the subproject. In the course of these studies, EMAY visited the subproject sites in the Central Districts on 15-16 March, 2024 having meetings with the mukhtars of the relevant villages (Değirmenönü, Korucu and Dereboğazı) and examine the new locations where the rural houses to be constructed.

It is the responsibility of the Contractor to regularly review, revise, and update the ESMP according to its planning and decisions. The ESMP contains site-specific measures developed based on the available information. During the planning and construction phases, adjustments to construction methods may occur due to feasibility and technical considerations. In the event of such changes in the Contractor's construction approach, the ESMP must be reviewed and revised by the Contractor and then submitted to EMAY for review. The Contractor must ensure that the ESMP accurately reflects site conditions and will proactively incorporate any revisions into the plan. The Waste Management Plan, Pollution Prevention Plan, Labor Management Plan, OHS Plan, Community Health, Safety and Traffic Management Plan, etc., will be prepared by the Contractor, reviewed by EMAY and submitted to the PIU for approval, including the company's opinions.

### TERRP

DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

### 3 Legal and Institutional Framework

The TERRP's ESMF provides a comprehensive overview of the legal and institutional framework in Section 3. This section outlines Türkiye's legal framework, followed by a brief explanation of the national environmental and social assessment regulatory process, including permitting, and identifies any disparities between the WB Environmental and Social Standards (ESSs) and legislative requirements.

During the development of the ESMP, both the WB ESSs and the national legislation applied for Project-related activities are taken into account. Feasible and effective mitigation measures are then documented based on these considerations.

The ESMF for the Project (both English and Turkish) could be found at the following website:

<https://kadiyap.csb.gov.tr/cevresel-ve-sosyal-proje-dokumanlari-i-110820>



## 4 Project Description

Within the scope of the Project (Group 1 – Cluster 3), a total of 47 rural houses will be constructed in new locations in the Central District of Elazığ Province. The details regarding the villages, number of houses and new locations are summarized in Table 1, and in the following sub-titles.

*Table 1. Project Description*

District	Settlement	Number of Rural Houses	New Location (lot/parcel)	Registry Status of the New Location
Central	Değirmenönü Village	19	198/68	Pastureland
Central	Korucu Village	20	293/5	Pastureland
Central	Dereboğazi Village	8	101/603	Pastureland

All works and operations of the housing to be built for disaster victims, including site selection, were transferred from the Disaster and Emergency Management Presidency (AFAD) to the Ministry of Environment, Urbanization and Climate Change with an official letter dated *08.12.2023* and numbered 771633 in order to use public resources economically and efficiently. Accordingly, the parcel was selected by Elazığ Provincial Directorate of Environment, Urbanization and Climate Change (PDEUCC) affiliated to MoEUCC.

None of the sub-projects will involve any risks of forced labor, child labor and other harmful forms of labor. Direct, contracted, local, and primary supply workers will be used in the construction process. Occupational health and safety (OHS) risks will be managed by the hierarchy of controls. All measures will be involved in OHS Plan. With the measures to be taken during both the construction and operation phases, there will be no moving out, and people's business/commercial/livelihood activities will not be disrupted. Nor will there be any foreseen adverse impacts on the vulnerable individuals or groups. Finally, the locals have given their consent to the parcels determined by PDEUCC for rural housing construction.

Water will be provided from the relevant villages for construction site office areas and from wells for construction site use, by obtaining the necessary official letters. An impermeable septic tank will be built for wastewater, and domestic wastewater will be collected here and conveyed to the Wastewater Treatment Plant by sewage trucks, with the agreement to be made with Elazığ Municipality or the Special Provincial Administration.

A temporary storage area will be created for solid waste that will be generated in construction office areas and construction sites, and they will be stored separately according to their types in this storage area. Domestic solid waste will be collected by the Special Provincial Administration. Other hazardous/non-hazardous wastes will be delivered to licensed recycling/disposal facilities.

For the rural houses to be built, the necessary permission will be obtained from the relevant electricity distribution company and the electricity to the houses will be supplied from the permitted power line. During the construction phase, generators will be used for the electricity needs. If there is a power line close to the construction site, the relevant electricity distribution company will be contacted, and electricity can be used from the power line after the necessary permissions are obtained.

### 4.1 Project Settlements

#### 4.1.1 Değirmenönü Village

The sub-project includes the construction of 19 rural houses, and construction of roads and pavement within the parcel, the installation of street lighting, sewerage and drinking water network and the impermeable septic tank on a new location within parcel 198/68 in Değirmenönü Village, Central District.

The parcel is registered as pastureland and has a total area of 399,504.60 m<sup>2</sup>, but approximately 2.85% of the parcel will be used within the scope of the project. No action will be taken regarding the entire parcel. The allocated parcel area shown in Figure 1 to be used for the Project.

The parcel and the construction site as well as the close dwellings and facilities are shown in Figure 2 and the distances to the close dwellings and other facilities and features are given in Table 2.

## TERRP

### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)



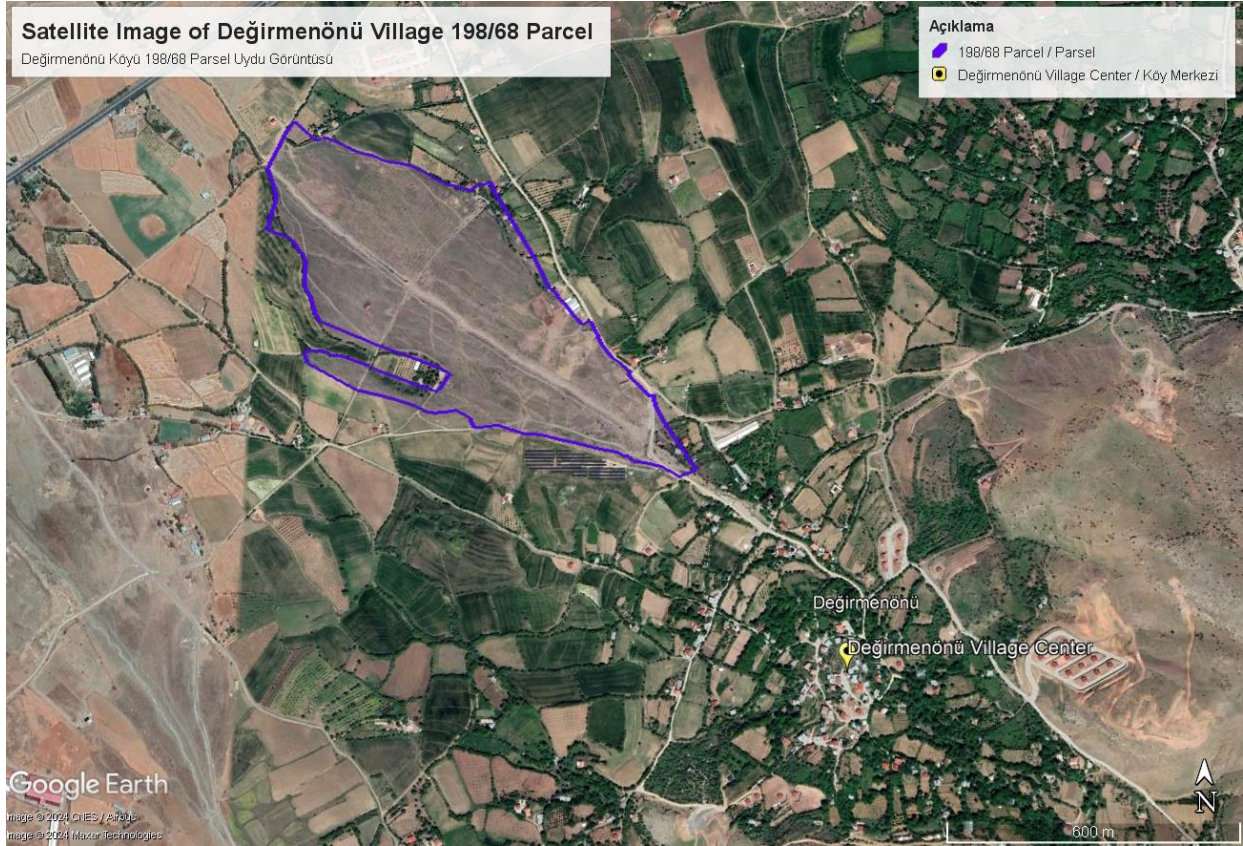


Figure 1. Satellite Image of 198/68 Parcel Area in Değirmenönü Village

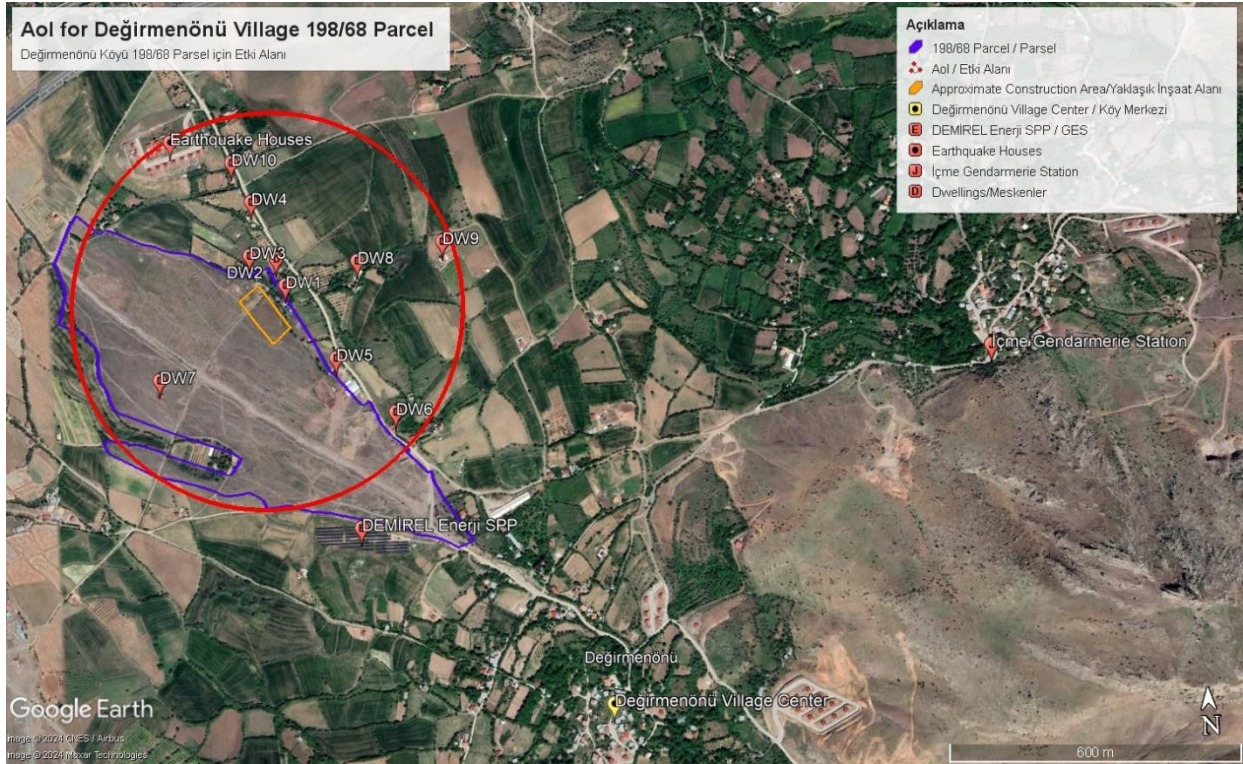


Figure 2. Area of Influence in the Village of Değirmenönü

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project - Group 1 - Cluster 3 (47 rural houses)**



Table 2. Close Settlements to the Project Area in Değirmenönü Village

Dwelling / Facilities / Features	Air Distance (m)
DW1	25
DW2	35
DW3	35
DW4	160
DW5	150
DW6	360
DW7	280
DW8	200
DW9	410
DW10	260
Earthquake Houses	350
Değirmenönü Village Center	1230
DEMİREL Enerji Solar Power Plant (SPP)	480
İçme Gendarmerie Station	1780

#### 4.1.2 Korucu Village

The sub-project includes the construction of 20 rural houses on 293/5 parcel, and construction of roads and pavement within the parcel, installation of street lighting, sewerage and drinking water network, and impermeable septic tank in Korucu Village, Central District.

The 293/5 parcel is registered as pastureland and has a total area of 1,730,856.16 m<sup>2</sup>, but approximately 0.7% of the parcel will be used within the scope of the project. No action will be taken regarding the entire parcel. The allocated parcel areas are shown in Figure 3.

The area of influence (AoI), close dwellings and other facilities and features are given in Figure 4 and the distances are presented in Table 3.

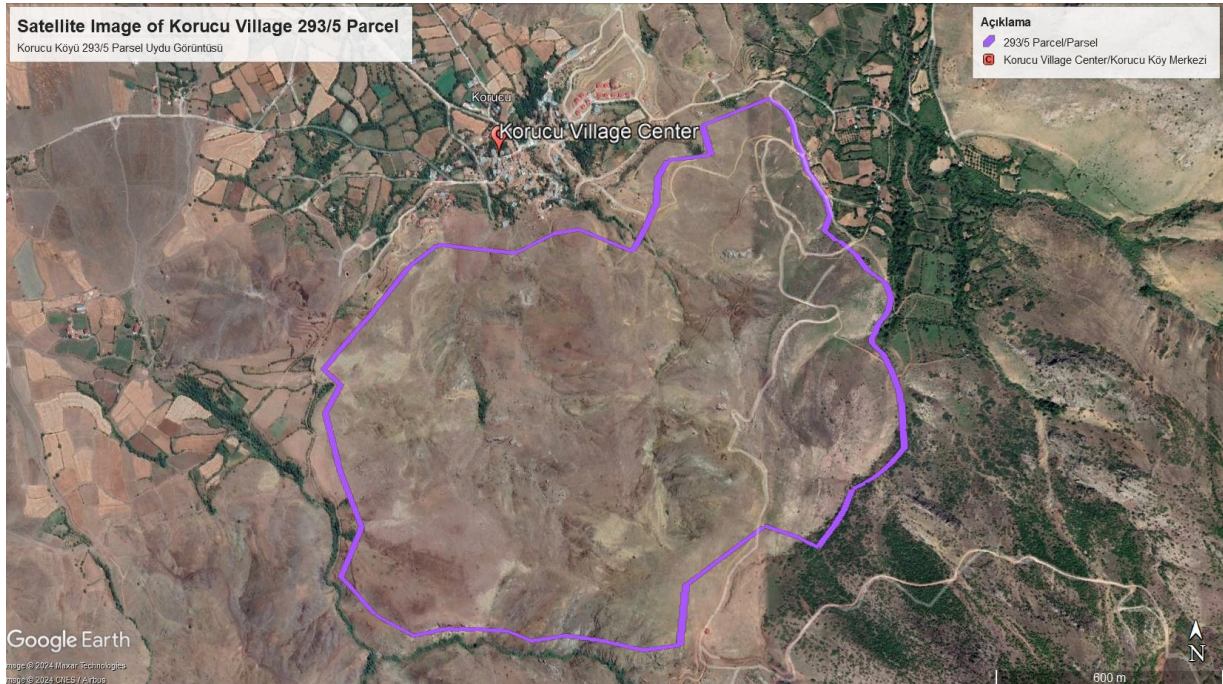


Figure 3. Satellite Image of the 293/5 Parcels in Korucu Village

#### TERRP

DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

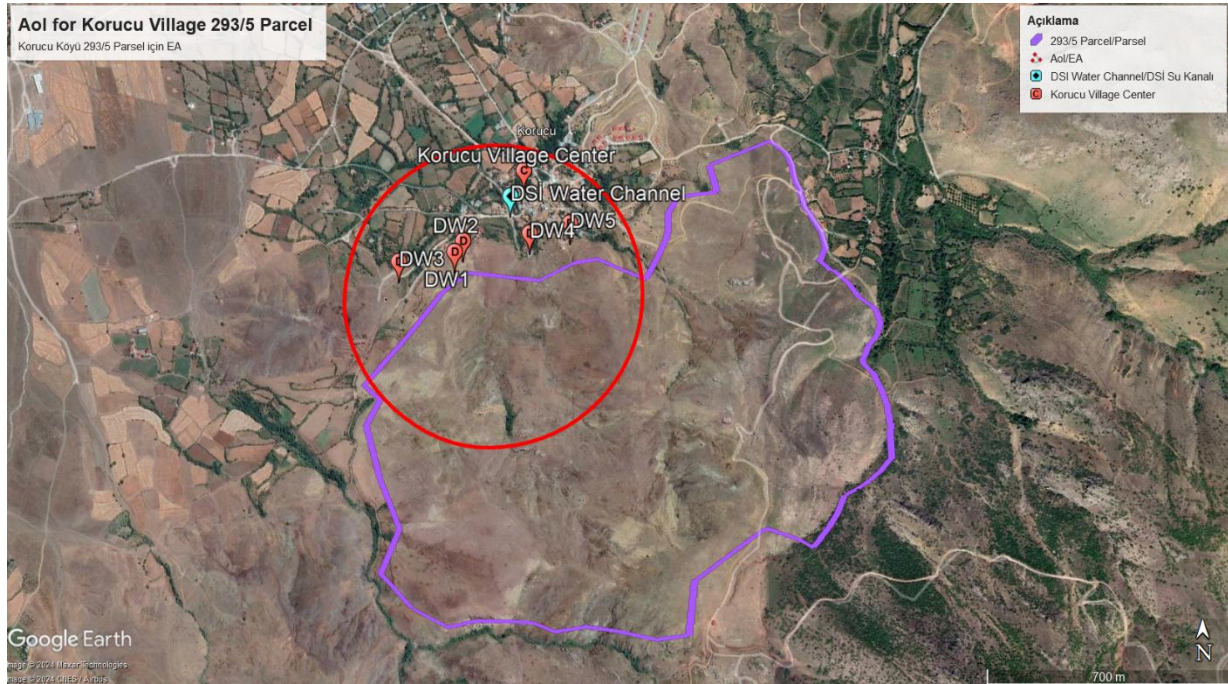


Figure 4. Area of Influence in the Village of Korucu

Table 3. Close Settlements to the Project Area in Korucu Village

Dwelling / Facilities / Features	Air Distance (m)
DW1	33
DW2	41
DW3	140
DW4	74
DW5	73
DSI Water Channel	207
Korucu Village Center	290

#### 4.1.3 Dereboğazı Village

The project includes the construction of 8 rural houses, and construction of roads and pavement within the parcel, installation of street lighting, sewerage and drinking water network, and the impermeable septic tank on a new location within parcel 101/603 in Dereboğazı Village, Central District.

The parcel is registered as pastureland, and has a total area of 4,274,985.89 m<sup>2</sup>, but approximately 0.1% of the parcel will be used within the scope of the project. No action will be taken regarding the entire parcel. The allocated parcel area is shown in Figure 5.

The AoI of the selected parcel and close dwellings and other facilities and features are shown in the following figure (see Figure 6), and distances are given in



Table 4.

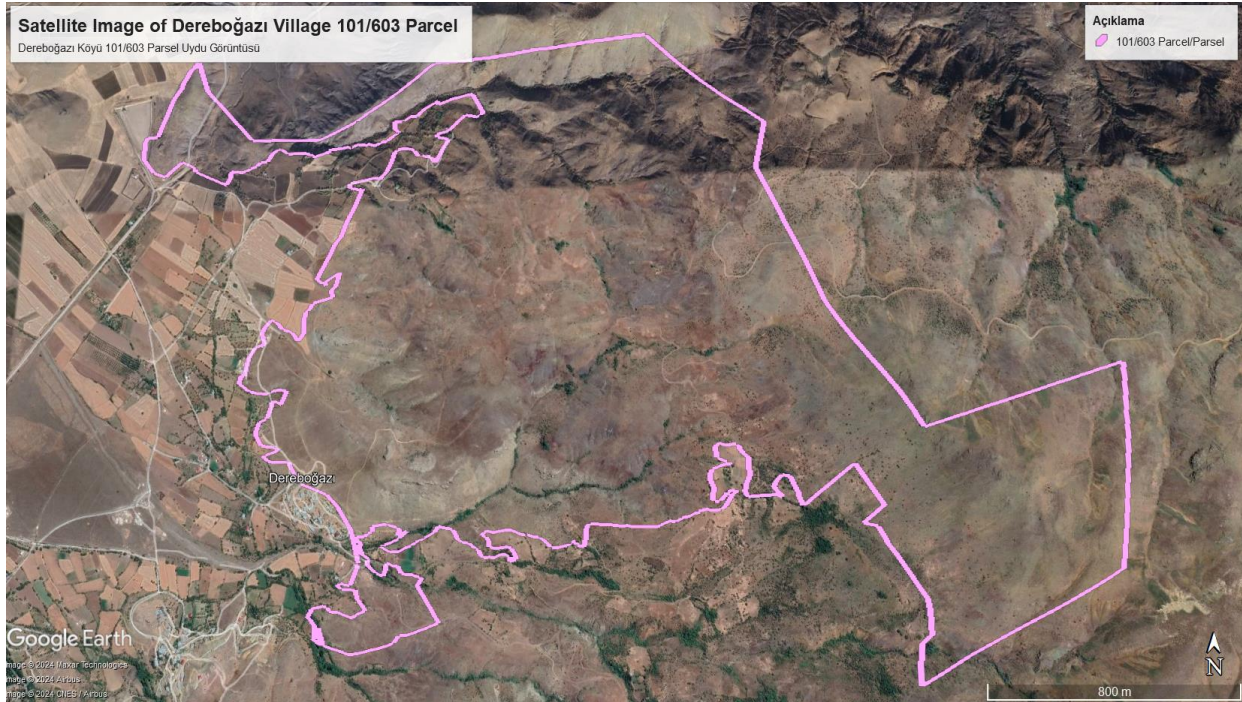


Figure 5. Satellite Image of 101/603 Parcel in Dereboğazi Village

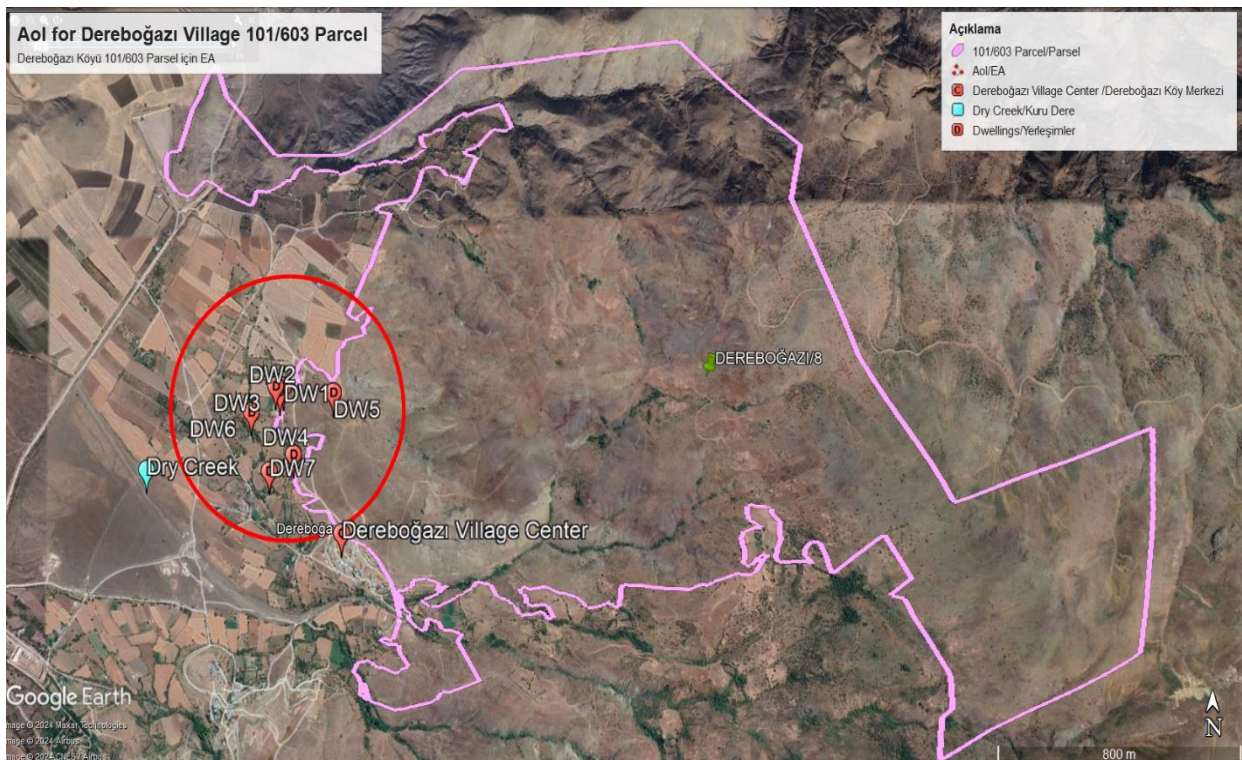


Figure 6. Area of Influence in the Village of Dereboğazi

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

*Table 4. Close Settlements to the Project Area in Dereboğazı Village*

Dwelling / Facilities / Features	Air Distance (m)
DW1	0 (in the parcel)
DW2	2
DW3	17
DW4	8
DW5	79
DW6	105
DW7	117
Dry Creek	502
Dereboğazı Village Center	70

## 4.2 Project Characteristics

The features regarding the houses to be constructed and the awarded Contractor are listed as follows:

- The rural houses to be constructed will cover an area of 105.0525 m<sup>2</sup>, and each house will have a 14.04 m<sup>2</sup> veranda.
- The rural houses will be concrete with 3 bedrooms.
- The number of workers of the Contractor is estimated to be maximum 350-400 for 8 villages (Sarıkamış, Kumla, Yolüstü, Şahsuvar, İçme, Değirmenönü, Korucu and Dereboğazı) within the scope of DESSUP-05 Group1.
- The estimated duration for the completion of the construction is 8 months,
- Settlement plans prepared for each new location have been approved by MoEUCC; however, they might be revised, if deemed necessary.
- There will not be any construction of concrete plant within the scope of the Project. The concrete need for the construction of the rural houses will be procured from the nearest licensed facility. The nearest concrete plant is away from 28.8 km to Değirmenönü village, 27.6 km to Korucu village and 16 km to Dereboğazı village.
- Wastewater will be collected in the impermeable septic tanks in both the work site and resettlement areas. The more detailed information related to the subproject is given in E&S Screening Form in Appendix 2.



## 5 Information Activities and Stakeholder Engagement for ESMP

In line with the planned schedule for holding Stakeholder Engagement Meetings (SEM) in the villages of Değirmenönü, Dereboğazi, and Korucu, which are part of Group-1 Cluster-3, communication has been established with the village heads (Mukhtars). The Mukhtars have been asked to use existing communication channels to announce the meetings to all villagers and to especially support the participation of women. Mukhtars have utilized the village's instant messaging channel, other social media accounts, made announcements from the village mosque, and conducted phone calls, when necessary, as well as invited villagers in person when possible. The Supervision Consultant (EMAY) Social Experts ensured that the draft ESMP was posted 10 days in advance, and had periodic calls with the Mukhtars before the meetings to confirm the status of the announcement and the general interest level of stakeholders in attending.

In planning the SEMs, EMAY tried to ensure that climate conditions and intensive agricultural activities do not negatively affect participation. Considering that women stakeholders have a relatively higher caregiving burden during the summer when schools are closed, it was decided that the meetings would take place after schools reopened. However, this decision has been noted as limiting participation for some villagers living seasonally in the city center in certain villages. The partial progress in the project within the relevant group and cluster has contributed to participants being more informed in the meetings and being able to ask questions based on their experiences with the project.

The SEMs were held on September 11, 2024, at 11:00 AM in Değirmenönü and Korucu villages in two teams, and at 3:00 PM in Dereboğazi village (see [Appendix 3. Photographs of SEMs](#)). The meetings took place in the condolence houses in Değirmenönü and Dereboğazi villages, and in the village meeting room next to the mosque in Korucu Village. Each team included a Social Expert from the Project Implementation Unit (PIU), a Social Expert and technical staff (including at least one Construction Engineer and one Environmental Engineer) from the Supervision Consultant (EMAY), and a Construction Engineer, OHS Expert, and Social Expert from the contractor (ABRC). Additionally, Environmental Experts and an OHS Specialist from the MoEUCC participated online. As detailed in Table 5, a total of 75 people attended the meetings, consisting of 30 women and 45 men (see [Appendix 4. SEM Participant Lists](#)). The relevant table also includes the dates of the SEMs conducted in the three villages under DESSUP-05 Group 1 Cluster 3 and the number of houses to be built in those villages.

**Table 5. Stakeholder Engagement Meetings in the Villages Listed Under DESSUP-05 Group 1 Cluster 3**

Dessup 05	Province/District/Village	Number of Rural Houses to be Constructed	Date of the Meeting	Number of Participants		
				Female	Male	Total
Group 1 Cluster 3	Elazığ/Center/Değirmenönü	8	11.09.2024	12	23	35
	Elazığ/Center/Dereboğazi	19		9	10	19
	Elazığ/Center/Korucu	20		9	12	21

The meetings began with a presentation of the project by the Social Experts and technical team from EMAY and the MoEUCC. The presentation content is generally standard, but it varies for each village based on the site plan and impact area specific to that village. To illustrate, the presentation content conducted in Değirmenönü Village is shared in [Appendix 5. SEM Presentation](#). During the meeting, information was provided about the project, as well as its environmental and social requirements, and the grievance redress mechanism. The project brochure was distributed to all participants (see [Appendix 6. Project Brochure](#)). It was confirmed that the project poster was hung at the entrance of the Mukhtar's office and the condolence houses and village meeting room, and any worn-out posters were replaced with new ones if need be (see [Appendix 7. Project Poster](#)). After the presentations, questions directed by the participants were answered. Information regarding the questions posed and the answers given can be found in Table 6.

### TERRP

#### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

**Table 6. Questions Posed and Answers in the Stakeholder Engagement Meetings**

Querist	Respondent	Question Raised	Answer Given
Village Resident (Değirmenönü)	PIU, Social Expert	It was pointed out that the site selection was incorrect, as there are animal production facilities nearby. It was emphasized that the site selection should be done in consultation with the citizens, and it was communicated that the chosen location is far from the village center and not everyone has a car.	It was communicated that the plots where the houses will be built were determined by AFAD after conducting the necessary inspections.
Village Resident (Değirmenönü)	PIU, Social Expert	The participant asked whether people from outside the village could participate in the lottery when the houses are handed over.	It was communicated that the lottery will be held among the village residents.
Village Resident (Değirmenönü)	Supervision Consultant (EMAY), Civil Engineer	The participant asked whether there would be a solar energy system and a heating system, and requested that these be implemented.	It was stated that there is no planning for a solar energy system and heating installation in the current project, but that this request has been made in other villages as well and will be forwarded to the Ministry.
Village Resident (Değirmenönü)	PIU, Social Expert	The participant complained that the houses in the village have been demolished, and people have lost even their household items, which has resulted in the villagers not having payment capacity for the new houses.	It was acknowledged that the current situation is recognized; however, it was noted that the houses were built with a loan from the World Bank, and payments will be deferred for 2 years and made interest-free over 18 years.
Village Resident (Değirmenönü)	Supervision Consultant (EMAY), Social Expert	The participant asked whether basements and wood storage areas would be constructed.	It was communicated that there is no planning for basements and wood storage areas in the current project, but that this request has also been made in other villages and will be forwarded to the Ministry.
Village Resident (Değirmenönü)	PIU, Social Expert	It was pointed out that the construction area is at the mouth of the stream, and therefore, if a flood occurs, it could wash away the houses.	It was communicated that the plots for the houses were determined by AFAD after conducting the necessary inspections concerning natural disaster risks.
Village Resident (Değirmenönü)	Supervision Consultant (EMAY), Civil Engineer	It was reported that the concrete mixers are moving at high speeds.	It was stated that the request has been received and that the necessary warnings will be issued.
Village Resident (Değirmenönü)	PIU, Social Expert	The participant asked whether the problems they may face could be resolved on-site without having to go to the Ministry.	The grievance redress mechanisms was reiterated.
Village Resident (Değirmenönü)	Supervision Consultant (EMAY), Civil Engineer	The participant expressed that houses have been rented for the workers within the village, and as women, they feel uncomfortable about this. They also mentioned that there is a water problem in the village, with water being provided only in the evening.	It was communicated that the matter would be discussed with the contractor.
Village Resident	Supervision	Complaints regarding the first	They were referred to the TOKİ

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**



Querist	Respondent	Question Raised	Answer Given
(Değirmenönü)	Consultant (EMAY), Social Expert	TOKİ houses were conveyed: it was noted that there is no landscaping and that the retaining wall is insufficient, posing risks for children. They mentioned that petitions have been submitted multiple times, but no results have been achieved.	Complaint Platform and the Call Center.
Village Resident (Dereboğazı)	Contractor (ABRC), OHS Expert	It was reported that there is damage to the roads due to construction activities.	It was communicated that the matter will be investigated and that the repair of the roads damaged due to construction is the contractor's responsibility and will be done accordingly.
Village Resident (Dereboğazı)	Supervision Consultant (EMAY), Civil Engineer	A request for a barn was communicated.	It is indicated that there is no planning for barns and wood storage areas in the current project, but that this request has also been made in other villages and will be forwarded to the Ministry.
Village Resident (Dereboğazı)	Supervision Consultant (EMAY), Social Expert	It has been stated that the exteriors of the houses have been repaired, but since the houses are made of adobe, their interiors may be damaged.	Guidance has been provided to discuss the matter with AFAD, the responsible authority.
Village Resident (Dereboğazı)	Supervision Consultant (EMAY), Social Expert	It has been stated that there are deedless houses in the village, and requests regarding property rights have been communicated.	Guidance has been provided to reach the Provincial Directorate of the Ministry of Environment, Urbanization, and Climate Change, as well as to AFAD.
Village Resident (Dereboğazı)	Supervision Consultant (EMAY), Civil Engineer	It has been noted that there are deficiencies in lighting, sewage, paving stones, trash bins, and roads in the village, as well as a lack of buses and services for children's education, with requests made to address these issues. There have also been requests for a walking area, park, Quran course, and sewing course.	Information has been provided to include these issues in the assessment surveys, and requests have been ensured to be included in the forms.
Village Resident (Korucu)	PIU, Social Expert	It has been noted that there are wall cracks and breakages in the kitchen cabinets in the earthquake houses constructed by TOKİ.	It has been stated that the houses built by TOKİ are outside the project scope, and complaints regarding TOKİ houses will be forwarded to the institution by the Ministry.
Village Resident (Korucu)	PIU, Social Expert	A complaint has been made regarding the size of the construction plot.	It was communicated that the plot for construction was determined by AFAD until 2024, and afterwards by the Provincial Directorate.
Village Resident (Korucu)	Supervision Consultant (EMAY), Civil Engineer	A complaint has been made that the water problem in the village will increase further with the new houses to be built.	It was reported that an application has been made to the Provincial Special Administration for increasing water capacity and necessary permits, and that capacity increase will be implemented if needed.
Village Resident (Korucu)	Supervision Consultant (EMAY),	A complaint has been made that the construction area blocks the	It has been reported that a road leading to the pasture has been

## TERRP

### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Querist	Respondent	Question Raised	Answer Given
	Civil Engineer	access road used for quince cultivation and beekeeping in the village.	constructed in the construction site. After the SEM, the team together with the village Mukhtar visited the site and observed that there is no such issue.

## 6 Environmental and Social Management Plan

The Table 7 below outlines the Environmental and Social Management Plan (ESMP), which delineates the requisite measures for the construction Contractor to adhere to during Project activities. This plan also encompasses foreseen environmental and social risks and impacts specific to the sub-project, along with recommended mitigation measures. It provides details on the stages where these risks and impacts are expected, indicators within the monitoring system, monitoring frequency, assigned responsibilities, and estimated costs. The ESMP thoroughly articulates the strategies to address these risks and impacts throughout the project timeline.

EMAY will oversee the implementation of the specified measures, the Contractor's implementation system, organizational structure, site specific environmental and social (E&S) management plans, their effectiveness and the monitoring plan to be implemented by the Contractor. The Contractor will be subject to supervision to establish an effective system for managing and monitoring E&S concerns related to sub-project activities. Besides, the Contractor will review the ESMP prepared by the Consultant and commit to implement it or preparing the C-ESMP, if needed. The Contractor will also prepare sub-management plans, e.g. Waste Management Plan, Pollution Prevention Plan, Labor Management Plan, OHS Plan and Community Health, Safety and Traffic Management Plan, etc. and submit them to the consultant for review. The consultant will then send these documents to the PIU for approval.

Table 7. Environmental and Social Management Plan

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
<i>General for All Construction Works</i>										
Environmental and Social Management: Inadequate management of environmental and social risks and impacts	<p>The Contractor will prepare and submit for approval and subsequently implement its Contractor ESMP (C-ESMP). The C-ESMP will be submitted prior to the commencement of construction works and no construction activities will be carried out under the Project until approval of the C-ESMP. The C-ESMP will include at least the following site-specific management plans where the necessary outlines are given in the ESMF of TERRP:</p> <ul style="list-style-type: none"> <li>Occupational Health and Safety (OHS) Plan including Risk Assessment Report and Emergency Response Plan (ERP)</li> <li>Community Health, Safety (CHS) and Traffic Management Plan (can be prepared separately as CHS Management Plan and Traffic Management Plan (TMP))</li> <li>Waste Management Plan (WMP)</li> <li>Pollution Prevention Plan (PPP)</li> <li>Chance Find Procedure (CFP)</li> <li>Water Supply and Wastewater (WSWW) Management Plan</li> <li>Labor Management Plan to be prepared in accordance with project LMP</li> <li>Grievance Redress Mechanism (GRM)</li> </ul>	X	X		All sub-management plans are approved prior to construction and implemented throughout the construction period.		X		Contractor ( <i>implementation</i> )  Supervision Consultant ( <i>supervision</i> )	Included in the cost of construction
	At least one full-time Class A/B OHS Specialist, one full-time Environmental Specialist and one full-time Social Specialist are employed before starting construction work. The Contractor will submit the resumes of those specialists for approval. These specialists will be present at the site throughout the construction period.	X	X		Relevant E&S staff is mobilized and maintained throughout the construction period		X		Contractor ( <i>implementation</i> )  Supervision Consultant ( <i>supervision</i> )	Included in the cost of construction

**TERRP**

DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	<p>The Contractor will prepare a Training Program and provide training to all its workers, before the start working on site, on basic environmental, social, health and safety (ESHS) risks associated with the proposed construction works and the workers' responsibility. The Training Program will be repeated on a monthly basis. The Contractor's monthly training program will also cover topics related to Code of Conduct such as sexual harassment particularly towards women and children, violence, including sexual and/or gender-based violence and respectful attitudes while interacting with the local community.</p>	X	X		<p>Training Program approved and all relevant staff are trained.</p> <p>Training records</p>		X		<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	Included in the cost of construction
	<p>All necessary permits will be obtained, and the installation of facilities is ensured before the construction. The permits which may be needed for the Project but not limited to the followings:</p> <ul style="list-style-type: none"> <li>• Official letters/permits from relevant governmental agencies</li> <li>• Official letters/permits from Türkiye Electricity Distribution Inc. (TEDAŞ) for the electric poles within the selected parcels in the villages if the relocation of the poles is essential.</li> <li>• Official letter from DSI 9<sup>th</sup> Regional Directorate for the DSI water channel and irrigation channel in Korucu Village</li> <li>• Land use permits (if necessary)</li> <li>• Waste disposal permits from the Municipality</li> <li>• Environmental permits (if necessary)</li> <li>• Water usage permits from the DSI (if necessary)</li> <li>• Waste disposal protocols with licensed disposal facilities and/or Municipalities</li> <li>• Excavation waste disposal protocols with municipalities</li> </ul>	X			<p>Permissions and relevant official letters</p>		<b>Once before the start of construction</b>		<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	Included in the cost of construction

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost	
		Planning	Construction	Operation		Continuous	Monthly	Quarterly			
	<ul style="list-style-type: none"> <li>Electricity connection and usage permits</li> </ul>										
Air Quality: Dust generation around the Project site due to construction activities, and emissions from construction equipment and vehicles	<p>Dust from exposed work sites will be minimized by applying water on the ground regularly during the dry season.</p> <p>Construction debris will be kept in a controlled area and sprayed with water to reduce debris dust.</p> <p>Stockpile of aggregate materials will be kept covered to avoid suspension or dispersal of fine soil particles during windy days or disturbance from stray animals.</p> <p>In case of pneumatic drilling during excavation, dust will be suppressed by ongoing water spraying and/or construction dust screen enclosures at the site.</p> <p>The surrounding environment such as roads, etc. will be kept free of debris to minimize dust.</p> <p>The construction/waste materials at the site will not be burned.</p> <p>Construction vehicles will not be run idle on construction sites.</p> <p>The operation hours of generators/machines/equipment/vehicles will be reduced as appropriate.</p> <p>Vehicle speed will be controlled when driving through community areas is unavoidable so that dust dispersion from vehicle transport is minimized.</p> <p>The trucks that transport materials will be covered to decrease dust emissions.</p> <p>Since there are dwellings adjacent or close to the construction site in the villages covered by this ESMP, protective barriers will be installed to protect the dwellings from dust if necessary. Dust measurements will be conducted by an authorized laboratory accordingly if any grievance regarding dust generation is received from the nearest receptors. If measured levels are above limit values, mitigation measures will be enhanced in this respect, i.e., increasing wet suppression / watering activities, applying non-toxic</p>		X		Visual inspection of air quality control measures				Contractor ( <i>implementation</i> )	Included in the cost of construction	
					Records of maintenance	X			Supervision Consultant ( <i>supervision</i> )		
					Records of complaints						

#### TERRP

#### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	chemicals, further reducing speed/traffic.									
Noise: Noise generation due to construction vehicles and equipment	<p>The construction activities will be limited to the restricted times defined in the national legislation and plan activities in consultation with nearby communities so that the noisiest activities are undertaken during periods that will result in the least disturbance.</p> <p>During operation, the engine covers of generators, air compressors, and other powered mechanical equipment will be closed, and equipment placed as far away from residential/community areas as possible.</p> <p>All equipment will be maintained to keep it in good working order by manufacturing maintenance procedures and installing acoustic enclosures around generators to reduce noise levels.</p> <p>When needed and feasible, noise-control methods such as fences, barriers or deflectors (such as muffling devices for combustion engines or planting of fast-growing trees) will be used.</p> <p>Unnecessary use of alarms, horns and sirens will be avoided.</p> <p>Project transportation through community areas will be minimized.</p> <p>A buffer zone (such as open spaces, rows of trees or vegetated areas) between the project site and residential areas will be created to lessen the impact of noise to the living quarters.</p> <p>Noise measurements will be conducted if any grievance regarding noise generation is received from the nearest receptors. If measured levels are above limit values, mitigation measures will be enhanced in this respect, i.e., installing acoustic barriers for mechanical equipment, limiting the hours of operation for specific pieces of equipment or operations, etc.</p>		X		<p>Visual/audial inspection of noise control measures</p> <p>Records of complaints</p>	X		<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	Included in the cost of construction	
Occupational Health and Safety: OHS-related risks due	<p>When planning activities, following steps will be considered with OHS specialist to avoid people getting injured:</p> <ul style="list-style-type: none"> <li>Construction place: Are there any hazards that could be</li> </ul>	X			<p>Visual inspection</p> <p>Employee records</p>		X	Contractor ( <i>implementation</i> )	Included in the cost of construction	

## TERRP

### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
to unsafe practices and hazards at work sites such as work at height, rotating and moving equipment, electrical safety, working with hazardous materials, etc.	<p>removed or will warn people about?</p> <ul style="list-style-type: none"> <li>The people who will be taking part in construction: Do the participants have adequate skill and physical fitness to perform their work safely?</li> <li>The equipment: Are there checks you could do to make sure that the equipment is in good working order? Do people need any particular skills or knowledge to enable them to use it safely?</li> <li>Electricity safety: Do any electricity good practices such as the use of safe extension cords, voltage regulators and circuit breakers, labels on electrical wiring for safety measures, awareness on identifying burning smells from wires, etc. apply at the site? Is the worksite stocked with voltage detectors, clamp meters and receptacle testers?</li> </ul>				Equipment records				Supervision Consultant ( <i>supervision</i> )	
	<p>Appropriate signposting of the construction sites will inform workers of key rules and regulations to follow.</p> <p>The contractor's OHS specialist will provide a brief daily toolbox talk to the construction workers on OHS risks associated with the construction activity that will be carried out on that particular day that particular day.</p> <p>The Contractor will ensure a safe working environment for the workers and before construction activities will supply appropriate Personal Protective Equipment (PPE) in line with international best practice and Turkish Legislation (hard hats, gloves, dust masks, goggles, harnesses and safety boots, etc.).</p> <p>All activities will be implemented in line with both the Law on Occupational Health and Safety (Official Gazette No:28339, dated June 30, 2012) and its relevant regulations and also with the WBG EHS Guidelines.</p> <p>The Contractor will immediately notify the MoEUCC PIU (through</p>	X			<p>Visual inspection of control measures</p> <p>OHS records</p> <p>Employee records</p> <p>Incident statistics and records</p> <p>Records of workers' complaints</p>	X			<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	Included in the cost of construction

## TERRP

### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)



Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	supervision consultants) about any serious incident which may have significant adverse effects on the environment, the affected communities, the public or workers. Then, MoEUCC will notify the WB about any serious incident in 48 hours and send an incident investigation report together with the root cause analysis and corrective action plan in 30 days to the WB.									
	<p>The worksite will be kept clean and free of debris on a daily basis.</p> <p>First aid kit with bandages, antibiotic cream, etc. will be provided at the construction sites, and controlled regularly (monthly).</p> <p>Following safety guidelines will be ensured for the storage, transport, and distribution of hazardous materials aiming to minimize the potential for misuse, spills, and accidental human exposure.</p> <p>Corrosive fluids and other toxic materials will be kept in properly sealed containers for collection and disposal in properly secured areas.</p> <p>It will be ensured that structural openings are covered/protected adequately.</p> <p>Loose or light material that is stored on roofs or open floors will be secured.</p> <p>It will be ensured keeping hoses, power cords, welding leads, etc. from laying in heavily travelled walkways or areas.</p> <p>During heavy rains or emergencies of any kind, all work will be suspended.</p> <p>The below measures will be followed for construction involving work at height:</p> <ul style="list-style-type: none"> <li>Do as much work as possible from the ground.</li> <li>Do not allow people with the following personal risks to perform work at height tasks: eyesight/balance problem; certain chronic diseases – such as osteoporosis, diabetes,</li> </ul>		X		<p>Visual inspection of control measures</p> <p>OHS records</p> <p>Employee records</p> <p>Incident statistics and records</p> <p>Records of workers' complaints</p> <p>Training records of workers for specific tasks such as working at height, working with electric, etc.</p>	X		<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	Included in the cost of construction	

#### TERRP

#### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	<p>arthritis or Parkinson’s disease; certain medications – sleeping pills, tranquilizers, blood pressure medication or antidepressants; recent history of falls – having had a fall within the last 12 months, etc.</p> <ul style="list-style-type: none"> <li>• Only allow people with sufficient skills, knowledge and experience to perform the task.</li> <li>• Check that the place (e.g., a roof) where work at height is to be undertaken is safe.</li> <li>• Take precautions when working on or near fragile surfaces.</li> <li>• Clean up oil, grease, paint, and dirt immediately to prevent slipping; and</li> <li>• Provide fall protection measures e.g. safety harness, and simple scaffolding/guard rail for working at height.</li> </ul> <p>The contractor will hire trained operators for the safe operation of specialized vehicles such as forklifts, including safe loading and unloading.</p>									
	<p>Moving equipment with restricted rear visibility is outfitted with audible backup alarms. A flagman will be provided to each moving equipment operator to guide the movement of equipment.</p> <p>The contractor will mark all energized electrical devices and lines with warning signs. The contractor will check all electrical cords, cables, and hand power tools for frayed or exposed cords and follow manufacturer recommendations for the maximum permitted operating voltage of the portable hand tools. There must be a leakage current relay in electrical panels.</p> <p>Both trainings and incidents (fatalities, lost time incidents, any significant events including spills, fire, etc.) including near-misses will be recorded.</p> <p>There will be fire extinguishing equipment in sufficient numbers</p>		X		<p>Visual inspection of control measures</p> <p>OHS records</p> <p>Employee records</p> <p>Incident statistics and records</p>		X		<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	Included in the cost of construction

#### TERRP

#### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	and ready for use in the site and camping area.				Records of workers' complaints					
Community Health and Safety: Community health and safety risks associated with construction activities including traffic and road-related risks (such as risks to the population due to inadequate construction and traffic management) from increased traffic volume and movement of heavy-duty vehicles	<p>The construction area will be surrounded by rope or a similar material and material stocks/storage areas will be kept away from the public. Warning signs will be posted, including in unsafe areas. Children will not be allowed to play in construction areas.</p> <p>All earth borrow-pits will be filled in once construction is completed to avoid standing water, water-borne diseases and possible drowning.</p> <p>The driving speed of vehicles will be controlled particularly when passing through a community or nearby school, children's park, health center or other sensitive areas.</p> <p>If school children are in the vicinity, traffic safety personnel to direct traffic will be assigned during school entrance and exit hours.</p> <p>A site-specific Traffic Management Plan will be prepared for the villages.</p> <p>The project site will be illuminated during the night.</p> <p>The surrounding construction area will be kept clean, without waste disposed of there. The broken glass will be cleaned immediately to avoid any fires.</p> <p>Safety guidelines will be followed for transportation of hazardous materials to the site aiming to minimize the potential for spills and accidental human exposure due to traffic accidents.</p> <p>Regular maintenance of vehicles will be carried out to minimize potentially serious accidents caused by equipment malfunction or premature failure.</p> <p>The local people will be informed about the work to be carried out, including the measures taken regarding communicable diseases relating to labor influx and post-disaster context (i.e., COVID-19</p>		X		<p>Visual inspection of control measures</p> <p>Traffic accident records</p> <p>Records of complaints</p>		X		<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	Included in the cost of construction

## TERRP

### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	<p>virus), using appropriate communication tools and methods (e.g., online/virtual and/or physically) in areas accessible to all stakeholders (including work sites).</p> <p>In case of any epidemic or pandemic / communicable disease, including COVID-19, the guidance, guidelines, and recommendations to be provided by the Ministry of Health, the Ministry of Family and Social Services, the Ministry of Labor and Social Security, and the World Health Organization will be followed, and all relevant measures will be taken for both employees and workplaces in terms of OHS and CHS. In addition, all construction works will follow the WB guidelines to minimize the risk of COVID-19 transmission during the execution of civil works.</p> <p>Any traffic diversions will take into account the needs of disabled persons.</p> <p>The Contractor will ensure the construction site is properly secured and construction-related traffic regulated properly (including proper route planning). This will include but not be limited to:</p> <ul style="list-style-type: none"> <li>• Signposting, warnings, barriers, and traffic diversions: the site will be visible, and the public warned of all potential hazards.</li> <li>• Traffic management system and staff training, especially for site access and near-site heavy traffic. Provision of safe passages and crossings for pedestrians where construction traffic interferes.</li> <li>• Adjustment of working hours to local traffic patterns, e.g. avoiding major transport activities during rush hours or times of livestock movement.</li> <li>• Active traffic management by trained and visible staff at the site, if required for a safe and convenient passage for the public.</li> <li>• The Consultant will train all Contractor staff on SEA/SH,</li> </ul>									

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	Gender Equality and GBVH and explain the Code of Conduct in detail. All staff employed on the project will sign a written commitment to comply with the Code of Conduct. The sub-project will introduce a Code of Conduct for all staff working in the field and establish a Grievance Redress Mechanism for project staff.									
Land Acquisition and Resettlement: Involuntary land acquisition and relocation of community members to new resettlement plots (if needed), including livelihood impacts	<p>Since there is no land acquisition or expropriation for the Project's land use, there is no need to prepare a Resettlement Action Plan (RAP). However, the Contractor will conduct its activities in coordination with the supervision consultant.</p> <p>WB ESS5 will be followed in relevance with the Turkish legislation.</p> <p>There is no physical or economic displacement or resettlement envisaged within the scope of the Project. However, if any damage occurs to third-party assets, lands, crops, etc. during construction activities, the Contractor will compensate the damage according to WB ESS5 requirements, based on the "full replacement cost."</p> <p>If any damage is done by the project activities to the animals (cattle or ovine, chicken, etc.) near the construction sites in the villages, it will be compensated by the Contractor.</p> <p>Categories of stakeholders, particularly the vulnerable groups, will be monitored closely, and Stakeholder Engagement Plan (SEP) and Grievance Redress Mechanism (GRM) will be implemented properly.</p>	X			<p>Records of complaints</p> <p>Records of compensation payments (if any)</p>		X		<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultants (<i>supervision, support to Contractor, if required</i>)</p>	Included in the cost of construction
Water Quality and Wastewater: Water pollution in nearby surface waters due to wastewater/waste generated at the construction area due	<p>The site will establish appropriate erosion and sediment control measures such as e.g. hay bales and/or silt fences to prevent sediment from moving off-site and causing excessive turbidity in nearby surface waters.</p> <p>Storage or disposal of generated wastewater on the site will be minimized.</p> <p>Temporary or final waste disposal and wastewater discharge</p>		X		<p>Visual inspection of control measures</p> <p>Septic tank effluent disposal records (if any)</p>	X			<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	Included in the cost of construction

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
to construction activities	<p>without treatment near/in surface waters or dry stream bed in Dereboğazı Village or DSI water or irrigation channels near Korucu Village is strictly forbidden to prevent possible adverse impacts on surface waters.</p> <p>No soiled materials, solid wastes, toxic or hazardous materials will be stored in, poured into or thrown into water bodies/dry stream beds (in Dereboğazı and Korucu villages) for dilution or disposal. The training on the waste management/ environmental awareness will definitely include and emphasis those issues.</p> <p>Construction vehicles and machinery will be washed only in areas where runoff will not pollute natural surface waters.</p> <p>The wastewater generated by the personnel will be deposited in an impermeable septic tank in accordance with "Regulation on Pit Opening Where Sewer System Construction is not Applicable" published in Official Gazette No: 13783 dated 19.03.1971. Toilets with temporary septic tanks might be used for this purpose as well. Septic tank effluent will be removed periodically by sewage trucks, and disposal will be provided within the scope of the protocol to be made with the relevant municipality that has a licensed wastewater treatment plant (WWTP). The Protocol will be submitted to the PIU.</p> <p>If feasible and applicable, the wastewater collection system of the new rural houses can be connected to the existing sewage system in the villages. It would be appropriate for the contractor to check this issue first.</p> <p>Activities will not affect the availability of water for drinking and hygienic purposes.</p> <p>If feasible and applicable, the drinking water (tap water) system of the new rural houses can be connected to existing system near the construction site in the villages without causing any damage to the existing system. It would be appropriate for the contractor to check this issue first.</p>				<p>Effluent quality measurement records (if any)</p> <p>Records of complaints</p>					

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	<p>The flow of natural waters will not be obstructed or diverted in a manner that could lead to drying of riverbeds or inundation of residential areas.</p> <p>Concrete works will be separated from waterways, especially seasonal creeks, and mixing will be kept separate from drainage to waterways</p>									
<p>Soil and Groundwater Quality: Soil and groundwater pollution due to improper waste management and accidental spills, and soil erosion</p>	<p>The mitigation measures specified in the “Solid and Hazardous Waste” section will be applied for proper waste management. Residual (left out) concrete in concrete mixers will not be allowed to wash out into the construction site, its vicinity, or access roads of construction sites. Related training will be provided to concrete mixer drivers.</p> <p>Hazardous and dangerous chemicals and materials will be secured in a designated storage area to prevent spillage and tip-over.</p> <p>Semi-used chemical-containing containers will have lids and lids will be closed while they are not in use.</p> <p>In case of a spill of any hazardous material or hazardous wastes, spill prevention methods will be put in place in order to limit the exposure area. Workers who might intervene in such incidents will have relevant training on emergency response to spills.</p> <p>Proper spill kits will be placed at appropriate locations in the construction area.</p> <p>Construction will be scheduled during the dry season if appropriate.</p> <p>The length and steepness of slopes will be contoured and minimized.</p> <p>Mulch, grass or compacted soil will be used to stabilize exposed areas.</p> <p>Topsoil will be quickly laid on the construction areas once work is completed, and these areas will be revegetated (grass, fast-growing plants/bushes/trees will be planted).</p>		X		<p>Visual inspection of control measures</p> <p>Incident records</p> <p>Training records</p> <p>Records of complaints</p>	X		<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	Included in the cost of construction	

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	Channels and ditches will be designed for post-construction flows and line steep channels/slopes (e.g., with palm fronds, jute mats, etc.).									
<p>Solid and Hazardous Waste:</p> <p>EHS risks due to inappropriate management of waste generated due to construction activities (such as construction demolition wastes, hazardous waste, biodegradable waste, recyclable waste, non-hazardous waste, etc.)</p>	<p>Wastes will be managed in accordance with the waste management hierarchy (prevent, reduce, reuse, recycle, recover, dispose) and personnel will be trained to raise awareness on waste management. Waste will be segregated as recyclable, hazardous and non-hazardous waste. Mineral construction wastes will be separated from general refuse, organic, liquid, and chemical wastes by on-site sorting and stored in appropriate containers. Non-hazardous wastes, inert and biodegradable wastes and also recyclables will be collected separately, and special attention will be paid to prevent hazardous wastes from mixing with other types of waste.</p> <p>Collection, storage and transportation of waste to appropriately designated /controlled licensed disposal areas/facilities (such as excavation waste storage areas, sanitary landfills, recycling/recovery facilities, etc.) will be ensured. An official letter stating that these wastes will be accepted to licensed sites will be submitted to PIU.</p> <p>Temporary waste storage area (to be established at the construction area) will be on impermeable ground, covered with a roof, and equipped with a suitable drainage system, proper spill kits and appropriate firefighting equipment. Waste will be temporarily stored in this area in separate compartments (labeled with waste codes) according to their types in order not to react with each other. Except for medical wastes, hazardous wastes will be stored in the temporary waste storage area for a maximum of six (6) months and non-hazardous wastes for a maximum of one year. If one thousand kilograms or more per month hazardous waste is produced, a temporary storage permit will be obtained from the PDoEUCC.</p> <p>The septic tank of the Dereboğazı Village in 101/603 parcel, which</p>		X		<p>Visual inspection of control measures</p> <p>Waste generation and disposal records</p> <p>Training records</p> <p>Records of complaints</p>	X		<p>Contractor (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	Included in the cost of construction	

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**



Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	<p>have leakage problem are recommended to be resolved within the scope of the subproject. This resolution may include the dismantling or demolition of those septic tanks. Those debris/materials and excavation wastes will be collected and disposed of in accordance with the national legislation by the Elazığ Governorship.</p> <p>Excavation waste will be re-used for backfilling purposes as much as possible and recovery and other re-use options will be considered as appropriate. The excess excavation waste will be transported and disposed of separately by licensed transport vehicles to existing licensed excavation waste storage area(s), identified by the relevant governmental authorities, in the district/region. Municipal solid waste will be collected by the relevant municipality within the scope of the protocol to be made. Hazardous waste will be transferred to a licensed disposal facility via licensed waste transportation companies, and recyclable wastes to a relevant licensed recycling/recovery facility. All protocols will be submitted to the PIU.</p> <p>On-site storage of waste prior to final disposal (including earth dug for foundations) will be at least 300 meters from Keban Dam, rivers, streams, lakes and wetlands.</p> <p>A secured area will be used for refueling and transfer of other toxic fluids distant from the settlement area (and at least 50 meters from drainage structures and 100 meters from important water bodies); ideally on a hard/non-porous surface.</p> <p>Workers will be trained in correct transfer and handling of fuels and other substances and require the use of gloves, boots, aprons, eyewear and other protective equipment for protection in handling highly hazardous materials.</p> <p>Small amounts of maintenance materials such as oily rags, oil filters, used oil, etc. will be collected and properly disposed of. Spent oils will never be disposed of on the ground and in water courses as they can contaminate soil and groundwater (including drinking water</p>									

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	<p>aquifers).</p> <p>After each construction site is decommissioned, all debris and waste will be cleared.</p> <p>All records of waste generation and disposal will be kept.</p> <p>Whenever feasible, the Contractor will reuse and recycle appropriate and viable materials.</p> <p>Temporarily storage on site of all hazardous or toxic substances will be in safe containers with labels detailing composition, properties, and usage information. The containers of hazardous substances will be placed in a leak-proof container to prevent spillage and leaching.</p> <p>It is forbidden to use unapproved toxic materials including lead-based paints, un-bonded asbestos, etc.</p>									
<p>Stakeholder Engagement and Grievance Mechanism: Construction-related complaints and temporary disruption to the local community including eligible property owners</p>	<p>The relevant measures suggested in the SEP will be taken and followed.</p> <p>Early liaison and effective communication will be carried out with local people (including those with special needs) who may be affected by the work of the contractor and supervision consultant.</p> <p>A liaison program will be implemented during the construction process to make sure that the local environment is overseen, and the well-being of residences is protected.</p> <p>The supervision consultant will appoint a certain person(s) accountable for community liaison. This person(s) will engage with the community to provide the appropriate information and to be the first line of response to resolve issues of concern.</p> <p>Grievance boxes will be located mostly at the separate (female and male) entrances of the mosques, and the entrances of condolence houses. The locations of the boxes will and will be accessible by all, especially by disadvantaged groups like women, children, and disabled people. Moreover, the needs, demands and complaints of local people and right holders will be collected both at the</p>		X		<p>Records of complaints</p> <p>Stakeholder engagement records</p>		X	<p>PIU (<i>implementation</i>)</p> <p>Supervision Consultant (<i>supervision</i>)</p>	<p>Included in the cost of construction</p>	

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	<p>participation meetings and via a designated telephone number (i.e., via WhatsApp, direct messages and direct calls). Accordingly, the Project Grievance Redress Mechanism will be operated by the opening and closing of forms and complaints.</p> <p>The names and contact telephone numbers and e-mail addresses of all site personnel with responsibilities for both supervision and management of the works will be displayed on the site hoarding.</p> <p>The mukhtars in the villages will be informed regarding the construction activities to avoid any social conflict/disturbance.</p> <p>Once planning consent is obtained, those who could potentially be affected by the construction of the rural houses will be informed via the mukhtar of the village. The consultation will be proceeded with the relevant E&amp;S risk management instruments.</p> <p>Outside normal working hours, security personnel will act as the main point of contact via a designated phone number. Security will alert the person(s) accountable for liaison, if necessary (available 24 hours).</p> <p>All workers will sign/commit to and be trained on the Code of Conduct to manage the potential adverse impacts on social cohesion and Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) risks.</p> <p>Received complaints will be logged, fully investigated, and responded to quickly, with some suitable advice about the action to be taken. Complaints will be registered and reported to the Contractor, Supervision Consultant and also PIU.</p> <p>Public notice boards will be set at site entrances providing contact details of the person(s) accountable for liaison.</p>									
<p>Labor and Working Conditions: Risks associated with</p>	<p>The relevant measures in the Labor Management Plan to be prepared in accordance with project LMP will be followed.</p> <p>Workers will be provided with information and documentation that</p>		X		Visual inspection of control measures	X			Contractor ( <i>implementation</i> )	Included in the cost of construction

#### TERRP

#### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
potential labor influx and presence of worker camps (such as accommodation conditions, child labor risks, gender-based violence and harassment, human rights risks, etc.) and other labor issues	<p>is clear and understandable regarding their terms and conditions of employment such as their rights under national labor and employment law (which will include any applicable collective agreements).</p> <p>Workers will be paid on a regular basis as required by national law and project LMP.</p> <p>Workers will be provided with adequate periods of rest per week, annual holiday and sick, maternity and family leave, as required by national law and project LMP.</p> <p>Workers will receive written notice of termination of employment and details of severance payments in a timely manner.</p> <p>Workers will be employed on the principle of equal opportunity and fair treatment, and there will be no discrimination with respect to any aspects of the employment relationship.</p> <p>Project workers, including specific groups of workers, such as women, people with disabilities, migrant workers and children of working age, will be provided with appropriate measures of protection and assistance in line with ESS2 of WB ESF. This process will be executed in accordance with the project LMP.</p> <p>Workers are allowed to participate, or seek to participate, in workers' organizations and collective bargaining or alternative mechanisms.</p> <p>Children under the minimum age of 18 will not be employed or engaged by the Contractor in connection with this sub-project.</p> <p>Forced labor, which consists of any work or service not voluntarily performed that is exacted from an individual under threat of force or penalty, will not be used in connection with this sub-project.</p> <p>A worker's GRM will be established by the Contractor at the construction site for all workers to raise workplace concerns. Contact details of the worker's GRM will be provided.</p>				<p>Health records</p> <p>Employee records</p> <p>Training records</p> <p>Records of workers' complaints</p>				Supervision Consultant ( <i>supervision</i> )	

## TERRP

### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	<p>All workers will receive training about their rights under national labor and employment law and regarding the GRM upon recruitment and before the implementation of the work.</p> <p>Code of Conduct will be shared with project workers during employment. All workers are obliged to comply with the Code of Conduct and sign relevant documentation at the time of employment.</p> <p>Movement in and out of the construction site will be controlled, and unauthorized access to the site will be prevented.</p> <p>The Contractor will confirm that workers are fit for work before they start work, paying special attention to workers with underlying health issues or who may be otherwise at risk.</p> <p>The Contractor will provide information and awareness of communicable diseases to workers.</p> <p>The Contractor will arrange for safe drinking water, adequate shower and toilet facilities, accommodation, rest and eating areas for workers. Electric tankless water heaters will not be used in showers. Central heating or storage water heater will be used for showers. If external labor is needed a Camp Management Plan will be prepared to avoid or reduce negative impacts on the community and maintain constructive relationships between local communities and workers' camps and establish standards on worker welfare and living conditions at the camps that provide a healthy, safe and comfortable accommodation and environment. Necessary transportation facilities are provided for the workers.</p> <p>The Contractor will provide a first aid kit with bandages, antibiotic cream, etc. or health care facilities, and will identify and train an adequate number of workers to provide first aid during medical emergencies.</p> <p>The Contractor will comply with the provisions of Workers' Accommodation: Processes and Standards – A Guidance Note by</p>									

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	International Finance Corporation (IFC) and European Bank for Reconstruction and Development (EBRD) for the conditions of camp sites/worker accommodation areas.									
Cultural Heritage: Chance find	Cultural or historic sites will not be disturbed. Tangible or intangible values and heritage important to the local people (such as graveyards in the villages) will not be damaged. If encountered with any cultural heritage/assets, chance find, during construction works (especially excavation and earthworks), the chance finds procedure (see Annex-9 of ESMF of the project) will be implemented.		X		Chance find records		X		Contractor ( <i>implementation</i> )  Supervision Consultant ( <i>supervision</i> )	Included in the cost of construction
Biodiversity: Potential risks to flora and fauna due to construction activities and improper waste management	If trees need to be cut in new resettlement plots, at least two times more than the trees cut will be planted at the site (preferably a site in the nearby region) identified by the General Directorate of Forestry, as per the commitment of the MoEUCC within the scope of the Project.  There will be no cutting of trees or destruction of vegetation other than on construction sites. No hunting, capture of wildlife or collection of plants are allowed.	X			Tree plantation records			X	PIU  Contractor ( <i>implementation</i> )  Supervision Consultant ( <i>supervision</i> )	Included in the cost of construction  Included in the cost of construction
<b>Specific to Rural Road Construction Works</b>										
General Considerations	Road construction in unstable soils, steep slopes and nearby stream banks will be avoided. Additional measures (see the section below on slope protection) need to be applied where there are no alternatives for road alignments.	X			Design approval	Once during design			PIU	
	Placement of all construction waste (including earth cuts) to approved disposal sites (at >300 m from streams,) will be		X		Visual inspection of control	X			Contractor	Included in the cost of

#### TERRP

#### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	<p>controlled.</p> <p>Erosion control measures will be implemented before the rainy season begins, preferably immediately following construction. The measures will be maintained and reapplied until vegetation is successfully established.</p> <p>Sediment control structures will be applied where needed to slow or redirect runoff and trap sediment until vegetation is established.</p>				measures				(implementation)	construction
Slope protection	<p>Protect slopes from erosion and landslides by the following measures:</p> <ul style="list-style-type: none"> <li>Indigenous Species, fast-growing grass will be used on slopes prone to erosion. These grasses help stabilize the slope and protect soil from erosion by rain and runoff. Locally available species possessing the properties of good growth, dense ground cover and deep root will be used for stabilization.</li> <li>Preventive/stopping ditches, which are especially effective in areas of high-intensity rainfall and where slopes are exposed, will be constructed. This type of ditch intercepts and carries surface run-off away from erodible areas and slopes before reaching the steeper slopes, thus reducing the potential surface erosion.</li> <li>For steep slopes, a stepped embankment (terracing) is needed for greater stability.</li> <li>A retaining wall will be placed at the bottom of the unstable slope. There will be drainage holes for drainage of the road sub-base, thus reducing pressure on the wall.</li> <li>Rocks (riprap) can be used in addition to protect the slope.</li> <li>With sufficiently wide drainage ditches, uncontrolled discharge of water from the road surface will be removed from the slope.</li> </ul>		X		Visual inspection of control measures	X			Contractor (implementation) Supervision Consultant (supervision)	Included in the cost of construction

#### TERRP

#### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)

Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
<b>Specific to Wastewater Systems</b>										
General Considerations for Septic Tanks (If used by the Contractor during construction)	<p>Septic tanks must have a vent pipe to prevent the build-up of gas inside the chamber and will have a ‘manhole’ that provides access inside the tank if needed.</p> <p>It will be ensured that the septic tanks have two chambers: the first chamber is for settling sludge, and the second chamber is for aerobic treatment. These chambers will generally treat wastewater better. Partially treated septic tank effluent can pollute groundwater and surface water. If this is not possible, septic tanks will be impervious and designed in accordance with “Regulation on Pit Opening Where Sewer System Construction is not Applicable” published in Official Gazette No: 13783 dated 19.03.1971.</p>	X			Design approval	Once during design			PIU	Included in the cost of construction
	<p>The effluent of septic tank will not be discharged to an open drain or other surface water. The effluents need to be treated before final disposal. This may be achieved through (i) an underground leach field, (ii) a vegetated leach field, or (iii) a pit for soaking away. If this is not possible, septic tank effluent will be removed periodically by sewage trucks, and disposal will be provided within the scope of the protocol to be made with the relevant municipality that has a licensed wastewater treatment plant.</p> <p>Community awareness will be raised so that the community inspects the septic tanks periodically and ensures that the septic tanks are emptied every few years for the tank to continue to function properly.</p>			X	<p>Effluent disposal records (if any)</p> <p>Records of community awareness activities</p> <p>Records of complaints</p>		X		Local Authority (Mukhtar, Municipality, or Elazığ Provincial Special Administration)	Included in the cost of construction
General Considerations for PWWTP (If used by the Contractor during construction for their workers))	<p>If PWWTPs will be used to treat domestic wastewater generated by the workers, design approval of package facilities will be obtained before the construction.</p> <p>PWWTP and discharge permits (Environmental Permits) will be received from the relevant governmental authorities before its operation.</p>	X		X	<p>Design approval</p> <p>Environmental Permits</p>	Once during design and once before operation			<p>Contractor (implementation)</p> <p>Supervision Consultant</p>	Included in the cost of construction

#### TERRP

#### DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)



Potential Risks and Impacts	Proposed Mitigation Measures	Phase			Indicators for monitoring	Frequency			Responsibility for Implementation and Monitoring	Estimated Cost
		Planning	Construction	Operation		Continuous	Monthly	Quarterly		
	It will be ensured that the PWWTP is operating in accordance with the requirements and that the wastewater quality complies with national discharge standards.				Wastewater quality analysis				(supervision)	

## Appendices

### Appendix 1. Site Photographs

#### Site Photographs of Değirmenönü Village





**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**





**TERRP**  
**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**



## Site Photographs of Korucu Village



**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**





**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**





**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

## Site Photographs of Dereboğazı Village



**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**





**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**

## Appendix 2. E&S Screening Forms

*(Given as separate documents)*

**TERRP**

**DESSUP-05 Central District of Elazığ Province Rural Housing Project – Group 1 - Cluster 3 (47 rural houses)**



### Appendix 3. Photographs of SEMs Değirmenönü Village SEM Photographs



### Dereboğazı Village SEM Photographs



### Korucu Village SEM Photographs



TERRP

DESSUP-05 Central District of Elazığ Province Rural Housing Project - Group 1 - Cluster 3 (47 rural houses)

#### **Appendix 4. SEM Participant Lists**

Under Law No. 6698 on the Protection of Personal Data, participants' personal identification information cannot be shared. However, records related to the meetings are stored by PIU.

## Appendix 5. SEM Presentation Değirmenönü Village Presentation

### PROJE HAKKINDA

- Proje'nin finansmanı Dünya Bankası tarafından sağlanmakta olup Hazine ve Maliye Bakanlığı garantörlüğünde Çevre, Şehircilik ve İklim Değişikliği Bakanlığı Yapı İşleri Genel Müdürlüğü tarafından yürütülmektedir.
- Proje'nin İnşaat Müşavirliği'ni EMAY Uluslararası Mühendislik ve Müşavirlik Anonim Şirketi (EMAY) üstlenmektedir.
- Proje kapsamında Elazığ ilinde Afet ve Acil Durum Yönetimi Başkanlığı tarafından tespit edilen hak sahipleri için belirlenen yeni alanlarda kırsal konutların inşa edilmesi amaçlanmaktadır.

### PROJE YÖNETİMİ

**Proje Yönetim Birimleri:**

**BANKA:** Finansmanı Sağlayan Kuruluş, *Dünya Bankası*

**İDARE:** Proje Faaliyetlerin Genel Yönetimi ve İdaresi, *Çevre, Şehircilik ve İklim Değişikliği Bakanlığı, Yapı İşleri Genel Müdürlüğü (YİGM)*

**MÜTEAHHİT:** İnşaat İşini Yapan Firma, *ABRC İnşaat Taah. San. Ve Tic. Ltd. Şti.*

**MÜŞAVİR:** İnşaatı Denetleyen Firma, *EMAY Uluslararası Mühendislik ve Müşavirlik Anonim Şirketi*

### KADİYAP HAKKINDA

Kırsal Alanlarda Deprem İyileştirme ve Yeniden Yapım Bileşen 5: Kırsal Alanların Yeniden İnşası ve İyileştirilmesi

- Bileşen 5 kapsamında depremden etkilenen diğer iller ile birlikte Elazığ ilinde belirlenen yerleşimlerde kırsal konutların yeniden inşası bulunmaktadır.
- Bu kapsamda, Değirmenönü Köyü'nde AFAD tarafından belirlenen 198 ada 68 parsel üzerinde 19 adet kırsal konut inşa edilmesi planlanmaktadır.
- İnşa edilen konutlar, hak sahiplerine AFAD tarafından kura ile teslim edilecektir.

KADİYAP Bileşen 5: Kırsal Konut Yeniden İnşası ve İyileştirilmesi

DEĞİRMENÖNÜ KÖYÜ KIRSAL KONUTLARI

KADİYAP Bileşen 5: Kırsal Konut Yeniden İnşası ve İyileştirilmesi

DEĞİRMENÖNÜ KÖYÜ KIRSAL KONUTLARI VAZİYET PLANI

ODUNLUK	ALAN (m²)
ODUNLUK	7,700
ODUNLUK	40,700
ODUNLUK	22,700
ODUNLUK	20,300
ODUNLUK	19,900
ODUNLUK	24,600
ODUNLUK	20,300
ODUNLUK	7,700
ODUNLUK	19,900

TIP-1 EV  
122 m<sup>2</sup>  
3 + 1  
BETONARME

### Çevresel Konuların Yönetimi

Atıklar	• Evsel Katı Atıklar, Tehlikeli ve Tehlikesiz Atıklar, Sıvı Atıklar, ...	• Proje inşaat alanında meydana gelebilecek olası çevresel etki ve riskler arasında katı ve sıvı atıkların oluşumu, toz ve gürültü emisyonlarında artış, kaynak kullanımı, su ve toprak kaynaklarında oluşabilecek olası kirlilik riskleri yer almaktadır.
Hava Kalitesi	• Makinelerden ve inşaat işlerinden kaynaklanan toz oluşumu ve egzoz emisyonları	
Gürültü	• Makinelerden ve inşaat işlerinden kaynaklanan parçaları ses yansımaları	
Kaynak Kullanımı	• Su, yakıt, elektrik, vb. doğal kaynak kullanımı	
Su Kaynakları	• Yeraltı su yatağı kullanımına olan etkiler	
Toprak	• Kimyasal maddeler veya diğer zararlı maddelerin toprağa karışması	



### PROJENİN ÇEVRESEL VE SOSYAL DOKÜMANLARI ÇEVRESEL VE SOSYAL YÖNETİM PLANI (ÇSYP)

- Çevresel ve Sosyal Yönetim Planı (kısaça ÇSYP) elazığ çevresel ve sosyal etkilerin azaltılabilmesi için ihtiyaç duyulan tedbirlerin yer aldığı, bu etki ve önlemlerin nasıl ve ne şekilde uygulanması ve yönetilmesi gerektiğini ortaya koyan bir plandır.
- Müsavir Firma ile çevresel ve sosyal uzmanlar ÇSYP'nin etkin bir şekilde oluşturulması için 15-16 Mart 2024 tarihlerinde alt proje sahalarına ziyarette bulunmuşlardır.
- Bu saha ziyaretleri kapsamında hem muhtar ile görüşme yapılmış hem de seçilen parselin çevresel ve sosyal değerlendirilmesi yerinde gerçekleştirilmiştir.
- Bu aşkım ve görüşmeler neticesinde Yolüstü Köyü Kırsal Konut İnşa Alt Projesinin de dahil olduğu bir Çevresel ve Sosyal Yönetim Planı hazırlanmıştır.
- Bu kapsamda zıngırülen riskler ve etkilerine göre Çevresel ve Sosyal risk seviyesi **Orta** olarak değerlendirilmiştir.
- Belirlenen çevresel ve sosyal etki ve riskler ÇSYP'de belirlenen önlemlerin uygulanması, tedbirlerin alınması ile çözülebilecektir.

9

### Çevresel Konuların Yönetimi

- Gerekli çevresel izinler alınacaktır.
- İlgili çevre ve sosyal sorumluluk belirlenecektir.
- Tüm çalışanlara ilgili çevresel eğitimler verilecektir.
- Tüm çevresel kaza ve olaylar raporlanacak ve kayıt altına alınacaktır.

İzinler

Organizasyon

Eğitimler

Raporlama

- Söz konusu olası çevresel etki ve risklerin yönetilmesi için;
- Gerekli izinler alınacak,
- Sorumlular belirlenecek,
- Tüm çalışanlara ilgili çevresel yönetim ve farkındalık eğitimleri verilecek,
- Meydana gelen çevresel kazalar, sızıntılar, vb. durumlar raporlanacaktır.

10

### İş Sağlığı ve Güvenliği Yönetimi

- Sorumlular belirlenecektir.
- Tehlikeler tespit edilecek ve risk analizleri gerçekleştirilecektir.
- Tespit edilen risk ve tehlikeler için uygun önlem ve tedbirler değerlendirilecek ve uygulanacaktır.
- Tüm çalışanlara yaptıkları işle ilgili temel düzey ve teknik İş Sağlığı ve Güvenliği (İSG) eğitimleri verilecektir.
- Tüm çalışanların işe giriş muayeneleri işyeri hekimi tarafından yapılacak ve uygunluk raporu düzenlenecektir.
- İnşaat sahası ilgili sorumlular tarafından düzenli olarak denetlenecektir.
- Denetleme sırasında tespit edilen uygunsuzluklar rapor edilerek en kısa sürede gerekli aksiyonlar alınacaktır.

11

### İş Sağlığı ve Güvenliği Yönetimi

- İnşaat sahasında meydana gelebilecek tehlike ve risklere bazı örnekler şu şekildedir:

- Yüksekte Çalışma
- Yüksekten düşme sonucu yaralanma
- Makinaların uygunsuz kullanımı
- Düzensiz iş yeri
- Kişisel Koruyucu Donanımların kullanılmaması

12

### İş Sağlığı ve Güvenliği Yönetimi

- Tehlike, risk, önlem, raporlama gibi İSG yönetimine ilişkin adımlara yönelik aşağıdaki örnekler verilebilir.

Tehlike	Risk	Tedbir/Önlem	Eğitim	Tefiş ve İç Kontrol	Raporlama
• Yüksekte Çalışma	• Yüksekten düşme sonucu yaralanma	• Yüksekte çalışmaktan kaçınmak, • İlgili kişisel koruyucu donanımları kullanmak.	• Aylık, haftalık, günlük İSG eğitimlere katılmak ve uygulamak	• İlgili sorumlular tarafından düzenli saha turları yapılması, ve kontrol kayıtlarının tutulması	• Günlük, aylık raporların düzenlenmesi.

13

### Acil Durum Hazırlık ve Müdahale

- Acil Durum Planının hazırlanması
- Acil Durum Ekiplerinin belirlenmesi ve görevleri ile ilgili eğitimlerin verilmesi
- Acil Toplanma Alanının belirlenmesi ve işaretlenmesi
- Acil Durum müdahale ekipmanlarının tamamlanması ve eksiksiz olması
- Tatbikatlar yapılması
- Tüm çalışanlara acil durumlar hakkında bilgilendirme yapılması

14

### Acil Durum Ekipleri

- Kurtarma
- Koruma
- Söndürme
- İlk Yardım


15

### Acil Durum Hazırlık ve Müdahale

- Düzenleyici faaliyetlerin belirlenmesi ve uygulamaya konulması

16

### İŞGÜCÜ YÖNETİM PLANI (İYP)



- İYP, projenin inşaat öncesi, inşaat ve işletme aşamalarında geçerli olan, işgücü ve çalışma koşullarına ilişkin gereklilikleri açıklayan bir dokümandır.
- Tüm çalışanlara adil muamele yapılarak eşit fırsatların tanınması ve ayrımcılık yapılmaması için gereken uygulamaları teşvik eder ve uygulamaya koyulmasını sağlar.
- Proje çalışanlarının, kendilerinin ve haklarının korunması ve işgücü ile ilgili risklerin yönetilmesi için gerekli altyapının sağlanmasını hedefler.
- İYP, işgücü ve çalışma koşullarına uygunluk, raporlama, roller ve sorumluluklar, izleme ve eğitim açısından gereksinimleri ve beklentileri açıklar.

17

### Toplum Sağlığı ve Güvenliği Yönetimi

#### Alınacak Önlemler

-  İnşaat alanına erişim bariyerlerle ve güvenlik personeli ile kısıtlanacaktır.
-  Saha içerisinde ve yakınında ilgili trafik güvenliği önlemleri alınacak ve uygulanacaktır. Proje sürücülerinin hız limitleri kontrol altında tutulacaktır.
-  Makine ve araçların bakımları düzenli olarak yapılacaktır.
-  İnşaat ile ilgili bilgilendirmeler yapılacak ve Şikâyet Mekanizması etkin bir şekilde uygulanacaktır.

18

### Paydaş kimdir?


Proje faaliyetlerinden etkilenen ya da etkilenme ihtimali olan gerçek ya da tüzel kişiler.



- ✓ Kredi veren kuruluşlar
- ✓ Proje sahibi, proje yürütücüsü...
- ✓ Ulusal ve yerel devlet kurum ve kuruluşları
- ✓ Proje alanına yakın yerleşimler
- ✓ Proje kapsamında arazi edinilen PEK'ler... (Projejenin Etkilenen Kişiler)
- ✓ Dezavantajlı ya da hassas olabilecek PEK'ler (Örneğin; yaşlılar, engelliler, kadınlara, vb.)
- ✓ Sivil Toplum Kuruluşları
- ✓ Üniversiteler, vakıflar, kooperatifler, yerel iş kuruluşları, iş dernekleri, ticaret odaları vs...
- ✓ Yüklenici ve ona bağlı çalışanlar...

19

### Neden Paydaş Katılım Toplantıları Düzenlenir?



- Paydaş katılımı, ilgili proje boyunca gerçekleştirilen kapsayıcı ve süreklilik arz eden bir süreçtir. Doğru şekilde tasarlanıp uygulandığında, projenin çevresel ve sosyal etki ve risklerinin başarılı bir şekilde yönetilmesini ve paydaşlarla sağlam iletişim ve ilişkilerin kurulmasına olanak sağlar.
- Proje sürecinde paydaşlar arasında kurulan erken, sık ve açık iletişim ile olası çatışmalar ve proje gecikmelerinin önüne geçilecektir.

20

### PROJENİN ÇEVRESEL VE SOSYAL DOKÜMANLARI

#### Şikâyet Çözüm Mekanizması (ŞÇM)

Şikâyet çözüm Mekanizması (ŞÇM), herhangi bir paydaşın proje hakkındaki varsa bir şikâyetini iletilmesine veya projenin nasıl planlanacağına, inşa edileceğine ve uygulanacağına dair çözüm yolları sağlayan bir süreçtir.



Bu ne ya? Şikâyet mekanizması değil mi? Bir işi de tam yaparsın değil mi kurdun?

4982 sayılı Bilgi Edinme Hakkı Kanunu: Herkes kamu kurum ve kuruluşlarının faaliyetleri hakkında bilgi edinme hakkına sahiptir. Bilgi edinme hakkının şeffaflık, eşitlik ve tarafsızlık esaslarına göre uygulanması gerekir.

21

★

### Şikâyet Çözüm Mekanizmasındaki Temel Değerler:

- **Şeffaflık:** Tüm şikâyetler, açık ve anlaşılır bir şekilde şikâyet prosedürü kapsamında değerlendirilir.
- **Tarafsızlık:** Birey veya halk tarafından sunulan her şikâyet veya endişe için adil ve eşit bir şikâyet giderme prosedürü uygulanır.
- **Gizlilik:** Anonim şikâyetler sunulabilir ve çözülebilir. Şikâyet bildirmek kişisel bilgi veya fiziksel varlık gerektirmez.
- **Erişilebilirlik:** Tüm çalışanlar ve paydaşlar kolaylıkla yorum yapabilir veya şikâyette bulunabilir.
- **Kültürel Uygunluk:** Yerel halk tarafından dile getirilen bir şikâyet veya sorun, bölgesel kaygılar çerçevesinde değerlendirilir ve oradaki kültürel forma uygun bir çözüm süreci başlatılır.

22

### Şikâyet/Öneri/Talep İletim Kanalları

- **Öneri ve şikâyetlerin:** içeriği ne olursa olsun, nazal kalemle alınsa alınsa bütüm için değeri olduğunu bilmenizi isteriz. Genel etik ilkelere uygun olarak yaşadığınız öneri ve şikâyetlerinizi doğay olursanız herhangi bir durumda karşılayamayız ve eleştiremeyizsiniz. Öneri ve şikâyetlerinizi farklı yöntemle iletebilirsiniz. Şikâyet kutuları, e-mail, internet formları, yüz yüze ya da telefon ile iletişiminiz öneri ve şikâyetlerinizi hepisi aynı şekilde değerlendirilir, tarafsız bir kurul tarafından incelenir ve tarafsız güdü bilgi statüsündedir.
- Tüm şikâyet iletim kanallarından anonim şekilde (kimlik bilgisi paylaşılmadan) öneri/talep ve görüşlerinizi Proje Uygulama Birimine iletebilirsiniz.
- Bu proje hakkında genel bilgi almak, çevresel ve sosyal proje dokümanlarına erişmek ya da öneri ve şikâyetlerinizi bildirmek için: <https://kadiyaponei.csbgovtr/> web sayfasını ziyaret edebilirsiniz.

23

★

### Şikâyet İletim Kanalları

- Çevre, Şehircilik ve İklim Değişikliği Bakanlığı'nın (ÇŞİDB) hem telefon hem de web sitesi aracılığıyla erişilebilen bir 'Alo181' yardım hattı vardır. Bu yardım hattı aynı zamanda çalışanlar, çözüm ortakları ve daha geniş zümreler için bakanlık düzeyinde bir şikâyet mekanizması işlevi görür. ÇŞİDB tarafından sağlanan tüm çevre ve şehir hizmetleri ile ilgili soru, talep ve şikâyetler profesyonel olarak yönetilen ALO 181 çağrı merkezi tarafından yanıtlanmaktadır ya da Proje Uygulama Birimine iletilmektedir. 0312 586 48 27 nolu telefondan doğrudan Proje Uygulama Birimine ulaşabilirsiniz.

**Çağrı Merkezi** : Alo 181  
**Telefon** : 0312 586 48 27  
**WhatsApp Şikâyet Hattı** : 0533 462 57 89  
**E-Mail** : yigmkadevi@csbgovtr  
**Şikâyet Formu** : <https://kadiyaponei.csbgovtr/>

24

### Şikâyet Kutularının Yeri

Çalışan Personeller İçin;

- Şantiye Alanlarında

Köy Halkı İçin;

- Camilerin Kadın ve Erkek Girişlerinde



25

\*

### Şikâyet İletim Kanalları



İnternet üzerinden şikâyet formuna  
hemen erişim için lütfen yandaki  
kodu telefonunuza okutun.



(Bu eylem için akıllı telefonunuzda QR kod uygulaması  
olmalıdır. Söz konusu uygulama yoksa, herhangi bir  
internet tarayıcı adres çubuğuna şikâyet formu erişim  
adresini yazabilirsiniz.)

26

### SON OLARAK...

Projeye ilişkin çevresel ve sosyal tüm dokümanlara nereden  
ulaşılabilir?

- Köy muhtarlığı,
- Proje alanı,
- KADIYAP resmi web sitesi (<https://kadiyap.csb.gov.tr/>)

27

Soru ve Görüşleriniz Bizim  
İçin Değerlidir...

THE WORLD BANK  
IBRD • IDA | WORLD BANK GROUP

Aemay

28





## Appendix 6. Project Brochure

### ŞİKÂYET ÇÖZÜM MEKANİZMASI

• Şikâyetin ALINMASI	1-3 Gün içinde
• Şikâyetin KAYDEDİLMESİ	1-3 Gün içinde
• Şikâyetin ONAYLANMASI	1-3 Gün içinde
• Şikâyetle ilgili gerekli aksiyonların TANIMLANMASI	7-10 Gün içinde
• Şikâyet sahibinin BİLGİLENDİRİLMESİ	15-30 Gün içinde
• Şikâyetle ilgili gerekli aksiyonların ALINMASI	15-30 Gün içinde
• Şikâyetin KAPATILMASI	15-30 Gün içinde

İletişimde şeffaflığı ve sürekliliği sağlamak amacıyla **Şikâyet Çözüm Mekanizması** oluşturulmuştur. Şikâyet, görüş ve önerilerinizi aşağıdaki iletişim kanallarını kullanarak veya şikâyet kutularına yazarak bizlere ulaştırabilirsiniz. Şikâyet kutuları; paydaşlardan gelen görüş ve öneriler doğrultusunda konteyner kent, şantiye sahası, mahalle camisinin kadın ve erkek girişleri gibi paydaşların kolaylıkla erişim sağlayabileceği lokasyonlara yerleştirilecektir.



### ALT PROJE YERLEŞKESİNDE DEPREME DAYANIKLI 172 KONUT YAPILMASI PLANLANMAKTADIR .

Toplam planlanan konut sayısı 172 olarak belirlenmiştir. AFAD tarafından seçilen yerleşim yeri; Çevre, Şehircilik ve İklim Değişikliği Bakanlığı tarafından onaylanmıştır. Yerleşim Planı EMAY Müşavirlik tarafından hazırlanmıştır.

Taslak yerleşim planına göre, her konut 500 m<sup>2</sup> alan üzerinde 100 m<sup>2</sup> olarak planlanmış olup, her konutta belirlenmiş bir yeşil alan bulunmaktadır; dolayısıyla her konut biriminin yeşil alanı dâhil toplam alanı 600 m<sup>2</sup> olarak planlanmıştır.

İnşaat süresinin planlama/hazırlı aşamasından sonra 8 ay olması beklenmektedir. İhaleyi kazanan Yüklenici firma arazi hazırlama ve inşaat faaliyetlerini gerçekleştirecektir.



### Yerleşim Planları



### ŞİKÂYET İLETİM KANALLARI

Bize Ulaşın... Bize Ulaşın... Bize Ulaşın...

**1 Müteahhit:**  
ABRC İnşaat Taah. ve Tic. A.Ş.  
Sorumlu Kişi:  
Recep UÇAR (Proje Müdürü)  
Telefon: +90 553 202 19 90  
E-Posta: recep.ucar@abrcinsaat.com

**2 Müşavir:** EMAY Ulus. Müh. ve Müş. A.Ş.  
Sorumlu Kişi: Ömer AKDENİZ  
Telefon: +90 507 118 28 33  
E-Posta: omer.akdeniz@emay.com

**3 İdare:** Çevre, Şehircilik ve İklim Değişikliği Bakanlığı Yapı İşleri Genel Müdürlüğü  
Telefon: ALO 181, 0312 586 48 27  
E-Posta: yigmkadev@csb.gov.tr  
Web: kadiyaponeri.csb.gov.tr



Karekodu telefon/tablet vb okutarak  
Şikâyet Formuna  
anında ulaşabilirsiniz!

### KIRSAL ALANLARDA DEPREM İYİLEŞTİRME VE YENİDEN YAPIM PROJESİ (KADİYAP)

Elazığ İli Merkez İlçesi 172 Adet Kırsal Konut Yapımı



### KADİYAP HAKKINDA

KADİYAP Projesi; Türkiye'de 6 Şubat depreminden etkilenen seçilmiş illerde halkın depreme dayanıklı konutlara yeniden erişimini amaçlamaktadır.

Elazığ, Kahramanmaraş, Malatya, ve Adıyaman illerinde yıkılan kırsal konutlar altyapıları ile birlikte yeniden inşa edilecektir. Elazığ ili, Merkez ilçesine bağlı Değirmenönü, İçme, Korucu, Kumla, Şahsuvar, Sarıkamış, Yolüstü köyleri KADİYAP kapsamında alt Proje olarak seçilmiştir.



## Appendix 7. Project Poster



The poster features logos of the Ministry of Environment, Urbanization and Climate Change, the Ministry of Environment, Urbanization and Climate Change, and The World Bank. The main title is 'KIRSAL ALANLARDA DEPREM İYİLEŞTİRME VE YENİDEN YAPIM PROJESİ (KADİYAP)'. Below the title, it specifies 'Elazığ İli Merkez İlçesi 172 Adet Kırsal Konut Yapımı'. The locations listed are 'Değirmenönü, Dereboğazi, İçme, Korucu, Kumla, Şahsuvar, Sarıkamış, Yolüstü Köyleri'. The poster is divided into two main sections: 'Konut Yerleşkesi Bilgileri' and 'Şikayet Çözüm Mekanizması'. The 'Konut Yerleşkesi Bilgileri' section includes the number of houses to be built (172) and the total area (600 m²). The 'Şikayet Çözüm Mekanizması' section describes the complaint resolution mechanism, including a red mailbox labeled 'KADİYAP' and a QR code. At the bottom, there are three columns of contact information for the project partners: MİTTELİNE ABRC İnşaat Taahhüt Senaryo Ticaret A.Ş., MİSAYERİ EMAY Uluslararası Müh. ve Müh. A.Ş., and İLİSER Çevre, Şehircilik ve İklim Değişikliği Bakanlığı Yapı İşleri Genel Müdürlüğü. The EMAY logo is also present at the bottom right.

**KIRSAL ALANLARDA DEPREM İYİLEŞTİRME VE YENİDEN YAPIM PROJESİ (KADİYAP)**  
Elazığ İli Merkez İlçesi 172 Adet Kırsal Konut Yapımı

Değirmenönü, Dereboğazi, İçme, Korucu, Kumla, Şahsuvar, Sarıkamış, Yolüstü Köyleri

**Konut Yerleşkesi Bilgileri**

İnşa Edilecek Konut Sayısı: 172  
Her Konutun Yeşil Alanla Birlikte Toplam Alanı: 600 m<sup>2</sup>  
İnşaat Süresi: 8 ay

**Şikayet Çözüm Mekanizması**

İletişimde şeffaflığı ve erişilebilirliği sağlamak amacıyla Şikayet Çözüm Mekanizması oluşturulmuştur. Şikâyet, görüş ve önerilerinizi aşağıdaki iletişim kanalları kullanarak veya şikâyet kutularına yazarak bizlere ulaştırabilirsiniz. Şikâyet kutuları paydaşlardan gelen görüş ve öneriler doğrultusunda konteyner alanı, çantıye sahası, mahalle camisinin kadın ve erkek girişleri gibi paydaşların kolaylıkla erişim sağlayabileceği lokasyonlara yerleştirilecektir.

**Bize Ulaşın...**

**1 Müteahhit:** ABRC İnşaat Taahhüt Senaryo Ticaret A.Ş.  
Sorumlu Kişi: Recep UÇAR (Teknik Sorumlu)  
Telefon: +90 553 202 19 90  
E-Posta: recep.ucar@abrcinssaat.com

**2 Müşavir:** EMAY Uluslararası Müh. ve Müh. A.Ş.  
Sorumlu Kişi: Ömer AKDENİZ (Kontrol Amiri)  
Telefon: +90 507 116 28 33  
E-Posta: omer.akdeniz@emay.com

**3 İdare:** Çevre, Şehircilik ve İklim Değişikliği Bakanlığı Yapı İşleri Genel Müdürlüğü  
Telefon: ALO 181, 0312 585 48 27  
E-Posta: yigmkadeve@cbg.gov.tr  
Web: kadiyaponeri.cb.gov.tr

**emay**

TERRP

DESSUP-05 Central District of Elazığ Province Rural Housing Project - Group 1 - Cluster 3 (47 rural houses)