ENVIRONMENTAL AND





SEISMIC RESILIENCE AND ENERGY EFFICIENCY IN PUBLIC BUILDINGS PROJECT **(SREEPB PROJECT)**

MARMARA UNIVERSITY SCHOOL OF FOREIGN LANGUAGES **ENGINEERING FACULTY** FACULTY OF TECHNICAL EDUCATION ATATÜRK FACULTY OF EDUCATION

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN

MAY 2024



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Abbreviations

AFoE	Ataturk Faculty of Education
BU	Bogazici University
BP	Bank Procedure
CİMER	Presidency's Communication Center
E&S	Environmental and Social
EA	Environmental Assessment
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
EHS	Environment, Health, and Safety
ESS	Environmental and Social Standards
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
MoEUCC	Ministry of Environment, Urbanization, and Climate Change
WB	World Bank
dBA	Noise Reduction and Control
dBC	Noise Rating Measure
LOTO	Lock Out-Tag Out
FoS	Faculty of Science
SPP	Solar Power Plant
FoNAMS	Faculty of Naval Architecture and Marine Sciences
ILO	International Labor Organization
M&E	Monitoring and Evaluation
ITU	Istanbul Technical University
OHS	Occupational Health and Safety
SREEPB	Seismic Resilience Enegy Efficiency Public Buildings
FoE	Faculty of Engineering
MGBF	Malzeme Güvenlik Bilgi Formu
Consultant	Tümaş & ATLASCert® & Hill Joint Venture
MU	Marmara University
PIU	Project Implementation Unit
PV	Photovoltaic Panel
SGI	Social Security Institution
GM	Grievance Mechanism
TEF	Technical Education Faculty
SoFL	School of Foreign Languages
GDCA	General Directorate of Construction Affairs

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Executive Summary

Seismic Resilience and Energy Efficiency in Public Buildings (SREEPB) Project focuses on seismic retrofitting and energy efficiency in public buildings such as higher education buildings, dormitories, social service institutions, hospitals, and government buildings located in high seismic risk areas with low energy efficiency. Under the reference number WB/CS-DESSUP-01, this project covers 32 structures on 11 campuses, including Boğaziçi University (BU), Marmara University, Istanbul Technical University (ITU), Istanbul University, Sakarya Government Building, and two student dormitories in Kocaeli.

This document provides information about the structural reinforcement and energy efficiency-focused improvement works at the Foreign Languages School, Faculty of Engineering, Faculty of Technical Education, and Faculty of Atatürk Education located within the Göztepe Campus of Marmara University. It addresses the national and international regulations applicable to these works and outlines measures to be taken to mitigate or eliminate potential adverse environmental and social impacts during the implementation of these projects, as well as precautions regarding occupational health and safety. It also outlines the duties and responsibilities of relevant parties within the project. Additionally, this Environmental and Social Management Plan (ESMP) includes details about stakeholder engagement activities, and the establishment of a Grievance Mechanism (GM).

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Introduction

This Environmental and Social Management Plan (ESMP) has been prepared within the scope of the Seismic Resilience and Energy Efficiency in Public Buildings Project (SREEPB) for the structural reinforcement and energy efficiency-focused renovation activities to be carried out at the Foreign Languages School, Faculty of Engineering, Faculty of Technical Education, and Faculty of Atatürk Education Buildings located at Marmara University Göztepe Campus, Fahrettin Kerim Gökay Street, 34722 Kadıköy/İstanbul. It aims to outline measures to mitigate or eliminate potential adverse environmental and social impacts and risks that may arise from these activities to ensure they are kept at an acceptable level.

First and foremost, this ESMP has been prepared in accordance with Turkish legislation and, in addition, aligns with the policies, standards, and measures of the World Bank (WB). It clearly outlines who will implement the measures, when, how frequently, and in what manner during the various stages of project implementation.

1 General Project and Project Area Information

1.1 Project Description

1.1.1 General Information and Objectives

The general purpose of the Seismic Resilience and Energy Efficiency in Public Buildings (SREEPB) Project; is to strengthen public buildings (educational buildings, dormitories, hospitals and administrative buildings) that are inefficient in terms of energy use and have a high earthquake risk, against earthquakes and to ensure energy efficiency.

The aim of the project is to determine the behavior of the ground and structural systems of existing public buildings with different uses against earthquakes and to eliminate the risks by structurally retrofitting them, as well as to make improvements in terms of energy efficiency, to reduce energy consumption and CO_2 emissions, to monitor and control energy consumption, to close the current deficit due to energy, and to develop the sector and raise awareness by creating a model for making all public buildings in Türkiye energy efficient after the project.

SREEPB Project ensures that existing buildings are strengthened against earthquakes and made more efficient, as well as increasing social awareness about earthquakes and energy efficiency.

Throughout the project, structural retrofitting works include building load-bearing system improvements and additions, as well as soil improvement if needed (*limited only to the floors of the buildings in scope*). Studies focused on energy efficiency include facade and roof insulation, replacement of facade components such as windows and doors, mechanical system revisions, air conditioning system replacements, ventilation system revisions and replacements, integration of building energy monitoring and automation systems into the existing electrical system, electricity generation through solar panel installation.

Within the scope of the Environmental and Social Standards defined in the World Bank's Environmental and Social Framework (ESF), the SREEPB Project must ensure that the activities to be carried out will not create irreversible negative environmental and social impacts and risks and that the possible impacts/risks are temporary and reversible. The Environmental Risk Rating is accepted as "Moderate" level since it is at a modarate level in terms of size and quality and the sub-project sites are not in sensitive areas in terms of environmental, social risks and impacts. They are also not expected to have serious adverse effects on human health and the environment.

The structures within the scope of the sub-project subject to this ESMP are located within Marmara University Göztepe Campus. Apart from the buildings where the project activities will take place, other buildings on the campus are not expected to be directly affected by the Project activities. In addition, the structures included in the scope will be decommissioned during construction activities.

This ESMP aims to completely eliminate environmental impacts such as waste generation (hazardous, non-hazardous), air and water pollution, public health and safety and occupational health and safety (OHS) impacts and risks, by taking into account the World Bank (WB) and national relevant legislation requirements. It was prepared as a guide document for the SREEPB Project to reduce it to an acceptable level in cases where removal is not possible.

The project will be carried out by the General Directorate of Construction Affairs (GDCA) of the Ministry of Environment, Urbanization and Climate Change (MoEUCC) with credit from the World Bank. GDCA will be responsible for the control, management and coordination of the general implementation of the project. Controlling the preparation and implementation of the ESMP is the responsibility of the Consultant company, and the implementation of the ESMP in the field is the responsibility of the contractor company.

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1.1.2 Project Information

Detailed information about the satellite images and buildings of Marmara University Göztepe Campus School of Foreign Languages, Faculty of Engineering, Faculty of Technical Education and Atatürk Education Faculty within the scope of the project are given in Figure 1 and Table 1, respectively.



Figure 1-1: Marmara University, Göztepe Campus, School of Foreign Languages, Faculty of Engineering, Faculty of Technical Education, Atatürk Faculty of Education

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0	
CAMPUS NAME	Marmara University, Göztepe Campus
BUILDING NAMES (included in the project)	 School of Foreign Languages (SoFL) (1350 m²) Faculty of Engineering (FoE) (2400 m²) Faculty of Technical Education (FoTE) (1.200 m²) Ataturk Faculty of Education (AFoE) (16.200 m²)
PROVINCE	İstanbul
DISTRICT	Kadıköy
NUMBER OF USERS	~2414 (SoFL)+ 962 (FoE) + 405 (FoTE)+6643 (AFoE) people/day ~Total:10.424 people/day
	BUILDING INFORMATION
CONSTRUCTION AREA	$\sim 21.150 \text{ m}^2$
THE PLANNED V	WORKS TO BE CARRIED OUT IN ALL BUILDINGS INCLUDED IN THE PROJECT
STRUCTURAL REINFORCEMENT	 Existing load-bearing system reinforcement. Additional load-bearing system manufacturing Floor, ceiling, wall and door renovations due to structural retrofitting activities
ENERGY EFFICIENCY	 Facade and roof thermal insulation Changes of pumps in the boiler room Lighting element replacements (one-to-one replacements will be made, electrical installation intervention (line, column line replacement, etc.) will not be conducted.) Self-consumption focused solar power plant facility (on the roof) (to be integrated into the existing supply line) Energy monitoring and automation system facility (to be integrated into the existing electrical system) Installation of variable flow VRF or VRV system instead of existing split air conditioners Mechanical automation and energy measurement monitoring system
	DURATION AND SEASON OF ACTIVITIES
and the first quarter of 20 timeframe as specified in t	at within the scope of the project will be carried out between the second quarter of 2024 25. The Contractor is obliged to complete the work in the buildings within the planned the Job Description. Additionally, the Contractor will inform all stakeholders clearly and truction activities' schedule before commencing any construction work.
	EXPECTED NUMBER OF WORKERS

The total estimated number of workers in the buildings is expected to be an average of 70 personnel per day.

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1.1.3 Locations of Campus & Buildings

The satellite image showing the campus boundaries is presented in Figure 1.2.



Figure 1-2: Campus Borders

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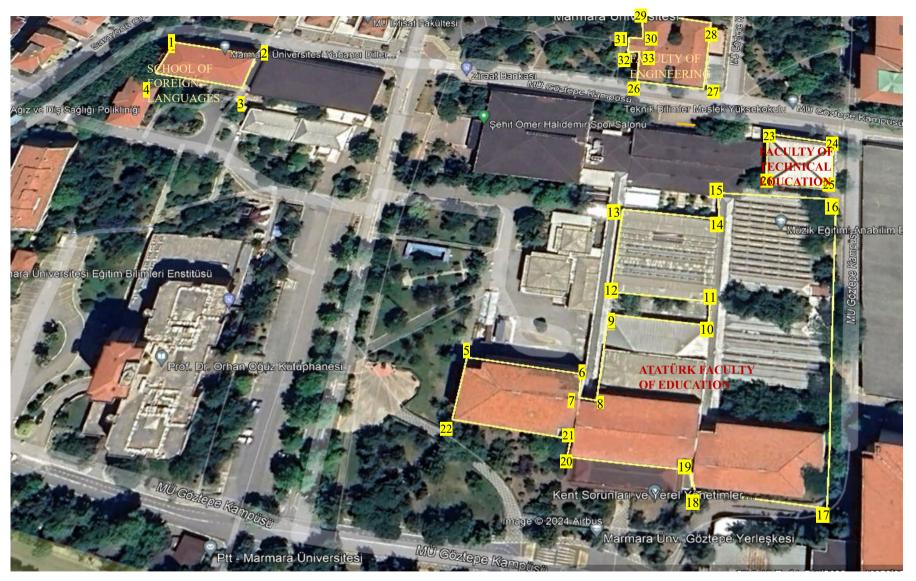


Figure 1-3: View and Coordinates of Marmara University School of Foreign Languages, Faculty of Engineering, Faculty of Technical Education, Atatürk Faculty of Education

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	SCHOOL OF FOREIGN LANGUAGES		
No	Latitude	Longitude	
1	29.050847865067	40.98679555383999	
2	29.05123307063862	40.98672467598482	
3	29.05126856060854	40.98686107957738	
4	29.05090299109986	40.98692999097011	
	ATATÜRK FACULTY	OF EDUCATION	
5	29.05275228575099	40.98595373493679	
6	29.0531091759345	40.98583951374447	
7	29.05274110048062	40.98587743110344	
8	29.05269042376642	40.98560543434218	
9	29.05262751679063	40.98561452881838	
10	29.05263605292707	40.98568717764559	
11	29.05227407079614	40.98573340196602	
12	29.05222170048535	40.9857389537037	
13	29.05217817829871	40.98554837699299	
14	29.05259745893864	40.98549153236499	
15	29.05258399354122	40.98543982602659	
16	29.05300690043623	40.98539773924839	
17	29.05301957301192	40.98533687698106	
18	29.05345657361232	40.98528588025142	
19	29.05365327601187	40.98628515010711	
20	29.05318778629977	40.9863068924581	
21	29.05318399126945	40.98620908321885	
22	29.05281022034236	40.98624446974445	
	FACULTY OF TECHNI	CAL EDUCATION	
23	29.05338517049244	40.98635204352314	
24	29.05364304039002	40.98632701895048	
25	29.0536764233411	40.98650317837777	
26	29.05341287720531	40.98653840865725	
	FACULTY OF EN	GINEERING	
26	29.05292119984263	40.98693253860992	
27	29.05286231647353	40.98693630946548	
28	29.05285563034301	40.98687302359833	
29	29.05290471217084	40.98687532252317	
30	29.05288811530897	40.98674725214585	
31	29.05316550264997	40.98671816643011	
32	29.05322146926393	40.98700388367368	
33	29.05292622856814	40.987048554238	

The potential adverse effects that may arise during the retrofitting and renovation in the buildings will primarily occur within the buildings themselves. Since there is no need for soil improvement works, the impact on the surrounding area will be limited to noise and dust emissions, increased traffic, parking space shortage, vibrations, and visual effects, with an influence radius limited to 100 meters as shown in Figure 4. The buildings in question are scattered, and there are no structures located within two or more impact areas.

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Figure 1-4: Major Impact Area and Surroundings of the Buildings Included in the Scope of the Project

2 Compliance with Legal Framework and World Bank Environmental and Social Framework (ESF)

2.1 2.1 National Regulation

The ESMP has been prepared primarily in accordance with the legislation of the Republic of Turkey. Turkey's basic framework regarding environmental legislation is the Environmental Law (No. 2872), which was published in the Official Gazette No. 18132 dated 11 August 1983 and was last revised in the Official Gazette No. 32414 dated 29.12.2023 regarding administrative fines. It is supported by regulations. The regulations that are primarily used/will be used to evaluate and prevent environmental impacts within the scope of this project are stated below.

- 1. Waste Management Regulation was published in the Official Gazette dated 2 April 2015 and numbered 29314.
- 2. Regulation on the Control of Packaging Wastes was published in the Official Gazette dated 26 June 2021 and numbered 31523.
- 3. Regulation on the Control of Excavation Soil, Construction and Demolition Wastes was published in the Official Gazette dated 18.03.2004 and numbered 25406, and an amendment was made in the Official Gazette numbered 31623 dated 09 October 2021.
- 4. Air Quality Assessment and Management Regulation was published in the Official Gazette dated 06 June 2008 and numbered 26898.
- 5. Regulation on the Prevention of Risks of Exposure to Biological Agents was published in the Official Gazette dated 15 June 2013 and numbered 28678.
- 6. Zero Waste Regulation was published in the Official Gazette No. 30829 dated 12 July 2019 and an amendment was made in the Official Gazette No. 31623 dated 09 October 2021.
- 7. Regulation on Control of Soil Pollution and Contaminated Sites by Point Sources was published in the Official Gazette No. 27605 dated 8 June 2010 and was last revised in the Official Gazette No. 28704 dated 11 July 2013.
- 8. Water Pollution Control Regulation, published in the Official Gazette dated December 31, 2004, with the latest amendment published in the Official Gazette dated May 12, 2023, with the number 32188.
- 9. Environmental Noise Control Regulation was published in the Official Gazette No. 32029 dated 30 November 2022.
- 10. The Regulation on Noise Emission in the Environment Created by Equipment Used in Open Areas was published in the Official Gazette No. 26392 dated 30 December 2006 and an amendment was made in the Official Gazette No. 30088 dated 06 June 2017.

Within the scope of the project, activities related to Occupational Health and Safety, taking into account the primary impacts, will be carried out in compliance with the legislation, including the Labor Law No. 4857 published in the Official Gazette dated June 10, 2003, with issue number 25134, and the Occupational Health and Safety Law No. 6331 Published in the Official Gazette dated June 30, 2012, with issue number 6331, along with related regulations. Below are the regulations that will be primarily utilized.

- 1. The Regulation on Health and Safety Measures in Working with Asbestos was published in the Official Gazette No. 28539 dated 25 January 2013 and an amendment was made in the Official Gazette No. 28884 dated 16 January 2014,
- 2. Manual Handling Regulation was published in the Official Gazette No. 28717 dated 24 July 2013.
- 3. Regulation on Occupational Health and Safety in Temporary or Fixed-Term Works was published in the Official Gazette No. 28744 dated 23 August 2013.
- 4. Regulation on Health and Safety Measures in Working with Chemical Substances was published in the Official Gazette No. 28733 dated 12 August 2013.

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- 5. Regulation on the Use of Personal Protective Equipment in Workplaces was published in the Official Gazette dated 02 July 2013 and numbered 28695.
- 6. Health and Safety Signs Regulation was published in the Official Gazette No. 28762 dated 11 September 2013.
- The Regulation on the Vocational Training of Those to be Employed in Hazardous and Very Hazardous Class Jobs was published in the Official Gazette dated 13 July 2013 and numbered 28706, and an amendment was made in the Official Gazette dated 11 May 2017 and numbered 30063.
- 8. Dust Fighting Regulation was published in the Official Gazette dated 5 November 2013 and numbered 28812.
- 9. Regulation on Occupational Health and Safety in Construction Works was published in the Official Gazette No. 28786 dated 5 October 2013 and an amendment was made in the Official Gazette No. 30642 dated 31 December 2018.
- 10. Regulation on the Protection of Employees from Noise-Related Risks was published in the Official Gazette No. 28721 dated 28 July 2013.
- 11. The Regulation on the Procedures and Principles of Occupational Health and Safety Training of Employees was published in the Official Gazette No. 28648 dated 15 May 2013 and an amendment was made in the Official Gazette No. 30430 dated 24 May 2018.
- 12. The Regulation on Health and Safety Conditions in the Use of Work Equipment was published in the Official Gazette No. 28628 dated 25 April 2013 and an amendment was made in the Official Gazette No. 31754 dated 18 February 2022.
- 13. The Regulation on the Duties, Powers, Responsibilities and Training of Occupational Safety Experts was published in the Official Gazette dated 29 December 2012 and numbered 28512, and an amendment was made in the Official Gazette dated 6 July 2021 and numbered 31533.
- 14. Regulation on Occupational Hygiene Measurement, Test and Analysis Laboratories was published in the Official Gazette dated 24 January 2017 and numbered 29958.
- 15. Occupational Health and Safety Services Regulation was published in the Official Gazette No. 28512 dated 29 December 2012 and an amendment was made in the Official Gazette No. 31533 dated 6 July 2021.
- 16. Occupational Health and Safety Risk Assessment Regulation was published in the Official Gazette No. 28512 dated 29 December 2012.
- 17. The Regulation on Emergency Situations in Workplaces was published in the Official Gazette No. 28681 dated 18 June 2013 and an amendment was made in the Official Gazette No. 31615 dated 1 October 2021.
- The Regulation on Suspension of Work in Workplaces was published in the Official Gazette No. 28603 dated 30 March 2013 and an amendment was made in the Official Gazette No. 29621 dated 11 February 2016.
- 19. The Regulation on the Duties, Powers, Responsibilities and Training of Workplace Physicians and Other Health Personnel was published in the Official Gazette dated 20 July 2013 and numbered 28713, and an amendment was made in the Official Gazette dated 6 July 2021 and numbered 31533.
- 20. Regulation on Health and Safety Measures in Working with Screened Vehicles was published in the Official Gazette No. 28620 dated 16 April 2013.
- 21. Regulation on the Protection of Employees from Vibration-Related Risks was published in the Official Gazette No. 28743 dated 22 August 2013.
- 22. Regulation on Supporting Occupational Health and Safety Services was published in the Official Gazette No. 28861 dated 24 December 2013.
- 23. Regulation on Occupational Health and Safety Boards was published in the Official Gazette No. 28532 dated 18 January 2013.
- 24. Regulation on Health and Safety Measures to be Taken in Workplace Buildings and Attachments was published in the Official Gazette No. 28710 dated 17 July 2013.

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- 25. The Regulation on the Working Conditions of Pregnant or Breastfeeding Women, Breastfeeding Rooms and Child Care Dormitories was published in the Official Gazette No. 28737 dated 16 August 2013, and an amendment was made in the Official Gazette No. 30881 dated 7 September 2019.
- 26. The Regulation on the Working Conditions of Female Employees in Night Shifts was published in the Official Gazette No. 28717 dated 24 July 2013 and an amendment was made in the Official Gazette No. 30159 dated 19 August 2017.

To determine the basic insurance rights during the employment of all workers, the Social Security and General Health Insurance Law No. 5510 dated June 16, 2006, will be applied.

Additionally, the Environmental Impact Assessment (EIA) Regulation, under Article 10 of the Environmental Law, was first published in the Official Gazette dated February 7, 1993, with issue number 21489, and was last revised and published in the Official Gazette dated July 29, 2022, with issue number 31907. Since the construction activities will take place in publicly-owned existing buildings, the project is not subject to the EIA Regulation.

Significant social and environmental impacts resulting from the project are likely to affect sensitive receptors¹ located near the project area. In this context, the careful management of ESMPs and OHS activities will be sufficient to reduce environmental and social impacts.

2.2 International Conventions

- 1. European Union Council Directive 89/391/EEC dated 12/6/1989, concerning measures to improve the health and safety of workers at work.
- 2. International Labour Organization (ILO) Convention No. 155, concerning Occupational Safety and Health and the Working Environment.
- 3. International Labour Organization (ILO) Convention No. 161 concerning Occupational Health Services.
- 4. International Labour Organization (ILO) Convention No. 187 concerning the Promotional Framework for Occupational Safety and Health.
- 5. International Labour Organization (ILO) Convention No. 167 concerning Safety and Health in Construction.
- 6. United Nations Framework Convention on Climate Change.
- 7. Paris Agreement on Climate Change.
- 8. Long-Range Transboundary Air Pollution Convention.

¹ 1.1.3 Other buildings around the buildings that will be renovated are specified in the site plans (Figure 1-5) under the heading Locations of Campus & Buildings.

2.3 World Bank Environmental and Social Framework (ESF) and Standards

The project will comply with the national legislation as well as the requirements of the World Bank Environmental and Social Framework² (ESF) and the relevant Environmental, Health, and Safety (EHS) Guidelines³ at all stages.

The Environmental and Social Standards (ESS) summarized in Annex II are one of the components of the World Bank Environmental and Social Framework, and they define the requirements for the project owner in terms of identifying and assessing environmental and social risks and impacts associated with projects supported by the World Bank. The applicability of the World Bank Environmental and Social Standards to the SREEPB Project is summarized in Table 2-1.

Environmental and Social Standards	Applicability
ESS1: Assessment and Management of Environmental and Social Risks and Impacts	Yes
ESS2: Labor and Working Conditions	Yes
ESS3: Resource Efficiency and Pollution Prevention and Management	Yes
ESS4: Community Health and Safety	Yes
ESS5: Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement	No ⁴
ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources	No ⁵
ESS7: Indigenous Peoples/ Sub-Saharan African Historically Underserved Traditional Local Communities	No ⁶
ESS8: Cultural Heritage	Yes
ESS9: Financial Intermediaries	No ⁷
ESS10: Stakeholder Engagement and Information Disclosure	Yes

³https://www.ifc.org/en/insights-reports/2000/general-environmental-health-and-safety-

 $^{^{2}\ \}underline{https://www.worldbank.org/en/projects-operations/environmental-and-social-framework}$

guidelines#:~:text=The%20Environmental%2C%20Health%2C%20and%20Safety,and%20in%20IFC's%20Performance%20 Standards

⁴ None of the activities carried out within the scope of this project will cause land acquisition, any restrictions on land use, or involuntary resettlement. All work will be conducted within existing buildings.

⁵ There will be no interaction with natural resources and/or biodiversity elements as a result of any activity conducted within the scope of the project.

⁶ There are no indigenous groups in Turkey that meet the definition provided in ESS7.

⁷ Since there is no involvement of any financial intermediary institution in this project, ESS9 will not be applicable to this project.

Activities to be Conducted within the Scope of the 3 Project

The summary technical information regarding the structural reinforcement and energy efficiency works to be carried out at the Foreign Languages School, Faculty of Engineering, Faculty of Technical Education, and Atatürk Faculty of Education located at Marmara University Göztepe Campus is provided in Table 3-1 below. This Environmental and Social Management Plan (ESMP) will be accessible to all stakeholders throughout the project lifespan, both at the construction sites and on the project's website (www.kamuguclendirme.csb.gov.tr). Additionally, to ensure that stakeholders have sufficient information about the project before the briefing meeting and to facilitate their participation, the draft ESMP will be published on the official website of Marmara University (www.marmara.edu.tr) at least 10 days before the meeting. A full-time environmental expert, a social expert, and an occupational health and safety (OHS) expert will be employed within the Contractor's organization, while the Construction Supervision Consultant firm will employ an environmental expert, a social expert, and an OHS expert. The Consultant will be responsible for recording and responding to environmental, social, and OHS-related questions and opinions raised by stakeholders from the Contractor and Ministry Project Implementation Unit (PIU).

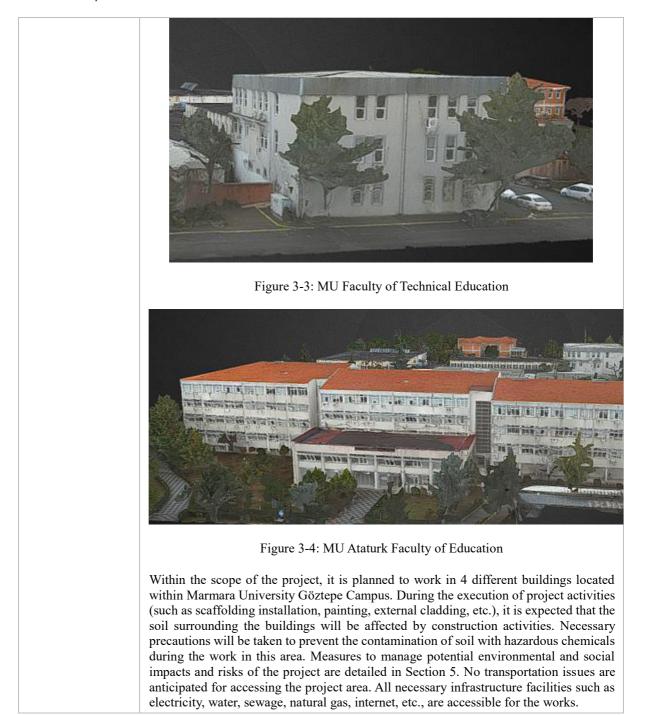
FIELDWORK	
DEFINITION OF THE GEOGRAPHICA L, PHYSICAL, BIOLOGICAL, GEOLOGICAL, HYDROGRAPH IC, AND SOCIO- ECONOMIC CONTEXT	<image/> <image/>
OF THE GEOGRAPHICA L, PHYSICAL, BIOLOGICAL, GEOLOGICAL, HYDROGRAPH IC, AND SOCIO- ECONOMIC	

Table 3-1: Summary Information About the Activities to be Conducted

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Figure 3-2: MU Faculty of Engineering

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	 The project area is located within the Marmara University Göztepe Campus. The majority of the reinforcement and improvement works will be carried out inside the buildings. However, measures to prevent adverse effects on nearby settlements from construction activities are outlined in this ESMP, and mitigating measures will be implemented to control and manage these effects. The activity area and its surroundings are depicted in Figure-1.5. The major impact area and distances to the buildings involved in seismic reinforcement and energy efficiency operations are provided below: At Marmara University Foreign Languages School, within the major impact area:
	• Banking School (20 m)
	• Faculty of Economics (20 m)
	• Altigen Cafe (10 m)
	 Scientific Research Projects Unit (10 m) Housing(40m)
	At Marmara University Faculty of Engineering, within the major impact area:
	Sehit Ö.Halis Demir Sports Hall (20 m)
	 Faculty of Political Sciences (8 m)
	• Faculty of Social Sciences (12 m)
THE	Marmara Simit Cafeteria (40 m) Economica (85 m)
LOCATIONS AND	 Faculty of Economics (85 m) Scientific Research Projects Unit (90 m)
DISTANCES OF	 Faculty of Science (60 m)
THE NEAREST	• Faculty of Technical Education (30 m)
SENSITIVE	At Marmara University Faculty of Technical Education, within the major impact area:
RECEPTORS,	Şehit Ömer Halis Demir Sports Hall (Adjacent Position)
SUCH AS	 Faculty of Applied Sciences (12 m) Faculty of Engineering (30 m)
HOSPITALS, HEALTHCARE	 Faculty of Englicering (50 m) Faculty of Science (25 m)
FACILITIES,	• Atatürk Faculty of Education (5 m)
PUBLIC	At Marmara University Atatürk Faculty of Education:
BUILDINGS,	• Faculty of Technical Education (5 m)
AND HOUSES	• Revolving Fund Management Directorate (10 m)
	 Faculty of Applied Sciences (10 m) Prof. Dr. Orhan Oğuz Library (75 m)
	 Şehit Ö.Halis Demir Sports Hall (5 m)
	Potential issues in waste management such as noise, dust, vibration, and excavation waste spreading outside the construction site, as well as problems related to noise, dust, public health and safety, etc., can adversely affect the occupants/residents of the buildings within the major impact area. Detailed information on this matter and the measures to be taken are provided in Section 5. Additionally, at least 7 days before each stage of the construction process, information will be provided to the Marmara University Rectorate (as the areas to be worked on will be vacated before the reinforcement works begin, there will be no users in the building during the works). The construction schedule will be kept constantly updated and available at a visible location on the construction site for stakeholders throughout the project.
	• All these nearby buildings are considered sensitive receptors, and measures to prevent these sensitive receptors from being affected by potential environmental and social impacts/risks within the project scope are outlined in detail in Section 5. There is a fully equipped Göztepe Prof. Dr. Süleyman Yalçın Hospital located 2 km away from the project area. Taking traffic conditions into account, transportation by car takes approximately 5 minutes.

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	This information will be considered when preparing OHS emergency action plans.
TRAFFIC ACTION PLAN	<text></text>
SEWAGE SYSTEM, ELECTRICITY, WATER NETWORKS, ETC. INFRASTRUCT URE USED BY THE PROJECT	During the construction activities, the existing sewage, electricity, and water networks in the area will be utilized. Domestic waste will be disposed of through municipal services, while temporary storage areas will be established for other types of waste, which will then be disposed of by licensed firms. In the event of any infrastructure service needs specific to the project (such as overflow due to blockage in sewer lines requiring vacuum truck services, prolonged power outage requiring mobile generators, prolonged water outage requiring water tanker for dust control, etc.), these services will be carried out in accordance with relevant regulations.

NATIONAL LEGISLATION AND PERMITS APPLICABLE TO THE PROJECT ACTIVITY (EG. SPP INSTALLATION ETC.)VB.)	 The existing building permits will be used for the unlicensed electricity generation application of the SPP facility. The documents to be obtained for Unlicensed Electricity Generation are not limited to the following: Documents required for the Call Letter from the Authorized Electricity Distribution Company, Unlicensed generation connection application form, Non-fixed subscriber number, Receipt showing the application fee has been deposited into the account of the relevant network operator, Single Line Diagram showing the technical specifications of the facility to be installed, SPP Technical Evaluation Form prepared by the Directorate General of Renewable Energy, personnel program, Approved coordinated application diagram, Building occupancy permit in roof-type applications, SPP Static Projects (Roof-Top SPP Plants) Approval "Connection Opinion" and "Connection Agreement Call Letter" to be obtained from the relevant distribution company
STAKEHOLDER	 System Basic Information Form Technical project and calculations District Municipality-SPP Compliance Letter (according to Zoning Regulation Legislation) Within the scope of the "Regulation on Unlicensed Electricity Production in the Electricity Market", the online application to the authorized energy distribution company for photovoltaic panel installation is in the process of being initiated by the Consultant.
	The first stakeholder engagement meeting regarding the feasibility studies conducted before the site assessment (identification of structural retrofitting needs, energy assessment studies) was held face-to-face on 27.03.2023. General information about the
STAKEHOLDER ENGAGEMENT PROCESS	technical details, objectives, and stages of the project was provided during the meeting (See Appendix VI). On 29.04.2024, a stakeholder information meeting was held to provide detailed information about the reinforcement and energy efficiency renovations to be carried out at Marmara University Goztepe Campus Foreign Languages School, Faculty of Engineering, Faculty of Technical Education, and Ataturk Faculty of Education. The anticipated environmental and social impacts were explained, and stakeholders were given the opportunity to ask questions and share their opinions. The meeting was attended by representatives from the beneficiary institution management and technical units building users, experts from the consulting firm, and experts from the PIU. In total, 15 people (4 female, 11 male) participated in person, and Energy Systems Engineer, Social Expert, Sociologist, 2 OHS Experts, and 2 Environmental Experts participated online (5 female, 2 male).
	of Environment, Urbanization and Climate Change for 12 days to facilitate access by stakeholders. Throughout the project lifespan, the ESMP will be available to all stakeholders both on the relevant website and at construction sites. Additionally, printed copies of this ESMP were made available for 12 days in all buildings involved in the project for stakeholders to access. Details regarding the Grievance Mechanism established for the project are provided in Section 4.

ISSUES AND CONCERNS RAISED BY BUILDING USERS	During the information meeting held on March 27, 2023, regarding the feasibility studies, building users were informed about the structural retrofitting and energy efficiency renovation process, and they were asked if they had any concerns, opinions, suggestions, and/or questions regarding these potential activities. At that time and afterward (up to the date this report was prepared), there has been no feedback from any stakeholder, whether written or oral, or through the project Grievance Mechanism. Concerns of students and other building users regarding these activities were addressed during stakeholder engagement meetings related to the ESMP, and they were recorded in the meeting minutes. The views, suggestions, and concerns of stakeholders are documented in Appendix VII. Based on the additional data obtained from this meeting, this document has been revised.	
INSTITUTIONAL	CAPACITY DEVELOPMENT	
TRAINING	 Under the project, it is expected that the contractor's corporate capacity will improve as a result of the training provided by the Consultant to the Contractor's personnel. These training sessions are listed below: Environmental and Social Impacts Waste Management Response to Environmental Emergencies Energy Efficiency Stakeholder Engagement/Information Activities Grievance Mechanism (GM) Gender Equality/Gender-Based Violence/Sexual Exploitation/Sexual Abuse/Sexual Harassment Code of Conduct Preservation of Historical Heritage Implementation and Monitoring of the OHS Plan Lockout and Tackout Training Work Permit System Training 	

4 Stakeholder Engagement and Grievance Mechanism (GM)

Stakeholder engagement is an inclusive process that will be conducted throughout the project lifespan, supporting the establishment of strong, constructive, and responsive business relationships crucial for the successful management of environmental and social impacts and risks. The Stakeholder Engagement Meeting facilitates the management of stakeholder expectations that may influence the management of risks, potential disputes, and project delays by providing early, frequent, and transparent communication. Therefore, a stakeholder information meeting regarding feasibility studies was organized on 27.03.2023, with a total of 85 participants, including 40 women and 45 men, to provide general information about the reasons, objectives, and stages of the project (See Appendix VI).

The ESMP specific to this sub-project will be disclosed on the SREEPB Project website (https://kamuguclendirme.csb.gov.tr/) throughout the project lifespan to ensure that all stakeholders are informed about how the project will be conducted in the field and to receive any objections or suggestions. Additionally, it was disclosed at Marmara University Goztepe Campus Foreign Languages School, Faculty of Engineering, Faculty of Technical Education, and Ataturk Faculty of Education on 18.04.2024. Following the completion of the display period, a Stakeholder Engagement Meeting was held again on 29.04.2024, with the participation of the contractor, beneficiary institution management and technical units, consulting firm employees, and relevant experts from the Project Implementation Unit (22 participants in total, including 9 female and 13 male). Details of the Stakeholder Engagement Meeting are provided in Appendix VII.

Furthermore, the Consultant prepared promotional materials (brochures, posters, etc.) for informational purposes and ensured their delivery to stakeholders.

The Grievance Mechanism is to provide access to an effective procedure for project-affected or interested parties. Grievances can be an indicator of stakeholder concerns and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between Project staff, local communities and other stakeholders.

The Ministry of Environment, Urbanization, and Climate Change PIU has developed a transparent and comprehensive Grievance Mechanism (GM) specific to the SREEPB Project to receive, evaluate, and resolve grievances/opinions/suggestions that may arise during the activities carried out in public buildings within the scope of the SREEPB Project. This mechanism is designed to assist all relevant stakeholders in conveying their grievances/opinions/suggestions about the activities to the relevant individuals and institutions, thereby strengthening stakeholder participation in the project. The mechanism also enables all employees involved in the project (PIU, Consultant, Contractor) to submit their grievances/suggestions/opinions to the Ministry and the World Bank either anonymously or with open identification. The responsibilities of the Contractor, the consulting firm, and PIU are detailed in the Stakeholder Project Engagement Framework (https://webdosya.csb.gov.tr/db/kamuguclendirme/menu/sreepb-p175894 paydas-katilim-cercevesimayis-final 20210521122305.pdf). Additionally, all parties involved in the project are obliged to implement the Project's Environmental and Social Management Plan, Stakeholder Engagement Framework, and Labor Management Procedure.

Within the scope of the SREEPB Project, grievances will be addressed at multiple levels;

a) <u>Contractor Level:</u> Each contractor appointed to carry out construction works will be responsible for receiving, recording, and, if possible, resolving grievances /concerns/opinions/suggestions expressed by any stakeholder (building management, building users, visitors, local communities or beneficiaries, project staff, etc.) in accordance with the Grievance Mechanism Procedure. The contractor will ensure that all personnel

involved in the project are aware that they can use the Grievance Mechanism (GM) and that grievances from staff will not be an obstacle to renewing their employment contract in the future.

The steps for transmitting grievances/opinions/suggestions from employees are detailed under the "Grievance Mechanism for Employees" heading in the SREEPB Project Workforce Management Procedures. All employees can use this mechanism openly or anonymously.

If the Contractor cannot resolve grievances/concerns/opinions/suggestions related to construction works carried out within the scope of the SREEPB Project, they are obliged to forward these applications to the relevant person/organizations by the Grievance Mechanism Procedure of the project.

Contractors will also report the records they keep, including resolved and unresolved grievances/concerns/opinions/suggestions, to the Consultant weekly. The contractor is obliged to resolve grievances within 15 calendar days at the latest.

b) <u>Consultant Level</u>: Concerns/opinions/recommendations that cannot be addressed at the contractor level will be handled by the social specialist of the Consultant Firm, who serves as the Construction Controller. The Project Manager, following the Grievance Mechanism Procedure, will prepare a status report, reminding the contractor of their responsibilities and ensuring that necessary corrective actions are taken to resolve the issue.

The Consultant will assure all personnel involved in the project that they can use the GM, and that using it will not affect the renewal of their contracts in the future. If the Project Manager cannot resolve grievances /concerns/opinions/recommendations, they are obliged to refer them to the Ministry of Environment, Urbanization, and Climate Change. The Consultant firm is responsible for resolving within a maximum of 15 calendar days.

The Consultant will also report both direct grievances/concerns/opinions/recommendations they receive and those conveyed by the contractor to the Ministry of Environment, Urbanization, and Climate Change on a weekly basis.

- c) <u>MoEUCC Provincial Directorates Level</u>: To the extent possible, the Provincial Directorate of Environment, Urbanization, and Climate Change will be responsible for grievances /concerns/opinions/recommendations received regarding activities carried out within the scope of the SREEPB Project. Provincial directorates will also promptly forward all grievances/concerns / opinions / recommendations received, whether or not they resolve them, to the Administration.
- **d)** <u>MoEUCC Level (PIU)</u>: Within the scope of the SREEPB Project, MoEUCC is responsible for collecting, recording, and resolving all grievances/concerns/opinions/recommendations expressed by stakeholders through the levels mentioned above. MoEUCC is responsible for resolving the collected grievances/concerns/opinions/recommendations within 15 calendar days and informing the complainant about the results. However, in cases requiring detailed investigation, this period can be extended to 30 calendar days.

For grievances regarding gender-based violence and sexual exploitation and harassment, it is recommended to use the web-based grievance system provided in Annex III, allowing for anonymous grievances. In order to ensure confidentiality, authorized personnel will have access to the web-based grievance system.

In addition to the Grievance Mechanisms at different levels defined above, throughout the life of the Project, stakeholders will also be able to use the national Grievance Mechanism channels detailed below. The channels for communicating grievances and suggestions to the Administration, especially the national grievance mechanism such as the CIMER Communication Center, are given below:

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Website	: <u>https://www.cimer.gov.tr</u>	
	https://giris.turkiye.gov.tr	
Call Line	: Alo 150	
Mailing Adress Phone	: T.C. Cumhurbaşkanlığı Külliyesi 06560 Beştepe - Ankara : 0312 590 20 00	
Fax	: 0312 473 64 94	

Tablo 4-1: CİMER Communication Channels

Table 4-2: GM Communication Channels

Call Center	: ALO 181
Phone	: 0312 586 4858
E-mail	: <u>yigmkadev@csb.gov.tr</u>
Grivance	: https://kadevoneri.csb.gov.tr/oneri.jsp
	Binalarda yerleştirilen öneri şikâyet kutuları

The communication channels for the GM include wall posters in all buildings (posted on walls where suggestion and grievance boxes are located) and the distribution of project brochures to raise awareness. Additionally, all project personnel are responsible for informing stakeholders in their surroundings about the suggestions and grievance mechanisms. They will be provided with information on this matter before the project commences. Further details on this issue are explained in the Stakeholder Engagement Framework (SEF) (<u>https://webdosya.csb.gov.tr/db/kamuguclendirme/menu/sreepb-p175894_paydas-katilim-cercevesi-mayis-final_20210521122305.pdf</u>).

The Construction Contractor is responsible for receiving, recording, and resolving, grievances/concerns/opinions/recommendations during the renovation of public buildings. Every contractor appointed to carry out construction work will establish a system to receive and record, opinions, and suggestions related to construction activities from building management, employees, visitors, and beneficiaries. The contractor will record grievances, opinions, and suggestions using the Grievance and Suggestion Form and the Grievance Closeout Form provided in Annexes IV and V. Verbal, opinions, and suggestions will be recorded by the responsible personnel of the contractor by filling out the Grievance and Suggestion Form. The contractor is obliged to send the recorded grievances to the Project Manager every week. The Project Manager is responsible for reporting the received, suggestions, and requests to the MoEUCC weekly.

Records related to grievances, opinions, and suggestions will be regularly shared by MoEUCC with the World Bank (WB). Additionally, individuals or communities who believe they have been adversely affected by projects supported by the WB can submit their grievances through the project-level Grievance Mechanism (GM) available or directly to MoEUCC, or through the WB's Grievance Redress Service (GRS) at (<u>https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service</u>).

Stakeholders affected by the project can also submit their grievances to the WB Inspection Panel. This panel determines whether individuals or communities who file grievances have been or could be harmed as a result of a violation of one or more of the WB's performance criteria. The Panel can directly communicate its concerns about received grievances to the WB, at which point the WB has the opportunity to respond to the grievances. For information on how to submit grievances to the WB Inspection Panel, please visit www.inspectionpanel.org.

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5 Environmental and Social Risks & Impacts and Precautions to be Taken

IMPLEMENTATION / CONSTRUCTION PHASE	RISK & IMPACTS	MEASURES	RESPONSIBILITY
Renovation and Retrofitting Works for Seismic Resilience and Energy Efficiency Improvement in Public Buildings	 a) OHS Possible adverse safety and health effects for workers, local population and employees due to: Possible injuries that employees may be exposed to due to reasons such as working at height, working with hazardous materials, and electrical tools; National and defined international occupational health and safety in the workplace -Failure to comply with national and defined international occupational health and safety in the workplace with national and defined international and and defined international and and and and and and and and and and	 Local construction and environmental inspection authorities and communities will be informed about the planned activities. The public will be informed through stakeholder participation, in the media, and/or in public places through appropriate notifications. All necessary legal permits for construction and/or improvement will be obtained. Regular site inspections will be conducted by the Project Implementation Unit (PIU) and the Consultant to ensure that all construction activities are carried out in compliance with national laws and regulations, including the regulations regarding building fire protection, and the requirements of World Bank standards. Detailed information and analyses regarding occupational health and safety are included in the Occupational Health and Safety Plan prepared for the same campus. 	Project Implementation Unit (PIU) Consultant

Table 5-1: List of Environmental & Social Effects and Measures to be Taken

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safety requirements in the workplace;	• In areas where the underground natural gas pipeline passes, the Natural Gas Provider Company is responsible for the necessary work before the start of Phase II (Construction Phase) of the projects. All processes related to the Natural Gas Pipeline will be carried out by the Service Provider Local Distribution Company, and before the Site Handover, all necessary conditions will be created with all checks and tests completed entirely, and the delivery will be made as specified in the projects. For all processes related to the natural gas pipeline, the Property Owner must apply in accordance with the relevant legislation. Therefore, neither the Consulting Firm nor the Contractor will intervene in any way in the natural gas pipeline.	
	• The Contractor shall immediately inform the MoEUCC in the event of a significant incident. MoEUCC will report all types of significant incidents (such as accidents, leaks, deaths, etc.) to the World Bank within 48 hours and will submit an incident investigation report along with a corrective action plan to the World Bank within 30 business days.	Consultant PIU
	• Regular site inspections will be conducted by the PIU and the Consultant to ensure that all construction activities are carried out in compliance with national laws and regulations and the requirements of the World Bank standards.	Contractor
	• Health and safety measures and environmental measures related to the restructuring of the public building will be detailed in the project-specific Waste Management Plan and Occupational Health and Safety Management Plan.	
	• Occupational Health and Safety Plan for Marmara University, Göztepe Campus, School of Foreign Languages, Faculty of Engineering, Faculty of Technical Education, Atatürk Faculty of Education was prepared by the Consultant. Work will be carried out in the field in accordance with the measures determined in the OHS Plan.	
	• The Contractor will prepare its own OHS plan for the work to be carried out, taking into account the Occupational Health and Safety (OHS) Plan prepared by the Consultant.	
	• Before construction work begins, a Risk Assessment study will be conducted for all tasks to be performed. Relevant procedures and plans, including Risk Assessment, safety procedures, training, monitoring, case investigation, and reporting, as well as Emergency Plans, will be included in Health and Safety Plans (Health and Safety Plans, prepared by audit	Consultant Contractor

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consultants and developed by contractors by adding site-specific risk assessments, procedures, instructions), (including Asbestos Work Requirements and Precautions presented in Annex-8 of the ESMF (https://webdosya.csb.gov.tr/kamuguclendirme/menu/SREEPB- p175894_csyc_final100521mayis_20210510070430.pdf-) such as the Asbestos-Containing Structure Dismantling Procedure.
 Proper signage will be used on construction sites to inform workers of basic rules and regulations they should follow.
• Occupational Health and Safety (OHS) training will be provided to employees, identifying potential risks related to the work site and tasks, and weekly and monthly site safety meetings will be conducted.
• The contractor formally acknowledges that all works will be carried out in a safe and disciplined manner, designed to minimize the impact on residents and the environment.
• The contractor will appoint personnel/responsible/experts with relevant certificates and experience for occupational health and safety.
• The contractor will provide a safe working environment for workers and, before construction activities, will supply personal protective equipment (PPE) (such as helmets, masks, safety goggles, safety harnesses, and safety boots as needed) in accordance with international best practices and Turkish regulations.
• An appropriate environment for workers to rest during breaks will be provided by the contractor firm, and this will be arranged and approved in consultation with building managements, taking into account the number of workers and break times.
• Eating places for workers will be established in areas determined by building technical units with the written permission and approval of the university administration.
• Changing areas (lockable) for employees will be provided inside the building with the written permission and approval of MU Goztepe Campus management. The areas in question will be determined by the building

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 technical staff and the use of areas outside these areas is strictly prohibited. Employees should not keep their valuables in these areas, theft that may occur in the said area, etc. The contractor company will inform the employees that the building management bears no responsibility for the negativities. The issue in question will also be announced with warning signs. Toilet needs for workers will be addressed through building infrastructures with the written permission and approval of MU Goztepe Campus management. In case the existing infrastructure cannot be used, WC containers with all necessary hygiene materials will be provided by the contractor. However,
 Employees will be able to use the toilets allowed/allocated for them in the building. The contractor will inform their employees about which toilets are allowed/allocated based on the number of employees. Monitoring and control regarding this restriction will be the responsibility of the contractor.
• The contractor will educate their employees on the proper use of these toilets in compliance with hygiene rules, and if any misuse is detected, the cleaning responsibility will be on the contractor.
 The contractor will provide all necessary materials for hygiene that employees may need.
• The contractor will provide work uniforms that display the project name to easily distinguish the employees.
• Employees are strictly prohibited from engaging in discussions with building technical units and campus users for any reason. In case of any problems related to individuals or activities, employees will immediately report three situations to their supervisor (The responsible supervisor's contact information will be provided to all employees by the contractor). The contractor will document and report such situations to the consultant. Any decision/action related to this process will be carried out in accordance with the knowledge and approval of the building management.
• If necessary, approval from the building management will be obtained for night work. All activities will be conducted in accordance with both the Occupational Health and Safety Law (Official Gazette dated June 30, 2012,

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and numbered 28339) and the relevant regulations, as well as the Environmental, Health, and Safety (EHS) Guidelines of the World Bank Group (WBG).	
• In the event of any epidemic or pandemic/infectious disease, guidance, guidelines, and recommendations provided by the Ministry of Health, Ministry of Labor and Social Security, and the World Health Organization will be followed. All relevant measures for occupational health and safety for both employees and workplaces will be implemented.	
• Entry of third parties without a specific role in the construction site will be prevented.	
• The names of personnel who will be on duty at the construction site, along with the necessary training certificates, will be submitted to the Consultant in a list. Employees with appropriate training and personal protective equipment will enter the construction site with identification cards.	
• Individuals under the age of 18 will not be allowed to enter the construction site.	
• Smoking areas on the construction site will be determined by the contractor.	
• Eating, drinking, break/rest, toilet, and sink facilities will be provided in designated areas within the building where the work is being carried out, as indicated by technical units. This information will be communicated to the university administration. Workers involved in the project will not leave the allocated areas.	
• Hygiene materials necessary for workers will be provided by the contractor. The existing sewer infrastructure in the region will be used for wastewater.	
• Packaged water (plastic bottle, glass bottle, etc.) will be provided for workers as drinking water.	
• Clean potable water will be provided through the existing building's infrastructure. Consumption of this water as drinking water will be prohibited. The contractor will provide personal protective equipment (PPE) in compliance with Turkish regulations, including international best practices and health and safety measures related to pandemics provided by the Ministry of Health and	

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 the Ministry of Labor and Social Security. This includes monitoring and controlling the use of PPE (such as always wearing helmets, using respiratory protective equipment when necessary, protective eyewear, full-body safety harnesses, foot protection, etc.). PPE and working clothes will be stored separately from employees' personal labor. 	
clothing, and closed dressing rooms will be established within the building for this purpose.In case of work accidents resulting in lost workdays, accident investigations	
will be conducted and reported.	
• Workers who work at heights (such as façade insulation, roof insulation, roof- mounted PV applications, etc.) will receive theoretical and practical training on working at heights. The health report of individuals working at heights will indicate their suitability for working at heights, as determined by the workplace physician. Before work commences, a plan for working at heights will be prepared, and work permits will be obtained. Work at heights will be carried out under the supervision of competent personnel and occupational safety experts. Fall protection systems and working-at-height equipment will be selected in accordance with relevant regulations, and their maintenance, inspection, and repair will be performed by trained personnel.	
• All work equipment to be used will undergo regular inspections and maintenance as required, their compliance with standards and CE markings will be verified, and relevant records will be maintained. Otherwise, the equipment will not be allowed into the work area. Employees responsible for using the equipment will receive job-specific training.	
• Maintenance forms for field equipment will be provided, regular maintenance and repairs will be carried out, and individuals responsible for maintenance and repairs will be designated.	
• When new equipment and innovations are introduced in the work process, risk assessments will be updated, and all personnel will be informed and trained on any changes.	

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• Before entering the site, all lifting equipment, pressure vessels, and boilers will undergo periodic inspections, and access approval will be granted after inspection by the consultant.
• All machinery, equipment (including scaffolding), and hand tools entering the site will be checked for compliance with TSE standards and CE certification. Entry approval will be granted by the consultant after verification.
• Planning for material procurement, shipping processes, and storage areas will be ensured.
• For every ten (10) workers working in the same building, the contractor will have one (1) employee with a First Aid Certificate, and if the number of workers is less than 10, at least one (1) first aider will be present. Each team working in different buildings will be evaluated separately.
• storage areas for materials will be established. Chemical substances will be brought to the site after checking their safety data sheets.
• Workers without vocational competency certificates will not be employed.
• All employees will start work only after completing basic OHS training and orientation. Training will be updated as required by regulations.
• Renovation areas inside and outside the buildings will be marked with warning tapes. Sufficient warning signs will be installed to restrict access to these areas.
• Visitors will not be allowed to approach renovation areas. However, in necessary cases, building technical staff with expertise will be allowed to enter these areas under the supervision of authorized employees to monitor the process, take necessary safety measures, and use appropriate personal protective equipment (PPE). Training documents will be prepared for those entering the site under the supervision of authorized employees, and they will receive training before entering the site.
• A construction method and risk assessment will be conducted for every activity to be carried out in the field.
• A work permit system will be established for hazardous activities such as night work, working at heights, excavation work, welding work, etc.

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• A lockout-tagout system will be established for work on energized lines, such as maintenance and repair work involving hazardous voltage. Employees will receive special training on this system.	
• A discipline enforcement system for OHS non-compliance in the field will be established, and all employees will receive training on this matter.	
• Construction activities are primarily scheduled during daylight hours. However, if night work is required, the entire work area, access paths, and hazardous areas shall be well-lit.	
• Procedures will be prepared for situations that may occur during construction activities and require emergency response, such as fires, earthquakes, chemical spills, etc., to ensure control of public and environmental health. These procedures will be shared with all employees.	
• If there will be a disruption in electrical, water, or natural gas supply, whether short or long-term, due to construction activities, the necessary security measures will be taken, and building users will be informed of the interruption well in advance.	
• Employee health screenings, entry documents (personnel files), training documents, PPE delivery records, approved logbooks, and all other documents and records required by OHS regulations will be kept in the workplace. All these documents will be ready for presentation during inspections by the Consultant and the Ministry.	
• An organizational chart outlining roles, responsibilities, and contact information for OHS will be created under the OHS heading.	
• In case of changes to public building entrances during construction, appropriate structures for disabled users will be provided.	
• The OHS Plan to be prepared will also address public health, and a person and position responsible for communication with building users and the local community will be defined in the plan.	

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		• Records of all activities and incidents (meetings, inspections, supervision, <i>training, accidents, fires, etc.</i>) conducted during the construction phases will be kept.	
		• In accordance with the SREEPB Project Labor Management Procedure and covering all contractors and subcontractors:	
		• The contractor and all subcontractors will create a written and signed social policy/commitment statement, confirming that they will not engage in forced labor, child labor, or employ uninsured workers. They will also commit not to discriminate among workers based on age, gender, religion, language, race, etc., and will refrain from the use of force, abuse, bullying, insults, and humiliation. This document will emphasize that all contractor employees should pay attention to these aspects in their relationships and communication with each other.	
		• Measures will be taken to prevent the spread of infectious diseases (including sexually transmitted diseases and infections such as HIV) and non- communicable diseases arising from the performance of construction works. In this context, particular attention will be given to the awareness that different groups of the community, especially vulnerable and fragile groups, may be at varying levels of risk. Preventive and mitigating measures will be implemented to address the spread of infectious diseases that may arise from temporary or permanent labor mobility associated with the contract.	
Renovation and Retrofitting Works for Seismic Resilience and Energy Efficiency Improvement in Public Buildings	<i>b) OHS</i> Possible adverse health effects on workers, facility users, children, and the general public due to asbestos fiber and dust emissions during the removal, transportation, and final disposal of asbestos layers	 The project site will be illuminated throughout the night. No waste will be disposed of in the surrounding area, and this area will be kept clean. Waste must be collected and removed from the construction site. Any broken glass during the process will be immediately cleaned. Work areas will be separated from inhabited areas of the building using physical barriers. All procedures related to asbestos are outlined in Appendix-8 of the Environmental and Social Management Framework document. The work will be carried out in accordance with the requirements of Annex 8 and the Regulation on Health and Safety Measures in Work with Asbestos and other relevant legislation. 	Contractor

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	• Additional cleaning will be added to the building's cleaning schedule to
	eliminate the excess dust and dirt generated by the demolition work.
	• To minimize the risk of misuse, leaks, and accidental human exposure, the storage, transportation, and distribution of hazardous materials will be carried out in accordance with safety guidelines.
	• Old windows and doors will be temporarily stored in a secure location designed to prevent unauthorized access.
	• Regular maintenance will be conducted on vehicles to minimize the risk of accidents due to equipment failure or early breakdowns.
	• Both training sessions and incidents (such as fatalities, lost-time accidents, leaks, fires, etc.) will be documented.
	• In the event of a significant incident, the contractor will immediately inform the MoEUCC. The MoEUCC will report any significant incident (such as accidents, leaks, fatalities, etc.) to the World Bank within 48 hours and submit an incident investigation report, along with a corrective action plan, to the World Bank within 30 working days.
	• The contractor will be responsible for the safety of all personnel and individuals within the construction site from the moment construction work commences.
	• In the event of any damage occurring during construction work, the Contractor will compensate for all damages incurred by the Beneficiary Institution, Employer, and/or third parties.
c) Safety	• During the works, the safety regulations of the Ministry of Labor and Social Security of the Republic of Türkiye and the rules of the Ministry of Health will be taken into consideration. The relevant regulations will be used as a general reference during the construction.
	• The Contractor will have qualified personnel specifically responsible for safety and protection against accidents on the site. This person will be responsible for the Contractor's entire workforce and labor, as well as the Project Manager, the employer's personnel on the site, equipment, offices, and other facilities. This individual will possess the necessary qualifications for the job, have the authority to give instructions, and be capable of taking all necessary measures to prevent accidents. The Contractor will establish a dedicated team for this purpose.

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		• The Contractor will take all necessary safety precautions to ensure that the materials and equipment to be used in the spaces where construction will take place are not damaged.	
		• A security team consisting of an adequate number of guards will cooperate with the City Security Forces and strictly follow all rules and instructions received from them. The Contractor will have at least one night guard for the construction site.	
		• The scrap parts of machinery, equipment, and systems that have been replaced will be delivered to the building management without causing any damage.	
		• These machines, equipment, and system parts will be transported by the contractor to the area requested by the building management (inside the building and/or within the campus). The transportation and delivery process will be documented with a delivery report. As of the date when this report is signed by both parties, the responsibility for the scrap parts will belong to the building management.	
		General Information	
novation and Retrofitting Works for Seismic Resilience and Energy Efficiency Improvement in	<i>d) Waste Management</i> Various waste streams and improper waste management may lead to potential adverse environmental and health effects (improper waste	 The PIU and the consultant will monitor the implementation of environmental and social impact mitigation measures as specified in the Environmental and Social Management Plan through site inspections. Regular site inspections will be conducted by the PIU and the Consultant to ensure that all construction activities are carried out in compliance with national laws and regulations as well as the requirements of the World Bank's ESF. 	PIU Consultant
Public Buildings	management can result in direct and indirect pollution of water and soil and can affect air quality).	 The Waste Management Plan will be prepared by the consultant as specified in Annex 9 of the Environmental and Social Management Framework⁸. Waste collection and disposal routes and sites for all waste types expected to arise from renovation, demolition and construction activities will be defined in site-specific Waste Management Plans. 	Consultant

⁸ https://webdosya.csb.gov.tr/db/kamuguclendirme/menu/kadev-p175894_csyc_final100521--mayis_20210510070430.pdf

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• Daily visual site inspections will be conducted by the consultant to monitor the implementation of mitigation measures.	
• All types of waste will be separated at the source and collected separately during construction activities. The waste will be transported to temporarily designated waste storage areas in compliance with project and regulatory requirements, as determined in consultation with the beneficiary's knowledge. The temporary storage period is limited to 6 months.	
• Temporary storage areas will be determined by the contractor company by obtaining permission from the Marmara University Göztepe Campus Administration and the consultant will be notified of the areas in question.	
• If a protocol is signed between the contractor and the beneficiary institution, the existing waste management system can be used. However, through the protocol, the contractor will be responsible for covering the costs associated with its own waste.	
• The contractor will, if possible, reuse and recycle appropriate and feasible materials (except asbestos).	
• Documents related to waste disposal and recycling will be regularly maintained and recorded. A Waste Record Information Form will be prepared for keeping these records.	Contractor
• During construction activities, when vehicle tires need replacement, old tires will be disposed of through a tire distribution and sales business using licensed vehicles for transportation.	
Solar Panels	
• Unused and/or end-of-life solar panels will be temporarily stored in an area determined by the beneficiary for a maximum of 6 months, in a way that does not pose an OHS and environmental risk.	
• PV panels taken to licensed facilities with licensed vehicles after temporary storage will be primarily recycled, and those that cannot be recycled will be disposed of in accordance with the relevant legislation. Excavation, and Debris Wastes:	

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• In the event of designated materials resulting from dismantling activities, a document will be obtained from the building management confirming the delivery of the materials.
• The collection of construction/demolition wastes and their priority recycling, especially for use as infrastructure materials, will be addressed. Excavation wastes will be sent to the relevant municipal waste storage facility. A formal letter from the Municipality stating that the wastes will be accepted at the site will be obtained and submitted to the Administration.
Waste Batteries and Accumulators:
• Waste batteries and accumulators will be transported to authorized disposal facilities for waste batteries and accumulators within the municipal boundaries.
Hazardous Wastes:
• In the temporary storage of hazardous wastes on the project site, the wastes will be kept in secure, leak-proof, and internationally accepted standard containers within the project area. The containers will be labeled as hazardous waste, and information such as the waste code, quantity, content, characteristics, protection conditions, and storage date of the stored substance will be specified on the containers. Hazardous substances can be stored temporarily for a maximum of 6 months. (Temporary storage areas will be determined by the contractor by the regulations, with permission obtained from the University Administration, and these areas will be reported to the consultant.)
• Containers storing hazardous materials and waste oils will be placed in impermeable concrete areas to prevent spillage and leakage into the soil.
• Harmful substances such as paints with toxic content, solvents, or lead-based chemicals will not be used.
• The management of hazardous waste will be carried out in accordance with the Waste Management Regulation.
• Possible hazardous chemical substances and wastes that may occur on the construction site will be sent to licensed disposal facilities using the online

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program Integrated Environmental Information System (E-ÇBS) of the Ministry of Environment, Urbanization, and Climate Change.
• Spill containment and leakage absorbent pad kits will be readily available in the work areas. All personnel in charge will undergo training on protection and emergency response related to hazardous chemical spills and leaks.
• In the event of medium and large-scale environmental accidents, an accident investigation will be conducted and reported.
• Used fluorescent lamps removed during renovation/construction work will be disposed of at licensed facilities. The necessary documents for transportation and disposal of the material will be kept at the construction site and will be presented to the MoEUCC and the World Bank upon request.
Domestic Waste:
• Domestic wastes will be separated at the source (plastic, glass, paper, etc.) and efforts will be made to recycle materials that can be recycled. Employees will receive training on proper waste separation.
• Waste that cannot be recycled will be collected in sealed sanitary waste bins, and it will be sent to the sanitary landfills through the Kadıköy Municipality's solid waste collection system.
Asbestos:
• If asbestos is present on the project site, it will be clearly marked as a hazardous material.
• In the case of asbestos being present on the project site, it will be properly stored and sealed to minimize its impact.
• When asbestos removal is necessary, a wetting agent will be used to keep asbestos dust to a minimum before the removal.
• The entire procedure to be applied regarding asbestos is included in Annex 8 of the Environmental and Social Management Framework document (https://webdosya.csb.gov.tr/db/kamuguclatma/menu/kadev-

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		 p175894_csyc_final100521mayis_20210510070430.pdf). The Contractor will act by the content in question. If asbestos material needs to be temporarily stored, the waste should be kept in secure containers and properly labeled. Security measures will be taken to prevent unauthorized removal from the campus. Removed asbestos will not be reused and will be disposed of in accordance with national regulations and sent to licensed facilities. Necessary documents for transportation and disposal of the material will be kept at the construction site and will be presented to the MoEUCC and the World Bank if requested. Paints containing toxic components, solvents, or lead-based paints will not be used. 	
Renovation and Retrofitting Works for Seismic Resilience and Energy Efficiency Improvement in Public Buildings	<i>e) Pollution Prevention</i> Demolition and construction activities can lead to pollution on construction sites	 Site-Specific Pollution Prevention Plans to be prepared by the Contractor will be examined by the Consultant and approved by PIU. Regular site inspections will be conducted by the PIU and the Consultant to ensure that all construction activities are carried out in compliance with national laws and regulations as well as the requirements of the World Bank ESF. Air quality related to dust generation is addressed in the "g. Air Quality/Emission" section of this document. Hazardous substances will be secured in the designated storage area to prevent spillage and tipping. Containers for partially used chemical materials will have lids and will be tightly closed when not in use. Disposal of residual (leftover) concrete from concrete mixers will not be allowed in the construction site, its surroundings, or access roads to the construction sites. Concrete mixer drivers will be trained on this matter. 	PIU Consultant Contractor
		 In case of any hazardous substance or hazardous waste leakage, leakage prevention methods will be applied to limit the exposure area. Leak kits will be placed at appropriate points on construction sites. In the event of any leakage, workers who will respond to such incidents will be identified and trained in emergency response to leaks. Training records will be maintained at construction sites. 	

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		 Regular site inspections will be conducted by PIU and the Consultant to ensure that all construction activities are carried out in compliance with national laws and regulations and World Bank ESHP requirements. Noise during demolition and construction will be limited to specified periods as determined in the permit. During activities, the motor covers of generators, air compressors, and other electrical/mechanical equipment will be closed, and they will be placed as far away from residential areas as possible. 	
Renovation and Retrofitting Works for Seismic Resilience and Energy Efficiency Improvement in Public Buildings	<i>f) Noise</i> The presence of workers on the construction site, renovation/construction activities, and the movement of transportation vehicles will increase noise and vibration levels.	 Throughout the construction phase, the motor covers of generators, air compressors, and other mechanical equipment will be kept closed, and the equipment will be placed as far away as possible from student areas and other buildings on the campus not included in the project but located on the campus. The use of plastic wedges is mandatory for all such equipment to prevent excessive noise due to vibration. This should be considered in the selection of equipment. Impact noise resulting from construction activities will not exceed 100 dBC in the LC Max noise indicator as specified in the Environmental Noise Control Regulation. For occupational health and safety, the World Health Organization (WHO) has set exposure levels to noise at 70 dB within a 24-hour period and 85 dB for a 1-hour period to prevent hearing impairment. Additionally, the World Bank Environmental, Health, and Safety Guidelines Table 1.7.1 stipulates that noise levels should not exceed 55 dB between 07:00-22:00 and 45 dB between 22:00-07:00 for residences/educational institutions and public institutions (https://www.ifc.org/content/dam/ifc/doc/2023/ifc-general-ehs-guidelines.pdf). This will be taken into account during site inspections. Following the start of construction, noise levels will be measured once by accredited laboratories indoors and outdoors during the demolition process and the necessary precautions will be determined as a result of the measurements. If measurements exceed the levels allowed by legislation and WBG Guidelines, measurements will be made at regular intervals every week. Site assessments will be conducted according to the Environmental Noise Guidelines for the WHO European Region. 	Contractor

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	• If there is an increase in the noise level during the construction phase, measures will be taken to ensure that machines are not operated simultaneously.	
	• The work schedule of works that create high levels of noise will be planned in coordination with people in nearby buildings.	
	• Measures such as using new model vehicles as much as possible will be taken to minimize noise levels.	
	• The unnecessary use of horns and sirens by vehicles transporting machinery, equipment, materials, and personnel within the scope of the project is prohibited. This rule applies to both within and outside the campus. Contact numbers will be provided on vehicles to address and resolve grievances related to such issues	

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		• Debris will be kept in a controlled area and water will be sprayed to reduce debris dust. (Water will be supplied from the infrastructure of the campus area. In case of long-term water outage or if permission cannot be obtained from the Administration, water tanker may be used.)	
		• Following the start of construction, dust measurement will be carried out once by accredited laboratories indoors and outdoors during the demolition process. The principles for preventing air quality problems occurring during demolition activities will be determined in the Construction Methods (which will be prepared by the contractors and approved by the PIU).	
Renovation and		• Improvement and retrofitting works will mainly take place within the building. Dust generated during scraping and stripping operations will be suppressed by continuous water spraying.	
Retrofitting Works for Seismic Resilience and Energy Efficiency	g) Air Quality/Emission:	• Dust generated in pneumatic excavation during excavation will be suppressed by continuous water spraying and/or by installing dust curtain enclosures at the construction site.	Consultant Contractor
Improvement in Public Buildings		• In case of debris generation, a debris chute will be used after the first floor.	
buildings		• The surrounding environment (sidewalks, roads) will be cleared of debris to minimize dust.	
		• Open burning of construction materials/waste substances will not be allowed at the construction site.	
		• Construction vehicles at the construction site will not be idled for an excessive period.	
		• When material needs to be transported, truck tops will be covered. The speed limit for such vehicles within the campus is set at 20 km/h.	
		• All vehicles to be used will have exhaust emission permits, and regular maintenance will be conducted on all vehicles or monitored for maintenance.	
Renovation and	h) Water Quality	• Efforts will be made to minimize the storage or disposal of waste generated on	
Retrofitting Works for	Uncontrolled disposal of	the construction site.	Consultant
Seismic Resilience and Energy Efficiency	wastewater/waste generated at the	• Since the campus is far away from water sources such as seas and lakes, it is not expected to have a negative impact on surface waters.	Contractor

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Improvement in Public Buildings	construction site can affect the coastline.	• Construction vehicles and machinery will only be washed in areas where surface runoff will not contaminate natural surface water bodies.	
		• The disciplined implementation of waste management mentioned in previous sections is necessary.	
		• All hazardous chemicals (including contaminated waste) will be stored in temporary storage areas that meet leakproof requirements.	
	i) <i>Soil Quality</i> The mixing of hazardous	• Before the use of chemicals, MGBFs (Material Safety Data Sheets) must be checked by the OHS Specialist and Occupational Health Physicians, and users need to be informed.	
	substances and waste into the soil	• Leak pads will be provided for point source pollution in the field (such as spilled paint, oil leaks from vehicles, etc.), and all employees will undergo leak and spill training. These trainings will be reinforced with exercises. At least one leak spill kit will be provided for each building and each mobile machine.	
		• Contractors will obtain the necessary permits from building authorities to use water from the public network for construction activities. In case of any issues with obtaining permits, water will be brought to the construction sites using tankers.	
Renovation and Retrofitting Works for Seismic Resilience and Energy Efficiency Improvement in Public Buildings	j) Required Resources	 Concrete will be sourced from locally licensed ready-mix concrete facilities. Permission will be sought from beneficiaries to use electricity for construction activities. In case permission cannot be obtained, electricity will be provided through generators procured by the Contractor. Records of electricity, fuel, and water consumption for construction activities, including generators, will be kept on the construction sites. 	Contractor
		• Regular on-site inspections will be conducted by the PIU and the Consultant to ensure that all construction activities are carried out in compliance with national laws, regulations, and the requirements of the World Bank standards.	PIU Consultant
Renovation and Retrofitting Works for Seismic Resilience and Energy Efficiency	Community Health and Safety/Traffic and Pedestrian Safety	• The site inspections for every two months will be carried out by the PIU and for daily by the Consultant to ensure and monitor that all construction activities are carried out following national laws and regulations, the requirements of the World Bank standards and the Occupational Health and Safety Plan prepared for the activity.	Consultant Contractor

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Improvement in Public Buildings	• PIU will review and approve the site-specific Community Safety and Traffic Management Plan prepared in accordance with the Occupational Health and Safety Plan.	
	• The Contractor will develop a Traffic Action Plan, taking into account the needs of people with disabilities, as prepared by the Consultant.	
	• In accordance with national regulations and the World Bank ESF, the Contractor will ensure the proper securing of the construction site and the regulation of construction-related traffic.	
	• Signboards, warning signs, barriers, and traffic guidance will be clearly visible at the construction site, and the public will be alerted to all possible dangers.	
	• Traffic management systems and personnel training will be provided, especially for access to the construction site and heavy traffic near the construction site. Safe crossings and passages for pedestrians will be provided at intersections with construction traffic.	
	• Adjustments to working hours will be made based on local traffic patterns, such as avoiding heavy transport activities during peak hours or times when livestock is being transported.	
	• Active traffic management will be carried out by trained and visible personnel at the construction site, if necessary, for the safe and comfortable passage of the public.	
	• Construction sites will be surrounded by health and safety signs to prevent potential accidents.	
	• If there will be a disruption of electricity, water, or natural gas supply due to construction activities in the short or long term, advance notice will be provided to the building technical units, and approval will be sought.	Consultant
	• Construction sites will be separated and secured with warning/caution tapes to ensure safety.	Contractor
	• All types of vehicles operating during construction will be required to adhere to the specified speed limit.	
	• The surroundings and surroundings of the project site will be arranged with traffic signs and warning signs. The Traffic Action Plan is included in the Occupational Health and Safety Plan prepared by the Consultant. In addition,	Consultant
	the security-related measures to be taken will be specified in more detail in the	Contractor

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		Community Safety and Traffic Management Plan that the Contractor will prepare before starting work.	
		• Visibility of the project site will be ensured.	
		• Pedestrian paths and vehicle thoroughfares within the site will be separated from each other. These paths will be incorporated into the traffic plan.	
		• Local community, building visitors, and users will be informed about potential hazards and risks through warning signs and informational meetings.	
		• Users and other stakeholders will be informed about the measures to be taken in case of any outbreak, including the precautions taken, through appropriate media and printed materials and signs in accessible areas for the public (including work areas).	
		• Pedestrian paths and vehicle thoroughfares within the site will be separated from each other. These paths will be incorporated into the traffic plan.	
		• Activities that will affect regional traffic will be planned considering peak traffic hours as much as possible. All drivers involved in the project will be informed about road safety, speed limits, traffic rules to be followed during the project, and conditions to be observed.	
		• The weights of all vehicles used in the project will not exceed the limits specified in the relevant legislation.	
		• In the event of hazardous chemicals or waste storage on the site, the transfer of these wastes will be carried out by licensed carriers in a manner that does not pose a threat to public health.	
		• Special loads will use routes prepared in agreement with the relevant authorities. The specified routes will be programmed to prevent traffic congestion on the roads and will be published in advance to prevent possible inconvenience.	
		All traffic organization will be discussed and planned in coordination with the relevant authorities.	
	a) Waste Management		
Operational phase impacts and risks	Improper waste management with various waste streams can lead to	• Waste streams will be collected separately, stored, and disposed of through licensed companies in accordance with national regulatory requirements.	Relevant beneficiary institution

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	possible adverse environmental and health effects (inadequate waste management can result in direct and indirect pollution in water and soil and can affect air quality).		
Operational phase impacts and risks	<i>b) OHS risks</i> Maintenance and repair activities related to the proper functioning of the building can pose occupational health and safety (OHS) risks for workers.	 Relevant OHS risks will be reduced through the provisions specified in national legislation. Regular preventive measures and maintenance precautions for the proper functioning of the building (regular inspections and maintenance for any leaks on the roof, windows, doors, etc.). Keeping records related to the Main Design Project and relevant project documents for easy maintenance and renovation of any part of the building. 	Relevant beneficiary institution
Throughout the project lifecycle	Stakeholder Feedback (Suggestion, Grievance, Opinion)	 collected at the site level by the responsible employee of the Construction Contractor through the forms provided in Annex III and Annex IV. These grievances will be recorded and submitted to the administration. Grievances will be closed using the Grievance Closure Form provided in Annex V. The site supervisor of the Contractor will be provided with training on the operation of the Grievances Mechanism by the Social Specialist of the Consultant firm. Corrective actions will be taken within 15 working days for grievances/opinions/suggestions collected under the project, and if the grievance period exceeds 15 days (the grievance period will not exceed 30 calendar days), this matter should be agreed upon between the Contractor/PIU and the complainant. At the end of the process, the applicant will be informed that the request has been closed. 	PIU Consultant Contractor

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• In cases of gender-based violence, sexual abuse, and harassment, proceedings will be conducted in accordance with the principle of confidentiality, taking into account the possibility of retaliation.	
• In the event of encountering a sexual abuse crime, legal action (reporting the situation to law enforcement authorities, referral to the relevant public institution) will be initiated immediately with the consent and knowledge of the survivor of this crime. In the event of such a situation, the PIU Social Specialist will be informed on the same day.	
• The Contractor will follow the GM Procedure of the SREEPB Project in all activities related to GM.	
• All personnel working within the SREEPB Project (PIU, Consultant Firm, Contractors) can report their grievances/opinions/suggestions to the Administration and/or the World Bank following the process in GM outlined in the Labour Management Procedure for SREEPB Project.	
• The Contractor will announce the contact information specified in this report for the collection of suggestions and grievances using information boards allocated to the outside and inside of the buildings (at least one for each floor).	
• The principles for receiving feedback are explained under the "4. Stakeholder Engagement and Grievance Mechanisms" title of this document.	

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Release Date:: 04.03.2024

6 Environmental and Social Monitoring Plan

Table 6-1: Environmental and Social Monitoring Plan

What parameters will be monitored?	Where parameters will be monitored?	How parameters will be monitored?	When parameters will be monitored (measurement frequency)?	Why <i>parameters will be monitored?</i>	Responsibility
Renovation and Ret	rofitting Works Site	Preparation Activities			
Community Health and Safety Management and Implemented Protective Measures	Around the project site	Visual Inspections Site Inspection Availibility of Active Community Safety and Traffic Management Plan	At the beginning of the renovation/reinforceme nt works (first day) Every working day throughout the project activities	To minimize health and safety risks and mechanical injuries to local communities	ContractorConsultant
Occupational Health and Safety (OHS) protection measures for construction site workers	Project site and buildings near the project site	Visual Inspections Site Inspection Availibility of OHS Plan	Every working day throughout the project activities	Minimizing occupational health and safety risks for workers, especially those involved in removing asbestos-containing roof covers, through the provision of protective equipment and clothing. Compliance with the Occupational Health and Safety Law, relevant regulations, notifications, directives, and other regulations.	ContractorConsultant

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What parameters will be monitored?	Where parameters will be monitored?	How parameters will be monitored?	When parameters will be monitored (measurement frequency)?	Why <i>parameters will be monitored?</i>	Responsibility
To avoid and minimize safety and health risks for individuals affected by the project	In the building and at the project site	Visual Inspections	At the beginning of the renovation/retrofitting work and continuously every working day	Preventing Post Activation Potential (PAP) injury due to inhalation of asbestos fibers or other construction dust.	ContractorConsultant
The start and completion time of Renewal/Retrofittin g works, especially the removal time of existing parts containing asbestos	At the project site	Site Inspection Review of document records Visual Inspections	Every day (In case asbestos is detected)	To avoid environmental, health, and safety risks Compliance with the Regulation on Health and Safety Measures in Asbestos Work	 Contractor Consultant Asbestos Removal Specialist

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What parameters will be monitored?	Where parameters will be monitored?	How parameters will be monitored?	When parameters will be monitored (measurement frequency)?	Why <i>parameters will be monitored?</i>	Responsibility
Occupational Health and Safety (OHS) Protection Measures for Site Workers (Working at Heights, Working with Hazardous Materials, Working with Rotating Equipment, Working with Electrical Devices, etc.)	Project site Buildings near the project site	Verification of Relevant OHS Certifications and Documents for Trained Workers Visual Inspections for the Use of Protective Equipment Implementation of the OHS Plan and Site-Specific Health and Safety Instructions Site Inspections Record Verification	Before starting demolition work Every working day throughout the project activities	Minimizing risks to workers' occupational health and safety Compliance with the Occupational Health and Safety Law, relevant regulations, communiqués, circulars and other regulations	ContractorConsultant
Manufacturing, Operation and Delivery (pipeline manufacturing and construction)	Project site	Visual checks, Field Control Records, Required Tests, Control of Personnel Adequacy by the relevant authority	During the relevant manufacturing process in the project and when the manufacturing is completed	Confirming that pipeline construction is complete before delivery. To prevent a possible disaster after production and delivery to the end user.	 Beneficiary Institution Service Provider Institution OHS Department Advisor Contractor

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What parameters will be monitored?	Where parameters will be monitored?	How parameters will be monitored?	When parameters will be monitored (measurement frequency)?	Why <i>parameters will be monitored?</i>	Responsibility
Employment and working conditions	Project site	Final OHS Plan Review Site Inspection Grievance Mechanism (Feedback)	Every working day during the project activities	Compliance with the Occupational Health and Safety Law, relevant regulations, communiqués, circulars and other regulations	ContractorConsultant
Health and Safety records	Project site	Health and Safety construction site documentation control	Weekly	Ensuring that necessary Occupational Health and Safety records are kept at construction sites	ContractorConsultant
Air Quality	Project sites, across access roads Project site Buildings near the project site	Site Inspection Measurements to be carried out in case of grievance	Every working day throughout the project activities	Minimizing dust generation to avoid negative impact on local communities and the environment Air Quality Assessment and Management Regulation	• Contractor Consultant

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What	Where	How	When parameters will be	Why	D
parameters will be monitored?	parameters will be monitored?	parameters will be monitored?	monitored (measurement frequency)?	parameters will be monitored?	Responsibility
Noise	Project site Buildings near the project site	Visual control of the implementation of established noise abatement measures, including declarations of methods followed Monitoring at the nearest building receiver points with a noise-measuring device Site inspections Measurements to be carried out in case of grievance	Every working day during construction activities	Minimizing noise to avoid negative impact on local communities and the environment Compliance with Environmental Noise Control Regulation	ContractorConsultant
Waste Management	Project site	Waste Records Site Inspection Visual Inspections	Every working day during construction activities	Prevent pollution to protect construction workers, beneficiaries' employees, local communities and the environment	ContractorConsultant
Domestic Wastes	Project site	Waste Records Site Inspection	Throughout the project lifecycle/Daily	 Regulation on Control of Packaging Wastes Waste Management Regulation 	Contractor

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What parameters will be monitored?	Where parameters will be monitored?	How parameters will be monitored?	When parameters will be monitored (measurement frequency)?	Why <i>parameters will be monitored?</i>	Responsibility
Hazardous Wastes	Project site	Waste Records Site Inspection Visual Inspections	Throughout the project lifecycle/Daily	Separating hazardous waste (adhesive, paint, insulation material, packaging waste) from non-hazardous waste and biodegradable waste	ContractorConsultant
Identifying asbestos-containing waste, packaging it properly, labeling it as hazardous waste	At project construction sites Before starting removal/dismantli ng work	Identification of asbestos-containing waste according to the waste list Site inspection Review of document records	Throughout the project lifecycle/Daily In case of detection	• Regulation on Health and Safety Measures in Working with Asbestos	• Consultant
Proper temporary storage, packaging and labeling of the extracted waste	Project site	Waste Records Site Inspection Visual Inspections	Throughout the project lifecycle/Daily	To minimize injuries, To prevent environmental pollution, Ensuring that inventory is kept properly. •Waste Management Regulation	ContractorConsultant

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What parameters will be monitored?	Where parameters will be monitored?	How parameters will be monitored?	When parameters will be monitored (measurement frequency)?	Why <i>parameters will be monitored?</i>	Responsibility
Excavation and Construction Waste	Project site	Visual inspection Transport records Site inspection	After the removal of all parts of the buildings containing hazardous materials Throughout the project lifecycle/daily	 Ensuring that construction debris is disposed of in accordance with applicable national regulations and the Project's Demolition plan Regulation on the Control of Excavation Soil, Construction and Demolition Waste 	ContractorConsultant
Soil Pollution	Project sites, external storage areas and access roads	Training records check (spill, leak training) Chemical absorbent kit control (Field, mobile work machines) Site Inspection	Throughout the project lifecycle/daily	 Protection of soil and groundwater quality. Regulation on Soil Pollution Control and Contaminated Sites by Point Sources, Water Pollution Control Regulation Regulation on the Protection of Groundwater Against Pollution and Deterioration 	ContractorConsultant

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What parameters will be monitored?	Where parameters will be monitored?	How parameters will be monitored?	When parameters will be monitored (measurement frequency)?	Why <i>parameters will be monitored?</i>	Responsibility
Vehicle and Pedestrian Safety	Project sites and access roads	Visual inspection Using appropriate signs and signals Site inspection Implementation of Community Safety and Traffic Management Plan	Daily	Protecting construction workers, their beneficiaries' employees, and local communities from injuries and deaths related to traffic accidents.	ContractorConsultant
Stakeholder engagement	Marmara University Goztepe Campus	Number of Stakeholder Engagement Meeting participants (by gender distribution) Promotional materials related to the project (announcement posters, webcasts, etc. control)	Daily	Fulfillment of grievance mechanism requirements.	PIUContractorConsultant

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Grievance and Suggestion For Grievance Clos formsGrievance Clos formsTotal number of grievances (pending/resolv and broken dov gender distribuTotal number of grievances (pending/resolv and broken dov gender distribuGrievance Mechanism• Buildings near the project siteNumber of reso grievances• Buildings near the project siteGrievance Log Availability of announcement posters regardi the Grievance Mechanism (GThe physical condition of suggestion and grievance boxe locking mechaRenovation/Retrofitting Works Operation Process	se-out of for the project of the pro	 Environmental Social Management Plan (ESMP) Grievance Mechanism (GM) Stakeholder Engagement Framework (SEF) Stakeholders who are directly or indirectly affected by the project can bring forward their grievances/opinions/suggestions regarding project activities, contribute to the project and benefit from the project at the highest level. 	 Contractor Consultant PIU
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What parameters will be monitored?	Where parameters will be monitored?	How parameters will be monitored?	When parameters will be monitored (measurement frequency)?	Why <i>parameters will be monitored?</i>	Responsibility
Waste streams	Renovated/Retrofi tted buildings	Implementation of waste management requirements on-site	Regularly (throughout the project lifecycle)	Ensuring proper collection and disposal of waste in accordance with national legal requirements	Marmara University Goztepe Campus Rectorate
Health and Safety	Renovated/Retrofi tted buildings	Regular inspections and maintenance of the roof, windows, doors, leaks, etc.	Regularly (throughout the project lifecycle)	Ensuring the health and safety of building users	Marmara University Goztepe Campus Rectorate

7 Duties and Responsibilities

Table 7-1: Task Distribution List

RESPONSIBLE PARTY	RESPONSIBILITY
MoEUCC /PIU	 Implementation and monitoring of the project, and utilization of funds. Employment of at least one full-time Environmental, Social, and Occupational Health and Safety (OHS) expert. Conducting necessary correspondence with official authorities and ensuring follow-ups. Supervising and ensuring compliance of Environment and Social Management Plans (ESMPs) with both national regulations and WB policies specific to the project. Presenting the prepared ESMPs to the WB after relevant checks. Establishment of a Grievance Mechanism. Organizing and conducting project informational meetings. Guiding consultants and contractors. Summarizing environmental and social issues related to project implementation in regular progress reports submitted to the WB. Coordinating and liaising with WB's inspection missions regarding the evaluation of project implementation in terms of environmental and social mitigation policies. Supervising the contractor's ESMP implementation and documenting necessary performance, suggestions, and future activities as part of the general project audit. Ensuring the consultant if needed to obtain necessary permits throughout the project. Assisting the consultant if needed to obtain necessary permits throughout the project.
CONSULTANT	 Conducting a preliminary site assessment before the project starts, If at least one Environmental, one Social and one OHS expert is employed full-time Preparation of the project-specific ESMP and OHS Plan, Monitoring, evaluating and submitting to the Administration the activities defined as the responsibility of the contractor in the ESMP and OHS Plan, Ensuring the operation of the Grievance Mechanism established by the Ministry, Providing reports to the MoEUCC on the project and ESMP processes, Review and approval of Construction Methods prepared by the contractor, Application to the energy distribution company for the installation of PV, Providing training for the contractor (Environmental Impacts, Waste Management, OHS Plan Implementation and Monitoring Training, Response to Environmental Emergencies, Energy Efficiency, <i>Stakeholder Engagement and Information Activities, Code of Conduct, Grievance Mechanism, Gender-Based Violence/Sexual Exploitation/Sexual Abuse/Sexual Harassment, Lockout-Tagout Training (LOTO), Work Permit System Training, Conservation of Cultural Assets)</i>

	• Employing at least one full-time Environment, one Social and one OHS specialist,
	• Appointing an experienced Environmental and OHS Officer for the comprehensive management and monitoring of the site-specific ESMP and OHS Plan.
	• Implementing laws, regulations, and rules related to ESMP and OHS Plan attached to the tender documents as defined by the Consultant.
	• Implementing relevant laws and regulations mentioned in the tender documents appropriately.
	• Updating ESMP and OHS Plan content in coordination with the Consultant during the implementation of ESMPs and OHS Plan in the field as necessary.
	• Preparation of the OHS Plan for the activities to be carried out, taking into
	account the OHS Plan prepared by the Consultant, Monitoring the field
	activities defined in the ESMPs prepared specifically for the project at regular
	intervals (daily, monthly, etc.),
	 Preparation of Community Safety and Traffic Management Plan
CONTRACTOR	• Operating the Grievance Mechanism in compliance with GM Procedure established by the Ministry.
	• Examination of the ESMP prepared by the Consultant, commitment to implement it or preparation of the Contractor ESMP by the contractor and relevant sub-management plans of the ESMP (e.g. Waste Management Plan, Pollution Prevention Plan, Community Safety and Traffic Management Plan, Occupational Health and Safety plan, etc.) and preparation of work-specific
	construction/application methods,
	 Preparing the Random Finding Procedure if deemed necessary.
	 Preparing ESMP progress reports for MoEUCC.'s review.
	• Applying to the authorized energy distribution company and local gas distribution company depending on the works to be carried out.
	• Establishing the Employee Grievance Mechanism detailed in the Labor
	Management Procedure before any construction work starts and ensuring its transparent operation.
	 Preparing the Labour Management Plan specific to the project considering the SREEPB Labor Management Plan (LMP)⁹.

 $^{^{9} \ \}underline{https://webdosya.csb.gov.tr/db/kamuguclendirme/menu/kadev-p175894_isgucuyonetimprosedurlerinihai_tr_20210527081102.pdf$

8 Reporting

The details regarding the reporting requirements of the project are presented within the Environmental and Social Management Framework disclosed on the website of the SREEPB Project (<u>https://kamuguclendirme.csb.gov.tr</u>). A summary of this information is provided in Table 8-1.

Table 8-1: Reporting Process	Requirement List
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RESPONSIBLE PARTY	REPORTING PROCESS REOUTREMENT	
MoEUCC /PIU	 Preparation of the 6-month Project Progress Report and submission to the World Bank (WB). Reporting any significant events such as accidents, leaks, deaths, etc., to the World Bank within 48 hours and submitting an incident investigation report along with a corrective action plan within 30 working days. Monthly updates to the WB about the functioning of the Grievance Mechanism. 	
CONSULTANT	 Preparation of end-of-implementation ESMP reports for the Administration's review. Preparation of monthly of ESMP progress reports and submission to the Administration. Preparation of monthly of GM reports and submission to the Administration Immediate reporting of any important events such as accidents, leaks, deaths, sexual harassment/abuse to the PIU. 	
CONTRACTOR	 Monthly preparation of ESMP progress reports and submission for approval by the Consultant. Weekly preparation of GM reports and submission to the Project Manager of the Consultant. Immediate reporting of any significant events such as accidents, leaks, deaths, sexual harassment/abuse to the Consultant. Incident/Accident and Root Cause Analysis Reports will be prepared. Report content details are presented within the Environmental and Social Management Framework. 	

Annex I Photos of the Buildings Considered within the Scope of the Project

ATATURK FACULTY OF EDUCATION FACADE PHOTOS



 SREEPB | Marmara University- Göztepe

 Campus-School of Foreign Languages,

 Faculty of Engineering, Faculty of Technical

 SOCIAL MANAGEMENT PLAN

 Education, Atatürk Faculty of Education

TECHNICAL EDUCATION FACULTY FACADE PHOTOS



FACULTY OF ENGINEERING FACADE PHOTOS



 SREEPB | Marmara University- Göztepe

 Campus-School of Foreign Languages,

 Faculty of Engineering, Faculty of Technical

 SOCIAL MANAGEMENT PLAN

 Education, Atatürk Faculty of Education

SCHOOL OF FOREIGN LANGUAGES FACADE PHOTOS



ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN

Release Date:: 04.03.2024

Annex II World Bank (WB) Environmental and Social Standard Summaries

Summary explanations of the World Bank Environmental and Social Standards (ESS) are included in Annex-2/Table 1.

Annex-2/Table 1: World Bank Environmental Social Standards Summary

ESS	SUBJECT	SUMMARY REQUIREMENT
ESS1	Assessment and Management of Environmental and Social Risks and Impacts	ESS1 aims to achieve environmental and social outcomes consistent with Environmental and Social Standards (ESS) by defining the responsibilities for assessing, managing, and monitoring environmental and social risks and impacts associated with a project supported by the World Bank through Investment Project Financing at every stage.
		Environmental and social assessments will be conducted based on current information/data to define and describe the project and all related aspects and identify the nature of risks, impacts, and characteristics of mitigation measures.
		The assessment will prioritize disadvantaged and/or vulnerable social groups, evaluate potential environmental and social risks and impacts of the project, examine project alternatives, and identify ways to improve project design and implementation to mitigate adverse environmental and social effects. The environmental and social assessment will also explore opportunities to enhance the positive impacts of the project.
		According to ESS1, stakeholder participation is an integral part of the assessment, following ESS10. Under ESS1, the Borrower will systematically identify, evaluate, and manage environmental and social risks and impacts throughout the project's lifecycle.

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN

ESS	SUBJECT	SUMMARY REQUIREMENT
ESS2	Labor and Working Conditions	The objectives of ESS2 are as follows: (i) promote safety and health in the workplace; (ii) encourage fair treatment of project workers, prevent discrimination, and promote equal opportunities; (iii) protect workers, including vulnerable workers such as women, disabled individuals, children (according to ESS2 working age), migrant laborers, contracted workers, community workers, and primary supply workers, in an appropriate manner; (iv) prevent all forms of forced labor and child labor; (v) support the principles of organizing and collective bargaining freedom for project workers in a manner consistent with national law; and (vi) provide accessible means for project workers to raise workplace concerns. The applicability and scope of ESS2 depend on the type of employment relationship between the Borrower and project workers, as well as the environmental and social assessment described in ESS1. ESS2 requirements cover the development and implementation of a written Labor Management Procedure (LMP) that will be applicable to the project. These procedures will determine how project workers are managed in compliance with national law and the requirements of this ESS. They will also define (i) working conditions and employment, including non-discrimination and equal opportunity provisions, which will be monitored by project contractors following the procedures for labor management and behavior rules; (ii) protection of workers, including the prohibition of child labor and forced labor; (iii) the establishment and operation of a grievance mechanism for workers, including regulations for potential risks of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH), and (iv) occupational health and safety. Furthermore, it will encompass (v) contracted workers, (vi) community workers, and (vii) primary supply workers.
ESS3	Resource Efficiency and Pollution Prevention and Management	ESS3 recognizes that economic activities and urbanization largely pollute the air, water, and soil and consume limited resources at local, regional, and global levels, threatening people, ecosystem services, and the environment. The current and projected atmospheric concentration of greenhouse gases (GHG) threatens the well-being of current and future generations. Additionally, technologies and practices to achieve more efficient and effective resource use, pollution prevention, and avoidance of greenhouse gas emissions have become more accessible and available. This ESS establishes the requirements for addressing resource efficiency and pollution prevention and management throughout the project life cycle, consistent with Good International Industry Practices. Risks and impacts related to relevant ESS3 requirements, including raw materials, water use, air pollution, hazardous substances, and hazardous waste, are assessed, and proposed mitigation measures are included in the ESMF and ESMP.

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN

ESS	SUBJECT	SUMMARY REQUIREMENT
ESS4	Community Health and Safety	ESS4 acknowledges that project activities, equipment, and infrastructure can increase communities' exposure to risks and impacts. Additionally, communities already exposed to the effects of climate change may be further exposed to impacts due to project activities. ESS4 addresses health, safety, and security risks and their impacts on communities affected by the project, with special attention to individuals who could be harmed due to their specific circumstances.
ESS5	Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement (This ESS is not applicable to the SREEPB Project)	ESS5 recognizes that project-related land acquisition and restrictions on land use can have adverse effects on communities and individuals. Project-related land acquisition or restrictions on land use can lead to physical displacement (relocation, loss of housing or shelter), economic displacement (loss of livelihoods or access to assets resulting in loss of income sources), or both. The term "involuntary resettlement" refers to these effects when affected individuals or communities do not have the right to refuse land acquisition or restrictions on land use.
ESS6	Biodiversity Conservation and Sustainable Management of Living Natural Resources (This ESS is not applicable to the SREEPB Project)	The environmental and social assessment specified in ESS1 will consider direct, indirect, and cumulative effects on habitats and the biological diversity they support. This assessment will consider threats to biological diversity such as habitat loss, degradation and fragmentation, invasive alien species, overuse, hydrological changes, nutrient loading, pollution, and incidental capture, as well as the anticipated impacts of climate change. It will determine the importance of biodiversity or habitats based on their global, regional, or national vulnerabilities and irreplaceability. It will also consider different values placed on biodiversity and habitats by stakeholders affected by the project and other relevant stakeholders.
ESS7	Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities (This ESS is not applicable to the SREEPB Project)	This ESS acknowledges that Historically Underserved Indigenous Peoples/Sub-Saharan African Traditional Indigenous Communities have distinct identities and perspectives from mainstream groups in national societies and are often disadvantaged by traditional development models.
ESS8	Cultural Heritage	The Borrower will avoid impacts on cultural heritage. In situations where avoidance of impacts is not possible, the Borrower will identify and implement measures to address the impacts on cultural heritage in accordance with the hierarchy of mitigation. When appropriate, the Borrower will develop a Cultural Heritage Management Plan.
ESS9	Financial Intermediaries (This ESS does not apply for the SREEPB Project)	Financial intermediaries will establish and maintain an ESMS to identify, assess, manage, and continuously monitor the environmental and social risks and impacts of sub-projects.

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN

ESS	SUBJECT	SUMMARY REQUIREMENT
ESS10	Stakeholder Participation and Information Disclosure	This ESS recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as a fundamental element of good international practice. Effective stakeholder engagement can enhance the environmental and social sustainability of projects, strengthen project acceptance, and significantly contribute to successful project design and implementation. The Client will engage with stakeholders throughout the project life cycle, starting this engagement at the earliest possible stage of the project development process and at a meaningful time for stakeholder input into project design. The nature, scope, and frequency of stakeholder engagement will be proportionate to both the nature and scale of the project and the potential risks and impacts. Stakeholder engagement is a comprehensive process conducted throughout the project life cycle. When properly designed and implemented, it supports the development of strong, constructive, and responsive relationships crucial for the successful management of the environmental and social risks of a project. Stakeholder engagement, initiated at an early stage of the project development process, is the most effective and integral part of the process of assessing, managing, and monitoring the environmental and social risks and impacts of the project. In consultation with the Bank, the Borrower will develop and implement a Stakeholder Engagement Plan (SEP) proportional to both the nature and scale of the project and the potential risks and impacts.





Annex III Suggestion & Grievance Form (Internet)

The internet form visual, which can be accessed at https://kadevoneri.csb.gov.tr/oneri.jsp, is below.

TÜRKIYE CUMHURRETİ İKLIM DEĞIŞIKLIĞI BAKANLIĞI KAMU BİNALARINDA DEPREM DAYANIMI ve ENERJİ VERİMLİLİĞİ PROJESİ (KADEV)		
	ŞİKAYET / ÖNERİ FORMU	
T C Kimlik Numaranız		
Adınız		
Soyadınız		
*	Seçiniz	
Bina Adı *		
Şikayetiniz *		
Varsa Engel Durumunuz	Seçiniz	
Geri Dönüş Tercihiniz	Seçiniz	
E-posta		
Telefon		









Annex IV Suggestion & Grievance Form (Printed)

The Grievance/Suggestion Form in the Grievance Boxes is given below.

REPUBLIC OF TURKEY MINISTRY OF ENVIRONMENT, URBANIZATION AND CLIMATE CHANGE	SEISMIC RESILIENCE AND ENERGY EFFICIENCY IN PUBLIC BUILDINGS PROJECT (SREEPB PROJECT)		
	GRIEVANCE / SUGGESTION FORM		
	MARMARA UNIVERSITY		
ID Number			
Name			
Surname			
Province	İstanbul		
Channel the building	School of Foreign Languages Faculty of Engineering		
Choose the building:	Faculty of Technical Education Atatürk Education Faculty		
Your grievance			
Your disability, if any:	Blind Deaf Physically disabled 0	ther None	
For return:	E-mail Phone Don't Want		
E-mail			
Phone			









Annex V Grievance Closeout Form

The Grievance Closeout Form is presented to your attention below.

Grievance Closing Number		
Description of immediate action required:		
Long-term action description (if necessary):		
Is compensation required?	[]YES Is	compensation required?
Corrective Action and Decision Co	ntrol	
Stage of corrective action		Term and Responsible Institution
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		

COMPENSATION AND FINAL RATINGS

This section will be filled out and signed by the complainant after receiving the compensation fees and resolving the grievance.

Notes:

History:

Complainant:











Annex VI Stakeholder Participation Meeting Content & Records (Feasibility Studies)

Project Code	WB/CS-DESSUP-01	Building Name	MARMARA UNIVERSITY GOZTEPE CAMPUS
Date	27.03.2023	Start End Time	14:00 15:15

ANNEXVI-Table 1 MEETING AGENDA

START TIME	END TIME	ACTIVITY
14:00	14 : 10	Meeting kick-off speech
14 : 10	14 : 15	 Within the framework of the Law on the Protection of Personal Data, general information was provided regarding the meeting recording and the processing of personal data. There are no participants who oppose the meeting recording. As of 14:15, the entire meeting was recorded in *.mp4 video format and *.m4a audio file format. In addition, meeting messages are recorded in *.txt format.
14 : 15	14 : 20	Information was given about the SREEPB project and its objectives. Image 1 PRESENTATION FILE SHARED SECTIONS_01







ve Enerji Verimliliği Projesi

Paydaş Katılımı Toplantı Raporu



ATLASCOT ITTLE **DRO IFS** nansmanı Dünya Bankası tarafından sağlanmakta, Hazine & Maliye Bakanlığı garantörlüğünde, Çevre Şehircilik ve İklim Değişikliği Bakanlığı tarafından yürütülmektedir. KAMU BİNALARINDA DEPREN Dayanımı & Enerji Verimliliğ https://kamuguclendirme.csb.gov.tr PROJESI ATLASCAN' HILL **PROJE HEDEFLERI** Bu proje; kamu binalarında, afet direncini maksimum seviyeye çıkarma ve enerji tasarrufunu iyileştirmeye adaklanmıştır. Bu çerçevede binalarır; Yapsal olarak guçlandırılması,
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 Tarai yanataralan kasıtırala kasıtırala yapal ib birlikin ağlanması,
 Enaij yanatın sisteminin kuşukarala ve elektiğinin ağlanması, Proje kapsamında, paydaşlar seviyesinde farkındalık sağlanmas edeflenmistir. The general stages of the SREEPB project have been explained. Information was given about the plans and their contents 14:2014:24to be prepared together with the project and tender documents. • Environmental and Social Management Plan; It has been explained that it will determine the environmental and social impacts of the project and include the risks and the actions to be taken to eliminate the risks. Occupational Health & Safety Plan It has been stated that the occupational health and safety risks related to the • manufacturing stages will be determined and the measures to be taken for their elimination will be defined. Stakeholder Engagement Plan was explained as the documents that will describe the stakeholders who will be directly • or indirectly affected by the project and how much information these stakeholders will be informed about the project and project processes, and how feedbacks (suggestions, grievances, etc.) will be collected, examined and answered. The importance of stakeholder engagement was mentioned. It was stated that the details of the communication will be . announced at the end of the presentation. **Image 2 PRESENTATION FILE SHARED SECTIONS 02**







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	behinnesektr. (tgpsal labèlity, eregy vernilig) tertikkler) • Bra yapad olarik konnol előkesit, standarlana ugyan bojunde numuneler (sonda, napodranocatir. • Bra energi peformansan, direk ve dolayli attileyen sistem, yapı ve okazlar gázlencek, teste tabi lutulaciak, elde edilen verlier ve bu verlier gjörda yapian hesoplannalar popdranocatir.	in proje & ihele dokimankamın hozricosockiri
	CONSTRUCTION C	nhiĝi taralindan gerçekleştinlen ihale neticesinde hayata goținian projektin misjoviti sürosi. Mandan tehli edita porianin moranum (goransi, soșal ekle ugajormas zanarăr, Migarithi sireat satece laya zamando bu plariani ugularmanina lişin süreğeri
14:31	 ground condition and these studies will be carried out according to the characterist It was stated what stakeholders and employees should do for occupational health a It has been explained that the professional competence of the employees will be queen Possible environmental effects related to soil survey, precautions to be taken and the prossible social effects of the ground survey, the precautions to be taken and the explained. 	tics of each building. and safety. uestioned. considered in this regard were stated.
	14:31	14 : 31 It was explained that the tests and studies to be carried out for the soil survey, to be taken and the tests and studies to be carried out for the soil survey to be taken and the tests and studies to be carried out for the soil survey to be taken and the tests and studies to be carried out for the soil survey to be taken and the tests and studies to be carried out for the soil survey to be taken and the tests and studies to be carried out for the soil survey to be taken and the tests and studies to be carried out for the soil survey to be taken and the tests and studies to be carried out for the soil survey to be taken and the tests and studies to be carried out for the soil survey to be ground condition and these studies will be carried out for the soil survey to be ground condition and these studies will be carried out for the soil survey to be ground condition and these studies will be carried out for the soil survey to be ground condition and these studies will be carried out for the soil survey to be ground condition and these studies will be carried out for the soil survey to be ground condition and these studies will be carried out for the soil survey to be ground condition and these studies will be carried out for the soil survey to be ground condition and these studies will be carried out for the soil survey to be ground condition and these studies will be carried out for the soil survey to be ground condition and these studies will be carried out according to the characteristic the soil survey, precautions to be taken and the soil survey, the precautions to be taken and the soil survey, the precautions to be taken and the soil survey, the precautions to be taken and the soil survey, the precautions to be taken and the soil survey.

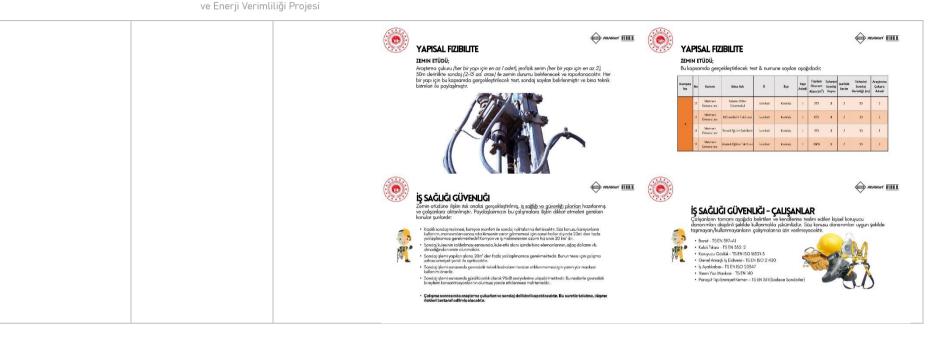








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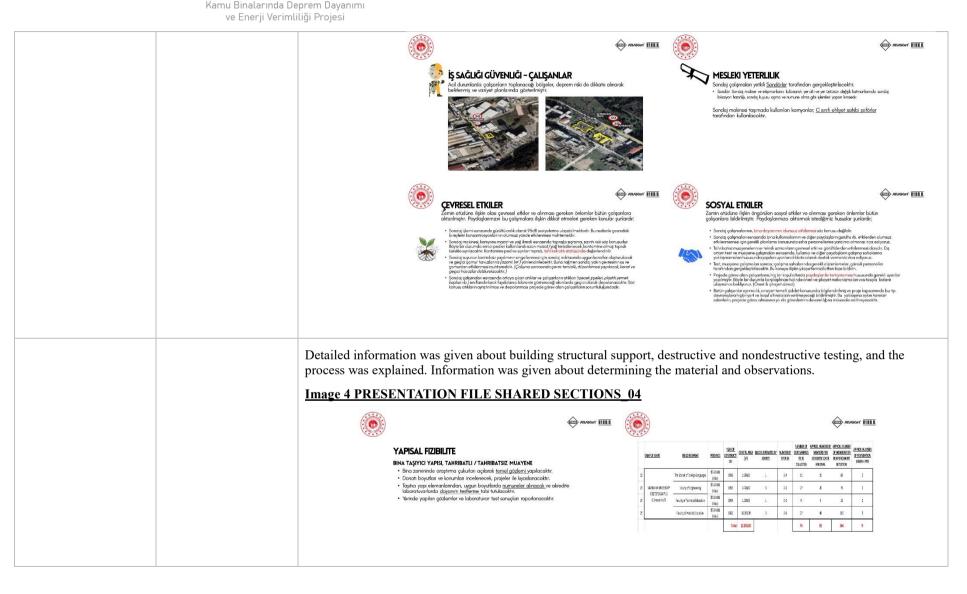








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Paydaş Katılımı Toplantı Raporu



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 Karot makinasi; çalıştıriri. Makine uygun devirde donerek ve işlere yapılan noktaya uygun miktarda su alacırasık düre işlemir başlar. 103–150mm derirliğe ulaşıldığında cihaz yatağı üzerirden karat ucu geri çekilir ve cihaz kapalı koruma getinlin . Carot makinasi yerindan çıkanlır. Delgi boşluğuna uygun büyüklütle murç va çakiç kullanılarak numuna köşesine vurularak, numunenin bağlarti yüzeyinden kopması sağlanır. Serbest kalan numune yerinden 14:38 14:40It was stated that the samples were taken from places that were not exposed to force, the parts damaged by column stripping and the places where concrete samples were taken will be filled with high-strength filling mortars and repaired. **Image 7 PRESENTATION FILE SHARED SECTIONS 07** ATLASCONT ITTEL 6 YAPISAL FIZIBILITE TAHRIBATLI TEST SONRASI ONARIM Proje kapsamında gerçekleştirilen tahribatlı muayenelerin, temin edilen numunelerin; binaya yapısal hasar vermesi söz konusu değildir: • Demir numuneler kuvvet altında kalmayan filiz uçlarından vb. noktalardan alınmaktadır. Kalon syrması sonucu tahrip olan kısımlar ve betan numunesi alınan bölümler yüksek mukavemetli dalgu hargları kullanılarak doldurulacak, onanlacaktır.









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14 : 40	14 : 45	General explanations regarding occupational health and safety plans were made within this framework;
		 Matters taken into account within the framework of OHS plans are explained item by item. It was underlined that only authorized persons can access the areas where the renovation works will be carried out, therefore, the access of the building users will be restricted in some periods. It was reminded that work plans should be evaluated within this framework. General OHS rules and precautions to be taken especially for environmental safety were mentioned. It was underlined that it should not be touched while working with the devices and that the technical personnel should show the plugs fed from the residual current circuit lines for the connection of electrical devices. The importance of professional competence was mentioned. For example; It has been stated that Civil Engineers and Construction Technicians will take part in construction equipment tests under their supervision. The environmental impacts of all works and the precautions to be taken are explained to all employees and the issues that stakeholders should pay attention to are explained. It was stated that the wastes will be cleaned by technical experts and employees and will be separated into the regions indicated by the Administration. Projected social impacts related to indoor observation, test and inspection activities are stated in the OHS plans. It has been underlined again that the samples to be taken will not adversely affect the building's structural aspects.
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14 : 45	14 : 50	 It has been stated that the OHS rules that the contractor companies must comply with and the general environmental and social effects/measures are explained in the OHS plan prepared specifically for this project and communicated to the relevant employees. In addition to the structural feasibility, it was stated that studies will be carried out on the energy efficiency of the buildings and various controls and examinations will be carried out in order to understand the current situation of the building before these. Image 9 PRESENTATION FILE SHARED SECTIONS_09
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14 : 50	14 : 54	Clarifications were made regarding stakeholder engagement, receiving and evaluating suggestions and grievances, and informing the relevant parties about this process (decisions taken regarding suggestions and grievances, additional measures implemented, etc.)











Kamu Binalarında Deprem Dayanım ve Enerji Verimliliği Projesi

		 It was explained that suggestions and grievances can be received via digital form, telephone, e-mail addresses and QR codes. It was stated that suggestions and grievances can be conveyed by specifying the building name with the call line 181. Printed feedback forms were introduced, information was given about the suggestion and grievance boxes to be established in the building, and the control periods. It was announced that the grievances about gender-based violence (harassment, abuse, etc.) and gender-based discrimination, which were made within the scope of the project, will also be evaluated within the scope of the grievance resolution mechanism.
		Image 10 PRESENTATION FILE SHARED SECTIONS_10
		<image/> <image/> <section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><image/><image/></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
14 : 54	15:15	Participants' questions were received and answered.
		CLOSING speech was made and the meeting was ended.
		Image 11 PRESENTATION FILE SHARED SECTIONS 11
		()



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Questions and Answers

Annex VI, Table 2: QUESTION & ANSWER LIST

	NAME SURNAME	QUESTION	NAME SURNAME	ANSWER
01	Participant 1	Will the fire-related issues that may occur in the event of an earthquake be taken into account during the retrofitting work	Ozan Demirel	It has been said that if there is such a deficiency in the building, fire safety is also taken into account, and a separate design will be made for fire and earthquake.
02	Participant 2	Is fire normally taken into account, not just for earthquakes?	Tülin Yıldırım	It has been stated that retrofitting works will be carried out in accordance with the fire regulations.
03	Participant 3	What happens if the building does not conform to the ground after the seismic tests?	Ozan Demirel	It was stated that if the ground is insufficient, for example, if there is a liquefaction problem, if the bearing capacity is insufficient, etc., soil improvement works will be carried out.
04	Participant 4	Will there be simultaneous work in four buildings and when will the calendar be shared?	Tülin Yıldırım	It has been said that it is earlier to respond to this, as the tender stage has not yet been carried out.
05	Participant 5	What can be done if an additional floor is required for the retrofitted building?	Ozan Demirel	It has been said that the project will need to be approved and will require a new evaluation as the existing building has been analyzed.











Table 3 MEETING NOTES & GENERAL EVALUATION

- The brochures and appendix presentation files prepared within the framework of the SREEPB project will be sent to all participants via their mobile phones or email addresses.
- Suggestion & grievance form link will be sent to all participants via their mobile phones or e-mail addresses.











AnnexVI Table 3 : MEETING IMAGES













Participant List and Contact Information

Participant List and Contact Information

Within the scope of the Law on the Protection of Personal Data Personal (Law No. 6698), participants' clear identity information cannot be shared. However, records of the meeting are kept by the PIU.

CONSULTANCY COMPANY PARTICIPANTS

1) Birsen Bakır (Electrical Engineer)

2) Hüseyin Tavaslıoğlu (Energy Systems Engineer)

PROJECT IMPLEMENTATION UNIT PARTICIPANTS

- Ozan Demirel (Construction Works Specialist)
 Utku Kadıoğlu (Civil Engineer)
- 3) Semahat Dicle Maybek (Social Expert)
- 4) Tülün Yıldırım (OHS Specialist)
- 5) Zeynep Ünsal (MSc Civil Engineer)
- 6) Koray Demirkaya(Progress Compensation Expert)
- 7) Cemre Özdemir (Mechanical Engineer)
- 8) Özlem Erdem (Electrical and Electronics Engineer)
- 9) Giray Şamil Yıldırım (Civil Engineer)

Explanation: The stakeholder engagement meeting was held on the digital platform (<u>https://meet.google.com/qhy-mqzb-ers</u>) Video recording was made with the information and approval of the participants.









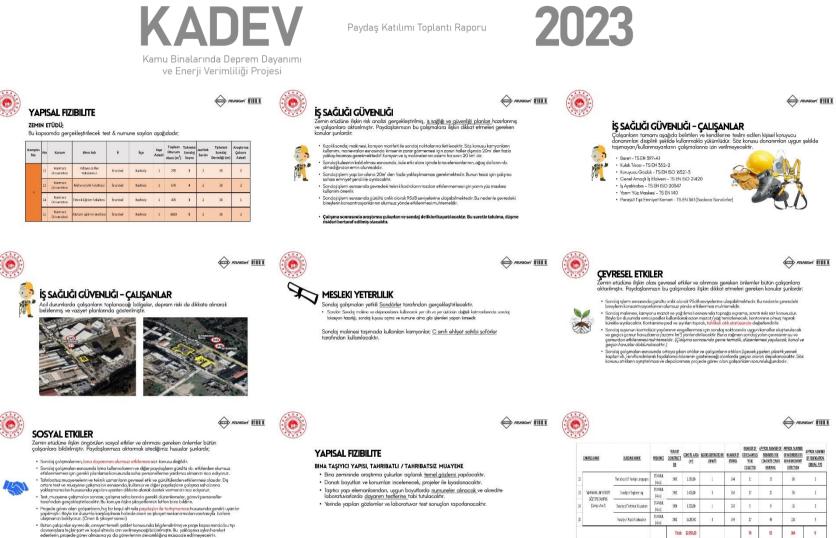
Stakeholder Engagement Meeting Presentation











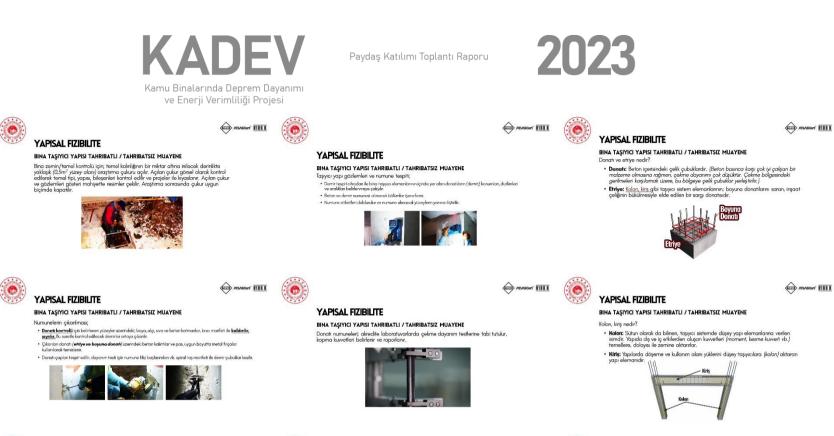


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YAPISAL FIZIBILITE

BINA TAŞIYICI YAPISI TAHRIBATLI / TAHRIBATSIZ MUAYENE

Numunelerin çıkarılması;

- Taşıyıcı beton kontrolü için <u>kolarılardan</u> 10cm çapında 10cm derinliğinde, silindirik numunelerin çıkanılması: • Karot makinesi; numune alınacak noktaya hedeflenerek uygun çapta dübel / vida kullanılarak sabitlenir.
- Karot makinesi çalıştırılır. Makine uygun devirde dönerek ve işlem yapılan noktaya uygun mikrarda su aktararak delme işlemine başlar.
- 100–150mm derinliğe ulaşıldığında cihaz yatağı üzerinden karot ucu geri çeklir ve cihaz kapalı konuma
- gennur. Karot makinesi yenralen çıkarlır. Delgi başluğuna uygun böyüklühe murç ve çekiç kullanlarak numune lağısıler vurularak, numunenin bağlarıt yözeyinden kopması sağlarır. Serbesi kalon numune verinden çıkarlır.





BINA TASIYICI YAPISI TAHRIBATLI / TAHRIBATSIZ MUAYENE Boton numunelori; akredite laboratuvarlarda basma dayanım testlerine tabi tutulur, dayanıklılık seviyesi belirlenir ve raporlanır.





ATLASCET IIII

YAPISAL FIZIBILITE

TAHRIBATLI TEST SONRASI ONARIM

Proje kapsamında gerçekleştirilen tahribatlı muayenelerin, temin edilen numunelerin; binaya yapısal hasar vermesi söz konusu değildir:

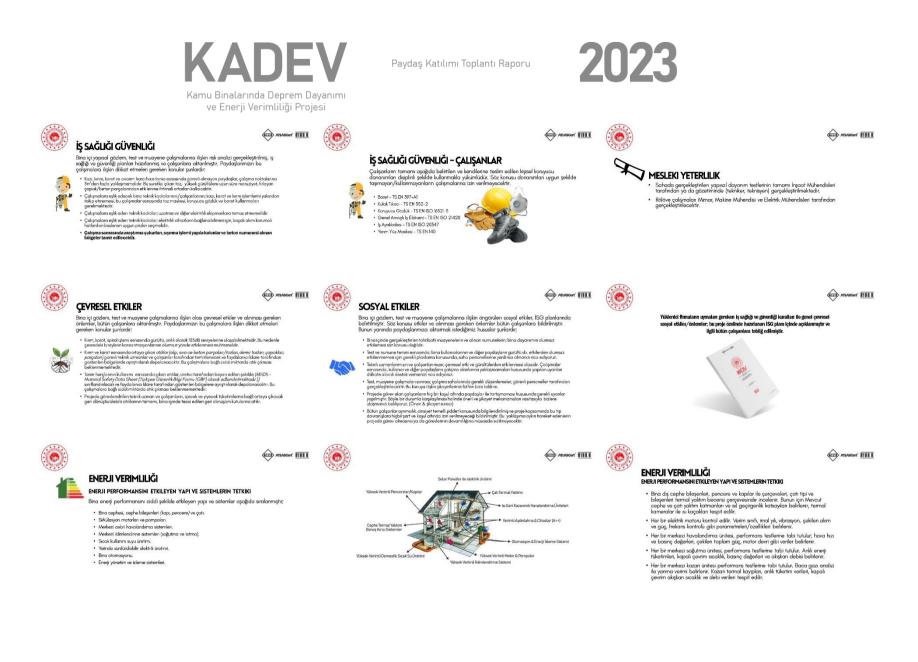
Demir numuneler kuvvet altında kalmayan filiz uçlarından vb. noktalardan alırımaktadır.

Kolon sıyırması sonucu tahrip oları kısımlar ve beton numunesi alınan bölümler yüksek mukavemetli dolgu harçları kullanılarak doldurulacak, onanlacaktır.















Kamu Binalarında Deprem Davanımı



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ATLASCOT HILL



ENERJI VERIMLILIĞI ENERUI PERFORMANSINI ETKILEYEN YAPI VE SISTEMLERIN TETKIKI

İç ortam aydınlatma seviyeleri ölçülür ve standart şartlan ile kıyaslarır. Aydınlatma elemanlarının tipleri, güç kaynakları vb. veriler dikkate alınarak aydınlatmanın toplam tüketim içindeki payı belirlenmeye çalışılır.

- i ç ortam hava kalitesi verileri; örneklem metodu ile anlık olarak ölçülür. Karbondıoksit aranı, sacaklık ve nem değerleri listelenir. Kanfar şartlarına ilişkin standartlar ile kıyaslarır.
- Bina iç ortam sıcaklık değisimleri data logger' lar ile kavıt altına alınır.
- Bina çatı yapısı incelenir. Güneş enerji üretim potansiyeli (güneş paneli kurulumu) belirlenir.
- Bina çevresindeki park alanları vb. yapılar incelenir. Çelik konstrüksiyon üzeri güneş paneli kurulum imkanları sorgulanır.
- İklimlendirme, aydınlatma ve motor pompa elemanlarının işletme metotları incelenir. Otomasyon imkanları belirlenir.

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CEVRESEL SOSYAL ETKILER

Enerji verimiliiği perspektifinde gerçekleştirilen gözlem, test ve muayene çalışmalarına ilişkin olumsu: bir cevresel etid beklenmemektedir. Ancak teknik uzmanların içecek ve viveceklerinden kaynaklanan ambalaj atıkları geri dönüşüm ilkesi çerçevesinde değe dendirilir Run etkiler aşağıda sıralanmıştır;

- Bins ignale gaspellegtnien test, muzgene galgmalar nij, binsje, bina elektrik ve melonik sestemlene, elektrik ekazlara olimita bin elektrika konsule algiblit.
 Cylapatar cenanda kulture un eliğir paytogları galşına abniların yaklayramalan hususunda yaplan elektrin a ösi udantik kamme zin se adıylara.

Test, muoyene galigna lan sorras; ga isna sahalanında herhangi bir kirl ik oluşmasi bekenmemekle birikne, oluşabilecek olas krillik ta sahinetdan barta af adiasaktr.

Ozeliške olječnik iso ite analizi ve toprakloma člejimeri esnosindo, bina enerjisi, kiso sareveriçin, kesileb ir fragozi atm atmenindevrzye gimesvić, ibu durundon bro kulancilar me fikier memeti için (žitatorar verilettari kaybeditme izb. jopalizadi ugur no duzel energinese uydinas oteno niz e metetdur.

 Projede görev alan çalganlarıç hig bir kaşul alında paydaşlarile tartışmaman hususında gerekl uyarlar yapılmıştır.
 Böyle bir durumla karşlaşılması halınde öner ve şikayet mekanizmalan vaşıraşıyla ibizlere ulaşmanızı bekiyoruz. Bötan çolganlar ayı melik, anayet temeli gidet konsunda algitend ilmiş ve proje kapsamıralab i ayadıra yara hiçkir gari ve kayı alı inda ün verlineyezegi bi kirilingi ili su yakışını aylım herelet adenlerin projede görev alınaarra yı da görevelmini deve miliğan vüsade edimeyezeli k



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ENERJI VERIMLILIĞI ENERJI PERFORMANSINI ETKILEYEN YAPI VE SISTEMLERIN TETKIK

- Bina elektrik sistemi, kesintisiz güç kaynakları vb. yapılarla birlikte incelenir. Asgari 24 saat enerji kalite analizi gerçekleştirlir. Bu suretle bina elektrik sistemi, harmonik bazulma soviyelerini içarecek mahiyette gözlenir.
- Bina topraklama sürekliliği soraulanır. Kacak akım koruma sistemleri ve etkinliği değarlandır. Şalt elaşmanları termal açıdan sorgularır, bu suretle problemli şalt ekipmanları ve linye hatları belirlenmeye çalşılır.
- Bina enerii izleme sistem kurulum imkanları gözlenir. (Kolorı ve linye hatları dağılımları, pano boyutları ve iç boşluklar, pano konumları, izleme sistem elemanlarının kablolarna imkanları vb.)
- Bina lokasyonlarının hava koşulları, çevre ve yer altı potansiyel isi kaynakları sorgularır. Mevcut tesisat bileşenleri dikkate alınarak isi pompasi vb. imkanlar değerlendirilir.



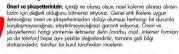
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ÖNERI ŞIKAYET SISTEMI

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Bu proje hakkinda genel bilgi almak, çevresel ve sosyal proje dokümanlarına erişmek ya da öneri ve şikayetlerinizi bildirmek için; <u>https://kamuguclendirme.csb.gov.tr/</u> web sayfasını ziyaret edebilirsiniz.

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İS SAĞLIĞI GÜVENLIĞI

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Bina enerji performans tetkiklerine ilişkin risk analızı gerçekleştirilmiş ve önlemler belirlenerek Giçlaşanlara altanılmıştır. Bunun yanında paydaşlarımızın bu çalışmalara ilişkin dikkat otmalari gereken konular şunlardır:

 Elektrik sistemine ve büyük elektrikli cihazlara (chiller grupları vb.) test problan yerleştirilecek ve uzun süreli gazlemler yapılacadırı. Saz konusu panslara yerlesiz kişlerin yaklaşması tehlikelidir. Bu nederile saz konusu panalan bülündüşü calındır kitlermenklir. 6.0

 Olgümlerin tamamına bina teknik personel/personelleri eşlik etmeli; aihazların devreye alınması, devraden çıkarılması, aihaz tamıma mahfazalarının açılması vb. uygulamaları bizzar yetkili bina teknik personelleri çarçıklaştirmeldir.

Bina teknik personelleri; havalandırma üniteleri vb. cıhazlara güvenli erişim yolları (çatı üzeri vb.) belirlermeli ve görevili teknik personelleri yörilendirmelidir.

 Bina teknik personelleri; anzalı ve riskli cihazlar konusunda görevli teknik personelleri uyarmalıdır. Bu aşamada tahribatlı muayene vb. durum söz konusu değildir. Teste tabi turtulan cihaz ve sistemlerin, gerçekleştirile testlerden dolan zarar görmeşi, tahrip olması söz konusu değildir.

ATLASCON'

ÖNERI ŞIKAYET SISTEMI



KADEV projesi join sikavet ve öneri sahipleri asažida verilen farkli kanallardan taleplerini iletebilirler

: Alo 181 : 0312 586 4858 Çağn Merkezi Telefon E-Mail : yigmkadev@csb.gov.tr : https://kadevoneri.csb.ssv.tr/oneri.isp





İlgi ve anlayısınız için teşekkür ederiz!











Annex VII Stakeholder Engagement Meeting Content & Records (Environmental and Social Management Plan)

Project Code Date	WB/CS-DES 29.04.2024	SUP-01	Building NameMARMARA UNIVERSITYStart End Time14 : 15 15 : 10
BAŞLANC	GIÇ SAATİ	BİTİŞ SAATİ	AKTIVITE
14:15		14:18	Meeting kick-off speech
14:18		14 : 20	Within the framework of the Law on the Protection of Personal Data, general information was provided regarding the meeting recording and the processing of personal data. There are no participants who oppose the meeting recording.
			• As of 14:20, the entire meeting was recorded in *.mp4 video format and *.m4a audio file format. In addition, meeting messages are recorded in *.txt format.
14 : 20		14 : 22	Information was given about the SREEPB project and its objectives. Image 7 PRESENTATION FILE SHARED SECTIONS_01







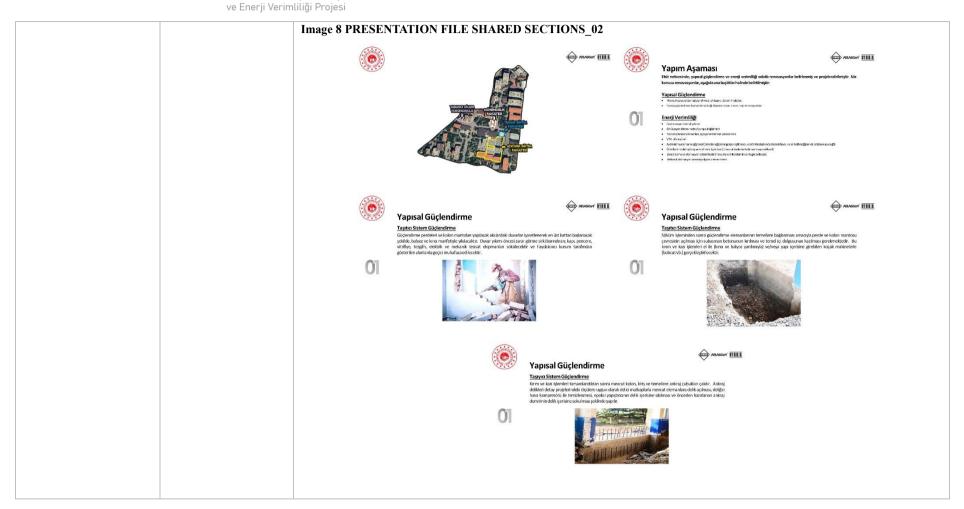
 14:22
 14:28
 • The renovations to be carried out for the structural retrofitting identified as a result of the feasibility study have been explained in detail. (Structural system reinforcement, fine works, etc.)







2023













14:28



Motor & Pump Replacement

LED Conversion Automation System

Facade Insulation

Terrace Roof Insulation

Exterior Door Replacement
 Image 9 PRESENTATION FILE SHARED SECTIONS 03

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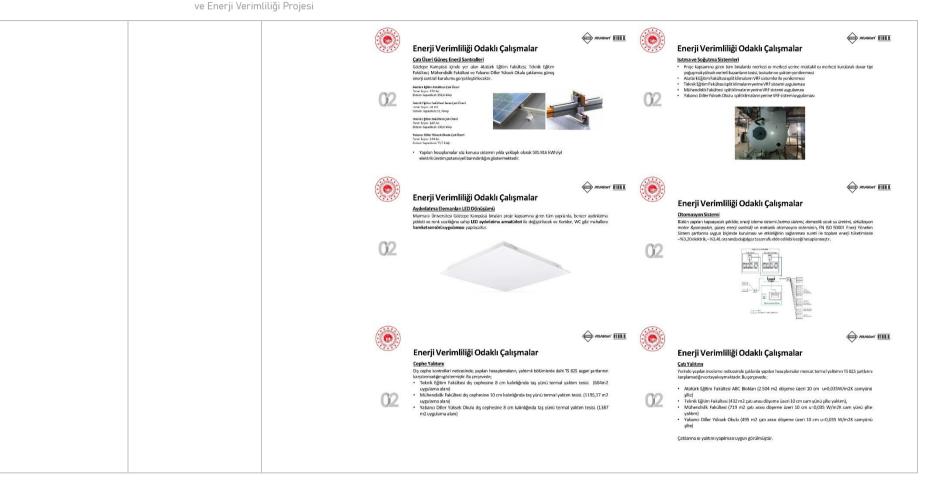
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Kamu Binalarında Deprem Dayanımı











ve Enerji Verimliliği Projesi

Paydaş Katılımı Toplantı Raporu



ATLASCAT HILL . Enerji Verimliliği Odaklı Çalışmalar Yapılan hesaplamalar neticesinde Marmara Üniversitesi Göztene Kampüsü (Atatürk Eğitim Fakültesi, Teknik Eğitim Fakültesi , Mühendislik Fakültesi, 62 Yabancı Diller Yüksek Okulu) özelinde belirlenen önlem senaryolanını hayata geçirilmesi ile toplam enerji tüketiminde 61,48% oranında tasarruf elde edilebilecek, yaklaşık 1.836,7 ton/yıl sera gazı emisyonu engellenebilecektir. Söz konusu renovasyonlar ve venilenen sistemlerin EN ISO 50001 Enerji Yönetim Sistem şartlarına uygun biçimde işletilmesi ile yıllık 865.217 kWh elektrik, 800.181 kWh doğalgaz tasarrufu sağlanabilecektir. Söz konusu tasarrufun maddi boyutu yaklasik 4.980.446 k/yil seviyesindedir 14:3614:40General statements regarding occupational health and safety plans were made within this framework; . The issues taken into account within the framework of OHS plans were explained item by item. It was underlined that only authorized individuals will be able to access the areas where renovation works will be carried • out, and therefore the access of building users will be restricted in some periods. It was reminded that work plans should be evaluated within this framework. General OHS rules and especially the measures to be taken for environmental safety were mentioned. The environmental impacts of all studies and the precautions to be taken were conveyed to all employees and the issues that stakeholders should pay attention to were explained. **Image 10 PRESENTATION FILE SHARED SECTIONS 04** ATLASCAT HILL . İş Sağlığı Güvenliği İş Sağlığı & Güvenliği Schuda kullenları her türlü elektrikli cihaz/ekipmanın elektrik apıdan gövenli olduğunu gövenir PAT **textleri** yapılm olmalıdır. Söz konusu ekipmanların tamamında cihac üzerlerinde ungunluğugösterir etiketler yer almalıdır.
 Ancak uygun **Mesleki Yeterlik Belgesine** sahip çalışarların sahaya girmelerine kin verlecektir. Yapım sürecine ilişkin, <u>is sağlığı ve güvenliği olanları</u> hazırlanmıştı**r. Yüklenici firmanın** Tarafımızca hazırlanan iş SAĞLIĞI GÜVENLİĞİ PLANI doğrultusunda, sorumlu olduğu bötün çalışmaları kappar mahiyette iş SAĞLIĞI GÜVENLİĞİ PLANI ve Risk Analdını hazırlarması ve Müşavir onayına surması zarurldir. Ancak söz korusu plan, analizlerin uygun görülmesi sonrasında çalışmalar başlayacaktır. Bütün çahşanlan görevleri çerçevesinde uygun kişisel koruyu ekişemanlara sahip olmalı ve etkin olarak kullanmalda
 Bütün çahşanlan, «Ternel ISG Eğtirinini», «Risk Analisi Eğtirinini» alımç olmalı ve etkin olarak kullanmalda 3 Paydaşlan mızın bu çalışmalara ilişkin dikkat etmeleri gereken konular şunlardır: Yüksekte calısacak personellerin e Yüksekte Calısma Eğitimi e almış olması zaruridir. Part - Mobil ving, kompresör vå, is maknelerinin tamamnin periyodik muayene raportannin ternin edilmis olmasi ve makineler ijorde hærr bulundurufmas zarurdir. Sök konsus makineler, yetkili operatörler tarafindin kulanitällir. Operatörler yetis begiverini hærr bulundurmali ve saha kontrolleri, denetimleri esansendrygtildil liSt uzmarifammutalegieri dögivultusunda begin edektilmeldir. Bütün çalışanların «EKED - Etiketle Kilitle Emniyete Al Dene Eğitimini» almış olması zaruridir Calisanianın «İS SAĞLIĞI GÜVENLIĞİ PLANI» içinde belirtilen diğer ilgili eğitimleri calısma öncesinde alması zaruridir Langtaning Sakuba Unitari Yüklenisi firma; bu çalışma sahasi özelinde acli durum eylem planları geliştirmeli ve bütün çalışanlarını kapsa mahiyette tatlakatlar gerçekleştirmelidir.







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14: 40	14 : 44	 Information was given about the traffic action plan.
		 Health & Safety Organization was explained.
		Image 11 PRESENTATION FILE SHARED SECTIONS_05
		Trafik Eylem Plani Aaropa koji kandi de Olyenklär PLANI (no de belininger. Sağlık & Güvenlik Organizasyonu
14 : 44	14 : 49	 The environmental impacts of the work to be carried out are explained.

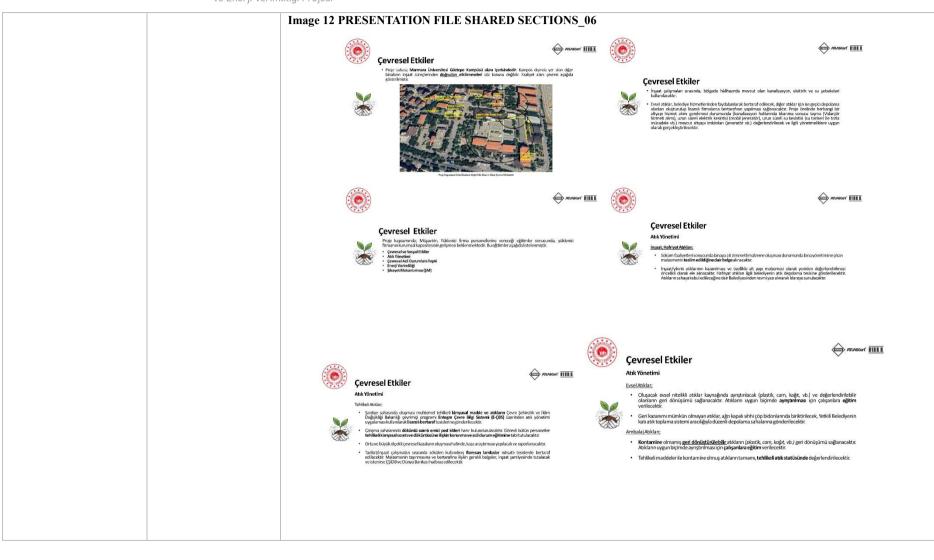


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14 : 49	14 : 53	 It has been announced that the works will not adversely affect the building strength. 		
		 It has been stated that work areas should not be approached. 		
		Image 7 PRESENTATION FILE SHARED SECTIONS_07		
		mage / I RESERVATION FILE SHARED SECTIONS_0/		
		Sosyal Etkiler		
		Peydaşlarınınza aktarmak istediğimizi hususlar şunlardır; • Söx konusu çalışmaların, <u>bira dayanınma olumsuz etkilemesi</u> söx konusu dağlıdır.		
		Giojerentimo ver mesoanore, daponsi lamenzenano, lu dialmano ve diger papetajare adultana va dialama valotagramita in hususuota papitajare valorenti adultata eta via di adultana vere di gere papetajare verturi. Giojerentimo ve Removano qi tarinovi sorenza, quanto di adultata vere di adultata vere di adultata via via da data via di adultata vere di adultata verenti di ca elevizione adultata valorente data verenti di ca elevizione adultata vere via data vere via data verenti di ca elevizione adultata valorente data verenti data vere via data verenti data vere via data verenti data vere via data via data vere via data verenti data vere via data vere via data via data vere via data vere via data vere via data via data vere via vere via data vere vere vere via data vere via data vere via data vere via data vere via data vere vere via data vere via data vere via data vere via data vere vere vere vere vere vere vere ver		
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		Sosyal Etkiler		
		Proje kapaminda. Mugazi na konstruktivni konst Konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstruktivni konstrukti		
		Skapet Mekanizmoviji SM() Singet Transf Spelder/Croad Sadary/		
14:53	14 : 55	• OHS rules and general environmental social impacts/measures that contractor companies must comply with; It was stated that it was explained in the OHS plan prepared specifically for this project and communicated to the relevant employees.		
		Image 8 PRESENTATION FILE SHARED SECTIONS_08		







ve Enerji Verimliliği Projesi

Paydaş Katılımı Toplantı Raporu



۲ 14:5514:57Clarifications were made regarding stakeholder engagement, receiving and evaluating suggestions and grievances, and informing the relevant parties about this process (decisions taken regarding suggestions and grievances, additional measures implemented, etc.) • It was explained that suggestions and grievances can be received via digital form, telephone, e-mail addresses and QR codes. It was stated that suggestions and grievances can be conveyed by specifying the building name with the call line 181. Printed feedback forms were introduced, information was given about the suggestion and grievance boxes to be established in the building, and the control periods. It was announced that the grievances about gender-based violence (harassment, abuse, etc.) and gender-based . discrimination, which were made within the scope of the project, will also be evaluated within the scope of the grievance resolution mechanism. **Image 9 PRESENTATION FILE SHARED SECTIONS 09** ATUSON TILL 0 Öneri Şikayet Sistemi Öneri Şikayet Sistemi Öneri Şikayet Sistemi KADEV proj sahirderi asadada serilen farki kanalardan tateok Caijn Markad Telefon E-Mail 14:5715:16Participants' questions were received and answered. CLOSING speech was made and the meeting was ended.











Questions and Answers

Tablo 3 QUESTIONS & ANSWERS LIST

	NAME SURNAME	QUESTION	NAME SURNAME	ANSWER
01	Participant 1	What stage is the project at? Can we make suggestions?	Orhan Kenan Sülahi	It has been stated that the ground reports have been approved and completed, and that there can be no functional changes in the project.
	Participant 2	Why are these buildings being reinforced? The classrooms are very small. They need to be completely demolished and rebuilt. Why isn't this being done? Some buildings are very old, and it would be more logical to rebuild rather than reinforce.	Orhan Kenan Sülahi Ganime Güzel	It has been mentioned that all audits have been conducted in the field, samples have been taken, tests have been performed, and reports have been prepared. It was expressed that the decision was made for reinforcement instead of demolition because the reconstruction cost was within a certain limit, and it was deemed appropriate according to the policies of the World Bank. It was also stated that the selection of buildings was agreed upon with the university administration, decisions were made based on analysis and results, and it was decided to strengthen instead of demolish.
03	Participant 3	We would like to get information about the tender stage. When will the tender start?	Orhan Kenan Sülahi	It was mentioned that sharing the tender documents is not appropriate, but they can be shared after the tender is completed. Information about the durations in the tender stage was provided.











0)4	Participant 4	If the structural data had been shared with us, perhaps we could have contributed.	Ganime Güzel	It was explained that first, the consultant company prepares the projects, then another consulting company checks them, and they are reviewed again by the ministry; if any errors are detected, they will be corrected by the contractor.
0)5	Participant 5	Will the building be completely vacated?	Orhan Kenan Sülahi	It was stated that depending on the work to be done, the dismantled items will be placed in the designated area and will be reassembled in the same way at the end of the work.
0)6	Participant 6	Is it possible for us to learn the company working on the project at ITU?	Orhan Kenan Sülahi	It was mentioned that the tender has not been held yet. It was said that after the tender is concluded, communication will be made with the Marmara University Administration
07)7	Participant 7	Can we visit Kilyos?	Tülün Yıldırım	It was stated that there is no objection to going there if the conditions are met.











Table 2 MEETING NOTES & GENERAL EVALUATION

- The brochures and appendix presentation files prepared within the framework of the SREEPB project will be sent to all participants via their mobile phones or e-mail addresses.
- Suggestion & grievance form link will be sent to all participants via their mobile phones or e-mail addresses.





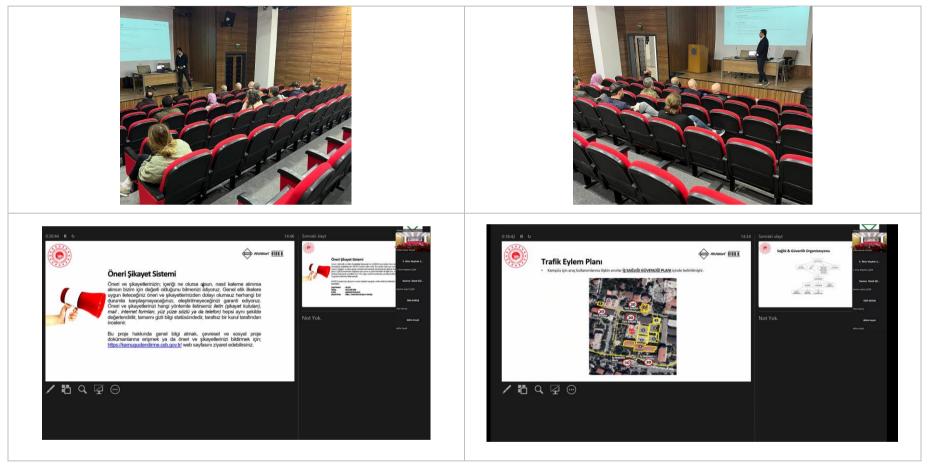






Kamu Binalarında Deprem Dayanımı ve Enerji Verimliliği Projesi

Table 3 MEETING VISUALS













Participant List and Contact Information

Table 4 Participant List and Contact Information

Within the scope of the Law on the Protection of Personal Data Personal (Law No. 6698), participants' clear identity information cannot be shared. However, records of the meeting are kept by the PIU.

CONSULTANCY COMPANY PARTICIPANTS

- 1) Fulya Gülbahar (Social Expert)
- 2) Hüseyin Tavaslıoğlu (Energy Systems Engineer)
- 3) Orhan Kenan Sülahi (Energy Systems Engineer)
- 4) Cem Akkuş (Occupational Health and Safety Specialist)
- 5) Defne Koçak (Environmental Expert)

PROJECT IMPLEMENTATION UNIT PARTICIPANTS

- 1) Ganime Güzel (Environmental Expert)
- 2) Semahat Dicle Maybek (Social Expert)
- 3) Tülün Yıldırım (OHS Specialist)
- 4) Elif Şeker (Sociologist)

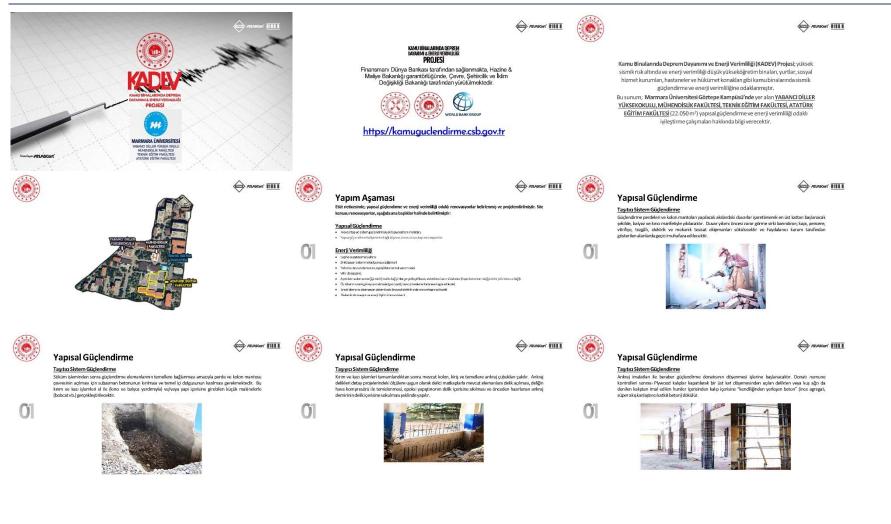
Explanation: The stakeholder engagement meeting was held on the digital platform (<u>https://meet.google.com/qhy-mqzb-ers</u>) Video recording was made with the information and approval of the participants.







Stakeholder Engagement Meeting Presentation











01

Yapısal Güçlendirme

Ince İşler

Kaba inşaatın tamamlanmasının ardından onanm işlerine geçilir. Güçlendirme perdelerinin iç ve dış yüzeylerinin sıva, boya, yaltım vb. uygulamaları, borulan zeminlere texiyvi betonu ve kapılama matatemesi düzerinenleri, elektrik tesisati ve mekanik tosisat mortağıları ve gerekiyora kapı percere imalatları yapılarak güclendirme isleri tamamlanır.





Enerji Verimliliği Odaklı Çalışmalar

ATLASCOT'

Aydınlatma Elemanları LED Dönüşümü

Marmara Üniversitesi Göztepe Kampüsü binaları proje kapsamına giren tüm yapılarda, benzer aydınlatma şiddeti ve renk sıcıklığına sahip LED aydınlatma armatürleri ile değiştirilecek ve Koridor, V/C gibi mahallere hareketsensörüuygulaması yapılacaktır.





ATLASCON'

Enerji Verimliliği Odaklı Çalışmalar

Çatı Yalıtımı

Yerinde yapıları inceleme neticesinde catılarda yapıları hesaplamalar meycut termal yalıtımın TS 825 şartlarını karşılamadığını ortaya koymaktadır. Bu çerçevede ;

 Atatürk Eğitim Fakültesi ABC Blokları (2.504 m2 döşeme üzeri 10 cm u=0,035W/m2K camyünü silte)

 Teknik Fěitim Fakültesi (432 m2 cati arasi döseme üzeri 10 cm cam viini) silte valitim). Mühendislik Fakültesi (719 m2 çatı arası döşeme üzeri 10 cm u=0,035 W/m2K cam yünü şilte valitimi

 Yabancı Diller Yüksek Okulu (495 m2 çatı arası döşeme üzeri 10 cm u=0,035 W/m2K camyünü silte)

Çatılarına ısı yalıtımı yapılması uygun görülmüştür



Enerji Verimliliği Odaklı Çalışmalar

Otomasyon Sistemi

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Enerji Verimliliği Odaklı Çalışmalar

Yapılan hesaplamalar neticesinde Marmara Üniversitesi Göztepe Kampüsü (Atatürk Eğitim Fakültesi, Teknik Eğitim Fakültesi , Mühendislik Fakültesi, Yabancı Diller Yüksek Okulu) özelinde belirlenen önlem senaryolarının hayata geçirilmesi ile toplam enerji tüketiminde 61,48% oranında tasarruf elde edilebilecek, yaklasık 1.836.7 ton/yıl sera gazı emisyonu engellenebilecektir. Söz konusu renovasyonlar ve yenilenen sistemlerin EN ISO 50001 Enerji Yönetim Sistem şartlarına uygun biçimde işletilmesi ile yıllık 865.217 kWh elektrik, 800.181 kWh doğalgaz tasarrufu sağlanabilecektir. Söz konusu tasarrufun maddi boyutu yaklaşık 4.980.446 t/yıl seviyesindedir.



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Part b



Enerji Verimliliği Odaklı Çalışmalar

- Proje kapsamına giren tüm binalarda merkezi isi merkezi yerine müstakil isi merkezi kurularak duvar tipi
- yoğuşmalı yüksek verimli kazanların tesisi, tesisatın ve yalıtım yenile Atatürk Eğitim Fakültesi split klimaların VRF sistemler ile yenilenmes
- Teknik Eğitim Fakültesi split klimaların yerine VRF sistemi uygularması
 Mühendislik Fakültesi split klimaların yerine VRF sistemi uygularması
 Yabancı Diller Yüksek Okulu split klimaların yerine VRF sistemi uygularması



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Enerji Verimliliği Odaklı Çalışmalar

Cephe Yalıtımı

Dış cephe kontrolleri neticesinde; yapılan hesaplamaların, yalıtımlı bölümlerde dahi TS 825 asgari şartlarının karsılanmadığını göstermiştir. Bu cercevede:

- Teknik Eğitim Fakültesi dış cephesine 8 cm kalınlığında taş yünü termal yalıtım tesisi. (604m2 uvgulama alanı)
- Mühendislik Fakültesi dış cephesine 10 cm kalınlığında taş yünü termal yalıtım tesisi. (1195,17 m2 uveulama alanı)

 Yabancı Diller Yüksek Okulu dış cephesine 8 cm kalınlığında taş yünü termal yalıtım tesisi. (1387 m2 uygulama alanı)



İş Sağlığı & Güvenliği

Yapım sürecine ilişkin, iş sağlığı ve güvenliği planları hazırlanmıştır. Yüklenici firmanın Tarəfirmızca hazırlanan İŞ SAĞLIĞI GÜVENLİĞİ PLANI doğrultusunda, sorumlu olduğu bütün çalışmaları kapsar mahiyette İŞ SAĞLIĞI GÜVENLİĞİ PLANI ve Risk Analizini hazırlaması ve Müşavir onayına sunması zaruridir. Ancak söz konusu plan, analizlerin uygun görülmesi sonrasında çalışmalar başlayacaktır.

Paydaşlanmızın bu çalışmalara ilişkin dikkat etmeleri gereken konular şunlardır:

 Mobil vinç, kompresör vb. iş makinelerinin tamamının periyodik muayene raporlarının temin edilmiş olması ve makineler içinde hazır bulundurulması zaruridir. Sör konusu makineler, yetkili operatörler tarafından kullanılabilir. Operatörler yetki belgelerini hazır bulundurmalı ve saha kontrolleri, denetimleri esnasında yetkli ISG uzmanlarının talepleri doğrultusunda beyan edebilmelidir.







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İş Sağlığı Güvenliği

 Sahada kullanılan her türlü elektrikli cihaz/ekipmanın elektrik açıdan güvenli okluğunu gösterir PAT testleri yapılmış olmalıdır. Söz konusu ekipmanlanı tamamında cihaz üzerlerinde uygunluğu gösterir etiketler yeralmalıdır. Ancak uygun Mesleki Yeterliik Belgesine sahip çalşanların sahaya girmelerine izin verilecektir.
 Bütün çalşanları görevleri çerçevesinde uygun kişisel koruyucu ekipmanlara sahip olmalı ve etkin olarak kullanmalıdır.

- Bütün çalışanların, «Temel İSG Eğitimini», «Risk Analizi Eğitimini» almış olması zaruridir.
- Yüksekte çalışacak personellerin «Yüksekte Çalışma Eğitimi» almış olması zaruridir.
 Bütün çalışanların «EKED Etiketle Kilitle Ermiyete Al Dene Eğitimini» almış olması zaruridir.
 - Calquiran «İş SAGUĞI GÜVENLĞİ PLANI» içinde belmlendiğer iğili oğıtmleri calışma öncesinde alması zarundır.
 İş bielelerinin SE EN ESELİ standartı şartarını karşlaması esastır. Sök konusu iş bielelerinde çalışacak kölülin personellerin vilöseleter çalışma oğıtmla almış olmalan, parışdı tipi emniyet kemeri ve düşme engelleyici ekişmanları kullarmıları ravındır.
 - Kampüs içindel Ş SAĞLIĞI GÜVEN LİĞİ PLANI içinde belirtilen «TRAFİK EYLEM PLANINA» uygun hareket edilmelidir. Yüklenici firma; bu çalışma sahası özelinde acil durum eylem planları geliştirmeli ve bütün çalışanlarını kapsar mahiyettetatbilatlargerçekleştirmelidir.

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Çevresel Etkiler

Atık Yönetimi

İnsaat, Hafriyat Atıkları

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ATLASCOT IIII







Sağlık & Güvenlik Organizasyonu



ATLASCET' **Cevresel Etkiler** Proje sahas; Marmana Üniversitesi Göxtepe Kampüsü alanı içerisindedir. Kampüs dışında yer alan diğer binalanın inşast süreçlerinden <u>doğrudan etkilenmeleri</u> söz konusu değildir. Faaliyet alanı çevresi aşağıda gösterilmiştir.



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Çevresel Etkiler

İnşaat çalışmaları sırasında, bölgede hålihazırda mevcut olan kanalizasyon, elektrik ve su şebekeleri kullanılacaktır.

Forel atklar, belediye himmetlerinden faydalanlarik bertaraf edilecik, diğer atklar için ise geçici depolama alardar oluşturulugi lavarı firmalarez bertarafının yaşılması ağlanazları. Proje casındar herhangi bir hismetli almı, quan varile tekhri kasındısı indeli jerenardar çuan variarla sakandı isi bu inderik herba müzade ku), mexuz alışaşı inikinları (jenestör ku), değirtendirlecek ve iğli yönetmelikere uygan darak geçekçeliştirecektir.

Cevresel Etkiler

Proje kapsamında; Müşavirin, Yüklenici firma personellerine vereceği eğitimler sonucunda, yüklenici firmanın kurumsal kapasitesinin gelişmesi beklenmektedir. Bu eğitimler aşağıda listelenmiştir.





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Söküm faaliyetleri sonucunda binaya ait zimmetli malzeme oluşması durumunda bina yönetimine çıkan malzemenin teslim edildiğine dair belge alınacaktır.

İnşaat/yıkontı atlıklarının kazanılması ve özelilikle alt yapı malzemesi olarak yeniden değerlendirilmesi öncelikli olarak de ainacaktır. Hörfyat atlıkları ilgili belediyenin atık depolama tessisine gönderlecektir. Atlıkların sahayakable deliceçilen dela Belediyesinden resmirya azılınarak ildenreye sunularaktır.









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Çevresel Etkiler

Atık Yönetimi

Tehlikeli Atıklar;

Tehlikeli atıkların yönetimi, Atık Yönetimi Yönetmeliği uyarınca gerçekleştirilecektir.

- Proje uhrandu telikili alkšinn geçit özerik desolumnan dununuda stalar sağlam, salarmaş eminyeli va kularanarı kalar işmöş standartana yapın korknyeneten ve proje almı içintinde mulartara editecek, instrumenterin üserinde sahlakili askı ibaresine yer verilecek ve deşohamı molderim alık kodu, mıkara, geçil Şosilikiler, konuna koyalan ve deşohama tarih konciyeneter alerine yakterisi geri başındara yakteri başı alakteri başındara başındarı başındarı başındarı alakterine yakterisi (men başındara meşundara yaşını edinak Universite Maresinden üser ülenarak belihenetek ve mişojenet akterisi alakteri başındara başındarakteri tarih yakteri (men başındara meşundara yaşını edinak Universite Maresinden üser ülenarak belihenetek ve mişojenet akterisi alakteri başındarakteri tarih şoşandara yakteri başındara başındarakteri kalakteri çilenarakteri başındara yakteri başındara yakteri başındarakteri başındara yakteri başındara yakteri başındarakteri belihenetek başındara yakteri yakteri başındara yakteri başı 30
 - Zararlı maddelerin saklandığı konteynerler ve atık yağlar toprağa dökülme ve sızıntıyı önlemek için sızdırmazbeton alanlara verleştirilecektir.

Zehirli iceri
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 sahip boyalar, eritici madde (solvent) va da kursun bazlı kimvasallar kullanılmavacaktır.

Çevresel Etkiler

Atık Yönetimi

Tehlikeli Atıklar;

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- Şantiye sahasında oluşması muhtemel tehlikeli kimyasal madde ve atakların Çevre Şehircilik ve iklim Değişikliği Bakanlığı çevrimiçi programı Entegre Çevre Bilgi Sistemi (E-CBS) üzerinden atik yönetimi uygularması kullanılarak İtsaniblertarın fessilerine göndenlercektir.
- Calışma sahalarında döküntü szıntı emici ped kitleri hazır bulundurulacaktır. Görevli bütün personeller tehlikeli kimyasal sızıntı ve döküntüsüne ilişkin korunma ve acil durum eğitimine tabi tutulacaktır.
- Orta ve büyük ölçekli çevresel kazaların oluşması halinde, kaza araştırması yapılacak ve raporlanacaktır. Tadilat/inşaat çalışmaları sırasında sökülen kullanılmış floresan lambalar ruhsatlı tesislerde bertaraf edilecektir. Malatemenin taşınmasına ve bertaratına ilişkin gerekli belgeler, inşaat şantiyesinde tutulacak ve istenineş ÇİDBve Dünya Bankası'naibraze dölecektir.

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Çevresel Etkiler

Atık Yönetimi

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(1);

- Evsel Atiklar;
- Oluşacak evsel nitelikli atiklar kaynağında ayrıştırılacak (plastik, cam, kağıt, vb.) ve değerlendirilebilir olarıların geri dönüşümü sağlaracaktır. Ankların uygun biçimde ayrıştırılması için çalışanlara eğitim verilecektir.
- Geri kazanımı mümkün olmayan atiklar, ağzı kapalı sıhhi çöp bidonlarında biriktirilecek, Yetkili Belediyenin katı atık toplama sistemi aracılığıyla düzenli depolama sahalarına gönderilecektir.
- Ambalaj Atıkları; Kontamine olmamş geri dönüştürülebilir atıkların (plastik, com, kağıt, vb.) geri dönüşümü sağlanacaktır. Atıkların uygun biçimde ayrıştınimasi için çalışanlara eğitim verilecektir.
- Tehlikeli maddeler ile kontamine olmus atikların tamamı, tehlikeli atik statüsünde değerlendirilecektir.



Sosyal Etkiler Paydaşlarımıza aktarmak istediğimiz hususlar şunlardır;

 Söz konusu çalışmaların, <u>bina dayanımını olumsuz etki lemesi</u> söz konusu değildir. Güçlendirme ve renovasyon çalışmaları esnasında, kullarıcı ve diğer paydaşların çalışma sahalarına yaklaşmamaları hususunda yapılan uyarıları dikkate alarak destek vermenizi rica ediyoruz.

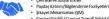
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Sosyal Etkiler

Proje kapsamında, Müşavirin Yüklenici personeline vereceği eğitimler sonucunda yüklenici firmanın kurumsal kapasitesinin gelişmesi beklenmektedir. Bu eğitimler aşağıda listelenmiştir. Cevresel ve Sosyal Etkiler



Cinsiyet Eşitliği/Cinsiyet Ternelli Şiddet/Cinsel Sömürü/Cinsel Saldırı/Cinsel Taciz Davranış Kuralları
 Tarihi Mirasın Korunması



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ATLASCOT'

Yüklenici firmaların uvmaları gereken is sağlığı ve güvenliği kuralları ile genel cevresel sosyal etkiler/önlemler; bu proje özelinde hazırlanan ISG PLANI ve ÇEVRESEL ve













Öneri Şikayet Sistemi



Oneri ve şikayetlerinizin; içeriği ne olursa olsun, nasıl kaleme alınırsa alırsın bizim için değeri olduğunu bilmenizi istiyoruz. Genel ettik ikelere uygun iletozginiz ören ve şikayetlerinizen dotayı olumsuz herhangi bir durumla karşılaşmayacağınızı, eleştilimeyeceğinizi garanti ediyoruz. Öneri ve şikayetlerinizi hangi yörterine itetineze iletin (şikayet kutuları), mail, nitarmet formiları, yüz yüze sözül ya da teleforn) hepsi aym şekkte değerlendiri. Ianamı gizti bişi satbalsindedi, mafazı bir kutularılı. incelenir.

Bu proje hakkında genel bilgi almak, çevresel ve sosyal proje dokümanlarına erişmek ya da öneri ve şikayetlerinizi bildirmek için; <u>https://kamuguclendirme.csb.gov.tr/</u> web sayfasını ziyaret edebilirsiniz.







Cente, Schrittilke en liketin Dobjektid Bakensjörnin (CSDB2)) tern beforden hern die web stässi-warchigke sergissiehen hir Verlei friv auch in mit wurder bei zusächt in eine generative calegariaum, polizim ontektion we dehat gener zuhmeter (ich bakensk dizweide bis geladyet meterkenzensa lighet zühler. CSDB zusächnals assägnam til mosorive spärih transfordi fai fait genoration seksignet professionel dama (schnellen ku.O. 181 gagn merkezi tarafindan semtammaktadir va da Proje Upgulama Birtimin eterhmischen.

KADEV projesi için şikayet ve öneri sahipleri aşağıda verilen farklı kanallardan taleplerini iletebilirle

: Alo 181 : 0312 586 4858 : yigmkadev@csb.gowtr : https://kadevoneri.cs Çağı Merkezi Telefon E-Mail Sikayet Formu voneri.csb.gov.tr/oneri.jsp



Öneri Şikayet Sistemi



(Bu eylem için akoli telefonunuzda QR kod uygulaması olmalıdır. Söz konusu uygulama yoksa, herhangi bir intomot larayıcı autros çubuğuna şikayot formu orişim adresini yazabilireiniz.)





ATLASCHT HILL İlgi ve anlayışınız için teşekkür ederiz!





