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|  | **TANAP**  **TRANS ANATOLIAN NATURAL GAS PIPELINE PROJECT** |

STAKEHOLDER ENGAGEMENT PLAN

**ANNEX 3 STAKEHOLDER ENGAGEMENT IMPLEMENTATION GUIDELINE**

**FOR OPERATIONS**

**TABLE OF CONTENTS**

[1. Introduction 3](#_Toc511927093)

[2. STAKEHOLDER IDENTIFICATION– Operation Phase 4](#_Toc511927094)

[3. Stakeholder engagement implementation 7](#_Toc511927095)

[4. Monitoring and Reporting 12](#_Toc511927096)

# Introduction

The “Stakeholder Engagement Implementation Guideline” document for Operation Phase provides:

* A summary of engagement to date.
* A methodology for classifying the level of engagement with stakeholders going forward into the operation phase.
* A plan for engagement of stakeholders during pipeline operation, Above Ground Installation (AGI) and off-shore activities, including a schedule and responsibilities.

A plan for monitoring and reporting the items agreed in Stakeholder Engagement Plan (SEP).

The SEP is an internal, working document that may be revised as required during the operation phase of the Project.

# STAKEHOLDER IDENTIFICATION– Operation Phase

Based on the extensive engagement and the in-depth knowledge of the situation in Turkey, key stakeholders were formerly identified during early phases of the Project and kept updated until the operation phase.

The stakeholders will mostly be the same for the operation phase and are as listed in Table 1 below.

|  |
| --- |
| **Government Authorities** |
| **Central Government Authorities** |
| **Regional Government Authorities** |
| **Local Government Authorities** |
| **Project Partners** |
| **Non- Commercial, Non-Governmental and Public Organisations** |
| **International NGOs** |
| **National NGOs** |
| **Local NGOs** |
| **Lenders** |
| **Media** |
| **International Media** |
| **National Media** |
| **Local Media** |
| **Interest Groups** |
| **Business Associations** |
| **Chambers of Commerce** |
| **Cooperatives** |
| **Universities** |
| **MSEs** |
| **Project Affected People** |
| **Directly affected landowners / Users** |
| **Project affected communities/persons** |
| **Project employees** |
| **Other** |
| **General public** |

*Table 1: Key Stakeholders Identified for Operation Phase*

**Stakeholder engagement classification – Operation phase**

In order to define the necessary engagement activities going forward, the identified stakeholders have been categorised according to:

a) Their level of interest in the project operation activities and

b) Their ability to influence or affect the project operational activities.

Some central, regional and local government offices have been considered separately in the below matrix, given their importance for the project, while others have been treated collectively (See Table 2)

|  |  |  |  |
| --- | --- | --- | --- |
|  | High Ability or Likelihood to Influence or Impact the Project | Medium Ability or Likelihood to Influence or Impact the Project | Low Ability or Likelihood to Influence or Impact the Project |
| High Level of Interest in the Project | * Lenders * Ministry of Environment and Urbanisation * Ministry of Energy and Natural Resources * Project partners * AGI-affected communities | * Governorships * Subgovernorships * Municipalities * Project employees |  |
| Medium Level of Interest in the Project |  | * All relevant General Directorates (unless specifically named elsewhere) * Pipeline-affected communities | * Relevant Regional Directorates (unless specifically named elsewhere) * Relevant Provincial Directorates (unless specifically named elsewhere) * Other Provincial Offices |
| Low Level of Interest in the Project | * National & International media | * National NGOs * International NGOs * Local NGOs * Local media | * Cooperatives * Universities/Scientific Community * Business associations * Chambers of Commerce * Small, Medium and Micro-sized Enterprises (SMMEs) |

*Table 2: Classification of Stakeholders According to Interest and Influence during Operation Phase*

The methodology to be used for stakeholder engagement based on the above categorisation is as described in Table 3 below:

|  |  |  |
| --- | --- | --- |
| Red | Orange | Green |
| Regular engagement, including written and verbal project information on a quarterly basis.  Methods of engagement to include:  Formal meetings  Presentations/Reports  Written Project brochures/updates  Corporate website  Hotline  Grievance mechanism | Regular engagement, *typically* once every 6 months, typically through written project information.  Methods of engagement to include:  Written correspondence  Written Project brochures/updates  Corporate website  Hotline  Grievance mechanism | Infrequent engagement, typically once per year, typically through indirect written project information (i.e. mass media).  Methods of engagement to include:  Corporate website  Hotline  Grievance mechanism |

*Table 3: Operation Phase Engagement Activities for Each Level of Classification*

The details of the engagement methods are as follows:

* Formal face to face meetings – likely to be the primary form of on-going consultation during the operation phase.
* Presentations – in appropriate languages and with appropriate level of detail for the audience.
* Correspondence – to be used as part of official procedures and on-going information updates.
* Project Brochure/Updates - Project Brochure will be updated to provide up to date progress info and will be used as on-going communication tool.
* Corporate website – publically available site for project announcements, documents, reports, etc.
* Free hotline – available at any time for stakeholders to contact the Company for questions or concerns.
* Grievance mechanism – aimed particularly at directly affected stakeholders. Mechanism has been and will continue to be widely disclosed to affected public.

# Stakeholder engagement implementation

Table 4 outlines the following details, by stakeholder category, for the operation phase:

* Frequency of engagement
* Methods and materials to be used for engagement
* Lead responsibility and supporting responsibilities

As expected, the frequency of engagement will be lower compared to construction phase but key methods for interaction, such as the Grievance Management Procedure, will continue to be available to third parties.

The objectives of stakeholder engagement during the operation phase are to:

* Ensure operation impacts as defined in the ESIA are managed properly to maintain the well-being of project-affected communities, particularly those in the vicinity of AGIs.
* Ensure communities are aware of operation phase restriction activities and how this may impact their daily lives.
* Provide safety awareness to communities in the directly affected area.
* Ensure stakeholders are aware of possible communication channels to convey any questions, concerns and grievances.

The topics, frequency and materials used for engagement call be altered and adapted as more information becomes available through the on-going engagement.

| **Stakeholder** | **Topics** | **Frequency and Start Date** | **Method and Materials** | **Lead and Supporting Responsibility** |
| --- | --- | --- | --- | --- |
|  | | | | | |
| **Red Category Stakeholders** | | | | | |
| Lenders | Update of operation activities | Every six months, starting 1Q 2019 | Formally arranged face-to-face meetings  Presentations/Reports | Lead : TANAP QHSSE Team  Support : TANAP Operation Team |
| Compliance with ESIA | Quarterly, starting 3Q 2018 | Third Party Reports | Lead : Third Party Monitoring Company  Support: TANAP QHSSE Team |
| Ministry of Environment and Urbanisation | Update of operation activities  Compliance with ESMPs | Yearly, starting 3Q 2018 | Formally arranged face-to-face meetings  Written Project brochures/ updates  Technical workshops (If requested by the authority) | Lead; TANAP QHSSE Team  Support : TANAP Operation Team |
| Compliance with ESIA | Quarterly, starting 3Q 2018 | Third Party Reports | Lead : Third Party Monitoring Company  Support: TANAP QHSSE Team |
| Ministry of Energy and Natural Resources | Update of operation activities | Yearly, starting 3Q 2018 | Formally arranged face-to-face meetings  Presentations/Reports  Written Project brochures/updates | Lead : TANAP management Team  Support : TANAP Operation Team |
| Project Partners | Update of Project activities and progress | Monthly | Formally arranged face-to-face meetings  Presentations/Reports | Lead : TANAP Management Team  Support : TANAP Operation Team |
| AGI-affected communities | Community safety  Grievance process  Land Use Restrictions | Quarterly starting  3Q 2018 | Formally arranged face-to-face meetings  Written Project brochures/ updates  Hotline  Grievance mechanism | Lead : TANAP Social Impact Specialists  Support : TANAP Operation Team |
| Governorships | Operation Activities  Social and environmental investment activities  RAP Fund Implementation  Land Use Restrictions | Yearly, starting 1Q 2019 | Formally arranged face-to-face meetings  Written Project brochures/ updates  Corporate website  Hotline | Lead : TANAP Social Impact Team  Support : TANAP Management & SEIP Team  TANAP Operation Team |
| Sub-governorships | Operation Activities  Social or environmental investment activities  RAP Fund Implementation  Land Use Restrictions | Yearly, starting 1Q 2019 | Formally arranged face-to-face meetings  Written Project brochures/updates  Corporate website  Hotline | Lead : TANAP Social Impact Team  Support : TANAP Management & SEIP Team  TANAP Operation Team |
| Municipalities | Operation Activities  Social or environmental investment activities  RAP Fund Implementation  Land Use Restrictions | Yearly, starting 1Q 2019 | Formally arranged face-to-face meetings  Written Project brochures/updates  Corporate website  Hotline | Lead : TANAP Social Impact Team  Support : TANAP Management & SEIP Team  TANAP Operation Team |
| Project Employees – Other Employees | Operation Activities  Working Conditions and Code of Conduct | Yearly, starting 1Q 2019 | Formally arranged face-to-face meetings (“town hall”)  Written Project brochures/updates  Corporate website | Lead : TANAP Corporate Communications Team  Support : TANAP HR Team |
| Orange Category Stakeholders | | | | | |
| Relevant General Directorates (unless specifically named elsewhere) | Operation Activities  Social and environmental investment activities | Every six months, starting 1Q 2019. | Written Project brochures/ updates  Corporate website  Hotline | Lead : TANAP Corporate Communications Team  Support : TANAP Operation Team |
| Pipeline-affected communities | Community safety  Grievance process  Land Use Restrictions | Every six months, starting 3Q 2018 | Formally arranged face-to-face meetings  Written Project brochures/ updates  Hotline  Grievance mechanism | Lead : TANAP Social Impact Specialists  Support : TANAP Operation Team |
| National & international media | Operation Activities  Social and environmental investment activities  RAP Fund Implementation  Grievance process | Monthly starting 3Q 2018 | Formally arranged meetings  Written Project brochures/updates  Hotline  Grievance mechanism | Lead : TANAP Social Impact Team ;  Support : TANAP Operation Team |
| Green Category Stakeholders | | | | | |
| Relevant Regional Directorates (unless specifically named elsewhere)  Relevant Provincial Directorates (unless specifically named elsewhere)  Other provincial offices | Operation Activities  Land Use Restrictions | Yearly, starting 1Q 2019 | Corporate website  Hotline | Lead : TANAP Permitting & Authority Liaison / Government Relations Team  Support : TANAP Corporate Communications Team |
| Local NGOs / National NGOs / International NGOs | Operation Activities  Social or environmental investment activities  RAP Fund Implementation | Yearly, starting 1Q 2019 | Written Project brochures/updates  Formal Meeting  Corporate website  Hotline | Lead : TANAP QHSSE Team  Support : TANAP Corporate Communications Team |
| Business Associations / Chambers of Commerce / SMMSEs / Cooperatives | Operation Activities  Local procurement data. | Yearly, starting 1Q 2019 | Corporate website  Hotline | Lead : TANAP Corporate Communications Team |
| Universities and Scientific Community | Operation Activities | Yearly, starting 1Q 2019 | Corporate website  Hotline | Lead : TANAP Corporate Communications Team |
| Local media | Operation Activities | Yearly, starting 1Q 2019 | Corporate website  Hotline | Lead : TANAP Corporate Communications Team |

*Table 4: Stakeholder Engagement Plan for Operation Phase*

# Monitoring and Reporting

TANAP’s Social Impact Team is responsible for:

* Implementing some of the elements of the SEP
* Monitoring the progress of implementation of the SEP across all TANAP Teams
* Collating engagement information from multiple teams
* Entering engagement data into OSID
* Analysing the information per OSID functions
* Providing reports to TANAP management and other teams as required

TANAP Social Impact Team will review this plan yearly to determine if any changes to stakeholder classification or engagement are required. If so, the plan will be updated and a new revision will be distributed.

TANAP Social Impact Team will provide a monthly report summarising the key engagement activities with type of meetings, based on information provided in the OSID system.