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

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| STAKEHOLDER ENGAGEMENT PLAN  ANNEX 2 RAP-SPECIFIC STAKEHOLDER ENGAGEMENT IMPLEMENTATION GUIDELINE |

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**ABRREVIATIONS**

AGIs Above Ground Installations

CC Construction Contractor

CLO Community Liaison Officer

EBRD European Bank for Reconstruction and Development

EIB European Investment Bank

ESIA Environmental Social Impact Assessment

GLAC Guide to Land Acquisition and Compensation

IFC International Finance Corporation

HQ Headquarter

LRE Land Rights Entity

LRP Livelihood Restoration Plan

OP Operational Policy

OSID Online Stakeholder Interaction Database

PACs Project Affected Communities

PAPs Project Affected Persons

PR Performance Requirement

PS Performance Standard

RAP Resettlement Action Plan

SEIG Stakeholder Engagement Implementation Guideline

SEP Stakeholder Engagement Plan

TANAP Trans Anatolian Natural Gas Pipeline

VG Vulnerable Groups

WB World Bank

# INTRODUCTION

This “**RAP-specific Stakeholder Engagement Implementation Guideline (SEIG)**” was prepared as a supplementary document of the Stakeholder Engagement Plan (TNP-PLN-SOC-GEN-001) for disclosure and engagement of RAP Implementation with the particular aim of performing tasks described under the section “Community Engagement” in the Summary of Corrective Actions Table in Addendum to RAP for Pipeline Route (TNP-PLN-SOC-GEN-006).

This Annex provides:

* A general description of stakeholder categories,
* An issue-based stakeholder engagement approach including informing parties and parties to be informed with the relevant methods/materials,
* Detailed explanations for each issue of engagement,
* Documents used for RAP-specific stakeholder engagement
* Framework on monitoring and reporting this engagement process

The Project having a linear nature, involves engaging with 585 settlements and many other stakeholders along the pipeline route. Each stakeholder, affected from one or more of the various components (pipeline and AGIs) of the Project, is anticipated to experience different types of impacts. Consequently, the dissemination of timely, thorough and explicit information on RAP implementation is essential to avoid, mitigate or restore possible Project impacts particularly due to land acquisition.

This guideline is a living document that will, if necessary, be updated according to the changing engagement requirements of the Project throughout the RAP and LRP implementation in parallel to construction and operation phases.

## Stakeholder Identıfıcatıon

All stakeholders were identified in the early Project development phase. A preliminary list of stakeholders was prepared through desktop studies during the ESIA process. Based on this list, stakeholders that could potentially be affected by and/or have an influence on the land acquisition works of the Project have been updated during RAP preparation. This list will continuously be revised throughout the RAP implementation process as new stakeholders are identified. Stakeholder categories with relation to the Project’s RAP implementation activities are as follows:

**Table 1.** Stakeholder Categories and their Relation to the Project

| **Stakeholder Category** | **Relevancy with the Project** |
| --- | --- |
| Project Affected Persons (PAPs) | People (including vulnerable groups, disputed land owners, shared land owners and absentee land owners etc.) living in settlements that are impacted by the Project’s land requirements including land exit at the end of construction phase and land use restriction during the operation phase. Both pipeline-affected and AGI-affected land owners/users are included. |
| Project Affected Communities | Communities directly affected by the pipeline and AGIs construction-targeted land acquisition including land exit process |
| Public Authorities | National, regional, provincial and district level authorities that will be involved and consulted for the entire land acquisition process; including the preparation and execution of land acquisition works and expropriation activities. |
| Non-Commercial and Non-Governmental Organizations | International, national, regional and district level organizations that will be interested in expressing views and opinions on the Project and that will have expectations on benefits brought by the Project. |
| Academia (universities, think thanks, foundations etc.) | Parties that will be interested in expressing views and opinions on the Project and that will have expectations (e.g. experience sharing) on benefits (e.g. partnership in RAP & LRP implementations) brought by the Project. |
| Business and related associations | Parties that can provide actual economic data to be referred for impact assessment and mitigation measures development, or that can procure goods and services for mitigating impacts or enhancing opportunities. |
| Multi-National and International Organizations such as United Nations, World Bank Group, EBRD, EIB etc. | Institutions and organizations that will be interested in expressing views and opinions as well as to proving finance for the Project. |
| Media at national, regional, provincial and district level | Agencies and other media sources that will be interested in informing, expressing views and opinions on the Project. |

## Engagement Approach

Majority of the engagement activities specific to the RAP implementation are executed along with the construction phase and land acquisition process in line with TANAP’s commitments[[1]](#footnote-1) in the project’s SEP as well as in its RAPs. Some of the engagement issues particularly land and livelihood are needed to continue until the end of land acquisition activities (end of 2019) in the first years of operation phase.

The frequency of engagement may change as the project transitions from construction to early operations but key RAP-specific engagement issues such as land exit, RAP Fund and livelihood restoration initiatives, will not diminish; on the contrary will increase as of mid-2017 and continue to be available to the relevant stakeholders.

In principle, the RAP specific engagement approach will aim to provide easy access to the below listed information (see Table 2) in a timely, transparent, accurate, and culturally appropriate manner to allow that all stakeholders be equally informed and have knowledge on how to access the means and resources allocated to provide feedback through TANAP Grievance Mechanism primarily as defined in the SEP.

Depending on the RAP specific engagement issue that requires informing the stakeholders, methods and frequency of the engagement are determined and are presented in Table 2.

**Table 2.** RAP Specific Stakeholder Engagement Matrix

| **Engagement Issues** | **Stakeholders** | | **Methods and Materials** | **Frequency** | **Phase** |
| --- | --- | --- | --- | --- | --- |
| **Informing** | **Informed** |
| 1. RAP and LRP Disclosure | TANAP Social Impact Team (HQ & Site) with the support of Land Acquisition Team (HQ & Site) | Local Government | TANAP and Lenders’ official websites | Once, permanently | Construction |
| Local authority visits | When needed |
| Printed copies of RAPs | Once |
| * PAPs * PACs * Community Leaders (mostly muhktars) * Vulnerable groups | TANAP and Lenders’ official websites | Once, permanently |
| Printed copies of RAPs and LRPs | Once |
| Community Meetings | As needed |
| Visual materials (posters, leaflet, etc.) in each project affected village | Once depending on the needs |
| 1. General Project information, land acquisition requirements of the Project and land acquisition process | Operation Social Impact Team with the support of Social Impact, RAP / LRP Specialists and LAC Teams | Lenders | * Formally arranged face-to face meetings * Reports/presentations | Every six months as of Q3 of 2018 until RAP Completion in 2020 | Operation |
| LRE Branch Offices | Local Government | * Written correspondence | When needed | During Construction and first years of operation until RAP Completion in 2020 |
| * PAPs * PACs * Community Leaders (mostly muhktars) | * Informal face to face meeting/interviews * Community Meetings * Telephone Interview | Once prior to negotiations |
| TANAP LAC and Social Impact Teams with the support of TANAP Site LAC and SOC teams and CC’s CLOs | * Lenders | * Formally arranged face-to face meetings * Site visits * Reports/presentations | Every six months throughout the construction |
| * PAPs * PACs * Community Leaders (mostly muhktars) | * Project brochure * Distribution of GLACs * Informal face to face meeting/interviews * Community Meetings * Telephone Interview | When needed |
| 1. Negotiations for acquisition of land | LRE Branch Offices | Land owners and users | * Negotiation invitations * Formally arranged negotiation meetings * Land based visits | * Notifications sent once prior to negotiations * Negotiation meetings held once or twice prior to acquisition | Construction |
| Relevant local authorities | Written correspondence regarding the absentee owners | Once when land owners cannot be located prior to negotiations |
| 1. Land entry,   reinstatement of land and land exit | Construction Contractor with the support of TANAP Site LAC and SOC Teams | Land owners/users | * Formally arranged face-to-face interviews * GLAC delivered before and during land entry * Booklet to be delivered during land exit interviews on lands usage during operation | At least once prior to entering land, several times during land reinstatement, and at least once during the land exit depending the accessibility to PAPs | Construction |
| 1. Land Use Restriction | TANAP Site Social Staff with the support of Operation Team | * Land owners and users * Relevant authorities as defined in Annex 3 | * Booklet on Land Use Restriction including application process for official permission request to use the pipeline impacted land or nearby areas of AGI-affected lands * Poster informing about contact details during operation phase | Once after land exit process to inform or clarify the land use restriction and new contact details of the operation phase | Operation |
| 1. Extra Land Acquisition | Operation Team | BOTAS and LRE Branch Office | * Written correspondence | When needed (for permanent acquisition) | Operation |
| Operation Team with the support of TANAP Site Social Impact Specialists | Land owners and users | * Written correspondence * Formally arranged negotiation meetings * Land based visits | When needed (both for permanent and temporary acquisition) | Operation |
| 1. RAP Fund based Entitlements | TANAP Social Team including site staff | * PAPs including female land users particularly * PACs * Community Leaders (mostly muhktars) * Vulnerable groups | Distribution of Additional Information Leaflet and brochure (new GLAC) on RAP Fund and other entitlements | Once to each PAP contacted | Until the end of construction and land acquisition activities (2019) including first years of operation in first three Lots |
| * Community meetings with a representative member of the affected HHs * Telephone interviews * Poster on RAP Fund | Once in each PAC |
| Focus group meetings or face-to-face interviews or telephone interviews with vulnerable groups | When upon internal and external monitoring findings |
| TANAP RAP Expert(s) | * TANAP Social Impact Team (HQ & Site) * CLOs of Construction Contractor | * Capacity Building Workshops * Audio / Tele Conferences * Internal supportive documents (guidance note, presentations etc) | When needed upon internal and external monitoring findings, and feedback of site social staff |
| 1. Grievance Mechanism (including Appeals Committee) | LRE Branch Offices | * PAPs * PACs * Village muhtars * Vulnerable groups * Local authorities | * Informal face to face meetings/interviews * Distribution of two GLACs * Community meetings * Telephone interviews * Focus Group meetings * Application Form to escalate unresolved complaints to Appeals Committee | Regularly throughout the Project as all engagement means are applied | During Construction and first years of operation until RAP Completion in 2020 |
| TANAP Site Social Impact Specialists |
| CLOs of Construction Contractor |
| TANAP Social Specialists including RAP Expert(s) | * TANAP Site Social Team * CLOs of CC | * Capacity Building Workshops * Audio / Tele Conferences * Informal face-to-face interviews | When needed upon the internal and external monitoring findings, and feedback of site social staff |
| 1. Livelihood Restoration Supports for Fisheries | TANAP Social Team including site staff and consultants | * CLO of Offshore EPC * Community leaders of fishery communities and all fisheries; particularly small-scale fishery and female family members * Amateur fisherfolk | * Internal meetings * Informant interviews * Community meetings | Several times as defined in LRP for fisheries (prior to and during offshore construction) | Construction |
| Offshore Construction Contractor | * Muhtars of fishery communities * Small scale fisheries | * Community meetings * Informative Leaflet * Announcements made in fishery communities |
| TANAP Social Impact Team with the support of Offshore CLO | * Muhtars of fishery communities including upstream and downstream ones * Small scale fisheries * Local authorities | * Informant interviews * Community meetings * Formally arranged face-to-face interviews | Two times for monitoring the post-impacts after construction | One year after completion of construction |
| 1. AGI-induced Vulnerabilities on Livelihood and Mitigation Measures | LRP Implementing Team of Experts with the support of TANAP Social Team | * Village muhtars * AGI-affected communities * AGI-affected vulnerable groups (all land owners and users) as identified with LRP for AGIs * Local authorities | * Informant interviews * Brochure on livelihood restoration assistance packages * Announcements made in PACs via posters * Printed copies of LRP for AGIs available in the nearest local authorities * Informal face to face meeting/interviews * Community meetings * Application forms for transitional allowance and for LRP packages to be filled out by AGI-affected vulnerable groups * Hotline * Site investigation visit | As defined in LRP for AGIs (throughout the implementation including monitoring until the end of 2019) | During Construction and first years of operation until the end of 2019 |
| TANAP RAP Expert(s) | * Lenders * TANAP Management * TANAP Corporate Communication Team * TANAP Social Team including site staff * CLOs of Construction Contractors | * TANAP website * Formally arranged face-to face meetings * Site visits * Reports/presentations * Briefing note * Audio Conferences | When needed | During Construction and first years of operation until RAP Completion in 2020 |
| 1. Pipeline-induced Vulnerabilities on Livelihood and Mitigation Measures | TANAP RAP Expert(s) with the supports of TANAP LAC Team and Site Social Teams with site teams | * Community leaders, particularly muhtars * Pipeline-affected communities and vulnerable groups | * Desktop studies for identification of pipeline-induced vulnerabilities and groups * RAP-specific Disclosure & Consultation Meetings * Supplementary GLAC * VG Control Checklist including new VG Identification targeted questionnaire * Informant interviews * Grievance Mechanism * Informative Leaflet | Once during RAP Disclosure Meetings in the pipeline-affected settlements  Throughout the project according to the needs of the vulnerable groups | During Construction and first years of operation until RAP Completion in 2020 |
| 1. Gender Integration | TANAP Social Team including site team with the supervision of RAP Expert(s) | * Community leaders, particularly muhtars * Female land users who are actively cultivating their lands * Women householders supporting small scale fishing activities | * Desktop studies for identification of female land users based on crop payment database * VG Control Checklist (targeted question on female land users) in RAP-specific Disclosure & Consultation Meetings * Supplementary GLAC or informative leaflet * Informant interviews or focus group discussion * Grievance Mechanism | Once during RAP Disclosure Meetings in the pipeline-affected settlements  Throughout the project according to the needs of the women whose livelihoods are directly affected by the Project | During Construction and first years of operation until RAP Completion in 2020 |
| 1. Updated Project schedule and progress | LRE Headquarters and Branch Offices | * PAPs * PACs * Village muhtars * Vulnerable groups * Local authorities | * Written correspondences * Project brochures and leaflets * Announcements in PACs * Informal face to face meeting/interviews * Community meetings * Local authority visits * Annual Stakeholder Meetings * Targeted consultation with PAPs | When needed upon the progress in the Project (continuous throughout the Project) in accordance with agreed and coordinated responsibilities between LRE, TANAP and CCs | Continuous throughout the Project |
| TANAP Social Teams (HQ & Site) |
| CLOs of Construction Contractor |
| 1. Final evaluation of RAP & LRP Implementation | Independent Third Party (consultant) with the support of TANAP Social Impact Team | * PAPs * PACs * Community leaders / muhtars * Vulnerable groups * Local authorities * TANAP Site staff | * Face to face interviews * Community meetings * Telephone interviews * Focus Group meetings | Once before RAP Completion | Operation (mid-2020 at the latest) |

In addition to descriptions given under Section 6 Stakeholder Engagement Methods in Annex 1, the following methods and materials were particularly defined:

* *Community Meetings* in addition to informal face-to-face meetings/interviews which will be mostly previously and formally arranged,
* *Local Authority Visits* which are mostly formally arranged meetings with local authorities based on a targeted issue to keep them informed
* *Telephone Interviews* to be mostly used by TANAP Site Social Impact Specialist to carry out targeted interviews with community leaders or PAPs, particularly with female land users, and also, by RAP Experts to access to LRP targeted PAPs
* *Vulnerable Group (VG) Control Checklist* to be used for pro-actively identifying availability of land users affected by unviable lands, additional female land users, land users of public/common lands and new landless following the loss of common lands during Disclosure and Engagement Meetings on RAP Fund (additional entitlement) held by TANAP Site Social Impact Teams in each pipeline- and AGI-affected settlements
* *VG Identification Questionnaire* which was additionally designed to make a final check of vulnerable people along the pipeline-affected settlements to plan any supports for them, where necessary.
* *Annual Stakeholder Meetings* to be carried out as of 2017 so as to keep overall stakeholders informed on the project implementation progress; particularly, construction-related and land acquisition concerns, and implementation of RAP Fund, and outcomes of grievance redress mechanism, and finally to get feedback from stakeholders
* *Supplementary GLAC* which was prepared in 2017 by TANAP Social and Land Acquisition Teams in order to inform PAPs affected by land acquisition on further entitlements provided from TANAP RAP Fund
* *Informative Leaflets/Brochure* which are the brief visual materials being developed by TANAP Social Team upon the needs, for instance; a leaflet for small-scale fishermen near the offshore construction site, and a leaflet/brochure for PAPs who are likely faced with livelihood-based vulnerabilities and therefore, who are eligible for additional compensation payments as a part of livelihood restoration assistance from RAP Fund or for those who are eligible for livelihood restoration assistance packages as they are permanently affected by AGIs
* *Application Forms* which are developed for three different purposes: i) for escalating unresolved complaints to Appeals Committees, ii) for transitional allowance as described in the Entitlement Matrix and iii) for AGI-specific LRP packages to be filled out by AGI-affected vulnerable groups and village legal entities
* *Hotline* which was opened to be used during LRP Implementation in order to enable the direct access of PAPs to TANAP
* *Site Investigation Visit* which is regarded necessary by LRP Implementation Team of Experts in order to become familiar with PAPs applied to LRP and to inform potential PAPs in detail about the LRP implementation process

# ENGAGEMENT ACTIVITIES FOR RAP IMPLEMENTATION

The Project’s RAP specific engagement activities were commenced early in the planning stage, during ESIA disclosure (2014) when the land requirements of the Project were first discussed with communities. Since then, many engagement activities which are mostly related to land acquisition & expropriation process, compensation being paid for any damage to land and crops due to construction activities and employment process for construction but less frequently on RAP Fund as additional entitlements defined in RAPs (2016) have taken place, and much more are being realized throughout RAP implementation which will continue until RAP Completion in 2020 as defined in RAP Monitoring Plan. As provided in above Matrix, certain issues have been raised, discussed, and shared with various stakeholders. Details to these engagement activities are presented under each topic below.

## Issues of Engagement

1. ***RAP and LRP Disclosure***

As committed in each RAP document of TANAP, the entire plans are publically disclosed in both languages (Turkish and English) on TANAP’s official website, lenders’ website in addition to the hard copies being distributed to all Governorships and sub governorships of impacted provinces and districts so that PAPs who would like to read, give comment or ask any related questions/raise their concerns can readily access to these documents. Furthermore, poster informing that Project RAPs are publically available at local authorities for review and comments have also been prepared and being posted in all project settlements.

Before finalizing RAP for AGIs in 2016, two consultation meetings in key places (Ardahan and Eskişehir) where major impacts of land acquisition appeared were organized to provide info on the contents and provisions of RAP for AGIs, particularly RAP Fund-focused entitlements in addition to land acquisition and compensation process being executed in line with the national legislation. As of mid-2017, similar disclosure and consultation meetings on RAP with additional / new visual materials are being held along the pipeline route and in other AGI-affected settlements at community level with the participant of relevant land owners/users.

Similarly, each LRP are disclosed via TANAP corporate website and their hardcopies will be disseminated to the relevant local authorities for easy access of PAPs. Rather than dissemination of the entire LRPs to the affected communities and PAPs, these documents will be available at local authorities for PAPs review and comments, if they asked but instead, more user-friendly and practical visual materials such as leaflet or brochure and posters covering the summary of these LRPs are produced and delivered to the target groups among PAPs.

1. ***General Project Information, Land Acquisition Requirements of the Project and Land Acquisition Process***

Generic information regarding the Project and its land requirements have been among the most inquired topics during the Project design phase. Written correspondences are sent to relevant public authorities to provide project specific information and to seek for cooperation in future project activities. Throughout the land acquisition process, LRE consults and exchanges information with authorities on various occasions such as PAP identification and address determination, valuation of assets, compensation payments, dissemination of information etc.

Apart from local authorities, both LRE and TANAP’s social team particularly site staff with the support of LAC teams at site and CLOs of CC, visit project-affected settlements to conduct interviews with them or hold meetings for informing local stakeholders about progress on the Projects including both construction and land acquisition. Meanwhile, where necessary, relevant visual materials such as guideline for land acquisition and compensation (GLAC) are prepared in a culturally appropriate manner and disseminated to the project affected persons including vulnerable groups and communities.

Lenders are also regularly informed about the progress on the Project, land acquisition and RAP – LRP Implementation via reports and presentations and during site visits.

1. ***Negotiations for Acquisition of Land***

Soon after the expropriation files are prepared, LRE sends out invitations for negotiations (including an information package on the subject land which is called GLAC) to PAPs to discuss the terms and prices offered for the acquisition of land. Negotiation meetings are taken place on the dates informed via the invitations which are made at least 15 days before the meetings.

During the negotiation meetings, each land owner is provided with details on how their immovable asset is affected, their entitlements, compensation offered and legal process to be followed shall negotiations fail. These meetings include representatives from LRE branches as well as legal advisors. Negotiations may result in amicable agreements whereas some may result in court process.

Land based visits are also conducted by LRE to execute standing crop identification studies one month before the commencement of the construction on the acquired land. These visits involve consultations with PAPs; not only land owners but also users of land. Here, LRE determines additional users of land apart from the land owners. They are informed of their legal rights and compensations that will be made for their entitlements borne from the Project.

1. ***Land Entry, Land Exit and Reinstatement of Land***

Land entry meetings with land owners are held once when; i) access to land is granted through amicable agreements or ii) access to land is granted through Article 27, compensation is paid (at least in an escrow account), and prior to the initiation of construction activities. In these meetings, PAPs are informed on the start and completion dates of construction, in addition to how and when the reinstatement of land will be realized.

The land exit meetings will also take place once after the reinstatement of land is completed and the PAPs agree that land can be handed over without any defect. At the end of the land exit interviews with PAPs, land exit protocols are signed to confirm it; however, this is not a binding action and do not limit their legal rights. They have always right to claim. They are in fact informed during this process or when any relevant complaint is received.

Engagement activities during land exit will also aim to identify additional right holders who may not have been informed of the entire entitlements within the scope of TANAP’s RAPs. In order to ensure that all land owners are fully informed of their entitlements and also land usage principles during operation phase, an informative leaflet will be distributed in addition to the verbal information that will be provided via CLOs during land exit agreement visits.

1. ***Land Use Restriction***

This is the most critical issue to be immediately explained to all land users / owners as soon as reinstatement is completed. A targeted booklet is delivered to PAPs during land exit process and preliminary information session are initiated. Then, more detail information on the land use restriction including contact person are also disseminated to PAPs by Operations Social Impact Team. Other visual materials such as poster is also produced to increase the visibility and accessibility.

1. ***Extra Land Acquisition***

Extra land during operation phase can be needed. Operation Team is the lead of the process in coordination with BOTAS and LRE Branch offices. Depending the timing of land to be acquired, actions to be taken and responsible parties vary.

1. ***RAP Fund and Other Entitlements***

One of the most influential elements of TANAP’s compensation strategy is the RAP Fund that allows to compensate for losses that are not covered by law. The RAP Fund was established in the beginning of RAP implementation and introduced to all landowners/users. Although various engagement activities to introduce that RAP Fund and the project’s entitlement matrix was carried out, the Addendum to RAP for Pipeline Route and RAP for AGIs have identified additional impact groups, hence additional entitlements that have necessitated the update of the matrix. Consequently, the scope of the RAP Fund was enhanced and additional methods of engagement are used to inform individuals and groups on these newly included entitlements. So, in order to inform PAPs particularly those who are directly affected by land acquisition about additional entitlements to be provided from TANAP RAP Fund and eligibility criteria etc., the following visual materials were prepared by TANAP Social Team: new GLAC, specifically named as Further Entitlements on Land Acquisition and Additional Economic Supports from TANAP RAP Fund, and related informative leaflets and a poster. Before commencement of delivery of these RAP Fund-focused materials, TANAP Social Teams and CC’s CLOs have been trained through workshops and online via skype. Distribution of all these visual informative materials are being carried out by TANAP Site Social Teams via several methods as described in Table 1. RAP-specific Stakeholder Engagement Matrix.

Before holding community level or vulnerable groups targeted meetings or interviews in order to disclose RAP Fund-based additional entitlements and receive their related concerns, TANAP Site Social Teams consult with village muhtars or community leaders in order to determine special dates and/or hours (day of the weekly bazaar, harvest week for certain products, grazing hours for herders, religious holidays etc.) for the availability of the target group who will be consulted.

This will be a continuing issue until the end of construction; however, RAP Fund related actions continue to be taken in the first three Lots even though the construction for these three Lots was completed because RAP related issues are retrospectively being handled in the first three Lots. Considering the completion of construction in Lot 4, these issues are planned to be closed by the end of 2019 at the latest, which means prior to RAP Completion in 2020 as defined in RAP Monitoring Plan.

1. ***Grievance Mechanism Including Appeals Committee***

TANAP has a very intricate grievance system that allows to identify, follow and monitor various concerns, complaints and other grievances related to RAP and LRP issues as well as other engagement interactions. The system was established soon after the project was commenced and was introduced to all stakeholders through various means; among which the major are interviews conducted by LRE, TANAP Social Impact Specialists and CC CLOs, both GLAC and additional Information Leaflet. The system, namely OSID (Online Stakeholder Interaction Database), has specific codes to record, track and monitor grievances lodged specifically on land based impacts and which also allows to retrieve information on consultations carried out on RAP implementation related topics.

Apart from the GRM, TANAP has also established an Appeals Committee that will serve to re-evaluate unresolved grievances brought by the PAPs. Information regarding the Appeals Committee is presented in the information leaflet as well as it is verbally communicated in various meetings, interviews and other ad-hoc interactions. TANAP Social Impact Specialists and CC CLOs are once again trained on the utilization of GRM. Staff who have access to lodging a grievance are encouraged to categorize each grievance proper as well as to follow and update records that they have registered. TANAP Social Impact Specialists in each Lot are responsible of closely monitoring all community relation activities undertaken by the Construction Contractors as well as joining some meetings and reviewing grievances received in each Lot until they are closed. The unresolved grievances likely to be escalated to Appeals Committee are internally discussed within TANAP Social Team, and communicated with the complainants to get their consent to escalate to the Committee and receive their application on this request.

More details including the operation phase are given in Annex-3.

1. ***Livelihood Restoration Supports for Fisheries in Marmara Sea Cross***

Complementary to the RAPs of TANAP Project, a livelihood restoration plan has been prepared for fishery communities, particularly small-scale fisheries likely to be affected by offshore construction in Marmara Sea Cross. The livelihood restoration strategy including eligibility criteria for compensation support was developed in a participatory method with local stakeholders.

Many community and focus group meetings have been carried out in three villages located near the sea crossing and livelihood strategies in the plan have been developed with the participation of regional stakeholders that were consulted. The information leaflet on entitlements as well as LRP’s mitigation measure-specific announcements and a leaflet were prepared, posted and/or distributed in fishery communities in line with Fisheries LRP (CIN-PLN-SOC-GEN-002\_P3-0) that has been already disclosed via TANAP corporate website. Details on engagement with fishery communities are also given in this Fisheries LRP. In addition to FLRP, an Addendum to FLRP was developed in a participatory way so as to elaborate the issues such as safety, host community etc. Moreover, informative meetings and announcements are carried out as per the needs.

After completion of the construction and implementation of FLRP, two rounds of interviews with the affected communities and individual fishermen are held as a part of monitoring the post-impact and evaluation of effectiveness of FLRP.

1. ***Livelihood Restoration Supports for AGIs***

Similar to the Fisheries LRP, another LRP for AGIs is prepared to provide livelihood assistance and support to those who were identified as AGI-specific vulnerable groups as they were impacted by the permanent land take requirements of the Project in addition to vulnerable groups defined in RAP for AGIs (TNP-PLN-SOC-GEN-008). Vulnerable groups identified during LRP for AGIs also include those who are assessed as potential AGI-specific vulnerable groups during the first Semi-Annual External RAP Monitoring. A much broader range of engagement activities have been and will be realized under this topic due to different types of stakeholders that are and may be impacted by the construction of AGIs. Details on engagement with AGI-affected communities and livelihood-based vulnerable groups are given in LRP for AGIs under the section Stakeholder Engagement. In line with LRP for AGIs and RAP commitments on community engagement, targeted-engagement efforts with these groups with the help of several tools are planned and being carried out as described in Table 1. RAP-specific Stakeholder Engagement Matrix.

1. ***Pipeline-induced Vulnerabilities on Livelihood and Mitigation Measures***

During preparation of RAPs for pipeline route, two main type of livelihood-based vulnerabilities were identified which are PAPs who are affected by unviable lands and by multiple pipelines, respectively. First one is those who are subjected to loss of crops on unviable lands (which is the part becoming temporarily unviable due to right of way along the pipeline route). Second group is those who are the land owners whose lands had already been affected by other pipelines in addition to TANAP pipeline. In addition to these two pipeline construction-induced vulnerable groups, three additional potential vulnerable groups (one is common) were pointed out during the first Semi-Annual External RAP Monitoring. They are as follows:

* Land users affected by multiple pipelines (BTC, Sahdeniz, Mavi Akim, Turkey-Greece) (this is also a cumulative impact issue)
* Land users affected by multiple project components (e.g. pipeline and transmission line)
* Land users who lose (free) access to lands and do not receive sufficient amount of compensation to restore their access to land as:
  + ownership of the land is disputed,
  + they have been using common/public lands

They are all target PAPs affected by pipeline and might be exposed to pipeline-induced livelihood impacts and therefore, directly related livelihood-specific vulnerabilities might appear. So, in order to mitigate potential adverse livelihood impacts on them and develop appropriate mitigation measures for each type of vulnerability including female land users, additional livelihood assessment studies are internally carried out by using vulnerable groups control checklist to be used during RAP Fund Disclosure and Consultation Meetings and/or simple questionnaire to identify vulnerable groups in the pipeline-affected settlements. As a part of these additional assessment studies, targeted-engagement efforts with these groups with the help of several tools are carried out as described in Table 1. RAP-specific Stakeholder Engagement Matrix.

1. ***Gender Integration***

As committed and planned in the Summary of Corrective Action given in the Addendum to RAP for Pipeline Route, and also recommended by the External RAP Monitoring Panel in the first visit in 2017, TANAP will organize targeted engagement efforts with particularly female land users living in the project-affected settlements. In order to achieve this aim, list of female land users was extracted from land acquisition and crop payment data and additionally, availability & accessibility of these previously identified female land users or the additional ones will be examined by TANAP Site Social Impact Specialists during Disclosure and Consultation Meetings on RAP Fund in each pipeline and AGIs-affected settlements, and the update data collected are kept in the Vulnerable Group Checklist via OSID.

Moreover, women-headed households and female land users are the target groups of livelihood assistance programs developed in Livelihood Restoration Plan for AGIs.

1. ***Updated Project Schedule and Progress***

Apart from specific engagement activities, the Project requires engaging with many of its stakeholders, both influential and impacted, regarding the schedule of its land acquisition activities and its progress.

Prior to land acquisition, LRE Headquarters and Branch Offices organizes meetings in every settlement to disseminate information regarding planned acquisition requirements and activities, possible community level impacts, contact information for grievances etc. Similar to LRE, TANAP and Construction Contractor’s CLOs maintain continuous relations with local stakeholders, both to provide updates on land acquisition and construction progress and also to consult and cooperate on certain issues regarding land acquisition, construction impacts and community level issues that are encountered. Social Impact Specialists of TANAP in each Lot also organize community meetings with vulnerable groups such as women.

During land exit process, PCC’s CLOs inform land owners/users about the completion of the construction. Following the land exit process, TANAP Operations Social Impact Specialists, who are charged with stakeholder engagement including register and tracking all complaints at site during handover process, introduce themselves as the new contact persons for all their TANAP related concerns and complaints including land exit process to the PAPs, community leaders and local authorities.

As committed and planned in the Summary of Corrective Action given in the Addendum to RAP for Pipeline Route, TANAP will organize annual stakeholder meetings in the determined locations; preferably at least two locations with the aim of regular updates to stakeholders on project implementation progress and get their feedback.

1. ***Final Evaluation of RAP & LRP Implementation***

In line with the RAP Monitoring Plan, RAP Completion report will be prepared in the mid-2020 at the latest by an independent group of experts in order to evaluate the achievements of the RAP commitments; especially justify that the efforts to adequately consult people during the process; restore the living standards of project affected persons including compensating all lost assets and incomes are properly executed. The study will verify that all physical inputs committed in the RAP have been delivered and all services/actions provided. The socio-economic status of project affected communities will be evaluated against baseline conditions of the population before the Project that was determined during the baseline surveys of Pipeline RAP and AGI RAP. The completion study will be carried out after all RAP & LRP activities are completed at the end of 2019. Quarterly internal and semi-annually external RAP monitoring reports will be the main inputs of these completion assessment study. In addition to these desktop studies, site visits and interviews will be held with PAPs, community leaders and other local stakeholders, if necessary.

## Documents Used for RAP-specific Stakeholder Engagement

Documents that have been prepared for RAP preparation, implementation and monitoring within the scope of the Project and that has served as engagement tools for RAP are given in Table 3.

**Table 3.** List of Classified Documents for RAP-specific Stakeholder Engagement

| **Document Category** | **Name/Type** | **Purpose of Engagement** | **Disclosed To** |
| --- | --- | --- | --- |
| Plans | RAP for Pipeline Route (2014) | To communicate;   * land requirements of Project, * land acquisition and compensation process, * land acquisition-induced impacts and appropriate mitigation measures including types of additional entitlements taken, * grievance mechanism, * budget and timing, * monitoring the implementation | * Lenders via TANAP website and e-mail * Nationwide including project-affected communities via TANAP website * Local governmental authorities in print where PAPs can have access |
| Addendum to RAP for Pipeline Route (2016) |
| RAP for AGIs (2016) |
| Fisheries Livelihood Restoration Plan (2017) and Addendum to FLRP (2018) | To communicate;   * Offshore construction-induced impacts on fisheries livelihood and appropriate mitigation measures including its budget and implementation schedule * Engagement approach and tools * Monitoring the implementation | * Lenders via TANAP website and e-mail * Nationwide including project-affected communities via TANAP website * Local governmental authorities in print where PAPs can have access |
| Livelihood Restoration Plan for AGIs (2017) | To communicate;   * Potential impacts of land acquisition for AGIs on land-based livelihood of land users which are defined as AGI-specific vulnerable groups and affected settlements * Appropriate mitigation measures which are developed as livelihood assistance programs in AGI-affected settlements and vulnerable groups identified in LRP for AGIs including its budget and implementation schedule * Engagement approach and tools * Monitoring the implementation | * Lenders via TANAP website and e-mail * Nationwide including project-affected communities via TANAP website * Local Government in print where PAPs can have access |
| Report(s) | Quarterly Internal RAP Monitoring Report (as of March 2017) | To provide progress on RAP Implementation to internal stakeholders and lenders | * Lenders via e-mail * TANAP Project Management, LAC and Social Teams including site |
| Semi-Annually External RAP Monitoring Report (as of June 2017) and its Public Disclosure Summary | To provide an overall evaluation of an external party monitoring RAP Implementations including livelihood restoration programs to internal stakeholders, lenders and a summary to external stakeholders | * Lenders via e-mail * TANAP Project Management, LAC and Social Teams including site * Nationwide via TANAP website (only for the Summary including updates and assessments on LRPs) |
| Public Informative Materials | Leaflet on land expropriation by LRE – 2014 | To give information on the legal process of land expropriation, contact details and provide guidance for PAPs through FAQ | * Nationwide via BOTAS-LRE website * PAPs directly affected by land acquisition while inviting to or making negotiations for it |
| Guide on Land Acquisition and Compensation (GLAC) by TANAP - 2015 | To give information on the legal process and rights of PAPs during land acquisition process | * Lenders via e-mail * Nationwide via TANAP website * PAPs directly affected by land acquisition while inviting to or making negotiations for it |
| Leaflet to disclose Entitlement Matrix in AGI-based RAP - 2016 | To inform AGI-affected PAPs and communities on the establishment of TANAP RAP Fund and additional entitlements being provided from the RAP Fund | * Lenders via e-mail * Nationwide via TANAP website * PAPs directly affected by land acquisition for AGIs in two key locations (Ardahan and Eskişehir) |
| Posters announcing Appeals Committee and updating contact details of both TANAP Social Sp. and CCs CLOs - 2017 | To provide information on the establishment of Appeals Committee and updated contact info on GRM | * Lenders via e-mail * All PAPs living in project-surrounding settlements; particularly affected by the construction works |
| Leaflet to disclose implementation of compensation process of Fisheries LRP | To give information PAPs about application process for fuel support and eligibility criteria | Fisheries of the offshore construction-affected villages |
| Poster announcing that all printed ESIA Package including RAPs and GLACs are available and accessible for all PAPs | To inform PAPs and communities ESIA Package including RAP-related documents being accessible in each relevant local governmental authorities | Each project-affected communities / settlements |
| A new (supplementary) GLAC which was produced as an *Information Brochure on Further Entitlements and RAP Fund* | To provide information on the new entitlements based on TANAP RAP Fund and additionally, briefly inform about AGI-based LRP, which are all a part of livelihood assistance to PAPs from TANAP, and besides, CCs’ responsibilities, general description of vulnerable groups, Appeals Committee as an integral part of TANAP GRM in addition to FAQ on expropriation - 2017 | Land owners/users, community leaders (particularly muhktars) and communities affected by land acquisition; particularly PAPs faced with livelihood-based vulnerabilities through formally arranged settlement-based community meetings or face-to-face interviews |
| Poster announcing RAP Fund Items and Contact Info | To draw attention to TANAP RAP Fund and its items of PAPs and encourage them to make self-assessment and raise their RAP Fund-associated concerns and contact to TANAP Site Social Teams |
| Flyer (leaflet) on Further Entitlements and RAP Fund | To give additional info on the entitlement matrix covering RAP Fund, BOTAS-LRE compensation requirements and CCs responsibilities, and eligibility criteria on crop payment for unviable lands, and contact info |
| Brochure on *Small-Scale Livelihood Restoration Assistance Packages* under LRP for AGIs | To inform AGI-affected PAPs (land owners and users) about the livelihood restoration assistance packages, eligibility criteria for being beneficiary, application process and requirements, and to deliver application forms via the brochure | AGI-affected landowners/users, community leaders through disclosure meetings, face-to-face interviews and by post |
|  | Presentation for Annual Stakeholder Meeting | To inform local stakeholders on Project update and environmental and social principles of the Project and related practices with updated data | Local stakeholders; particularly local authorities, NGOs, cooperatives, business associations, chamber of associations, and local communities |
| Internal Supportive Tools | Presentation on IFIs Social Requirements, TANAP’s RAP Commitments; particularly RAP Fund and its implementation process and roles of stakeholders | Training purposes for people that are involved in engagement activities (through the internal capacity building workshop) | TANAP Social and LAC HQ and Site Teams, and LRE HQ and Site Staff |
| RAP Fund Management Procedure | To define principles of the implementation regarding the RAP Fund items | TANAP Social Impact Team and Land Acquisition Team, and Lenders |
| Guidance Note on Registry of RAP Fund Items in OSID | To ensure RAP Fund-related issues / concerns of PAPs to be timely and appropriately registered in OSID by TANAP Site Social Teams and facilitate them in this keeping records while providing a targeted guidance | TANAP HQ and Site Social Teams |
| RAP Fund-specific Vulnerable Groups Control Check List and Identification Questionnaire | To collect data on the vulnerabilities on female land users, common lands’ users who become landless, informal land users on public lands and also, elderly PAPs or PAPs with disabilities so as to facilitate proactively identify any project-induced and livelihood-based vulnerable groups who are eligible for further entitlements | TANAP Social Team, particularly site teams |
| List of livelihood specific vulnerable groups via applications for AGI-based livelihood assistance programs | To collect data on the AGI-induced livelihood-based vulnerable groups/ individuals for establishment of a database to monitor livelihood supports | TANAP Social Team |
| Applications forms | To receive standardized application from PAPs for livelihood supports being provided as transitional allowance and small-scale livelihood restoration assistance packages including one-off cash assistance to elderly PAPs or PAPs with disabilities as defined in the RAP Entitlement Matrix | AGI-affected PAPs  (land owners/users) and village legal entity on behalf of the AGI-affected communities |
| Agreement on Cash Assistance for *Small-Scale Livelihood Restoration Assistance Packages (LRAPs)* under LRP for AGIs and Release Letter for payment | To define and share scope and requirements of the cash assistance for LRAPs, implementation and monitoring process and the responsibilities of the parties with the PAPs (beneficiaries) | AGI-affected PAPs  (land owners/users) and village legal entity on behalf of the AGI-affected communities |

# MONITORING AND REPORTING

Stakeholder engagement activities regarding RAP implementation will be carried out by many parties as defined above hence will be self-monitored by each party in addition to an overall monitoring carried out by the RAP Expert(s) of TANAP.

The RAP Expert(s) will review this RAP-specific Implementation Guideline every six months to determine if any changes to stakeholder classification or engagement methods are required in addition to material Project changes; change of relevant legislation or if significant non-compliance and grievances trends arise. If so, the plan will be updated and a new revision will be distributed to put into action.

TANAP RAP Expert(s) will provide information on stakeholder engagement progress via quarterly internal RAP monitoring report every three months until the end of 2019 as defined in the RAP Monitoring Plan, based on information provided in the OSID system and information received from different parties of implementation particularly Land Acquisition Team and Social Impact Team.

1. For details, see section 3.1 Stakeholder Engagement Policy and Principles of TANAP given in this SEP [↑](#footnote-ref-1)