



REPUBLIC OF TURKEY
MINISTRY OF TRANSPORT
AND INFRASTRUCTURE



**FİLYOS PORT AND INDUSTRIAL ZONE RAILWAY CONNECTION
PROJECT
COMMUNITY RELATIONS MANAGEMENT PLAN
CNR-ZNG-CRMP-002
Final**

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ABBREVIATIONS & DEFINITIONS

CHSMP	Community Health and Safety Management Plan
CRMP	Community Relations Management Plan
DSI	General Directorate of State Hydraulic Works
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
ETP	Employment and Training Plan
IPF	Investment Project Financing
No	Numbered
PAP	Project Affected Persons or People
SEP	Stakeholder Engagement Plan
SHW	State Hydraulic Works
TTMP	Traffic Transportation Management Plan



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1 INTRODUCTION

The Community Relations Management Plan (CRMP) is designed with the primary objective of engaging the local populace, relevant institutions, various groups, and local stakeholders who hold the potential to influence the project's progression throughout both its construction and operation phases. The CRMP is part of the Environmental and Social Management Plan (ESMP). It sets out the project's approach to managing community relations. The document is not static; it will be updated and improved together with the Stakeholder Engagement Plan (CNR-ZNG-SEP-002) as the project develops.

Each contractor participating in the project will be responsible for crafting their own tailored CRMP, which will be aligned with the specifications articulated in the overarching CRMP. Furthermore, these contractors will establish the requisite protocols for the consistent implementation of their CRMP, with a commitment to ensuring its periodic updates in accordance with evolving requirements.

1.1 Scope

The CRMP encompasses the envisaged land preparation, construction, and operation undertakings associated with the Project. Its intended execution pertains to the engagement of DGII personnel, contractors, and subcontractors. Contractors are further obligated to integrate CRMP stipulations into their respective management plans. The delineation of roles and responsibilities concerning the CRMP's implementation can be found in Chapter 2.

1.2 Objectives

The formulation of the Community Relations Management Plan (CRMP) serves the following objectives:

1. To facilitate engagement and interaction with local community members, relevant institutions, and other stakeholders who may have an impact on the Project or be affected by it, both during the construction and operation phases.
2. To establish and maintain sustained positive relationships with local community members and impacted parties.

The CRMP functions as the foundational document that outlines DGII's essential prerequisites for conducting public relations activities throughout the land preparation and construction phases.

Key performance indicators have been established for the project, which will be delineated as follows in Table 1.

Table 1. Key Performance Indicators for CRMP

Key Performance Indicators	Timeframe	Records	Responsibility
Grievance records	Zero complaints in a year	Grievance records	Contractor
Consultation with local residents	On a monthly basis	Consultation records	Contractor
Educational sessions focused on community relations.	Semi-annually	Training Records	Contractor

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2 ROLES AND RESPONSIBILITIES

DGII will ensure that all relevant employees receive the necessary training regarding the stipulations outlined in the CRMP.

Contractors are entrusted with the responsibility of formulating their own comprehensive and project-specific CRMP. This CRMP must adhere to the minimum standards set forth by DGII.

Contractors are obliged to adhere to all the requirements specified in their CRMP and to ensure that subcontractors operate in accordance with the CRMP's provisions.

Contractors will establish a Community Relations Team comprised of qualified personnel and will provide the requisite training and resources to team members.

Contractors will orchestrate community meetings both prior to the commencement of construction activities and subsequently on a regular basis. These meetings aim to solicit public input concerning the impacts of construction activities.

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3 LEGAL FRAMEWORK

3.1 National Legislation

Within the framework of the project, the national legislation that governs public relations management includes the following. These laws delineate the legal framework and regulations pertinent to public relations management and land-use matters within the project's jurisdiction. Compliance with these legislations is paramount in ensuring responsible and lawful project implementation:

- Agricultural Reform Law on Land Arrangement in Irrigation Areas (Law No: 3083)
- Expropriation Law (Law No: 2942)
- Pasture Law (Law No: 4342)
- Settlement Law (Law No: 5543)
 - Regulation on Protection, Use and Planning of Agricultural Lands
 - Land Consolidation and Field Development Services Implementing Regulation
 - Settlement Code Implementing Regulation
 - Regulation on the Implementation of the Law on Private Security Services

3.2 International Standards

3.2.1 World Bank Environmental and Social Standards

ESS1: Assessment and Management of Environmental and Social Risks and Impacts:

This standard outlines the responsibilities of the Borrower in evaluating, managing, and overseeing environmental and social risks and impacts associated with each phase of the project funded by the World Bank through Investment Project Financing (IPF). The goal is to achieve environmental and social outcomes that align with the Environmental and Social Standards (ESSs).

ESS4: Community Health and Safety

ESS 4 places a strong emphasis on addressing health, safety, and security risks and their impacts on communities arising from project activities. The Borrower is specifically tasked with considering individuals who may be vulnerable to the project's impacts and risks.

ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement

This standard underscores the principle of avoiding involuntary resettlement whenever possible. In cases where resettlement cannot be avoided, it mandates the implementation of necessary measures to mitigate adverse effects on displaced individuals.

ESS10: Stakeholder Engagement and Information Disclosure

ESS 10 underscores the importance of fostering open and transparent communication and collaboration between the Borrower and stakeholders. Such engagement is deemed essential within the context of international best practices. Effective stakeholder engagement enhances the environmental and social sustainability of projects, promotes project acceptance, and contributes to the successful design of projects.

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4 MITIGATION MEASURES AND MANAGEMENT CONTROLS

The subsequent points delineate the essential prerequisites that must be adhered to during the land preparation and construction phase of the Project.

4.1 General Requirements

The CRMPs developed by the contractors will, at a minimum, incorporate the following elements:

- An easily accessible communication policy intended for all parties anticipated to be impacted by the Project.
- Establishment of a Community Relations team, equipped with defined competencies and responsibilities, along with allocated resources, to facilitate seamless communication between the Project and the local community.
- Clear provisions for informing affected parties about any changes associated with the Project.
- Incorporation of references to and alignment with the Stakeholder Engagement Plan to delineate the framework for a grievance mechanism and other necessary requirements.
- Provision for adequate compensation in the event of unintentional damages caused by the project activities, with responsibility resting upon the Contractor.

Additional requisites for community relations will include:

- The Contractor Company will establish communication with local educational institutions to ensure that Project activities do not disrupt the transportation of students to schools. If unavoidable limitations arise, the Contractor Company will collaborate with local authorities to identify alternative solutions.
- Collaboration with local health authorities will be maintained to promptly communicate critical issues and seek agreed-upon solutions.
- The Contractor Company will liaise with local Authorities to determine if Project activities may interfere with traditional celebrations or festivities. Alternative solutions will be devised in consultation with local authorities.
- A Code of Conduct, consistent with DGII's Labor Management Procedures, will be prepared by the Contractor Company. This code will encompass regulations to be adhered to by workers during working hours and within camp sites. Additionally, guidance on behavior during free-time will be provided. The Code of Conduct will be distributed along with employment contracts and further elaborated upon during induction training.
- A Grievance Mechanism will be established to enable communities and individuals to formally express their concerns, complaints, and grievances to the Contractor Company. This mechanism will facilitate resolutions mutually acceptable to all parties involved and will align with DGII's specified grievance mechanism in the ESIA. It will be made accessible and communicated to all Project Affected Persons (PAPs), including vulnerable groups.
- Local communities will receive a minimum of 72 hours' advance notice, conveyed through official communication channels and signage, regarding planned road closures or disruptions.
- Planned disruptions to utility distribution services will be communicated to local authorities and communities at least 72 hours in advance. When expected disruptions are anticipated to exceed 12 hours, a specific risk analysis will be conducted to assess potential impacts on local communities and to identify additional mitigation measures.

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- Consultation and information sharing with local authorities and communities will occur during pre-construction and construction meetings, as well as through related Stakeholder Engagement Activities, to address impacts on farming activities and planned mitigation measures.
- Similarly, local authorities and communities will be informed and consulted regarding impacts on education services and facilities due to Project activities, along with planned mitigation measures, during pre-construction and construction meetings and related Stakeholder Engagement Activities.
- Workers will receive training on community relations during induction and periodically throughout their employment. This training will encompass adherence to local customs and appropriate interaction with local communities and individuals.
- Entertainment and recreational activities will be organized for workers at campsites to encourage them to stay within the camp, minimizing loitering and inappropriate behavior in nearby settlements.
- The Contractor Company will provide transparent and clear information on procurement, tendering, and contracting processes to ensure equitable access to opportunities. Information on procurement opportunities will be shared with local businesses through engagement with Chambers of Commerce, Industry Associations, local authorities, and other relevant entities.
- Clear information on the recruitment process, with a particular focus on informing local communities about employment opportunities, will be disseminated through various channels, including settlement leaders and local associations. Communication materials such as posters and brochures will be distributed locally.
- Workers will undergo legal health screening before signing employment contracts and will receive necessary immunization treatments if required, with all health information treated confidentially.
- To minimize disturbance to local communities due to noise and vibration emissions, nighttime activities will be kept to a minimum. If nighttime construction activities are deemed necessary, local authorities and communities will be informed at least 48 hours in advance.
- Local authorities and communities will be informed and consulted regarding impacts on beekeeping and tourism activities resulting from Project activities, along with planned mitigation measures. Agreed-upon solutions and compensation measures will be identified as necessary.

4.2 Site Specific Requirements

The subsequent concerns will require specific attention on-site following the completion of further studies, as detailed below:

4.2.1 Agricultural Areas

Preceding the commencement of construction, the Contractor will undertake the task of identifying the agricultural areas that will be impacted by the project. Given the agricultural techniques employed, which involve inundating fields, it will be imperative to implement suitable technical measures to mitigate potential disruptions. Once the agricultural areas affected by construction activities are established, it will be essential to engage in discussions and reach agreements with landowners, users, and local cooperatives regarding strategies to mitigate and minimize these impacts.

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4.2.2 Worker Presence

Additional stakeholder engagement initiatives will be implemented within the communities surrounding the camp sites to proactively address any potential tensions or disputes arising from the presence of workers. Ongoing monitoring of the situation in these settlements will be conducted, with any critical issues promptly reported and addressed as needed.

4.2.3 Events and Commemorations

The Contractor will ensure to ascertain the occurrence of traditional festivities and celebrations within the influence area. In the event of their existence, the Contractor will establish communication with local community leaders to collaboratively determine agreed-upon measures to minimize disruptions. These mitigation measures may encompass actions such as suspending construction activities during the celebrations or identifying alternative access routes. The survey will encompass the entire length of the railway line corridor.

4.2.4 Access to traditional culture sites

The requirements of the Cultural Heritage Management Plan and the Chance Find Procedure prepared for the Project (CNR-ZNG-CHMP-002) will be followed with respect to cultural heritage.

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5 TRAINING, REPORTING AND MONITORING

5.1 Training

All personnel employed by the contractors will undergo fundamental training encompassing health, safety, security, and basic environmental awareness. Furthermore, during their training, all employees will be familiarized with the "Code of Conduct."

Additionally, regular training in public relations will be offered to workers throughout their employment and during their working hours. This training will include instruction on local customs and traditions, as well as guidelines for appropriate conduct when engaging with the local community.

5.2 Reporting

Daily inspections will be conducted under the guidance of the environmental and social team established by the Contractor. Any incidents identified during these inspections will be documented and subsequently reported on a monthly basis. All occurrences and deviations from project standards will be reported in accordance with the procedures outlined in the Environmental and Social Management Plan (ESMP).

5.3 Monitoring

The primary monitoring efforts will center on verifying adherence to the mitigation measures detailed in Chapter 7 and tracking the Key Performance Indicators delineated in Chapter 3.

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6 REFERENCES

- Community Health and Safety Management Plan (CNR-ZNG-CHSMP-002)
- Employment and Training Plan (CNR-ZNG-ETP-002)
- ESIA Report, Chapter 5.9 (CNR-ZNG-ESIA-002)
- Stakeholder Engagement Plan (CNR-ZNG-SEP-002)
- Traffic (Transportation) Management Plan (CNR-ZNG-TTMP-002)

