#### I. UNITED NATIONS DEVELOPMENT PROGRAMME

Country: TURKEY Initiation Plan



Project Title: Raising Awareness on Energy Efficiency through Development of a Green Destination Model

#### **Expected UNSDCF Outcome(s):**

**UNSDCF Outcome 2.1.** - By 2025, public institutions and the private sector contribute to more inclusive, sustainable and innovative industrial and agricultural development, and equal and decent work opportunities for all, in cooperation with the social partners.

**UNSDCF Outcome 3.1.** – By 2025, all relevant actors take measures to accelerate climate action, to promote responsible production and consumption, to improve the management of risks and threats to people, and to ensure sustainable management of the environment and natural resources in urban and ecosystem hinterlands.

#### **Expected CPD Output(s):**

Output 2.1: Capacities at national and local levels strengthened to promote inclusive local economic development

Output 2.2 Solutions scaled up for sustainable commodities and green and inclusive value chains

**Output 3.3** Solutions developed, financed and applied at scale for energy efficiency and transformation to clean energy and low-carbon development

Initiation Plan Start Date: 1 June 2021
Initiation Plan End Date: 30 November 2022

Implementing Partner: UNDP

#### **Brief Description**

The Initiation Plan for Raising Awareness on Energy Efficiency through Development of a Green Destination Model aims to support social, environmental and economic transformation in the field of sustainable tourism and contributing to community based socio-economic development through raising awareness on energy efficiency and the use of renewable energy sources. The Green Destination Model to be developed and piloted in a selected destination is intended to be further replicated and scaled up across the country.

The four main components of the Plan are as follows; i) analysing the current status of the destination in terms of energy efficiency and potential for attracting visitors as a sustainable tourism destination, ii) develop "Green Destination Model" to promote sustainable tourism development and increase renewable energy usage and energy efficiency in the pilot destination iii) carrying out capacity building and awareness raising activities on the use of renewable energy resources and energy efficiency in the pilot destination to contribute sustainable local economic development and iv) communication and visibility activities.

The Initiation Plan contributes directly to the UN Sustainable Goals; **SDG#7** affordable and clean energy; with a special focus on SDG 7.3 "By 2030, double the global rate of improvement in energy efficiency", **SDG#8** decent work and economic growth; with a special focus on SDG 8.9 "By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products." and **SDG#12** responsible consumption and production; with a special focus on SDG 12.b "Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products.

Programme Period: 2021-2022

Atlas Project Number: 00133485

Atlas Output ID: 00125425

Gender Marker: 2

Total Resources Required: TRY 2,121,000.00
Total Allocated Project Resources: TRY 2,100,000.00
Coordination Levy: TRY 21,000.00

RegularOther:

Enor

Enerjisa TL 2,121,000.00

Claudio Tomasi

Agreed by UNDP:





#### II. PURPOSE

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. 17 Sustainable Development Goals (SDGs) are an urgent call for action by all countries - developed and developing - in a global partnership. They recognize that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.

The 2030 Development Agenda and SDGs have already begun to re-frame sustainable development and corporate sustainability, touching the lives of people everywhere. The 2030 agenda also puts forward the vision that, development and growth is the sole responsibility of all development actors composed of the government, private sector, academia and non-governmental institutions – all of which are involved in the economic ecosystem.

The scale and ambition of the 2030 Development Agenda creates a tremendous opportunity for the private sector to demonstrate the central role it plays in sustainable development and human prosperity and to serve as an essential partner to bridging the gap in finance and technical capacity necessary to meet the challenge of achieving the SDGs. The Agenda 2030 and SDGs bring in additional responsibilities to the Private Sector in the sense that they need to align their business models in the lines of decent work for all and responsible production, including eliminating informality, ensuring safety at work, closing the gender gap at workplaces, ensuring resource efficiency (energy, raw materials and natural resources such as land, water etc.), respecting the environment and taking part in climate action.

UNDP Turkey Office contributes to responsible consumption and production, efficient use of energy resources, improved access to renewable energy resources, and reduction of greenhouse emissions and climate change risks. Energy efficiency practices constitute one of the main pillars of reduced energy consumption. Improved energy efficiency and further access to renewable energy resources, and clean and energy-efficient technologies are of major importance for sustainable development efforts including the climate action. As noted in the National Energy Efficiency Action Plan 2017-2023, the main goal is "to invest on renewable energy resources". The plan also underlines the importance of energy efficiency efforts for sustainable development, and describes energy efficiency as an area that complements and cross-cuts strategic goals such as reduction of the burden of energy costs on economy, security of supply in energy, reduction of risks arising from reliance on exports, transition to a low-carbon economy, and environmental conservation.

From the perspective of the tourism industry, it is of utmost importance to improve energy efficiency, use renewable energy resources, develop sustainable energy policies, and mitigate the effects of the climate change.

The 2023 Tourism Strategy highlights the importance of delving into environmentally friendly systems that consume minimum amount of energy and generate minimal waste, using natural resources. The global tourism and development trends point to the fact that it would be of great use to mainstream energy efficient practices for the tourism industry. The 2023 Tourism Strategy is also intended to create jobs and generate income for all segments of the society based on well-balanced conservation and use of strategic, natural, cultural, historical and geographical assets, leading to growth in tourism revenues. To this end, some efforts are exerted to devise different types of tourism in line with the principles of economic, cultural, social and environmental sustainability, and focus on the aspect of tourism that promotes local economic growth based on a community-based approach. Under the title of 3.16 Eco-Tourism Destinations set out as a part of planned development of nature-based tourism, which is one of the main strategies in the 2023 Tourism Strategy, it is intended to mainstream eco-tourism with full respect to biodiversity and natural assets in consideration of the sustainability principles. It also underlines the importance of creating energy-efficient destinations that rely on renewable energy resources.

The Initiation Plan, therefore, will raise awareness on energy efficiency and use of renewable energy resources through development of a Green Destination Model that will be replicated and scaled up across the country. The four main components of the Plan are as follows; i) analysing the current status of the destination in terms of energy efficiency and potential for attracting visitors as a sustainable tourism destination, ii) develop "Green Destination Model" to promote renewable energy usage and increase energy efficiency in the pilot destination iii) carrying out capacity building and awareness raising activities on the use of renewable energy resources and energy efficiency in the pilot destination to contribute to sustainable local economic development and iv) communication and visibility activities.

The proposed plan is also intended to offer inputs for the actions related to cross-cutting areas, buildings and services, industry and technology, energy, transportation and agriculture to be achieved by 2023 as a part of the National Energy Efficiency Action Plan. Within the scope of **Cross-Cutting Areas**, the actions concerning the introduction of energy management systems and improvement of their efficiency, promotion of energy efficiency projects through energy efficiency contests, and release of technical, legal and financial guidelines and standard

contracts for energy efficiency projects, development of registration, database and reporting systems for energy efficiency practices, execution of awareness-raising and training activities, and adoption of sustainability in public operations and procurement will be promoted. Within the scope of *Buildings and Services Sector*, actions concerning the scale-up of green certification for green buildings and settlements, and funding for audit programmes and audits on energy efficiency of SME buildings will be promoted while actions will be carried out in *Energy Sector* to improve the efficiency of electricity transmission and distribution operations. Within the scope of *Transportation Sector* actions for the promotion of energy-efficient, low-emission, environmentally friendly, small-motor, battery-operated, electric and hybrid vehicles, and development and improvement of bicycle and pedestrian transportation will be promoted. Finally, *Agriculture Sector* will offer contributions to the actions of transition to energy efficient irrigation methods, and promotion of use of renewable energy for agricultural production.

The proposed project will directly or indirectly contribute to all of the strategic goals set out in the Energy Efficiency Strategy Paper 2010-2023 including **SP-01**: Reducing the energy intensity and energy loss in industrial businesses and services industry, **SP-02**: Reducing the energy demand and carbon emissions for energy-efficient buildings, and scaling up sustainable and environmentally friendly buildings that rely on renewable energy, **SP-03**: Offering energy efficient products to the market, **SP-04**: Improving the efficiency of electricity generation, transmission and distribution, and reducing energy losses and harmful emissions, **SP-05**: Reducing the fossil fuel consumption of motor vehicles per unit, improving the share of mass transport in land, sea and railway routes, and preventing inessential fuel consumption for local transport, **SP-06**: Making effective and efficient use of energy in public buildings, **SP-07**: Strengthening organizational structures, capacity and collaborations, improving the use of advanced technology and increasing the number awareness-raising activities, and creating non-public funding means.

In parallel with 2023 National Energy Efficiency Action Plan and the 2023 Tourism Strategy, the Initiation Plan will directly contributes to the achievement of SDGs especially to; **SDG#7** affordable and clean energy; with a special focus on SDG 7.3 "By 2030, double the global rate of improvement in energy efficiency", **SDG#8** decent work and economic growth; with a special focus on SDG 8.9 "By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products." and **SDG#12** responsible consumption and production; with a special focus on SDG 12.b "Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products. The project will indirectly have an impact on other SDGs such as no poverty (SDG#1), gender equality (SDG#5), decent work and economic growth (SDG#8), industry, innovation and infrastructure (SDG#9), reduced inequalities (SDG#10), sustainable cities and communities (SDG#11), climate action (SDG#13), life below water (SDG#14), life on land (SDG#15), and partnerships for the goals (SDG#17).

The Initiation Plan is fully aligned with UNDP's new network governance model "Platform way of working" with the prospect to create better outcomes at the highest level of efficiency while further strengthening transparency and democratic control. The Plan is an integral part of Business for Goals Platform (B4G), which aims to increase private sector's role in SDGs, through an orchestrated inclusive business model. The founding purpose of B4G Platform is to build a bridge between the business community and Sustainable Development Goals and strengthen the role of businesses in sustainable development. The Platform has a participatory structure open to all enterprises and stakeholders which promotes thinking together, learning and working together.

In addition, it should be emphasized that the energy sector is influenced by gender gaps in energy access, energy labour market, energy-related education as well as in decision-making. There is limited gender-disaggregated data in relation to employment in the renewable energy sector. The initiation plan also includes studies on women's employment opportunities in the energy sector and provides opportunities in decreasing the gender inequalities in energy sector. Through the Initiation Plan, it is aimed to identify the impact of women's involvement to the green destination model in the pilot destination, to identify gender inequalities preventing women from the involvement in the energy sector and career advancement in this area.

Hence, with the proposed Initiation Plan, it is intended to;

- analyze the current state of a tourism destination from the perspective of sustainable tourism and energy efficiency and conduct a destination-based needs analysis,
- identify areas for improvement with respect to increasing usage of renewable energy resources and sustaining energy efficiency,
- carry out capacity building and awareness-raising activities on the use of renewable energy resources and energy efficient applications in the selected destination (Certified Energy Manager trainings, and training courses on consultancy for energy management certification systems such as ISO50001, ecological sustainability, responsible consumption and production, reduction of carbon footprint, climate action and energy, smart irrigation methods, and gender equality etc.),
- draw up a roadmap for energy efficiency improvements by conducting energy audits for the use of renewable energy in the selected destination, and

- design a Green Destination Model that can be replicated and scaled up.
- raise awareness on increasing the usage of renewable energy resources and sustaining energy efficiency especially in tourism businesses.
- Increase children's awareness on energy efficiency through "Energy Hunters Platform"
- Increase energy sector companies' role in integrating the SDGs into their corporate policies and strategies through taking an active role in UNDP's B4G Platform and act as a pioneer.

Finally, following the piloting activities implemented through this initiation plan, a scaled-up project will be developed including partners from government side and/or relevant NGOs.

# <u>UNDP Turkey Office Experience in Energy Efficiency, Renewable Energy Resources and Sustainable Tourism Development</u>

UNDP Turkey Office considers energy efficiency and use of renewable energy and sustainable tourism an instrument for sustainable development and implements variety of projects since mid-2000s in technical cooperation with stakeholders based on the strategic priorities and goals set out in the United Nations Development Cooperation Strategy<sup>1</sup>, UNDP Country Programme Action Plan,<sup>2</sup> and Development Plans.

Kicked off in 2010, *Market Transformation of Energy Efficient Appliances in Turkey Project* is intended to reduce household electricity consumption and greenhouse emissions caused by household consumption in Turkey by accelerating the market transformation of less energy-consuming household appliances, and to increase the sales of energy efficient products in the market, and expedite the replacement of old and inefficient products by energy-efficient ones.

Kicked off in 2011 under the GEF (Global Environment Facility) and run by the Directorate General of Renewable Energy of the Ministry of Energy and Natural Resources, the Ministry of Environment and Urbanization, and the Ministry of National Education in technical partnership with UNDP, *Project on Promoting Energy Efficiency in Buildings in Turkey* was intended to reduce energy consumption and associated GHG emissions in buildings in Turkey by raising building energy performance standards, improving the enforcement of building codes, enhancing the building energy management and introducing the use of an integrated building design approach.

Kicked off in 2016, *Project on Sustainable Energy Financing Mechanism for Solar Photovoltaic Systems in Forest Villages in Turkey* was intended to mainstream the use of power plants based on solar energy in forest villages, and thus increase the installed capacity of solar energy in Turkey, and make sure there is at least 30 MW of installed capacity of grid-connected and cooperative solar PV systems in forest villages. The project is intended to achieve this goal by the development of a Sustainable Energy Financing Mechanism within the body of ORKÖY.

Kicked off in 2017 under the GEF in technical partnership between the Ministry of Industry and Technology, and UNDP, *Project on Promoting Energy-Efficient Motors in Small and Medium Sized Enterprises (SMEs) in Turkey* was intended to promote significant additional investment in industrial energy efficiency in Turkey by transforming the market for energy efficient motors used in SMEs. It sought to introduce a market-wide transformation in Turkey by means of rolling out new and energy efficient engines of SMEs and replacing old and inefficient ones.

The "Improving Energy Efficiency in Industry in Turkey Project" was implemented by the Ministry of Energy and Natural Resources in cooperation with the UNDP and United Nations Industrial Development Organization (UNIDO), with funding from the GEF. The Project's other beneficiaries were the Administration for Promotion of Small and Medium-sized Enterprises (KOSGEB) and Turkish Standards Institute (TSE). The Project aimed to improve energy efficiency in the industry by creating effective energy management through taking energy efficiency actions and using energy-efficient technologies, and encouraging industrial enterprises accordingly.

Implemented by GAP Administration in technical partnership with UNDP, *Project on Utilization of Renewable Energy Resources and Increasing Energy Efficiency in the Southeast Anatolia* was run along with various actions taken to realize the potential of Southeast Anatolia Region for transition to low-carbon emission and environmentally friendly production. The first regional renewable energy and energy efficiency action plan was drafted as a part of the project, forming a joint financing programme with local development agencies to improve energy efficiency in industry. This raised the awareness about energy efficiency for industrial enterprises and enabled to take and implement measures for energy efficiency in local industrial enterprises. The Energy Efficiency

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<sup>&</sup>lt;sup>1</sup>United Nations Development Cooperation Strategy Turkey 2016-2020

<sup>&</sup>lt;sup>2</sup> Country Programme Action Plan (CPAP)

Consultancy Incubation Center, which is a first for the Southeast Anatolia Region, was founded. The center plays a pivotal role in performing energy audits and providing consultancy services for the improvement of energy efficiency in industry and buildings. Designed and renovated in line with EnerPHit criteria of the German House Institute, the GAP Energy Efficiency Consultancy Incubation Center is the first and sole energy efficient building with EnerPHit certificate under the category of buildings renovated in Turkey.

Kicked off in 2017 under the cooperation between GAP Administration and UNDP, the ongoing **Project on Integrated Resource Efficiency in Agriculture and Agro-Based Industries in the Southeast Anatolia Region** is intended to improve the competitiveness of GAP Region by more effective and efficient use of factors of production and resources in agricultural production and agro-industries. The project is also intended to model and promote the most efficient use of resources including particularly water and energy in agricultural production and agricultural product processing as dominant sectors in GAP Region and increase efficiency in primary production and processing.

Kicked off in 2020, the Project on Increasing Employability for Syrian Refugees and Turkish Host Communities in the Renewable Energy Sector focuses on providing Syrians and host community members with vocational training and skills certificates in the area of the renewable energy sector in two provinces to be selected among Konya, Bursa, Tekirdağ and Kocaeli. Vocational training courses and certificates are expected to increase the employability of beneficiaries and improve their access to job opportunities in renewable energy sector.

Implemented between 2007 to 2013, *Tourism Development in Eastern Anatolia Region Project (DATUR)* was intended to develop a tourism-oriented local development model in Çoruh Valley, and over 20 residential hostels were built as a part of the project, and many NGOs that serve for tourism industry were launched, and new cycling and hiking routes were introduced, and local festivals were held for themes such as rafting and bird watching. As a result, the district of Uzundere was declared a tourism destination upon the resolution of the Council of Ministers in 2013, making the local tourism model sustainable.

Funded by the European Union between 2009 to 2015, **Development of Winter Tourism Corridor in Erzurum, Erzincan and Kars Project** was provided with technical assistance by UNDP for the development of a winter tourism corridor among Erzurum, Kars and Erzincan. As a part of the technical assistance, construction, supply and feasibility efforts were made along with physical and architectural project planning.

**The Future is in Tourism Project** (2013 - ongoing), which is a best practice implementation of public, private and international partnership, seeks to increase partnerships among local tourism actors, non-governmental organizations, universities, public agencies and local authorities, improve their capacity, and thus increase the number of best practices for sustainable tourism. To this end, the provision of grants for three projects each year contributes to creating sustainable tourism models, and realization of social change, progress and development in the long term. 18 sustainable tourism projects from all over Turkey have been funded so far.

The ongoing efforts on Capacity Building for *Sustainable Community-Based Tourism* are intended to build national and local capacity to plan and implement sustainable community-based tourism (SCBT) in Turkey. Among the actions taken thus far are capacity assessment and capacity building activities for the Ministry of Culture and Tourism, and other respective organizations, analysis of the legal framework concerning SCBT practices, development of innovative recommendations, and increasing and strengthening best practices for SCBT. As a part of SCBT, it is of important to develop innovating financial models, draw up an investment guide for local tourism businesses, develop a destination-based management strategy, and raise awareness about energy efficiency and renewable energy sources.

#### III. EXPECTED OUTPUT

Initiation plan will mainly concentrate on; i) analysing the current status of the destination in terms of energy efficiency and potential for attracting visitors as a sustainable tourism destination, ii) develop "Green Destination Model" to promote renewable energy usage and increase energy efficiency in the pilot destination iii) carrying out capacity building and awareness raising activities on the use of renewable energy resources and energy efficiency in the pilot destination to contribute sustainable local economic development and iv) communication and visibility activities.

#### EXPECTED OUTPUTS

Activity 1 : Analysis Studies

energy efficiency perspective

Baseline: N/A

And baseline, indicators including annual targets

Indicators: Number of analysis reports regarding

the current situation of the destination with sustainable tourism development and promoting

Targets: 1. Current Situation Analysis Report

values inventory) 2. Destination based Energy Efficiency Report 3. A Gender Action Plan 4. A

Situation Analysis on women's employment opportunities in the energy sector

(including mapping of local stakeholders, touristic

#### PLANNED ACTIVITIES

List activity results and associated actions

Output 1: Developing a "Green Destination Model" which will promote community based socio-economic development through capacity building and raising awareness on energy efficiency and the use of renewable energy sources.

- 1.1 Identifying the pilot destination.
- 1.2 Mapping of local stakeholders and main actors in the destination
- 1.3 Developing a touristic values inventory.
- 1.4 Organizing a workshop for key tourism service and product providers and identifying cooperation possibilities.
- 1.5 Developing a destination-based energy efficiency analysis including an identification of how energy efficiency performance might benefit from behavioural adjustments (behavioural energy efficiency-improved management of energy consumption).
- 1.6 Creating a route including tourist attraction areas and activities for raising awareness on energy efficiency.
- 1.7 Preparation of a Gender Action Plan (ensuring the participation of women in workshops, consultations and practices at every stage of the project; equal access to training/capacity building activities, including good examples of gender equality for certification practices; encouraging gender parity in project contests).
- 1.8 Carrying out a Situation Analysis on women's employment, business growth and entrepreneurship opportunities in the energy sector.
- 1.9 Carrying out an analysis on innovative financial models for sustaining the energy efficient transformations of the enterprises.

### **Activity 2: Green Destination Model**

Baseline: Limited number of green destination

models developed.

Indicators: Number of green destination models

Targets: 1 Green Destination Model

**Baseline:** Limited number of strategy documents on green transformation of the pilot destination **Indicators:** Number of strategy documents on green transformation of the pilot destination

Targets: 1. Destination based strategy and roadmap on a) sustainable consumption and production b) strategy and roadmap on environmentally friendly transportation systems c) green procurement and supply chain management

**Baseline:** Limited number of new initiatives on promoting energy efficiency in pilot destination **Indicators:** Number of new initiatives on promoting

energy efficiency in pilot destination

Targets: 1 Green Energy Center established

- 2.1 Developing the Green Destination Model by taking into consideration the development areas of the pilot destination and with a participatory, inclusive and gender responsive approach.
- 2.2 Conducting energy audits and determining the steps to be taken for local tourism businesses in the destination in order to reduce energy consumption, use renewable energy resources and increase energy efficiency. (insulated walls, double-glazed windows, south-facing orientation to optimize passive solar heating, increasing the energy efficiency of the machines used, making lightings energy efficient, use of solar photovoltaic roofs and walls and onsite power generation stations, etc.)
- 2.3 Developing a strategy and a roadmap for sustainable consumption and production by ensuring the implementation of circular economy applications with innovative approaches (waste management, efficient use of water resources, carbon footprint reduction, water-saving fixtures etc.).
- 2.4 Promoting environmentally friendly transportation systems and making necessary improvements (use of electric vehicles and electric bicycles, supporting active usage of charging stations etc.)
- 2.5 Developing a strategy on Green Procurement and Supply Chain Management to reorganize supply chain with a gender-sensitive and sustainable perspective
- 2.6 Allocation of a building to be used as "Green Energy Center" in order to raise awareness on energy efficiency and use of renewable energy resources.
- \* Center will be energy efficient. Solar panels might be used. In this Center, trainings workshops will be organized on the issues of permaculture practices, experiments on energy efficiency, composting, rainwater harvesting, use of renewable energy sources and climate change.
- $2.7\ Developing$  a monitoring & evaluation mechanism to ensure the sustainability of the Green DestinationModel

## Activity 3: Capacity Building and Awareness Raising Activities at the Destination

Baseline: Limited number of tourism actors integrating energy efficiency and use of renewable energy resources into their way of doing business Indicators: Number of tourism actors that integrated at least one energy efficiency application and/or use of renewable energy resources.

Targets: At least 10 local tourism initiatives (at least 50% women-run and or family businesses where women are active) changed their way of doing business and integrated at least one energy efficiency application and/or use of renewable energy resources.

Baseline: Limited number of capacity building trainings addressing energy efficiency and use of renewable energy resources in tourism sector Indicators: Number of trainings provided on energy efficiency and use of renewable energy resources. Targets: At least 5 trainings for tourism business and local people

**Baseline:** Limited number of capacity building trainings addressing **Indicators:** Number of trainings provided on ecological sustainability, responsible consumption and production, sustainable tourism etc.

**Targets:** At least 5 trainings for tourism business and local people

**Baseline:** Limited number of people qualified for carrying out energy audits and providing consultancy **Indicators:** Number of people participated to trainings on Energy Management

Targets: At least 10 people (%50 will be women)

Baseline: Limited number of workshops organized for visitors such as ecological sustainability, responsible consumption and production etc. Indicators: Number of workshops organized Targets: At least 10 workshops

**Baseline:** Limited number of innovative project ideas to be supported on promoting energy efficiency in tourism

Indicators: Number of innovative project ideas to be supported on promoting energy efficiency in tourism Targets: At least 3 project ideas

**Baseline:** Limited number of awareness raising activities in the field of promoting energy efficiency in tourism sector

Indicators: Number of awareness raising activities Targets: 1.A Platform for increasing children's awareness on energy efficiency 2. A competition on innovative solutions in increasing energy efficiency in tourism sector 3. Four (4) toolkits on energy efficiency

- 3.1 Providing capacity building trainings on "Energy Efficiency and Use of Renewable Energy Resources" and mentorship for reaching financial mechanisms regarding energy efficiency for local tourism businesses operating in the destination (hotels, restaurants, other service providers, etc.) and local people.
- 3.2 Ensuring that graduates from engineering departments of the universities participate in the "Certified Trainings for Energy Managers" and be qualified to conduct energy audits
- 3.3 Providing capacity building trainings on Energy Management System Consultancy (ex: ISO 50001)
- 3.4 Providing capacity building trainings for tourism businesses operating in the destination (hotels, restaurants, other service providers, etc.) and local people on issues such as ecological sustainability, responsible consumption and production, carbon footprint reduction, climate change and energy, smart irrigation methods and developing and presenting trainings on gender equality that address women's participation and role in all these subjects.
- 3.5 Organizing workshops for visitors (including children / young people) to the destination in areas such as ecological sustainability, responsible consumption and production, carbon footprint reduction, climate change and energy and composting.
- 3.6 Preparing an informative and instructive toolkit on "Energy Efficiency at Home", "Energy Efficiency at School", "Energy Efficiency at Work" and "Energy Efficiency on Vacation" and giving informative practical training.
- 3.7 Organizing a competition on innovative solutions in increasing energy efficiency in tourism sector.
- 3.8 Providing support to winning innovative project ideas in energy efficiency.
- 3.9 "Energy Hunters Platform" for increasing children's awareness on energy efficiency (including activities to encourage students -especially girls- to professions in the field of energy, volunteering programs etc.)

#### **Activity 4: Promotion and Visibility Activities**

**Baseline:** Limited number of networking activities in the field of promoting energy efficiency and use of renewable energy resources

Indicators: Number of networking and visibility activities

**Targets:** 1. At least one (1) Sectoral Meeting under Business for Goals Platform 2. At least one (1) Energy Talks for Sustainable Development 3. At least two (2) Launch events

- 4.1 Project Launch Event (1)
- 4.2 Energy Talks for Sustainable Development (1)
- 4.3 Launch event for Energy Hunters Platform (1)
- 4.4 Other networking events for the promotion of green destination, Press Tours (2)
- 4.5 Launch event for Green Energy Center (1)
- 4.6 Sectoral Meetings under Business for Goals Platform (1)

#### IV. MANAGEMENT ARRANGEMENTS

The Project Board is the group responsible for making by consensus management decisions for an initiation plan when guidance is required by the Project Manager (PM), including recommendation for UNDP/National Implementing Partner approval of plans and revisions. In order to ensure UNDP's ultimate accountability, Project Board decisions should be made in accordance to standards that shall ensure best value for money, fairness, integrity transparency and effective international competition. In case a consensus cannot be reached, final decision shall rest with the UNDP Programme Manager, i.e. Country Office Assistant Resident Representative – Programme (ARR-P). Reviews by this group are made at designated decision points during the running of the initiation plan, or as necessary when raised by the PM. This group is consulted by the PM for decisions when PM tolerances (normally in terms of time and budget) have been exceeded.

Based on the approved annual work plan (AWP), the Project Board may review and approve the annual plans when required and authorizes any major deviation from these agreed quarterly plans. It is the authority that signs off the completion of each annual plan as well as authorizes the start of the next annual plan. It ensures that required resources are committed and arbitrates on any conflicts within the initiation plan or negotiates a solution to any problems between the PM and external bodies. In addition, it approves the appointment and responsibilities of the PM and any delegation of its Project Assurance responsibilities.

Specific responsibilities of the Project Board:

- Review and approve the Work Plan
- Agree on Project Manager's responsibilities, as well as the responsibilities of the other members of the Project Management team;
- Delegate any Project Assurance function as appropriate;
- Review the Progress Report for the project;
- Review and appraise detailed AWP, including Atlas reports covering activity definition, quality criteria, issue log, updated risk log, M&E and communication plan.
- Provide overall guidance and direction to the project implementation, ensuring it remains within any specified constraints;
- Address issues as raised by the Project Manager;
- Provide guidance and agree on possible countermeasures/management actions to address specific risks;
- Agree on Project Manager's tolerances in the Annual Work Plan when required;
- Conduct regular meetings and provide direction and recommendations to ensure that the agreed deliverables are produced satisfactorily according to plans.
- Review Combined Delivery Reports (CDR) prior to certification by the Implementing Partner;
- Appraise the Project Annual Review Report, make recommendations for the next AWP, and inform the Outcome Board about the results of the review.
- Review and approve end technical reports, make recommendations for follow-on actions:
- Provide ad-hoc direction and advice for exception situations when project manager's tolerances are exceeded;
- Assure that all deliverables have been produced satisfactorily;
- Review and approve the Final Review Report, including Lessons-learned;

#### **Executive (UNDP)**

The Executive is ultimately responsible for the project implementation, supported by the Senior Supplier. The Executive's role is to ensure that the initiation plan is focused throughout its life cycle on achieving its objectives and delivering outputs that will contribute to higher level outcomes. The Executive must ensure that the project gives value for money, ensuring a cost-conscious approach to the project, balancing the demands of supplier.

Specific Responsibilities (as part of the above responsibilities for the Project Board):

- Ensure that there is a coherent management organisation structure and logical set of plans
- Set tolerances in the AWP and other plans as required for the Project Manager
- Monitor and control the progress of the initiation plan at a strategic level
- Ensure that risks are being tracked and mitigated as effectively as possible
- Brief relevant stakeholders about initiation plan's progress
- Organise and chair Project Board meetings

The Executive is responsible for overall assurance of the initiation plan as described below. If the initiation plan warrants it, the Executive may delegate some responsibility for the project assurance functions.

#### Senior Supplier (Enerjisa)

The Senior Supplier represents the interests of the parties which provide funding and/or technical expertise to the initiation plan. The Senior Supplier's primary function within the Project Board is to provide guidance regarding the technical feasibility of the initiation plan. The Senior Supplier's role must have the authority to commit or acquire supplier resources required. If necessary, more than one person may be required for this role.

Specific Responsibilities (as part of the above responsibilities for the Project Board)

- Make sure that progress towards the outputs remains consistent from the supplier perspective
- Promote and maintain focus on the expected output(s) from the point of view of supplier management
- Ensure that the supplier resources required for the initiation plan are made available
- Contribute supplier opinions on Project Board decisions on whether to implement recommendations on proposed changes
- Arbitrate on, and ensure resolution of, any supplier priority or resource conflicts

#### Project Manager (PM - UNDP CO Projects Manager)

Overall responsibilities: The PM has the authority to run the implementation on a day-to-day basis on behalf of the Project Board within the constraints laid down by the Project Board. The PM is responsible for day-to-day management and decision-making. The PM's prime responsibility is to ensure that the project produces the results specified in the document, to the required standard of quality and within the specified constraints of time and cost.

The Implementing Partner appoints the PM, who should be different from the Implementing Partner's representative in the Outcome Board.

Specific responsibilities would include:

- Overall management:
- Manage the realization of outputs through activities:
- Provide direction and guidance to the team(s)/ responsible party(ies);
- Liaise with the Project Board or its appointed Project Assurance roles to assure the overall direction and integrity of the project;
- Identify and obtain any support and advice required for the management, planning and control of the project;
- Responsible for project administration;
- Liaise with any suppliers;
- May also perform Team Manager and Project Support roles;
- Plan the activities and monitor progress
- Mobilize goods and services to initiative activities, including drafting TORs and work specifications;
- Monitor events as determined in the Monitoring & Evaluation Plan, and update the plan as required;
- Manage requests for the provision of financial resources by UNDP, using advance of funds, direct payments, or reimbursement using the FACE (Fund Authorization and Certificate of Expenditures);
- Monitor financial resources and accounting to ensure accuracy and reliability of financial reports;
- Manage and monitor the risks as initially identified in the initiation plan, submit new risks to the Project Board for consideration and decision on possible actions if required; update the status of these risks by maintaining the Risks Log;
- Be responsible for managing issues and requests for change by maintaining an Issues Log.
- Prepare the Annual Progress Report (progress against planned activities, update on Risks and Issues, expenditures) and submit the report to the Project Board
- Based on the review, prepare the AWP
- Prepare Final Project Report to be submitted to the Project Board;
- Identify follow-on actions and submit them for consideration to the Project Board
- Manage the transfer of project deliverables, documents, files, equipment and materials to national beneficiaries;
- Prepare final CDR/FACE for signature by UNDP.

#### **Project Assurance**

Project Assurance is the responsibility of each Project Board member. The Project Assurance role supports the Project Board by carrying out objective and independent project oversight and monitoring functions. This role ensures appropriate project management milestones are managed and completed.

Project Assurance has to be independent of the Project Manager; therefore, the Project Board cannot delegate any of its assurance responsibilities to the Project Manager. At UNDP Project Assurance function belongs to ARR/P, Portfolio Manager and M&E Analyst with a clear mandate for oversight and monitoring functions.

#### **Project Support**

The Project Support role provides administration, management and technical support to the Project Manager as required by the needs of the Project Manager. The provision of any Project Support on a formal basis is optional. It is necessary to keep Project Support and Project Assurance roles separate in order to maintain the independence of Project Assurance.

## V. MONITORING

In accordance with UNDP's programming policies and procedures, the initiation plan will be monitored through the following monitoring and evaluation plans:

Monitoring Activity	Purpose	Frequency	Expected Action	Partners (if joint)	Cost (if any)
Track results progress	Progress data against the results indicators in the RRF will be collected and analysed to assess the progress of the project in achieving the agreed outputs.	Annually	Slower than expected progress will be addressed by project management.	Project Board	N/A
Monitor and Manage Risk	Identify specific risks that may threaten achievement of intended results. Identify and monitor risk management actions using a risk log. This includes monitoring measures and plans that may have been required as per UNDP's Social and Environmental Standards. Audits will be conducted in accordance with UNDP's audit policy to manage financial risk.	Annually	Risks are identified by project management and actions are taken to manage risk. The risk log is actively maintained to keep track of identified risks and actions taken.	Enerjisa	N/A
Learn	Knowledge, good practices and lessons will be captured regularly, as well as actively sourced from other projects and partners and integrated back into the project.	Annually	Relevant lessons are captured by the project team and used to inform management decisions.	Enerjisa	N/A
Annual Project Quality Assurance	The quality of the project will be assessed against UNDP's quality standards to identify project strengths and weaknesses and to inform management decision making to improve the project.	The project is exempt from QA reporting as it is an IP	Areas of strength and weakness will be reviewed by project management and used to inform decisions to improve project performance.		N/A
Review and Make Course Corrections	Internal review of data and evidence from all monitoring actions to inform decision making.	Annually	Performance data, risks, lessons and quality will be discussed by the project board and used to make course corrections.	Project Board	N/A
Project Report	A progress report will be presented to the Project Board and key stakeholders, consisting of progress data showing the results achieved against pre-defined annual targets at the output level, the annual project quality rating summary, an updated risk long with mitigation measures, and any evaluation or review reports prepared over the period.	At the end of the project		Enerjisa	N/A
Project Review (Project Board)	The project's governance mechanism (i.e., project board) will hold regular project reviews to assess the performance of the project and review the Multi-Year Work Plan to ensure realistic budgeting over the life of the project. In the project's final year, the Project Board shall hold an end-of project review to capture lessons learned and discuss opportunities for scaling up and to socialize project results and lessons learned with relevant audiences.	Once in project duration	Any quality concerns or slower than expected progress should be discussed by the project board and management actions agreed to address the issues identified.	Enerjisa	N/A



## VI. WORK PLAN

Period: 18 months

Year: 2021/2022

Initiation plan work plan with given timeframe and planned budget is committed to implement activities only under primary output.

EXPECTED OUTPUTS	PLANNED ACTIVITIES	20 Q3 Q4	;	2022 Q1 Q2	Q Q		RESPO NSIBLE PARTY	Funding Source	Atlas code	Budget Description	Amount	
Output 1: Developing a "Green Destination Mode the use of renewable energy sources.	I" which will promote community based socio-economic do	evelo	pme	ent th	roug	h capa	acity buildir	ng and raisir	ng aware	ness on energy	efficiency	
Activity 1: Analysis Studies												
The aim of this component is to conduct a destination-based current situation analysis and identify the areas for improvement in terms of usage of renewable energy resources and energy efficiency as well as the potential for sustainable tourism development. All the studies to be conducted will be designed in compliance with sustainable community-based development criteria	1.1 Identifying the pilot destination.     1.2 Mapping of local stakeholders and main actors in the destination								71300	Local Consultants	12,000	
	1.3 Developing a touristic values inventory. 1.4 Organizing a workshop for key tourism service and product providers and identifying cooperation possibilities. 1.5 Developing a destination-based energy efficiency analysis including an identification of how energy efficiency performance might benefit from behavioural adjustments								71400	Contractual Services – Individuals (Project Staff)	23,000	
and contribution of these studies to SDGs will be										71600	Travel	5,000
presented. All the analysis will be carried out with a gender equality perspective.  Baseline: N/A Indicators: Number of analysis reports regarding									75700	Trainings, Workshops and Conference	5,000	
the current situation of the destination with sustainable tourism development and promoting energy efficiency perspective Targets: 1. Current Situation Analysis Report (including mapping of local stakeholders, touristic values inventory) 2. Destination based Energy Efficiency Report 3. A Gender Action Plan 4. A Situation Analysis on women's employment opportunities in the energy sector 5. An analysis on innovative financial models for sustaining the energy efficient transformations Related CP outcome: 2.1, 3.1	participation of women in workshops, consultations and practices at every stage of the project; equal access to training/capacity building activities, including good examples of gender equality for certification practices; encouraging gender parity in project contests).  1.8 Carrying out a Situation Analysis on women's employment opportunities in the energy sector  1.9 Carrying out an analysis on innovative financial models for sustaining the energy efficient transformations of the enterprises.	X	x	X			UNDP	EnerjiSA	74500	Miscellaneo us Expenses	2,000	

Activity 2: Green Destination Implementation Mo	del							
The aim of this component is to promote renewable energy usage in the selected	2.1 Developing the Green Destination Model by taking into					71300	Local Consultants	25,000
destination and to develop "Green Destination Model" which will contribute to sustainable local socio-economic development including a green transformation. It is aimed that this model to be developed will contribute to localization of SDGs.	consideration of the development areas of the pilot destination and with a participatory, inclusive and gender responsive approach.  2.2 Conducting energy audits and determining the steps to be taken for local tourism businesses in the destination in					71400	Contractual Services – Individuals (Project Staff)	23,000
Baseline: Limited number of green destination models developed. Indicators: Number of green destination models Targets: 1 Green Destination Model Related CP outcome: 2.1, 3.1	order to reduce energy consumption, use renewable energy resources and increase energy efficiency.  2.3 Developing a strategy and a roadmap for sustainable consumption and production by ensuring the implementation of circular economy applications with innovative approaches					71600	Travel	10,000
Baseline: Limited number of strategy documents on green transformation of the pilot destination Indicators: Number of strategy documents on green transformation of the pilot destination Targets: 1. Destination based strategy and	(waste management, efficient use of water resources, carbon footprint reduction, water-saving fixtures etc.).  2.4 Promoting environmentally friendly transportation systems and making necessary improvements (use of					75700	Trainings, Workshops and Conference	3,000
roadmap on a) sustainable consumption and production b) strategy and roadmap on environmentally friendly transportation systems c) green procurement and supply chain management Related CP outcome: 2.1, 3.1  Baseline: Limited number of new initiatives on systems of the construction of the construction of the construction.	electric vehicles and electric bicycles, supporting active usage of charging stations etc.)  2.5 Developing a strategy on Green Procurement and Supply Chain Management to reorganize supply chain with a gender-sensitive and sustainable perspective	x	x x	UNDP, Enerjisa*	Enerjisa	74500	Miscellaneo us Expenses	2,000
promoting energy efficiency in pilot destination Indicators: Number of new initiatives on promoting energy efficiency in pilot destination Targets: 1 Green Energy Center established. Related CP outcome: 1.13.1  Baseline: Limited number of tourism actors integrating energy efficiency and use of renewable energy resources into their way of doing business	2.6 Allocating a building to be used as "Green Energy Center" in order to raise awareness on energy efficiency and use of renewable energy resources*.      2.7 Developing a monitoring & evaluation mechanism to ensure the sustainability of the Green Destination Model					72300	Other Materials and Goods (Competition )	3,000
Indicators: Number of tourism actors that integrated at least one energy efficiency application and/or use of renewable energy resources.  Targets: At least 10 local tourism initiatives (at least 50% women-run) changed their way of doing business and integrated at least one sustainable tourism principle into their operations.  Related CP outcome: 2.1, 3.1						72200	Equipment & Furniture (Green Energy Center)	13,000

Activity 3: Capacity Building and Awareness Studies at the Destination												
The aim of this component is to carry out capacity building and awareness studies on the use of renewable energy resources and energy efficiency in the designated destination to contribute sustainable local economic development.  Baseline: Limited number of capacity building trainings addressing energy efficiency and use of renewable energy resources in tourism sector Indicators: Number of trainings provided on energy efficiency and use of renewable energy resources.	3.1 Providing capacity building trainings on "Energy Efficiency and Use of Renewable Energy Resources" and mentorship for reaching financial mechanisms regarding energy efficiency for local tourism businesses operating in the destination (hotels, restaurants, other service providers, etc.) and local people.  3.2 Ensuring that graduates from engineering departments of the universities participate in the "Certified Trainings for Energy Managers" and be qualified to conduct energy audits									71300	Local Consultants	15,000
Targets: At least 5 trainings Related CP outcome: 2.1, 3.1  Baseline: Limited number of capacity building trainings addressing ecological sustainability,	3.3 Providing capacity building trainings on Energy Management System Consultancy (ex: ISO 50001)  3.4 Providing capacity building trainings for tourism businesses and local people on issues such as ecological									71400	Contractual Services – Individuals (Project Staff)	23,000
responsible consumption and production etc. Indicators: Number of trainings provided on ecological sustainability, responsible consumption and production, sustainable tourism etc. Targets: At least 5 trainings Related CP outcome: 2.1. 3.1	sustainability, responsible consumption and production, carbon footprint reduction, climate change and energy, smart irrigation methods and developing and presenting trainings on gender equality that address women's participation and role in all these subjects.		x	x	x	x	x	UNDP, Enerjisa* *	Enerjisa	71600	Travel	6,000
Baseline: Limited number of people qualified for carrying out energy audits and providing consultancy Indicators: Number of people participated to trainings on Energy Managers and on Energy Management System Consultancy	3.5 Organizing workshops for visitors (including children / young people) to the destination in areas such as ecological sustainability, responsible consumption and production, carbon footprint reduction, climate change and energy and composting.  3.6 Preparing an informative and instructive toolkit on									74200	Audio Visual&Print Prod Costs	20,000
Targets: At least 10 people (%50 will be women) Related CP outcome: 2.1, 3.1  Baseline: Limited number of workshops organized for visitors such as ecological sustainability, responsible consumption and production etc. Indicators: Number of workshops organized Targets: At least 10 workshops Related CP outcome: 2.1, 3.1	"Energy Efficiency at Home", "Energy Efficiency at School", "Energy Efficiency at Work" and "Energy Efficiency on Vacation" and giving informative practical training.  3.7 Organizing a competition on innovative solutions in increasing energy efficiency in tourism promotion for high school and university students**.									75700	Trainings, Workshops and Conference	12,000

Baseline: Limited number of innovative project ideas to be supported on promoting energy efficiency in tourism Indicators: Number of innovative project ideas to be supported on promoting energy efficiency in tourism Targets: 3 project ideas Related CP outcome: 2.1, 3.1	3.8 Providing support to winning innovative project ideas in energy efficiency.  3.9 "Energy Hunters Platform" for increasing children's awareness on energy efficiency (including activities to encourage students -especially girls- to professions in the field of energy, volunteering programs etc.)**									74500	Miscellaneo us Expenses	2,000
Baseline: Limited number of awareness raising activities in the field of promoting energy efficiency in tourism sector Indicators: Number of awareness raising activities Targets: 1.A Platform for increasing children's awareness on energy efficiency 2. A competition on innovative solutions in increasing energy efficiency in tourism sector 3. Four (4) toolkits on energy efficiency Related CP outcome: 1.1										75705	Learning costs (Energy Manager Training/Ene rgy Managemen t Certification System)	15,000
Activity 4: Promotion and Visibility Activities***												
The general communication and visibility activities of the Project will be carried out in cooperation with UNDP and Enerjisa. All communication activities will follow UNDP's human rights based and gender sensitive communication approach.	4.1 Project Launch Event (1									74200	Audio Visual & Print Prod Costs	15,000
Baseline: Limited number of networking activities in the field of promoting energy efficiency and use of renewable energy resources Indicators: Number of networking and visibility activities  Targets: 1. At least one (1) Sectoral Meeting under Business for Goals Platform 2. At least one(1) Energy Talks for Sustainable Development 3. At least (2) Launch events  Related CP outcome: 1.1	4.2 Energy Talks for Sustainable Development (1) 4.3 Launch event for Energy Hunters Platform (1) 4.4 Other networking events for the promotion of green destination, Press Tours (2) 4.5 Launch event for Green Energy Center (1) 4.6 Sectoral Meetings under Business for Goals Platform (1)	x	x	x	x	x	х	UNDP, Enerjisa* **	Enerjisa*	74500	Miscellaneo us Expenses	2,264.03
										Sub-tot Budget	al Project	236,264.03
										UNDP General Administration Fee (%8)		18,900.00
										Total P - USD	roject Budget	255,164.03

<sup>\*</sup> Enerjisa will allocate an appropriate building to be used as "Green Energy Center" in the selected destination.

Where needed, Enerjisa might provide energy efficiency solutions such as charging station, solar panels etc. for Green Energy Center as well as for other tourism businesses.

Outputs	Atlas Budgetary Account Code	Atlas Budget Description	Total Cost (in USD)	Explanation
Activity 1	71300	Local Consultants	12.000.00	1
Activity	71400	Contractual Services – Individuals (Project Staff)	23.000.00	2
The aim of this component is to conduct a destination-based current situation analysis	71600	Travel	5.000.00	3
and identify the areas for improvement in terms of usage of renewable energy resources	75700	Trainings, Workshops and Conference	5.000.00	4
and energy efficiency as well as the potential for sustainable tourism development. All the analysis will be carried out with a gender equality perspective.		Miscellaneous Expenses	2.000.00	
Activity 2	71300	Local Consultants	25,000.00	1
	71400	Contractual Services – Individuals (Project Staff)	23,000.00	2
The aim of this component is to promote renewable energy usage in the selected	71600	Travel	10,000.00	3
destination and to develop "Green Destination Model" which will contribute to sustainable	75700	Trainings, Workshops and Conference	3,000.00	4
local socio-economic development including a green transformation. It is aimed that this	74500	Miscellaneous Expenses	2,000.00	
model to be developed will contribute to localization of SDGs.	72300	Other Materials and Goods (Competition)	3,000.00	6
	72200	Equipment & Furniture (Green Energy Center)	13,000.00	5
Activity 3	71300	Local Consultants	15,000.00	1
	71400	Contractual Services – Individuals (Project Staff)	23,000.00	2
	71600	Travel	6,000.00	3
The aim of this component is to carry out capacity building and awareness studies on the	74200	Audio Visual&Print Prod Costs	20,000.00	
use of renewable energy resources and energy efficiency in the designated destination to	75700	Trainings, Workshops and Conference	12,000.00	4
contribute sustainable local economic development.	74500	Miscellaneous Expenses	2,000.00	5
	75705	Learning costs (Energy Manager Training/Energy Management Certification System)	15,000.00	7
Activity 4	74200	Audio Visual & Print Prod Costs	15,000.00	
The general communication and visibility activities of the Project will be carried out in	74500	Miscellaneous Expenses	2,264.03	

<sup>\*\*</sup> Enerjisa will support the visibility of the activities 3.7 and 3.9

<sup>\*\*\*</sup> Enerjisa will participate and support promotion and visibility activities to increase visibility of the Project

cooperation with UNDP and Enerjisa. All communication activities will follow UNDP's human rights based and gender sensitive communication approach.			
TOTAL PROJECT BUDGET (USD)		236,264.03	
UNDP GENERAL ADMINISTRATION FEE (%8)		18,900.00	8
COORDINATION LEVY (%1)		21,000.00	9
TOTAL ENERJISA CONTRIBUTION - USD		255,164.03	
TOTAL PROJECT BUDGET (TL)	2,	,121,000.00	

#### Explanations:

- Consultancy services to be received from various experts.
   Salary of UNDP CO Projects Staff
- Accommodation, flight tickets and other related expenses
   Organization of trainings, workshops, meetings etc.
- 5. Procurement of equipment and furniture for Green Energy Center. Total cost was calculated providing that the building of the center will be allocated by Enerjisa.
   6. 1st/2nd/3rd place prize and honorable mention for the competition
   7. Admission fees for certified training programs

- 8% Agency Management Fee (GMS).
   1% Coordination Levy Fee for Legal Office