

KOCAER STEEL



KOCAER STEEL INDUSTRY & TRADE INC. Operation Capital Investment Project

Grievance Mechanism Procedure
(Internal & External)
(Plan No: KCR-PRC-SOC-GMP-001)

July 2022



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Abbreviations

AIIB	Asian Infrastructure and Investment Bank
DCC	Document Control Center
EIA	Environmental Impact Assessment
ESHS	Environmental, Social and Health and Safety
ESAP	Environmental and Social Action Plan
ESS	Environmental and Social Standard
GMP	Grievance Mechanism Procedure
IFC	International Finance Corporation
KPI	Key Performance Indicator
Kocaer	Kocaer Steel Industry & Trade Inc. / Kocaer Çelik San. ve Tic. A.Ş.
MGS	MGS Proje Müşavirlik Mühendislik Ticaret Ltd. Şti. /MGS Project Consultancy Engineering Trade Limited Co.
OHS	Occupational Health and Safety
Project Company	Kocaer Steel Industry & Trade Inc. / Kocaer Çelik San. ve Tic. A.Ş.
PAP	Project Affected People
PS	Performance Standard
SEP	Stakeholder Engagement Plan
SRS	Social Responsibility Staff
TKYB	Türkiye Kalkınma ve Yatırım Bankası A.Ş./ Development and Investment Bank of Turkey
The Project	Kocaer Operation Capital Investment Project

1 INTRODUCTION

This Grievance Mechanism Procedure (GMP) (Internal and External) is prepared within the scope of Kocaer Operation Capital Investment Project to fulfill the required studies to evaluate the Environmental and Social Impacts of the Project according to the applicable International Finance Corporation (“IFC”) Performance Standards (“PS”), Asian Infrastructure and Investment Bank (“AIIB”) Environmental and Social Standards (“ESSs”), and Turkish Legislation. The reference number of this Plan is KCR-PRC-SOC-GMP-001.

1.1 Background

KOCAER started production activities in Denizli in 1984 with a production capacity of 18.000 tons/year in an area of 3.000 m². The company, which was selling most of its production domestically in those years, established its first factory in Aliğa, İzmir in 1996, in order to increase its export potential and to be close to the ports and production facilities that will provide raw material supply since 1990. The company commissioned its factories where it produces medium section products in 2008 and light section products in 2017 with 800,000 tons/year production capacity due to increase its market share in exports in the following years.

KOCAER carries out its production activities in a total area of 280,000 m², 85,000 m² of which is closed. In addition to its 3 steel profile factories, the company has a Service Center with a capacity of 120,000 tons/year and a Galvanizing Factory with a capacity of 100,000 tons/year, which is the only facility integrated into steel profile production. There is a 13 million kWh electricity generation facility (GES) on the roof of the A1, A2, A3 Steel Factories. Thanks to its overseas distribution channel established in the United Kingdom, it exports to 140 countries in 6 continents with a sales revenue of 533 million US Dollars in the last 12-month period ending on 31.03.2022.

Operating in the energy transmission line, solar energy infrastructure, structural steel, transportation, mining, tunnel, shipbuilding, agriculture, machinery manufacturing and defense industry sectors, KOCAER produces steel profiles of high strength, special qualities, different sizes, special lengths and sections. Realizes its sales through export, foreign and domestic distribution channels.

An Operation Capital Investment Project will be prepared to be used in the existing production facility with 4 branch in Aliğa District, İzmir, operated by KOCAER A.Ş., and the deficiencies of these facilities will be eliminated. Within the scope of the project, It is planned to be used for the expenses of the business. There will be no construction work within the scope of the Project.

The activities to be carried out within A2 Facility of the project were evaluated in accordance with the provisions of the "Environmental Impact Assessment Regulation" dated 16.12.2003 and numbered 25318 and approved with the "EIA Positive" document dated 28.08.2014. In addition, A1, A3 and Service Center and Galvanization Facility have the "EIA is not Necessary" documents which are given by İzmir Provincial Directorate of Environment, Urbanization and Climate Change dated 16.09.2021, 27.09.2021, 30.04.2021, respectively.

The location of the Project Area is in Aliğa Heavy Industry Zone within administrative borders of Aliğa District of İzmir Province. There are industrial facilities in the region that carry out similar activities with the Project Areas. The Project Areas are located approximately 23,4 km from Aliğa District Centre and about 60 km to the İzmir City Centre.

1.2 Scope

This document outlines the grievance mechanism procedure which is applied to all internal direct and indirect workers and external stakeholders. The commitment and approach of the Project are based on proper handling of complaints and suggestions that may arise as a direct or indirect result of the environmental and social performance of the Project. GMP is not a replacement for stakeholder engagement activities. This procedure covers all the grievances raised by internal and external stakeholders, including the activities of contractors. GMP is a part of the management plans developed for the Project. This procedure has overlaps and cross-linkages to the Stakeholder Engagement Plan (SEP) (KCR-PLN-SOC-001) and Environmental and Social Management Plan (KCR-PLN-HSSE-001) particularly concerning the contractor's activities.

1.3 Purpose

The purpose of this document is to outline the principles of internal and external grievance mechanisms and how to integrate grievance management into business to minimize social risks. The grievance mechanism aims to ensure that all comments and complaints concerning the plant and its activities will be considered transparently and the related measures will be taken. The processes and responsibilities of this procedure will be defined for both external stakeholders and internal direct and indirect employees.

This procedure is owned by the Social Responsibility Staff (SRS) of the Project.

This document aims to identify:

- the scope of grievance mechanism procedure and the applicable management interfaces,

- the definition of roles and responsibilities,
- the applicable project standards, project commitments, operational procedures, and implementation guidance for the procedure,
- monitoring and reporting methods, including definition of Key Performance Indicators (KPIs),
- training requirements and references for supporting materials and information,
- the procedure for stakeholders and employees to voice their grievances in a timely and transparent manner,
- how to minimize community conflict by systematically addressing grievances.

Key issues identified in the Environmental and Social Action Plan (ESAP) of TKYB and addressed by this procedure are:

- To provide a channel for workers and all external stakeholders to voice their concerns efficiently and transparently,
- To provide a channel for external stakeholder and workers in particular women and illiterate persons to log complaints through engagement activities by Social Responsibility Staff (SRS),
- To establish a transparent and mutually respectful relationship with the employees in general,
- To allow for confidential complaints to be raised and addressed by workers,
- To create a culturally acceptable and accessible process to allow employees to raise their issues, concerns, problems, and claims.

During steady-state operations, this procedure will be reviewed on an annual basis to determine if there are any changes or updates required for the procedure content unless a more frequent update is required to reflect changing operations or procedures. Any requests for changes to this procedure must be addressed to the SRS of this procedure and will be subject to appropriate review and approval processes.

1.4 Definitions

Grievance: An issue, complaint and/or dispute that has escalated to the point where it requires third party intervention or adjudication to help resolve it. Typically, grievances are thought of as involving the community as a whole and have been unresolved for some time in a formal manner.

Complaint: A notification provided by a community member, group, or institution to the Project that they have suffered some form of offense, detriment, impairment or loss as a result of business activity and/or contractor behavior.

Grievance Mechanism: A formal way that provides a clear and transparent framework for addressing, assessing, and resolving community complaints concerning the performance or behavior of the company, its contractors, or workers.

Internal Stakeholders: Groups or individuals within a business who work directly within the business, such as employees and contractors.

External Stakeholders: Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs, and the government.

Project Affected People (PAP): Any person who, as a result of the implementation of a project, loses the right to own, use, or otherwise benefit from a built structure, land (residential, agricultural, or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily.

Vulnerable People: People who by gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status may be more adversely affected by resettlement than others and who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits.

2 ROLES AND RESPONSIBILITIES

2.1 Key Principles

The Internal (Worker) and External Grievance Mechanisms will be implemented by relying on the following key principles for all the Project-related comments, issues, and complaints internally and externally.

- **Transparency:** All the grievances are considered in the scope of the grievance procedure clearly and understandably.
- **Impartiality:** A fair and equal grievance procedure will be applied for every complaint or concern submitted by individuals or as a community.
- **Confidentiality:** Anonymous complaints can be submitted and resolved. Raising a complaint will not require personal information or physical presence.

- **Accessibility:** All employees and stakeholders can raise a comment or submit a grievance easily.
- **Culturally Appropriate:** A complaint or an issue raised by local communities is considered in the manner of regional concerns and a convenient resolution process will be taken.

2.2 Roles and Responsibilities

This section includes an overview of the roles and responsibilities of this grievance mechanism procedure.

Table 2-1. Key Roles and Responsibilities

Roles	Responsibilities
General Manager	<ul style="list-style-type: none"> ➤ Ensuring that this procedure is implemented properly, ➤ Providing necessary resources for the implementation of the procedure.
Management Systems Manager	<ul style="list-style-type: none"> ➤ Approval of this Plan and resources required for implementation, ➤ Coordinating with parties for implementation of the procedure.
Health, Safety and Environment & Management Systems Chief	<ul style="list-style-type: none"> ➤ Supporting SRS on the first evaluation of the relevance of grievances collected, ➤ Supporting SRS while providing answers to the OHS and social grievances raised by employees, the local community, and local institutions, ➤ Helping SRS for keeping the record of the complaints/ suggestions in the Grievance Database with details, ➤ Evaluating in compliance with laws, regulations, and Project requirements with legal departments, ➤ Participating and supports the audits that will be done by third-party auditors.
Social Responsibility Staff (SRS)	<ul style="list-style-type: none"> ➤ Ensuring the Project compliance with the Project Standards and other requirements set out in this procedure, ➤ Ensuring that all site staff, including complaints of contractor's workers, are aware of this procedure, ➤ Conducting internal audits/site audits, ➤ Informing to workers about contract details, ➤ Determining and providing the necessary training materials relevant to this procedure for employees, ➤ Determining necessary resources for proper implementation of the procedure and submits to managers, ➤ Evaluating in compliance with laws and regulations, ➤ Searching the reasons of grievances and the social incidents that cause injuries, delays or stoppage in the work and disputes among the Project and communities,

Roles	Responsibilities
	<ul style="list-style-type: none"> ➤ Monitoring all complaints and ensures that all complaints are resolved and closed, and providing explanation for the ones that cannot be solved, ➤ Coordinating with parties for implementation of the procedure, ➤ Creating all necessary reporting of worker grievance including monthly report to the Management, ➤ Investigating and proposes appropriate methodology for resolving the complaint, ➤ Following procedures related to employment and training for site-specific issues, ➤ Recording and reporting general and local employment rates and complaints, which are received or observed verbally, ➤ Filling out a “Complaint Register Form” (see Annex A), ➤ Determining necessary resources for proper implementation of this Procedure and submits to his line managers, ➤ Following the results of complaint and report on a monthly, and annual basis. ➤ Organizing stakeholder meetings to collect the responses to grievances actively as required.
Environmental Engineer	<ul style="list-style-type: none"> ➤ Providing answers to the environmental grievances raised by employees, the local community, and local institutions, ➤ Evaluating in compliance with laws, regulations, and Project requirements with legal departments, ➤ Participating and supports the audits that will be done by third-party auditors.
Contractors / Subcontractors	<ul style="list-style-type: none"> ➤ Complying with the requirements and standards of this procedure, ➤ Fulfilling the works under the contract.

3 PROJECT STANDARDS

This procedure developed for Kocaer Operation Capital Investment Project will comply with the related national and international requirements and standards. The Project Standards involves:

- applicable Turkish Standards and Turkish EIA requirements,
- other commitments to and requirements of Turkish Government authorities,
- applicable international standards and guidelines.

3.1 Applicable Turkish Standards

The Constitution of The Republic of Turkey

The main document of the national requirements and standards is “The Constitution of The Republic of Turkey” which comprises articles related to human and labor rights, peace of the community and stakeholder engagement of the Project. These articles are as follows:

X. Legal Equalitarianism

ARTICLE 10. Everyone is equal before the law regardless of distinction as to language, race, color, sex, political opinion, philosophical belief, religion or any similar reasons. Men and women have equal rights which are the obligation to be ensured exist in practice by the government. Measures taken for this purpose shall not be interpreted as contrary to the principle of equality.

II. Prohibition of Forced Labor

ARTICLE 18. Nobody can be forced to work. Drudgery is prohibited. Employers are not allowed to take deposits of money from workers and retain ID Cards.

VII. Freedom of Thought and Opinion

ARTICLE 25. Everyone has the right to freedom of thought and opinion. For whatever reason and purpose, nobody can be forced to explain their thoughts and opinions; cannot be condemned and accused of their opinions.

VIII. Freedom of Expression and Dissemination of Thought

ARTICLE 26. Everyone has the right to express and disseminate his thoughts and opinion by speech, in writing or pictures or through other media, individually or collectively. This right includes the freedom to receive and give information and ideas without interference from official authorities.

VII. Right of Petition

ARTICLE 74. Turkish citizens and foreign residents have the right to raise requests and complaints concerning themselves or the public in writing to the competent authorities and the Turkish Grand National Assembly.

Law on The Right to Information

Everyone has the right to give information on the activities of public institutions and professional organizations, which qualify as public institutions. The procedure and the basis of the right to information according to the principles of transparency, equality and impartiality are regulated in the *Law on Right to Information* numbered 4982 and issued on 24.10.2003 with the official gazette number of 25269.

Law on The Use of Right to Petition

ARTICLE 3. Everyone has the right to apply in writing to the Turkish Grand National Assembly and the component authorities concerning the requests and complaints concerning themselves or the public according to this article of the *Law on the Use of Right to Petition* No. 4982 which was issued on 01.11.1984 with the official gazette number of 3071.

Labour Law

The Principle of Equal Treatment

ARTICLE 5. Discrimination in employment is prohibited. No discrimination based on language, race, sex, political opinion, philosophical belief, religion and sex or similar reasons is permissible in the employment relationship. Except for biological reasons or reasons related to the nature of the job, the employer must not make any discrimination, either directly or indirectly, against an employee in the conclusion, conditions, execution and termination of his/her employment contract due to the sex or maternity of employee. The differential remuneration for similar jobs or work of equal value is not permissible.

The Worker's Right of the Immediate Termination for the Valid Reason

ARTICLE 24. Whether or not the duration is fixed, the worker can terminate before the end of the contract or without waiting for the notice period. The employment contract is not subject to any special form unless the contrary is stipulated by the Law.

Overtime Work

ARTICLE 41. Overtime work can be done for reasons such as the general benefits of the country and increased production. Overtime work requires the employee's consent.

ARTICLE 42. Compulsory overtime work is only allowed for all or some of the employees in case of a breakdown, whether actual or threatened or in the case of urgent work to be performed on machinery, tools or equipment or in case of force majeure. Compulsory overtime work shall not exceed the time necessary to enable the normal operating of the establishment.

Working Age and Prohibition of Child Employment

ARTICLE 71. The employment of children under the age of fifteen is prohibited. However, children who have reached the age of fourteen and have completed their primary education may be employed in light labor that will not hinder their physical, mental, or moral development.

Unions and Collective Agreements Law

Workers are covered by the legislation numbered of 6356 (dated on 07.11.2012, Official Gazette No. 28460). There are four types of collective agreements regulated which are workplace collective bargaining agreement, enterprise collective agreements, group collective agreements, and framework agreements.

3.2 Turkish EIA Requirements

Environmental Law

The main law of National Environmental Legislation is the Environmental Law numbered 2872 which was issued on 11.08.1983 with the official gazette number of 18132. In this law, the Turkish Regulation on *Environmental Impact Assessment (EIA)* (Official Gazette, 17 July 2008, no 26939) is defined which includes a limited public disclosure process. The plant and its operation subject to the planned project is not included in the Annex-I or Annex-II Lists of EIA Regulation, the planned project is exempted from EIA Regulation. Official Letter of EIA Exemption dated 21.05.2019 and numbered 90438820-220.03-E.22978 was obtained for the existing plant by Provincial Directorate of Environment, Urbanization and Climate Change.

3.3 Other Commitments and Requirements

There are no other applicable commitments and requirements of Turkish Government authorities related to this plan.

3.4 Applicable International Standards and Guidelines

The international standards and guidelines which the Project will follow are set by International Finance Corporation (IFC) and Asian Infrastructure and Investment Bank (AIIB). IFC Performance Standards and Guidance Notes which are relevant internal and external grievance mechanisms are:

- *Performance Standard 1 (PS1): Assessment and Management of Environmental and Social Risks and Impacts*
- *Guidance Note 1 (GN1) on Assessment and Management of Environmental and Social Risks and Impacts*
- *Performance Standard 2 (PS2): Labor and Working Conditions*
- *Guidance Note 2 (GN2) on Labor and Working Conditions*
- *AIIB ESS 1 Environmental and Social Assessment and Management*

Key objectives of *PS1* related to external grievance management are:

- To identify people/communities who have comments/grievances about the Project, as well as other interested parties and evaluate these environmental and social risks,
- To adopt mitigation measures to prevent and minimize social risks and impacts, and where residual impacts remain, compensate for risks, and impacts to workers, Affected Communities, and the environment.
- To ensure that grievances from Affected Communities and external communications from other stakeholders are responded to and managed appropriately.
- To promote and provide sufficient engagement with Affected Communities during the Project about issues which may affect them,
- To maintain a healthy relationship with stakeholders through adequate engagement during project implementation.

Key requirements of *PS1* involve:

- To develop a grievance mechanism to receive and facilitate the resolution of Affected Communities' concerns and grievances related to environmental and social performance of the Project,
- To identify the risks and impacts of the Affected Communities and other stakeholders,
- To maintain an understandable, culturally appropriate, accessible and transparent consultation to stakeholders through early and ongoing engagement,
- To inform the Affected Communities about the mechanism in the course of the stakeholder engagement process.
- To follow the developed grievance mechanism to receive and respond to stakeholder concerns related to the Project promptly.
- To establish a monitoring and review procedures of the concerns and grievances raised by Affected Communities and stakeholders.

Key objectives of *PS2* related to worker grievance management are:

- To create equal, fair, and nondiscriminatory working opportunities for every worker,
- To develop, maintain, and improve the worker-management relationship,
- To promote compliance with national employment and obey the labor laws,
- To protect workers, including vulnerable categories of workers such as children, migrant workers, workers engaged by third parties, and workers in the client's supply chain by developing a reliable grievance mechanism,

- To identify, evaluate and respond to workers concerns and grievances in a timely manner,
- To promote safe and healthy working conditions to direct and indirect workers,
- To avoid the use of forced and child labor.

Key requirements implemented by the Project according to PS2 are as following:

Human Resources Policy, Terms of Employment and Working Conditions & Relationship

- The Project will adopt and implement human resources policies and procedures which are provided to workers with documented information clearly, regarding their rights under national labor and employment law, including their rights related to hours of work, wages, overtime, compensation, and benefits.
- The Project will make all policies understandable to all workers.
- The Project will respect the terms of a collective bargaining agreement, if there exists, and provide reasonable working conditions and terms of employment.

Workers' Organizations

- The Project will comply with the national labor law which contains rights of workers to form and to join workers' organizations.
- If national law restricts the right to organize and workers' organizations, the Project will enable the means for workers to bargain collectively and to organize and establish an alternative way for workers to file grievances.
- The Project will not discriminate against workers who choose to organize and create equal conditions for all the workers.
- Worker representatives should be given access to management.

Non-Discrimination and Equal Opportunity

- The Project will hire, promote, and compensate workers solely based on their ability to do the job and all workers are provided equal access to training, tools and opportunities for advancement.
- The Project will ensure that all workers will be free from harassment by management or other workers.

Retrenchment

Grievance Mechanism Procedure

- The Project will establish and implement a procedure to mitigate the adverse impact of retrenchment and carry out an analysis of alternatives to retrenchment.
- The procedure will incorporate non-discrimination principles and include the input of workers, their organizations, where appropriate, the government.

Child Labor

- The Project will not employ workers under the minimum age for employment as defined by national law.
- Workers between the minimum age and 18 will not be employed in dangerous work or work that interferes with their education or development.

Forced Labor

- The Project will not employ forced labor which consists of any work or service not voluntarily performed that is exacted from an individual under threat of force or penalty and
- The Project will respect and protect rights of workers to retain their personal documents and money.
- The Project will respect the rights of workers to leave the workplace after work.

Grievance Mechanism

- The Project will provide a grievance mechanism for workers and develop it as a transparent process for workers to express concerns and file grievances, including anonymous complaints.
- The Project will ensure that there will be no discrimination against those that express grievances, and all the grievances are considered seriously and take prompt, appropriate action.
- Any grievance mechanism will not replace other channels as defined by law or collective bargaining agreements.

Occupational Health and Safety

- Workers are not unreasonably endangered at work or in dormitories and all the necessary precautions to mitigate work-related risks and develop an emergency prevention and response system.
- Workers will be provided personal protective equipment and will be trained in its use.

- The Project will document and report accidents, diseases, and incidents during the Project.

Workers Engaged by Third Parties

- The Project will extend the labor standards performance policies and procedures to contractors hired directly or through employment agencies.
- The Project will not use contracting as a means of circumventing labor rights and laws and will ensure all the workers have access to a grievance mechanism.
- The Project will monitor contractors, employment and recruitment agencies to verify their adherence to labor rights and laws.

Supply Chain

- The Project will extend the implementation of these key requirements of PS2 as feasible to the suppliers.
- The Project will identify the risks of child labor or forced labor in the supply chain and notify the suppliers of the PS2 requirements to prevent its presence.
- The Project will monitor the performance of suppliers according to PS2 requirements concerning child labor and forced labor and significant safety issues.

Key issues included regarding grievance mechanism in AIIB ESS 1 are as follows:

- Environmental Coverage:
 - Environmental Risks and Impacts
 - Biodiversity Impacts
 - Natural Habitats
 - Protected Areas
 - Sustainability of Land and Water
 - Pollution Prevention
 - Resource Efficiency
 - Climate Change
 - Greenhouse Gases
- Social Coverage
 - Vulnerable Groups and Discrimination
 - Gender
 - Land and Natural Resource Access
 - Loss of Access to Assets or Resources or Restrictions on Land Use

- Cultural Resources
- Working Conditions and Community Health and Safety
 - Safe Working Conditions and Community Health and Safety
 - Child Labor and Forced Labor
 - Labor Management Relationships in Private Sector Projects
 - Building Safety
 - Traffic and Road Safety
 - Security Personnel

4 INTERNAL AND EXTERNAL GRIEVANCE MANAGEMENT

The process to be followed to resolve any grievances is described in Figure 4-1 below.

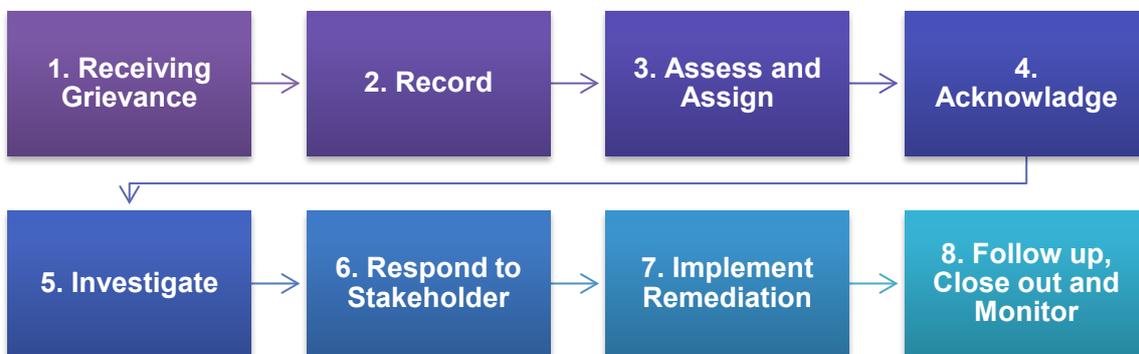


Figure 4-1. Processes of Internal and External Grievance Management

4.1 Internal (Worker) Grievance Management Process

Employees, who may be direct workers or third party/subcontractor's workers, are encouraged to submit written complaints, comments, and concerns by using complaint register form (see Annex A). Since the confidentiality of the complainant should be preserved, grievances are collected in grievance boxes which will be placed in areas workers can easily access, including dining rooms. Through these forms, workers will also be able to make anonymous complaints. Information on how to express complaints, opinions and suggestions to workers will be provided during the orientation training process. Written submissions will not be used in any way to intimidate those submitting the complaints.

Management will treat the grievances seriously and take prompt, appropriate actions. SRS will have the main responsibility to collect the complaints. The complaints will be discussed with management to gather accurate information about a given complaint. SRS will process the complaint/concern and provide a resolution. Resolutions of complaints will be developed in

accordance with relevant Turkish laws, regulations, as well as international requirements. Feedback will be provided to complainants where possible.

It is possible to extend the process for the complex grievances and workers will be informed about the schedule of the process. All parties should get a reasonable agreement on the corrective actions during solution process. SRS aims to respond in cooperation with the related department and target to solve each complaint within 30 calendar days. The grievance mechanism does not replace other channels as defined by law and during the grievance process, all the requirements of this procedure should be fulfilled.

4.1.1 Implementation and Updates of the Procedure

This procedure will be reviewed on an annual basis during steady-state operations. During steady-state operations, this procedure will be reviewed on an annual basis and any necessary revisions made to reflect the changing circumstances or operational needs. The revision of this procedure will be the responsibility of the SRS who is the custodian of the procedure.

If material changes to operating procedures are required, the procedure may be updated on an “as required” basis. If there is any revision on this procedure, it will be uploaded to the Document Control Center (DCC) of the Project to ensure that all staff has access to the latest version of this procedure.

4.2 Customer Grievance Management Process

The Customer Grievances Procedure (KK-PR.007_Rev.04) (*see Annex B*), used in the current operations of Kocaer will continue to be implemented for customer related grievances. Customer complaints will be handled by recording complaints. Customer complaints are addressed to SRS. The action to be taken regarding the recorded complaint is determined by collecting the relevant sections, and the customer is informed by recording them in the relevant section of the form. At this stage, necessary corrective actions can be initiated.

The complainant is free to request receive information on the subject at any time and in any period, apart from regular information. Information is given about the process to the complainant, for complaints received from the customer during working hours, on the business day the complaint is received and for complaints outside of working hours, on the first working day after the complaint is received. All information shared with the customer is kept in its original form without any change.

If the complainant is justified in its complaint, the complaint will be remedied according to the mutual agreement to be reached with the complainant. If there is a non-compliance arising

from the complainant's own practices, this situation is communicated to the complainant by producing alternative solutions when necessary.

It is aimed to contact to complainant within 5 working days at the latest, and to resolve the complaint within 30 calendar days. However, if the complaint is complex and cannot be resolved within target days, the customer is informed. The complaints under the responsibility of Kocaer are evaluated by the relevant department personnel and the required action for solution is decided. Corrective action is initiated and followed up by the SRS.

The customer is informed about the evaluation process of the complaints and the activities carried out. After the complaint is closed, the customer is asked to evaluate the performance of the customer satisfaction management system and the handling of the complaint regarding the closure of the complaint by e-mail, on telephone and fax or meetings.

4.3 External Grievance Management Process

Besides internal and customer related grievance mechanism procedure, external grievance management process will be implemented for grievances raised by all stakeholders such as local communities, governmental or non-governmental organizations, universities, media etc.

The steps of the grievance management process consist of receiving the grievance, assessing, sending acknowledgment, investigating, feedback to stakeholder, implementing the remediation activities and closeout.

4.3.1 Receiving Grievances

Grievances are received through all available channels such as phone, mail, grievance forms, websites, contractors etc. Stakeholders can raise grievances by filling out the grievance form. Once the form is completed, SRS will process the form according to the grievance procedure.

Table 4-1. Details of Contacts

Kocaer Çelik Sanayi ve Tic. A.Ş.	Contact Person on the Project Site
Website: http://www.kocaersteel.com	Phone: To be determined.
Address: Yeni Foça Yolu 3. km Aliğa /İzmir	E-Mail: To be determined.
Phone: 0 232 625 18 60	Address: To be determined.

The Complaint Register Form (See Annex A) will be used to collect the information about grievances, concerns, and the complainant. All grievances will be recorded and collected in the Grievance Database (see Annex D). "Open door policy" will not be encouraged as the one

and only way of communication, therefore, written complaints anonymously (or not) should be encouraged.

4.3.2 Assessment and Investigation of Grievances

Each evaluation and investigation steps will be followed when a grievance/concern is received and registered into Grievance Database (see *Annex D*). SRS investigates the grievance and makes the first evaluation with the help of other related departments. The Project investigates the grievance and involves appropriate departments in its investigation and formulation of a resolution.

The complainant may be contacted (if not anonymous) to gather more information, using the Consultation Form (see *Annex C*) which is also used for regular meetings minutes. Any correspondence with the complainant will be recorded in the Grievance Database (see *Annex D*). When final decision is made on grievance, feedback will be given to stakeholder.

4.3.3 Feedback to Stakeholder

Complainants will receive a formal response acknowledging that the Project has received the grievance, within 5 days of submitting the grievance. Complaints received anonymously will be investigated in the same manner as non-anonymous complaints, but no formal response will be issued.

4.3.4 Propose Resolution/Corrective Action

Within 30 days of receipt of the grievance, responsible person from the Project will formally communicate a proposed resolution or corrective action to the complainant (if not anonymous) and discuss it with the complainant. The complainant will be informed about the methodology followed. All communication will be recorded in the Grievance Database (see *Annex D*).

4.3.5 Close-Out of Grievances

The grievance procedure of the Project aims to formally close out every grievance within 30 working days after receiving it unless an alternative agreement is made with the complainant. Note that this alternative agreement must be reached within these 30 days. Close-out requires the signature of the complainant (if not anonymous) on the Close Out Form, which details the agreed resolution and part of complaint register form. The signed Close Out Form will be recorded in the Grievance Database (see *Annex D*).

4.3.6 Non-Resolution Case

If a grievance cannot be resolved although efforts will be made to solve the concern within the set timeframe, the Project will involve other external experts, neutral parties, or local and regional authorities, as necessary and appropriate.

5 MONITORING

5.1 Overview of Monitoring Requirements

In compliance with the Project Standards of this procedure, monitoring measures will be implemented to prevent the reoccurrence of grievances and monitoring management. Therefore, this grievance mechanism will be subject to periodic reviews to decrease the systemic problems and maintain the resolution process efficiently.

If monitoring activities detects non-conformance with the Project Standards, these will be investigated, and appropriate corrective actions identified. The overall grievance management performance will be monitored and evaluated according to the key performance indicators.

5.2 Key Monitoring Activities

The key monitoring activities are used to assess grievance management. The Project will also monitor the efficiency and application of the third-party grievance mechanism. The procedures and the grievance management tool will be adjusted as required. Key monitoring measures are set out in Table 5-1 below.

Table 5-1. Key Monitoring Measures

Topic	Indicator	Method	Period	Location
Grievances/ Concerns	<p>The Project will review Grievance Log/Database, including complaints <i>closed</i> and <i>unresolved</i> per period at a minimum monthly to include:</p> <ul style="list-style-type: none"> ➤ number of outstanding complaints and grievances opened in the month, ➤ number of complaints and grievances opened in the month and evolution since Project start (graphic presentation), ➤ number of complaints grievances closed in the month; and ➤ type of grievance. 	Grievance Records	Monthly	Project Area

Topic	Indicator	Method	Period	Location
Customer Satisfaction	SRS will keep records written and verbal complaints raised by customers.	Customer Grievance Records	Monthly	Project Area
Community Engagement Activities	The SRS will record formal and informal engagement with local communities.	Community Engagement Records	Monthly	Project Area
Disclosure Materials/ Feedback to Communities	SRS will keep records of the types of leaflets, brochures, newsletters prepared and distributed. SRS will monitor feedback to local communities.	Community Info System on the Website	Quarterly	Project Area

5.3 Key Performance Indicators (KPIs)

The Table 5-2 below summarizes the key performance indicators and related key monitoring actions. These can be used to assess the progress and effectiveness of the proposed mitigation strategies.

Table 5-2. Key Performance Indicators (KPIs)

KPIs	Target	Monitoring Method
Total number of external complaints or grievances	Total number reduced year on year	Grievance database
% of complaints that are responded within 5 days	Respond stakeholders within 5 days at last / delivery of regular reports to stakeholders on the outcomes of the Grievance Mechanism	Monthly reports
% of internal complaints that are closed within 30 days.	Target of 100%	Grievance database
% of customer complaints that are resolved within 30 days.	Target of 100%	Grievance database
% of external complaints that are resolved within 30 days.	Target of 100%	Grievance database
Auditing Grievance Procedure to ensure that it is being implemented and grievances are being adequately addressed.	Annual audit complete target of 100% of grievances close out to satisfaction of complainant within 30 days.	Audit report

6 TRAINING

All necessary training regarding the grievance mechanism will be provided as induction training or toolbox to provide general awareness for all employees of the Project and its contractors. Job-specific training for responsible personnel will be also provided as necessary. The implementation of this grievance mechanism will be followed by the Social Responsibility Staff,

Management System Manager, HSE & Management Systems Chief and supervisors of the Project.

6.1 Induction Training

The induction training will provide information about the internal (worker) grievance mechanism to all direct and indirect workers, including contractors' employees. The trainings will be given in the first "Induction Training" session. All employees of the Project and contractors are required to participate in social training. This training will provide the information on how to understand and respect different opinions and to be an effective team member by behaving appropriately with locals and colleagues; how to raise a grievance/ suggestion or comments.

6.2 Job Specific and Other Training Requirements

Job-specific training and additional specialist training (if there any) for key personnel involved in the community, then it will be provided to those and employees for grievance management. Specific training on the implementation of the grievance mechanism is also provided to the Social Responsibility Staff (SRS), personnel defined in the Roles and Responsibilities section and supervisors of the Project and contractors.

7 AUDIT AND REPORTING

In this section, internal and external auditing is involved. For the Project activities, record keeping, and reporting basics are explained.

7.1 Internal and External Auditing

Internal and External Audits will be carried out in order to ensure the assessment of the grievance mechanism efficiency by Social Responsibility Staff. Conformance and aspects of this procedure, which are subject to regulatory audits, will be monitored in accordance with the existing management systems and separately by Project Lenders. Monthly conformance will be monitored. Contractors will be subject to inspection and audit by the Project prior to a contractor's initial appointment.

7.2 Record Keeping and Reporting

Record keeping will be done during the following cases:

- Consultation meetings and community engagement activities,
- Grievances actions and closeout of grievances,
- Concerns/opinions/suggestions by the local community during consultation meetings and stakeholder engagement activities,

- News on press and interviews,
- Audits, investigations, and incidents which will be managed according to the Project procedures.

On a monthly basis, an overview of the grievances recorded in terms of number and type will be investigated. The situation of the grievances as open/closed out will be developed periodically. The Social Responsibility Staff (SRS), Management Systems Manager and HSE & Management Systems Chief will evaluate and conclude this overview with project management in the monthly progress meetings.



ANNEXES

Annex A: Complaint Register Form

Grievance Form		
Reference No:		
Full Name	Name & Surname: _____	
<i>Note: You can remain anonymous if you prefer or request not to disclose your identity to third parties without your consent.</i>	<input type="checkbox"/> wish to raise my grievance anonymously <input type="checkbox"/> request not to disclose my identity without my consent	
Contact Information	<input type="checkbox"/> By Post: Mailing address: _____	
How the complainant wants to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail _____ <input type="checkbox"/> I don't want to be contacted	
Details Related to Grievance:		
Description of Incident or Grievance:	What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
Case summary:		
Date of Incident/Grievance		
	<input type="checkbox"/> One-time incident/grievance (Date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (Provide details)	
What would you like to see happen to resolve the problem?		
Only for internal usage: Status of complaint		
	Date:	Signature:
The complaint is closed by:		
Actions taken (Provide details):		

Annex B: Customer Grievances Procedure

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1. AMAÇ

Bu prosedürün amacı, müşteri şikayetlerini ele alma sürecini açıklayarak; müşterilerimizden gelen tüm şikayetlerin sistemli ve etkin bir şekilde değerlendirilmesini ve sonuçlandırılmasını sağlayan uygulama esaslarını belirlemektir.

2. KAPSAM

Kocaer Steel tarafından verilen her türlü hizmet için müşteri ve diğer ilgililerden gelen geri beslemeler, şikayet ve itirazların tümünü ve yapılacak faaliyetleri kapsar.

3. SORUMLULUK ve YETKİ

3.1. Satış Temsilcisi: Dış müşteri şikayeti alınmasından ve kaydının oluşturulmasından sorumludur. Müşteri şikayetlerine yönelik yapılacak faaliyetler ile ilgili müşterileri bilgilendirmeye yetkilidir.

3.2. Yönetim Sistemleri Müdürü: Müşteri Şikayetleri açılış isteklerini, sonuç ve izleme raporlarını onaylamaya yetkilidir.

3.3. Kalite Kontrol Müdürü: Bu prosedürün yürütülmesinden sorumludur.

4. TANIMLAR

4.1. DİF: Düzeltici İyileştirici Faaliyet

4.2. Düzeltici Faaliyet: Saptanan bir uygunsuzluğun sebebinin veya diğer istenmeyen durumun yok edilmesi için yapılan faaliyet.

4.3. İyileştirici Faaliyet: Potansiyel veya mevcut bir uygunsuzluğun sebebinin veya istenmeyen diğer potansiyel durumların ortadan kaldırılması için yapılan faaliyet.

4.4. Uygunsuzluk: Bir şartın yerine getirilmemesi durumu.

4.5. Aksiyon: Bir iş ile ilgili (Faaliyet, Toplantı, Proje Yönetimi vb.) termin tarihinin, işi yapacak kişinin ve görevinin planlanarak takibinin yapıldığı faaliyet.

4.6. QDMS: Quality Document Management System

5. UYGULAMA

5.1. Müşteri Şikayetlerinin Toplanması ve Kaydedilmesi

Müşterilerimiz; e-mail ve web sayfası www.kocaersteel.com, Kocaer çalışanları ile telefonda, yüz yüze veya yazılı yapılan görüşmeler, Kocaer bayileri kanallarının herhangi birini kullanarak şikayet bildiriminde bulunabilirler.

Şikayetler farklı yerlerden ve farklı şekillerde Kocaer'e gelmektedir. Bu akışın yönetilmesi için gelen tüm bildirimler Kalite Kontrol birimine yönlendirilmeli ve kayıt sisteminin tek yerden yönetilmesi sağlanmalıdır. Kalite Kontrol'e ulaşan bildirimler kayıt altına alınırken aşağıdaki hususlara dikkat edilmelidir.

- ✓ Şikayet ve şikayetçi bilgilerinin eksiksiz olmasına
- ✓ Ön yargısız ve tarafsız bir ifade ile kayıt altına alınmasına
- ✓ Şikayetçiye şikayetin kayıt altına alındığının teyidinin verilmesi
- ✓ Şikayetlerin sınıflandırılmasına

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Müşteri şikayetlerinin kaydı, takibi ve kapatılması işlemleri Kocaer intranet üzerinde; <http://hadde-eba/QDMS/QDMSNET/BSAT/Default.aspx> adresinde yer alan QDMS Entegre Yönetim Sistemi üzerinden Dış Müşteri Şikayetleri İşlemleri menüsü üzerinden yapılmaktadır.

Kalite kontrol bölümü tarafından, QDMS sistemi üzerinde, gelen müşteri şikayetine ait bilgiler, detay bilgiler (şikayet tanımı, şikayet detayı, işyeri, şikayet kategorisi, kimlere bilgilendirme gideceği) doldurulur, varsa ek dosyalar (müşteri yazışmaları, müşteri tutanakları, resim vb.) sistem üzerine yüklenir. Şikayetin acil çözülmesine yönelik görev alacak kişi ve kişiler çözüm ekibine sistem üzerinde atanır. Gelişme Raporunun yazılma tarihi de belirlenerek şikayet kaydı oluşturulur. QDMS sistemi üzerinde müşteri şikayetleri ile ilgili yapılacak işlemler ve uyulması gerekenler 'QDMS Dış Müşteri Şikayeti Modülü Kullanma Talimatı'nda anlatıldığı şekilde uygulanır.

5.2. Müşteri Şikayetlerinin İncelenmesi

5.1. maddesindeki kanallar ile alınan ve QDMS sistemi üzerinde kayıt altına alınan müşteri şikayetlerinin incelenmesi iki ana başlık altında yapılır.

5.2.1. Yerinde Tespit ve İnceleme

Yerinde inceleme gerektiren veya müşteri tarafından yerinde inceleme talep edilen durumlarda; Kalite kontrol bölümü tarafından müşteriye yerinde inceleme yapılacağı bilgisi ve inceleme yapmaya gelecek kişinin irtibat bilgileri verilir. Bu ziyarete, şikayetin türüne göre gerektiği durumlarda Ar-Ge, Üretim ve Lojistik personellerinden de katılım olabilir.

Yerinde incelemeyi yapacak olan kalite kontrol personeli müşteri sahasına giderek incelemesini yapar ve incelemesi ile ilgili veri ve fotoğrafları 'Müşteri Şikayeti Ziyaret Raporu'na kaydeder. İncelemeyi yapan kişi, raporda müşterinin ve kendisinin şikayet hakkındaki yorumlarını da belirtir. Şikayetin çok yönlü incelenmesi için 'Müşteri Şikayeti Ziyaret Raporu'nu ilgili bölümlere yorum/ekleme ve değişiklik için gönderir.

5.2.2. Teknik İnceleme

Müşteri tarafından yerinde inceleme istenmeyen durumlarda; Kalite kontrol bölümü müşteri şikayetindeki bilgileri esas alarak üretim ve kalite kontrol kayıtlarını gözden geçirir. Üretim veya sevkiyat esnasında herhangi bir olumsuzluk yaşanıp yaşanmadığını, malzemelere müşteri segmentasyonu yapıp yapılmadığını kayıtlarından kontrol eder.

Gerekirse müşteriden gelen numuneleri ve/veya şahit numuneleri yeniden test eder. Kalite kontrol bölümü, müşteri şikayeti incelemeleri esnasında ek bilgiye (numune, fotoğraf vb.) ihtiyaç duyması durumunda müşteriden talepte bulunulur.

Şikayete konu malzemelere ekstra testler isteniyor ise (tahribatsız muayene, başka bir laboratuvarında test, vb.) bu testler kalite kontrol bölümü tarafından yapılarak veya 3.taraf bir gözetim firmasına yaptırılarak test sonuçları raporlanır. Gerekirse Ar-Ge, Üretim ve Lojistik bölümlerinden de görüş talep edilir. İnceleme ile ilgili veriler ve ekler iç yazışma ile ilgili bölümler ve Satış Temsilcisi ile paylaşılır.

5.3. Şikayetlerin Cevaplandırılması

Yerinde tespit ve inceleme yapılmış ise 'Müşteri Şikayeti Ziyaret Raporu'nun SONUÇ kısmına alınan aksiyonlar ve verilen kararlar kaydedilerek, ziyaret raporu tamamlanır, ilgili bölümler ile paylaşılır ve QDMS sistemi üzerinden takibi yapılan müşteri şikayetine veri olarak eklenir.

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Şikayetin yerinde tespiti ve/veya teknik incelemesinin tamamlanması sonrasında, kalite kontrol bölümünün vermiş olduğu bilgi ve raporlara dayanarak Satış Temsilcisi tarafından müşteri şikayeti hakkında çözüm üretilir (jade alma, tamir, yerinde tamir, alternatif ürün kullanımı, vb.) ve sonuç müşteriye yazılı olarak varsa rapor/gözlem/test sonucu vb. ekler ile birlikte iletilir. Çözümün uygulanmasından sonra QDMS sistemi üzerinden takibi yapılan müşteri şikayetine ilgili kayıtlar veri olarak eklenir.

5.4. Şikayetlerin Analizi

Müşteri şikayetleri kalite kontrol bölümü tarafından QDMS sistemi üzerinden çekilen veriler ışığında hata türü, ürün grupları, şikayetin giderilmesinde uygulanan yöntemler vb. birçok alanda sınıflandırılarak haftalık/aylık olarak raporlanır. İç denetimler ve YGG toplantılarında, müşteri şikayetleri miktar, frekans, hata türü vb. açılardan bir önceki yıl ile karşılaştırmalı olarak değerlendirilir.

Analiz esnasında tespit edilen sonuçlara göre Kocaer Kurumsal Risk ve Fırsatlar Tablosundaki risk ve fırsatların revizyonu gerekiyorsa 'Kurumsal Risk ve Fırsatların Yönetimi Prosedürü'ne göre güncellenir.

5.5. Reaksiyon Planı

Veri analizlerinin neticesinde, herhangi bir süreç değişikliği gerekiyorsa ilgili süreç sahipleri ile paylaşılır ve 'Değişikliklerin Yönetimi Prosedürü'ne göre revizyon gerçekleştirilir.

Kritik müşteri şikayetlerinin tekrar oluşmasını önleyecek çözümler için; 'Düzeltilici Faaliyetler Prosedürü'ne göre düzeltici faaliyet açılır ve/veya 'Sürekli İyileştirme Prosedürü'ne göre iyileştirme çalışmaları başlatılır.

5.6. Uygunsuz Ürünlerin Geri Çağırılması

Yapılan analizler sonucu uygunsuz olduğu tespit edilen ürünler piyasadan gönüllü geri çağırılabilir. Uygunsuz olduğu tespit edilen ürünlerin hanımadde ve üretim bilgileri parti numarası ile SAP üzerinden belirlenerek uygunsuz ürün satışı yapılan tüm müşterilere ulaşılır. Gönüllü geri çağırma, risk altındaki müşterilerin bilgilendirilmesini sağlamak amacıyla, gerekli bilgiler elektronik ortamda ilgililere bildirilir ve ürünlerin piyasadan toplatılması sağlanır.

6. REFERANSLAR

QDMS Dış Müşteri Şikayeti Modülü Kullanma Talimatı
Düzeltilici Faaliyetler Prosedürü
Sürekli İyileştirme Prosedürü
Değişikliklerin Yönetimi Prosedürü
Kurumsal Risk ve Fırsatların Yönetimi Prosedürü

7. KAYITLAR

Müşteri Şikayeti Ziyaret Raporu
QDMS Düzeltici Faaliyet Kayıtları
QDMS Dış Müşteri Şikayetleri Kayıtları
Kocaer Kurumsal Risk ve Fırsatlar Tablosu

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Annex C: Consultation Form

TOPLANTI KAYIT FORMU / CONSULTATION FORM			
Formu Dolduran Kişi / Person filling out the form		Tarih / Date:	
Toplantı Gündemi / Agenda of the Meeting		Görüşme Kayıt No/ Consultation Register Number	
1. Toplantı Bilgileri / Meeting Information			
Name of Authorized Person:		İletişim Şekli / Form of Communication :	
İstişare Edilen Kurum / Institution Consulted		<input type="checkbox"/> Telefon-Ücretsiz Hat / Phone-Free Phone Line	
Telefon / Telephone:		<input type="checkbox"/> İstişare Toplantısı / Consultation Meeting	
Adres / Address:		<input type="checkbox"/> Website / E-mail Web Sitesi / E-posta	
Köy - İlçe - İl Village -District -Province:		<input type="checkbox"/> Diğer (Açıklayın) / Other (Specify)	
Paydaş Tipi / Consultee/Stakeholder Type			
2. İstişare Detayları / Details of Consultation			
Projeyle İlişkin Sorular / Questions regarding the project :			
Kaygılar & Geri bildirimler / Concerns & Feedbacks :			
Özel Notlar (Formu dolduran kişinin düşünceleri)			



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