



PETLAS TIRE INDUSTRY AND TRADE INC. Operational Capital Investment Project

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

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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
GN	Guidance Note
IFC	International Finance Corporation
KPI	Key Performance Indicators
km	kilometer
Petlas	Petlas Lastik Sanayi ve Ticaret A.Ş./ Petlas Tire Industry and Trade Inc.
MGS	MGS Proje Müşavirlik Mühendislik Ticaret Ltd. Şti. /MGS Project Consultancy Engineering Trade Limited Co.
m²	meter square
NGO	Non-Governmental Organization
OHS	Occupational Health and Safety
Project Company	Petlas Lastik Sanayi ve Ticaret A.Ş./ Petlas Tire Industry and Trade Inc.
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	Petlas Operational Capital Investment Project

1 INTRODUCTION

This Grievance Mechanism Procedure (GMP) (Internal and External) is prepared within the scope of Petlas Operational Capital Investment Project to fulfill the required studies to evaluate the Environmental and Social Impacts of the Project according to the National Environmental Legislation, TKYB Environmental and Social Policy, IFC Performance Standards (PSs) and Asian Infrastructure and Investment Bank (AIIB) Environmental and Social Standards (ESSs).

1.1 Background

PETLAS was established in 1976 as a Public Economic Enterprise to meet the tire needs of the Air Force Command, in line with the public awareness of "Meeting Our Defense Industry Needs from Domestic Resources" due to the problems encountered in the supply of tires to warplanes. The factory, the foundation of which was laid in 1977, started trial production after a long investment period of 12 years and the first products were put on the market in 1990. Petlas was sold to Kombassan in 1997 and continued its activities under Kombassan Holding until April 2005. Petlas was purchased in April 2005 by Abdülkadir Özcan Inc., which is Turkey's leading company in the field of marketing, sales and logistics in the tire industry and has been operating in the tire industry for many years.

The existing facility is located on the Kırşehir-Kayseri highway in Gölhisar, 7 km from Kırşehir, on a total land of 2,000,000 m² and has a closed area of 400,000 m².

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) (PTL-PLN-SOC-SEP-001) and Environmental and Social Management Plan (PTL-PLN-HSE-ESMP-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
Board of Manager	<ul style="list-style-type: none"> ➤ Ensuring that this procedure is implemented properly, ➤ Providing necessary resources for the implementation of the procedure.
General Manager	<ul style="list-style-type: none"> ➤ Approval of this Plan and resources required for implementation, ➤ Coordinating with parties for implementation of the procedure.
Management Quality and Environment Representative Environmental Officer	<ul style="list-style-type: none"> ➤ Supporting SRS on the first evaluation of the relevance of grievances collected, ➤ Conducting internal audits/site audits, ➤ 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,

Roles	Responsibilities
	<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.
Social Responsibility Staff (SRS) (Human Resources and Industrial Relations Manager)	<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, ➤ 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, ➤ 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: Complaint Register Form), ➤ 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 Officer	<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.
Export Trade Manager	<ul style="list-style-type: none"> ➤ Responsible for evaluating and fulfilling orders at the time requested by the customers and with service quality, ensuring that customer complaints / requests are received, collecting, and

Roles	Responsibilities
	informing the relevant units when customer complaints / requests arrive, and conveying the results to the customer.
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 Petlas Operational 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 Egalitarianism

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. There are EIA positive documents allocated from the relevant ministries for the planned facility.

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

3.4.1 IFC Performance Standards

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

- 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.

3.4.2 AIIB Requirements

In Environmental and Social Framework set out by AIIB describe the stakeholder engagement as follows:

“The Bank believes that transparency and meaningful consultation is essential for the design and implementation of a Project and works closely with its Clients to achieve this objective. Meaningful consultation is a process that begins early and is ongoing throughout the Project. It is inclusive, accessible, timely and undertaken in an open manner. It conveys adequate information that is understandable and readily accessible to stakeholders in a culturally appropriate manner and in turn, enables the consideration of stakeholders’ views as part of decision-making. Stakeholder engagement is conducted in a manner commensurate with the risks to, and impacts on, those affected by the Project.”

4 INTERNAL AND EXTERNAL GRIEVANCE MANAGEMENT

The process to be followed to resolve any grievances is described in Figure 4.1 below.

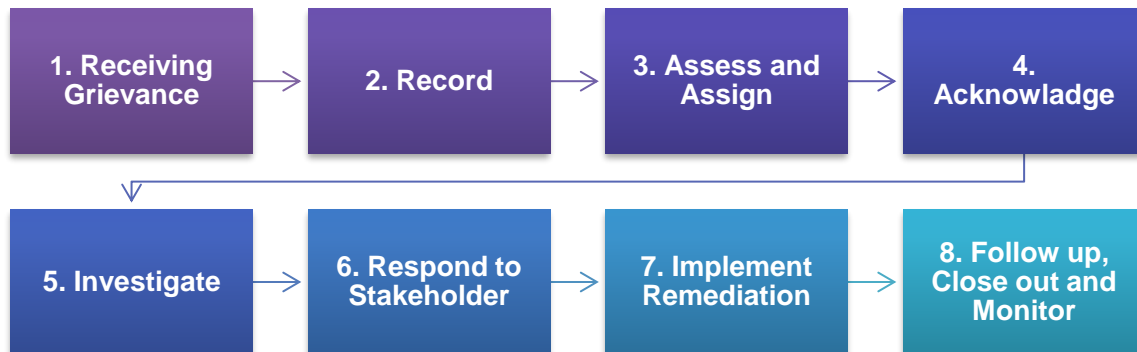


Figure 4.1. Processes of Internal and External Grievance Management

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: Complaint Register Form). Since the privacy of the complainant must be protected, complaints are collected in complaint boxes located in the rest areas of the employees. 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.

There is a Current Employee Satisfaction Survey conducted by Petlas every year. These surveys are sent to the employees over the internet once a year by the human resources. These surveys will be carried out continuously to evaluate the general practices of Petlas and to seek answers to the problems encountered by the employee in the working environment.

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 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

Petlas has a national and international tire complaint evaluation procedure (see Annex B: National and International Tire Complaint Evaluation Procedure). Customer complaints are handled by recording product/service-related complaints in the Customer Feedback-Complaint Form. Customer complaints are addressed to Export Trade Manager. 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 days. However, if the complaint is complex and cannot be resolved within

target days, the customer is informed. The complaints under the responsibility of Petlas 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 for chronic and recurring problems.

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

Petlas Lastik Sanayi ve Ticaret A.Ş.	Contact Person on the Project Site
<p><i>Centre</i></p> <p>Website: https://www.petlas.com.tr/</p> <p>Address: AKO Kule, Söğütözü Mah. 2178. Cadde No:6 Çankaya / ANKARA</p> <p>Phone: +90 312 309 30 30</p> <p><i>Factory</i></p> <p>Website: https://www.petlas.com.tr/</p> <p>Address: Kindam Mahallesi Ankara-Kayseri Caddesi No:2/1 KIRŞEHİR</p> <p>Phone: +90 386 252 65 50</p>	<p>Phone: To be determined.</p> <p>E-Mail: To be determined.</p> <p>Address: To be determined.</p>

The Complaint Register Form (see Annex A: Complaint Register Form) 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: Grievance Database*). “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: Grievance Database*). The 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: Consultation Form*) which is also used for regular meetings minutes. Any correspondence with the complainant will be recorded in the Grievance Database (See *Annex D: Grievance Database*). 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: Grievance Database*).

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: Grievance Database*).

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	Site office

Topic	Indicator	Method	Period	Location
Customer Satisfaction	SRS and Export Sales Manager will keep records written and verbal complaints raised by customers.	Customer Grievance Records and Satisfaction Surveys	Monthly	Site office
Community Engagement Activities	The SRS will record formal and informal engagement with local communities.	Community Engagement Records	Monthly	Site office
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	Site office

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, 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) will evaluate and conclude this overview with project management in the monthly progress meetings.

ANNEXES

Annex A: Complaint Register Form

Annex B: National and International Tire Complaint Evaluation Procedure

Annex C: Consultation Form

Annex D: Grievance Database

Annex E: Grievance Closure Form

Annex A: Complaint Register Form

Grievance Form		
Reference No:		
Full Name <i>Note: You can remain anonymous if you prefer or request not to disclose your identity to third parties without your consent.</i>	Name & Surname: _____ <input type="checkbox"/> wish to raise my grievance anonymously <input type="checkbox"/> request not to disclose my identity without my consent	
Contact Information How the complainant wants to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Mailing address: _____ <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: National and International Tire Complaint Evaluation Procedure

petlas	TEKNİK SERVİS ve MÜŞTERİ İLİŞKİLER ŞEFLİĞİ TALİMATI		TAL. NO	316-T-001
KONU	Yurt İçi Bayi Lastik Şikâyetlerini Değerlendirme		REV. TARİHİ	
			REV. NO	00
REVİZYON NEDENİ	Organizasyon Değişikliği		YÜR. TARİHİ	16.12.2021
			SAYFA NO	1/3
HAZIRLAYAN	Teknik Servis ve Müşteri İlişkiler Mühendisi	ONAYLAYAN	Teknik Servis ve Müşteri İlişkiler Şefi	

1.0 AMAÇ

Müşteriden arızalı şikâyet ile gelen ürünlerin;

- İncelenmesi ve kararının verilmesi,
- Tasarım / Üretim / Enspeksiyon hatası kaynaklı olan ürünlere yönelik müşteri başvurularının bayi üzerinden değerlendirilip sonuçlandırılması.

2.0 KAPSAM

Petlas A.Ş. tarafından üretilen tüm ürünleri kapsamaktadır.

3.0 TANIM

Kabul:

Müşteri tarafından, arızalı iddiası ile gönderilen ürünlerin inceleme ve değerlendirme sonucu 316-F-004-06 kabul arıza kriterlerine göre; Tasarım / Üretim / Enspeksiyon hatası ürün olarak tanımlanması ve kabul edilmesidir.

Ret:

Müşteri tarafından, arızalı iddiası ile gönderilen ürünlerin inceleme ve değerlendirilme sonucu 316-F-003-05 Ret arıza kriterlerine göre kullanıcı / çalışma şartları kaynaklı hasar olarak tanımlanması ve ret edilmesidir.

4.0 UYGULAMA

4.1. İşbu talimat, Yurt İçi Bayi Lastik Şikâyetlerini Değerlendirme sürecinde yapılması ve yapılmaması gerekenlerin ayrıntılı ifadesidir.

4.2. Bu süreç, "1.2.1.1.1" numaralı süreç şemasında talimat verilen sıra ve usulle sürdürülür.

4.3. Süreçte bahsi geçen Arızalı Lastik Raporu ve CRM Sistemlerine yapılacak veri girişleri, süreç içerisinde yetkilendirilmiş personel/birim tarafından eksiksiz olarak yapılacaktır.

4.4. Bölge Teknik Temsilcileri; Doğrudan Kabul Kararı verme yetkisine sahiptir. Ancak hatalı ise vereceği arıza kodu, Teknik Servis ve Müşteri İlişkiler Şefliği tarafından düzeltilebilir.

4.5. Doğrudan Ret Kararı verme yetkisine sahiptir. Bu takdirde, geri bildirim sürecini takip etmek ve ilgili birimleri haberdar etmekten sorumludur. Bu geri bildirim üzerine Teknik Servis ve Müşteri İlişkiler Şefliği, müşteriye iletmek üzere Petlas Bayisine e-posta ile kararı iletir.

4.6. Teknik Servis ve Müşteri İlişkiler Şefliği, Bölge Teknik Temsilcilerinin verdiği Kabul Kararları ve varsa bu karara ait Anıza Kodlarının doğruluğunu denetler. CRM Sistemlerinde hatalı kararlarda değişiklik yapılmaz. Hatalı kodlar düzeltilir. Yanlış/hatalı kararların sıklığına göre ihtar işlemi ve eğitim planlaması yapar.

117-F-087-02

GİZLİ

petlas	TEKNİK SERVİS ve MÜŞTERİ İLİŞKİLER ŞEFLİĞİ TALİMATI		TAL. NO	316-T-001
KONU	Yurt İçi Bayi Lastik Şikâyetlerini Değerlendirme		REV. TARİHİ	
			REV. NO	00
REVİZYON NEDENİ	Organizasyon Değişikliği		YÜR. TARİHİ	16.12.2021
			SAYFA NO	2/3
HAZIRLAYAN	Teknik Servis ve Müşteri İlişkiler Mühendisi	ONAYLAYAN	Teknik Servis ve Müşteri İlişkiler Şefi	

4.7. Teknik Servis ve Müşteri İlişkiler Şefliği tarafından doğrudan yapılan musayenelerde, Ret/Kabul Kararları verilen lastiklere ilişkin bilgilendirme CRM sistemi üzerinden yapılır.

4.8. Doğrudan veya bölge teknik temsilcisinden gelen kabul kararı verilmiş lastiklerin hurdalanmasından Teknik Servis ve Müşteri İlişkiler Şefliği sorumludur.

4.9. Teknik Servis ve Müşteri İlişkiler Şefliği tarafından karar verilemeyen veya jantlanması gereken durumlarda, ürünler hakkında teknik kararın oluşması için ürünler AR-GE Bölümünün incelemesi için test merkezine "Ürün Tanıtma Kartı" ile gönderilir. İnceleme sonucunda verilecek olan ret veya kabul kararları için, Teknik Servis ve Müşteri İlişkiler Şefliğine görüş bildirir. Bu aşamadan sonra Teknik servis ve Müşteri İlişkiler Şefliği, daha önce uyguladığı prosedürleri uygulamakla yükümlüdür.

4.10. Kalite Komitesi Toplantısı (QA-1) sonrasında QA Klinik Toplantısı Teknik Servis ve Müşteri İlişkiler Şefliği tarafından icra edilir. Potansiyel ve önem arz edebilecek örnek arızalı lastikler var ise, söz konusu toplantıda ilgili birimlere gösterilir. Toplantı sonrasında Toplantı Tutanağı ile ilgililerden örnek lastiklerle ilgili aksiyonları ve termin tarihleri kayıt altına alınır.

4.11. Arıza iddialı lastikte herhangi bir problem bulunmadığı takdirde (No Trouble Found - NTF), konu arızaya sebebiyet verecek diğer unsurlar da gözden geçirilir ve ilgili şikâyetle alakalı tüm inceleme süreci (Uniformity, X-Ray, Shearogram vs.) ve belgeler dosyalanır.

4.12. İncelemesi yapılan lastiklere ait arızalı lastik formları inceleme tarihlerine göre arşivlenir. Arşivlenen formlar belirli tarih aralığı yazılarak bir kutu içerisinde toplanır. Belirli bir tarih sırası ile bulunmasını kolaylaştıracak sayılarda paketlenir. Her pakette tarih aralığı yazılır. Paketlerin bir araya koyulduğu kutuya da tarih aralığı yazılır. Bir rapor bulunmak istendiğinde CRM sistemlerinden lastik bulunur ve inceleme tarihine bakılarak arşiv defterlerinden ilgili tarih aralığının bulunduğu kutu adresi belirlenerek rapora ulaşılır.

4.13. İncelenmek üzere jantlı olarak gelen (Jantlı setli satılan lastikler için) lastiklerin incelenebilmesi, iadesi ya da yeni lastiğin montaj edilmesi için jant depoya sevk edilecek ürünler 316-F-011 Jantlı Gelen Müşteri Lastiği Jant/Lastik Sevk Formu düzenlenir ve gönderilir.

4.14. Bölgede BTT tarafından incelenen kabul lastikler ve tüm formlar Teknik Servise gönderilir. Gelen form adetleri ve lastik adetleri 316-F-014 BTT Gelen Lastik ve Rapor CRM Giriş Kontrol Formu' na günlük olarak yazılır. Crm Sistemine girişi yapıldıktan sonra formda adetler kontrol edilir ve hata olup olmadığı teyit edilir.

4.15. Teknik Serviste ret kararı verilen lastikler müşteriye gönderilmek üzere Sevklyata teslim edilir. İrsaliye numaraları ve diğer bilgileri 316-F-015 Ret Lastik Sevk Takip Listesi' işlenir. Sevklyat birimi lastiği bayiyeye / müşteriye gönderir ve aynı listeye gönderim tarihini kaydeder.

4.16. Arşiv sorumlu personeli Teknik Servis ve Müşteri İlişkiler Şefliği yetenek profilinde tanımlanmıştır. Teknik Servis arşiv anahtarı sorumlu personelde olup arşiv sorumlusu, ünite sorumlusu ve birim müdürü haricinde arşive girmek ve doküman aramak yasaktır. Arşiv yedek anahtarı birim amlrında bulunmaktadır.

petlas	TEKNİK SERVİS ve MÜŞTERİ İLİŞKİLER ŞEFLİĞİ TALİMATI		TAL. NO	316-T-001
KONU	Yurt İçi Bayi Lastik Şikâyetlerini Değerlendirme		REV. TARİHİ	
			REV. NO	00
REVİZYON NEDENİ	Organizasyon Değişikliği		YÜR. TARİHİ	16.12.2021
			SAYFA NO	3/3
HAZIRLAYAN	Teknik Servis ve Müşteri İlişkiler Mühendisi	ONAYLAYAN	Teknik Servis ve Müşteri İlişkiler Şefi	

4.17. Yurt İçi Bayi Lastik Şikâyetlerini Değerlendirme süreci performans parametreleri scorecard' ta verilen cevap verme süresi hedefi ve geri dönüş oranı hedefi ile takip edilmektedir.

5.0 SORUMLULUK

Uygulanmasından ve takibinden Teknik Servis ve Müşteri İlişkiler Şefliği sorumludur.

6.0 REFERANS

- Garanti Sistemi Arıza Raporu
- QA Klinik Toplantı Çağrı Formu
- QA Klinik Toplantı Tutanağı
- Jantlı Gelen Müşteri Lastiği Jant/Lastik Sevk Formu
- BTT Gelen Lastik ve Rapor CRM Giriş Kontrol Formu
- Ret Lastik Sevk Takip Listesi

7.0 EKLER

316-F-004-06
316-F-003-05

8.0 DAĞITIM

BÖLÜMLER	EKLİ	EKSİZ
KALİTE GÜVENÇE MÜD.		X
KARİŞİM GEL MÜD.		X
MÜH. MÜD.		X
PROSES KALİTE MÜD.		X
ARGE MÜD.		X

	TEKNİK SERVİS ve MÜŞTERİ İLİŞKİLER ŞEFLİĞİ TALİMATI		TAL. NO	316-T-010
KONU	Yurtdışı Distribütör Lastik Şikâyetlerini Değerlendirme		REV. TARİHİ	
			REV. NO	00
REVİZYON NEDENİ	Organizasyon Değişikliği		YÜR. TARİHİ	15.12.2021
			SAYFA NO	1/2
HAZIRLAYAN	Teknik Servis ve Müşteri İlişkiler Mühendisi	ONAYLAYAN	Teknik Servis ve Müşteri İlişkiler Şefi	

1.0 AMAÇ

Müşteriden fotoğrafları gelen şikâyet konusu ürünlerin;

- İncelenmesi ve kararının verilmesi,
- Tasarım / Üretim / Enspeksiyon hatası kaynaklı olan ürünlere yönelik müşteri başvurularının bayi üzerinden değerlendirilip sonuçlandırılması.

2.0 KAPSAM

Petlas A.Ş. tarafından üretilen tüm ürünleri kapsamaktadır.

3.0 TANIM

Kabul:

Müşteri tarafından, arızalı iddiası ile gönderilen ürünlerin inceleme ve değerlendirme sonucu 316-F-004-06 kabul arıza kriterlerine göre Tasarım / Üretim / Enspeksiyon hatası olarak tanımlanması ve kabul edilmesidir.

Ret:

Müşteri tarafından, arızalı iddiası ile gönderilen ürünlerin inceleme ve değerlendirme sonucu 316-F-003-05 Ret arıza kriterlerine göre kullanıcı / çalışma şartları kaynaklı hasar olarak tanımlanması ve ret edilmesidir.

4.0 UYGULAMA

4.1. Bu talimat, Yurtdışı Distribütör Lastik Şikâyetlerini Değerlendirme sürecinde yapılması ve yapılmaması gerekenlerin ayrıntılı ifadesidir.

4.2. Bu süreç, "1.2.1.2.1" numaralı süreç şemasında talimat verilen sıra ve usulle sürdürülür.

4.3. Süreçte bahsi geçen Arızalı Lastik İnceleme Formuna yapılacak veri girişleri süreç içerisinde belirtildiği üzere Bölge Distribütörü tarafından eksiksiz olarak yapılacaktır. Rapor ekine araç ruhsatının fotokopisi, lastik satış fatura fotokopisi ve garanti belgesi konulması zorunludur.

4.4. Fotoğrafların karar vermek için yetersiz olduğu durumda, Uluslararası Satış ve Pazarlama Bölümüne atılan e-posta ile ilave fotoğraf istenir.

4.5. Yurtdışı Distribütör Lastik şikâyetlerini Değerlendirme Süreci performans parametreleri scorecard'ta verilen cevap verme süresi hedefi ve geri dönüş oranı hedefi ile takip edilmektedir.

petlas	TEKNİK SERVİS ve MÜŞTERİ İLİŞKİLER ŞEFLİĞİ TALİMATI		TAL. NO	316-T-010
KONU	Yurtdışı Distribütör Lastik Şikâyetlerini Değerlendirme		REV. TARİHİ	
			REV. NO	00
REVİZYON NEDENİ	Organizasyon Değişikliği		YÜR. TARİHİ	16.12.2021
			SAYFA NO	2/2
HAZIRLAYAN	Teknik Servis ve Müşteri İlişkiler Mühendisi	ONAYLAYAN	Teknik Servis ve Müşteri İlişkiler Şefi	

5.0 SORUMLULUK

Uygulanmasından ve takibinden Teknik Servis ve Müşteri İlişkiler Şefliği sorumludur.

6.0 REFERANS

- Garanti Sistemi Anıza Raporu

7.0 EKLER

316-F-004-06

316-F-003-05

8.0 DAĞITIM

BÖLÜMLER	EKLİ	EKSİZ
KALİTE GÜVENCE MÖD.		X
KARIŞIM GEL MÖD.		X
MÖH. MÖD.		X
PROSES KALİTE MÖD.		X
AR-GE		X
ÜRETİM MÖD.		X
USP MÖD.		X

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)			

Annex D: Grievance Database

[illegible]

Annex E: Grievance Closure Form

Grievance Closure Form	
Reference No:	
Determination of Corrective Action(s)	
1	
2	
3	
4	
5	
Responsible Departments	
Close Out the Grievance	
<i>This section will be filled and signed by the complainant in case the complaint stated in the "Grievance Registration Form" is resolved.</i>	
Date: /...../.....	Name Surname / Signature of the Person Complainant Closing the Complaint Name, Surname / Signature of



PROJE MÜŞAVİRLİK MÜHENDİSLİK
TİCARET LTD. ŞTİ.

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