

1 - PURPOSE

The Grievance and Appeal Mechanism Procedure has been prepared to evaluate the compliance of all activities carried out by OlgunCelik with our work ethics principles, sustainability approach and ISO 14001 Environmental Management System principles.

This procedure also covers all practices and stakeholders involved in the SPP investment.

The purpose of this document is to summarize the principles, standards and methods of the mechanism established to address internal and external grievances and how the grievance management will be integrated into the business to minimize social risks. The Grievance and Appeal Mechanism Procedure aims to ensure that all opinions and complaints are transparently evaluated and relevant measures are taken.

2- SCOPE

This procedure describes a mechanism for identifying, addressing and resolving grievances of all employees and stakeholders. This procedure covers all complaints and appeals raised by internal and external stakeholders, including the activities of contractors.

3- DEFINITIONS

Distress: A problem and/or dispute that escalates to the point where it requires the intervention or judgment of third parties to help resolve it. Typically, grievances are considered to involve society as a whole and have not been formally resolved for some period of time.

Grievance A notification that they have suffered some form of harm, impairment or loss as a result of a business activity and/or contractor behavior carried out by OlgunCelik.

Appeal: A request by individuals or organizations to reconsider a decision made by the OlgunCelik Grievance and Appeal Board.

Grievance and Appeal Mechanism: The official way to handle, evaluate and resolve complaints and objections regarding the activities of the company or suppliers or the behavior of its employees within this scope, within an open and transparent framework.

Internal Stakeholders: Groups or individuals working directly or indirectly in the business, such as employees and suppliers.

External Stakeholders: Groups or individuals outside the business who are not directly employed or contracted by the business, but who are affected by the business' decisions, such as customers, suppliers, local communities, Non-Governmental Organizations (NGOs) and government departments.

4 - DUTIES AND RESPONSIBILITIES

4.1 Basic Principles of the Grievance and Appeal Mechanism

Hazırlayan:
Organizasyon Gelişim Lideri

Kontrol:
İnsan Kaynakları Lideri

Onay :
Olgun Çelik Lideri

BASKISI KONTROLSUZ KOPYADIR / Lütfen orijinaliyle eşleştiriniz

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Internal (Employee) and External (Stakeholders) Grievance Mechanisms: All opinions, problems and complaints regarding the activities will be implemented internally and externally according to the following basic principles.

Transparency: All complaints are evaluated in an open and understandable manner within the scope of the grievance procedure. Impartiality: A fair and equitable grievance redress procedure will be applied for every complaint or concern submitted individually or collectively.

Confidentiality: Complaints may be submitted and resolved anonymously (confidentially). Filing a grievance does not require providing personal information or a physical face-to-face meeting.

Accessibility: All employees and stakeholders can easily comment or submit a grievance/opinion.

Culturally Appropriate: A complaint or issue raised is considered within the context of the practices that gave rise to the complaint and an appropriate resolution process is initiated.

Discrimination: It is adopted as a principle that complaints and appeals are received, evaluated and decided upon, and that no discriminatory action is taken against the appellant.

4.2 Duties and Responsibilities

Mission	Responsibilities
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Kontrol:
İnsan Kaynakları Lideri

Onay :
Olgun Çelik Lideri

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Olgun Çelik Leader	To ensure the implementation of this procedure Providing the necessary resources for the implementation of the procedure.
Complaints and Appeals Board	Implement and improve this procedure, To evaluate incoming complaints and objections in accordance with laws and regulations, Investigate the causes of complaints and appeals and the social events that led to them; damage, delays or stoppages in work, Monitor all complaints and appeals and ensure that all complaints are resolved and closed, Coordinate with the parties for the implementation of the procedure Generate all necessary grievance reporting including monthly report to the management, Investigate and propose the appropriate methodology for the resolution of the complaint and appeal, To inform about the activities carried out as a result of complaints and objections Keeping the procedure up to date and ensuring that it is accessible to all stakeholders.

The Complaints and Appeals Board consists of Olgun Steel Leader, Olgun Suspension Leader, Olgun Tech Leader, Sales and Marketing Leader and Supply Chain Leader.

5 - FOLLOW

Steps to be followed for complaints and objections;

Hazırlayan:
Organizasyon Gelişim Lideri

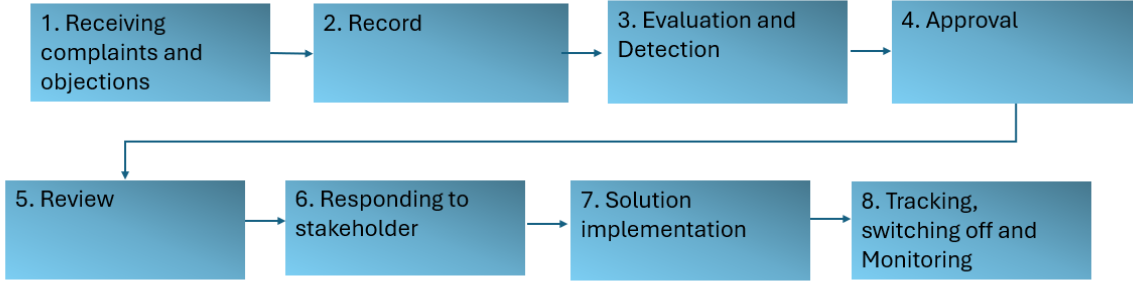
Kontrol:
İnsan Kaynakları Lideri

Onay :
Olgun Çelik Lideri

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Receiving complaints and objections

Complaint and appeal channels;

Mail Line : etik@ilab.com.tr

Telephone Line : 0 533 080 99 99

6.DOCUMENT REVISION STATUS

REVISION NO.	REVISION DATE	REVISED SECTIONS	CHANGES MADE
00	--	--	First publication
01	01.03.2025	All Departments	An appeal mechanism added

Hazırlayan:
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Kontrol:
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Onay :
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