



DALGAKIRAN MACHINE

Production Facility and Offices

Stakeholder Engagement Plan (SEP)

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1. INTRODUCTION

This Stakeholder Engagement Plan (SEP); In accordance with the National Environmental, Social, Occupational Health and Safety Regulations, IFC Performance Standards (PSs), World Bank Environmental and Social Standards (ESS) and the Environment and Social Policy of Turkey Development and Investment Bank (TDIB), DALGAKIRAN Makine Sanayi ve Ticaret A.Ş. (hereinafter referred to as 'COMPANY') is committed to establishing and maintaining positive and trust-based relations with external stakeholders; It has been created with the aim of establishing healthy, reliable and transparent communication and relations with internal stakeholders.

1.1. General Information

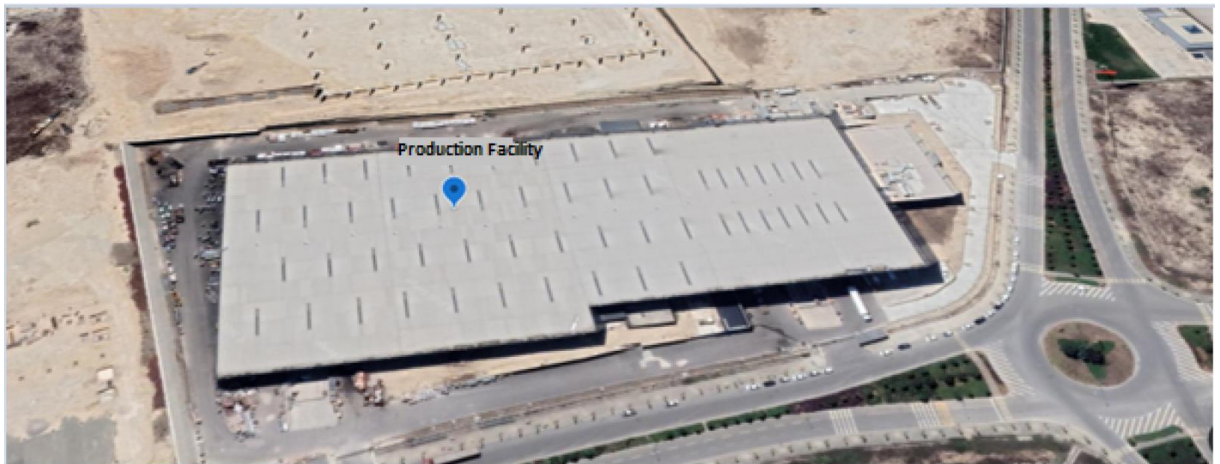
COMPANY is among the leading industrial screw and reciprocating compressor manufacturers and exporters in Turkey in the compressed air sector. Wide product range, strong production infrastructure, domestic regional offices, overseas main offices, and distributor networks have been established and today it exports to more than 130 countries.

COMPANY products listed under two main titles. These are;



Shape 1 - Products

The production facility of the COMPANY, located in Kocaeli Province Dilovası District Makine İhtisas Organized Industrial Zone, is located on an open area of 48,562 m², a production facility of 40,150 m² and an administrative building of 4,100 m² and a total closed area of 44,250 m².



Picture 1 - Dilovası Production Facility



Picture 2 - Organized Industrial Zone and Production Facility Location

The Administration Building, located in the Sancaktepe District of Istanbul Province, is located on an open area of 10,310 m² and a closed area of 6.325 m².



Picture 3 - Management Building

The sales and service office in Ankara, Yenimahalle District, OSTİM, provides service in a closed area of 613 m².



Picture 4 - Ankara Sales and Services Office

The sales and service office, located in Bornova District of Izmir Province, serves in a closed area of 750 m².



Picture 5 - İzmir Sales and Services Office

COMPANY was certified according to ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety Systems, ISO 27001 Information Security Management System, ISO 13485 Medical Devices Management System, Healthy Work Place, EN ISO 3834 Welded Manufacturing Qualification Requirements, EN 15085-2 Welded Manufacturing Qualification Requirements for Railway Vehicles, ASME SEC VIII Div 1 which are given by institutions accepted as authority in Turkey and in the world.

The company has many quality certificates and systems such as Turkish Loyd and French Loyd, Marine Type Approval Certificates, EN 286-1, EN 286-3, CE and Product Safety Certification, TSE, TSEK, GOST-R, UKRSEPRO, Nuclear Conformity Assessment and TURQUM.

1.2. Purpose of the Stakeholder Engagement Plan (SEP)

The purpose of the Stakeholder Engagement Plan (SEP) is to determine a method to ensure the continued participation of individuals or groups directly or indirectly affected by the COMPANY's activities.

This Stakeholder Engagement Plan (SEP) mainly targets the issues listed below;

- ✓ Determining the main and strategic stakeholders of the COMPANY,
- ✓ Defining the methods required to ensure effective communication with the identified stakeholders,
- ✓ Ensuring that stakeholders are informed in a timely manner about the investments, construction works and operation activities and the possible environmental and social risks and impacts that may arise at these stages,
- ✓ Ensuring that the information and documents shared with stakeholders are accurate and understandable,
- ✓ Ensuring that stakeholders and sensitive groups are included in the consultation processes to be carried out during the operation periods of the COMPANY,
- ✓ Ensuring that all interested parties are involved in the process.

This Stakeholder Engagement Plan (SEP) is a planning and management document and describes which stakeholder engagement activities will be carried out in its activities and will be revised as necessary.

1.3. Scope of the Stakeholder Engagement Plan (SEP)

The Stakeholder Engagement Plan (SEP) has been developed to set out the basic applicable conditions in accordance with the relevant legislation and international standards and will be implemented in the COMPANY process. The complaint mechanism developed to manage the complaints submitted by the stakeholders is included in the scope of the Stakeholder Engagement Plan.

This Stakeholder Engagement Plan consists of a formal management system to establish and maintain a reliable communication with COMPANY stakeholders. This Plan should be updated periodically as stakeholder communication needs change.

The principles of stakeholder engagement are given below, and stakeholder engagement activities will be carried out in line with these principles.

INFORMATION: Providing stakeholders with the most accurate, relevant, timely and culturally appropriate information about the projected impacts and benefits within the scope of COMPANY activities and the environmental and social impact assessment process

PARTICIPATION: Creating opportunities for stakeholders to express their thoughts and concerns about the COMPANY and to provide stakeholder support for the management of project impacts

UNDERSTANDING: Ensuring that COMPANY stakeholders understand their concerns and priorities

REVIEW: Incorporating the concerns and priorities of stakeholders into their activities by making them part of their processes while the COMPANY continues its activities

DISCLOSURE: Providing feedback to stakeholders as the COMPANY's area of activity develops to continue the consultation process

1.4. Legal Framework

1.4.1. National Regulatory Requirements

This SEP has been prepared to meet the requirements of the following major national environmental and social policies and legislation.

1.4.1.1. Constitution of the Republic of Turkey

Equality Before the Law

ARTICLE 10. Everyone is equal before the law without discrimination on the grounds of language, race, color, sex, political opinion, philosophical belief, religion, sect and so on. Women and men have equal rights. The state is obliged to ensure that this equality is put into practice. The measures to be taken for this purpose shall not be interpreted as contrary to the principle of equality.

Prohibition of Forced Labor

ARTICLE 18. No one shall be subjected to forced labor. Chore-ragging is prohibited. Employment during the period of conviction or detention, the form, and conditions of which shall be regulated by law; The services to be requested from citizens in cases of emergency, the physical and intellectual work that is a civic duty foreseen in the areas necessitated by the needs of the country, are not considered as forced labor.

Freedom of Thought and Opinion

ARTICLE 25. Everyone has the right to freedom of thought and opinion. No one, for whatever reason or purpose, shall be compelled to express his thoughts and convictions; they cannot be condemned or blamed for their thoughts and convictions.

Freedom to Express and Disseminate Thought

ARTICLE 26. Everyone has the right to express and disseminate his thoughts and convictions, individually or collectively, through words, writings, pictures, or other means. This freedom includes the freedom to receive or impart information or ideas without the interference of official authorities.

Right to Petition, Information and Appeal to the Ombudsman

ARTICLE 74. Citizens and foreigners residing in Turkey, subject to the principle of reciprocity, have the right to apply in writing to the competent authorities and the Turkish Grand National Assembly regarding their wishes and complaints concerning themselves or the public.

1.4.1.2. Law on the Exercise of the Right to Petition

According to Article 3 of the Law No. 4982 on the Exercise of the Right to Petition, Turkish citizens have the right to apply in writing to the Turkish Grand National Assembly and the competent authorities regarding their wishes and complaints concerning themselves or the public.

1.4.1.3. Labor Law

The Principle of Acting Equality

ARTICLE 5- No discrimination shall be made in the employment relationship based on language, race, gender, political opinion, philosophical belief, religion and gender or similar reasons. The employer may not treat an employee differently, directly, or indirectly, in the conclusion of the employment contract, in the formulation, implementation and termination of its terms, directly or indirectly, due to sex or pregnancy, unless biological or reasons related to the nature of the work make it mandatory. Low pay cannot be decided due to gender for similar or equal value jobs.

Employee's Right to Immediate Termination for Just Cause

ARTICLE 24. The employee, whether the duration is fixed, may terminate the employment contract before the end of the term or without waiting for the notice period. The employment contract is not subject to a special form unless otherwise stipulated in the Law.

1.4.1.4. Right to Information Act

In the Right to Information Law No. 4982; It is stated that everyone has the right to obtain information about the activities of public institutions and organizations. The right to information should be regulated according to the principles of transparency, equality, and impartiality.

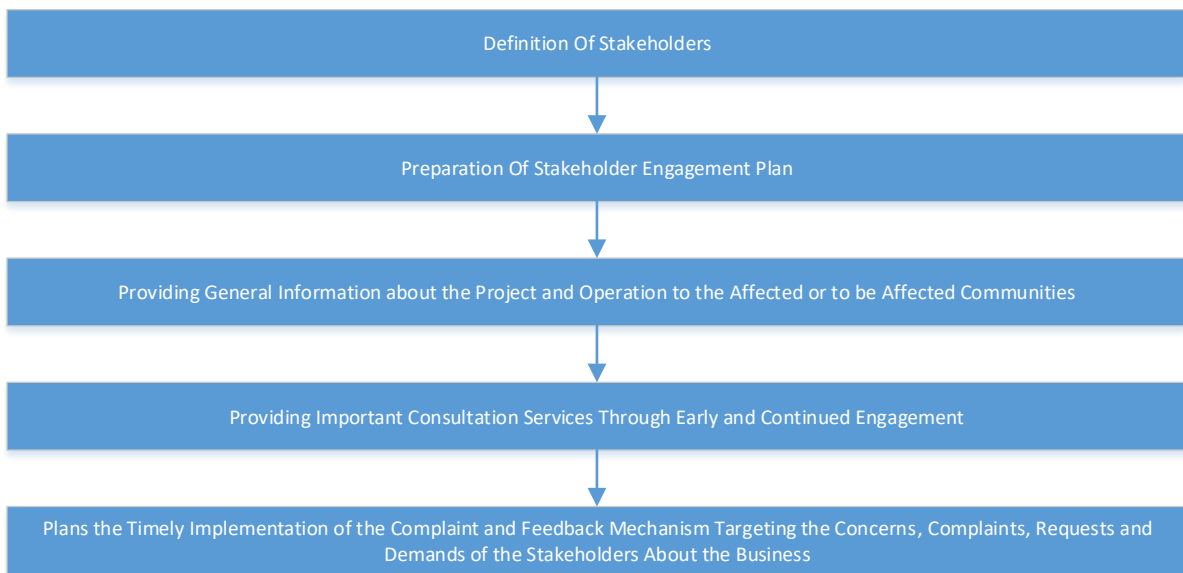
1.4.1.5. Environmental Law

On 11.08.1983, the Environmental Law No. 2872 was published in the *Official Gazette* of 18132. With the *Environmental Impact Assessment Regulation* (EIA) published within the scope of this law, the necessity of presenting the projects to the public opinion is defined. COMPANY, in accordance with the official letter dated 29/12/2017 received from the Provincial Directorate of Environment and Urbanization, it is exempt from the preparation of the EIA. The relevant document is presented in Annex-1.

1.4.2. International Standard Requirements

In the process of preparing an effective SEP whose scope is commensurate with the scope of the COMPANY and its environmental and social risks and impacts, IFC Performance Standards (PS), World Bank Environmental and Social Standards (ESS) and Turkey Development and Investment Bank (TDIB) Environmental and Social Policies were taken into consideration.

Within the scope of this SEP, the basic requirements of international standards and guidelines are given below;



Shape 2 - Basic Requirements of International Standards and Guidelines for Stakeholder Engagement

1.4.2.1. IFC Performance Standard Regulations

This Plan, it has been prepared in accordance with the International Finance Corporation (IFC) *Environmental and Social Performance Standards (PS)*, *IFC General EHS Guidelines* and *Metal Product Manufacturing IFC Performance Standards Environmental and Social Management System Implementation Manual*. The 2012 version of the IFC Sustainability Framework, which includes these PSs, is applicable to all investment and advisory clients going through IFC's initial credit review process as of January 1, 2012. IFC Environmental and Social Performance Standards are listed below and detailed in Table 1.

PS1	Evaluation and Management of Environmental and Social Risks and Impacts
PS2	Company and Working Conditions
PS3	Resource Efficiency and Pollution Prevention
PS4	Community Health, Safety and Security
PS5	Land Acquisition and Forced Resettlement
PS6	Biodiversity Conservation and Sustainable Management of Living Natural Resources
PS7	Indigenous Peoples
PS8	Cultural Heritage

Table 1 - IFC Environmental and Social Performance Standards

1.4.2.2. World Bank Environmental and Social Standards

The World Bank Environmental and Social Framework (ESF) sets the World Bank's commitment to sustainable development through a Bank Policy and a set of Environmental and Social Standards (ESS) designed to support Company's projects. The ESOs set out requirements for Companies to identify and assess the environmental and social risks and impacts associated with Bank-sponsored projects. These standards are;

- ✓ Supporting projects to reach good international practices regarding environmental and social sustainability,
- ✓ Assisting projects in fulfilling their national and international environmental and social obligations,
- ✓ Improving non-discrimination, transparency, participation, accountability, and governance,
- ✓ It aims to improve the sustainable development results of projects with ongoing stakeholder participation.

10 ESS details the standards that the Borrower and the project will meet throughout the project lifecycle in Table 2.

ESS1	Assessment and Management of Environmental and Social Risks and Impacts
ESS2	Labor and Working Conditions
ESS3	Resource Efficiency, Pollution Prevention and Management
ESS4	Community Health and Safety
ESS5	Land Acquisition, Land Use Limitations, and Involuntary Resettlement
ESS6	Conservation of Biodiversity and Sustainability Management of Living Natural Resources
ESS7	Indigenous Peoples / Sub-Saharan Africa Historically Ignored Traditional Indigenous Communities

ESS8	Cultural Heritage
ESS9	Financial Intermediaries
ESS10	Stakeholder Engagement and Disclosure of Information

Table 2 - World Bank Environmental and Social Standards

ESS 1 and ESS 10 are international standards applicable to company operations.

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

The World Bank requires that the environmental and social risks and impacts of Bank-sponsored projects be assessed, managed and monitored to ensure that projects are environmentally and socially sound and sustainable.

ESS1 targets;

1. Identify, assess and manage the Company's environmental and social risks and impacts consistent with the EHSs,
2. a) Anticipating and avoiding risks and impacts,
 b) Reducing or minimizing risks and impacts to acceptable levels where avoidance is not possible,
 c) Mitigate after risks and impacts are minimized or reduced,
 d) Adopt the mitigation hierarchy approach where significant residual effects remain, to compensate or offset them where technically and financially feasible;
3. To take differentiated measures so that adverse impacts are not disproportionately reflected on disadvantaged or vulnerable groups and that these groups are not disadvantaged in sharing the development benefits and opportunities arising from the project,
4. Use national environmental and social institutions, systems, laws, regulations, and procedures, where appropriate, in the evaluation, development and implementation of projects to achieve objectives that are substantially consistent with the ESSs;
5. Promote improvement of environmental and social performance in ways that recognize and enhance the Company's capacity.

Pursuant to the requirements of ESS1, the Company's key responsibilities are as follows.

- Carrying out an environmental and social assessment of the Company to identify, assess and manage potential environmental and social risks and impacts,

- Undertake stakeholder engagement and disclose appropriate information in accordance with ESS10.
- Developing an Environmental and Social Management plan and implementing all measures and actions specified in the legislation, including ESMP.
- Monitoring and reporting on the environmental and social performance of the Company according to the ESS.

1.4.2.2.2. ESS 10: Stakeholder Engagement and Information Disclosure

Open and transparent participation between the borrower and project stakeholders is one of the key elements of good international practice, and effective stakeholder engagement improves the environmental and social sustainability of projects. The objectives of ESS10 are:

1. Establish a systematic approach to stakeholder engagement that will help borrowers identify stakeholders and establish and maintain a constructive relationship with them, especially the parties affected by the project,
2. To assess the level of interest and support of stakeholders for the project and to ensure that the opinions of stakeholders are considered in project design and environmental and social performance,
3. Encourage and provide the tools for effective and inclusive participation with project-affected parties throughout the project lifecycle on issues that could potentially affect them,
4. To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format,
5. To provide accessible and inclusive means for parties affected by the project to raise issues and complaints, and to allow Borrowers to respond to and manage such complaints.

The requirements of ESS10 cover the development of a stakeholder engagement framework and/or plan that will define:

- Participation during project preparation, including stakeholder identification and analysis, stakeholder engagement plan, information sharing, and meaningful consultation;
- Participation during project implementation and external reporting;
- Grievance mechanism
- Institutional capacity and commitment.

1.5. Target Users

This Stakeholder Engagement Plan (SEP) consists of a formal management system to establish and maintain a reliable communication with COMPANY stakeholders. This Plan should be updated periodically as stakeholder communication needs change.

The COMPANY will use this plan to provide an effective Stakeholder Engagement Plan (SEP) in accordance with the national and international requirements to which it is subject.

This plan will be published with the public via the COMPANY website in accordance with the legal framework requirements specified in article 1.4 and will be published in the QMAD program of the COMPANY, which is used for the purpose of publishing documents to all employees.

1.6. Duties and Responsibilities

Chief Executive Officer and Board Member, Technical President, Human Resources Directorate and Quality Assurance Directorate (Occupational Health and Safety Specialist, Integrated Management System Specialist, Environmental consultant continue their activities under this roof.) It will carry out the practices specified in this plan and the activities within the scope of the legal framework. The duties and responsibilities for the implementation of the SEP are as follows.

Chief Executive Officer and Board Member
<p>*Demonstrate general responsibility for the application specified in the SEP.</p> <p>*To ensure that the COMPANY complies with the legal framework requirements described in the SEP.</p> <p>Chief Executive Officer and Board Member: Adnan DALGAKIRAN</p> <p style="text-align: center;">adnandalgakiran@dalgakiran.com</p>

Table 3 - Duties and Responsibilities of the Executive Board and Board Member

Technical President
<p>* To provide resources for the necessary implementation of the Stakeholder Engagement Plan.</p>

Technical President
<ul style="list-style-type: none"> * To evaluate the compliance of the facility activities with the provisions of national and international legislation. * To ensure that the necessary actions are taken. <p>Technical President: Emre KAHYA</p> <p style="text-align: center;">emre.kahya@dalgakiran.com</p>

Table 4 - Duties and Responsibilities of the Technical Chairman

Human Resources Directorate
<ul style="list-style-type: none"> * To adopt and implement the Stakeholder Engagement Plan. * To establish relations with COMPANY stakeholders. * If necessary, to organize meetings with institutions regarding permits and other issues. * Announcing the SEP to all stakeholders, ensuring its implementation and operation. * To record, examine and follow up all activities carried out for stakeholder participation and information. * Conducting interviews with the affected public for situations that may create a risk. * To manage the complaints with internal and external stakeholders, to convey them, to put all units of the COMPANY into operation for their solution. * To ensure and manage the participation of the Complaint Mechanism in orientation trainings. * To fulfill the requirements under the complaint procedure, to follow the changes in legal legislation and international standard requirements. * To ensure that the Complaint Mechanism is regularly examined and to revise it when necessary. * To investigate the causes of social events that lead to disputes between the COMPANY and the public. * Continue to interact with stakeholders to enable community development to prevent negative social impacts and reinforce the Owner's positive perception of the public. <p>Human Sources Directorate: Sercenk ARSLAN</p> <p style="text-align: center;">sercenk.arslan@dalgakiran.com</p>

Table 5 - Duties and Responsibilities of the Human Resources Directorate

Quality Assurance Directorate
<ul style="list-style-type: none"> * Adopting and implementing the Stakeholder Engagement Plan. * To evaluate the complaints related to the environment and occupational health and safety, to make efforts to solve them within certain periods. * To fulfill the requirements under the complaint procedure. * To follow the changes in legal legislation and international standard requirements and to ensure that the Complaint Mechanism is regularly examined, and to revise it when necessary. * To investigate the causes of social events that lead to disputes between the COMPANY and the public. * To submit weekly, monthly, and annual reports to the management on the results of the complaints, to organize meetings. * Reporting complaints to annual Management Review meetings. <p>Quality Assurance Directorate: Sertan İlter ERTEKİN</p> <p style="text-align: center;">sertan.ertekin@dalgakiran.com</p>

Table 6 - Duties and Responsibilities of Quality Assurance Directorate

2. STAKEHOLDER ENGAGEMENT PROCESS AND MANAGEMENT

This Stakeholder Engagement Plan (SEP) mainly covers and targets the issues listed below;

- ✓ Determining the main and strategic stakeholders of the COMPANY,
- ✓ Defining the methods required to ensure effective communication with the identified stakeholders,
- ✓ Ensuring that the stakeholders are informed in a timely manner about the investments made, construction works and operational activities, and the possible environmental and social risks and impacts that may arise at these stages,
- ✓ Ensuring that the information and documents shared with the stakeholders are accurate and understandable,
- ✓ Ensuring that stakeholders and sensitive groups are included in the consultation processes to be carried out during the operational periods of the COMPANY,
- ✓ Ensuring that all relevant parties are involved in the process.

On December 12, 2022, the social impacts and status of the campuses with the stakeholders of the production facility, Administration Building and sales centers under the COMPANY umbrella were determined. Within the framework of this study, the stakeholders of the campuses were informed about this study and interviews were held about the social effects of the campuses and their approaches to social issues.

2.1 Identifying Stakeholders

Individuals, groups, and institutions/organizations that are affected by the COMPANY activities and performance, can affect these processes, or have a legal relationship with the COMPANY are considered as stakeholders.

Identifying stakeholders is a key step in the stakeholder engagement process. The main purpose of identifying stakeholders is, is to identify the persons, groups or institutions that may be directly or indirectly affected by the COMPANY and be related to the COMPANY, and to give priority to these persons, groups, and institutions. In this framework, individuals and groups that may be affected by the COMPANY are of particular importance due to their disadvantaged and/or sensitive situations.

The stakeholders identified within the scope of Dalgakıran Operations are presented in Table 7. Those outside the COMPANY Group are also known as External Stakeholders. In addition, Non-Governmental Organizations, Universities and Media were defined as indirect stakeholders within the scope of the COMPANY; Local Communities, Government Institutions and Organizations, Local Government Agencies, Credit Institutions and COMPANY Group have been identified as primary stakeholder (direct stakeholder).

Stakeholder Group	Stakeholders	Connection with the FACILITY
Districts and local communities close to the FACILITY	<ul style="list-style-type: none"> ✓ Kocaeli Province Dilovası District ✓ Kocaeli Dilovası Makine İhtisas Industrial Zone ✓ Residents of Blacksmiths District ✓ Çerkeşli Neighborhood Residents ✓ Tavsanlı Neighborhood Residents ✓ Istanbul Province Sancaktepe District ✓ Eyüpsultan Neighborhood Residents ✓ Residents of Samandıra Neighborhood ✓ Ortadağ Neighborhood Residents ✓ Ankara Province Yenimahalle District ✓ Ostim Organized Industrial Zone ✓ Residents of Macunköy Neighborhood ✓ Residents of Bornova District of İzmir Province ✓ Residents of Işikkent Neighborhood 	<ul style="list-style-type: none"> ✓ Environmental and social factors such as noise, air pollution and public health and safety ✓ Socioeconomic effects ✓ Local employment
State Institutions and Organizations	<ul style="list-style-type: none"> ✓ Ministry of Culture and Tourism ✓ Ministry of Environment and Urbanization ✓ Ministry of Agriculture and Forestry ✓ Ministry of Labor and Social Security ✓ Ministry of Transport and Infrastructure ✓ General Directorate of Land Registry and Cadastre 	<ul style="list-style-type: none"> ✓ Policy creation ✓ Permits and licenses required within the scope of the COMPANY ✓ Protecting the health and safety of workers and their local communities ✓ Environmental protection ✓ Conservation of biodiversity ✓ Infrastructure services and maintenance
	<ul style="list-style-type: none"> ✓ Ministry of Health ✓ Ministry of Culture and Tourism 	<ul style="list-style-type: none"> ✓ Preventing the spread of communicable diseases and protecting public health
Local Government Organizations	<ul style="list-style-type: none"> ✓ Istanbul, Kocaeli, Ankara and İzmir Provincial Directorates of Environment and Urbanization ✓ Istanbul, Kocaeli, Ankara and İzmir Regional Forestry Directorates ✓ İstanbul, Kocaeli, Ankara and İzmir Provincial Directorates of Agriculture and Forestry 	<ul style="list-style-type: none"> ✓ Obtaining the necessary permits within the scope of the COMPANY ✓ Management of the environmental impacts of the COMPANY (such as waste and wastewater) and environmental audits ✓ Forest permits

Stakeholder Group	Stakeholders	Connection with the FACILITY
Districts and local communities close to the FACILITY	<ul style="list-style-type: none"> ✓ Kocaeli Province Dilovası District ✓ Kocaeli Dilovası Makine İhtisas Industrial Zone ✓ Residents of Blacksmiths District ✓ Çerkeşli Neighborhood Residents ✓ Tavsanlı Neighborhood Residents ✓ Istanbul Province Sancaktepe District ✓ Eyüpsultan Neighborhood Residents ✓ Residents of Samandıra Neighborhood ✓ Ortadağ Neighborhood Residents ✓ Ankara Province Yenimahalle District ✓ Ostim Organized Industrial Zone ✓ Residents of Macunköy Neighborhood ✓ Residents of Bornova District of İzmir Province ✓ Residents of Işikkent Neighborhood 	<ul style="list-style-type: none"> ✓ Environmental and social factors such as noise, air pollution and public health and safety ✓ Socioeconomic effects ✓ Local employment
	<ul style="list-style-type: none"> ✓ Istanbul, Kocaeli, Ankara and Izmir Provincial Directorates of Culture and Tourism ✓ Regional Directorates of State Hydraulic Works ✓ Istanbul, Kocaeli, Ankara and Izmir Provincial Health Directorates ✓ Istanbul, Kocaeli, Ankara and Izmir Metropolitan Municipalities, ✓ Istanbul, Kocaeli, Ankara and Izmir Provincial Gendarmerie Commands, ✓ Sancaktepe, Dilovası, Yenimahalle and Bornova Municipality ✓ Governorships of Istanbul, Kocaeli, Ankara and Izmir ✓ District Governorates of Sancaktepe, Dilovası, Yenimahalle and Bornova ✓ Mukhtars 	<ul style="list-style-type: none"> ✓ Preventing the spread of communicable diseases ✓ Protection of worker and public health and safety ✓ Consultation on the procedures to be done for the protection of cultural assets in case of accidental finds. ✓ Providing communication in case of emergency ✓ Security
Universities	<ul style="list-style-type: none"> ✓ Yıldız Technical University ✓ Marmara University ✓ Kocaeli University ✓ Ankara University ✓ Aegean University 	<ul style="list-style-type: none"> ✓ Getting technical support and consultancy

Stakeholder Group	Stakeholders	Connection with the FACILITY
Districts and local communities close to the FACILITY	<ul style="list-style-type: none"> ✓ Kocaeli Province Dilovası District ✓ Kocaeli Dilovası Makine İhtisas Industrial Zone ✓ Residents of Blacksmiths District ✓ Çerkeşli Neighborhood Residents ✓ Tavsanlı Neighborhood Residents ✓ Istanbul Province Sancaktepe District ✓ Eyüpsultan Neighborhood Residents ✓ Residents of Samandıra Neighborhood ✓ Ortadağ Neighborhood Residents ✓ Ankara Province Yenimahalle District ✓ Ostim Organized Industrial Zone ✓ Residents of Macunköy Neighborhood ✓ Residents of Bornova District of İzmir Province ✓ Residents of Işıkkent Neighborhood 	<ul style="list-style-type: none"> ✓ Environmental and social factors such as noise, air pollution and public health and safety ✓ Socioeconomic effects ✓ Local employment
Non-Governmental Organizations (NGOs)	<ul style="list-style-type: none"> ✓ Machinery Manufacturers Association ✓ Turkish Environment Foundation 	<ul style="list-style-type: none"> ✓ Discussions and technical support on environmental and social impacts, economic development, and employment issues
Credit Institutions	<ul style="list-style-type: none"> ✓ International Finance Institutions, Private Banks (TDIB and International Resources Affiliated to TDIB) and World Bank 	<ul style="list-style-type: none"> ✓ COMPANY financing
Media	<ul style="list-style-type: none"> ✓ Local and National Newspapers ✓ Local Radio Channels ✓ Social Media 	<ul style="list-style-type: none"> ✓ Information sharing and advertising about the COMPANY
Company Group	<ul style="list-style-type: none"> ✓ Company Employees ✓ Subcontractors and Employees 	<ul style="list-style-type: none"> ✓ COMPANY Environmental and Social Management System applications ✓ Employment ✓ Workforce and management
Local Stakeholders	<ul style="list-style-type: none"> ✓ District and Neighborhood Tradesmen ✓ Companies and Production Facilities Located in the Surrounding OIZs and Campuses 	<ul style="list-style-type: none"> ✓ Environmental and social factors such as noise, air pollution, and public health and safety
Potential stakeholders	<ul style="list-style-type: none"> ✓ Buyers/customers/traders 	<ul style="list-style-type: none"> ✓ Commercial Relations

Stakeholder Group	Stakeholders	Connection with the FACILITY
Districts and local communities close to the FACILITY	✓ Kocaeli Province Dilovası District	✓ Environmental and social factors such as noise, air pollution and public health and safety ✓ Socioeconomic effects ✓ Local employment
	✓ Kocaeli Dilovası Makine İhtisas Industrial Zone	
	✓ Residents of Blacksmiths District	
	✓ Çerkeşli Neighborhood Residents	
	✓ Tavsanlı Neighborhood Residents	
	✓ İstanbul Province Sancaktepe District	
	✓ Eyüpsultan Neighborhood Residents	
	✓ Residents of Samandıra Neighborhood	
	✓ Ortadağ Neighborhood Residents	
	✓ Ankara Province Yenimahalle District	
	✓ Ostim Organized Industrial Zone	
	✓ Residents of Macunköy Neighborhood	
	✓ Residents of Bornova District of İzmir Province	
	✓ Residents of Işıkkent Neighborhood	
	✓ Raw material suppliers	✓ Commercial Relations
✓ Vulnerable Groups: Persons with disabilities, female-headed households, landless-poor households/persons, ethnic minorities, immigrants, refugees, etc.		

Table 7 - Identified Stakeholders

2.2. Awareness Raising Tools and Methods

Sharing information about the COMPANY helps local communities and other stakeholders understand the opportunities as well as the risks and impacts associated with the COMPANY. In this way, stakeholders; The purpose, feature, and scale of the COMPANY; access to information such as the duration of the proposed COMPANY activities, the risks, and potential impacts to the communities in question and the mitigation measures taken against them, the envisaged stakeholder engagement process, and the grievance mechanism.

The COMPANY will use communication tools such as the media, website, brochures and information notes, correspondence, announcements, regular meetings, face-to-face meetings, and other information activities to provide consistent and transparent information to local communities, its employees, and other stakeholders. In this context, it will make the current website accessible by adding up-to-date information and documents related to the COMPANY.

Environmental and Social Action Plan, Environmental and Social Management Plan, Stakeholder Engagement Plan etc. prepared within the scope of the COMPANY. The documents will be available on the website and in the COMPANY office.

When stakeholders are exposed to risks and adverse effects due to the activities within the COMPANY, a consultation process will be carried out to enable the stakeholders to express their views and to evaluate and respond to these views by the COMPANY Chief Executive Officer and Board Member. Consultation process: The risks of the COMPANY will be commensurate with the negative impacts and concerns expressed by the stakeholders. The issues listed below will be considered for an effective consultation process:

- ✓ The information shared during the consultation process will be in a simple format that local communities can understand, in an appropriate format, transparent, objective, meaningful and easily accessible.
- ✓ During the consultation process, the focus will be on the groups directly affected by the COMPANY rather than indirectly affected stakeholders.
- ✓ For the process to be managed well, it will be ensured that there is no external guidance, interference, and coercion.
- ✓ Outputs related to this process will be recorded.

In addition to implementing the grievance mechanism in case of complaints from stakeholders, the COMPANY will respond fully and in a timely manner to requests, comments, and questions from local communities. All requests will be treated with respect. Where it is not possible to fulfill a particular request, a detailed explanation will be given to the stakeholders as to why this is not possible.

2.3. Stakeholder Engagement and Plan

Dalgakıran Compressor, which has been growing rapidly since its establishment, was established in 1965 on an area of 25 m² in Karaköy, Istanbul. The COMPANY, which is the largest industrial compressor manufacturer and exporter in Turkey, carries out its production in 2020 in a closed area of 44.250 m² consisting of a total of 4.100 m² administrative building with an open area of 48.562 m² and a production facility of 40.150 m² in the Makine İhtisas Organized Industrial Zone of Dilovası District of Kocaeli Province with its new investments to date.

The production facility located in Dilovası Makine İhtisas Organized Industrial Zone was purchased from Tuğçelik A.Ş. Organized Industrial Zone was established by S.S. Machinery and Manufacturing Industrialists' Collective Workplace Building Cooperative. Since the Production Facility is in the Makine İhtisas Organized Industrial Zone, it has a close relationship with the management of the Organized Industrial Zone and the local gendarmerie station.

The purpose of stakeholder engagement is to ensure continuous communication with stakeholders to inform stakeholders about the activities to be carried out during the operating periods of the COMPANY, including the performance of the COMPANY's, investment plans and their implementation. The information to be shared with the stakeholders in the stakeholder participation process, the communication methods, and tools to be used, and the stakeholder groups and responsible persons are presented in the program in Table 8. Based on COMPANY performance requirements and feedback from stakeholders, the stakeholder engagement program will be reviewed and revised.

So far, the COMPANY has not received any complaints from the public. In the event of a complaint or feedback from an external stakeholder, the relevant information will be recorded by the COMPANY.

Stakeholder Groups	Communication Frequency	Information/Documents to be Shared with Stakeholders	Communication Tools and Methods	Principals
Districts and Local Communities Near COMPANY	<ul style="list-style-type: none"> ✓ Once a year during the operating period ✓ In case of feedback from communities 	<ul style="list-style-type: none"> ✓ Environmental and Social Management Plan ✓ Stakeholder Engagement Plan ✓ Waste and Wastewater Management Plan ✓ Occupational Health and Safety Management Plan ✓ Open job positions ✓ Purchases of goods and services 	<ul style="list-style-type: none"> ✓ COMPANY WEBSITE ✓ Information announcements and brochures ✓ Correspondence and phone calls ✓ Media ✓ Complaint forms ✓ Forms of external complaint 	<ul style="list-style-type: none"> ✓ Chief Executive Officer and Board Member ✓ Technical President ✓ Human Resources Directorate

Stakeholder Groups	Communication Frequency	Information/Documents to be Shared with Stakeholders	Communication Tools and Methods	Principals
Government Institutions and Organizations	COMPANY to government agencies ✓ Making an application, ✓ Obtaining permission, ✓ When an audit is required ✓ In case of complaints and/or suggestions	✓ Required documents requested because of the application request.	✓ COMPANY WEBSITE ✓ Correspondence and phone calls	✓ Chief Executive Officer and Board Member ✓ Quality Assurance Directorate
Universities	✓ When it is necessary to get consultancy on technical issues within the scope of the new product design of the COMPANY and the new project to be made	✓ Design, technical information related to the project.	✓ Correspondence	✓ Technical President
Non-Governmental Organizations (NGOs)	✓ When communication is needed ✓ In case of feedback from NGOs	✓ Environmental and Social Management Plan ✓ Stakeholder Engagement Plan	✓ COMPANY WEBSITE ✓ Correspondence and phone calls ✓ Complaint forms ✓ Forms of external complaint	✓ Chief Executive Officer and Board Member
Credit Institutions	✓ In the annual monitoring meetings to be held with the credit institutions of the COMPANY ✓ In case of request for information and documents by the Credit Institutions	✓ Environmental and Social Management Plan ✓ Stakeholder Engagement Plan ✓ Waste and Wastewater Management Plan ✓ Occupational Health and Safety Management Plan ✓ Environmental monitoring reports related to COMPANY. ✓ Annual activity reports on the environmental and social performance of the COMPANY	✓ COMPANY website ✓ Regular meetings ✓ Correspondence and phone calls ✓ Forms of external complaint	✓ Chief Executive Officer and Board Member ✓ Technical President ✓ Human Resources Directorate ✓ Quality Assurance Directorate

Stakeholder Groups	Communication Frequency	Information/Documents to be Shared with Stakeholders	Communication Tools and Methods	Principals
Company Group	<ul style="list-style-type: none"> ✓ Periodic meetings organized by the COMPANY. ✓ In case of feedback from employees ✓ As a result of annual employee satisfaction surveys 	<ul style="list-style-type: none"> ✓ Environmental and Social Management Plan ✓ Stakeholder Engagement Plan ✓ Waste and Wastewater Management Plan ✓ Occupational Health and Safety Management Plan ✓ Complaint records ✓ Awareness-raising activities and trainings ✓ Employee satisfaction survey results and actions to be taken. ✓ Training documents ✓ OHS procedures and plans. ✓ Procedures and plans for the management of environmental impacts. 	<ul style="list-style-type: none"> ✓ Periodic meetings organized by the COMPANY. ✓ Correspondence and phone calls ✓ Internal audits ✓ Management review meetings ✓ OHS Board Meetings ✓ Internal complaint forms ✓ Complaint boxes and information notes in the COMPANY activity areas ✓ Award recommendation system 	<ul style="list-style-type: none"> ✓ Chief Executive Officer and Board Member ✓ Technical President ✓ Human Resources Directorate ✓ Quality Assurance Directorate
Potential Stakeholders	<ul style="list-style-type: none"> ✓ In case of feedback from communities ✓ Periodic meetings with customers and suppliers 	<ul style="list-style-type: none"> ✓ Environmental and Social Management Plan ✓ Stakeholder Engagement Plan ✓ Waste and Wastewater Management Plan ✓ Occupational Health and Safety Management Plan ✓ Open job positions ✓ Purchases of goods and services 	<ul style="list-style-type: none"> ✓ COMPANY WEBSITE ✓ Information announcements and brochures ✓ Meeting notes and action plans ✓ Correspondence and phone calls ✓ Media ✓ Complaint forms ✓ Forms of external complaint 	<ul style="list-style-type: none"> ✓ Chief Executive Officer and Board Member ✓ Technical President ✓ Human Resources Directorate ✓ Quality Assurance Directorate

Table 8 - Stakeholder Engagement Plan

2.4. Stakeholder Interviews

For the Environmental and Social Due Diligence studies, the Makine İhtisas OIZ Regional Directorate, one of the neighbors around the COMPANY, Hanon Otomotiv Klima Sistemleri Üretim San. ve Tic. A.Ş and Sts Elektrik Müh. Met. End. San. ve Tic. A.Ş. companies on 12 December 2022 and no complaints were raised during these meetings. Evaluated stakeholder engagement and relationships, specific complaints, and requests. The views shared because of the interviews are as follows.

Interviews and Feedback

- No complaints were reported to the OIZ management by the neighbors located around the COMPANY and in the Organized Industrial Zone.
- Participation in the activities and events organized by the Organized Industrial Zone,
- Regarding the establishment of the green OIZ system, the COMPANY contributed to the work as a voluntary company,
- Giving timely feedback to the information and correspondence sent by the Organized Industrial Zone,
- No non-compliance was encountered in the on-site internal audits carried out by the Organized Industrial Zone,
- No complaints were received regarding noise, air pollution, waste and soil pollution arising from the activities of the Dalgakiran,
- Passenger, commercial and service vehicles belonging to Dalgakiran comply with the traffic rules,
- The COMPANY cooperates with its neighbors within the scope of social projects,
- It has been stated that the COMPANY has a collaborative approach in its work within the scope of environment, waste management and sustainability.

Interviewed Stakeholder Information

Stakeholder Company Name : Makine İhtisas OIZ Regional Directorate

Interviewed Person and Duty : Dear Mahmut Cimşit / Environmental Engineer



Picture 6 - Interview with Organized Industrial Zone

Interviewed Stakeholder Information

Stakeholder Company Name : Hanon Otomotiv İklimlendirme Sistemleri Üretim San. ve Tic. A.Ş

Interviewed Person and Duty : Dear Selçuk Kandemir / OHS and Environment Manager – Dear Şeyma Doğan / OHS Technical Expert



Picture 7 - Interview with Hanon Automotive Company

Interviewed Stakeholder Information

Stakeholder Company Name : Sts Elektrik Müh. Met. End. San. ve Tic. A.Ş.

Interviewed Person and Duty : Dear Emre Akgün / HR and Administrative Affairs Manager



Picture 8 - Interview with Sts Electric Company

Since the project site is located within the boundaries of the Organized Industrial Zone, the Public Participation Meeting was not held.

3. GRIEVANCE MECHANISM

3.1. Complaints Mechanism Requirements

A complaint mechanism has been established within the scope of the COMPANY to learn the concerns and complaints of employees and external stakeholders regarding the environmental and social performance of the COMPANY and to help them to be eliminated. In this process, the possible risks and possible negative effects of the COMPANY have been taken into consideration.

Complaints are complaints, suggestions and problems expressed by employees and external stakeholders on a particular issue. The range of complaints ranges from large and potentially illegal issues, such as discrimination or victimization in the workplace, to smaller day-to-day disputes of local stakeholders or Company Affected Persons (PECs).

The Complaints Mechanism provides an open and transparent framework for dealing with challenges. The complaint mechanism is a structured process that allows complainants to handle disagreements, fears and wishes, concerns in a fair, easily accessible and transparent manner.

The complaints mechanism will inform stakeholders to be aware of the process, to be informed about the right to lodge a complaint, to understand how the mechanism will work and how to handle their complaints. It aims to urgently address the concerns that stakeholders may have by using a culturally appropriate, transparent, and understandable consultation process. The party who voices his concern or complaint shall not face any costs or sanctions.

3.2. Contact Details

In most cases, a complaint can be made by a stakeholder or local resident in person or via telephone, letter, complaint boxes or e-mail using the following contact information.

Dalgakiran Machine Contact Details;

- ✓ Name-Surname: Administrative Affairs Manager Orhan Akinci
- ✓ Phone: +90 (0216) 311 71 81
- ✓ E-mail: orhanakinci@dalgalakiran.com

Turkey Development and Investment Bank (TDIB) Contact Details;

- ✓ Name-Surname: Turkey Development and Investment Bank
Any party that is directly and/or significantly affected by the environmental risks that may arise from the Bank's operational and financing activities may file a complaint with the Bank. Complaints received are systematically documented and responded to in a timely manner. For your complaints, you can fill out the form on our Contact page.
- ✓ Link: <https://kalkinma.com.tr/bizi-taniyin/cevreci-kalkinma/cevre-sikayet-mekanizmasi>

World Bank (WB) Contact Details:

- ✓ Name-Surname: World Bank
Complaints must be in writing and addressed to the GRS.
- ✓ E-mail: grievances@worldbank.org
- ✓ Online Form: <https://wbgcmsgrs.powerappsportals.com/en-US/new-complaint/>

3.3. Principles of Complaint Mechanism

The complaint mechanism has been developed to include the following.

- ✓ **Simplicity and necessity:** Procedures will be kept as simple as possible, avoiding unnecessary administrative steps. It will also be fair, transparent, and informative for interested persons.
- ✓ **Up-to-dateness:** The process will be reviewed on a regular basis jointly by the SSP and the HSE Department Chief.
- ✓ **Confidential and impartial process, without punishment:** The process will be carried out in a confidential and impartial manner without employees being afraid of being punished.
- ✓ **Reasonable timeline:** A certain period will be monitored for the delivery of responses and the resolution of the specified issues: this is the period set for resolving the complaint is 30 working days.
- ✓ **Keeping records:** Complaints are monitored and recorded as hard and electronic copies, if possible, in written form.

Employees should not experience retaliation for voicing their concerns through such mechanisms.

3.4. Complaint Mechanism Steps

The following steps must be followed for the complaint mechanism to be implemented effectively.

- The complaint mechanism is prepared by considering the environmental and social risks and possible effects of the COMPANY.
- The process is designed in a way that is easily understandable, accessible, reliable, and culturally appropriate.
- Employees and external stakeholders will be informed about where, to whom and how to deliver their complaints.
- A response period for incoming complaints (e.g., 15 days) will be determined and this period will be adhered to.
- By providing feedback to local communities, employees and other stakeholders, the actions taken regarding their concerns and complaints and the outcome of these actions will be announced.
- The necessary records regarding all transactions will be kept and reported to the TDIB annually.

3.5. Registration and Evaluation of Complaints

3.5.1 Recording and Evaluation of Internal and External Complaints

Internal and external complaints will be collected, recorded, and evaluated as follows:

- Following the receipt of the records according to the type of complaint, the process will be initiated by the Human Resources Directorate.
- Incoming complaints will be recorded in the database.
- The complaint will be directed to the relevant unit and a preliminary evaluation will be made on the subject.
- The necessary actions and measures for the resolution of the complaint will be determined and implemented.
- If the complainant has specified his name and contact information in the complaint forms, he will be informed within five working days after the start of the process. Likewise, if the complaint is resolved, the complainant will be informed within a maximum of 15 working days.
- Once the complaints have been resolved by agreement with the complaint, the complaint will be closed by the person responsible.
- If the complaints cannot be resolved within the specified period for a reasonable reason, the parties to the complaint will be explained and informed about the extension of time.

The responsibility in connection with the subject of the complaint will be in the Human Resources Directorate. If necessary, the complaint may be handled by all responsible parties.

Employees and external stakeholders should know who and how to contact them if they have suggestions, wishes and complaints. In addition, in this context, the responsible parties should have detailed information about the operation of the complaint mechanism and related procedures.

3.5.2 Recording and Evaluation of Employee Complaints

Internal complaints from employees will be received as outlined below:

- All operating personnel and field employees (including subcontractors) will be informed about the complaint mechanism during the recruitment process.
- The OSH trainings, which will be repeated periodically, will also include the functioning of the complaint mechanism and the stakeholder participation process.
- To receive internal complaints, complaint/suggestion boxes will be placed in places where employees can easily access the COMPANY. In areas where there are complaint / suggestion boxes, no images will be taken with the camera.
- In case of complaints such as discrimination, harassment, violence, lack of livelihood, mobbing, etc. that may lead the person to suicide, the employee will be isolated from the working environment and the complaint will be discussed in the Ethics Committee of the COMPANY, evaluated in detail and decided immediately.

3.5.3 Recording and Evaluating Complaints from Local Communities and Other External Stakeholders

The following practices will be implemented to receive complaints and/or suggestions from local communities and other external stakeholders.

- Detailed information about the complaint mechanism will be provided at the stakeholder participation meetings.
- The channels through which complaints/suggestions can be forwarded will be broadcast to all stakeholders.
- Applications made through the website can be received through the external complaint form.
- Stakeholders will be informed on how to submit their complaints.

3.5.4 Complaint Mechanism Communication

In the event of any complaints, employees will be provided with and access to know to whom to report their complaints. Contact is shared in 5.3.2.

For the collection of internal complaints from employees:

- The complaints mechanism process is communicated with all employees (including the contractor's employees) throughout the recruitment process and orientation trainings should also include stakeholder engagement and the complaints mechanism process.
- Complaint/suggestion boxes should be made available in all areas of activity of the COMPANY for internal complaints.



Picture 9 - COMPANY Complaint Boxes

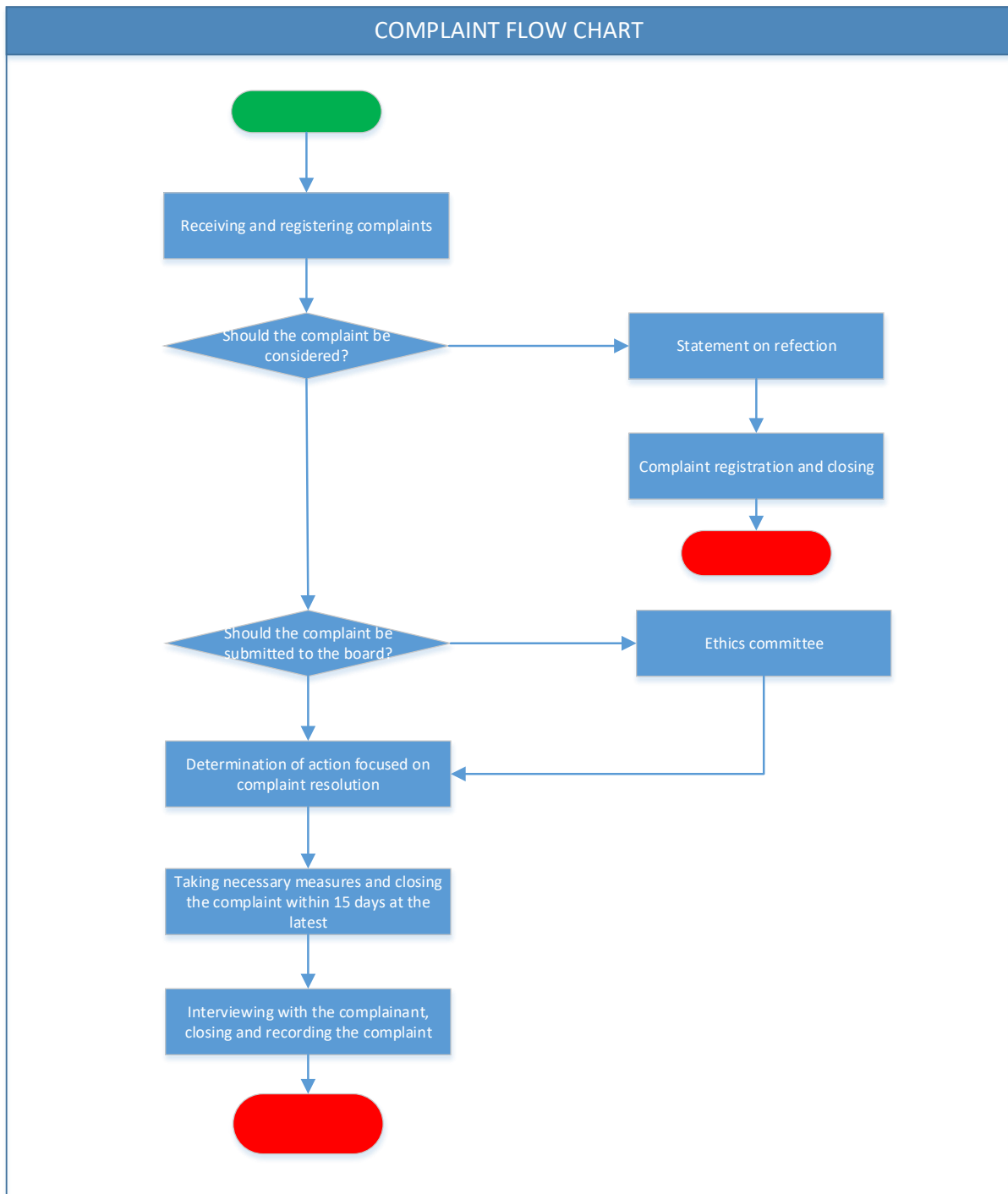
- All employees should be informed of the location of the complaint/suggestion boxes and how to forward their complaints (via the website or complaint/ suggestion boxes).

For the collection of external complaints from the Community:

- The complaints mechanism process should be communicated with external stakeholders during stakeholder engagement meetings (including the location of complaint/suggestion boxes).
- Complaint/suggestion boxes should be made available at the mukhtars in the nearest settlements or at the meeting points of the villagers (coffee houses, etc.).

- Stakeholders should be informed of the location of the complaint/suggestion boxes and how to communicate their complaints (via the website or complaint/ suggestion boxes).

As of 2020, the COMPANY receives and evaluates complaints in its Production Facility as stated in this ESMP. It should carry out the relevant work in all its locations and cover all employees. The grievance mechanism flowchart is shown in Shape 3.



Shape 3 - Complaint Flow Chart

4. TRACKING

The Chairman of the Board of Beverages and the Member of the Board of Directors shall implement the measures related to this monitoring if the COMPANY continues its activities. This document, which is defined in the document management system of the COMPANY, will be managed according to the 'Procedure for the Control of Documented Information' and will be updated in line with the feedback received as the determined risk and opportunity parameters change.

The COMPANY is responsible for the effective implementation of the complaint mechanism within the scope of the determined procedures and legal regulations. The complaint mechanism records, the internal audit findings, the report on the outputs arising from the implementation of the procedure will be forwarded to the Chief Executive Officer and Board Member of the COMPANY and to the lending institutions.



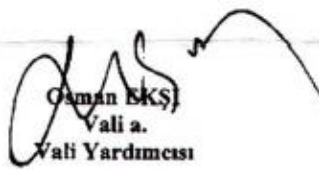
The key performance indicators to be applied during the implementation of the SEP are set out below in Table 9.

No	Key Performance Indicators	Goal	Monitoring Measure
1	Number of complaints from employees	Number of complaints submitted during monitoring processes	Complaint Diaries Form
2	Number of complaints from the public	Number of complaints submitted during monitoring processes	Complaint Diaries Form
3	Number of complaints from all other stakeholders	Number of complaints submitted during monitoring processes	Complaint Diaries Form
4	Rate of response to complaints monitored in monthly, 3-month and yearly periods	90% target	Complaint Diaries Form
5	Recurring complaint rate	5% target	Complaint Diaries Form
6	Time to respond to complaints and deviations	5% target	Complaint Diaries Form
7	Informing and notifying all stakeholders about the implementation of the complaint mechanism	Regular reporting to stakeholders on the results of the Complaints Procedure	Reporting
8	Performing internal audits to monitor the practices related to the operation of the complaint process	Annual Internal Audit	Audit Plan Audit Report

Table 9 - Performance Indicators


5. ANNEXES

ANNEX 1 - EIA Opinion

 T.C. KOCAELİ VALİLİĞİ Çevre ve Şehircilik İl Müdürlüğü	 T.C. KOCAELİ VALİLİĞİ Çevre ve Şehircilik İl Müdürlüğü
Sayı : 31390780.220-03/ 15276 Konu : İhtisashlık Kapsamı Faaliyet - E-2017790	29.12.2017
Makine İhtisash O.S.B.	
İlgi : Makine İhtisash Organize Sanayi Bölge Md.lüğü.'nün 18.12.2017 tarih ve OSB1712047 sayılı, Müdürlüğümüz 27.12.2017-34018 kayıt no lu, e-çed sistemi 84324 geçici referans no lu yazısı	
İlgi başvuruyla, İlimiz, Dilovası İlçesi Demirciler Köyü Makina İhtisash OSB, G23A17B,C-G Pafta, 108 Ada 5 no lu Parsel mevkiinde, "Dalgakıran Makine San. Ve Tic. A.Ş." tarafından yapılması planlanan "Kompresör Makinaları Üretimi" konulu faaliyetin, 25.11.2014 tarih ve 29186 sayılı Resmi Gazete'de yayımlanarak yürürlüğe giren ÇED Yönetmeliği kapsamında değerlendirilmesi talep edilmiştir.	
İlgi yazı ve ekleri üzerinde yapılan inceleme neticesinde; planlanan bahse konu faaliyetin, OSB Uygulama Yönetmeliği'nin 101. maddesinde belirtilen kurulamayacak tesisler kapsamında bulunmadığı, Bölgenizin ihtisashlığını belirleyen 19.06.2000 tarih ve 6619 sayılı ÇED Kararında, belirtilen sanayi tesislerinin ürün gruplarında yer aldığı (sayfa 59 (Tablo: V.2.1.1 de Madde 9 kapsamı) ilgi yazıyla belirtilen projenin, yürürlükteki ÇED Yönetmeliği kapsamında değerlendirilmesine gerek görülmemiştir	
Bilgilerinizi ve gereğini rica ederim.	
	 Osman EKŞİ Vali a. Vali Yardımcısı
DAĞITIM: -Dalgakıran Makine San. Ve Tic. A.Ş. Eyüp Sultan Mah. Müminler Cad. No:70, 34885 Sancaktepe/İstanbul -Makina İhtisash Org. San. Böl. Md.lüğü (Makina İhtisash Org. San. Böl. 6. Cad. No:8 41455 Demirciler Mah. Dilovası/KOCAELİ)	

ANNEX 2 - Public Complaint Form

DALGA KIRAN	Public Complaint Form	Document No	FRM. HRM.75
		Release Date	01.03.2020
		Revision No	01
		Revision Date	-----
History			
Name and Surname	<p><i>If you do not or do not want your identity to be disclosed to third parties without your permission, your identity may remain confidential.</i></p> <input type="checkbox"/> I want my credentials not to be disclosed <input type="checkbox"/> I would like to submit an anonymous request		
Please tick how you would like to be contacted (mail, phone, email).	<input type="checkbox"/> By Mail: Please provide the postal address <input type="checkbox"/> Personally:..... <input type="checkbox"/> By phone:..... <input type="checkbox"/> By Email:..... <input type="checkbox"/> Other:.....		
City/Town/Location			
Complaint Category			
1. About the assets/property affected by the project			
2. Compensation (delay, value, discrimination, lack of knowledge)			
3. About infrastructure			
4. About the reduction or complete loss of sources of income			
5. (Pollution, dust, noise) About environmental issues			
6. Damage to property (cultivated land, structures)			
7. Demand for employment			
8. About traffic, transport and other risks			
9. About health			
10. About quality of life (security issues, cultural conflicts)			
11. Other (Please specify):			
Description of the complaint (WHAT, WHEN, WHERE, WHY, EFFECT) Please briefly explain the root cause of the complaint			
Have you ever complained about the same problem?			
Do you know if there are other locals who have the same problem?			
Please indicate if you have any suggestions or ideas to resolve your complaint			
Please do not fill out this section of the form.			
To be filled by CRSD			
How was the review received?			
<input type="checkbox"/> In person <input type="checkbox"/> By Phone <input type="checkbox"/> By mail			

	<h2 style="text-align: center;">Public Complaint Form</h2>	Document No	FRM. HRM.75
		Release Date	01.03.2020
		Revision No	01
		Revision Date	-----
Complaint box number : (please include the box number)			
Other (Please specify)			
Complaint Registration Date:		Complaint Number:	
Is a response required?: Yes No		Signature:	

ANNEX 3 - Complaint Closing Form

	<h2 style="text-align: center;">Complaint Closing Form</h2>	Document No	FRM. HRM.76
		Release Date	01.03.2020
		Revision No	01
		Revision Date	-----
Type of Complaint:	<input type="checkbox"/> Public <input type="checkbox"/> Employee		
Is the situation urgent?:	<input type="checkbox"/> YES <input type="checkbox"/> NO		
Complaint closing number:			
Posted On:			
Target Solution Date:			
Stakeholder Contact Information (if specified)			
Desired Contact Method:			
Description of the Complaint:			
Is compensation necessary?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
Assessing the Level and Justification of the Complaint:			
CONTROL OF CORRECTIVE MEASURES AND DECISION			
Stages of Corrective Action		Deadline and Responsible	
1.			
2.			
3.			
4.			
5.			
6.			
Signer:			
History:			
If the complaint is made by an identified person Was the complainant satisfied with the corrective action taken to resolve the complaint?	<input type="checkbox"/> YES <input type="checkbox"/> NO		Comments:

DALGA KIRAN	Complaint Closing Form	Document No	FRM. HRM.76
		Release Date	01.03.2020
		Revision No	01
		Revision Date	-----
Has the complaint been re-submitted?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Comments:	
New Complaint Number		Retransmitted:	
Complaint Closure: To Be Filled in By an Identified Complainant			
Complainant's Name:			
Were you satisfied with the corrective measures taken for your complaint?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Comments:	
Signature of the complainant:		History:	
To be Filled in by the Complaint Officer			
Are you satisfied that this complaint has been resolved?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Comments:	
İKU Signature		History:	