



**INTEGRATED MANAGEMENT
SYSTEM**

Bölüm /Süreç Kodu

KP-30

**QUALITY MANAGEMENT SYSTEM
PROCESS**

İlk Yayın Tarihi

6/13/2023

**INTERNAL AND EXTERNAL
GRIEVANCE PROCEDURE**

Rev. Tarih /No

1/17/2025/4

Sayfa

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1.0 PURPOSE

The purpose of this document is to summarise the principles, standards, and methods of the mechanism established to address internal and external grievances and how to integrate grievance management into the business to minimize social risks.

This procedure aims to ensure that complaints do not lead to negative perceptions or retaliatory actions, and that all notifications are evaluated in good faith, in a constructive, transparent, and fair manner, with appropriate measures taken accordingly.

The roles and responsibilities within the scope of the procedure, as well as all stages of the mechanism, are clearly defined for both internal and external stakeholders, directly and indirectly.

2.0 SCOPE AND APPLICATION AREA

All employees of İÇDAŞ Çelik Enerji Tersane ve Ulaşım Sanayi A.Ş., groups or persons outside the enterprise who are not directly employed or contracted by the enterprise but who are affected by the decisions of the enterprise such as customers, suppliers, local community, Non-Governmental Organisations (NGOs) and governmental units, and external stakeholders, etc. are within the scope of this procedure.

3.0 TANIMLAR VE KISALTMALAR

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4.0 DUTIES AND RESPONSIBILITIES

Management Secretaries: Responsible for recording all incoming complaints

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ENTEĞRE YÖNETİM SİSTEMİ

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KALİTE SİSTEM YÖNETİMİ SÜRECİ

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Complaint Committee: Responsible for directing all incoming complaints and tracking actions. The committee consists of the Steel Facilities Director, Environmental Manager, Process Quality Control Manager/Integrated Management Systems Representative, Quality System Assurance Chief, and management secretaries.

5.0 APPLICATION

Complaints are received through all available channels, such as telephone, mail, complaint forms (GKF-02), website, etc. The necessary referrals for all received complaints are made by the complaint committee, which meets monthly. Actions taken after the referrals are recorded by the management secretaries using the GKF-35 form.

If a complaint is received via telephone, the switchboard personnel will record it on the GKF-02 form and forward it to the management secretary.

Complaints received by mail are sent to the address icdas.iletisim@icdas.com.tr. Complaints sent to this address are directed to the management secretary.

The complaint form (GKF-02) is placed in the complaint boxes in front of the factory, the subcontractor pre-evaluation office, the complaint boxes in the cafeterias, and the Biga liaison office. These forms are collected weekly by the management secretary and recorded using the GKF-35 form.

Complaints submitted via the website are automatically sent to the management secretary via email.

Employee Transport Service notifications; There is a QR code system for our employees who have complaints and suggestions regarding service services. The generated QR codes are located at the front and back doors of the services. The notifications made are transferred to an interface that automatically displays which service the complaint belongs to. Employees have a text box where they can write their complaints and suggestions by simply selecting their shift entry and exit times. This way, employees can provide feedback anonymously. The notifications collected are sent monthly by the Internal Services Officer to the management secretaries along with action records.

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İÇDAŞ ÇELİK ENERJİ TERSANE VE ULAŞIM SANAYİ A.Ş.

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Cafeteria Service Notifications; There is a QR code system in place to measure the satisfaction of cafeteria services and meals. The generated QR codes are located on top of the napkin boxes at each dining table. The system is active only during meal hours. Employees can evaluate the quality of service and meals anonymously. Additionally, feedback on cafeteria services and meal satisfaction is collected through surveys sent to employees via SMS every three months. The reported satisfaction levels regarding meal service are sent monthly by the Food Engineers to the management secretaries along with action records.

Complaints can be submitted anonymously. For complaints submitted with contact information, an acknowledgment of receipt is sent to the complainant within 10 days from the date of submission.

Complaints are aimed to be resolved within a maximum of 60 business days after being received. The management secretary will respond with a proposed solution or corrective action if the complainant provides their contact information.

All employees within the organization are informed about the complaint system during onboarding training and annual awareness training. Additionally, information is provided on our website for all other stakeholders.

While complaints and feedback may not indicate larger issues when received individually, they can signal potential risks to reputation or unwanted legal actions when evaluated as a whole in the medium and long term. Therefore, they are included as inputs in the Management Review meeting.

6.0 RELATED (REFERENCE) DOCUMENTS

BM_iŞ_DÜNYASI_İNSAN_HAKLARI_REHBER_İLKELER-BM İş Dünyası ve İnsan Haklarına dair	Rehber	İlkeler
GKF-02-ÖNERİ	VE	ŞİKAYET FORMU
GKF-35-ŞİKAYET	TAKİP	FORMU
ISO_26000-Sosyal	Sorumluluk	için Rehber

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Amendments:

It was referenced that complaint notifications can be made anonymously.

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