



**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

5/21/2026/6

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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İÇDAŞ ÇELİK ENERJİ TERSANESİ VE ULAŞIM SANAYİ A.Ş.

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.

Complaints are reported monthly by the Executive Secretaries to the Steel Director. If the complaint directly concerns one of the members of the complaint board, the relevant member is prevented from participating in the evaluation process and the complaint is evaluated impartially by the other members of the board.

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 is recorded on the GKF-35 Complaint Tracking Form and included in the monthly meetings.

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

Employee Transport Service notifications; A QR code system is in place for employees who submit complaints and suggestions regarding service issues. These QR codes are located on the front and back doors of the service areas. The submitted notifications are transferred to an interface that automatically indicates the service number to which the complaint belongs. Employees can enter their complaints and suggestions in a text box by simply selecting their entry/exit shift time. This allows employees to provide feedback anonymously. All notifications are recorded by the Internal

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Services Officer under the ICHF-03 Complaint/Request Service Tracking Form and sent monthly to the management secretaries along with action records.

Cafeteria Service Notifications; A QR code system is in place to measure cafeteria service and food satisfaction. In addition, feedback on cafeteria service and food satisfaction is collected through surveys sent to employees via SMS every three months. Satisfaction reports regarding food service are sent monthly by Food Engineers to the management secretaries along with action records. Complaints can be submitted anonymously.

For notifications made with contact information, a notification confirming receipt of the complaint will be sent to the complainant within 10 days of the notification date.

The aim is to close the complaint within a maximum of 60 business days after receipt.

The management secretary will contact the complainant with a suggested solution or corrective action if they provide their contact information.

The complaint system is explained to all our employees during on-the-job training and annual awareness training.

All our suppliers can transparently submit all their feedback and complaints through the contact form on our website. To ensure all our suppliers are aware of this type of communication, our İÇDAŞ Supplier Handbook is shared annually via the SAP module (TEK_SMM).

Information is provided on our website for all other stakeholders.

An ethics hotline has been created on our website for reporting corruption, irregularities, abuse of office, discrimination, mobbing, harassment, and behaviors contrary to ethical principles. The working procedures and principles of the ethics committee, which is responsible for evaluating the notifications received through the ethics hotline, are published in the IDP-02 Ethics Committee Working Procedures and Principles.

While complaints and feedback may not be immediately apparent when received individually, when evaluated as a whole, they can, in the medium and long term, signal larger problems in social and managerial processes, reputational risks, or unwanted legal proceedings. Therefore, they are used as input for the Management Review meeting.

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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
TEK_SMM-İÇDAŞ SUPPLIER MANAGEMENT MANUAL

Amendments:

An ethics hotline has been added for reporting corruption, irregularities, abuse of power, discrimination, mobbing, harassment, and other unethical behavior.

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