

# Entrance Training of SUSTAINABILTY MANAGEMENT

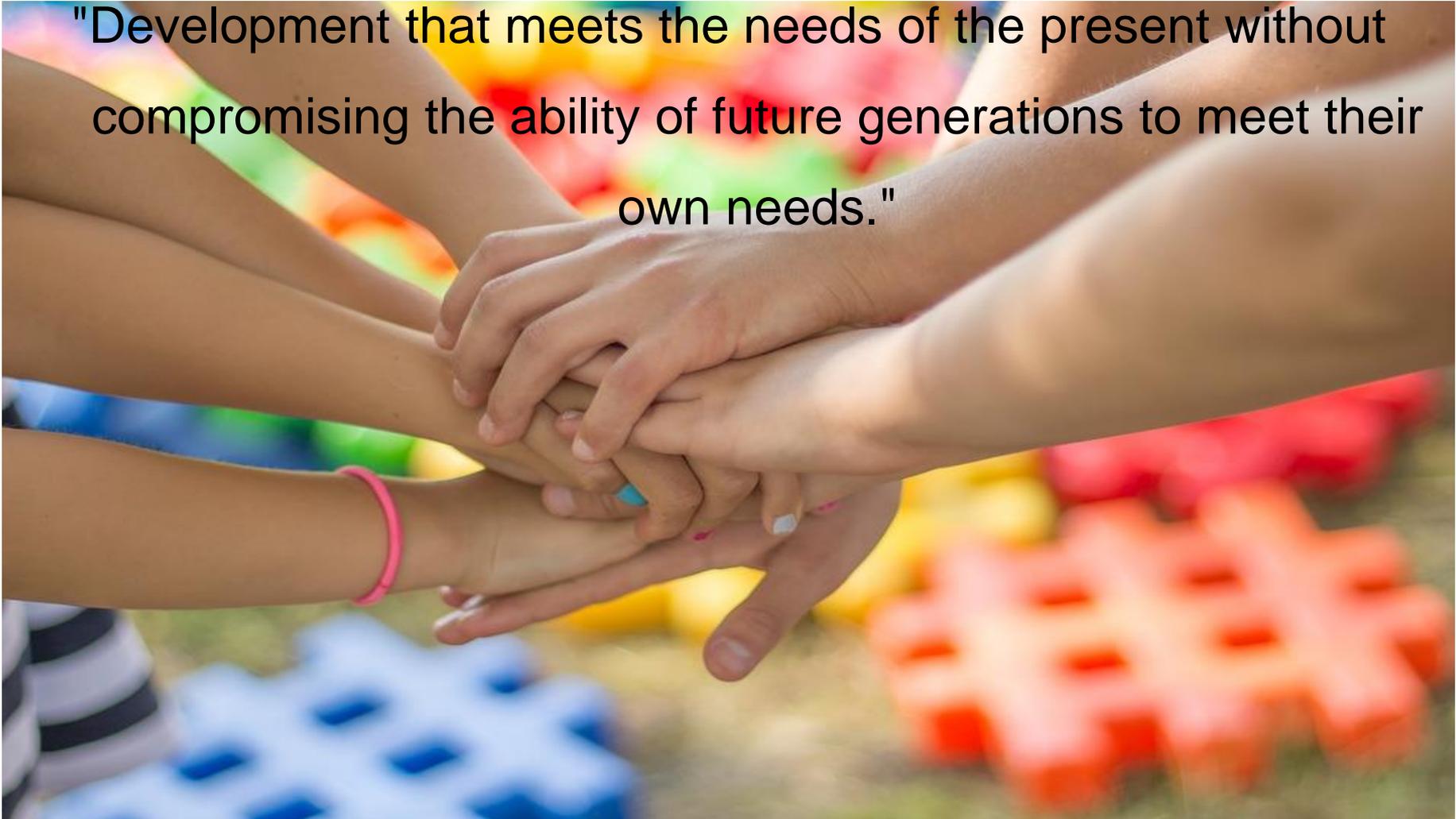
# Aim and Content

Through this training presentation, it was aimed to promote sustainability and give information about our company's activities in the field of sustainability to our stakeholders

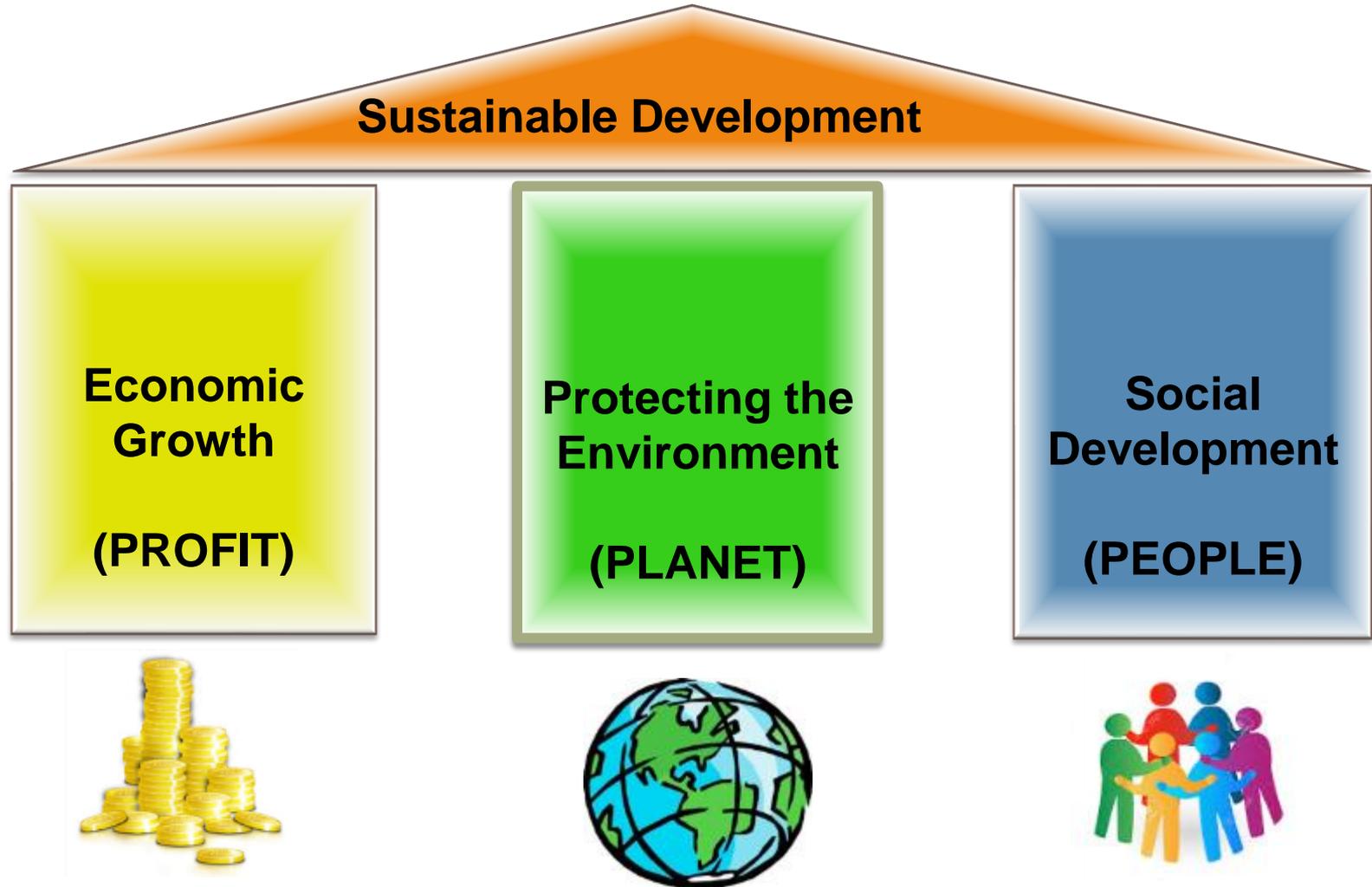


# What is Sustainable Development?

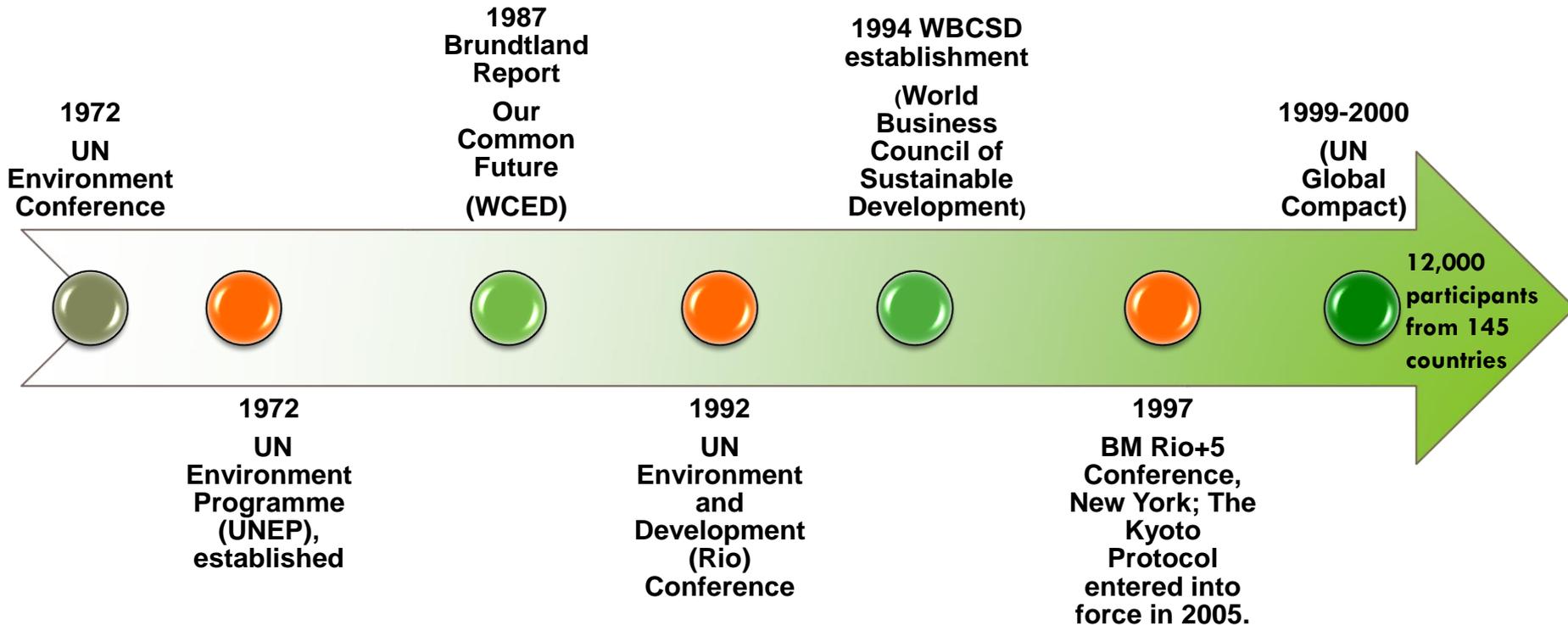
"Development that meets the needs of the present without compromising the ability of future generations to meet their own needs."



# Sustainable Development= 3P



# Sustainable Development— Milestones



# Sustainable Development Milestones after 2000...

2000 – UN  
General  
Assembly -  
189 countries  
UN  
Millennium  
Development  
Goals

2011 – UN  
Climate  
Change  
Conference  
South Africa  
New  
agreement for  
emission  
limitation

2013 – UN Climate  
Change Conference  
Warsaw  
Local preparations for  
the 2015 Global  
Climate Change  
Convention

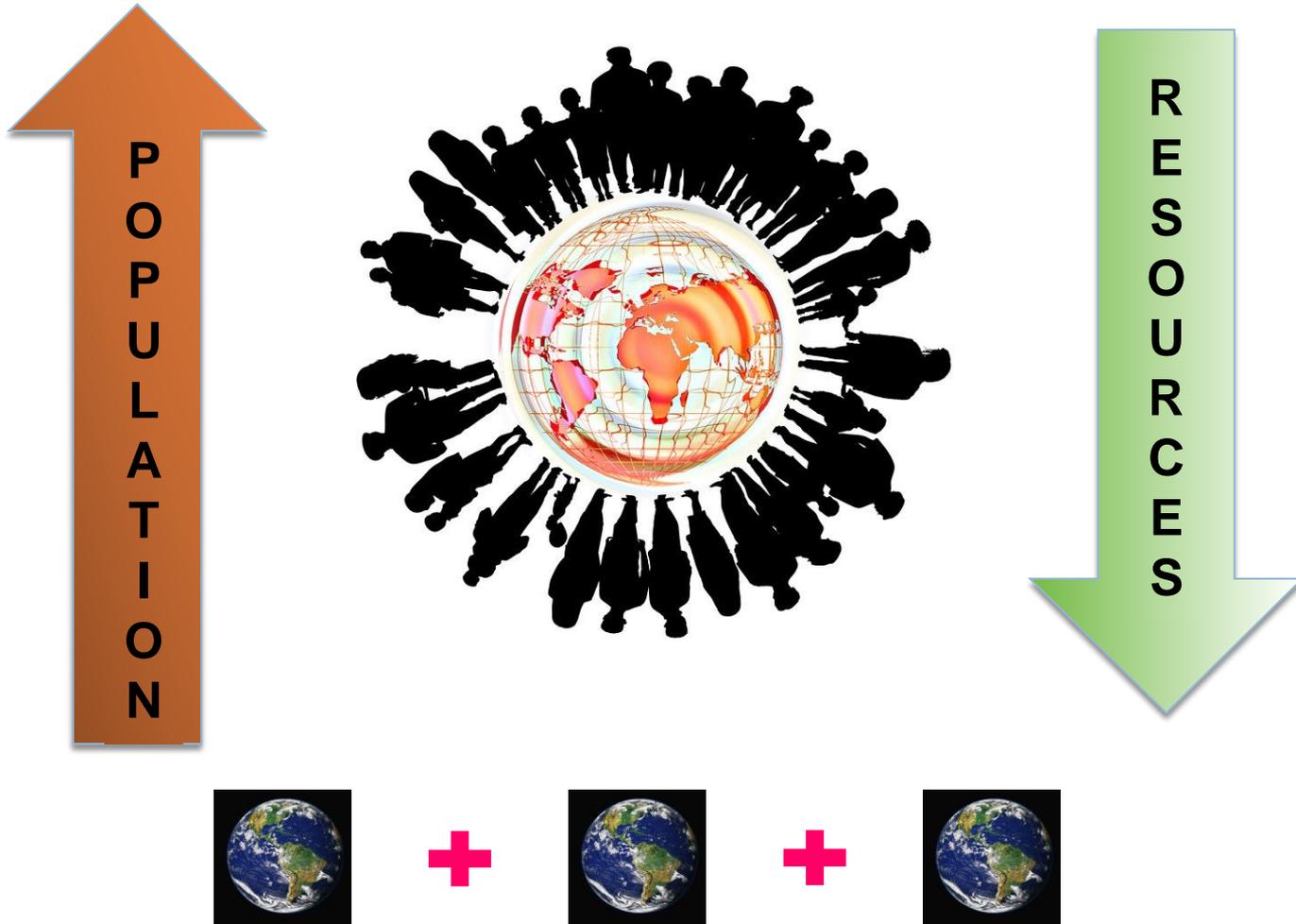
2015 UN Climate  
Change Conference  
Paris  
November-  
December 2015

2002 – Rio + 10  
UN World  
Summit on  
Sustainable  
Development

2012 - Rio + 20  
World Sustainable  
Development  
Summit  
With 192 attendees  
**THE FUTURE WE  
WANT**

2015 - UN  
Sustainable  
Development  
Goals

# Why?



# Global Issues: Climate Change

Greenhouse gases accumulate in the atmosphere as a result of burning fossil fuels used in heating, transportation and industrial processes is causing global climate change. Other human activities such as land use and deforestation accelerate climate change.



**Climate Change  
Scenario Result**



**Between 1990-2100  
years, is predicted to  
increase by 1,4 - 5,8°C**



# Climate Change

Climate change may cause heavy rainfall.



# Climate Change

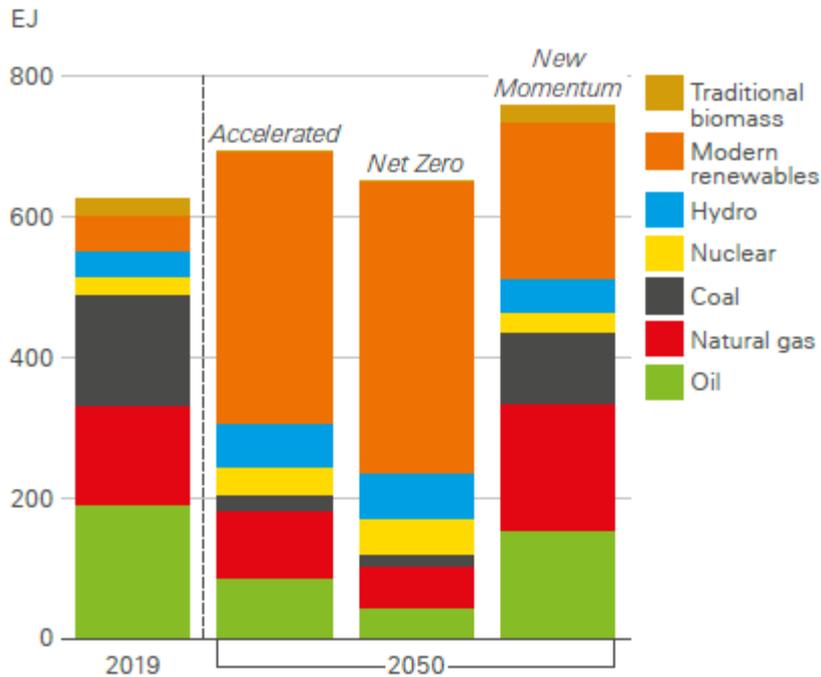
Climate changes cause droughts..



# World Energy Consumption

Very little of the world's energy consumption comes from renewable energy sources. Natural resources are rapidly consumed.

Primary energy by fuel



# World Energy Consumption

This photo taken from the satellite shows where the world's electricity energy is concentrated.



# Global Issues: Food Safety

One of the biggest problems in the world that its population has exceeded 8 billion is Food Safety.

- 870 million people a year are undernourished.
- According to the United Nations Food and Agriculture Organization (FOA), 1.3 billion tons of food is wasted.

**Projects should be developed and supported to reduce food waste and squander in worldwide.**



# Global Issues: Water Security

Water security has been defined as "the reliable availability of an acceptable quantity and quality of water for health, livelihoods and production, coupled with an acceptable level of water-related risks"



# Global Issues: Water Security

Drought is an important Water Safety component.



# Global Issues: Water Security

Apart from drought, the floods is also an important water safety factor that negatively affects people's lives.



# Global Water Consumption Rates



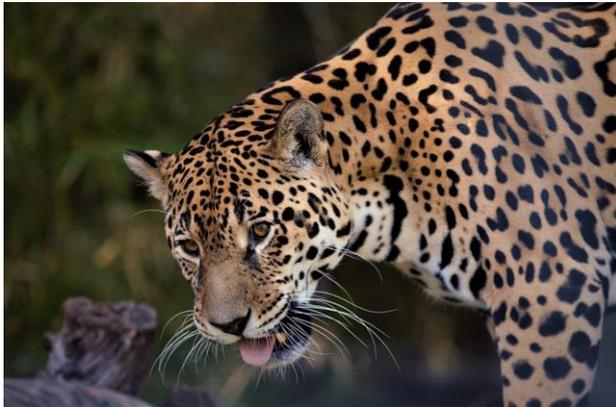
● ————— % 12 Domestic use

%19 Industry ● —————



● ————— %69 Agriculture

# BIODIVERSITY



# Global Issues: Decreasing of Biodiversity

All the creatures in the ecosystem are connected to one another. Many life species including humans are negatively affected by decrease in species.

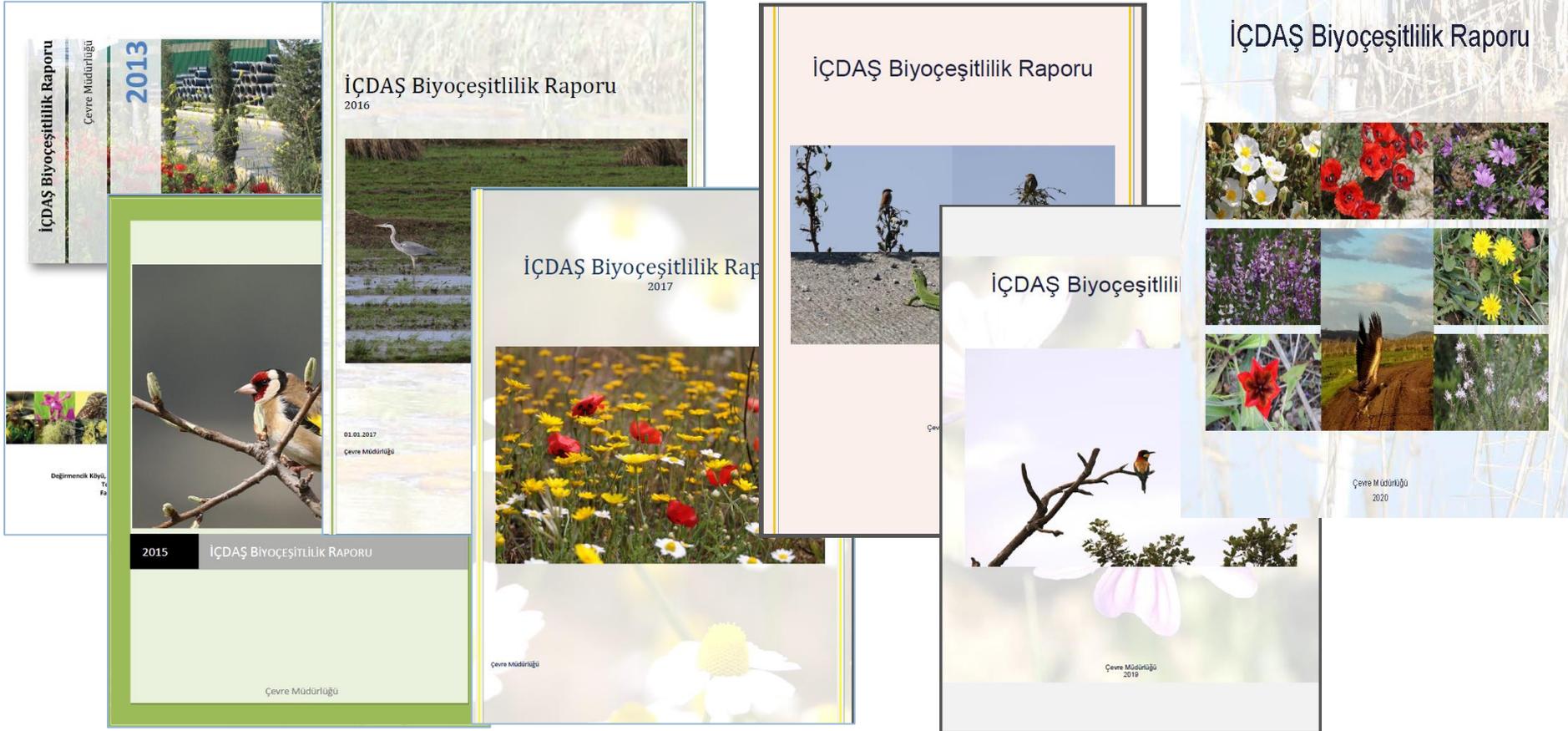


# Mass Extinction.

- They are referred to as periods in world history when a large number of unusual species disappeared at the same time or in a limited period of time.
- There have been 5 mass extinctions in the world.
- According to the studies, the 6th mass extinction caused by human beings, the **Anthropogenic** period started.



# Biodiversity Reports



Since 2013, we have been monitoring the biodiversity around our facilities. Our biodiversity studies are published on our website.

[https://www.icdas.com.tr/pages/8925/2716/f/tr-TR/Biyocesitlilik\\_Calismalari.aspx](https://www.icdas.com.tr/pages/8925/2716/f/tr-TR/Biyocesitlilik_Calismalari.aspx)

# Global Issues: Wastes

Waste generates significant amounts of emissions as well as causing pollution both in the environment and in water resources.

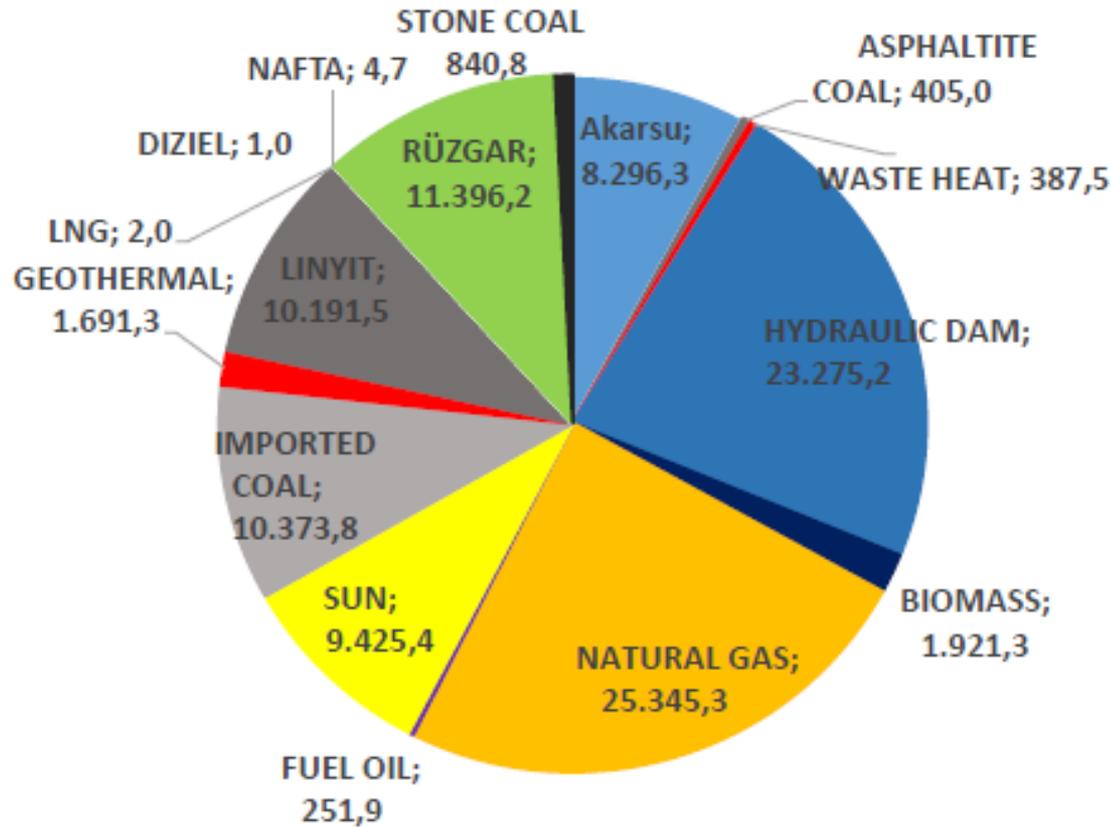


# Global Issues: Energy Security

Energy security; It is expressed as continuous consumption of energy in clean and in various appropriate quantities and with high efficiency. Turkey is dependent on external sources to meet its energy needs.



# Turkey's Electric Energy Resources



**Carbon-based and imported energy is a risk factor for energy security.**

**AVAILABLE POWER(December 2023): 106.668 MW**

# Global Issues: Women and Children's Rights

Women's and children's rights are protected by the law and international agreements.



# What should be the Business World Perspective?



## Sustainable Development

To balance the business world and the needs of human life with the **sustainability of natural resources.**

When doing this, to be behave **responsible to employee and society** and **invest in their development.**

# GRI Global Reporting Initiative



**NEW GRI STANDARDS**

Non-profit NGO / Amsterdam

Sustainability Reporting

95% of the reporting people prefer

**İÇDAŞ A.Ş. has been preparing the sustainability report in accordance with GRI standards since 2011.**

# UN Sustainable Development Goals



## SUSTAINABLE DEVELOPMENT GOALS

17 GOALS TO TRANSFORM OUR WORLD



**İÇDAŞ A.Ş. has been reporting on activities that supporting the UN Sustainable Development Goals since 2016.**



# Certification Authority for Reinforcing Steels (CARES)



Validate with the  
CARES Cloud App

Sustainable Steel Production

Fully Traceable Production

Reducing Risk in the Supply Chain

Continuous Improvement

İÇDAŞ A.Ş. has been continuing to produce sustainable steel production in accordance to CARES Sustainability Standards since 2011.

# Other Initiatives

## Calculation of Carbon Emissions

### CARBON DISCLOSURE PROJECT



International  
Organization for  
Standardization

### ISO 14064-1 Greenhouse Gas Emission Verification Standard

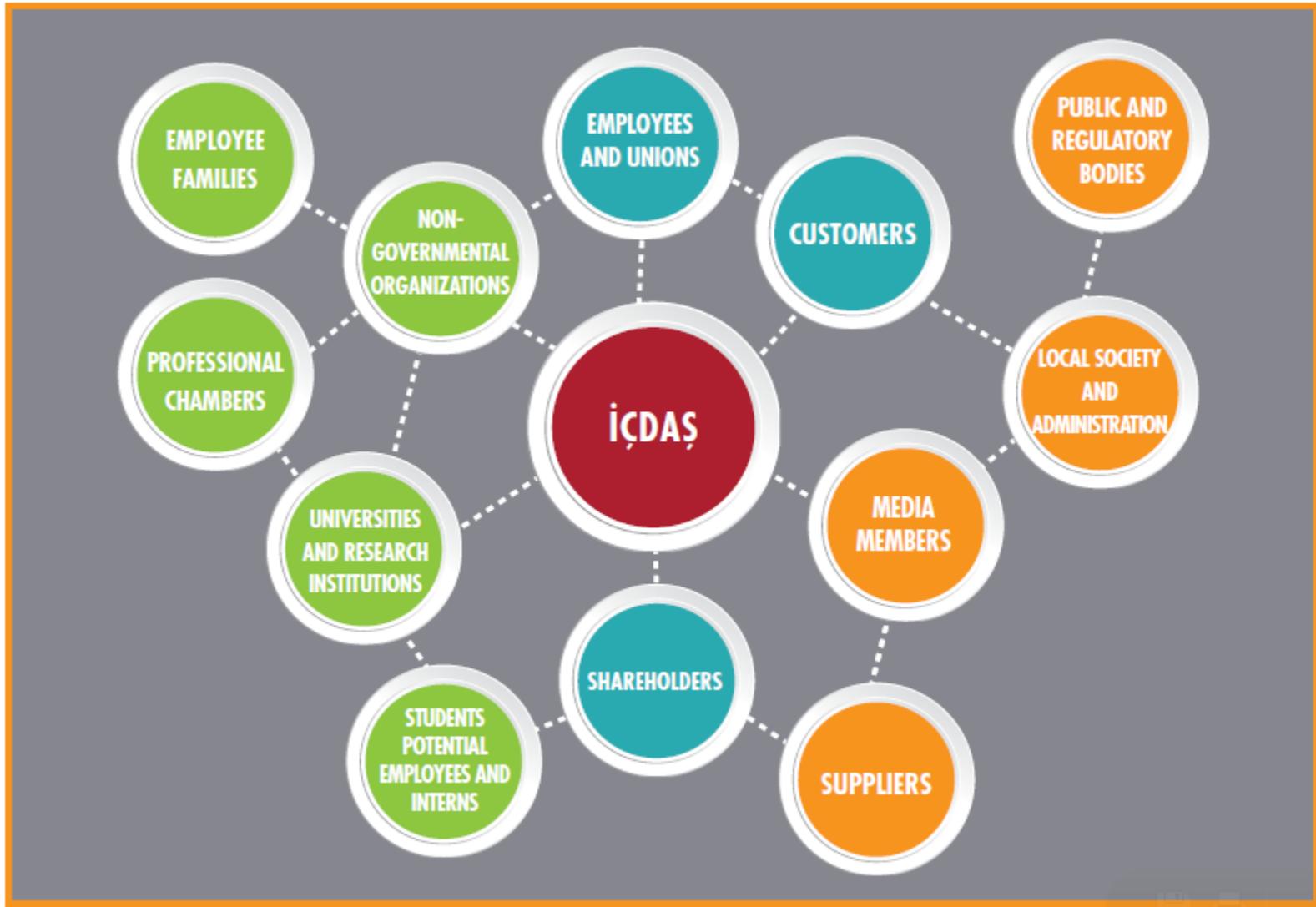


The Greenhouse Gas Protocol Initiative  
*The foundation for sound and sustainable climate strategies*

### GHG - Greenhouse Gas Emissions Protocol

**İÇDAŞ A.Ş. has been watching greenhouse gases since 2003.**

# İÇDAŞ Stakeholder Map



# İÇDAŞ Strategic Sustainability Elements Matrix

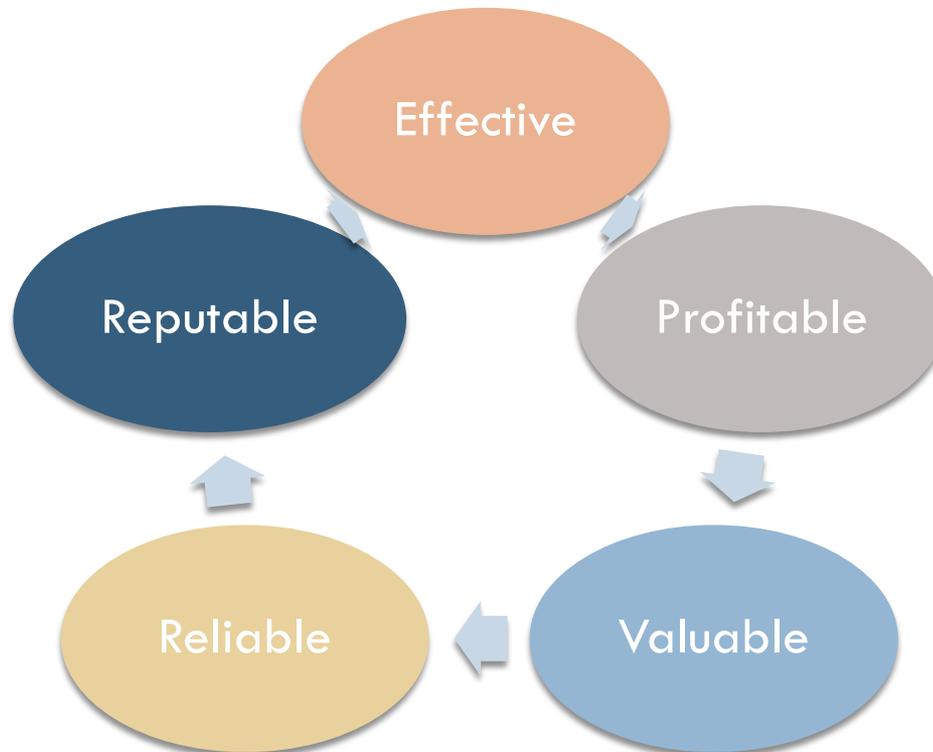
As an organization, we have identified the impact and importance of our strategic sustainability issues on our stakeholders and our company. We review and monitor these elements at regular intervals. Every year, Sustainability Reports are shared with all stakeholders on İÇDAŞ website under the Sustainability heading.

# Materiality Analysis



# What brings sustainability to you?

- ❑ Reduces threats and multiplies opportunities ...
- ❑ More...



- ❑ Prepares for the future...

# ICDAS SUSTAINABILITY POLICY



- İÇDAŞ shares its sustainability commitments with all stakeholders through its Policy and annual Sustainability Reports on its website.

## SUSTAINABILITY POLICY

OUR COMPANY AIMS TO INCREASE SUSTAINABLE STEEL PRODUCTION BY PRIORITISING ENVIRONMENTAL MANAGEMENT, OCCUPATIONAL SAFETY, ENERGY AND QUALITY ISSUES BY USING UP-TO-DATE, SCIENTIFIC, EFFICIENT AND EFFECTIVE WORKING METHODS WITH ITS INNOVATIVE MANAGEMENT CULTURE. OUR COMPANY AIMS TO PROVIDE SERVICES FOR ALL OUR STAKEHOLDERS TO LIVE IN A HEALTHY AND CLEAN ENVIRONMENT AND ADOPTS THE FOLLOWING PRINCIPLES TO ACHIEVE THESE GOALS:

- ✓ IN ORDER TO PROTECT ENVIRONMENT AND PREVENT POLLUTION, WE SHALL DEVELOP PROJECTS AND CAUSE THEM TO BE EXECUTED AND SHALL DETERMINE AND USE THE MOST SUITABLE TECHNOLOGIES IN ACCORDANCE WITH THE CONDITIONS OF THE COUNTRY.
- ✓ IN DETERMINING WASTE MANAGEMENT POLICY, WE SHALL INCREASE OUR ENVIRONMENT PERFORMANCE AND TAKE NECESSARY PRECAUTIONS TO DISPOSE OF POLLUTERS CREATED BY OUR ACTIVITIES WITHOUT CAUSING DAMAGE TO THE ENVIRONMENT.
- ✓ REDUCING CO2 EMISSIONS CAUSED BY ACTIVITIES, PRODUCTS AND SERVICES,
- ✓ CONTINUOUSLY IMPROVING THE EFFECTIVENESS, PERFORMANCE AND ENERGY EFFICIENCY PERFORMANCE OF THE INTEGRATED MANAGEMENT SYSTEM BY MANAGING THE TARGETS SET FOR OUR PROCESSES,
- ✓ IN LIGHT OF ENVIRONMENT STANDARDS AND ECOLOGIC CRITERION, ANY KIND OF MEASUREMENT, ANALYSIS AND CONTROLS SHALL BE CONDUCTED.
- ✓ WE SHALL FULFILL ALL THE REQUIREMENTS UNDER NATIONAL ACTS, REGULATIONS AND INTERNATIONAL TREATIES.
- ✓ WE SHALL COLLECTIVELY EVALUATE OUR ECONOMIC AND ECOLOGIC DECISIONS TO ACHIEVE SUSTAINABLE AND WELLBALANCED IMPROVEMENT IN OUR POSITION IN THE SECTOR.
- ✓ SUPPORTING THE LOCAL ECONOMY WITH DIRECT AND INDIRECT PRODUCTS AND SERVICES WE USE IN THE PRODUCTION PROCESS AND COOPERATING WITH LOCAL SUPPLIERS IN OUR PURCHASING OPERATIONS,
- ✓ TO TAKE NECESSARY PRECAUTIONS AND MEASURES IN THE USE OF NATURAL RESOURCES WITH ADAPTING TO SUSTAINABLE DEVELOPMENT GOALS,
- ✓ CONTINUOUSLY INTERACTING WITH OUR STAKEHOLDERS, TAKING INTO ACCOUNT THEIR DEMANDS, IDENTIFYING THE CONCERNS, RISKS AND OPPORTUNITIES THAT MAY ARISE AND TO DETECT OPPORTUNITIES AND DEVELOP OUR POLICIES IN THAT DIRECTION,
- ✓ TO TAKE ALL NECESSARY MEASURES TO IMPROVE THE WELL-BEING AND MENTAL HEALTH OF OUR EMPLOYEES, TO PREVENT OCCUPATIONAL DISEASES AND ACCIDENTS UNDER THE PRIORITY OF OCCUPATIONAL HEALTH AND SAFETY,

- ✓ WITH THE AIM OF RAISING ENVIRONMENT AWARENESS AND ENSURING ENVIRONMENT APPLICATIONS TO RUN EFFECTIVELY, WE SHALL OFFER EDUCATION PROGRAMMES TO OUR EMPLOYEES,
- ✓ THE EFFECTS ARISING FROM TRANSPORT OPERATIONS USE METHODS TO ENSURE MINIMIZED.
- ✓ TO ENSURE THE EFFICIENT USE OF ENERGY AND CONTINUOUSLY IMPROVE IT,
- ✓ TO PROVIDE EFFICIENT USE OF WATER AND KEEP WATER CONSUMPTION PER UNIT PRODUCT AT THE LOWEST LEVEL.

IN ACCORDANCE WITH OUR SUSTAINABILITY POLICY, WE UNDERTAKE AND DISCLOSE TO PUBLIC THAT WE SHALL WORK HARD A LIVABLE WORLD AND SUSTAINABLE DEVELOPMENT.

25.07.2023

**General Manager**

# İÇDAŞ HUMAN RIGHTS POLICY



İÇDAŞ shares its commitments regarding Human Rights with all its stakeholders on its website.

## İÇDAŞ ETHICAL SUPPLY CHAIN POLICY

İÇDAŞ shares its commitments regarding creating an Ethical Supply Chain with all its stakeholders on its website.

## **HUMAN RIGHTS POLICY**

### **1. Introduction**

İÇDAŞ is Turkey's leading steel company and exports to more than one hundred countries. The Company operates steel production, as well as energy, sea transportation, shipyard, mining and port operations. The İÇDAŞ's Human Rights Policy articulates our respect for all Human Rights.

The fundamental components of İÇDAŞ's Human Rights Policy are based on the Universal Declaration of Human Rights by the United Nations, International Labour Organization (ILO) Conventions, international human rights standards, and national legislations.

### **2. Purpose**

The İÇDAŞ Human Rights Policy sets out the principles for our actions and behaviour in relation to human rights. The Policy and associated practices are expected to strengthen over time as İÇDAŞ's gains a better understanding of and becomes more experienced in promoting human rights.

### **3. Scope**

This Policy applies to all employees in whole departments of İÇDAŞ. In addition, our subcontractors working at our sites are expected to comply with this Policy. In implementing this Policy, we are subject to the laws of the Republic of Turkey in which we operate and we are committed to comply with all such applicable laws.

### **4. Commitments to Stakeholders**

We are committed to respect the human rights of our employees. We develop our employment policies with the aim to achieve uniform worldwide application of the relevant aspects contained in the International Human Rights Declarations.

We seek to respect and promote human rights when engaging with subcontractors, suppliers, customers, joint venture and other partners. We will do this, as appropriate, through proactive engagement, monitoring and contractual provisions.

We seek to respect human rights and to develop an understanding of the cultures, customs and values that prevail in our local communities by developing an inclusive and open dialogue with the people affected by our operations.

### **5. Specific Provisions**

#### **- Promoting Health and Safety**

İÇDAŞ is committed to work towards a goal of zero accidents and general wellbeing in the workplace. This is endorsed by the Health and Safety Policies and Procedures.

- **Promoting Freedom of Association**

İÇDAŞ respects our employees' right to join, form or not to join a labor union without fear of reprisal, intimidation or harassment. Where employees are represented by a legally recognized union, we are committed to establishing a constructive dialogue with their freely chosen representatives. İÇDAŞ is committed to bargaining in good faith with such representatives.

- **Eliminating Forced Labour**

İÇDAŞ prohibits the use of all forms of forced labor, including prison labor, bonded labor, military labor, slave labor and any form of human trafficking.

- **Abolishing Child Labour**

İÇDAŞ adheres to minimum age provisions of applicable laws and regulations. The Company prohibits the hiring of individuals that are under 18 years of age which hazardous work is required. İÇDAŞ's prohibition of child labor is consistent with International Labor Organization standards.

- **Eliminating Discrimination in the Workplace**

İÇDAŞ values all its employees and their contributions. It has a deep-rooted commitment to equal opportunity and non-discrimination. Çalışanlarına karşı ayrımcılık yapmadan eşit bir tutum sergiler ve bu konuda ayrımcılığa asla müsamaha göstermez. We are dedicated to maintaining workplaces that are free from discrimination or physical or verbal harassment on the basis of race, sex, color, national or social origin, religion, age, disability, sexual orientation, political opinion or any other status protected by applicable law. The basis for recruitment, hiring, placement, training, compensation and advancement at İÇDAŞ is qualifications, performance, skills and experience. İÇDAŞ conducts its approach towards its employees with the principle of "Right Person for the Right Job". It manages the processes of its employees with transparency depending on their qualifications, experience and performance. It respects diversity, which is an important element of organizational structure.

- **Providing Remuneration and Upholding Conditions of Employment**

İÇDAŞ aims to pay wages accordance with the criteria established in the industry which based on local market assessments and aims to pay equal wages that suitable their level for each position. İÇDAŞ complies with all laws regarding conditions of employment including basic and overtime working hours, and will abide by agreements negotiated with our employee representatives.

- **Workplace Security**

İÇDAŞ is committed to maintaining a workplace that is free from violence, harassment, intimidation and other unsafe or disruptive conditions due to internal and external threats. Security safeguards for employees are provided as needed and will be maintained with respect for employee privacy and dignity.

- **Rude Behavior or Inhumane Treatment**

Physical abuse, sexual or other forms of harassment, verbal abuse, or any other types of intimidation are strictly prohibited.

## **6. Monitoring**

We welcome feedback from and dialogue with interested parties. Any feedback and comments regarding this Policy should be sent to the address below:

<https://www.icdas.com.tr/iletisimfrmtr.aspx>

The provisions of İÇDAŞ Human Rights Policy include the minimum standards, not the maximum, and it is aimed for our company to reach a level even higher than these standards.

08.08.2023  
**General Manager**

# İÇDAŞ ETHICAL SUPPLY CHAIN POLICY

İÇDAŞ, is Turkey's leading steel company and exports to more than one hundred countries. The Company operates steel production, as well as energy, sea transportation, shipyard, mining and port operations.

Our Company has always endeavored to conduct business responsibly and ethically. We respect international human rights principles, including the United Nations Declaration of Human Rights and the International Labor Organization's Declaration on Fundamental Principles and Rights at Work. Our acknowledgment of these international principles is consistent with our dedication to enriching the workplace, respecting all human rights, preserving the environment and strengthening the community where we operate.

## **THE SUPPLIER GUIDING PRINCIPLES**

The Supplier Guiding Principles are an important pillar of İÇDAŞ's human rights and workplace accountability programs. Recognizing that there are differences in laws, customs, and economic conditions that affect business practices around the world, we believe that shared values must serve as the foundation for relationships between İÇDAŞ and its suppliers, starting with the commitment to respect all human rights. The Supplier Guiding Principles communicate our values and expectations and emphasize the importance of responsible workplace policies and practices that comply, at a minimum, with applicable environmental laws and with local labor laws and regulations. The principles outlined below reflect the values we uphold in our own policies, and we expect our direct suppliers to follow the spirit and intent of these guiding principles to ensure respect for all human rights.

### **Laws and Regulations**

Comply with all applicable local and national laws, rules, regulations and requirements in the manufacturing and collection of supply materials and supplies and in the provision of services.

### **Freedom of Association and Collective Bargaining**

Respect employees' right to join, form, or not to join a labor union without fear of reprisal, intimidation or harassment. Comply with all applicable local and national laws on freedom of association and collective bargaining.

### **Prohibit Child Labor**

Comply with all applicable local and national child labor laws.

### **Prohibit Forced Labor and Abuse of Labor**

Prohibit physical abuse of employees and prohibit the use of all forms of forced labor, including indentured labor, bonded labor, military labor, slave labor or any form of human trafficking. Comply with all applicable local and national laws on forced labor and abuse of employees.

### **Eliminate Discrimination**

Maintain workplaces that are free from discrimination or physical or verbal harassment. The basis for recruitment, hiring, placement, training, compensation, and advancement should be qualifications, performance, skills and experience. Comply with all applicable local and national discrimination laws.

**Work Hours and Wages**

Compensate employees relative to the industry and local labor market. Operate in full compliance with applicable wage, work hours, overtime and benefits laws, and offer employees opportunities to develop their skills and capabilities, and provide advancement opportunities where possible.

**Provide a Safe and Healthy Workplace**

Provide a secure, safe and healthy workplace. Maintain a productive workplace by minimizing the risk of accidents, injury, and exposure to health risks. Comply with all applicable local and national health and safety laws.

**Protect the Environment**

Conduct business in ways which protect and preserve the environment. Meet applicable environmental laws, rules, and regulations.

**Business Integrity**

Conduct business with integrity, respecting relevant laws and avoiding bribes and fraudulent practices.

**Grievance Procedure and Remedy**

Provide workers with a mechanism to express grievances without fear of reprisal and ensure concerns are appropriately addressed in a timely manner.

**Management Systems**

Establish management systems such as Quality (ISO9001), Environment (ISO14001), Occupational Health and Safety (ISO 45001) and Energy (ISO 50001), for ensure sustainable development, respect the environment and natural resources and safe, secure and healthy workplace. Have appropriate and effective systems in place to control actions ensuring lawful compliance and respect for all human rights.

**Demonstration of Compliance**

Supplier must be able to demonstrate compliance with the Supplier Guiding Principles at the request and satisfaction of İÇDAŞ.

If the eight Core Conventions of the International Labor Organization establish higher standards than local law, the ILO standards need to be met by the supplier. We expect our suppliers to develop and implement appropriate internal business processes to ensure compliance with the Supplier Guiding Principles.

**CODE OF BUSINESS CONDUCT FOR SUPPLIERS TO İÇDAŞ**

İÇDAŞ expects all of its employees to comply with the law and act ethically in all matters. We have the same expectations of our suppliers. Our Code of Business Conduct sets the basic standards for employee conduct. This Code of Business Conduct for Suppliers establishes related requirements for our suppliers. Working together, we can achieve great success by doing the right thing. This Code contains general requirements applicable to all suppliers to İÇDAŞ. Particular supplier contracts may contain more specific provisions addressing some of these same issues.

**Conflicts of Interest**

Employees of İÇDAŞ should act in the best interest of the Company. Accordingly, employees should have no relationship, financial or otherwise, with any supplier that might conflict, or appear to conflict, with the employee's obligation to act in the best interest of İÇDAŞ. Friendships outside of the course of business are inevitable and acceptable, but

suppliers should take care that any personal relationship is not used to influence the İÇDAŞ employee's business judgment. If a supplier employee is a family relation to an employee of İÇDAŞ, or if a supplier has any other relationship with an employee of İÇDAŞ that might represent a conflict of interest, the supplier should disclose this fact to İÇDAŞ or ensure that the İÇDAŞ employee does so.

### **Gifts, Meals and Entertainment**

Employees of İÇDAŞ are prohibited from accepting anything more than modest gifts, meals and entertainment from suppliers. Ordinary business meals and small tokens of appreciation at feast and New Year time generally are fine, but suppliers should avoid offering İÇDAŞ employees travel, frequent meals or expensive gifts. Gifts of cash or cash equivalents, such as gift cards, are never allowed.

### **Bribery**

Suppliers acting on behalf of İÇDAŞ must comply with the laws of the Republic of Turkey, as well as all local laws dealing with bribery of government officials. In connection with any transaction as a supplier to İÇDAŞ, or that otherwise involves İÇDAŞ, the supplier must not transfer anything of value, directly or indirectly, to any government official, employee of a government-controlled company, or political party, in order to obtain any improper benefit or advantage. Suppliers must keep a written accounting of all payments (including any gifts, meals, entertainment or anything else of value) made on behalf of İÇDAŞ. Suppliers must furnish a copy of this accounting to İÇDAŞ upon request.

### **Protecting Information**

Suppliers should protect the confidential information of İÇDAŞ. Suppliers who have been given access to confidential information as part of the business relationship should not share this information with anyone unless authorized to do so by İÇDAŞ. If a supplier believes it has been given access to İÇDAŞ's confidential information in error, the supplier should immediately notify its contact at the Company and refrain from further distribution of the information.

**GENERAL MANAGER**

**14.06.2021**

# İÇDAŞ HUMAN RIGHTS POLICY

- We would like to point out that İÇDAŞ has an "Internal and External Complaint Procedure" and "Suggestion and Complaint Form", which aims to guide the United Nations Business and Human Rights principles and is designed to include all stakeholders.

# İÇDAŞ HUMAN RIGHTS POLICY

- İÇDAŞ In accordance with the United Nations Business and Human Rights principles;
- The mechanism for addressing internal and external complaints
- The fair evaluation of complaints and the implementation of corrective actions.
- Aiming for traceability and continuous improvement through corrective actions.
- Transparency, fairness, and the mitigation of social risks.

# İÇDAŞ HUMAN RIGHTS POLICY

- While we attach importance to channel diversity and accessibility in the complaint system;
- Telephone
- E-mail
- Complaint forms
- Through the İÇDAŞ website
- All our stakeholders can reach us and establish the necessary communications.

# İÇDAŞ HUMAN RIGHTS POLICY

**Application Field**



Complaints Recorded



Identify roles and responsibilities for complaints



Corrective Actions initiated



Finalized by Responsible Executives.

# İÇDAŞ HUMAN RIGHTS POLICY



**0 212 604 04 04**



**[icdas@icdas.com.tr](mailto:icdas@icdas.com.tr)**



**Complaint Form**



**[İÇDAŞ, Contact Form \(icdas.com.tr\)](http://www.icdas.com.tr)**

# İÇDAŞ HUMAN RIGHTS POLICY



İÇDAŞ ÇUKUR İNERJİ HİZMETLERİ VE ÇALIŞANLARININ SAĞLIĞI

## Contact Form

\* These fields are required.

It is aimed to close the complaint within 60 working days after receipt of the complaint.  
Within 10 days of notifying your complaint, you will receive a response acknowledging receipt of your complaint.

Date	23.07.2024
Feedback Type*	Complaint
Name Surname	
Are you an İÇDAŞ Employee?*	Yes
Employee Number	
Department	
Email	
Phone number	
Notice Note*	

## ÖNERİ VE ŞİKAYET FORMU

Tarih:

- Adı & Soyadı :
- şikayetimi isim belirtmeden dile getirmek istiyorum
- onayım olmadan kimliğimin ifşa edilmesini talep ediyorum

Not: Kimliğinizi izniniz olmadan üçüncü taraflara ifşa etmemeyi tercih edebilirsiniz ve/veya anonim kalabilirsiniz.

### Hangi Yolla Cevap Almak İstersiniz?

Posta ile:

Açık adres:

Telefon ile:

E-posta ile :

İletişime geçilmesini istemiyorum.

\* İletişim bilgilerinizi paylaştığınız takdirde şikayetinizi gönderdiğiniz sonraki 10 gün içinde şikayeti aldığımız kabul eden bir yanıt olacaktır.

\* Şikayetinizin alınmasından sonraki 60 iş günü içinde kapattığımızı amaçlanmaktadır.

### Şikayet Konusu:

- Tek seferlik olay / şikâyet (Tarih: \_\_\_\_\_)
- Bir kereden fazla oldu (kaç kez? \_\_\_\_\_)
- Devam ediyor (Ayrıntıları belirtiniz)

Şikayetleriniz:

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- **Complaints are responded to within 10 days of receipt**
- **It is aimed to finalize complaints within 60 days.**

# SOCIAL RESPONSIBILITY MANUAL



- ❑ Our company's social responsibility manual was prepared to raise the awareness of our employees and to achieve our sustainability goals.
- ❑ All manuals are accessible to all employees in the QDMS system we use for document management.

# İÇDAŞ

## Çelik Enerji Tersane ve Ulaşım San. A.Ş.



### Sosyal Sorumluluk El Kitabı (ISO 26000:2010)

17950 Biga / ÇANAĞKALE  
Tel: 0 (286) 395 10 10 (Phx)  
Faks: 0 (286) 364 58 76



# Thanks...

Sustainability reports have been prepared since 2011 are published on our website.

<https://www.icdas.com.tr/pages/4736/4736/f/en-US/Sustainability.aspx>

