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TATKO LASTİK INDUSTRY and TRADE. Inc.

STAKEHOLDER ENGAGEMENT PLAN and GRIEVANCE REDRESS MECHANISM



MAY 2023

TATKO LASTİK INDUSTRY and TRADE. Inc.

Stakeholder Engagement Plan and Grievance Redress Mechanism

Revision Log

Report Title	Stakeholder Engagement Plan	Revision Number		
		0	1	2
Date	24.04.2023			
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Table of Contents

1. OBJECTIVE & SCOPE.....	6
2. PROJECT DEFINITION.....	7
2.1. General Information.....	7
2.3. Employment.....	9
3. LEGAL FRAMEWORK AND INTERNATIONAL STANDARDS	9
3.1. National Legislation and Official Grievance Channels	9
3.1.1. The Constitution of the Republic of Turkey	9
4. ROLES AND RESPONSIBILITIES	13
5. IDENTIFICATION OF STAKEHOLDERS	14
6. INFORMATION TOOLS AND METHODS	17
7. GRIEVANCE REDRESS MECHANISM	18
8. MONITORING, REPORTING AND TRAINING	21
9. STAKEHOLDER ENGAGEMENT PROGRAM	22
10. SITE VISIT	25
11. CONCLUDING REMARKS	27
ANNEXES.....	28

List of Tables and Figures

Table 1.1: Locations and activities of Tatko Lastik's facilities	6
Table 2.1: Addresses of TATKO Lastik facilities	7
Table 2.2: KOMESLI team, who made the site visit	8
Table 2.3. Information about the employees of TATKO Lastik facilities	9
Table 4.1: Roles and Responsibilities within the scope of SEP Applications	13
Table 5.1: Stakeholder Groups Determined within the Scope of Facilities	14
Figure 7.1: Flow Chart of the Grievance Redress Mechanism	20
Table 9.1: Stakeholder Engagement Plan	23
Table 10.1: Opening Meeting Attendees	25
Table 10.2: Stakeholder Interview Notes	26

List of Abbreviations

CIMER	: Presidential Communication Center
CLO	: Community Liaison Officer
EIA	: Environmental Impact Assessment
GRM	: Grievance Redress Mechanism
IFC	: International Finance Corporation
KOMESLİ	: KOMESLİ R&D Environmental Technologies Engineering Information and Med. Inc.
MoEUCC	: Ministry of Environment, Urbanization and Climate Change
NGO	: Non-governmental Organization
OHS	: Occupational Health and Safety Expert
OIZ	: Organized Industrial Zone
PDoeUCC	: Provincial Directorate of Environment, Urbanization and Climate Change
PIR	: Project Information Report
PS	: Performance Standards
SEP	: Stakeholder Engagement Plan
TKYB	: Development and Investment Bank of Turkey

1. OBJECTIVE & SCOPE

This Stakeholder Engagement Plan (“SEP”) has been prepared for facilities of “TATKO Lastik Industry and Trade. Inc.” (“TATKO Lastik”) that continue their activities in the current situation as defined in Table 1.1.

Table 1.1. Locations and activities of Tatko Lastik's facilities

Facility Location	Activity
Izmir Province Bornova District	Tire Coating Facility
Kocaeli Province Dilovasi District	Depot
Kocaeli Province Gebze District	Tire Coating Facility
Ankara Province Akyurt District	Depot

KOMESLİ R&D Environmental Technologies Engineering Information and Med. Inc. (“KOMESLİ”) has prepared this SEP by taking into account the characteristics, sensitivities and socio-economic benefits of stakeholders that may be affected by TATKO's current activities.

The SEP has been developed in compliance with (i) national legislation, (ii) credit standards of the Development Investment Bank of Turkey (“TKYB”), (iii) International Finance Corporation (“IFC”) Performance Standards (“PSs”), and (iv) the Asian Infrastructure Investment Bank (“AIIB”) Standards.

The main objectives of the SEP are:

- Identification of the main and strategic stakeholders of the Project.
- Defining the methods to ensure efficient communication with stakeholders.
- Establishing mutual relations between TATKO Lastik and the internal and external stakeholders.
- Ensuring that stakeholders are informed on time about the investments made, possible capacity increase activities, and the possible environmental and social risks and impacts that may arise at the stages of the Project.
- Ensuring that the information and/or documents that are shared with the stakeholders are accurate and easy to understand.
- Identifying the methods and programs to be used for consultation with stakeholders, particularly vulnerable groups, during the operational phase.
- Ensuring that all relevant parties are involved in the process.
- Assisting stakeholders by recording and addressing any grievances they may have about the Project within a specific timeframe.
- Identifying the roles and responsibilities for implementing SEP.

SEP is an important tool to ensure that a project or organization can interact effectively with stakeholders and manage any issues or concerns that may arise. The SEP will include a grievance resolution mechanism to ensure that stakeholder concerns are escalated and addressed to Project Management. In this way, trust and support can be established among stakeholders.

Therefore, this plan will play a vital role in all phases of facilities and TATKO Lastik will apply the measurement and management techniques described in this report.

2. PROJECT DEFINITION

2.1. General Information

TATKO Lastik is a Turkish tire manufacturer that has been operating since 1927. The company produces a wide range of tires, including passenger car tires, light truck tires, and heavy-duty truck tires. TATKO Lastik has established itself as a major player in the tire industry in Turkey and beyond, with a strong focus on research and development.

Four different facilities are the subject of this report. These facilities;

- Tire Coating Facility located within the borders of İzmir Province Bornova District Kemalpaşa Neighborhood,
- Tire Coating Factory located in Kocaeli Province Gebze District Pelitli District.
- Depot located in Kocaeli Province Dilovası District Çerkeçli Organized Industrial Zone
- Depot located within the borders of Ankara Province Akyurt District Büğdüz Neighborhood

The locations of these facilities in Turkey and in the relevant provinces are shown on the maps presented in Annex-1.

The activities and addresses of the facilities are defined in Table 2-1. The Wastewater Management Plan defined in the later parts of this plan will be implemented during the operation phase of the said facilities.

Table 2.1. Addresses of TATKO Lastik Facilities

Facility	Address
Izmir Province Bornova District	Kemalpaşa Cad. 7413 Sk Bornova/İzmir/Türkiye
Kocaeli Province Dilovasi District	Çerkeçli Osb Mah. İmes Bulv. No:15 Dilovası/Kocaeli/Türkiye
Kocaeli Province Gebze District	Pelitli Mah. Pelitli Yolu Cad. No:61 Gebze/Kocaeli/Türkiye
Ankara Province Akyurt District	Büğdüz Mah. Yıldırım Beyazıt Cad. No:34 Akyurt/Ankara/Türkiye

In order to establish the most appropriate SEP and GRM for the facilities in question, a 3-day site visit covering 17-19 April 2023 was carried out by the KOMESLİ team, whose names and duties are specified in Table 2.2, and information about internal and external stakeholders was obtained from the Facility Management. During the site visit, observations were recorded to reveal the current situation in terms of stakeholder relations and anonymous interviews were conducted with internal and external stakeholders.

Table 2.2. KOMESLİ team, who made the site visit

Name & Surname	Job
Prof. Dr. Okan Tarık	MSc. Environmental Engineer
Deniz Çağlar	Environmental Engineer and Occupational Safety Specialist
Ali Tanrıverdi	Expert Sociologist

In this context, separate meetings were held at the four facilities of TATKO Lastik. Detailed information on these meetings is provided later in this SEP.

2.2. Non-Technical Process Summary of Facilities

The tire coating facilities in question use cold (pre-vulcanized) rubber coating technique to make used and sufficiently worn tires (up to 4mm tread depth) suitable for reuse by coating them and giving them a second life. The rubber coating process involves the following steps:

- The tires arriving at the factory are subjected to a pre-inspection on a control machine to determine if they are suitable for coating. Tires that are not suitable for coating are returned to their owners.
- Tires that are found to be suitable for coating after the initial inspection are taken to the buffing machine and standard buffing (grinding) operations are performed there.
- After buffing, the tires are taken to the tire crater (cleaning) station where bumps and cuts (small wounds) caused by road conditions are cleaned off. (Other wounds that do not exceed repair limits are also repaired separately.)
- The cleaned wounds on the tires are then coated with rubber solution in the cementing cabin.
- After the coated tires dry, they are taken to the filling unit, where the unfilled rubber (cushion-gum) is used to fill the holes and/or wounds that were cleaned at the crater station.
- Pre-cooked coating shoulder rubbers are automatically applied to the tire's ground-contacting area by inserting unfilled rubber (cushion-gum) between the tire and shoulder rubber, and coating is performed using fully automatic machines.
- Tires coated with shoulder rubber are placed in an autoclave to be cooked (vulcanized). Depending on the size of the tire, the tires are cooked for approximately 4 hours at 6 bars of

pressure in the autoclave. After final inspections, the tires are temporarily stored in the storage area to be put back into use.

In depots, tires are labeled and stored to be delivered to their final buyers. Descriptions of technical details, processes and capacities of facilities; It is given in the “Environmental and Social Management Plan” of the enterprise.

2.3. Employment

Occupational roles in the facilities in general; consists of white-collar personnel in charge of administrative affairs, production workers, quality control specialists and logistics. Statistical information on the employees of the four facilities is given in Table 2-2.

Table 2.3. Informations about the employees of TATKO Lastik facilities.

İzmir Province Bornova District Tire Coating Facility	Kocaeli Province Dilovası District Depot	Kocaeli Province Gebze District Tire Coating Facility	Ankara Province Akyurt District
51	99	107	25

3. LEGAL FRAMEWORK AND INTERNATIONAL STANDARDS

In the stakeholder engagement process of the facilities; environmental and social standards set by AIIB and IFC in addition to national legislation; and all policies, standards, plans and procedures developed by TATKO Lastik will be considered. Details on national and international legal regulations are given in the following sections under sub-headings.

3.1. National Legislation and Official Grievance Channels

3.1.1. The Constitution of the Republic of Turkey

The Constitution of the Republic of Turkey (Law Numbered:2709; Date of Ratification: 07.11.1982), consists of the necessary regulations that should be taken as a basis for the stakeholder engagement components. The Constitutional provisions regarding stakeholder engagement issues are listed below.

Freedom of Thought and Opinion (Article 25):

Everyone has the right to freedom of thought and opinion. For whatever reason and purpose, nobody can be forced to disclose their thoughts and opinions; cannot be condemned and accused of their opinions.

Freedom of Explaining and Spreading Thought (Article 26):

Everyone has the right to express and disseminate their thoughts and opinions, either alone or collectively, by word, text, picture, or other means. This freedom includes the freedom to receive or give news or ideas without the interference of official authorities.

Health, Environment and Housing (Article 56):

Everyone has the right to live in a healthy and balanced environment. It is the duty of the state and citizens to improve the environmental quality, protect environmental health and prevent environmental pollution. The state ensures that everyone lives their lives physically and mentally healthy; it regulates the planning and service of health institutions from a single source in order to realize cooperation by increasing savings and efficiency in human and substance power. The state fulfills this task by utilizing and supervising the health and social institutions in the public and private sectors.

Right to Information Act

The Right to Information Act (Law No: 4982), published in the Official Gazette dated 24.10.2003 and numbered 25269, regulates the principles and procedures regarding the act of the right to information in accordance with the principles of equality, impartiality, and openness required by a democratic and transparent administration. In accordance with Article 4 of Section Two, everyone has the right to information.

Law on Exercise of the Right to Petition

The Law on the Exercise of the Right to Petition (Law No: 3071) entered into force through the Official Gazette dated 10.11.1984 and numbered 18571. The law aims to regulate the way of implementing a right of making written applications to the Grand National Assembly of Turkey and competent authorities from Turkish citizens and foreigners residing in Turkey about their wishes and complaints about themselves or the public.

In accordance with Article 3 of the Law on the Exercise of the Right to Petition, Turkish citizens shall have the right to make written applications to the Grand National Assembly of Turkey and competent authorities about the wishes and complaints related to themselves or the public.

Environmental Impact Assessment Regulation

Environmental Impact Assessment Regulation (Official Gazette dated 25.11.2014 and numbered 29186) presents the legal framework about the public participation meetings which are the important constituents of environmental impact assessment (“EIA”) process.

First of all, a project owner prepares a report named “Project Introduction Report (PIR)” and presents it to the MoEUCC for determining whether “EIA is necessary” for the Project or not. If EIA is necessary for a project, necessary studies are accomplished in order to complete the environmental impact assessment of the Project; one of them is the public participation studies.

Public participation meetings are held as a legal requirement before determining the scope and special format for the projects subject to the EIA process. Accordingly, in EIA Regulation Article 9, the provision “to inform the public about the investment and to receive their opinions and suggestions regarding the project; The Public Participation Meeting is organized in an central place that is accessible for the local people which is determined by the governorship, at the date and time

determined by the MoEUCC, with the participation of organizations qualified by the Ministry of Environment, Urbanization and Climate Change (“MoEUCC”) and the project owner.” takes place.

During the review and assessment meetings, reviews and evaluations are made by the Commission on whether there is a solution to the opinions and suggestions raised by the local people and the society during the public participation meeting and other stages of the process.

The EIA Report, which is reviewed and finalized by the Commission, is opened for publication by the MoEUCC and/or the governor's office for ten calendar days to receive public opinion and suggestions. In the decision-making process related to the project, MoEUCC also evaluates the opinions received at this stage.

In this context, if a deficiency is found in the content of the report in line with the opinions of the public, it may be requested to complete these deficiencies, carry out additional studies, or to re-gather the commission.

Afterward, the "EIA Positive" or "EIA Negative" decision is made about the project and is announced to the public by the MoEUCC and the relevant Governorship through a written announcement and official website.

All the facilities within the scope of this Project are classified as “Out of Scope” in terms of Environmental Impact Assessment Regulation.

Official Grievance Channels

In accordance with the Law on Exercise of Right to Petition, stakeholders can inform their requests, suggestions and grievances related to Project by making application from Presidential Communication Center (“CIMER”) which is operating under Presidency of Communication. Stakeholders can submit their applications through the CIMER internet address (<https://www.cimer.gov.tr>) or by calling the Alo 150 Direct Presidency line.

Similarly, grievances and/or suggestions regarding the activities within the scope of the Project can be made by filling the contact forms on the websites of the Municipalities and the Provincial Directorates of Environment, Urbanization and Climate Change of the cities where the facilities are located on. The contact information of the relevant governmental institutions and municipalities is presented in Annex-2.

International Standards

IFC Standards

IFC PS1 sets out the general framework for stakeholder engagement and the establishment of a Grievance Redress Mechanism. According to IFC PS1, stakeholder involvement is essential to establish strong, constructive, and responsive relationships which are necessary to successfully manage the environmental and social impacts of a project.

Stakeholder engagement is a continuous process. Stakeholder engagement consists of analyzing and planning stakeholders, informing the stakeholders, providing consultation and participation, establishing a Grievance Redress Mechanism, and providing continuous information and reports to affected communities, although their degree of impact varies.

Although the types, frequency and level of effort of stakeholder engagement vary considerably, the activities to be carried out in this context should be commensurate with the stage (such as construction, operation) and possible risks and potential negative impacts.

The main requirements for the stakeholder engagement process in accordance with international standards are as follows:

- Identification of stakeholders.
- Sharing the necessary information with the communities affected or likely to be affected by the Project due to the activities during the construction and operation phases of the Project.
- Preparing and implementing a grievance mechanism.

Similarly, “Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Developing Countries” prepared by IFC defines the main components of the stakeholder engagement process as follows:

- Analysis of the stakeholders and planning their participations.
- Information sharing, reporting to stakeholders and consultations.
- Negotiations and partnerships.
- Participation of the stakeholders to the project follow-up.
- Grievance management.
- Other management functions.

AIIB Standards

The Project is expected to be financed by the Asian Infrastructure Investment Bank (AIIB). AIIB, in its Environmental and Social Framework (ESF) (approved February 2016 and amended February 2021 and May 2021) highlights that “transparency and meaningful consultation are essential for the design and implementation of a Project” and therefore assert the importance of stakeholder identification, consultation, information disclosure and grievance redress during the process of project development. Objectives set by AIIB in terms of stakeholder engagement and grievance redress mechanism can be summarized as below.

- Ensure that relevant information about environmental and social risks and impacts of the Project is made available in the Project area in a timely and accessible manner and in a form and language(s) understandable to the Project affected people, other stakeholders and the general public, so they can provide meaningful inputs into the design and implementation of the Project.

- Engage in meaningful consultation with stakeholders during the Project's preparation and implementation phases, in a manner commensurate with the risks to, and impacts on, those affected by the Project.
- Continue consultation with stakeholders throughout Project implementation as necessary on issues related to environmental and social performance and implementation of the Project-level grievance mechanism.
- Establish and design the mechanism to address Project-affected people's concerns and complaints promptly, using an understandable and transparent process that is gender-sensitive, culturally appropriate and readily accessible to all Project-affected people.
- Establish the grievance mechanism for workers to address workplace concerns.
- Where relevant, use gender disaggregated data and analysis, and consider enhancing the design of the Project to promote equality of opportunity and women's socioeconomic empowerment, particularly with respect to access to finance, services and employment.
- Disclose monitoring reports in accordance with Information Disclosure.

4. ROLES AND RESPONSIBILITIES

TATKO Lastik will assume all responsibility, including the organization of the entire process, communication with stakeholders, receiving requests and/or grievances from stakeholders, and responding to these requests and grievances within the scope of SEP and GRM.

Table 4.1. Roles and Responsibilities within the scope of SEP Applications

Roles	Duties and Responsibilities
Project Management	<ul style="list-style-type: none"> • Ensuring that sufficient resources are allocated to effectively implement the SEP and GRM during the operation phase of the Project. • Ensuring that grievances and/or suggestions from external and internal stakeholders are collected, recorded, and responded. • Ensuring effective and regular communication with the stakeholders. • Organizing stakeholder engagement meetings and interviews. • Sharing information regarding the Project. • Conducting consultation activities.
Human Resources and Environmental Engineers of the Factory Directorate and Occupational Safety Specialist	<ul style="list-style-type: none"> • Providing information and/or reporting to the Project Manager about the practices of the SEP and the GRM. • Reviewing the grievance database regularly. • Reviewing grievances from stakeholders and responding to incoming grievances with reasonable timing. • Ensuring the application of SEP by subcontractors. • Ensuring that internal grievances are recorded and responded. • Providing trainings to TATKO Lastik employees and subcontractors

Roles	Duties and Responsibilities
	on practices under the SEP and GRM.

In addition to the CLO at TATKO Lastik, Occupational Safety Specialists and Environmental Engineers will also participate in stakeholder engagement programs and grievance resolution mechanism in coordination with the public relations officer. When a grievance is received, the CLO will decide on the unit responsible for resolving the grievance and act accordingly.

5. IDENTIFICATION OF STAKEHOLDERS

Persons, groups and institutions/organizations that are affected by the facility activities and performance or that may affect these processes or have a legal relationship with the TATKO Lastik are considered as stakeholders.

Identifying stakeholders in the early stages of the facility's activity is a key step in the stakeholder engagement process. The main purpose of identifying stakeholders is to give priority to the people, groups, and institutions by defining those people, groups, and institutions that may be directly or indirectly affected by the facilities and may be related to the facilities. In this framework, individuals and groups that may be affected by the facilities have special importance due to their disadvantages and/or vulnerability. Stakeholders determined within the scope of the Project are presented in Table 5-1. Among these stakeholders, stakeholders except TATKO Lastik are evaluated as External Stakeholders. In addition, within the scope of the Project, Civil Society Organizations, Universities, and Media are defined as indirect stakeholders; while, Local Communities, Government Institutions and Organizations, Local Government Organizations, Neighboring Facilities, Credit Institutions, and Company groups are determined as primary stakeholders (direct stakeholders).

Table 5.1. Stakeholder Groups Determined within the Scope of Facilities

Stakeholder Group	Stakeholder	Relation with the facilities
Ecosystem	<ul style="list-style-type: none"> • Flora and fauna species in the Project Area and its immediate surroundings 	<ul style="list-style-type: none"> • Protection and monitoring of biodiversity elements in the facility area and its immediate surroundings during the activities to be carried out during operation phase of the facilities
Government Institutions and Organizations	<ul style="list-style-type: none"> • Ministry of Environment, Urbanization, and Climate Change • Energy and Natural Resources Ministry • Ministry of Agriculture and Forestry • General Directorate of Nature Conservation and National Parks • Ministry of Family, Labor, and Social Services • Ministry of Transportation and Infrastructure • Ministry of Health 	<ul style="list-style-type: none"> • Policy making • Permits and licenses that should be taken within the scope of the project • Protection of the health and safety of employees and their local communities • Protection of the environment • Protection of cultural heritage • Protection of biological diversity • Permits that should be taken regarding the

Stakeholder Group	Stakeholder	Relation with the facilities
	<ul style="list-style-type: none"> Ministry of Culture and Tourism Ministry of Treasury and Finance The Union of Chambers of Commodity Exchanges The Union of Chambers of Turkish Engineers and Architects State Hydraulic Works (DSİ) TEİAŞ 	<ul style="list-style-type: none"> land usage Obtaining the necessary permissions on issues related to transportation Operation and maintenance of the Infrastructure Services and Energy Transmission Lines Prevention of the spread of infectious diseases and protection of public health
Local Government Organizations	<p><u>TATKO Lastik İzmir Province Bornova District Tire Coating Facility</u></p> <ul style="list-style-type: none"> İzmir Governorship Provincial Directorate of Environment, Urbanization and Climate Change İzmir Metropolitan Municipality İzmir Governorship Provincial Directorate of Agriculture and Forestry İzmir Cultural Heritage Conservation Regional Board Directorate İzmir Provincial Health Directorate <p><u>TATKO Lastik Kocaeli Province Gebze District Tire Coating Facility ve TATKO Lastik Kocaeli Province Dilovası District Depot</u></p> <ul style="list-style-type: none"> Kocaeli Governorship Provincial Directorate of Environment, Urbanization and Climate Change Kocaeli Metropolitan Municipality Gebze Municipality Dilovası Municipality Kocaeli Governorship Provincial Directorate of Agriculture and Forestry Kocaeli Cultural Heritage Conservation Regional Board Directorate Kocaeli Provincial Gendarmerie Command Kocaeli Provincial Health Directorate <p><u>TATKO Lastik Ankara Province Akyurt District Depot</u></p> <ul style="list-style-type: none"> Ankara Governorship Provincial Directorate of Environment, Urbanization and Climate Change Ankara Metropolitan Municipality Ankara Governorship Provincial Directorate of Agriculture and Forestry Ankara Cultural Heritage Conservation Regional 	<ul style="list-style-type: none"> Getting the necessary permissions within the scope of the project Managing project environmental impacts (such as waste and wastewater) and environmental audits Permits that should be taken regarding the land usage Prevention of the spread of infectious diseases Protection of workers health and public health and safety Protection of the local people health and safety Consultation on the procedures to be done for the protection of cultural assets in case of incidental finding Communication in case of an emergency Safety

Stakeholder Group	Stakeholder	Relation with the facilities
	Board Directorate • Ankara Provincial Gendarmerie Command • Ankara Provincial Health Directorate	
Neighboring Facilities	<u>TATKO Lastik İzmir Province Bornova District Tire Coating Facility</u> • Arslan Digital • Altıntaş Steel Construction <u>TATKO Lastik Kocaeli Province Dilovası Dilova District Depot</u> • Ece A.Ş. • IMES OIZ Directorate <u>TATKO Lastik Kocaeli Province Gebze District Tire Coating Facility</u> • Yavuzlar Aluminum Factory <u>TATKO Lastik Ankara Province Akyurt District Depot</u> • TOKO Metal Factory	• Co-operation in case of any emergency. • Managing the grievances related to the cumulative effects of the neighboring facilities.
Professional Chambers	• Chamber of Environmental Engineers • Chamber of Mechanical Engineers	• Negotiations and technical support on environmental and social impacts, economic development and employment issues
Credit Institutions	• International Financial Institutions and Private Banks (TKYB and international resources associated with TKYB)	• Facility Finance
Media	• Local and national newspapers for Kocaeli-Dilovası Depot Area and Kocaeli-Gebze Tire Coating Facility: Kocaeli, Körfez, and Nefes. • Local and national newspapers for İzmir Tire Coating Facility: Yeni Asır, Ege Telgraf • Local and national newspapers for Ankara-Akyurt Depot Area: Ankara, Zafer, Sonsöz • Social Media	• Information sharing and advertising studies about the facilities
Company Group	• Project employees • Subcontractors	• Facility Environmental and Social Management System applications • Employment • Workforce and management

Contact information of the primary stakeholders is shared in Annex-2 and Annex-3.

TATKO Lastik provides all the necessary information about the stakeholders within the scope of SEP and defines all communication ways with the stakeholders. TATKO Lastik will continue to participate in the determined stakeholders by using the information sharing methods and Grievance Redress Mechanism specified in the following sections.

6. INFORMATION TOOLS AND METHODS

Sharing information about facilities helps local communities and other stakeholders understand the opportunities, risks and impacts associated with current activities. In this way, stakeholders (i) the purpose, nature and scale of the facilities; (ii) the duration of the entity's operations; (iii) risks and potential impacts on communities and mitigation measures against them; (iv) the envisaged stakeholder engagement process; and (v) access to GRM information.

TATKO Lastik will use communication tools such as the media, corporate website, brochures, information notes, correspondence, announcements, regular meetings, face-to-face meetings and other information activities to provide consistent, transparent and timely information to local communities, company employees and other stakeholders. In this context, TATKO Lastik will share up-to-date information and documents regarding the environmental and social aspects of its current activities on its corporate website (<https://www.tatkolastik.com>).

Documents such as Environmental and Social Action Plan, SEP, GRM etc. prepared for facilities will be kept on this website. In addition, on the TATKO Lastik website, there are also materials giving information about the different stages of the enterprises, and the stakeholders are constantly informed about the current activities on the website.

When stakeholders are exposed to risk and adverse impacts due to activities within the scope of the facilities, a consultation process will be carried out to enable stakeholders to express their views and TATKO Lastik will be able to evaluate and respond to these views. The consultation process will be commensurate with operational risks, adverse impacts and concerns raised by stakeholders. For an effective consultation process, the following points will be taken into account:

- The consultation process will be initiated during the operational phase where environmental and social risks and impacts are determined and will be repeated as risks and impacts occur.
- The information shared during the consultation process will be transparent, objective, meaningful and easily accessible in a simplified, appropriate format that local communities can understand.
- The consultation process will focus on the groups that are directly affected by the Project (especially internal stakeholders) rather than indirectly affected stakeholders.
- In order to manage the process well, it will be ensured that there is no external orientation, intervention and compelling.
- Outputs related to this process will be recorded.

In case of any grievances from stakeholders, TATKO Lastik will respond to the demands, comments, and questions of local communities implicitly and in time by implementation of the Grievance Redress Mechanism. All requests will be treated with respect. When it is not possible to fulfill a specific request, stakeholders will be given a detailed explanation of why this is not possible, with the help of social plans. Details are given in the next section.

7. GRIEVANCE REDRESS MECHANISM (“GRM”)

A Grievance Redress Mechanism will be established within the scope of the facilities in order to learn about the concerns and grievances of employees and external stakeholders regarding the environmental and social performance of the facilities and to help them eliminate their complaints. In this process, possible risks and possible negative impacts of the facilities were taken into consideration.

The GRM aims to promptly address the concerns that stakeholders may have, using a culturally appropriate, transparent, and clear consultation process. The party expressing its concern or grievance will not face any cost or sanction.

The GRM does not constitute an obstacle to resorting to legal or administrative remedies. Stakeholders and affected communities will be informed about the Grievance Redress Mechanism during the stakeholder engagement process.

In order to effectively implement the GRM, the general steps given below should be followed:

- Grievance Redress Mechanism is prepared by taking into consideration the environmental and social risks and possible impacts of the Project.
- The process should be design in a way that it is easily clear, accessible, confidential, and appropriate in cultural manners.
- Employees and external stakeholders will be provided with information about where, to whom and how to deliver their grievances.
- A response time related to incoming grievances will be determined (for example 15 days) and this time will be adhered to.
- By giving feedback to local communities, employees and other stakeholders, the actions taken regarding their concerns and grievances and the results of these actions will be explained.
- Necessary records will be kept regarding all transactions and reported to TKYB during the environmental and social monitoring studies.

Internal and external grievances will be collected, recorded, and, evaluated as the way it is stated below:

- Upon the receipt of the grievances by CLO, the process will be initiated by the Project Management, Occupational Safety Specialist or Environmental Engineer, depending on the type of grievance.

- Incoming grievances will be recorded in the database and reported to TKYB during the environmental and social monitoring studies.
- The grievance will be directed to the relevant department and a preliminary assessment will be made on the subject.
- Actions and measures necessary for the resolution of the grievance will be determined and implemented.
- If the grievance owner has indicated the name and contact information in the grievance forms and the level of the importance of the grievance is “High” (effects the health and safety of the internal and external stakeholders), he/she will be informed within at most seven workdays after the initiation of the redress process. Otherwise, the person making the grievance will be informed within 15-25 workdays.
- After the grievances are redressed by reaching an agreement with the grievance owner, the grievance will be closed by the CLO.
- If the grievances cannot be redressed within a specified time for a reason, the parties making the grievance will be informed and information about the time extension will be provided.
- SEP+GRM Report should be uploaded to the webpage of TATKO Lastik.
- Grievance/suggestion form should be placed in the security points at the entrance of the Facility in order for being used by internal stakeholders.
- Information about the locations of the grievance/suggestion boxes and how to convey their grievances will be provided to the stakeholders.
- Grievances forms prepared for external and internal stakeholders are given in Annex-4 and Annex-5. Grievances may be sent to the Facility Management via this link as well: <https://www.tatkolastik.com/iletisim>

Employees and external stakeholders should know who and how to contact in case of suggestions, requests, and grievances. In this context, responsible parties should also have detailed information about the Grievance Redress Mechanism’s operation and related procedures. Notice boards, e-mails, brochures, and recruitment training programs should also include information and sessions on the stakeholder engagement plan and grievance redress mechanism in order to increase awareness regarding this context.

Internal grievances that will possibly come from employees will be received as the way summarized below:

- All Project employee and field workers (including subcontractors) will be informed about the GRM;
- The operation of the GRM and the stakeholder engagement process will be included in the OHS trainings that will be repeated periodically during the operation periods of the Project;

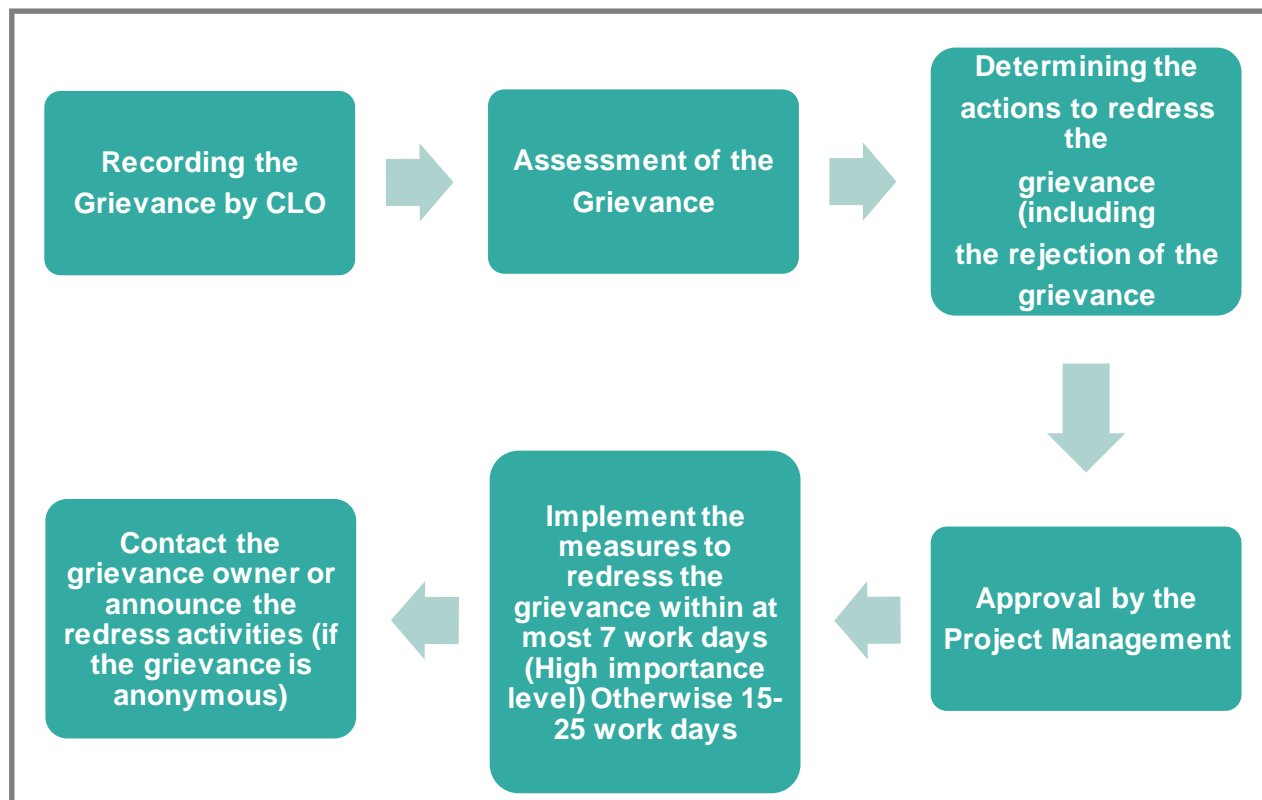
- In order to receive internal grievances, grievance/suggestion boxes will be placed at places of the Project Site where employees can easily reach. In areas where there are grievance/suggestion boxes, no image will be taken with the camera.

The following practices will be implemented in order to receive grievances and/or suggestions from local communities and other external stakeholders:

- Detailed information about the GRM will be given in the stakeholder engagement meetings and interview.
- With the external grievance form, applications through the website can be received (<https://www.tatkolastik.com/iletisim>).
- Information about the locations of the grievance/suggestion forms and how to convey their grievances will be provided to stakeholders during the stakeholder meetings.

The Grievance Redress Mechanism flow chart is shown in Figure 7-1.

Figure 7.1. Flow Chart of the Grievance Redress Mechanism



8. MONITORING, REPORTING AND TRAINING

The stakeholder engagement process and the grievance redress mechanism will be regularly reviewed by TATKO Lastik during the operation phase, and practices carried out in this context will be monitored. In addition, the feedback from stakeholders will be evaluated and stakeholders will be involved in the monitoring processes. During the monitoring activities, stakeholders will be questioned about the following items.

- Transparency of the accession process.
- Whether the information about the facilities is provided or not.
- Whether grievances are answered in a timely manner.
- The clarity, applicability, and validity of the shared information.

In the process of monitoring the effectiveness of Stakeholder Engagement and Grievance Redress Mechanism, key performance indicators should be determined, and monitoring activities should be based on those indicators.

Performance indicators will be monitored through grievance registrations and reports. In this context, the performance indicators applicable for the Project are listed below:

- A decrease to be seen in the number of grievances coming from the stakeholders.
- Providing regular feedback to stakeholders on the implementation of the Grievance Redress Mechanism and closed cases.
- Number of resolved grievances.
- Conducting regular audits to ensure that the Grievance Redress Mechanism is implemented.

Compliance with the SEP and GRM will be periodically audited by TATKO Lastik management, TKYB and associated international institutions. Subcontractors will also be regularly audited by TATKO Lastik in line with Project Standards and SEP+GRM requirements. In this process, regular records will be kept on the issues listed below:

- Consultation meetings.
- Stakeholder interviews.
- Internal and external suggestions/grievances received, and studies carried out in this context.
- Correspondences and informative studies (brochures etc.)
- Audit and monitoring reports.

9. STAKEHOLDER ENGAGEMENT PROGRAM

The purpose of stakeholder engagement is to provide continuous communication with stakeholders in order to inform about the work to be carried out during the current activities of the facilities. The information to be shared with the stakeholders in the stakeholder engagement process, the communication methods and tools to be used, stakeholder groups and responsible persons are presented in the program in Table 9-1.

A field survey was conducted on 17-19 April 2023, which lasted for 3 full days, and information was obtained from the Facility Management about internal and external stakeholders. In this context, interviews were held to share information on current stakeholder engagement practices at TATKO Lastik Facilities.

During the field studies, the records of the existing stakeholder engagement practices of the enterprises were requested to be examined, but it was learned that no grievances/suggestions were received so far. A similar situation was observed for internal and external stakeholder engagement actions and grievance records.

In addition, stakeholder meetings were held with representatives of external stakeholders. During the meetings, an environment was created where stakeholders could freely express their concerns. Questions from stakeholders were answered and their comments were recorded.

Explanations on internal and external stakeholder engagement are given in the next section. Regular consultations and meetings will be held to involve facility employees and subcontractors in the stakeholder engagement process, to inform employees about the progress of the facility, to convey the internal grievance mechanism and to get employee opinions.

The stakeholder engagement program will be reviewed and revised based on facility performance requirements and feedback from stakeholders.

Table 9.1. Stakeholder Engagement Plan

Stakeholder Group	Project	Frequency	Information and Documents to be Used During Stakeholder Engagement	Communication Tools and Methods	Responsibles
Company Group	Operation phase	<ul style="list-style-type: none"> Regular meetings which will be conducted monthly periods for evaluating the grievances and suggestions. In case of any grievance and/or suggestion from employee. Yearly interviews with the employees in the scope of environmental and social monitoring. 	<ul style="list-style-type: none"> Environmental and Social Action Plan Stakeholder Engagement Plan Grievance Redress Mechanism and Grievance Forms (Internal Grievances) Awareness raising studies and trainings Training documents OHS procedure and plans Procedure and plans on the management of environmental impacts Project schedule and planning Annual activity reports 	<ul style="list-style-type: none"> Regular meetings Correspondence and phone calls Workforce audits / revision studies OHS meetings Internal Grievance Forms Grievance boxes and information notes in the Project Site 	<ul style="list-style-type: none"> Facility Management CLO Occupational Safety Specialist Environmental Engineer Contractors and subcontractor
Government Institutions and Organizations / Local Government Organizations	Operation phase	<ul style="list-style-type: none"> When permission is required from the governmental institutions/organizations within the scope of the Project When it is necessary to apply governmental institutions/organizations within the scope of the Project In case of supervision by governmental institutions/organization In case of grievances and/or suggestions from government institutions/organizations 	<ul style="list-style-type: none"> Project schedule and planning Annual activity reports Documents required within the scope of permits to be obtained 	<ul style="list-style-type: none"> Company web site Correspondence and phone calls 	<ul style="list-style-type: none"> Facility Management CLO Occupational Safety Specialist Environmental Engineer Contractors and subcontractors
Universities	Operation phase	<ul style="list-style-type: none"> When consultancy on technical issues is required within the scope of the Project 	<ul style="list-style-type: none"> Technical information about the Project 	<ul style="list-style-type: none"> Correspondences 	<ul style="list-style-type: none"> Facility Management CLO

Stakeholder Group	Project	Frequency	Information and Documents to be Used During Stakeholder Engagement	Communication Tools and Methods	Responsibles
Civil Society Organization (CSO)	Operation phase	<ul style="list-style-type: none"> If necessary In case of grievances and/or suggestions from CSOs 	<ul style="list-style-type: none"> Environmental and Social Action Plan Stakeholder Engagement Plan Grievance Redress Mechanism and Grievance Forms 	<ul style="list-style-type: none"> Company web site Informative notices and brochures Correspondence and phone calls Grievance Forms 	<ul style="list-style-type: none"> Facility Management CLO
Credit Institutions	Operation phase	<ul style="list-style-type: none"> During the annual Monitoring Meetings with credit institutions during the construction and operation periods of the Project In case of need to share information/documents about the Project 	<ul style="list-style-type: none"> Environmental and Social Action Plan Stakeholder Engagement Plan Grievance Redress Mechanism and Grievance Forms Environmental monitoring reports about the Project Annual activity reports on the environmental and social performance of the Project 	<ul style="list-style-type: none"> Company web site Regular meetings Correspondence and phone calls Grievance Forms 	<ul style="list-style-type: none"> Facility Management CLO Occupational Safety Specialist Environmental Engineer Contractors and subcontractors

10. SITE VISIT

On 17-19 April 2023, for 3 full days, field visits were made to TATKO Lastik's Izmir Province Bornova District Tire Coating Facility, Kocaeli Province Dilovası District Depot, Kocaeli Province -Gebze District Tire Coating Facility and Ankara Province Akyurt District Depot, the details of which are given in Table 2.1., by the KOME\$Li team, the details of which are given in Table 2.2, in order to prepare the reports and plans specified in the Environmental and Social Action Plan of their enterprises and listed below.

- Environmental and Social Management Plan (“ESMP”),
- Environmental and Social Monitoring Reports (“ESMR”),
- Environmental and Social Due Diligence (“ESDD”),
- Stakeholder Engagement Plan (“SEP”) and Grievance Redress Mechanism (“GRM”),
- Air Quality Management Plan (“AQMP”) and Greenhouse Gas Emissions Report (“GGER”),
- Waste Management Plan (“WMP”),
- Wastewater Management Plan (“WWMP”),
- Workforce Plan (WP),
- Occupational Health and Safety Management Plan (“OHSMP”) and Emergency Action Plan (“EAP”).

Before the site visits, the opening meeting was held on April 13, 2023, with the online participation of TATKO Lastik facility management representatives. At this meeting, TATKO Lastik officials were informed about the preparation of the said plans and reports. The attendees of the meeting are given in Table 10-1.

Table 10.1. Opening Meeting Attendees

Attendees	
Name & Surname	Job
Tolga Işık	TATKO Lastik- Administrative Affairs Manager
Nihal Şendeğer	TATKO Lastik- Human Resources Operations Manager
Mahmut Uğur ULAK	TATKO Lastik- OHS Manager
İsa KAHRAMAN	TATKO Lastik- Environmental Engineer
Deniz Çağlar	KOME\$Li- Environmental Engineer and Occupational Safety Specialist
Prof. Dr. Okan Tarık	KOME\$Li- MSc. Environmental Engineer
Ali Tanrıverdi	KOME\$Li- Expert Sociologist
Fatma Soslu	KOME\$Li- Environmental Engineer
Gülsün Gizem Taylan	KOME\$Li- MSc. Environmental Engineer

Anonymous and spontaneous interviews were held with the stakeholders during the fieldwork carried out between 17-19 April. These interviews were conducted by expert sociologist Ali Tanrıverdi from KOMESLİ team. In addition to internal stakeholders, face-to-face meetings were also held with external stakeholders. Notes on the interviews are given in Table 10-2.

Table 10.2. Stakeholder Interview Notes

	Interview Notes	
	Stakeholder Group	Notes
Kocaeli Province Dilovası District TATKO Lastik Depot	Ece Inc.	It was stated that they did not experience any adverse events with the TATKO Lastik and they did not encounter any disturbing situation related to noise and air pollution during the current activities of the facility.
	IMES OIZ Directorate	It was stated that they did not experience anything that can be described as negative with TATKO Dilovası depot and personnel. It has been stated that the domestic wastewater generated in the depot is connected to the sewage system in the OIZ and a Sewer Connection Permit with a validity of 3 years was given on 01.06.2020 for this connection.
Kocaeli Province Gebze District TATKO Lastik Tire Coating Facility	Yavuzlar Aluminum	They stated that they did not experience any discomfort caused by the activities of TATKO Lastik and stated that they did not have any problems with odor, smoke or similar emissions. It has been stated that TATKO Lastik provided them with personnel and material support during the establishment processes.
İzmir Province Bornova District TATKO Lastik Tire Coating Facility	Altıntaş Steel Construction	It was stated that they did not have any complaints and that they were satisfied with their neighborly relations. He stated that up to a few years ago, dust emission sometimes occurred due to the tire coating process and this caused inconveniences in their daily lives. However, it was stated that TATKO solved this problem by installing a cyclone chimney, and that there are no complaints in the current situation.
	Arslan Digital	It was stated that they did not have any complaints and were satisfied with their neighborly relations.
Ankara Province Akyurt District TATKO Lastik Depot	TOKO Metal Factory	It was stated that they did not experience a negative situation in both communication and environmental issues.
TATKO Lastik	Internal Stakeholder	It has been reported that regular salary and overtime payments have been received as expected by an internal stakeholder who has been working at TATKO Lastik since 2017. In addition, it was stated that the service vehicles were provided by the company to the employees. It was stated that a clear and easy communication was provided with the manager and human resources department to share and resolve any concerns or problems.
	Internal Stakeholder	It has been stated by an internal stakeholder who has been working at TATKO Lastik since 2008 that he regularly receives his salary and can use his annual leaves.

The photographs taken during the site visits are shared in Annex-6.

11. CONCLUDING REMARKS

KOME\$Li team carried out site visit for TATKO Lastik facilities for 3 full days on 17-19 April 2023. During the studies, facilities were observed in terms of occupational health and safety and environmental and social issues. Current practices of TATKO Lastik facilities were observed within the scope of Stakeholder Engagement Plan and Grievance Redress Mechanism. Existing stakeholder engagement activities; In particular, interviews were held with internal and external stakeholders to inform them about the grievance resolution mechanisms of the enterprises.

As a result of meetings with facility officials and stakeholder interviews, it has been observed that facilities do not have a documented Grievance Redress Mechanism. On the other hand, it has been concluded that the suggestions and grievances of internal and external stakeholders can be conveyed to the facility official by phone or verbally. It has been learned that internal stakeholders verbally express their grievances and suggestions directly to their supervisors, and that action can be taken and resolved quickly for issues within the supervisor's authority. In case of grievances or requests exceeding the authority of the supervisors at the facilities, the supervisors notify the TATKO Lastik management center via e-mail and verbally convey it to the relevant stakeholder according to the response from the center.

Implementing the methods outlined in this document will strengthen communication with both internal and external stakeholders. In particular, communication with external stakeholders should be further increased; grievances should be recorded, and complementary actions should be implemented.

Employee participation in facility management increases employee motivation to work. One of the most important means of ensuring the participation of employees in the management is to receive and evaluate their opinions and suggestions about the facilities. In this context, employees should be motivated to share their opinions and suggestions. This motivation can be achieved by scoring the opinions and suggestions of the employees according to their content and by offering rewards according to their scores. In this context, it has been evaluated in field and office studies that the current stakeholder management within TATKO Lastik has the capacity to implement such innovations.

This plan has been prepared so that all stakeholders have information about facilities and can share their questions, suggestions, or grievances about facilities. Through this plan, all communication tools with internal and external stakeholders have been defined and a comprehensive stakeholder engagement and grievance resolution mechanism has been established. Therefore, grievances and/or suggestions can be managed effectively with this SEP+GRM. Environmental and social monitoring studies will be carried out within the scope of the Environmental and Social Action Plan of the enterprises. In this context, the implementation of SEP+GRM will be monitored during monitoring activities and constructive steps will be taken to adapt this SEP+GRM for future applications.

ANNEXES

Annex – 1: Satellite images for TATKO Lastik Facilities

Figure 1-1: İzmir Province Bornova District Tire Coating Facility

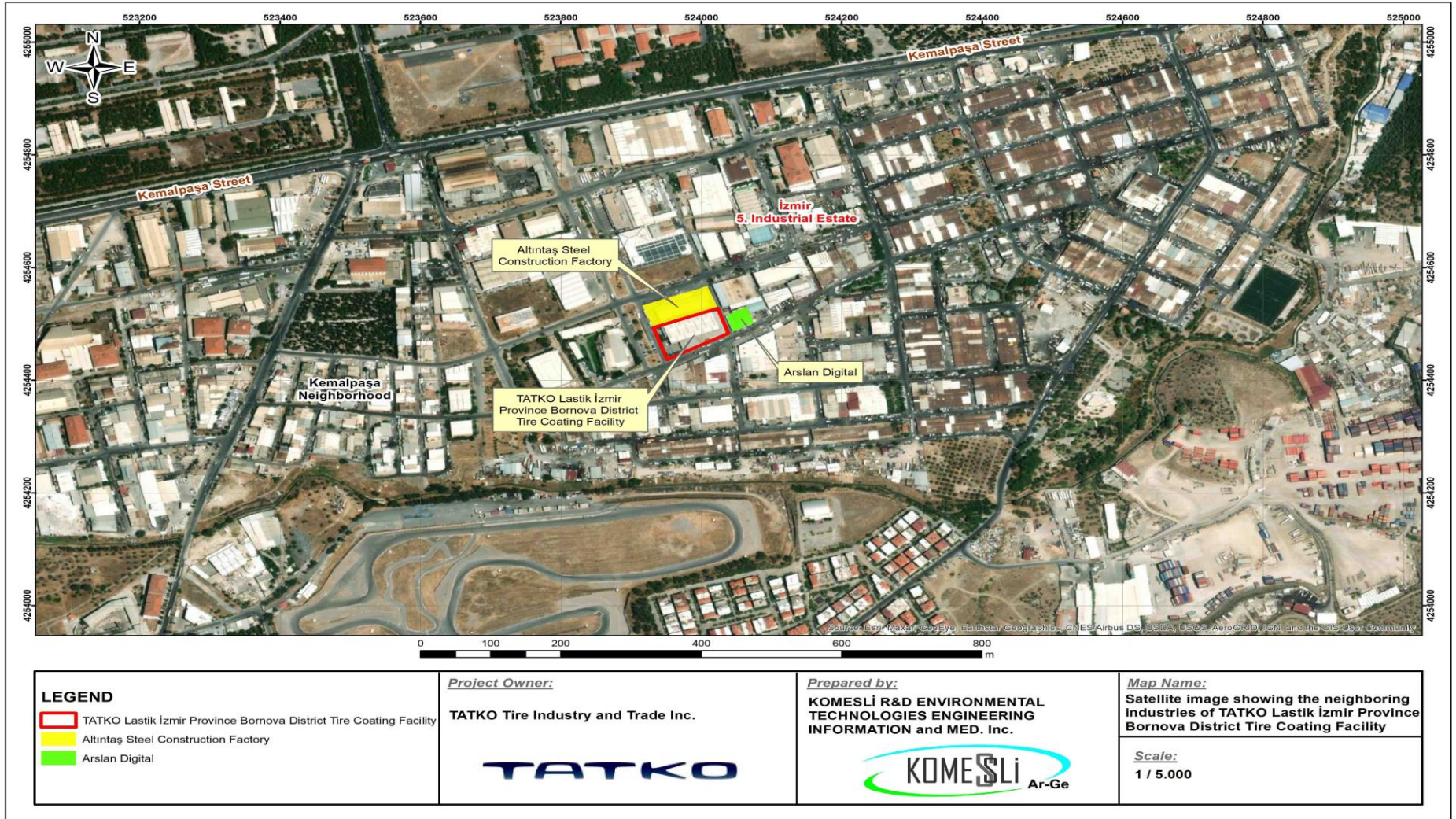


Figure 1-2: Kocaeli Province-Gebze District Tire Coating Facility

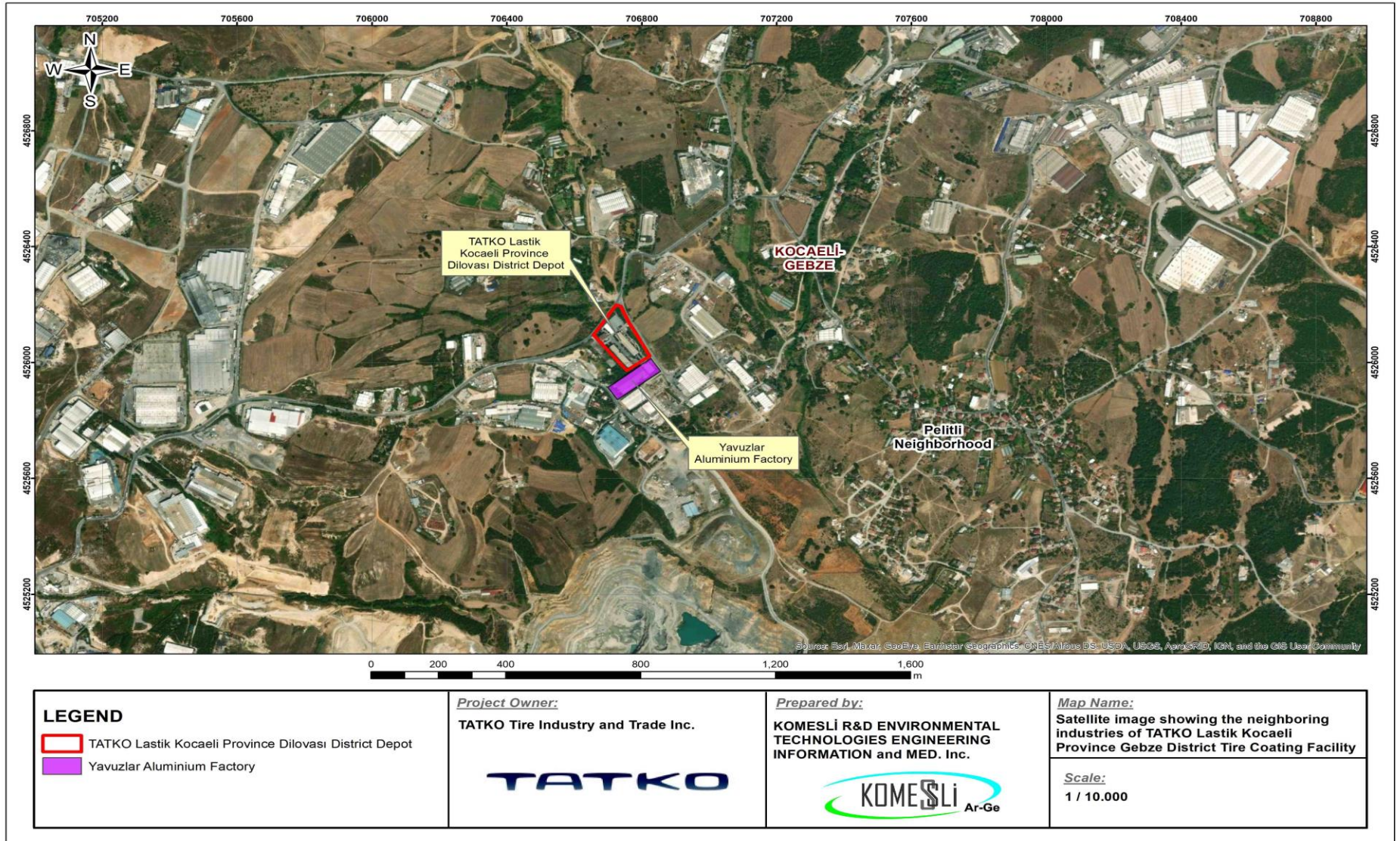


Figure 1-3: Kocaeli Province Dilovası District Depot

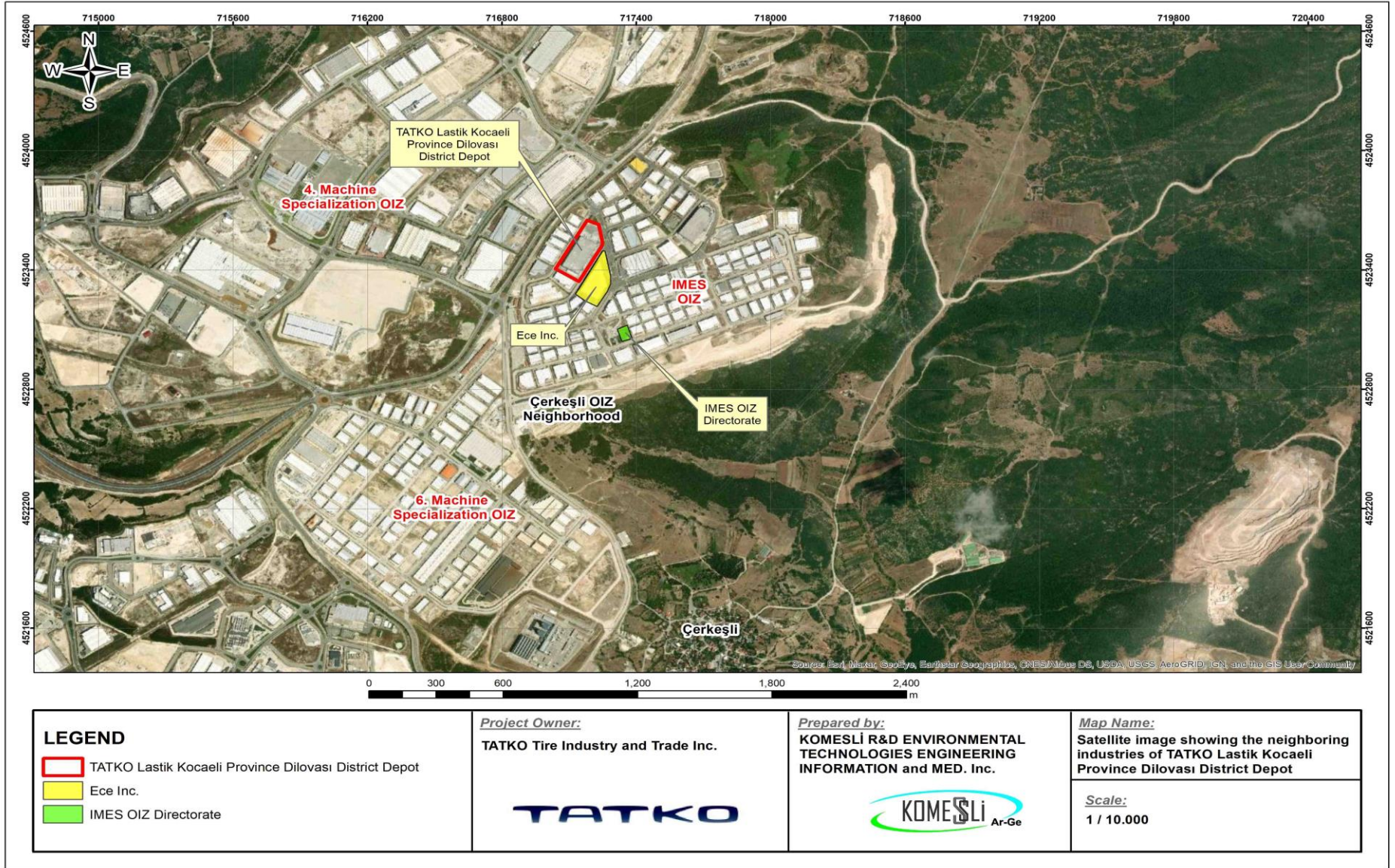


Figure 1-4: Ankara Province Akyurt District Depot

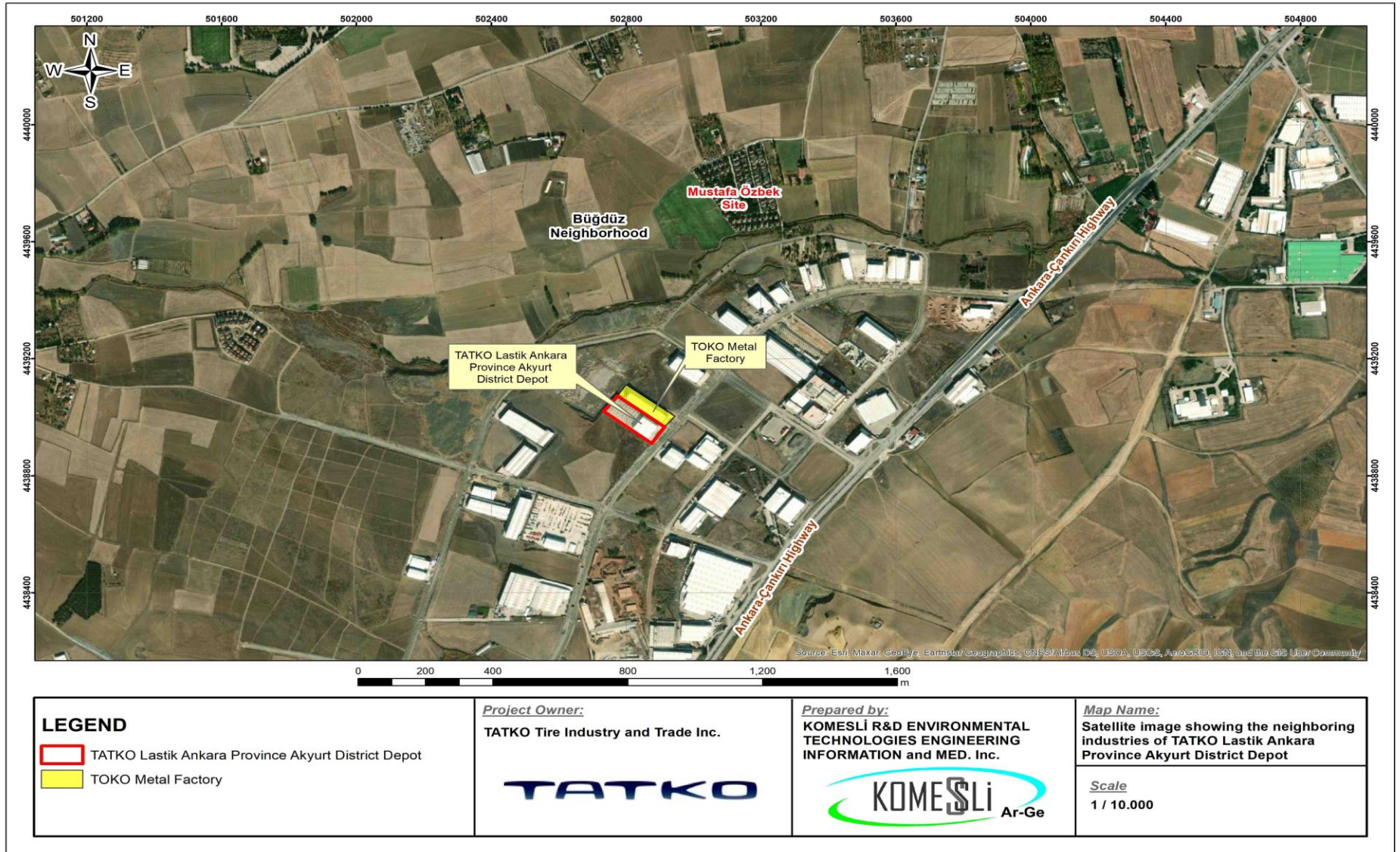


Figure 1-5: Locations of TATKO Lastik facilities



Annex 2: Contact Information of the Primary Stakeholders (Institutions)

Table 2-1: Contact Information of the Institutional Stakeholders

	Relevant Institutes	Communication Channels
TATKO Kocaeli Province Gebze District Tyre Coating Facility and TATKO Kocaeli Province Dilovasi District Depot	Kocaeli Governorship Provincial Directorate of Environment, Urbanization and Climate Change	Address: Körfez, Ankara Karayolu Üzeri No:129, 41140 İzmit/Kocaeli Phone: (0262) 318 80 00 Web: https://kocaeli.csb.gov.tr/
	Kocaeli Metropolitan Municipality	Address: Karabaş, Oramiral Salim Dervişoğlu Cd. No:80 D:No:80, 41040 İzmit/Kocaeli Phone: 0262 318 10 00 Web: https://www.kocaeli.bel.tr/tr
	Gebze Municipality	Address: Güzeller, Bahar Cd. 25-1, 41400 Gebze/Kocaeli Phone: (0262) 642 04 30 Web: https://www.gebze.bel.tr/
	Dilovası Municipality	Address: Cumhuriyet, Bağdat Cd. No:94, 41455 Dilovası/Kocaeli Phone: (0262) 754 88 88 Web: https://www.dilovasi.bel.tr/Default
	Kocaeli Directorate of Provincial Agriculture And Forestry	Address: Ovacık, Limonlu Sk., 41140 Başiskele/Kocaeli Phone: (0262) 312 13 00 Web: https://kocaeli.tarimorman.gov.tr/
	Kocaeli Cultural Heritage Conservation Regional Board Directorate	Address: Kozluk, 41200 İzmit/Kocaeli Phone: (0262) 321 67 33
	Gebze Provincial Gendarmerie Command	Address: Sultan Orhan, Eski Bağdat Cd., 41400 Gebze/Kocaeli Phone: (0262) 641 10 05 Web: http://www.gebze.gov.tr/ilce-jandarma-komutanligi
	Dilovası Provincial Gendarmerie Command	Address: Çerkeşli Mh. İmes Osb 1 Cad.No:1 Phone: 0 (262) 753 03 79
	Kocaeli Provincial Health Directorate	Address: Körfez Mahallesi, Ankara, Karayolu Cd. D:No:129, 41100 Kocaeli Phone: (0262) 300 60 00 Web: https://kocaeliism.saglik.gov.tr/
TATKO Ankara Province Akyurt District Depot	Ankara Governorship Provincial Directorate of Environment, Urbanization and Climate Change	Address: Necatibey Caddesi No:98 Kızılay / Çankaya Phone: 0 (312) 219 77 91 Web: http://ankara.csb.gov.tr
	Ankara Metropolitan Municipality	Address: Emniyet Mah. Hipodrom Caddesi No: 5 Yenimahalle Phone: +90 (312) 507 10 00 Web: https://www.ankara.bel.tr/en
	Ankara Directorate of Provincial Agriculture And Forestry	Address: Gayret Mahallesi Şehit Cem Ersever Cad. No: 14 Yenimahalle/ANKARA Phone: 0312 344 59 50 Web: https://ankara.tarimorman.gov.tr/
	Ankara Cultural Heritage	Address: Kale, Konya Sk. No:46, 06250 Altındağ/Ankara


	Relevant Institutes	Communication Channels
	Conservation Regional Board Directorate	
	Ankara Provincial Health Directorate	Address: Mehmet Akif Ersoy, Bağdat Caddesi No:62, 06105 Yenimahalle/Ankara Phone: (0312) 797 30 00
TATKO İzmir Province Bornova District Tyre Coating Facility	İzmir Governorship Provincial Directorate of Environment, Urbanization and Climate Change	Address: Phone: 0 (232) 341 68 00 Web: http://izmir.csb.gov.tr
	İzmir Metropolitan Municipality	Address: Sinan Mahallesi 9 Eylül Meydanı No:9/1 Kültürpark içi 1 no'lu Hol, 35250 Konak/İzmir Phone: (0232) 293 12 00 Web: https://www.izmir.bel.tr/
	İzmir Governorship Provincial Directorate of Agriculture and Forestry	Address: Kazımdirik, Sanayi Cd. No:34, 35100 Bornova/İzmir Phone: (0232) 435 10 02 Web: https://izmir.tarimorman.gov.tr/
	İzmir Cultural Heritage Conservation Regional Board Directorate	Address: Umurbey, Alsancak, 1491. Sk. no 4, 35220 Konak/İzmir Phone: (0232) 463 73 56
	İzmir Provincial Health Directorate	Address: Sümer Mahallesi 451. Sk. No:2 Konak/İZMİR Phone: 0232 441 81 11 Web: https://izmirism.saglik.gov.tr/

Annex-3: Contact Information of the Primary Stakeholders


Table 3-1: Contact Information of the Stakeholders

	Neighboring Facility	Communication Channels
TATKO Kocaeli Province Gebze District Tyre Coating Facility	Yavuzlar Aluminium Factory	Adres: Pelitli, Şantiye Yolu No:11, 41400 Gebze/Kocaeli Tel: 4447465 Web: https://www.yavuzlaraluminum.com.tr/
TATKO Kocaeli Province Dilovasi District Depot	Ece A.Ş.	Adres: Çerkeşli, Osb Mah.İmes Bul, İMES OSB no:13, 41455 Demirciler Osb/Dilovası/Kocaeli Tel: 0850 888 4280 Web: https://www.eceas.com/
	İMES OIZ Directorate	Adres: Çerkeşli OSB Mah. İMES-8 Caddesi No:4 Dilovası/Kocaeli Tel: 0 262 722 91 91 Web: https://www.imesdilovasi.org/bolge-mudurlugu/
TATKO Ankara Province Akyurt District Depot	TOKO Metal Factory	Adres: Büğdüz Mah. Yıldırım Beyazıt Cad. No:32/A Akyurt/Ankara Tel: 0 312 348 73 65
TATKO Izmir Province Bornova District Tyre Coating Facility	Arslan Digital	Adres: 5. sanayi sitesi no: 15, bornova, 35060 Pınarbaşı/İzmir Tel: 02324695169 Web: http://www.arslandigital.com/
	Altıntaş Steel Construction	Adres: Gürpınar, 7010/10. Sk, 35060 Bornova/İzmir Tel: 02324792656

Annex 4: External Grievance Form

EXTERNAL GRIEVANCE/SUGGESTION FORM	
	Information of the Grievance Owner and/or Suggestion Owner (If you do not want to share your personal information, please leave it blank. Anonymous suggestions and grievances will also be considered.)
Name and Surname:	
Date:	
Contact Information (Please mark how you would like to be contacted): Telephone: e-mail: Address:	
Name and Surname of the Person who Recorded the Grievance/Suggestion:	Date of the Grievance/Suggestion and Signature:
Details of the Grievance and/or Suggestion:	
Type of the Grievance/Suggestion: <input type="checkbox"/> Environmental <input type="checkbox"/> Social <input type="checkbox"/> Other	
Description of the Grievance/Suggestion (What happened? When did it happen? Where did it happen? What is the result of the problem?):	
Status of the Event which is the Subject of the Form: <input type="checkbox"/> One-time event <input type="checkbox"/> The problem happened more than once <input type="checkbox"/> The problem continues (If your answer is "YES", write the details)	
Recording and Feedback (To be filled in by TATKO Lastik):	
Grievance/Suggestion Record Number:	Grievance/Suggestion Date:
The Person and the Unit that Recorded the Grievance/Suggestion:	
Action to be Taken for the Grievance and/or Suggestion:	
To be Filled by TATKO Lastik when the Grievance is Closed:	
The Name of the Person who Closed the Grievance, Date and Signature:	

Annex 5: Internal Grievance/Suggestion Form

INTERNAL GRIEVANCE/SUGGESTION FORM	
	Personnel Information Forwarding the Grievance and/or Suggestion (If you do not want to share your personal information, please leave it blank. Anonymous suggestions and grievances will also be considered.)
Name and Surname:	
Date:	
Contact Information:	
Telephone:	
e-mail:	
Address:	
Details of the Grievance and/or Suggestion:	
Description of the Grievance/Suggestion:	
<input type="checkbox"/> Work Force and Working Conditions: <input type="checkbox"/> Occupational Health and Safety: <input type="checkbox"/> Environmental: <input type="checkbox"/> Other:	
Status of the Event which is the Subject of the Form:	
<input type="checkbox"/> One-time event <input type="checkbox"/> The problem happened more than once <input type="checkbox"/> The problem continues (If your answer is "YES", write the details)	
Requests that should be done about the stated suggestion/grievance:	
Recording and Feedback (To be filled in by the authorized person of TATKO Lastik):	
Grievance/Suggestion Record Number:	
The Person and the Unit that Recorded the Grievance/Suggestion:	
Action to be Taken for the Grievance and/or Suggestion:	
To be Filled by TATKO Lastik when the Grievance is Closed:	
The Name of the Person who Closed the Grievance, Date and Signature:	

Annex 6: Examples of Photos Taken During Site Visits



Interview with external stakeholder



Interview with internal stakeholder



Interview with internal stakeholder



Interview with external stakeholder



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