

1. OBJECTIVE

The objective of this procedure is to determine the principles regarding receiving, evaluating, reviewing and finalizing all kinds of opinions, recommendations and complaints from all personnel working in our organization and stakeholders in the power plant area and to ensure the continuous improvement of the system by preparing plans for its solution.

2. SCOPE

It covers the activities of all kinds of environment, social opinions, recommendations and complaints detected in our power plants or forwarded to the complaints review team, conducting stakeholder surveys, recording the results and finding solutions.

3. RESPONSIBILITIES

HES Plants Directorate, RES, GPP, LFG Plants Directorate, OHS, Environment and IMS Directorate, Corporate Communications Directorate, Human Resources Directorate, Legal Affairs Department, and public administration officers in the plants are responsible for the implementation of this procedure. These people also serve as the evaluation team

4. STAKEHOLDERS

- Internal stakeholders: All employees working in power plants
- General stakeholders: District Governor, Mayor, Chief of Police, Gendarmerie Commander, Headman, Presidents of Associations, Civil Society Representative, Suppliers, Citizens (may vary depending on the power plant area)

5. DEFINITIONS

Complaint: Documents stating any feedback and negativities by referring to all kinds of activities and practices of the organization, filling out the recommendation and complaint forms, and notifying them in writing through complaint boxes; by phone or verbally in emergency situations.

Recommendation: All of the opinions, thoughts or proposals put forward to solve or review a problem in the scope of activities and practices related to the organization.

Opinion: All thoughts about activities and practices carried out by the organization.

6. IMPLEMENTATION

6.1 Opinions, suggestions and complaints are made through the “Opinions, Suggestions and Complaints” boxes in our power plants.

6.2 Employees who want to convey their opinions, suggestions or complaints about any issue fill in the form and throw it in one of the boxes.

6.3 If necessary, the staff can forward their opinions, suggestions and complaints directly to their superiors or public relations officers.

6.4 Boxes of suggestions and complaints in the power plants are opened by the Plant Supervisors, and the boxes regarding the general stakeholders are opened at the end of each month by the headman and the relevant stakeholder representative. After the boxes are opened, the persons in charge decide which opinion, suggestion or complaint to be replied.

6.5 Opinions, suggestions or complaints taken into consideration are recorded in a minute.

6.6 After the boxes are opened, the review team gathers and gives a necessary decision about the opinion, suggestion or complaint.

6.7 If the opinion, suggestion or complaint needs to be resolved immediately, the problem subject to the notification by the reviewers is resolved immediately by discussing with the relevant departments.

6.8 If the problem subject to the notification cannot be solved in line with the facilities and capabilities of the plants, it is notified to the Corporate Communications Directorate until the end of the first week of the following month for evaluation by the relevant departments within the organization. The subject is handled by the relevant departments at the head office, the necessary solutions are found, the problem is resolved or improvement is made.

6.9 If the problem may be resolved in the long term, this issue is discussed at weekly meetings, the problem is resolved by finding the necessary solutions or improvement is made.

6.10 Problems that cannot be remedied for various reasons are reported to senior management.

6.11 Review results are published the following month and information is given to the internal stakeholders by displaying the results on the bulletin boards located in the plants, where there are suggestions and complaints boxes for the general stakeholders.

7. AUDIT

7.1 The measurement of whether the Suggestion and Complaint Record application works out is determined by the results of a survey organized once a year.

7.2 The survey questions whether there are opinion, recommendations and solutions to complaints, whether the reports are taken into consideration, whether the recommendations and opinions made are evaluated, and whether the training on the complaint mechanism is received.

7.3 There are yes and no options in the surveys.

7.4 The results of the survey are evaluated and the results are posted on the bulletin boards. If 40% of the respondents answered no to any question according to the survey, improvements will be initiated for that topic.

7.5 The relevant documents (opinion, recommendation and complaint notes, evaluation forms, survey forms and final reports) are kept for one year.

8. REFERENCE DOCUMENTS

- Opinions, Suggestions and Complaints Form (Kİ.FRM.001)
- Stakeholder Survey (Kİ.FRM.002)