

STAKEHOLDER RECOMMENDATION, COMPLAINT PROCEDURE

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

This procedure covers the activities of evaluating any environmental and social feedback, suggestions, and complaints identified at our Headquarters and Power Plants or communicated to the complaint evaluation team, conducting stakeholder surveys, recording results, and implementing solutions.

3. RESPONSIBILITIES

The implementation of this procedure is the responsibility of the Hydro Power Plant Operations Department, Wind and Geothermal Power Plant Operations Departments, Sustainability and HSE Management, Corporate Communication Department, Human Resources Department, Legal and Compliance Counsel, Public Relations Officers designated as Administrative Affairs Officers at the power plants, and Power Plant Operations Supervisors. These responsible parties also serve as the evaluation team.

4. STAKEHOLDERS

Internal Stakeholders: All employees working at the headquarters and power plants

External Stakeholders: District Governors, Mayors, Police Chiefs, Gendarmerie Commanders, Village Chiefs, Association Presidents, Civil Society Representatives, 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

- Opinions, suggestions and complaints are made through the "Opinions, Suggestions and Complaints" boxes in our power plants.
- Headquarters personnel can submit their feedback, suggestions, and complaints to employee representatives through the "Feedback Suggestion Form" defined in QDMS.
- Personnel wishing to provide feedback, suggestions, or complaints can fill out the form and

place it in one of the suggestion boxes.

- Personnel can also directly communicate their feedback, suggestions, and complaints verbally to their supervisors or public relations officers when necessary.
- Suggestion and complaint boxes at power plants are opened at the end of each month by the operations supervisors and public relations officers, while boxes covering external stakeholders are opened by the village chief and relevant stakeholder representatives. Suggestions or complaints are recorded with a written report.
- The reports and forms are submitted to the Corporate Communication Department.
- Reports are forwarded to the responsible department by the Corporate Communication Department based on their content.
- If the feedback, suggestion, or complaint can be resolved immediately, the issue is addressed promptly by the individuals who evaluated the report in consultation with the relevant departments.
- If the issue in the report cannot be resolved within the capabilities of the power plants, it is reported to the Corporate Communication Department by the end of the first week of the following month for evaluation by the relevant departments within the organization.
- General reporting of the records is submitted to upper management.
- The issue is addressed at the headquarters level by the relevant departments, and necessary solutions are found to resolve the problem or implement improvements.
- If the request cannot be met by the relevant departments, a decision from upper management is awaited to take action.
- Feedback on the evaluation results is provided to internal stakeholders through the relevant power plant supervisor informing the employees, and for external stakeholders, the company representative provides feedback face-to-face, by phone, or through the Stakeholder Recommendation Complaint Feedback Form every four months at the location of the suggestion boxes. Necessary actions are then taken to complete the process.

7. AUDIT

- The effectiveness of the Suggestion and Complaint Recording System is measured by tracking the Stakeholder Recommendation Complaint Feedback Form.
- Relevant documents (feedback, suggestion, and complaint notes) are retained for one year.

8. REFERENCE DOCUMENTS

- Kİ.FRM.004_ Stakeholder Recommendation Complaint Feedback Form
- İSG.FRM.038_ Feedback Suggestion Form