

Nazar Textile Yarn Production Facility  
Capacity Increase Project

**Stakeholder Engagement Plan**

Nazar Tekstil San. ve Tic. A.Ş.,  
Kahramanmaraş

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Issued By

Nazar Textile San. ve Tic. A.Ş., Kahramanmaraş

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## Introduction – Summary of Project

Nazar Tekstil San. ve Tic. A.Ş. (Nazar Textile) is producing 100% cotton yarn in Ring Compact Mill with a capacity of 35.000 kg per day, count range is between Ne 24/1 – Ne 60/1 both knitting and weaving torsion in Balsuyu Bulvarı No:53/1, Kılılı Mahallesi in Kahramanmaraş Province. The facility has a co-generation facility with a capacity of 4,592 MW and solar energy panels with a capacity of 2.2 MW on the roof of the facility, the energy produced in these facilities is used in yarn production. Construction activities is ongoing within the scope of the capacity increase project for the daily production of 75 000 kg yarn in addition to the existing capacity in the factory area.

Project location and neighboring facilities are given in Figure 1 and Figure 2, respectively. Around the project area, there is a fuel station adjacent to the eastern border of the facility, the highway and then textile companies are present on the east, there are agricultural lands and an ice cream production facility in the south, and agricultural lands in the north and west of the project area. The closest neighborhood to the Project area is Kılılı.

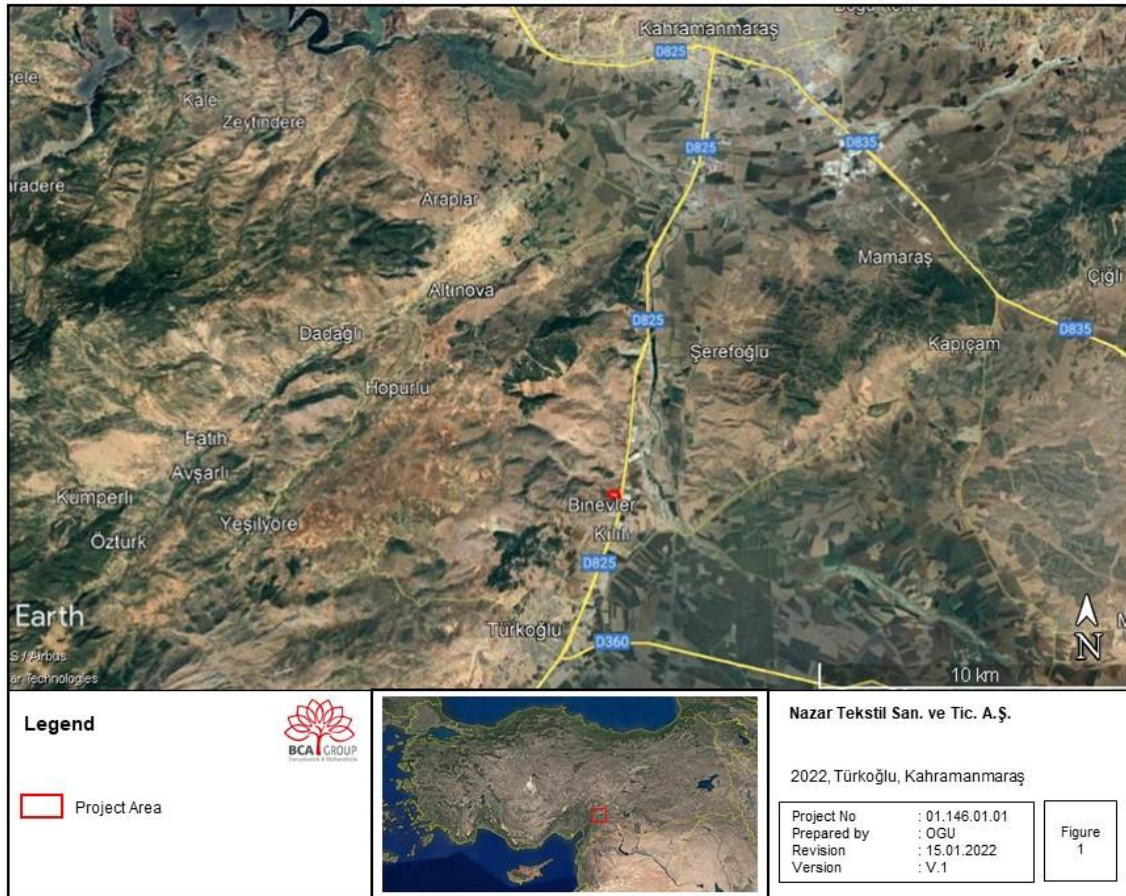
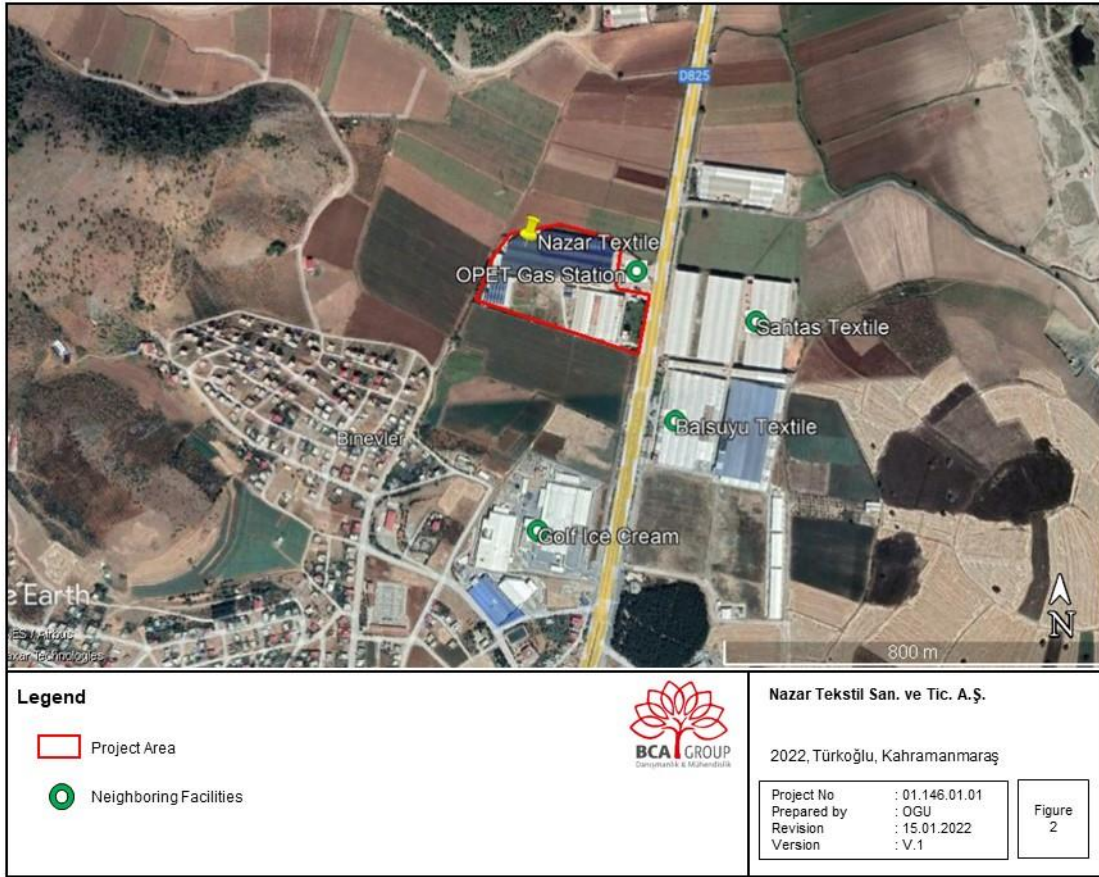


Figure 1 Project Location Map



**Figure 2 Project Area and Neighboring Facilities**

## 1.0 Regulatory Requirements for Stakeholder Engagement

This section outlines the regulatory framework for the Project's stakeholder engagement activities in line with Turkish regulations and World Bank (WB) requirements, namely:

- the legislative requirements of the Turkish Republic; and
- the Environmental and Social Standards of the WB.

### Turkish Legislation

The list of legislation considered within the scope of the study is as follows, but not limited to:

- Environmental Law No. 2872,
- Forest Law No. 6831,
- Soil Conservation and Land Use Law No. 5403,
- National Parks Law No. 2873,
- Land Hunting Law No. 3167,
- Occupational Health and Safety Law No. 6331,
- Labor Law No. 4857,
- Environmental Impact Assessment Regulation, published in the Official Gazette dated 25.11.2014 and numbered 30025,
- Environmental Permit and License Regulation, published in the Official Gazette dated 10.09.2014 and numbered 29115;
- Regulation on Environmental Management Services, published in the Official Gazette dated 30.07.2019 and numbered 30847,
- Regulation on Control of Industrial Air Pollution, published in the Official Gazette dated 03.07.2009 and numbered 27277,
- Air Quality Assessment and Management Regulation published in the Official Gazette dated 06.06.2008 and numbered 26898,
- Regulation on the Monitoring of Greenhouse Gas Emissions published in the Official Gazette dated 17 May 2014 and numbered 29003,
- Regulation on Evaluation and Management of Environmental Noise, published in the Official Gazette dated 04.06.2010 and numbered 27601,
- Regulation on Preventing Major Industrial Accidents and Reducing Their Effects, published in the Official Gazette dated 02.03.2019 and numbered 30702,
- Regulation on Regulation Regarding Landfilling of Wastes published in the Official Gazette dated 26.03.2010 and numbered 27533,

- Exhaust Gas Emission Control Regulation, published in the Official Gazette dated 04.04.2009 and numbered 27190,
- Regulation on Decreasing the Ozone Depleting Materials, which entered into force after being published in the Official Gazette dated 07.04.2017 and numbered 30031,
- Water Pollution Control Regulation, published in the Official Gazette dated 31.12.2004 and numbered 25687,
- Waste Management Regulation, published in the Official Gazette dated 02.04.2015 and numbered 29314,
- Regulation on Control of Excavated Soil, Construction and Demolition Wastes, published in the Official Gazette dated 18.03.2004 and numbered 25406,
- Packaging Waste Control Regulation, which entered into force by being published in the Official Gazette dated 27.12.2017 and numbered 30283,
- Waste Oil Management Regulation, published in the Official Gazette dated 21.12.2019 and numbered 30985,
- Regulation on Control of Medical Wastes, which entered into force by being published in the Official Gazette dated 25.01.2017 and numbered 29959,
- Regulation on Control of Waste Batteries and Accumulators, published in the Official Gazette dated 31.08.2004 and numbered 25569,
- Regulation on Control of End-of-Life Tires, published in the Gazette dated 25.11.2006 and numbered 26357,
- Regulation on the Control of Polychlorinated Biphenyls and Polychlorinated Terphenyls, which entered into force after being published in the Repetitive Official Gazette dated 27.12.2007 and numbered 26739,
- Regulation on Control of Soil Pollution and Point Source Contaminated Sites, which entered into force by being published in the Official Gazette dated 08.06.2010 and numbered 27605,
- Regulation on Health and Safety Precautions in Working with Chemical Substances, published in the Official Gazette dated 12.08.2013 and numbered 28733,
- Occupational Health and Safety Regulation in Construction Works, published in the Official Gazette dated 05.10.2013 and numbered 28786,
- Occupational Health and Safety Risk Assessment Regulation published in the Official Gazette dated 29.12.2012 and numbered 28512.

## **IFC Performance Standards**

According to IFC Performance Standards on Environmental and Social Sustainability (2012); there are 8 PSs that a Project must include. It articulates the Company's strategic commitment to sustainable development and for risk management. These are:

PS 1: Assessment and Management of Environmental and Social Risks and Impacts

PS 2: Labor and Working Conditions

PS 3: Resource Efficiency and Pollution Prevention

PS 4: Community Health, Safety and Security

PS 5: Land Acquisition and Involuntary Resettlement

PS 6: Biodiversity Conservation and Sustainable Management of Living Natural Resources

PS 7: Indigenous Peoples

PS 8: Cultural Heritage

The IFC expects clients to identify and interact with their stakeholders on an ongoing basis, and to engage with potentially affected communities through disclosure of information, consultation, and informed participation in a manner deemed by the Bank to be commensurate to the impacts associated with the Project.

For stakeholder engagement, PS 1 becomes predominant.

According to PS 1 investors should build a strong, constructive, and responsive relationship with all parties for the successful management of a project's environmental and social impacts. Stakeholder engagement is an ongoing process that may involve, in varying degrees, the following elements: stakeholder analysis and planning, disclosure and dissemination of information, consultation and participation, grievance mechanism, and ongoing reporting to Affected Communities. Investors should identify the range of stakeholders that may be interested in their actions and consider how external communications might facilitate a dialog with all stakeholders. According to PS 1 all investors should prepared a Stakeholder Engagement Plan that is scaled to the project risks and impacts and development stage, and be tailored to the characteristics and interests of the affected communities.

Investors should provide affected communities with access to relevant information on: (i) the purpose, nature, and scale of the project; (ii) the duration of proposed project activities; (iii) any risks to and potential impacts on such communities and relevant mitigation measures; (iv) the envisaged stakeholder engagement process; and (v) the grievance mechanism. If stakeholder engagement is the responsibility of the host government, investors will give their best efforts to collaborate with the responsible government agency, to the extent permitted by the agency, to achieve outcomes that are consistent with the objectives of this Performance Standard.

PS 1 suggests to implement and maintain a procedure for external communications that includes methods to (i) receive and register external communications from the public; (ii) screen and assess the



issues raised and determine how to address them; (iii) provide, track, and document responses, if any; and (iv) adjust the management program, as appropriate. In addition, clients are encouraged to make publicly available periodic reports on their environmental and social sustainability. Investors should also establish a grievance mechanism to receive and facilitate resolution of affected communities' concerns and grievances about the companies' environmental and social performance. The grievance mechanism should be scaled to the risks and adverse impacts of the project and have affected communities as its primary user. It should seek to resolve concerns promptly, using an understandable and transparent consultative process that is culturally appropriate and readily accessible, and at no cost and without retribution to the party that originated the issue or concern. The mechanism should not impede access to judicial or administrative remedies. Investor will inform the affected communities about the mechanism in the course of the stakeholder engagement process.

### **Environmental and Social Standards of World Bank**

For the social aspects of the Project, Nazar Textile considers some key documents of the World Bank Group Principles and Guidelines. The main reference point is the World Bank's Environmental and Social Standards (ESSs) (2018).

There are **10** Environmental and Social Performance Standards (ESSs) established by the WB and which the investor must comply with throughout the entire process until the end of the investment's life. To contribute to the development of the Project, the investor will manage environmental and social risks and impacts. The ESSs that need to be complied with for the current project are as follows:

**ESS 1:** Assessment and Management of Environmental and Social Risks and Impacts

**ESS 2:** Labor and Working Conditions

**ESS 3:** Resource Efficiency and Pollution Prevention

**ESS 4:** Community Health, Safety and Security

**ESS 5:** Land Acquisition, Constraints in Land Use and Involuntary Resettlement

**ESS 6:** Biodiversity Conservation and Sustainable Management of Living Natural Resources

**ESS 8:** Cultural Heritage

**ESS 9:** Financial Intermediaries

**ESS 10:** Stakeholder Participation and Information Disclosure

The WB expects clients to identify and interact with their stakeholders on an ongoing basis, and to engage with potentially affected communities through disclosure of information, consultation, and informed participation in a manner deemed by the Bank to be commensurate to the impacts associated with the Project.

**ESS 10** defines **Stakeholder Engagement and Information Disclosure** and the requirements for identifying the Bank's stakeholders likely to be affected by the project, sharing adequate information

about the impact and problems of the project, and consulting all stakeholders in a meaningful and culturally appropriate method.

According to ESS 10, WB has defined Stakeholder Engagement as an ongoing process in all homes of the project, starting from the earliest planning phase of the project.

In addition, in the case of Affected Communities, a grievance mechanism needs to be established in order to learn about their concerns and grievances regarding the Project and to assist them in resolving them.

The identified requirements regarding stakeholder engagement are outlined below:

Stakeholder engagement should not involve abuse, interference, threats or pressure; It should be relevant, understandable and accessible at the right time, using a culturally appropriate method;

During the stakeholder engagement process, all persons and/or groups that are directly or indirectly affected by the project or likely to be interested in the project will be identified. First, the focus will be on the issue of informing the public. The investor will determine how the stakeholders will be affected and the extent of these effects. Adequate information will be incorporated into stakeholder identification and analysis. Thus, it will enable the Bank to determine the level of communication the investor has with its stakeholders; and

The investor will inform the WB on how to communicate with its stakeholders. This process will continue from the preparation phase of the project to the operation phase and will include grievance procedures. The investor will also inform the DB about the information and communication activities it carried out in the process before applying to the Bank.

The WB requires the investor to establish *an effective grievance mechanism* where stakeholders can share their grievances and concerns, and where all grievances and concerns can be addressed and resolved effectively.

All of the Stakeholder Engagement processes specified by the WB within the scope of the Project carried out by Nazar Textile should be carried out in accordance with ESS 10.

Grievance Mechanism for the aforementioned Cotton Production Plant Project has been defined in the ESS 10 of the WB ESS Environmental and Social Framework Document.

## **2.0 Summary of Previous Stakeholder Engagement Activities**

There is no stakeholder engagement activity carried out within the scope of the Project.

## **3.0 Future Stakeholder Engagement Activities**

Nazar Textile will assign a Community Liaison Officer (CLO) to work full time in the Project area in order to organize engagement activities properly. Engagement activities have an immense importance during both construction and operation process of the Project.

CLO will introduce himself/herself by ad hoc meetings and interviews to all stakeholders. She/He will give information about the Project and contact details as well as Grievance Mechanism of the Project. CLO will fill the grievance form together with the complainant considering that there are vulnerable groups like elderly, disabled and illiterates. By using these methods, all stakeholders will be included in the engagement process.

## **4.0 Identification of Stakeholders and Communication**

In order to develop an effective SEP, it has been necessary to determine exactly who the stakeholders are and understand their priorities and objectives in relation to the Project. By classifying stakeholders it has been possible to develop a plan that is tailored to the needs of different stakeholder groups. Different issues are likely to concern different stakeholders and so different types of stakeholders have been grouped based on their connections to the Project. Having an understanding of the connections of a stakeholder group to the Project helps to identify the key objectives of any engagement.

Ongoing stakeholder identification is a foundation element of the Stakeholder Engagement Plan. At minimum, the stakeholder identification process will be carried out prior to the start of the construction phase and again prior to the beginning of the operation phase. Updates to the stakeholder list will be carried out on a regular basis throughout the duration of the Project where lists will be kept and updated by the CLO.

A list of the organizations and individuals identified is presented in Table 4-1. This list will be kept up to date if new stakeholders are identified during the course of the Project. The contact details of individual stakeholders have also been compiled to readily communicate with each stakeholder. This information will be retained, but will not be shared with any third party.

Stakeholders can be either external or internal to the Company and can be defined as people or groups of people that are:

- directly or indirectly affected by the project;
- have interests in the projects and its activities; or
- have the ability to affect the project and its planned outcome.

**Table 4-1 Stakeholder List**

<b>Stakeholder Groups</b>
<b>Direct and Indirect Stakeholders in the Project Area</b>
<b>External Stakeholders</b>
<b>Governmental Institutions</b>
<b>National Level</b>
Ministry of Environment, Urbanization and Climate Change
Ministry of Forestry and Water Affairs
Ministry of Science, Industry and Technology
Ministry of Health
Ministry of Food, Agriculture and Livestock
General Directorate of Land Registry and Cadastre
Energy Market Regulatory Authority (EMRA)
Turkish Electricity Transmission Company (TEİAŞ)
East Mediterranean Development Agency
<b>Provincial Government Bodies</b>
Kahramanmaraş Provincial Governorship
Kahramanmaraş Special Provincial Administration
Kahramanmaraş Provincial Directorate of Environment, Urbanization and Climate Change
Kahramanmaraş Provincial Directorate of Forestry and Water Affairs
Kahramanmaraş Provincial Directorate of National Estate
Kahramanmaraş Directorate of Land Registry and Cadastre
Kahramanmaraş Provincial Directorate of Health
Kahramanmaraş Metropolitan Municipality
<b>Local Government Bodies</b>
Türkoğlu District Municipality
Türkoğlu District Governorship
Türkoğlu District Land Registry and Cadastre
Türkoğlu District Directorate of Food, Agriculture and Livestock
<b>Civil and Commercial Stakeholders</b>
<b>Media</b>
National Newspapers Hürriyet Milliyet Cumhuriyet Sabah Dünya Sözcü Birgün Posta
Kahramanmaraş E-News <a href="http://www.marasmanset.com/">http://www.marasmanset.com/</a> <a href="https://kahramanmarasgazetesi.com.tr/">https://kahramanmarasgazetesi.com.tr/</a> <a href="https://yesilgazete.org/">https://yesilgazete.org/</a> <a href="https://www.marasbugun.com.tr/">https://www.marasbugun.com.tr/</a> <a href="https://www.maraspusula.com/">https://www.maraspusula.com/</a> <a href="https://marassonhaber.com/">https://marassonhaber.com/</a>
Kanal Maraş TV Kanal 46 Aksu TV
<b>Groups and Associations Representing Commercial Stakeholders</b>
Chamber of Environmental Engineers Adana Branch
Kahramanmaraş Chamber of Commerce and Industry
Kahramanmaraş Organized Industrial Zones (OIZs)
Kahramanmaraş Textile Specialized Zone

<b>Non-Governmental Organizations</b>
Kahramanmaraş Environment and Culture Association
Protection of Ceyhan River and Its Vicinity Association
Sustainability Institute Association
Kahramanmaraş All Re-Cyclers Association
Environment and Waste Collectors Association
Sustainable Ecological Environment and Protection of New Generations Associations
Kahramanmaraş Industrialists and Businessmen's Association (KASİAD)
Independent Industrialists and Businessmen's Association Kahramanmaraş Representative (MUSİAD)
Kahramanmaraş Leader Businessmen's Association
Hay Industrialists and Businessmen's Association
<b>Businesses</b>
Cotton producers
Businesses in district and province
<b>Local Communities</b>
Kılılı Neighborhood

## **5.0 STAKEHOLDER ENGAGEMENT APPROACH**

### **5.1 Overall Approach**

The Project will maintain on-going engagement with Turkish authorities (State Council, Regional Government, Municipalities and Mukhtars), affected stakeholders and other interested parties to ensure that they are informed about Project progress and receive information on environmental and social performance, can feedback on the effectiveness of mitigation and management measures and have the opportunity to raise any concerns or grievances.

Engagement has, and will continue to be, undertaken in four successive phases, based upon typical project planning and implementation phases.

### **5.2 Stakeholder Engagement Tools**

A range of tools have been, and will be, used for stakeholder engagement as part of this Project. These include community meetings, focus groups, leaflets and key informant discussions. Stakeholder engagement will continue using these already established communication mechanisms, with new mechanisms being employed as required to ensure efficient and effective engagement throughout the life of the Project.

Specific methods will vary across different stakeholder groups and stakeholder engagement with vulnerable and minority groups will use specifically designed mechanisms, as needed. Vulnerable groups in the context of this project include: people who live with the assistance of others; female headed households, physically disabled; and the mentally disabled.

To ensure that the Project reaches all stakeholders, the Project will utilize a range of different communication tools. These are described in more detail below.

#### **5.2.1 Project Leaflets**

Leaflet for the Project will be developed which includes detailed information about Project impacts and mitigation measures. It also gives information about the Project process and provides contact information (phone, postal address and fax) for any grievances.

#### **5.2.2 Grievance Mechanism**

A grievance mechanism is defined within this SEP, where stakeholders can submit their complaints and concerns individually, as well as via mail or e-mail.

Grievance mechanism will be developed which allows stakeholders to raise concerns or complaints personally as well as via post or electronic mail. The procedure seeks to address concerns promptly and is readily accessible to all affected stakeholders. The Project team will confirm receipt of a complaint within 7 days and find a resolution within 15 days, confirming this in writing to the complainant. The form can also be used by those employed on the Project (See Appendix 3).

A grievance mechanism has also been established for employees.

### 5.2.3 Community Liaison Officer

In order to maintain regular communication with affected communities a Community Liaison Officer (CLO) is assigned to interact with the communities. The CLO is responsible for identifying, informing and recording public views and opinions and for relaying them to the necessary person for follow up (as detailed in the grievance mechanism). Contact details are:

**Contact Person (CLO):** xxxxxxxxx

**Address:** Adana yolu üzeri 17.km. Türkoğlu-Kahramanmaraş / TÜRKİYE

**Telephone:** +90 (344) 629 24 49

**Mobile:** xxxxxxxxxxxxxx

**E-mail:** info@nazartextile.com

### 5.2.4 Newspapers

For public meetings, announcements will be made in national and local newspapers at least 14 days before the meeting date, and information about the time and place of the meeting will be shared.

### 5.2.5 Public Meetings

Open and targeted meetings may be held to engage with stakeholders, as appropriate. An announcement will be hanged in village café and mukhtar's office of the villages considering that these locations are most common used ones by villagers.

### 5.2.6 Phone Calls

The phone number for the Community Liaison Officer (CLO) is in Section 5.2.3 and is assigned in the Project area. CLO engages directly with stakeholders face to face or through phone calls.

### 5.2.7 Project Website

Project information will be given under the website of Nazar Textile web site ([nazartextile.com](http://nazartextile.com)). In addition, suggestions, requests and complaints can be submitted via the website of Nazar Textile (<https://nazartextile.com/iletisim/>).

## 6.0 Disclosure of Information

Stakeholder engagement during project preparation and implementation phases will be carried out in accordance with WB ESS 10 and IFC PS1.

Nazar Textile will make sure that all affected parties, particularly affected neighborhoods, the local community organizations, NGOs, and local governmental agencies will be informed about the Project and will be involved in the process of identifying the important issues of the Project. CLO is the responsible personnel from giving information about Project activities to all stakeholders.

Stakeholder engagement will continue throughout construction and operation phases. Key stakeholders will be kept informed by CLO about the Project progress, have the opportunity to feedback on the effectiveness of mitigation and enhancement measures and to raise any concerns or grievances (but not limited to) the following:

- the impacts that have been identified as a result of the Project
- the impacts and mitigation or enhancement measures that are being implemented;
- the implementation schedule;
- roles and responsibilities;
- monitoring and management measures; and
- information on the grievance mechanism for the Project.

Stakeholder Engagement Plan will be disclosed. The hard copies of these documents will be available in Turkish at the address given below:

**Company:** Nazar Tekstil San. ve Tic. A.Ş.

**Address:** Adana yolu üzeri 17.km. Türkoğlu-Kahramanmaraş / TÜRKİYE

**Telephone:** +90 344 629 24 49

**E-mail:** info@nazartextile.com

To ensure effective stakeholder engagement, the SEP will be reviewed annually by CLO.

A robust grievance mechanism for workers in both construction and operation stages will be developed by the Company before commencement of either activity. This mechanism will be managed differently from the grievance mechanism that will be created for the public, but employees will be able to convey their complaints to this mechanism, which may arise out of working problems.



## 7.0 Grievance Mechanism

The concepts of social risk management and social license to operate have become an integral part of doing business in emerging markets. These dimensions of a company's social and environmental strategy can be achieved with effective stakeholder engagement, based on active participation of and feedback from groups affected by the company's operations. A mechanism to address affected communities' concerns and complaints— a grievance mechanism—is an important pillar of the stakeholder engagement process, since it creates opportunities for companies and communities to identify problems and discover solutions together.

A project-level grievance mechanism for affected parties is a process for receiving, evaluating, and addressing project-related grievances from affected communities at the level of the company, or project. This mechanism offers companies and affected communities an alternative to external dispute resolution processes (legal or administrative systems or other public or civic mechanisms). These grievance mechanisms differ from other forms of dispute resolution in that they offer the advantage of a locally based, simplified, and mutually.

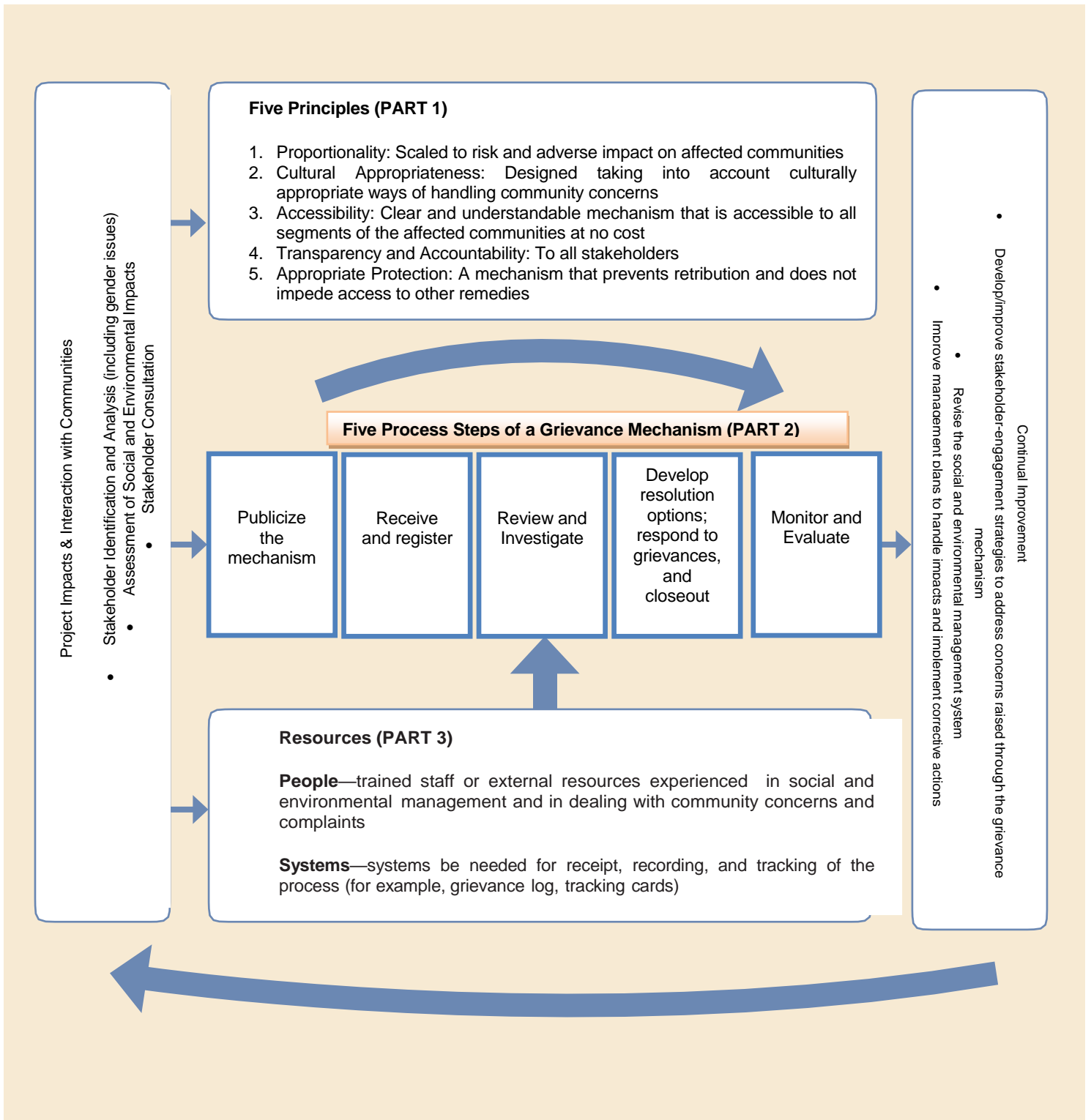
A grievance management process is established for the Project. This provides a formal and on-going avenue for stakeholders to engage with the Project. This grievance mechanism is accessible to all sections of the affected community, at no cost and does not prevent access to other judicial or administrative remedies. Affected communities will be informed about the grievance process in the course of community engagement activities, a separate grievance mechanism will be established for workers during construction and operation periods.

The Projects' grievance mechanism has been designed to ensure that all grievances that are received are acknowledged and logged and that the complainant knows what to expect in terms of response and when. Grievance procedures will be coordinated through CLO (who will be assigned), who is the primary interface between the stakeholders and the Project Company. Confidentiality procedures will be put in place to protect the complainant, as appropriate.

By February 2022 grievance forms will be available in Nazar Textile. All meetings and meetings will be carried out in accordance with the Ministry of Interior's Anti-Coronavirus - Restrictions and Measures Circulars.

For a good grievance mechanism basic elements are given in Figure 1.

**Figure 1: Basic Design Elements of Project Level Grievance Mechanism for the Project**



## **Grievance Procedure Channels of Communication**

Numerous channels will be used for stakeholders to be able to submit their respective complaints and requests:

Telephone – **+90 344 629 24 49**: All incoming calls will be registered and information summarized daily and sent to the relevant department for processing and action in accordance with the grievance procedure outlined above.

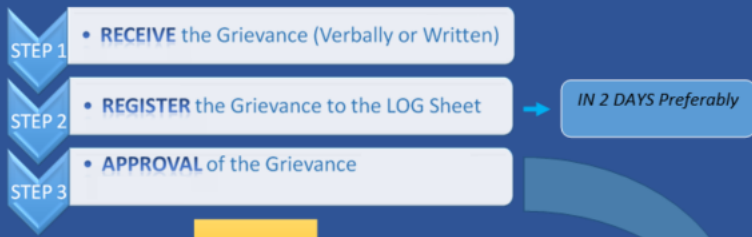
Electronic channels – Stakeholders have the opportunity to send comments, remarks, requests and complaints via the official website of the Company which is [www.nazartextile.com/](http://www.nazartextile.com/). A CLO will be appointed before the Project starts in order to ensure continuous participation and to carry out the grievance mechanism.

This website of the Company can be used for complaints or opinions and also emails can be sent to **info@nazartextile.com**. All complaints submitted via e-mail will be recorded as stated in the above procedure.

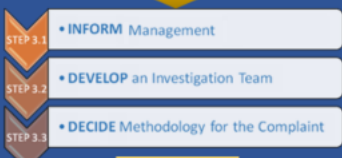
The postal address of the Company is **Adana yolu üzeri 17.km. Türkoğlu-Kahramanmaraş / TÜRKİYE**. Any queries, requests, complaints and comments can be brought to the attention of the Company verbally or written (e-mail) or by filling in a grievance form which will be available in the Project site office.

During Project's construction and operation, flowchart process for grievance is given in Figure 4.

Error! Reference source not found.: Flowchart for Processing Grievances



**FOR COMPLEX ISSUES**



**CLOSURE of GRIEVANCES**



*If immediate action is not sufficient or not possible to take, a protocol would be signed between the Investor and the complainant.*

# **APPENDICES**

## Appendix 1: Internal Stakeholders (Employees) - Request and Complaint Form

<b>Reference No:</b>	
<b>Full Name</b>	
<b>Contact Information</b>  Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> <b>By Post: Please provide mailing address:</b> _____ _____ _____  <input type="checkbox"/> <b>By Telephone:</b> _____  <input type="checkbox"/> <b>By E-mail</b> _____
<b>Preferred Language for communication</b>	<input type="checkbox"/> <b>[Turkish]</b> <input type="checkbox"/> <b>[English]</b>
<b>Description of Incident or Grievance:</b>	
What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
<b>Date of Incident/Grievance</b>	
	<input type="checkbox"/> <b>One-time incident/grievance (date _____)</b> <input type="checkbox"/> <b>Happened more than once (how many times? _____)</b> <input type="checkbox"/> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>  <b>How would you like your request to be met?</b>	

Appendix 2: External Stakeholders – Request and Complaint Form

Reference No:	
Full Name	
Contact Information	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ _____
Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail _____
Preferred Language for communication	<input type="checkbox"/> [Turkish] <input type="checkbox"/> [English]
Description of Incident or Grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
Date of Incident/Grievance	
	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return this form to: xxxxxxxxxxxxxxxxxxxxxx

Address: Adana yolu üzeri 17.km. Türkoğlu / KAHRAMANMARAŞ

Tel.: +90 344 629 24 49 E-mail: info@nazartextile.com

