

1. PURPOSE AND SCOPE:

The purpose of this procedure is to define the actions to be taken by DİTAŞ Doğan Yedek Parça İmalat ve Teknik A.Ş. to evaluate and finalize the grievances and applications of all personnel and stakeholders working in our organization, to evaluate the feedback of our personnel and stakeholders by means of notification, questionnaire, etc., and to define the activities to continuously improve our processes accordingly. It covers the activities of determining the data related to grievances from the beginning to the end of the service based on the grievances, applications and feedbacks received at DİTAŞ, analyzing the relationship status and directing and improving the internal processes as per these evaluations.

2. RESPONSIBLE PARTIES:

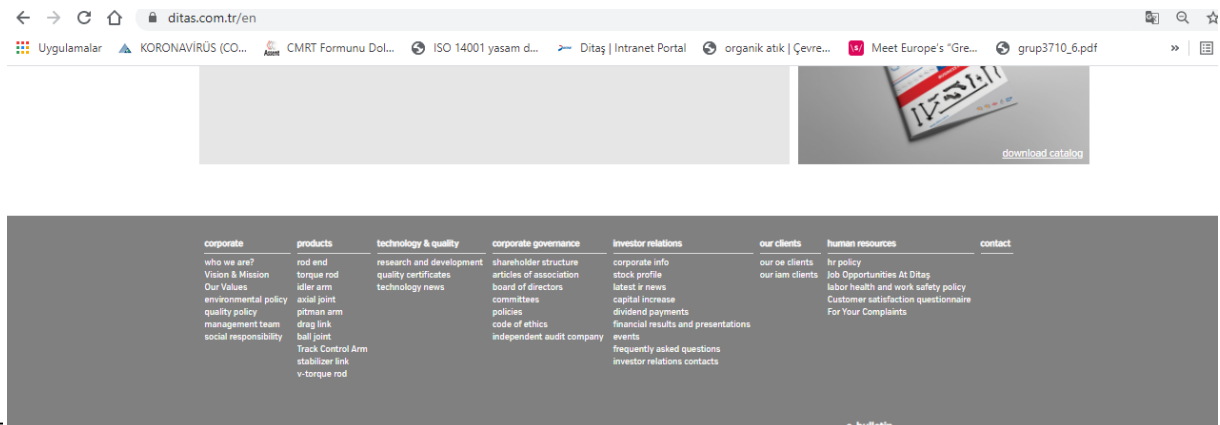
All Directorates under the management of the Human Resources Department are responsible for the implementation of this procedure.

3. IMPLEMENTATION:

In our company, "Requests and Grievances" boxes are placed for all kinds of grievances and suggestions. For all our stakeholders, an application can be sent to sikayet@ditas.com.tr with name-surname information or anonymously or by clicking the tab "for your grievances" on the website.

Ditaş employees who want to communicate a request or grievance on any matter, write their grievances or requests on any paper and convey them through the Request and Grievance boxes or notify the general manager by sending an e-mail to ihbar@ditas.com.tr. There is no obligation for the persons communicating the grievance to write down their names. Our personnel members can communicate their requests and grievances verbally, or directly to their managers or to the Human Resources Department.

All grievances sent to sikayet@ditas.com.tr will be forwarded to the Financial Affairs Director and all grievances sent to ihbar@ditas.com.tr will be forwarded to the General Manager. The General Manager or Financial Affairs Director forwards the grievance to the relevant person anonymously and ensures that the problem is resolved. The resolved grievance is approved and closed by the General Manager or Financial Affairs Director.



Prepared by	Controlling	Approving	Preparation	Revision Date	Revision No
Human Resources specialist	Human Resources Manager	General Manager	01.01.2021	05.05.2021	1

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[hr policy](#)[job opportunities at ditas](#)[labor health and work safety policy](#)[customer satisfaction questionnaire](#)[for your complaints](#)

OR

Ditas (Doğan Yedek Parca İnşaat ve Teknik A.Ş. [“veri sorumlusu”]) olarak, kişisel verileriniz 6698 sayılı Kişisel Verilerin Korunması Kanunu [“KVKK”] ve ilgili mevzuatı kapsamında otomatik yollarla işlemekteyiz. Detaylı bilgi için lütfen Genel Aydınlatma Metnimizi okuyunuz.

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4. TYPES OF GRIEVANCES:

Major (Urgent High Priority) Grievance:

- Reporting a high risk of loss of life or occupational health and safety;
- Damaging environmental safety and reporting major damage,
- The emergence of illegal implementation situations,

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- Adversely affecting the processes of personnel and stakeholders and bringing them to a halt and causing production to cease,
 - Negative feedback from the same personnel member or stakeholder within three months, in different lots indicating the same problem,
 - Returns in mass production, products cannot be used in any way by the stakeholder,
- The foregoing grievances are considered as Major (High priority) Grievances.

Minor (Normal Priority) Grievance:

These are grievances that do not directly affect the production and sales of customers, but need improvement. Quality-related problems and problems related to the products that can be used but have a cost of 10% of the product price and/or less than 1500 Euros of correction, labor, separation, etc., are evaluated within this scope.

Observation (Low Priority) Grievance:

Warnings and improvement and development recommendations on general issues that do not directly affect the processes of personnel, stakeholders and beneficiaries are considered within this scope.

Instantly Resolvable Grievances:

These are grievances that are resolved at the time the grievance is received and with instant results.

5. EVALUATION:

At the end of each month, grievance boxes are opened by the Human Resources Department and the grievances are collected and evaluated.

Grievances received via e-mails are taken into consideration within 30 days of the day they are delivered. Requests and grievances are evaluated according to 7 main principles:

- Transparency,
- Accessibility,
- Responsiveness,
- Objectivity,
- Confidentiality,
- Personnel and Stakeholder Focused Approach,
- Continuous Improvement

The Human Resources Department holds meetings among themselves to decide which grievances or suggestions to respond. The units and directorates related to the grievances are determined and the grievances are forwarded to the relevant directorate accordingly.

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If the grievance or suggestion is of a type that can be resolved immediately, the problem that is the subject of the grievance is resolved immediately by the persons making the evaluation upon communicating with the relevant departments.

If the problem that is the subject of the grievance is of a type that will be resolved within a long period of time, such grievance is addressed at weekly meetings or OHS meetings and the necessary solutions are determined and the problem is resolved or improvement is made accordingly.

Grievances or suggestions that cannot be resolved due to various reasons are escalated to the senior management in the form of a report.

The results of the evaluation are published the following month and posted on the boards so that the employees are informed.

6. MEASURING SATISFACTION WITH RESPECT TO THE GRIEVANCE MANAGEMENT PROCESS:

In order to meet the expectations of the personnel and stakeholders at DİTAS and to increase their satisfaction, questionnaires are conducted to measure the satisfaction of the people who receive service from DİTAS personally.

Each published grievance and suggestion result report is related to the previous month.

Once a year, a questionnaire is conducted to measure whether the grievance procedure is functioning effectively or not.

In the questionnaire, it is questioned whether the grievances are resolved or not, whether the grievances are taken into consideration, whether the suggestions and ideas communicated are evaluated, and whether any training on the grievance mechanism has been received or not. There are "yes" and "no" options in the questionnaires.

The results of the questionnaires are evaluated and the results are posted on the boards. According to the questionnaires, if 40% of the respondents answer no to any question, improvement procedures are initiated for that subject.

7. RECORD-KEEPING:

All grievances, related documents, grievance notes, questionnaire forms and result reports that can be kept in records of DİTAS and delivered to us through any channel are kept by the Human Resources Department for two years.

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