

STAKEHOLDER INVOLVEMENT AND SUGGESTION/COMPLAINT POLICY



As Limak, by acting with the belief that sustainable development is only be feasible with the active involvement of the entire stakeholders, we maintain Limak values and principles as our fundamental basis in the entire of our collaborations and we further take an active role in promoting the understanding of sustainability in line with global goals starting with our business associates and our entire stakeholders. Accordingly, the entire stakeholders affected and having the potential to be affected by the activities and operations of Limak (including employees, business associates, customers, investors, visitors, subcontractors, suppliers, legal and other authorities, neighboring enterprises, non-governmental organizations, public institutions and organizations, media, etc.) by providing accurate information through consulting or involvement in the decisions to have influence on the stakeholders. The objectives of stakeholder involvement are listed hereinbelow:

- Provide an appropriate approach in technical and cultural terms to establish proper communication with the entire key stakeholders,
- Guaranteeing sufficient and timely information disclosure on the activity and its potential to affect the stakeholders positively or negatively,
- Providing stakeholders with adequate opportunities to express their views and concerns at all stages of the life-cycle of the relevant activity,
- Establishing a satisfactory and effective business relationship with the stakeholders.

Fundamental principles adopted by Limak for an effective stakeholder involvement are as follows:

- Providing significant information in an easily comprehensible and formatted form and language tailored according to the requirements of target stakeholder groups,
- Providing information prior to counseling and consultation activities,
- Providing easily accessible and appropriate information to the stakeholders in cultural terms,
- Having respect for local traditions, customs, languages and decision-making processes,
- Establish a two-way and bilateral dialog providing both parties the opportunity to exchange views and information, listening, hearing and addressing their issues,
- Ensuring the representation of all sorts of ideas, opinions, including the age, gender, vulnerable and/or minority groups,
- Establishing open mechanisms to respond to stakeholders' concerns, suggestions and/or complaints, and providing feedback at every stage.

The entire stakeholders are enabled to present written and/or verbal suggestions/complaints in case they are believed to have a positive or negative impact on society, the environment or the quality of life. The entire suggestions/complaints presented by the stakeholders are recorded and evaluated based on privacy and confidentiality principles, solutions and feedbacks are provided to the related parties by means of taking required actions.