



SASA
POLYESTER SAN. A.Ş.

Non-Technical Summary

*SASA Polyester Inc. Purified Terephthalic Acid (PTA)
Production Plant Project*

December 2022

SASA POLYESTER CO. INC.

PTA Production Plant Project

Non-Technical Summary

1. About SASA

SASA Polyester Sanayi A.Ş (SASA) started its production in the polyester sector in 1966, and it has always maintained its rapid growth process with its sustained investments.

SASA produces polyester fibre, filament, polyester-based polymers, intermediates and specialty products in its existing facilities and is one of the leading manufacturers in the world. With its strong market network, SASA conducts investments such as capacity increase or additional facilities/units correspondingly to the market demand, facility improvement studies in its existing facilities.

The company has ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety System, ISO 27001 Information Security Management System and ISO 50001 Energy Management System certificates.

SASA has integrated production facilities and head office located on an area of 2,181,000 m² in Adana; its raw material storage facility on an area of 55,625 m² in Iskenderun; and liaison offices in Istanbul and Ankara¹.

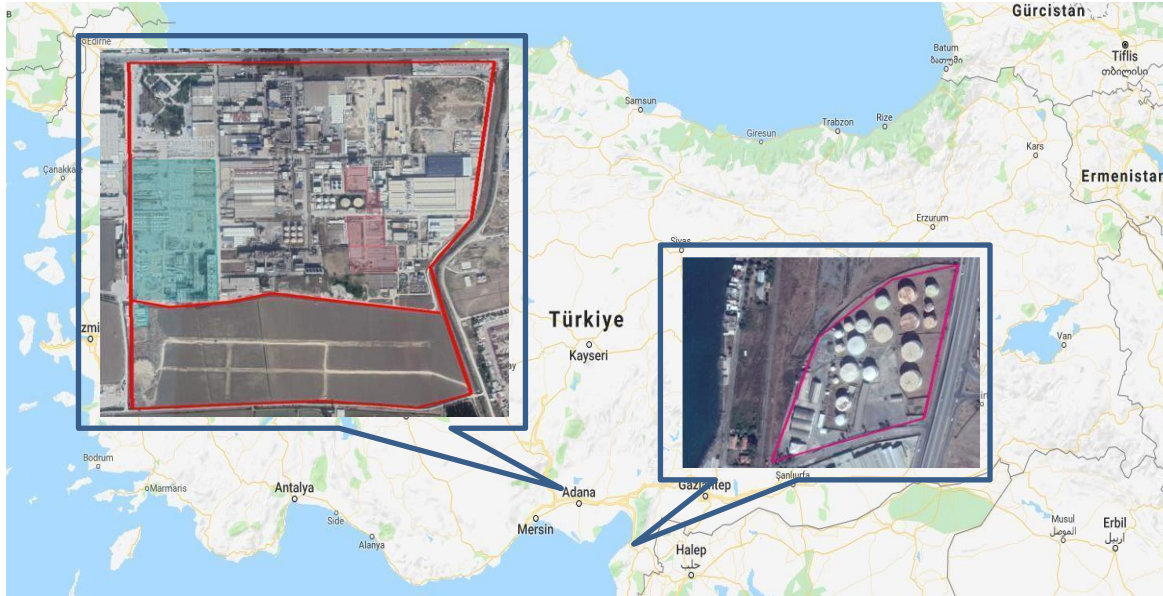


Figure 1. Adana and Iskenderun Facilities of SASA

This document is a Non-Technical Summary (NTS) which aims to inform members of the public about progress on the development of a significant expansion at the Adana site, and to summarise the Environmental and Social Risks associated with the construction and operation of a new production plant which will produce Purified Terephthalic Acid (PTA) adjacent to the existing site in Adana. It also discusses how SASA will mitigate or manage these risks to ensure that the project is delivered responsibly.

The proposed PTA plant will be located in vicinity of exiting industrial facilities operated by SASA (see also Section 2.1).

¹ SASA's company website: <https://www.sasa.com.tr/>

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2. The PTA Production Plant Project

SASA are developing the PTA Production Plant Project ('the Project'), which will be constructed and operated in Adana Province, Seyhan District, Sarıhamzalı Neighbourhood. The aim for the project is to satisfy the growing demand in petrochemical raw materials driven by expansion of SASA's Polyester factories in Adana.

The PTA will be produced in a new facility planned to be constructed on a land plot adjacent to the southern border of SASA's existing facilities within an industrialised area in the Sarıhamzalı Neighbourhood. After the Project is commissioned, SASA will be able to produce Polyester without having to import PTA as it will be produced as a part of an integrated industrial facility. The plant will be able to produce up to 1.58 million ton of PTA per year which will satisfy the existing facilities' raw material demand and leave excess product for export purposes.

The Project site is located on a land plot which is 34.86 ha in size and is already owned by SASA. The location of the PTA Project area is shown in Figure 2 below.

There are also a number of temporary facilities associated with the construction of the plant. This includes a temporary materials storage area and worker campsite that are necessary for the construction of the plant. These will be sited to the south of the site again on land that has been purchased and is owned by SASA but that will not form a part of the final site. An approximate layout of the temporary facilities are shown on Figure 3.

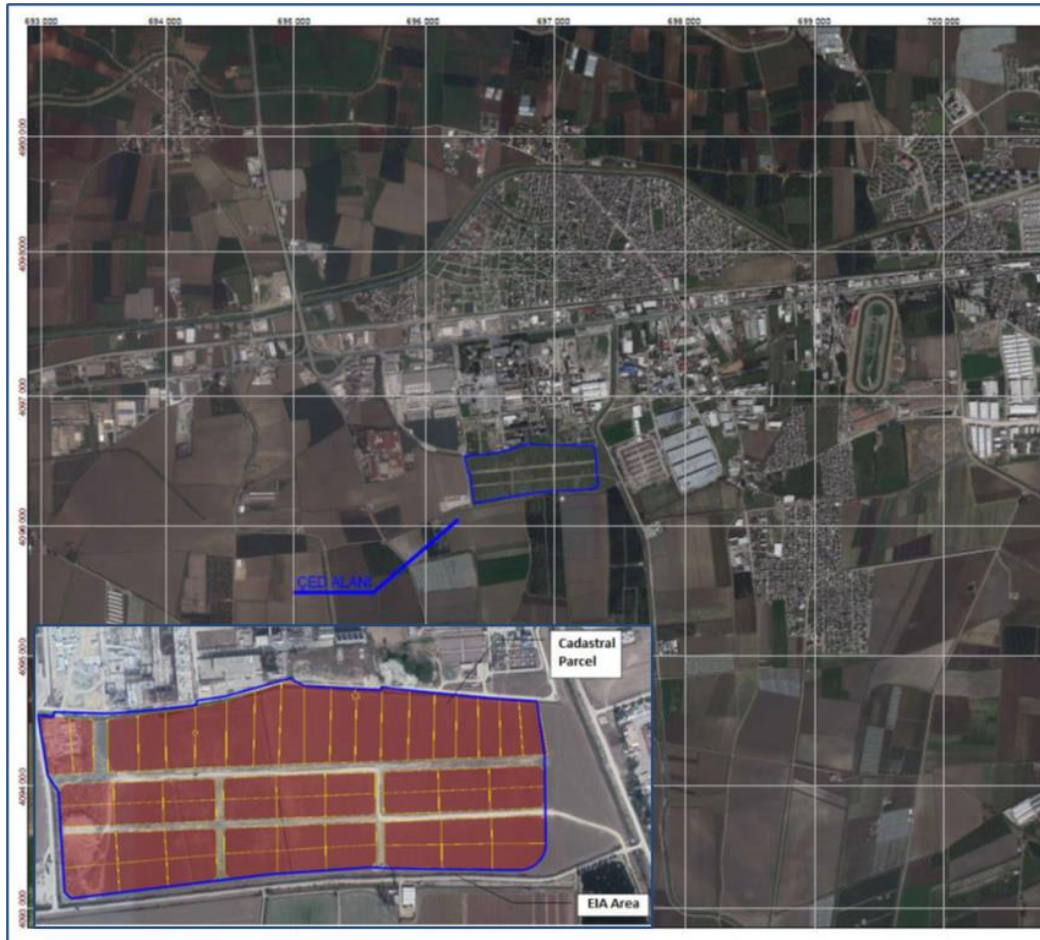


Figure 2. Overview of PTA Project Layout

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Figure 3. Location of Temporary Facilities including Temporary Campsite and Storage Area

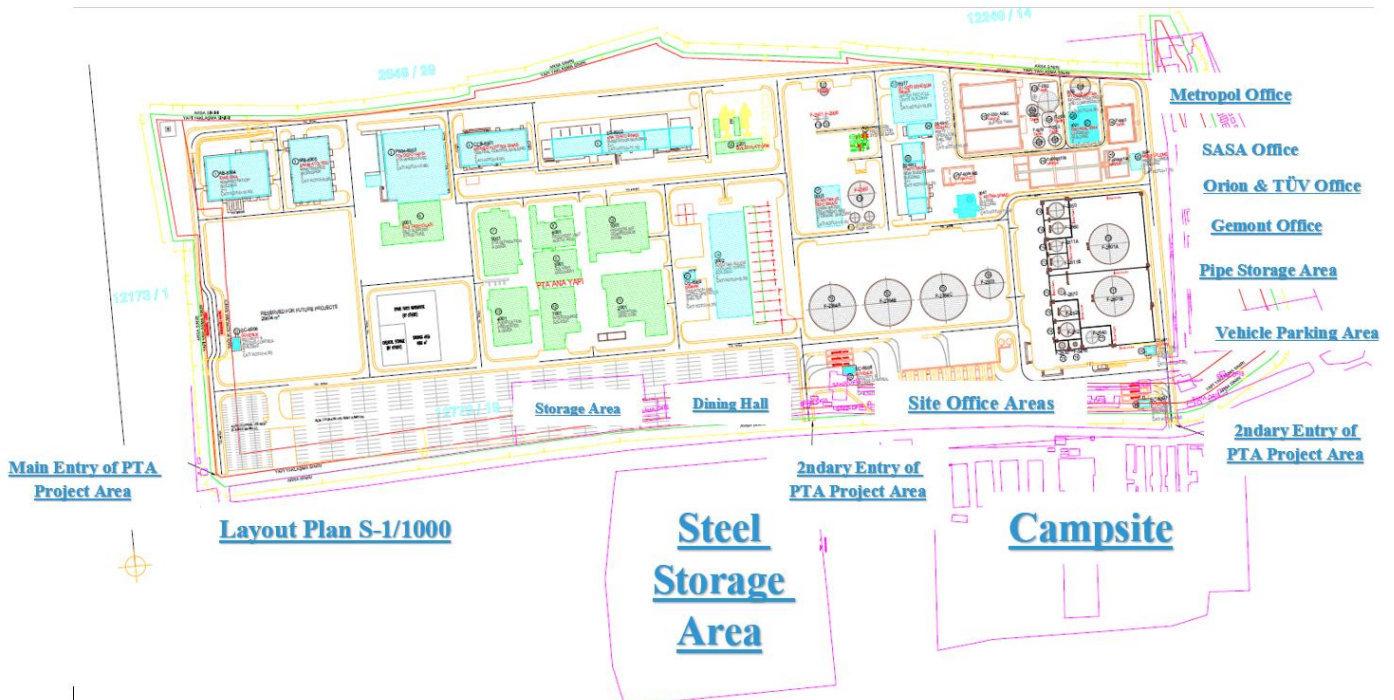


Figure 4. Layout Plan of PTA Production Plant Project Area including temporary campsite, storage areas, office buildings, entry points, dining hall, vehicle parking area etc.

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In addition to the PTA Production Plant Project, SASA are developing a number of other projects planned at the Adana site which are not directly associated with the PTA Production Plant:

- Fibre Production Facilities with 1100 tons/day and 100 tons/day polymer production capacities with a further 700 tons/day of textile chips as an option.
- PET Chip production with a polymer production capacity of 1050 tons/day PET textile and/or film chips, and 900 tons/day PET resin bottle chips.
- A Solar Power Plant (SPP) which will produce 28,000 MWh of energy annually, planned to be commissioned in 2022, on the roofs of the buildings in our Adana central facility.

2.1 Surrounding Area

The planned Project is located to the south of the existing SASA Polyester plant in a predominantly industrial area to the west of the city of Adana. The land use on the site prior to construction was agricultural however the land was purchased by SASA for the purpose of the development of the site. There are a number of residential neighbourhoods within 2 km of the site including Sarihamzalı, Kavaklı, Yolgeçen, Küçükdikili, and Mekan.

2.2 Core Project Components

The PTA plant, once constructed, will have three main industrial process

- Oxidation Plant: the Oxidation Plant is designed for continuous operation for the production of Crude Terephthalic Acid (CTA), which is then treated to produce PTA.
- Purification Plant: CTA product from the Oxidation Plant contains a small quantity of impurities which must be removed before the material can be used in the manufacture of polyester products. This is achieved in the Purification Plant, and PTA is subsequently crystallised by employing solid/liquid separation and drying steps.
- Auxiliary Facilities: Auxiliary Facilities are not critical to the production of PTA, but are still included in the process. Auxiliary Facilities include effluent treatment plant, etc.

2.3 Wastewater Treatment Plant (WWTP) and Water Recycle Unit (WRU)

SASA plan to remove the existing domestic and industrial wastewater treatment plant located within the existing operational boundaries of SASA and to construct a central wastewater treatment plant and water recycle unit for all SASA facilities, including the planned PTA Production Facility.

2.4 Temporary Facilities

A worker campsite is located to the south of the site in the southeast corner and contains a mix of facilities including office space, storage areas, a canteen, sanitary facilities, COVID-19 isolation room, laundry room, security, dining hall, kitchen, toilets, showers, car park, social facilities and offices as well as accommodation places.

The Capacity of the campsite is arranged for accommodation of 4000 (representing a significant proportion of the of the estimated total peak workforce of approximately 6200 workers). The area of the campsite is approximately 47,000 square meters.

The storage area is located on land which has been purchased and will be restored following its use.

2.5 Power Supply

The energy demand for the site will be met by two separate Energy Transmission Lines (ETL):

- An existing 154 kV, 477 MCM, 6.2-km Zeytinli Substation - SASA Substation ETL, including 1-km underground cable in the boundaries of SASA PTA Project area, and
- A new 154 kV, 1272 MCM, 14.2-km Güney Adana Substation - SASA Substation ETL, which is under construction.

The new ETL is being developed by Turkey Electricity Transmission Line (TEİAŞ) who will ultimately own the line and is subject to its own Environmental and Social assessments and permitting. However as this infrastructure

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is critical for the operation of the project (particularly during its startup phase), it is considered as an Associated Facility, the impacts of this have also been considered by SASA in the development of the project. When consulted on the need for an Environmental Impact Assessment (EIA) for the new Substation ETL, the Ministry of Environment, Urbanisation and Climate Change (MoEUCC; former Ministry of Environment and Urbanisation (MoEU)) issued an “EIA is not Required Decision” on 6th February 2020 with Decision Number 1182. The alignment of these ETLs are shown on Figure 6.

2.6 Financing

As well as SASA’s own direct investment in the project, there are a range of International Finance Institutions considering lending money to finance the project. These include the European Bank for Reconstruction and Development, J.P. Morgan Chase Bank, N.A. London Branch as the “Initially Mandated Lead Arranger”, and JP Morgan SE as the “Facility Agent”, Compañía Española De Seguros De Crédito A La Exportación, S.A. Cia De Seguros Y Reaseguros (SME) (the Spanish national export credit agency known as CESCE or the Export Credit Agency “ECA”) and their successors as the “Lender Group”, Fondo Para la Internacionalizacion de la Empresa (FIEM), Turkiye Sınai Kalkinma Bankasi A.Ş. (TSKB), Turkiye Vakiflar Bankasi TAO VakifBank. These finance institutions have a range of Environmental and Social Standards to which they must adhere. These standards are discussed further in section 4 but as a result of their involvement, the project is required to meet requirements which may go beyond national regulations.

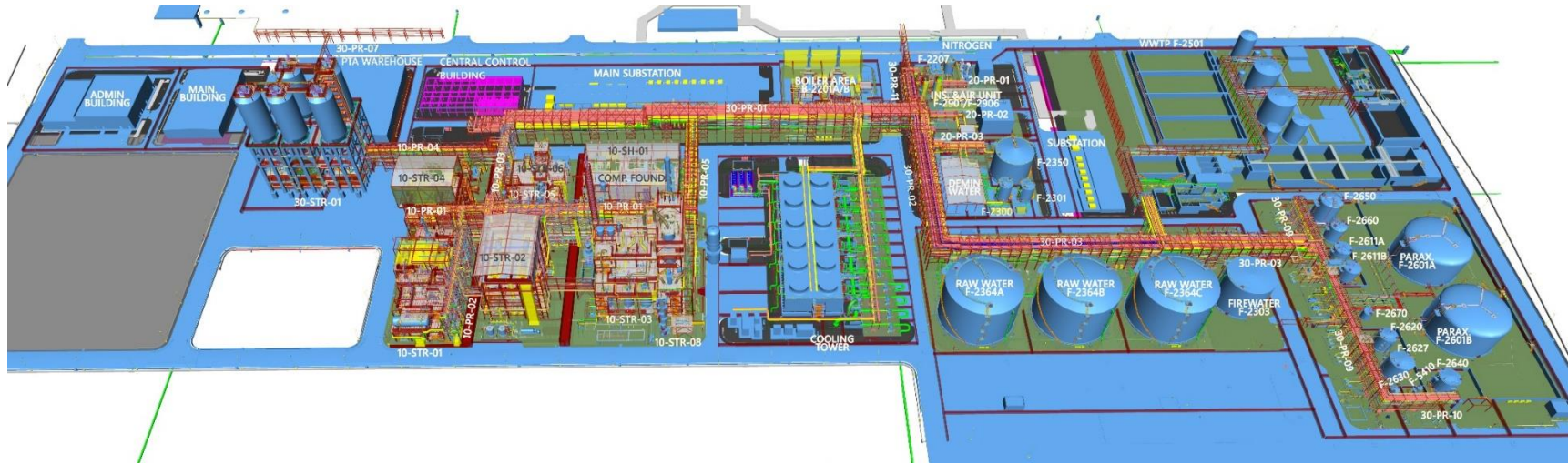


Figure 5. Layout of the PTA Plant

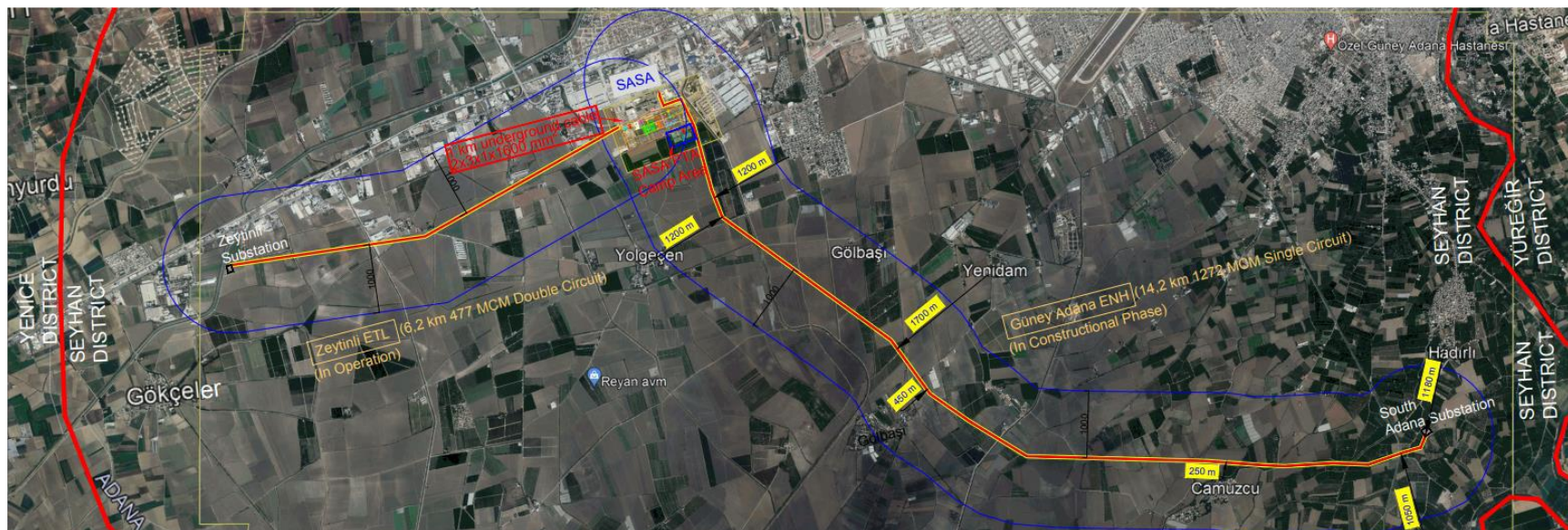


Figure 6. Location Map of Energy Transmission Lines

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3. Environmental and Social Studies

In accordance with national requirements an EIA process was conducted in 2020 and an “EIA Positive Decision” was acquired from the MoEUCC) former Ministry of Environment and Urbanisation (MoEU)) on 12th November 2020 with Decision Number 6092. This was updated with the additional investments on the PTA site (including the other projects referenced in 2.6 and the Wastewater Treatment Plant). A new EIA process was started in 2021 in accordance with the national EIA legislation and further "EIA Positive Decision" was given to the newly planned investments with the decision dated 19.01.2022 and numbered 6534 by MoEUCC.

To meet the requirements of International Finance Institutions considering investment in the project an Environmental and Social Impact Assessment (ESIA) was undertaken by MGS Project Consultancy Engineering Trade Ltd. Co. (MGS). The main objective of the ESIA was to examine, analyse and assess the planned Project activities’ effects on the existing environmental and social conditions, and expand on an existing National EIA which was completed.

The meetings with local stakeholders were held at the early phase of project development and are documented as an appendix to the Stakeholder Engagement Plan (SEP, see also Section 7.1). Suggestion boxes and the posters with information on the project were made available at the mukhtars’ offices and online. The national EIA was disclosed and the necessary public participation meeting was held. Additionally, as part of the international ESIA preparation a series of meetings were held with local stakeholders, including mukhtars, residents and groups with specific interests, e.g. women’s agricultural cooperatives or local chambers of agriculture, in order to capture their views on the potential Project impacts and benefits, their expectations and concerns. The views of the stakeholders are documented in the Project’s ESIA. The key suggestions and concerns raised during the meetings were related to generated dust, untreated water discharges, smell, local employment, methods of communication with local residents, etc. The Project continues to consult with the stakeholders, including the users of the adjacent land plots and mukhtars of the affected neighbourhoods, who are considered as the key stakeholders and stakeholders’ representatives. Project’s SEP contains provisions that allow for continuous consultations with the stakeholders.

An Environmental and Social Due Diligence (ESDD) study was also conducted by Ramboll UK Limited as an “Independent Environmental Social Consultant” (IESC) for the proposed financial investment program of the PTA Production Plant Project. This provided an independent review against the Project Applicable Standards (see below) and where gaps were identified SASA worked with its consultants to reach compliance with these international standards. Further Environmental and Social Actions, beyond compliance with national requirements, have been included within the financing agreements to ensure that the project continues to meet a high standard of Environmental and Social performance.

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4. Project Applicable Standards

Key standards that the project must comply with include (but is not limited to):

- The Project should meet all host country environmental, health and safety and social laws and regulations, and all ILO conventions for which Turkey is a signatory (see Section 3.2 for further details on the Turkish regulatory process);
- Equator Principles 4 (EP4) (2020);
- IFC Performance Standards (2012);
- Relevant World Bank Group EHS Guidelines, the namely the General EHS Guidelines (2007), EHS Guidelines for Petroleum-based Polymers Manufacturing (2007), Large Volume Petroleum-based Organic Chemicals Manufacturing (2007) and EHS Guidelines for Crude Oil and Petroleum Product Terminals (2007);
- OECD Recommendation of the Council on Common Approaches for Officially Supported Export Credits and Environmental and Social Due Diligence (the “Common Approaches”, 2016)
- EU environmental requirements and Best Available Techniques (BAT) requirements (principally the Reference Document on Best Available Techniques in the Production of Polymers (2007));
- EBRD Environmental and Social Policy (2019) including the Performance Requirements contained within;
- EBRD Strategy for the Promotion of Gender Equality (2021-2025);
- Good International Industry Practice (GIIP) were applicable such as the UN Guiding Principles on Business and Human Rights and the EBRD and IFC’s guidance note on Workers’ accommodation: processes and standards

4.1 Project Categorisation

The international lenders require the project to be Categorised according to the level of Environmental and Social Risk that the project might create. The following considerations are noted during categorization:

- the project has been subjected to a previous internationally aligned ESIA and impacts are considered to be well understood and can be addressed through effective mitigation;
- the projects impacts are predominantly limited to the project site and its local surroundings rather than being wide and diffuse;
- the project is located on land owned by SASA and in an area which is already heavily industrialised and of limited sensitivity (accepting mitigation for local residential and agricultural receptors is required);
- the plants main process is based on a market leading technology which is aligned to Best Available Technology requirements; and
- SASA have developed and are further developing mitigation measures and management systems appropriate to managing risks on an ongoing basis.
- Overall environmental and social issues can be readily assessed as part of due diligence.

Based on the review the Project was categorized as B, but a requirement has been made for the developer to publish the environmental and social assessment on their website inclusive of the ESAP agreed with Lenders.

4.2 Paris Alignment

The Paris Agreement is an international agreement that requires countries to set out commitments to manage their greenhouse gas emissions to a level that would avoid the most damaging effects of climate change. It is important to understand if a project is “aligned” (i.e. to confirm that it doesn’t go against such commitments) and it is a key criteria for determining if the project can get finance from some lenders. An assessment was undertaken by the Independent Environmental Consultant (based on material provided by SASA’s consultants) who concluded that, using EBRD’s Paris Alignment Methodology, the project is “aligned”. The key factors in this were that:

- The project meets the requirements for a “substantial contribution” to emissions reductions under Article 10

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of the EU Taxonomy Regulation (2020/852)² as the GHG emissions per tonne of PTA production at the facility are significantly lower than the equivalent emissions from imported PTA

- The project does not trigger any of the “do no harm” criteria and is considered to meet the “minimum social safeguards” criteria defined in the EU taxonomy for Manufacture for Organic Basic Chemicals
- The project is considered consistent with the Republic of Turkey’s declared Nationally Determined contributions and the National Strategy and Action Plan on Energy Efficiency
- The main chemical feedstock is p-xylene (PX). Research is ongoing to develop a renewable source of PX but according to market research this is 10-15 years away from commercial availability. However, the plant would be able to process the renewable PX without any modification and therefore the project does not create a “lock in” to the fossil equivalent.
- Since 2018, SASA tracks and calculates GHG emissions from its operations and processes. For the following projections, a strategic carbon-reducing roadmap has been created for 2022-2030.
- Currently, it is difficult to determine net carbon prices because legal limits and reference prices are not yet clear for the planned Turkey ETS (Emissions Trading System). However, emission reduction targets and strategies have been studied in order to fulfil the requirements of systems such as ETS CBAM (Carbon Border Adjustment Mechanism), which are planned to be put into operation legally and to act in accordance with these systems. In the roadmap study, carbon pricing was included and the EU ETS price was taken as a reference.

Based on the above, the project is considered to be “aligned” to the Paris Agreement.

5. Key Risks and Management Measures

Table 1 sets out the key risks identified in the ESIA and the approach that SASA is applying to manage these risks. This is not an exhaustive list of measures and detailed construction and operational management plans have been prepared or are in preparation to ensure risks are managed appropriately throughout the construction and operation of the project.

² The EU Taxonomy is a framework that aims to define what a “sustainable” investment is by setting specific benchmarks for environmental performance (for example GHG emissions) of types of economic activity. In this case there is no specific benchmark for the production of PTA but the fact that the emissions per tonne are significantly lower than imports means that it is likely to meet the broad definition of a substantial contribution listed in Article 10 of the directive.

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Table 1. Key Risks, Mitigation and Control Measures

Aspect	Risks Identified	Management of Impacts
Air Quality	Increase in emissions of dust caused by construction activities and traffic.	Good site management and dust suppression measures will be implemented to minimise nuisance. Control measures such as Vehicle speed limits and defined traffic routing will be enforced to minimise traffic effects.
	Increase in PM and VOC emissions from operation of the plant.	Ongoing monitoring will determine if further management strategies require development. An Air Quality Management Plan and Air Monitoring Plan have been developed. The project is designed in accordance with Best Available Technologies and is high performing in terms of emissions. Air quality modelling has shown that the project will be within acceptable national limits. Further Design measures will be implemented into the process elements to reduce fugitive emissions.
Biodiversity	There is limited biodiversity at the site but there is potential for animals to be harmed on site and for minor impacts in the surrounding areas.	The Project has been designed to minimise the land take required. Signs denoting speed limits and animal crossing points will be installed on the roads within the site. Pre-construction surveys will be undertaken. Site rehabilitation will be undertaken following completion of works.
Geology and Soil	Earthquake damage on underground structures	All structures built will follow “Turkey Building Earthquake Code”
	Soil contamination	Wastes will be disposed of in accordance with national and international legislation. A Topsoil Management Plan and Environmental Emergency Plan has been developed and applied to ensure that there is no long term contamination. Materials will be stored appropriately (in both construction and operation) Spill response kits/plans will be kept present on site and used in case of accidental spills.
Water Resources	Reduction of water resource availability Impact on water quality	Operationally the site will recycle as much water as possible with the main process recycling 55-60% of the process water used at the PTA plant. Training to be delivered on best water utilisation practice. Spill control measures (as described above) will be implemented

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Aspect	Risks Identified	Management of Impacts
		Fuel and oil will be kept away from watercourses and refuelling will be carried out in designated areas.
Waste	Production of solid material waste during construction and operation may impact on locals of settlements and those involved in workplaces within the vicinity of the Project.	<p>Waste management using the waste hierarchy set out in The Waste Framework Directive 2008.</p> <p>Roof, sides and floors of storage areas will be carefully designed to ensure waste is properly contained</p> <p>Proper drainage will be provided to collect any leakage.</p> <p>A “Zero Waste Hierarchy” approach will be adopted.</p>
Noise	Increase in ambient noise levels due to construction activities, on-site construction machinery and equipment, and site traffic and during the operational phase due to steam boilers, cogeneration facilities and process activities.	<p>During construction schedules will be used for the use of on-site machines/equipment, and operation of unnecessary equipment will be avoided.</p> <p>Mobile noise barriers will be placed to protect critical receptors exposed to high noise level as detected through monitoring and the grievance mechanism.</p> <p>During operation, Plant technology used in operation will meet Best Available Techniques for production process and mitigative actions.</p>
Visual and Landscape	There will be inevitable Intrusion on the landscape as viewed from a residence in the Yolgeçen Neighbourhood and two farmhouses on the boundary of the Project site. This is mitigated to some degree by the presence of the existing SASA plant.	<p>Light onsite will be localised to areas where workers are operating at the time.</p> <p>Shiny building materials will be avoided.</p> <p>The plant will be painted in colours that are compatible with the surroundings.</p>
Social Population and Demography Economy and Employment	<p>Influx of people into the Project area as a result of economic opportunities</p> <p>Increased disposable income and demand for additional goods and services for local businesses</p> <p>Land Acquisition and land loss</p>	<p>Hire as many workers as possible from the local population.</p> <p>Provide cultural awareness training as an on-boarding requirement to any non-local workers.</p> <p>Implement and disseminate a community level grievance mechanism.</p> <p>Positive impacts will be maximised where possible through a Human Resources Policy aligned to international labour standards</p> <p>Income loss as a result of agricultural fields being acquired for the Project site and camp site will be compensated and/or new job opportunities will be offered.</p>
Land Use	Loss of crops as a result of land take for the Project site	Site rehabilitation once construction has finished.

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Aspect	Risks Identified	Management of Impacts
Community Health and Safety	Unauthorised access to Project Site Increasing potential for communicable diseases	Security measures will be in place at the Project Site. Security contractors will be subjected to vetting. Hire as many local workers as possible. Implement orientation training that includes awareness of the prevention and treatment of communicable diseases.
Public Infrastructure and Services	Damage to local road infrastructure as a result of heavy vehicles accessing site	Traffic management and good practice measures will be implemented. The Project will compensate for any damage caused and provide regular maintenance and repair to affected roads.
Gender	Gender-based harassment and discrimination Inaccessibility of the grievance mechanism to women Potential omission of women's views on the project Risks in the supply chain associated with women's rights violation	A number of supplementary documents and management plans, including the Human Rights Scan, Human Resources Management Plan, Stakeholder Engagement Plan and Security Management Plan, contain activities that aim at enhancing gender equality, management of potential disproportionate impacts on women, women participation in stakeholder engagement (e.g. women-only meetings, grievance mechanism awareness raising trainings, etc.), and accessibility to benefits created by the Project (such as employment).

6. Environmental and Social Action Plan (ESAP)

There are a number of Financing bodies involved in the project (described in 2.6) who employed the IESC, Ramboll UK Ltd., to determine the extent to which the project complied with the International Environmental and Social standards described in section 4.

Broadly the IESC found that the project was compliant with the Project Applicable Standards but made a number of recommendations to ensure that the project maintains compliance through its lifecycle with these standards and best industry practice. These will be included as binding contractual commitments in an "Environmental and Social Action Plan" appended to the loan agreements signed between lenders and SASA and will be monitored by the IESC through the life of the project. If SASA does not comply with these requirements, the Lenders may withhold further funding until the project is back in compliance.

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Table 2. Summary of the Environmental and Social Action Plan

Subject	Actions to be Taken
Corporate	As part of the project implementation, the Company will further update and develop its corporate sustainability and ESG (environmental, social and governance) reporting standards in line with EU CSRD or ISSB standards in 2025. This will include the new plant as well as existing operations.
Environmental Management Systems	Update construction management plans in line with feedback from the Independent Environmental and Social Consultant Develop detailed Environmental and Social Management plans for the operational phase of the project in line with an operational strategy.
Land Acquisition	Update the SASA’s due diligence report published for the ETL line to further address social impacts and actions, and implement the actions prepared in the associated action plan.
Use of Best Available Technologies and resource efficiency	Set out clearer statements of commitments to pollution standards and a clear statement of alignment with Best Available Techniques as set out in the corresponding reference documents. Develop an Operational Resource Efficiency Plan
Emergency Preparedness and Response	Develop an appropriate operational emergency preparedness and response plan in line with national requirements (BEKRA).
Air Quality, Water Quality, Waste and Noise, Biodiversity, Cultural Heritage	Development and implementation of an air quality monitoring programme. Undertake a quantified analysis of key waste streams and identify specific disposal routes and potential methods for the recovery of materials. Undertake an operational noise review to identify high risk items of machinery and construction vehicles and propose control measures specific to the machinery and vehicles identified. Develop a Biodiversity Management Plan following additional surveys. Update the Cultural Heritage Management Plan to reflect works undertaken prior to lender involvement.
Best Available Techniques (BAT) as identified by the EU Industrial Emissions Directive (IED)	The project will be designed and operated in line with EU BAT requirements, which include commitments to pollution standards and implementing processes and techniques to reduce waste as set out by reference documents relating to the chemical sector. Some of the KPIs include: <ul style="list-style-type: none"> - GHG Emissions: 1.67 tCO₂eq/tonne PTA - Water Use: 43,200m³ ml/day during operation - Overall emissions: values to be kept within limits stipulated by a separate Project Standards Document for the components of the PTA production process which emit to the atmosphere

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Subject	Actions to be Taken
Stakeholder Engagement	<p>Disclose more information on the Environmental and Social Risks (including the latest ESIA/NTS and SEP). The information disclosed will contain up to date information on the Project description.</p> <p>Update the SEP to include local NGOs representing local women, and to include provisions for stakeholder engagement in the event of changes which will result in changes to the environmental or social risks and impacts.</p>
Climate Change	Climate Change risks and their ongoing management need to be explicitly included in the operational management plan.
Health and Safety	<p>Following a construction accident which led to a fatality on site, measures from the Fatal Incident report Advisory note developed by the IESC are to be implemented.</p> <p>Update the Hazardous Substances Management Procedure to address the operational risks.</p>
BEKRA and SEVESO Alignment	Actions within the SEVESO & BEKRA assessment document need to be completed as the project progresses.
Policy	Update the Operational ESMS to include a policy document presenting how the project is aligned to the EBRD performance requirements.
Risks and Impacts: Visual	Update the aspects and impacts register to monitor the impact that the lighting and light spill from the plant has on the visual aspect of the local landscape.

7. Stakeholder Engagement

7.1 Stakeholder Engagement Plan (SEP)

SASA has a Stakeholder Engagement Plan to ensure the continuous participation of people and groups that are directly or indirectly affected by the project. The SEP ensures communication between SASA and stakeholders such as local residents, affected farmers, mukhtars, local governments, official institutions, non-governmental organizations, etc. by sharing the developments related to the project, management of recorded grievances/suggestions.

7.2 Stakeholder Grievance/Opinion Submission Mechanism

SASA provides a platform for expressing opinions and wishes by individuals, groups and communities through implementation of the Grievance and Feedback Procedure, which is applicable to both external stakeholders (e.g. local residents) and internal stakeholders (i.e. Project workers). The Grievance and Feedback Procedure is aimed to be simple, up-to-date, confidential, and impartial. The grievances will be resolved within 30 days.

The key steps of the procedure are as follows:

- 1) Registration of the grievance or comment in the grievance database
- 2) Investigation of the grievance and the first evaluation
- 3) Final decision and a solution to resolve the grievance
- 4) Notification of the complainant within 5 days that the solution implementation is started

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5) Notification of the complainant on the grievance resolution (within 30 days of receiving the grievance)

It is of note the grievances may be submitted anonymously; this noted, reporting back to the complainant may be easier if he or she provides contact information.

SASA prepared a grievance form which is provided in the Annex 1. Grievance boxes are available at SASA office and the offices of mukhtars in Sarihamzali and Yolgecen.

Stakeholder comments can be also sent to the following contact addresses in the form of e-mail or letter using the contact details as listed in section 7.3.

7.3 Company Contact Details

Address: Sarihamzalı Mah. Turhan Cemal Beriker Bulvarı No:559 Seyhan, Adana

Telephone Number: +90 322 441 00 53

Contact Person: Ayben Erdem, Social Relations Representative and Board Assistant

Email Address: info@sasa.com.tr

Corporate Website: www.sasa.com.tr

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Annex 1. Grievance Form

Grievance Form		
Reference No:		
Full Name	Name & Surname: _____	
<i>Note: You can remain anonymous if you prefer or request not to disclose your identity to third parties without your consent.</i>	<input type="checkbox"/> wish to raise my grievance anonymously <input type="checkbox"/> request not to disclose my identity without my consent	
Contact Information	<input type="checkbox"/> By Post: Mailing address: _____ <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail _____ <input type="checkbox"/> I don't want to be contacted	
How the complainant wants to be contacted (mail, telephone e-mail).		
Details Related to Grievance:		
Description of Incident or Grievance:	What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
Case summary:		
Date of Incident/Grievance		
	<input type="checkbox"/> One-time incident/grievance (Date _____) <input type="checkbox"/> Happened more than once (how many times?) On _____ going (Provide details)	
What would you like to see happen to resolve the problem?		
Only for internal usage: Status of complaint		
	Date:	Signature:
The complaint is closed by:		
Actions taken (Provide details):		