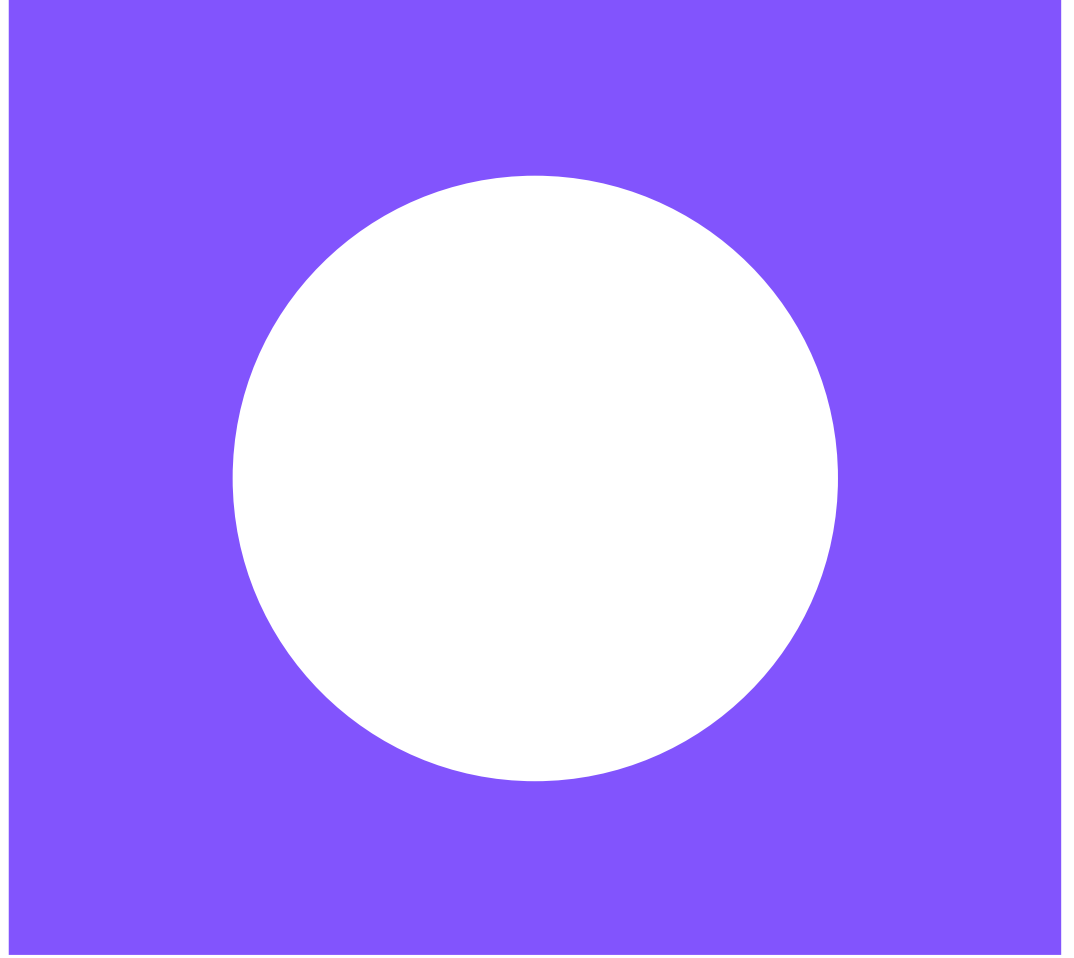




Disera Tibbi Malzeme Lojistik Sanayi Tic. A.Ş

Stakeholder Engagement Plan

July 2026

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Stakeholder Engagement Plan

July 2026

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1 Introduction and Project Summary

1.1 Overview

Türkiye Green Finance Project Venture Capital Investment Fund (“TGF”) is established as a venture capital investment fund, focusing on emission reduction and inclusive transformation under the Türkiye Green Finance Project, which was financed through the funds obtained from International Bank of Reconstruction and Development (“World Bank”) by Industrial Development Bank of Türkiye (“TSKB”) under the repayment guarantee of Republic of Türkiye Ministry of Treasury and Finance (“Ministry”). Maxis Private Equity Portfolio Management A.Ş. (“Maxis”) manages the funding activities for TGF in line with the requirements defined in TGF Environmental and Social (“E&S”) Policy.

Maxis requested the preparation of Environmental and Social Due Diligence (ESDD), Environmental and Social Action Plan (ESAP) and Stakeholder Engagement Plan (SEP) for potential TGF investee company, named Disera Tıbbi Malzeme Lojistik Sanayi Tic. A.Ş. (“the Company”). Mott MacDonald has been engaged as the Consultant by the Maxis to provide environmental and social advisory services in relation to a potential loan to the Company.

The Company operates three facilities located within the Tire Organized Industrial Zone (TOSBI) in Tire, İzmir, Türkiye. These facilities collectively support the Company's medical device manufacturing activities, including plastic disposables for blood collection, urine collection systems, Platelet-Rich Plasma (PRP) products, and other diagnostic materials. Detailed information regarding the facilities and their location are given in Table 1.1 and Figure 1.1 below.

Table 1.1: Disera facilities

Facility	Activities	Adress
Disera 1 (D1)	D1 is one of the primary production facilities located in the TOSBI. The facility focuses on manufacturing plastic-based medical consumables, particularly vacuum blood collection tubes. This facility also accommodates the storage of semi-finished products, which are kept until they are transferred for sterilization or final processing.	Tosbi Yol 5 Sk. No:46
Disera 2 (D2)	D2 serves as the sterilization and dispatch facility. The in-house electron-beam sterilization unit is located at this site, and products are sterilized and prepared for shipment within this facility. Centrifuge machines used as part of the operational workflow are also located and operated in D2. In addition, part of this facility is used as a warehouse for storage and logistics operations.	Tosbi Yol 1 Sk. No:1/1
Disera 3 (D3)	D3 provides support functions for the Company's production operations. This facility contains the raw material warehouse, which supplies inputs to the manufacturing lines. It also includes a machine manufacturing area where equipment and production machinery are assembled, along with a dedicated workshop where devices and machines undergo commissioning activities such as testing, calibration, and preparation before being put into operation.	Tosbi Yol 5 Sk. No:32/A

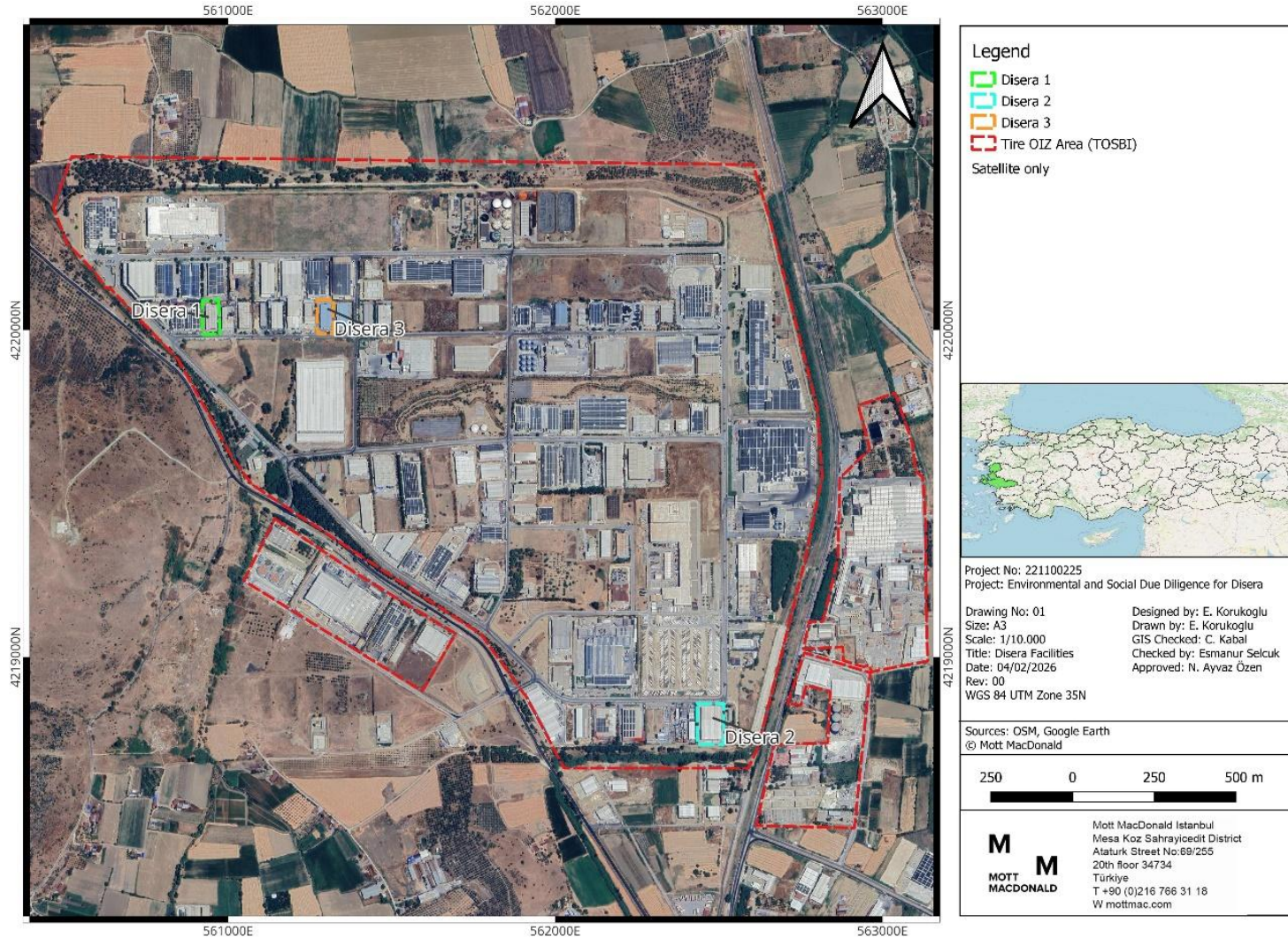


Figure 1.1: Locations of the Disera facilities

This document is the Stakeholder Engagement Plan (SEP) prepared for the above-mentioned facilities of the Company. The SEP aims to promote the Company's approach to stakeholder engagement throughout the facilities' operation lifecycle. The SEP identifies the Company stakeholders, defines their roles and engagement capacities, describes the ways of interactions them and draws the route map in order to reach the Company targets through transparent, inclusive, effective, meaningful, consistent and culturally appropriate manner.

Moreover, the SEP sets out the roles and responsibilities of the Company in carrying out stakeholder engagement activities. It explains how the relevant departments and personnel will interact and disclose information with stakeholders and clarifies the ways through which stakeholders can express concerns or provide feedback to the Company.

The SEP is developed in accordance with the World Bank Group Environmental and Social Standards (ESSs) under the Environmental and Social Framework (ESF) as well as the Turkish national legislation related to stakeholder engagement, information disclosure and consultation.

The ESDD studies indicated that the Company's operations are not expected to cause significant impacts on surrounding communities. However, some general community health and safety considerations were identified, mainly related to traffic movements within the TOSBİ, interactions between vehicles and pedestrians due to the lack of a traffic management plan.

These risks will be addressed through the corrective and preventive actions to be detailed in the ESAP, which will outline the measures required for the Company to achieve full alignment with the ESSs. The SEP will support transparent communication with stakeholders and ensure that any concerns related to the Company operations can be raised and addressed appropriately.

1.2 Objectives and the Scope of the Stakeholder Engagement Plan

Effective, open, and transparent stakeholder engagement is a cornerstone of sustainable operations, long-term stakeholder confidence, and the Company's social licence to operate. Meaningful engagement not only reinforces the Company's legitimacy, but also ensures that the perspectives, expectations, and concerns of affected or interested individuals, groups, communities, and institutions are genuinely integrated into the Company's operational practices.

The overarching objective of the stakeholder engagement process is to create a structured, inclusive, and continuous dialogue platform through which stakeholders can access accurate information, understand the Company's activities, and share their feedback. This approach supports responsible risk management and enhances transparency.

Aligned with the World Bank ESSs, stakeholder engagement encompasses the following core elements:

- Systematic identification and analysis of all individuals, groups, communities, institutions, and organizations that may be affected by or have an interest in the Project, ensuring that disadvantaged and vulnerable groups are meaningfully represented.
- Strategic planning of engagement activities that define how information will be disclosed, how consultations will be conducted, and how two-way communication will be sustained throughout the Project lifecycle.
- Promoting a clear and accessible understanding of the Project by providing timely, accurate, and culturally appropriate information on project activities, risks, benefits, timelines, and potential impacts.
- Recognizing and assessing stakeholder-related risks—including social, environmental, operational, and reputational risks—to ensure that early warnings and sensitivities are integrated into project design and risk mitigation strategies.

- Establishing a formal, accessible, and user-friendly grievance mechanism that enables stakeholders to raise concerns, complaints, or suggestions in a safe, confidential, and non-retaliatory environment.
- Ensuring timely, transparent, and fair responses to grievances submitted through the mechanism, facilitating resolution and reinforcing trust between the Project and its stakeholders.
- Maintaining ongoing reporting and feedback loops, ensuring that stakeholders are regularly informed about project progress, responses to issues raised, and changes to planned activities or mitigation measures.

Overall, the scope of stakeholder engagement extends across all operations within the facilities of the Company by ensuring that communication, consultation, and grievance management remain continuous, inclusive, and adaptive. Through this structured approach, the Company strengthens accountability, enhances social performance, and fosters resilient and constructive relationships with all stakeholders.

2 Regulatory Framework for Stakeholder Engagement

2.1 National Requirements

The Turkish Environmental Impact Assessment (EIA) Regulation (Official Gazette Date/Number: 29.07.2022/31907) includes specific requirements on public participation, information disclosure and consultation with affected communities during the EIA process. In particular, projects that fall under Annex I or Annex II of the Regulation are required to conduct formal stakeholder engagement activities, including public participation meetings, disclosure of non-technical project summaries and structured opportunities for communities to express opinions on potential environmental and social impacts.

The review of the Turkish EIA Regulation indicates that the Company's existing facilities do not fall under Annex I ("EIA Required") or Annex II ("EIA Screening Required") project categories. The activities of the Company, with plastic-based medical consumables manufacturing, are classified as "EIA Not Required/Out of Scope" due to their scale, capacity and operational characteristics. Accordingly, the national regulation does not require an EIA process or any EIA-related public participation meeting to be conducted for the current operations of the Company. Therefore, no EIA-related public participation meeting or stakeholder engagement process has been undertaken.

In addition to the Turkish EIA Regulation, several national regulations frame the rights of individuals and communities to access information, submit petitions, raise concerns, and communicate with public authorities. These regulations indirectly support stakeholder engagement and grievance management processes, even for projects that are not subject to the national EIA procedure.

- **Law on the Use of the Right to Petition (No. 3071)** grants all citizens, and foreign residents the right to submit written petitions to public authorities regarding requests or complaints.
- **Law on the Right to Information (No. 4982) and its Implementing Regulation** regulates the right of individuals to request information from public institutions and obliges public bodies to respond within specified timeframes.
- **Presidential Communication Centre Regulation (Official Gazette No. 31856, 04.06.2022)** establishes the functioning of CİMER, Türkiye's central platform for petitions, complaints, suggestions, and information requests. It constitutes the main national grievance mechanism available to all citizens and residents.
- **Law on the Protection of Personal Data (No. 6698)** regulates the processing, storage, transfer and protection of personal data. It is relevant to stakeholder engagement processes involving collection of contact information, grievances, feedback and communication records.
- **Law on Occupational Health and Safety (No. 6331)** contain provisions on informing workers about workplace risks, emergency procedures, and internal communication, relevant for internal stakeholder engagement.
- **Law on Product Safety and Technical Regulations (No. 7223)** is also relevant for the Company's stakeholder engagement activities since it provides a national framework for ensuring product safety, including requirements for public notifications, risk communication, and product recall procedures. Although this law is primarily based on technical product-safety issues, certain provisions such as those requiring manufacturers to inform

consumers, distributors, and relevant authorities about identified risks, indirectly support stakeholder communication and information disclosure.

TOSBİ administration has a regulatory role and certain responsibilities related to facility operations within the TOSBİ including announcements and public information processes. These administrative functions cover site-specific permissions, infrastructure works, announcements regarding temporary road closures or utility interruptions, and emergency notifications across TOSBİ. Although these processes are not formally defined as stakeholder engagement requirements, they indirectly support transparency and information flow between the Company, TOSBİ authorities, neighbouring businesses and affected community members. For this reason, TOSBİ's administrative notification and permitting procedures are considered complementary to the national regulatory framework governing stakeholder communication.

2.2 World Bank Stakeholder Engagement and Consultation Requirements

This SEP has been prepared in alignment with the World Bank ESSs incorporating the principles of openness, access to information, accountability, transparency, visibility, and accessibility outlined in the World Bank Group Consultation Guidelines. The World Bank ESSs that are relevant to the information disclosure, stakeholder engagement and consultation are listed in Table 2.1 below.

Table 2.1: The World Bank ESSs that are relevant to this SEP

ESS	Key Policies and Objectives
ESS 1: Assessment and Management of Environmental and Social Risks and Impacts	ESS1 requires the Company to identify, assess, and manage the environmental and social risks associated with its operations, including those affecting workers, neighbouring communities, and supply chain partners. In the context of this SEP, ESS1 establishes the obligation to provide stakeholders with timely and accurate information on key risks, potential impacts, and mitigation measures, and to maintain continuous two-way communication that informs decision-making across the facility lifecycle.
ESS 2: Labour and Working Conditions	ESS2 requires the Company to ensure fair, safe, and non-discriminatory working conditions for all categories of workers, including direct employees, contractors, subcontractors, and young workers. In the context of this SEP, ESS2 reinforces the need for clear communication with workers, transparent disclosure of workplace rights and obligations, accessible internal grievance mechanisms, and ongoing engagement with worker representatives to support a respectful and safe work environment.
ESS4: Community Health and Safety	ESS4 requires the Company to identify and manage risks and impacts that its operations may pose to neighbouring communities, including traffic safety, hazardous materials, emergency preparedness, and overall community wellbeing. In the context of this SEP, ESS4 underscores the importance of transparent communication on community health and safety risks, coordination with relevant authorities, and maintaining engagement mechanisms that allow community members to raise concerns and receive timely information about safety measures and incident response procedures.
ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	ESS5 aims to avoid involuntary resettlement and, where avoidance is not possible, to minimize impacts and

ESS	Key Policies and Objectives
	ensure that affected people are supported through fair compensation, livelihood restoration and meaningful consultation. Although no land acquisition or displacement is associated with the Company's existing operations, ESS5 remains relevant for the SEP as it reinforces the need for transparent communication with any land users, neighbouring lands, or rights-holders who could be affected by future land-use changes, access restrictions, or facility expansions.
ESS 10: Stakeholder Engagement and Information Disclosure	ESS10 establishes the requirement for meaningful, inclusive, and ongoing engagement with all affected and interested stakeholders throughout the project lifecycle. It obliges the Company to identify stakeholders, disclose timely and accessible information, conduct consultations free from manipulation or intimidation, maintain a responsive grievance mechanism, and ensure transparent reporting. ESS10 forms the core of this SEP and guides all engagement, communication, and feedback processes outlined in the Plan.

The requirements of the World Bank ESSs set out clear requirements for ensuring effective stakeholder engagement throughout the project lifecycle, including meaningful community engagement, timely disclosure of relevant project information, appropriate consultation processes, and accessible grievance mechanisms. In line with the ESSs, stakeholder engagement must:

- Begin as early as possible in the project cycle,
- Continue in a structured and consistent manner throughout all phases of the project,
- Be free from manipulation, interference, coercion, or intimidation,
- Enable meaningful participation of affected communities where relevant, and
- Be based on timely, relevant, understandable, and accessible information presented in culturally appropriate formats.

3 Stakeholder Mapping and Identification

3.1 Overview

Stakeholder mapping is the first and essential step in establishing an effective and meaningful stakeholder engagement approach. Stakeholders include individuals, groups, communities, and institutions who may be directly or indirectly affected by the Company's operations, or who may have interests, expectations, or influence related to the facilities. Understanding their perspectives helps ensure that engagement is inclusive, responsive, and proportionate to each stakeholder's level of interest and potential impact.

In line with the principles of ESS10, stakeholders have been categorized based on:

- their relationship to the Company,
- their level of influence or interest, and
- the degree to which they may be affected by ongoing operations.

This process enables the Company to design tailored engagement activities that address the needs of internal and external stakeholders, ensure transparency, support risk management, and strengthen the Company's social license to operate.

3.2 Company Stakeholders

To ensure a structured and targeted engagement framework, the Company's stakeholders are categorized as internal and external and further classified as direct or indirect among both categories. The description of the stakeholder categories, groups and their relationship to the Company is given in Table 3.1.

Table 3.1: Summary of the stakeholder groups by category

Category	Stakeholder groups	Relationship to the Company and its operations
Direct internal stakeholders	- Company employees (both blue and white collar) - Worker representatives - Senior management and facility managers - Women workers (<i>identified as a vulnerable direct internal stakeholder group</i>) - Pregnant workers (<i>identified as a vulnerable direct internal stakeholder group</i>) - Disabled workers (<i>identified as a vulnerable direct internal stakeholder group</i>) - Apprentices/ interns/ young workers (<i>identified as a vulnerable direct internal stakeholder group</i>) - Contractors and subcontractors (cleaning, security, maintenance, logistics, occupational health and safety, and environmental consultancy)	These stakeholders are directly involved in daily operations of the Company and directly affected by the workplace conditions, occupational health and safety (OHS) measures, HR policies, organisational decisions. As direct internal stakeholders of the Company, they fall under the Company's internal labour, OHS, and HR policies, which are aligned with the requirements of ESS2 and ESS10. Vulnerable groups may require tailored communication, enhanced monitoring of working conditions, and strengthened access to grievance channels.
Indirect internal stakeholders	Primary suppliers and their workers	These stakeholders are indirectly affected through procurement practices, site access rules, safety requirements, labour standards communicated by the Company, and are expected to comply with the Company's environmental, social, OHS and labour requirements in line with the World Bank ESSs. Although they are not direct employees, their services fall under the Company's responsibility to ensure that supplier and service providers meet ESS2 and ESS10-aligned standards related to working conditions, OHS performance, information disclosure, and access to grievance mechanisms.
Direct external stakeholders	- TOSBI administration - Local communities (households, residents and mukhtars along shuttle/truck routes) - Vulnerable groups within local communities (i.e., women, students/children, elderly, disabled) - Adjacent and neighbouring facilities - Customers and distributors	They might be directly affected by the Company's operations including potential impacts related to traffic, noise, emergency notifications, logistics movements and OIZ-level coordination. These stakeholders may be exposed to operational risks and require timely, accurate, and culturally appropriate information in line with ESS10.

Category	Stakeholder groups	Relationship to the Company and its operations
	● Ministry of National Education ● İzmir Provincial Directorate of National Education ● Coordinators, directors and teachers of the interns and apprentices	
Indirect external stakeholders	● International authorities (i.e., European Commission Directorate-General for Health and Food Safety, European Food Safety Authority) ● National authorities including but not limited to the following: – Nuclear Regulatory Authority – Ministry of Health – Ministry of Agriculture and Forestry – Ministry of Environment, Urbanization and Climate Change – Ministry of Labour and Social Security – Turkish Standards Institution ● Authorities at provincial and district level including but not limited to the following: – İzmir Provincial Governorate – İzmir Metropolitan Municipality – İzmir Provincial Gendarmerie Command – İzmir Provincial Directorate of Health – İzmir Provincial Directorate of Environment, Urbanization and Climate Change – İzmir Provincial Directorate of Labour and Social Security – İzmir Disaster and Emergency Management Authority – Tire District Governorate – Tire Municipality – Tire District Gendarmerie Command – Tire Fire Department ● NGOs and civil society groups (i.e., LÖSEV (Foundation for Children with Leukaemia))	These stakeholders might be indirectly affected through regulatory oversight, compliance monitoring, public information functions, and sector-wide interest in the Company's environmental and social performance. These stakeholders influence the Company's compliance obligations, reputation, and information disclosure practices, and engagement with them must align with ESS1, ESS4 and ESS10 principles.

Category	Stakeholder groups	Relationship to the Company and its operations
	● Chambers and associations (i.e., TOBB (Union of Chambers and Commodity Exchanges of Türkiye), ARTED (Association of Research-Based Medical Technologies Manufacturers), SADER (Healthcare Products Manufacturers and Representatives Association), SEIS (Health Industry Employers' Association of Turkey), TUMDEF (Federation of All Medical Equipment Producers and Supplier Associations), TUDER (Medical Device Manufacturers Association) and relevant radiation safety or nuclear-technology related associations ● Academia and research institutions (i.e., Ege University, Dokuz Eylül University, Katip Çelebi University) ● Financial institutions and investors including: – World Bank – TSKB – Maxis ● Certification bodies ● Media at local, regional and national level	

As can be seen from the table above, mapped stakeholders of the Company are categorized as internal stakeholders including direct employees as well as contractors, subcontractors and external service providers working on behalf of the Company and external stakeholders, which include governmental and non-governmental institutions, local communities, neighbouring businesses, customers, certification bodies, academia and the media.

Within these stakeholder categories, certain groups are recognised as vulnerable, meaning they may require enhanced support to access information, participate in engagement activities, or raise concerns safely. In this context, women workers, pregnant workers, disabled workers and apprentices/interns are identified as vulnerable internal groups and will continue to assess the presence of any additional vulnerable stakeholders throughout SEP implementation in line with ESS10.

Based on each stakeholder group's relationship to the Company, level of influence, and degree of potential impact, methods, tools, frequency and responsibilities have been defined for stakeholder engagement throughout the full lifecycle of the Company's operations. This structured approach ensures that engagement remains proportional, inclusive and responsive to the stakeholder needs. The consultation activities to be implemented, together with their corresponding engagement methods, key topics and responsible departments, are presented in Table 4.1.

4 Stakeholder Engagement and Consultation Program

4.1 Overview

The stakeholder engagement and consultation program outlines the Company's structured approach to engaging with internal and external stakeholders throughout the lifetime of its operations. The program establishes how information will be disclosed, how consultations will be conducted, and how continuous two-way communication will be maintained to ensure that stakeholders are informed, heard, and able to participate meaningfully in matters that may affect them.

This program is designed in line with the ESS10 requirements and is tailored to the stakeholder groups identified in Section 3.2. It defines the engagement methods, frequency, and responsibilities for each stakeholder category, ensuring proportional, transparent, and culturally appropriate interaction. The program also integrates mechanisms for receiving, documenting, and responding to stakeholder concerns, feedback, and grievances in a timely and accountable manner.

Overall, the stakeholder engagement and consultation program serves as the operational framework that guides the Company's communication, consultation, disclosure, and grievance-handling activities, and ensures that these processes are consistent, inclusive, and aligned with international best practices.

4.2 Summary of Previous Stakeholder Engagement Activities

Previous stakeholder-related activities of the Company have primarily taken the form of corporate social responsibility (CSR) initiatives, employee wellbeing programs and community support actions. The activities communicated by the Company as of February 2026 include:

- Sponsorship of local sports organizations, such as Karşıyaka Women's Volleyball Team and Tire Football Club, aimed at supporting youth participation in sports and strengthening community relations
- Support to STEM (Science, Technology, Engineering and Mathematics) technology education initiatives, including sponsorship of Lavender Robotics, a youth robotics team that participated in national and international FIRST Robotics Competitions and achieved significant awards in 2025
- Support for employee wellbeing through the provision of discounted access to selected sports facilities for Disera personnel
- Recognition as a "Nutrition-Friendly and Physically Active Workplace" under the Ministry of Health programme
- Activities and educational sessions organised during Green Crescent (Yeşilay) Week
- Breast cancer awareness initiatives conducted by the Cancer Early Diagnosis, Screening and Training Centre (KETEM)
- Donation to the Foundation for Children with Leukaemia (LÖSEV) and contributing to social solidarity efforts
- Annual 23 April Children's Festival, Women's Day event, monthly birthday celebrations, and other morale building activities such as a personnel entertainment night and occasional ice-cream/refreshment events

These actions demonstrate the Company's willingness to support employees, contribute to local community initiatives and promote positive social values. The stakeholder engagement relies solely on high-level CSR-type disclosures. For the future stakeholder engagement activities, the Company will adopt and implement this structured SEP with defined engagement strategies and frequencies to align with ESS10 requirements. Furthermore, a formal log system for stakeholder engagement and information disclosure activities will be established as given in Appendix 8.1.

4.3 Community Liaison Officer (CLO)

The Company will appoint a Community Liaison Officer (CLO) to lead and coordinate all external stakeholder engagement activities as outlined in this SEP. The CLO will serve as the primary focal point between the Company and external stakeholders, ensuring that communication is timely, transparent, culturally appropriate, and aligned with the ESS10 requirements.

The CLO's key responsibilities include:

- Leading stakeholder engagement and information disclosure activities with communities, institutions, and other external parties.
- Receiving, registering, and tracking grievances and requests from external stakeholders throughout the resolution process.
- Ensuring that grievance records, consultation logs, and disclosure documentation are accurately maintained and regularly updated.
- Preparing facility-specific stakeholder engagement and grievance management reports for internal use and for submission to the Lenders.
- Coordinating with Company management to identify additional mitigation measures when required, particularly for unresolved or recurring community-related grievances.

Stakeholder engagement, consultation and regular communication with the internal stakeholders of the Company will be under the responsibility of the HR Department through the involvement of certain parties as defined in Chapter 6. However, CLO will coordinate with the HR Department and other relevant parties for monitoring and reporting the stakeholder engagement activities concerning workers, contractors and subcontractors.

Overall, the CLO will play a central role in maintaining constructive relationships with stakeholders, strengthening the Company's social performance, and ensuring compliance with the ESS10 as well as international good practices.

4.4 Communication and Disclosure Tools

The Company will utilize a set of structured, accessible, and culturally appropriate disclosure tools to ensure that all stakeholders can receive timely, accurate, and relevant information regarding its operations, risks, engagement activities, and grievance channels.

These tools support transparent communication in line with ESS10 requirements and enable two-way interaction with both internal and external stakeholders. Information will be disclosed using multiple formats to accommodate diverse stakeholder needs, ensuring inclusiveness and accessibility across all facilities. The primary disclosure tools include:

- **Company website:** Publication of the SEP, updates, corporate announcements, and non-technical summaries.
- **Facility noticeboards:** Display of key messages, OHS alerts, grievance channels, emergency information, and community-relevant updates.

- **Printed materials:** Brochures, leaflets, and informational sheets distributed to workers, visitors, and external stakeholders during consultations or community outreach.
- **Posters and billboards:** Visual communication placed at facility entrances and high-visibility areas to transmit concise safety and engagement messages.
- **Social media announcements:** Public outreach and timely updates on company activities, CSR initiatives, and engagement outcomes.
- **Face-to-face meetings and community visits:** Direct communication enabling meaningful dialogue, clarification of concerns, and relationship-building with affected groups.
- **Digital and physical grievance channels:** Accessible platforms enabling stakeholders to raise concerns, seek information, or provide feedback confidentially and without retaliation as detailed in Chapter 5.

All engagement and disclosure tools to be utilized during activities with stakeholders including vulnerable groups will ensure accessibility, confidentiality, and safe participation.

4.5 Stakeholder Engagement and Consultation Program

Table 4.1: Stakeholder engagement and consultation program

Stakeholder Group	Engagement Method	Frequency	Key Topics	Responsible Department
Internal Stakeholders				
Company employees (both blue and white collar)				
Contractors and subcontractors (cleaning, security, maintenance, logistics, occupational health and safety, and environmental consultancy)	Toolbox talks, HR briefings, noticeboards, OHS trainings	During induction of a newly hired worker Every 2 months	OHS practices, emergency procedures, HR policies, grievance mechanism, GBVH awareness	HR, OHS specialist, environmental specialist
Worker representatives	Consultation meetings	Every 2 months	Workplace issues, grievances, worker feedback, improvement actions	HR, OHS specialist, environmental specialist
Senior management and facility managers	Coordination/briefing meetings on the SEP progress reviews	Quarterly	SEP results, grievances, stakeholder issues	HR, OHS specialist, environmental specialist, CLO
Women workers	Targeted briefings, women-only meetings	Quarterly	Workplace conditions, GBVH-sensitive channels, rights awareness	HR
Pregnant workers	Individual consultations and OHS checks	Every 2 months	OHS accommodations, working conditions, grievance channels	HR, OHS
Disabled workers	Individual briefings, accessibility reviews	Quarterly	Inclusion, accessibility, workplace safety	HR, OHS
Apprentices/ interns/ young workers	Orientation sessions, supervision check-ins	During induction Monthly	Young worker protections, supervision requirements, allowed tasks	HR, OHS
Primary suppliers and workers	Supplier briefings, audits, compliance meetings	Annually	Labour standards and conditions, OHS, grievance expectations, supply chain risks	Procurement
External Stakeholders				
TOSBI administration	Coordination meetings	Quarterly	Boundary safety, utilities, emergency announcements, OIZ-level grievances	Facility manager, OHS specialist, environmental specialist, CLO
Coordinators, directors and teachers of the interns and apprentices	Coordination and consultation meetings	Monthly	Occupational health and safety, compliance with national legislation on engagement with interns and apprentices	HR, OHS specialist, CLO

Stakeholder Group	Engagement Method	Frequency	Key Topics	Responsible Department
Local communities (households, residents and mukhtars along shuttle/truck routes)	Community meetings, open days, printed materials	As needed	Traffic, noise, water use, community safety, grievance mechanism	CLO
Vulnerable groups in local communities (women, elderly, disabled, students/children)	Targeted outreach, small group meetings	As needed	Traffic safety, accessible grievance channels	CLO
Adjacent/neighbouring facilities	Joint coordination meetings	Quarterly	Boundary safety, emergency planning, traffic management	Facility manager, OHS specialist, environmental specialist, CLO
Customers and distributors	Technical meetings, feedback surveys	As needed	Product quality, safety, delivery issues	Quality teams
International authorities	Formal meetings, compliance reporting	Annually	Permits, environmental compliance, emergency response, product safety	Facility managers, quality teams, CLO
National authorities	Formal meetings, compliance reporting	Annually	Permits, environmental compliance, emergency response, product safety, engagement requirements with the apprentices and interns	Senior management, CLO
Provincial/district authorities	Meetings, reporting	Annually	Emergency preparedness, inspections, community safety, engagement requirements with the apprentices and interns	Facility managers, CLO
NGOs and civil society groups	Information disclosure, consultation	As needed	Environmental topics, community wellbeing, consumer safety	CLO
Chambers and associations	Meetings, sectoral and technical consultations	As needed	Industry standards, compliance	Senior management, CLO
Academia and research institutions	Collaboration meetings	As needed	Research and development, training, data sharing	Facility managers, quality teams, CLO
Financial institutions and investors (World Bank, TSKB, Maxis)	Monitoring meetings, reports	Semi-annually	SEP performance, grievance statistics, E&S compliance	Senior management, CLO
Certification bodies	Audits and compliance reviews	Annually	Quality, OHS, environmental compliance	Facility managers, quality teams, OHS specialist, environmental specialist, CLO

Stakeholder Group	Engagement Method	Frequency	Key Topics	Responsible Department
Media (local, regional, national)	Press releases, website updates	Annually	Facility updates, public information, grievance access	CLO
General public / wider stakeholders	Website and social media updates	Annually	Facility updates, non-technical information	CLO

5 Grievance Mechanism

5.1 Overview

The Company commits to establish and operate an effective and accessible grievance mechanism to enable all stakeholders (both internal and external) to raise questions, concerns, complaints or suggestions free from manipulation, interference, coercion or intimidation, and to receive timely and fair responses. The grievance mechanism is designed and implemented in alignment with the ESS10 with linkages to ESS2 and ESS4. Core principles include accessibility, inclusiveness, transparency, privacy and data protection, confidentiality, anonymity, non-retaliation, predictability of timelines, documentation, survivor-centred handling for GBVH cases, and continuous improvement.

5.2 Company Grievance Mechanism

5.2.1 Company's External Grievance Mechanism

The Company acknowledges that external stakeholders including local communities, neighbouring facilities, customers, NGOs, media and public institutions must have access to a clear, transparent and accessible grievance mechanism during the operational lifecycle of the facilities, in line with ESS10 requirements with linkages to ESS2 and ESS4 for matters involving labour management or community health and safety.

External stakeholders can submit grievances through the Company's contact channels which are given below:

- Website contact form: <https://www.disera.com.tr/en/contact-16>
- E-mail address: info@disera.com.tr
- Telephone: +90 (232) 264 66 68
- Physical mail / In-person submission:
 - Head Office: Karabağlar Mah. 5758 Sk. No: 4H/11, Karabağlar, İzmir
 - Tire Facility: İbni Melek Mah. Tosbi Yol 5 Sk. No:46, Tire, İzmir
- Verbal statements to the CLO during face-to-face meetings/visits
- Contact information of the CLO:
 - Name: Ferhan Türkyılmaz
 - Telephone: +90 535 960 01 87
 - E-mail address: clo@disera.com.tr

While these channels allow communication, they do not yet constitute a formalised external grievance mechanism aligned with ESS10. To ensure full alignment with the WB ESSs, the Company will maintain a standalone "External Grievance Mechanism Procedure" defining intake, registration, assessment, response timelines and closure; it assigns the CLO as focal point; uses a dedicated external grievance log; and sets standard response timelines. The procedure will be publicly disclosed on the Company website and facility noticeboards and operationalised within a defined timeline.

All external grievances received via the abovementioned channels are registered and managed by the CLO under the External Grievance Mechanism Procedure. The Company's CLO will be responsible for receipt, collection, registration, coordination with relevant departments, timely

response, closure and reporting to senior management and Lenders. Updates and summary statistics will be included in periodic stakeholder reports and on the website as appropriate.

5.2.2 Company's Internal Grievance Mechanism

The Company operates an internal grievance mechanism applicable to all categories of workers, including direct employees, contracted workers, subcontracted personnel and young workers/interns engaged at all facilities as well as service providers and suppliers. The mechanism is designed and implemented in alignment with the requirements of the ESS2 and ESS10 by ensuring that workers have safe, confidential, and accessible channels to raise concerns.

The internal grievance mechanism is managed primarily by the HR Department, with the Ethics Committee responsible for reviewing and investigating grievances and complaints involving ethical breaches, misconduct, harassment, discrimination or other sensitive matters. The Ethics Committee operates under a board-level decision and follows defined rules on confidentiality, impartiality, documentation and decision-making. In line with these principles, all Ethics Committee meeting minutes, decisions and related documentation are systematically recorded, stored and maintained within the Company's official document system.

The internal grievance mechanism is governed by the following Company procedures:

- Ethics Rules Procedure
- Code of Conduct and Ethics Rules
- Internal Grievance Registration and Follow-up Procedure

These procedures collectively define intake, screening, registration, assessment, investigation, documentation, reporting, non-retaliation and confidentiality principles, and risk-based escalation pathways. To ensure full alignment with the ESS2 and ESS10, the Company commits to:

- Maintaining an internal grievance system that guarantees confidentiality, anonymity, non-retaliation, fairness, and predictable timelines.
- Recording all grievances through the internal grievance log.
- Providing workers and contracted personnel with multiple, accessible reporting channels (one-on-one meetings, petitions, telephone calls, e-mails, online/QR forms, grievance boxes, supervisor/worker representative routes).
- Ensuring that all workers are informed about their rights and available reporting channels through induction briefings, awareness sessions and periodic communications.
- Offering safe and confidential handling of Gender-Based Violence and Harassment (GBVH) cases, using trained focal points and survivor-centred procedures.
- Applying transparent resolution timelines and ensuring that corrective and preventive actions are implemented and communicated.
- Ensuring impartial investigation through the Ethics Committee and appropriate escalation of high-risk cases.
- Analysing trends and addressing root causes as part of continuous improvement.

Workers may submit grievances through the following channels, anonymously or with identification:

- Grievance boxes located across facilities
- QR/online grievance forms (given in Appendix 8.2)
- Verbal or written submissions to managers, supervisors, or worker representatives

- Direct submission to the responsible personnel at the HR Department
- One-on-one meetings or petitions
- Committee meetings or routine communication forums (to be conducted at least on a quarterly basis with all workers)

The Company will publish concise, user-friendly information note at the facility noticeboards on what can be raised, how to submit grievances through channels, what happens next (timelines, confidentiality, anonymity), GBVH focal points, and appeal options.

While the HR Department leads internal mechanisms, the CLO coordinates with HR and other relevant teams for monitoring and reporting worker-related engagement as part of SEP oversight.

In addition to the internal grievance mechanism, the Company operates a structured Kaizen (Continuous Improvement) system, which allows workers to submit improvement ideas aimed at enhancing safety, efficiency, quality, and overall workplace conditions. Kaizen is not a channel for grievances or ethical misconduct reports; rather, it complements the grievance mechanism by capturing solution-oriented suggestions that can lead to operational improvements. Improvement ideas can be submitted through the same accessible reporting channels used for general feedback, including grievance boxes located across facilities and QR/online grievance forms. Similar to the worker grievances, all incoming Kaizen suggestions and ideas are initially collected and screened by the HR Department. Suggestions that qualify as improvement opportunities are forwarded to the Kaizen Committee for evaluation and action planning. The Kaizen Committee reviews improvement ideas, prioritizes them according to feasibility, safety relevance, and potential impact, and determines whether proposals should be implemented as small Kaizen improvements or as Kobetsu Kaizen (focused improvement projects). Approved Kaizen actions are tracked, recorded, and communicated periodically to workers. Kaizen improvements, implemented actions, and outcomes are documented digitally and disclosed to workers during periodic communication sessions in alignment with ESS2 and ESS10 principles on transparency and continuous improvement.

5.2.3 Grievance Mechanism Principles

The principles in this section apply to both the internal and external grievance mechanisms, and ensure consistent standards of fairness, transparency, and respect for stakeholders, in alignment with the ESS2 and ESS10. These principles guide the handling of all grievances regardless of the channel through which they are submitted.

The Company guarantees strict confidentiality of all grievances. Personal information is processed solely for the purpose of resolving the grievance, stored securely, and handled in full compliance with the Law on the Protection of Personal Data (No. 6698). Only authorised personnel have access to grievance records.

Confidentiality applies to identities of complainants and witnesses, sensitive case details, ethical/behavioural investigations, and GBVH-related grievances.

Stakeholders may submit grievances anonymously using any of the anonymous channels described in Sections 5.2.1 and 5.2.2.

The Company maintains a zero-tolerance approach to retaliation. No adverse action may be taken against any worker, community member or stakeholder who raises a complaint in good faith, participates in an investigation, or serves as a witness.

All grievances are reviewed objectively and impartially, without discrimination or bias. As a general rule, grievances are targeted to be resolved within 7, 15 or 30 days based on their

classification. The Company follows the risk-based classification and response timelines as defined below to ensure timely and proportionate action:

- High risk grievances (i.e., OHS threats, harassment, discrimination, ethical breaches, GBVH) to be assessed within 7 business days and initiated actions in an immediate manner to the extent possible
- Medium risk grievances (i.e., operational disruptions, quality issues) to be assessed within 15 business days
- Low risk grievances (i.e., general suggestions, workplace improvements) to be addressed within 30 business days

Across both mechanisms:

- Screening and classification occur promptly.
- Investigations follow documented procedures.
- Decisions are based on facts and evidence.
- Records are maintained in standardised logs.
- Complainants are informed of the outcome and actions taken, unless the grievance was submitted anonymously.
- Grievance trends will be reviewed by relevant responsible personnel on a regular basis as given in Chapter 6.
- Summary findings, systemic issues, and corrective actions are incorporated into quarterly reports submitted to senior management.
- Lessons learned feed into the Company's HR, OHS, ethics and worker-engagement practices to ensure continuous alignment with ESS2 and ESS10.

Sample grievance log to be utilized by the Company is provided in Appendix 8.3.

If a complainant is not satisfied, independent advice may be sought, and stakeholders have the right to appeal. In short, legal remedies are always available in the scope of the Company's grievance mechanism.

5.2.4 Gender-Based Violence and Harassment (GBVH) Cases

Gender-based violence and harassment is defined as and harassment directed at persons because of their sex or gender, or affecting persons of a particular sex or gender disproportionately. It includes acts that inflict physical, mental or sexual harm or suffering, threats of such acts, coercion and other deprivations of liberty¹.

In line with the WB ESSs, the Company treats GBVH as a priority risk requiring specific focal points in the grievance mechanism: survivor-centred approach, confidentiality, anonymity, non-retaliation, trained focal points, timely handling, safe and multiple reporting channels, referral pathways, corrective actions, monitoring. These are embedded in the SEP architecture and will be integrated into internal Ethics/HR policies. Company policies on Ethics and Conduct, Gender Equality and Diversity support a respectful, inclusive workplace and reinforce expectations for safe, confidential reporting to the Ethics Committee. Appropriate protective, corrective and preventive measures are implemented to prevent recurrence and ensure the safety and wellbeing of all affected individuals.

Key principles in handling the GBVH cases include maintaining the safety, dignity and privacy of survivors; ensuring confidentiality and data minimisation; obtaining informed consent for each

¹ International Labour Organization, Addressing gender-based violence and harassment in a work health and safety framework. Retrieved from <https://webapps.ilo.org/static/english/intserv/working-papers/wp116/index.html#ID0E2EAC> on 19 February 2026.

step; and enforcing strict non-retaliation for survivors, reporters and witnesses. All GBVH grievances, regardless of if it is submitted anonymously or with identification, are treated with heightened confidentiality and urgency, recorded and analysed accordingly, and investigated only by personnel who have received specialised GBVH training, including designated trained focal points with female staff availability where preferred. Sensitive communication, proportional and timely action, and secure management of case information are ensured throughout the process.

Remediation measures are also an essential part within the management of the GBVH cases. Appropriate support and remedies should be provided when incidents occur. Remediation measures will be designed to restore the dignity, respect, and safety of the survivor and to ensure the accountability of the perpetrator. In this scope, survivors can be referred to medical, legal and psychosocial support services, including institutions operating in İzmir such as Violence Prevention and Monitoring Centres (ŞÖNİM), the Bar Association, hospitals, 112 emergency services, and the Family Court, based on survivor consent and needs².

5.3 Other Applicable Grievance Mechanisms

5.3.1 Türkiye Green Fund Grievance Mechanism

TSKB and Maxis have separate and inclusive grievance redress mechanisms in place to receive complaints from stakeholders for investee-related concerns at the Fund level via website, the Fund specific e-mail or phone call³. The grievance mechanisms and those communication channels are defined below.

5.3.1.1 TSKB Workers' Grievance Mechanism

Employees have the right to submit suggestions, express concerns and grievances related to the workplace, and to file complaints and lawsuits due to the administrative actions and procedures applied to them by their managers or the workplace. In that sense, TSKB has an internal grievance mechanism for its own employees which can also be reached anonymously and transparently. All necessary information about the communication channels which allows the employees to convey their grievances/suggestions about the TSKB, and the working conditions are placed on TSKB's website. The grievances/suggestions are received, evaluated and closed by HR Department in 30 days after the application is made and employees are informed about the taken action. Grievance channels of the TSKB are as follows:

- Website: <https://www.tskb.com.tr/en/about-us/tskb-contact-form>
<https://www.tskb.com.tr/hakkimizda/iletisim/iletisim-formu>
- E-mail address: tgf@tskb.com.tr
- Phone number: +90 212 334 50 50

5.3.1.2 Maxis Workers' Grievance Mechanism

A procedure to manage internal grievances is in place at Maxis, similar to the TSKB. Accordingly, there is a Grievance Committee consisting of General Director, Deputy Director General and Coordinator to manage the procedure. The Committee duties also cover to hear, investigate, and resolve any complaint, grievance, or conflict raised by employees. Grievance channels of Maxis are as follows:

- Website: <https://www.maxisgs.com/iletisim.html>
- Phone number: +90 (212) 283 51 13

² Retrieved from https://evicisiddet.adalet.gov.tr/Ne_Yapabilirim.html on 19 February 2026.

³ TSKB, Stakeholder Engagement Plan dated 2023. Retrieved from <https://www.tskb.com.tr/en/turkiye-green-fund> on 12 February 2026.

However, Maxis is required to inform TSKB as soon as it receives a grievance regarding the TGF since TSKB is leader of the Investment Committee. Then TSKB will implement its grievance procedure to solve any complaint raised.

The Company will inform complainants about this optional route when relevant and will cooperate with the Lenders on case handling and reporting.

5.3.2 National Grievance Mechanisms

The following national mechanisms remain available to all external individuals:

- **Presidential Communications Centre (CİMER):**
 - Website: <https://www.cimer.gov.tr>
 - Phone: 150
- **Foreigners Communication Centre (YİMER):**
 - Website: <https://yimer.gov.tr>
 - Phone: 157 from Türkiye or +90 312 157 11 22 from abroad

The Company cooperates with relevant authorities for cases received through these national systems.

5.3.3 TOSBİ Grievance Mechanism

Stakeholders of the Company may also submit grievances through:

- Physical visits or written submissions to TOSBİ Administrative Affairs Office: TOSBİ 1. Yol 17. Sokak Tire, İzmir
- Phone number: [+90 232 513 50 10](tel:+902325135010)
- E-mail address: info@tosbi.org.tr

The Company coordinates with TOSBİ to ensure no duplication and full traceability of OIZ-level issues that may relate to Company operations.

All grievance data, trends, and resolution timelines feed into the monitoring and reporting framework described in Chapter 7, ensuring continuous improvement and accountability.

6 Resources and Responsibilities

The Company will allocate adequate human, financial, and technical resources to ensure the effective implementation of this SEP. Key resources include dedicated staff time, training budgets, communication materials, and data management systems to support ongoing engagement and grievance handling.

Additionally, the Company will have the overall responsibility and commitment to actualize effective stakeholder engagement as defined in this SEP and in line with the WB ESSs.

Table 6.1: Roles and responsibilities

Responsible Personnel	Responsibility
Community Liaison Officer (CLO)	- Leads implementation of the SEP across all facilities. - Serves as the primary focal point for external stakeholders (communities, institutions, local authorities, NGOs). - Coordinates grievance management (external grievance mechanism) and ensures timely responses. - Integrates stakeholder feedback into management reporting. - Maintains the stakeholder engagement log, meeting minutes, disclosure records and correspondence archives. - Reports quarterly to senior management on key stakeholder issues, grievance trends and engagement outcomes.
Worker Representatives	- Act as a formal communication bridge between workers and management during consultations. - Collect and convey feedback, concerns and suggestions raised by workers to the CLO and relevant personnel. - Support awareness-raising of workplace rights, grievance mechanism usage and safety protocols. - Encourage workers to participate in engagement processes and report concerns safely. - Participate in periodic meetings with HR and OHS departments. - Monitor whether corrective actions related to workforce issues are communicated to workers.
Responsible Personnel at the HR Department of the Company	- Ensures transparent, accessible, and up-to-date communication of HR-related policies (Code of Conduct, Ethics, gender equality commitments, grievance mechanism, rights and obligations). - Supports the implementation of worker-focused engagement activities (training, awareness sessions, consultations with worker representatives). - Manages internal grievance channels and ensures access of all workers including contractors (security, catering, transportation and any other if engaged in the future) and subcontractors to the grievance mechanism and channels. - Facilitates engagement activities involving contracted workers. - Provides disaggregated HR data (gender, age, workforce categories) for SEP monitoring. - Coordinates with the CLO for consistent messaging to workers, contractors and subcontractors.
OHS Specialist (service provider through Joint Health Safety Unit)	- Ensures safety-related communication, including emergency procedures, evacuation maps, signage, toolbox talks and safety briefings. - Provides inputs on community health and safety aspects relevant to ESS4 (traffic safety, visitor management, hazardous operations communication). - Participates in stakeholder engagement when topics relate to community safety, emergency response or risk communication. - Ensures contractors receive OHS-related orientation.

Responsible Personnel	Responsibility
	Supplies OHS metrics for SEP monitoring (accidents, near misses, emergency drills, inspections).
Environmental Specialist (service provider)	- Supports stakeholder engagement on environmental topics (waste management, emissions, water use, noise, environmental complaints). - Manages regulatory engagement with environmental authorities. - Supplies environmental performance data for SEP reporting and monitoring. - Responds to environmental grievances and coordinates corrective actions with the CLO.
Facility Management / Operations Managers	- Participate in consultations when site-specific operational topics are discussed. - Ensure operational practices align with commitments disclosed to stakeholders.
Procurement / Supply Chain Department	- Ensures primary suppliers comply with the Company's stakeholder engagement and grievance requirements aligned with ESS2 and ESS10. - Oversees supplier communication and track supplier-related grievances.
Senior Management / Executive Oversight	- Approves the SEP and ensures availability of resources (staff, budget, training, materials). - Reviews quarterly SEP performance reports. - Ensures internal alignment between HR, OHS, environment, supply chain and operations. - Makes decisions on escalated grievances, high-risk complaints, or external disputes.
All Workers	- Participate in engagement activities (trainings, toolbox talks, briefings) and contribute to meaningful two-way communication. - Comply with the Company's Code of Conduct, Ethics Rules, OHS procedures and security requirements. - Use internal grievance channels to raise concerns, including anonymously when necessary, and cooperate with resolution processes. - Support a respectful, inclusive and safe workplace by reporting incidents, unsafe conditions or misconduct (including GBVH-related concerns). - Provide accurate information when consulted during monitoring activities, surveys or feedback processes. - Follow instructions regarding safety, emergency preparedness and engagement activities.

7 Monitoring and Reporting

The Company will monitor, evaluate, and report on the implementation of this SEP to ensure that engagement activities are carried out effectively and that stakeholder concerns, expectations, and perceptions are systematically captured. Monitoring activities will focus on the effectiveness of communication tools, the responsiveness of grievance channels, and the quality of stakeholder relationships.

Monitoring will include:

- tracking stakeholder enquiries, feedback, and grievances.
- documenting consultation and disclosure activities across all facilities.
- evaluating the timeliness, accessibility, and effectiveness of communication and grievance mechanisms.
- assessing stakeholder satisfaction and identifying emerging issues through surveys, focus group discussions, and interviews, when applicable.

Structured feedback channels including grievance boxes, digital platforms, and direct communication with the CLO will support the continuous collection of stakeholder feedback.

This SEP is a living document and will be reviewed on annual basis by considering lessons learned and stakeholder feedback. Updated versions will be disclosed on the Company's website.

The CLO will prepare quarterly monitoring reports throughout the lifecycle of the Company's operations. These reports will include at minimum:

- the number and types of grievances received, their status, actions taken, and closure rates within prescribed timelines.
- a summary of stakeholder engagement and disclosure activities undertaken during the reporting period, including key issues raised and responses provided.
- any recommendations for additional measures to improve engagement and grievance management.

Reports will be shared with senior management and relevant departments and submitted to the Lenders as required. Monitoring results will be used to improve the effectiveness of the SEP and strengthen the Company's social performance.

8 Appendices

8.1 Formal Log for Stakeholder Engagement and Information Disclosure Activities

No	Date	Engagement Channel (i.e., phone call, face-to-face, consultation)	Authorized Person Conducting the Activity (i.e., CLO, Company representatives)	The Subject of the Engagement/Consultation Activity (i.e., current status, information disclosure, regular visit)	Type and Name of the Stakeholder Engaged (Community/Public, Mukhtar, etc.)	Number of Stakeholders Engaged	Meeting Place and Time	Notes from the Activity (i.e., employment requests, road safety grievances)	Comments/Feedback of the Authorized Person (i.e., CLO, the Company representatives) after the Engagement
1									
2									
3									
4									
5									
6									
7									
8									

8.2 QR/Online Grievance Form for Internal Grievance Mechanism



Disera Suggestion and Grievance Reporting Form

** icon describes the required to fulfil areas*

Name-Surname	
Type of Reporting*	Suggestion ☐ Grievance ☐
Please explain your suggestion or grievance*	
Do you think your suggestion can be used in the scope of Kaizen?	
Please share document related to your suggestion/grievance	

8.3 Sample Grievance Log

Registration number	Date of receipt and registration	How is the grievance received? (via Grievance Form, community meeting, telephone etc.)	Name of the responsible staff receiving grievance	Information about the applicant (Leave blank if application is anonymous)				Grievance category	Description of the grievance	Priority of the grievance (High, Medium, Low	Due date of the addressing the grievance	Responsible person/ department for follow-up	Grievance status (open, closed, pending)	Action planned	Date of action taken	Supporting documents for grievance closeout and resolution
				Name and surname	Gender	Telephone and/or e-mail	District									

