

	CORPORATE COMMUNICATION/ COMPLAINTS /SUGGESTIONS POLICY	Doküman No	PK-20
		İlk Yayın Tarihi	20.03.2024
		Revizyon Tarihi	-
		Revizyon No	-

PURPOSE

The opinions, suggestions, and feedback—both positive and negative—of Sarten Ambalaj A.Ş. employees, all subcontractor employees, and all relevant parties within the defined scope are key factors in shaping our roadmap for achieving our Sustainable Strategic Development Goals.

The purpose of this policy is to enhance the effectiveness and reliability of Sarten Ambalaj's internal control system, foster a sense of belonging, and manage requests, complaints, and suggestions arising from facility operations. This policy allows Sarten Ambalaj employees, subcontractor employees, and relevant individuals within the defined scope to report inappropriate situations, behaviors, or other concerns that violate the company's business ethics, policies, or applicable laws. These concerns, which may have the potential to harm the company's sustainable corporate structure, business relationships, operations, employees, subcontractor employees, and other relevant parties, can be reported without prior approval from senior management or supervisors. The policy ensures that necessary measures are taken and that all requests, complaints, and suggestions are appropriately evaluated.

2. SCOPE

This policy applies to:

All production and auxiliary facilities of Sarten Ambalaj,

All employees of Sarten Ambalaj,

Suppliers, contractors, subcontractors, and employees involved in agreements with other organizations.

3. METHOD AND REQUIREMENTS

All employees, suppliers, contractors, temporary personnel, and other relevant parties within the factory premises can submit their requests, complaints, and suggestions in writing using the suggestion and complaint boxes located within the facility. Additionally, they can communicate their concerns verbally or in writing by contacting the Human Resources department.

Other reporting methods include:

Filling out the request and complaint registration form under the contact section of the official website,

Sending an email to sarten@sarten.com.tr,

Calling the contact number available on the website,

Reporting ethical concerns directly to the company's ethics board via email or by post, anonymously if preferred.

All submissions made via complaint and suggestion boxes within the factory, as well as those received through the website, are recorded and forwarded to the appropriate authorities. Urgent matters are addressed promptly. The identity of the reporting individuals remains confidential unless they choose to disclose it, and they are fully protected from any potential repercussions

The Board of Directors is committed to fulfilling the requirements outlined in this policy and expects all Sarten Ambalaj employees to uphold the same commitment.

GENERAL MANAGER

SARTEN PACKAGING