

NOTIFICATION AND COMPLAINT MANAGEMENT POLICY

This policy has been prepared in order to handle the incoming notifications/complaints/requests, to evaluate the notifications/complaints/requests, to make and conclude the necessary controls in order to increase customer and investor satisfaction in NATURAL Energy.

For complaints received in writing (Written Petition, CİMER, Web):

Notices and complaints received by CİMER, website or written petition are recorded in the system with the date of arrival by the Secretariat. For the solution of the notice/complaint/request, the relevant units are contacted, the finalization of the notification is followed within the legal period and the result is entered into the system and the customer and the investor are informed.

The records are checked weekly through the system by the Secretariat and Investor Relations. The records that are not closed are examined and the problem is solved and the record is requested to be closed.

For personnel complaints, the relevant unit is informed via e-mail. Personnel complaints are monitored through the personnel complaint follow-up table kept in digital environment and closed through this table.

For complaints received verbally (Call Center):

Notifications/requests/complaints received to the Call Center are recorded by creating a complaint in the Secretariat system. The record is closed after the issues subject to the notification/request/complaint are eliminated by the relevant person.

For personnel complaints, the relevant unit is informed via e-mail. Personnel complaints are monitored through the personnel complaint follow-up table kept in digital environment and closed through this table.

The records are checked by Human Resources by examining the daily reports on the system. In addition to the records, call center performance reports such as talking times, voice records, number of escaped calls of the call center employees are also examined. Necessary measures are taken according to the reason of the nonconformity.

Whistleblower Protection Approach;

Esenboğa Elektrik carries out the entire notification management process in confidentiality, from the receipt of the barn to the conclusion of the investigation, in order to protect and secure the informer or the notified person. It undertakes to protect the informer or the notified person from discrimination, retaliation or punishment that may occur directly or indirectly.

RECORDS and REFERENCE

- ✚ Half Relations Reports
- ✚ Secretariat Reports
- ✚ E-mail Reports
- ✚ Call Center Reports