

# Corporate Communication /

## Complaint / Suggestion Policy

To achieve our Sustainable Strategic Development Goals, the thoughts, suggestions, and feedback—both positive and negative—of all our employees and stakeholders about our company are key guiding elements. The purpose of this policy is to respond to the needs of company employees, subcontractor employees within facility boundaries, and all other parties under this policy, to increase the effectiveness and reliability of our control system, and to foster a sense of belonging.

This policy aims to manage complaints, suggestions, and requests that may arise from facility operations. It also allows employees, subcontractor employees, and all parties within this policy's scope to report any misconduct or violations of ethical conduct, policies, laws, or any inappropriate actions or behaviors that could potentially harm the company's sustainability, business relationships, operations, employees, subcontractors, and stakeholders—without the need for approval from upper management or supervisors.

However, because complaints and suggestions submitted under this policy follow a defined process, urgent matters requiring immediate intervention and assistance fall outside the scope of this policy. In such cases, the company's designated emergency contact channels and relevant emergency teams must be reached promptly.

This policy covers:

- Our company,
- All employees,
- Personnel under contracts with suppliers, contractors, subcontractors, and other organizations.
- Suggestion, complaint, and feedback boxes are placed at accessible locations throughout the facility and entrances to allow employees, suppliers, contractors, temporary staff, and all relevant parties to submit written reports easily.
- External parties and stakeholders not working within the facility can submit their complaints, suggestions, and requests via email to [info@greenbayresort.com.tr](mailto:info@greenbayresort.com.tr) or by calling the contact number listed on the company website.
- Submissions made via email are documented with official reports and shared with the Board of Directors. The Board evaluates them in alignment with the company's ethical principles and sustainable corporate approach, provides feedback, and takes necessary actions in a timely manner when critical.
- Identities of individuals who report are kept confidential unless they choose to disclose them, and the company ensures the protection of those individuals.

Management is committed to fulfilling the requirements of this policy and expects the same commitment from all employees.