



TERSAN TERSANECİLİK SAN. ve TİC. A.S.

STAKEHOLDER ENGAGEMENT PLAN

Date : 01.06.2026



STAKEHOLDER ENGAGEMENT PLAN

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Effective Date	01.03.2022
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COMPANY PROFILE

Shipyards owned by Tersan Tersanecilik Sanayi ve Ticaret A.S. ("Tersan") is one of the largest global shipyards (the "Shipyards") in Europe, providing reliable service to its customers in the fields of new shipbuilding, repair maintenance and repair.

Tersan is a completely private company, has its roots in the maritime industry. The Shipyards provides high value-added services in various sectors with its investments in new shipbuilding, ship repair, maintenance and repair, ship management, ship agency services and land-type renewable energy. The Shipyards operates in its facilities located in Tuzla / Istanbul and Yalova, built on a total area of approximately 320,000 m². The Shipyards' new shipbuilding and repair and maintenance activities are concentrated in the Yalova facility, to which approximately 5,000 dedicated employees are affiliated. The Shipyards specializes in the construction of technologically advanced offshore, fishing, cruise ships and other types of vessels for customers around the world. Shipyards has gained significant experience in the construction of high value-added, niche new-build projects of many types and sizes, as well as LNG and battery-powered vessels.

Tersan has become a leading player among the big players of Turkey and Europe, especially in the field of shipbuilding, with its success in a short time. Tersan's experienced human resources, modern facilities, proactive customer support, dedicated technical teams and reliability have played an important role in achieving unique and challenging large orders.

Tersan is a company with the drive to reach more customers by making strategic investments in its facilities, human resources, know-how and new technologies in order to grow across many areas of the maritime sector. The core principles that have built the Tersan brand, such as reliability, customer satisfaction, production at the highest possible quality and diligence, continue to grow alongside the company.

As a company, our main goal is to provide the best and quality products/services to our customers in a timely and error-free manner in all new construction, maintenance and repair works within our field of activity, and to ensure unconditional customer satisfaction. The quality of our workmanship, the selection of the material we use, our experience and our ever-increasing product range and sectoral references are the source of trust of our customers. The permanent friendships established with ship owners during the maintenance and repair of Turkish and foreign flagged ships and new shipbuilding activities are proof of the satisfaction of our customers.

Ensuring high quality and timely delivery leads Tersan to focus on orders for more specialized vessels. The number of demanding orders undertaken by our company, such as passenger ships, offshore supply vessels, fishing vessels, ferries, stainless steel tankers, tugboats and custom-built multipurpose newbuilding projects, is increasing day by day. Its proven experience and strong performance are clear indicators of its success.

Our shipyard is the source of pride and locomotive of the sector with our constantly developing customer portfolio, our experienced staff and business partners who have proven themselves in knowledge and competence in the sector in the understanding of the quality management system. Our current opportunities and capabilities have never made us complacent, on the contrary, they have made us move to achieve better and more perfect. Being a follower and implementer of innovations has made us stronger and mobilizes our sectoral capabilities with the Total Quality approach in line with the goal of "continuous improvement".

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	New Build	Maintenance - Repair	Maintenance – Repair
	TERSAN TERSANECİLİK SAN. TIC. A.S. (YALOVA)	TERSAN TERSANECİLİK TAŞIMMACIK SAN. A.Ş. A.S. (YALOVA)	TERSAN TERSANECİLİK TAŞIMMACIK SAN. A.Ş. A.S. (TUZLA)
Company Address	Tavşanlı Town Boğaziçi Cad.No:30 Tavşanlı-Altınova 77740 Yalova/Turkey	Tavşanlı Town Boğaziçi Cad.No:30 Tavşanlı-Altınova 77740 Yalova/Turkey	Evliya Çelebi, Private Sector Shipyards Region Shipyards Cad. No. 48, 34940 İstanbul/Turkey
Wire	(226) 465 62 00	(226) 465 62 00	(216) 446 74 27
Fax	(226) 465 61 12	(226) 465 61 12	(216) 395 39 18
Web	www.tersan.com.tr	www.tersan.com.tr	www.tersan.com.tr
E-mail	info@tersan.com.tr , info@tersanshipyard.com.tr	drydock@tersan.com.tr	drydock@tersan.com.tr

1.0. SCOPE

The legislation of the Republic of Turkey requires and requires as a condition that each person or organization be allowed access to information available to public authorities about the projects carried out and the realization of the projects, including information about harmful materials and activities in their environment, and that they be given the opportunity to participate in the decision-making process.

In addition to the legislative requirements, Tersan takes a stance in accordance with the principles of transparency, openness and objectivity in front of its customers and the public, and meets the information requests it receives, taking into account the "Right to Information Law".

Tersan evaluates the requests, suggestions and complaints of the relevant parties, and in cases that cannot be resolved by one-to-one communication, they are converted into written notifications and forwarded to the relevant departments. They are contacted through the channel applied by the relevant parties. Tersan provides continuous and sustainable services to the relevant parties for requests, complaints and suggestions.

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It has adopted a quality policy that includes a commitment to providing such information. Tersan's quality policy and the expectations and satisfaction of the relevant parties also emphasize that Tersan handles complaints professionally and provides satisfaction in complaints arising from any issue.

Subcontractors must comply with the standards and communication mechanisms stipulated by this document.

Tersan has started a project to implement Integrated Quality Management Systems and redefines the company's goals with the company's vision and mission, and at the end of the Integrated Management System (IMS) project, which it started to achieve excellence, it will be audited by an impartial and accredited organization and will be entitled to receive ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety (OHS) Management System and ISO 27001 Information Security Management certificates. won.

2.0. PURPOSE

The primary objectives of stakeholder engagement are as follows.

- To ensure that adequate and timely information is provided to stakeholders;
- Giving stakeholders the opportunity to voice their views and concerns and taking relevant matters into account in the company's decisions;
- To develop relationships and communicate between government agencies, affected public, interested parties and our company interested in our activities and their impact;

3.0. STAKEHOLDERS AND COMMUNICATION WAYS

Related Party	Related Party Expectations	Frequency of Relationship Establishment	Contact Method
Management	Productivity increase and profitability, increase in market share and brand value, increase in product-service diversity, customer satisfaction, compliance with targets, employee performance, reduction of poor quality costs	Continuous	Evaluation Meetings and Reports
Employees	Good working environment and conditions, job security, promotion, appreciation, reward, motivation, job guarantee, planned workload, reliable performance management, regular payment	Continuous	Trainings, Announcements, Boards, Meetings, Motivational activities, Face-to-face Interviews
Service recipients (Customer, Class Organizations,)	Adhering to commitments, product-service realization, reasonable price, quality product-service, timely delivery, new product and existing product development, certified, certified product, ease of payment, training, promotional activities, written visual product-service promotion, safety	During production, during warranty coverage, when necessary	Project-based and in writing, Meetings, Audits, Face-to-face Meetings

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	<p>measures taken, reliable product, appropriate quality, warranty conditions.</p> <p>Ensuring uninterrupted service Compliance with contracts and specifications Protection of customer information Ensuring the confidentiality of corporate transactions / movements, Closing critical risks identified within the scope of OHS, EMS and QMS as soon as possible, Ensuring business continuity and service continuity affected by the pandemic and being informed in cases where it cannot be provided, complying with the rules determined for the pandemic</p>		
External Providers, including importing companies	<p>Compliance with progress payment plans and maturities, Informing subcontractors, training of employees, Occupational safety and security, general social rights, Providing materials and equipment to start work on time, product-service features, technical support, updated deadlines or business plan when necessary, Ability to benefit from administrative services, equality,</p> <p>Ensuring uninterrupted service Protection of supplier information Compliance with contracts and specifications, informing about OHS, EMS and QMS and their conditions Ensuring the confidentiality of corporate transactions / movements, Ensuring business continuity and service continuity affected by the pandemic and providing information when it cannot be provided, complying with the rules determined for the pandemic</p>	Throughout the Job, when necessary	Depending on the purchase orders and in writing, Inspections, Meetings, Announcements, Trainings
Competitors	Appropriate competition conditions, ethical behavior, being a pioneer in the sector and bringing new products to the sector, directing the sector with R&D studies in the selection of raw materials and consumables.	Continuous	Website, Media, Fairs
Export Countries; (Norway, Russia, Greece, Denmark, Netherlands, Germany, Egypt, England, etc.)	Compliance with the flag rules of the countries, compliance with the legal conditions of the countries, compliance with customs legislation,	Continuous	Oral and Written Inspections, Announcements

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Banks and Financial Institutions	To make timely payments, to act in accordance with the contract, to develop more active working subjects,	Continuous	Meetings, Announcements
Public Institutions, NGOs, Local People, Trade Unions, Municipalities, Revenue Administration, Ministry of Internal Affairs, Ministry of Energy, YEGM, Ministry of Health, Social Security Institution, Ministry of Customs and Trade, Customs Directorates, Ministry of Environment and Urbanization and Police Department, Gendarmerie, Governorship, Turkish Employment Agency, Turkish Statistical Institute, Educational Institutions and Universities, Trade Registry Directorate	Compliance with the laws and regulations and contracts to which it is subject, Protection of ecological balance, emission measurements, prevention of soil pollution, waste management and compliance with the measures and rules related to the Pandemic and the implementation of the determined measures by the enterprises Ensuring that the information is shared fully and accurately when needed Ensuring the confidentiality of corporate transactions / movements Ensuring uninterrupted service Environment of the public and neighboring organizations Providing conditions that will not disturb peace, order and security, reducing the physical security risks to the environment Compliance with the labor law, Ensuring occupational health and safety conditions, Making and announcing emergency action plans, Making measurements about working conditions and providing suitable environmental conditions, Compliance with legislation, Compliance with bylaws, timely payment of dues, compliance with QMS, EMS and OHS legislation	Continuous	Oral and Written Inspections, Announcements

4.0. STAKEHOLDERS AND COMMUNICATION METHODS

It has developed and uses various communication tools for communication with relevant parties and affected stakeholders: Complaints, requests and suggestions can be submitted to Tersan through different channels.

- Tersan, which was established to communicate with the public and inform the public and is open to online access

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(www.tersan.com.tr) Complaints, requests and suggestions can be submitted via the department-based info addresses on the website. After the first contact, information can be requested and complaints can be submitted with forms designed for complaints, requests and suggestions sent to them.

- Press releases made through written and visual media
- Employee and subcontractor notifications made via SMS and Mail
- Notifications made by announcement system in office, open field and main entrance areas
- Customers or the public have the opportunity to request information or information updates via telephone service. The designated lines of communication are as follows.
+90(226) 465 62 00 Yalova
+90(216) 446 74 27 Tuzla


5.0. INFORMATION SHARING

It has an effective system and infrastructure that will provide information sharing with the society and other stakeholders. Currently, everyone involved can access the following information online:

- Tersan's company Policies, company common values, Mission and Vision information,
- Information on the annual investment program and this program and ongoing technical and development projects,
- All informational press releases, announcements, corporate publications shared by Tersan with the public,
- Information on Tersan's activities,
- Complaint, request and suggestion forms from the web page,

Ref. Community Information Procedure

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	TERSAN SHIPYARD INC.	Document No	TL-PL-01-04
		Published	08.06.2012
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		Revision Date	06.06.2021
PREPARED BY	REVIEWER	APPROVED BY	
Quality Director/Dir.Tem.	Human Resources Manager	Quality Manager/Direction Representative	

Annex – 1

1. PURPOSE

Tersan Tersanecilik A.S. (“Tersan”) principles of informing society stakeholders, Internal relations of the company and the company and all employees; It is a set of rules created to regulate relations with customers, suppliers and other stakeholders, to increase service quality, to increase the effectiveness of resources and to prevent unfair competition.

The ultimate purpose of Tersan's principles of informing society stakeholders; As an institution responsible to society, to put our code of conduct in writing in order to create a corporate culture and to increase the awareness of our employees and stakeholders. In this direction; It is aimed to guide Tersan employees and those who act on behalf of the institution in the decisions they will make and the behaviors they will show while performing their duties.

2. SCOPE

It includes Tersan employees, suppliers and business partners, intermediaries, contractors, proxy employees and all third parties with whom we do business.

3. DEFINITIONS AND ABBREVIATIONS

4. REVISION HISTORY

First broadcast 08.06.2012

Revised: 06/06/2021

5. RELATED DOCUMENTS

Stakeholder Engagement Plan

6. RESPONSIBILITIES

Human Resources Responsibilities:


- To ensure communication and information coordination between the relevant parties and Tersan.
- To raise awareness in line with the rules of public information and to share or coordinate the sharing of information with the relevant parties in a timely, accurate and ethical manner.
- To obtain the approval of the senior management before informing all relevant parties.
- The Human Resources Directorate is responsible for the preparation and updating of this Procedure.

7. APPLICATION

7.1 Compliance with Legislation and Confidentiality in Information

- Tersan ensures the highest level of compliance with all national and international rules, especially legislation, and internal regulations.
- Tersan ensures that all kinds of financial reports, financial statements and records prepared are kept in accordance with national and international accounting standards.
- In its relations with all relevant parties, it acts in accordance with all laws, regulations, rules, principles and internal shipyard regulations, international law rules and moral values without discrimination.

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- The confidentiality of all commercial and personal information regarding our employees, subcontractors/suppliers and business partners, and customers is essential. In the process of processing this private and confidential information as part of the job and duty, the relevant laws, legislation and regulations are complied with in the access and use of this data and it is shared only with the authorized persons in the subject. It is not disclosed to third parties unless disclosure is required by official authorities and legislation.
- Information and documents provided by the company that are likely to be accessed or learned, trade secrets, financial and other information that have not been disclosed to the public, and confidential information in agreements made with third parties are evaluated within the framework of confidentiality and protection of trade secrets.
- The company takes care to protect the personal information of its employees and all stakeholders. It pays maximum attention to data privacy and security when using all kinds of information technology resources and electronic communication tools, acts with the awareness that the confidentiality of passwords, passwords and user codes used to access information is the responsibility of the user, and is not shared with colleagues or third parties, including managers.
- Information about the company and customers cannot be disclosed to anyone after the ship leaves Tersan, It is the duty of every employee to establish, protect and defend our company's intellectual property rights on everything commercially important and to ensure that these rights are used responsibly.
- In the event that employees leave the company for any reason, care is taken to take the necessary measures to protect all kinds of documents, documents and confidential information they have due to their duties and positions and to prevent them from being used against the company in the future.

7.2 Official Information to Public Institutions and Organizations

- In relations with public institutions and organizations, the principle of equality is acted upon. While carrying out our activities, we act with the principle of standing at an equal distance from these public institutions and organizations, non-governmental organizations and political parties. Legal and regulatory requirements are complied with; no relationship of interest with or without material value is entered into with public officials, political persons and their representatives.
- It pays attention to sharing the information that needs to be disclosed to the public in an accurate, consistent and timely manner, and is sensitive about protecting internal information that should not be shared with the public.
- Our relevant employees who participate in tenders, tender preparations or contract negotiations are held responsible for the accuracy and truth of all statements, correspondence and statements they give to the relevant parties
- All official statements are announced to the relevant parties and the public in a complete, simultaneous and understandable manner in line with the principle of equality through the persons and/or units duties and authorized by the Shipyard.
- It ensures that all information presented to the public is understandable, accurate, clear, timely and complete.
- We develop and implement an honest, transparent and sustainable reporting system that complies with legal regulations and rules on the basis of commercial and financial discipline. We regularly provide information flow to the necessary persons, institutions and organizations.

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- In our statements to the public and our shareholders; We provide timely, complete, accurate and understandable information about our financial statements, strategies and investments within the scope stipulated by the legislation.

7.3 Social Responsibility and Information

- The health and safety of our employees, customers, consumers and everyone who has a business relationship with our company is a priority in all our activities. Detailed records are kept about Environmental, Health, Occupational Safety training and violations and accidents. The information is shared with the public in detail within the scope of annual reports. All relevant official authorities are informed.
- In accordance with the social responsibility approach, we act with the understanding of contributing to the development of society and creating value. It acts sensitively to the problems of the society, takes part in projects that will contribute to the life and development of the society, provides donation support, and contributes to social life by supporting cultural, artistic, scientific and sports activities.
- As an institution, care is taken not to provide our social support to projects, institutions and organizations, political activities and individuals and organizations associated with these activities, private accounts and profit-making organizations that will damage the reputation of Tersan.
- Tersan acts in line with social benefit and respect for the environment in all its activities. All relevant official authorities are regularly informed.
- Regular, open and transparent communication is established with the media.
- There is no distinction between media institutions, they are all kept at an equal distance.
- Statements to the media do not include information that will mislead the public. No employee or manager other than the spokespersons of the institution makes a public statement.
- In the statements made, expressions that will damage the reputation of the institution and are incompatible with the corporate culture are not included.
- In the statements made, expressions that contain discrimination in any way, political, hateful and insulting discourses are never used.
- As Tersan, we do not make any misleading and deceptive advertisements, and we do not make statements that will damage the reputation of our competitors or the companies we compete with. Our advertisements do not encourage discrimination and violence and do not prepare or publish advertisements that violate general moral rules. We also ensure that advertising and/or sales materials are not printed and distributed without the approval of the necessary units and managers.
- We respond in writing to e-mails from the media or questions and information requests about Tersan or about the sector under the coordination of the corporate communication department authorized in this regard. In the face of fire and similar natural disasters; It is ensured that the information in the trainings and announcements given by HSE is known by everyone and the published instructions are followed.
- We identify risks for emergencies related to environmental and climate change and take measures to mitigate them. In case of a possible indication of a risk, the necessary information is provided to official channels and all relevant parties by the authorities.
- As Tersan, we act with the understanding of creating common value in our social investments and aim to deliver the necessary information to the society through the right channels. We carry out all our

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activities and investments in harmony with the environment and evaluate the environment in terms of sustainable use of natural resources and keeping the negative effects that may occur in nature at a minimum level. We develop methods to protect natural resources such as energy and water and carry out studies for the efficient use of energy and materials.

- It has an effective system and infrastructure that will provide information sharing with the society and other stakeholders. Currently, everyone involved can access the following information online:
- Tersan's company policies, company common values, Mission and Vision information,
- Information on the annual investment program and this program and ongoing technical and development projects,
- All informational press releases, announcements, corporate publications shared by Tersan with the public,
- Information on Tersan's activities,
- Complaint, request and suggestion forms from the web page,


7.4 Informing Employees

- No discrimination/favoritism can be made in recruitment to people who cannot successfully complete the necessary exams and interviews. Channels that the society can reach under common and equal conditions are used.
- In the regions where we operate, contact is made with state authorities if human rights are at risk. Relevant official channels are contacted. Necessary information is provided.
- In extraordinary situations such as natural disasters, we consider solidarity with employees and their families as essential. Communication channels are established with the necessary board studies.
- Employees' rights to organize and bargain collectively are respected.
- We ensure the participation of employees in decision-making processes.
- No employee other than the person and/or departments assigned duties and authorizations can make a verbal or written statement on behalf of the company.
- We raise awareness of employees and subcontractors by providing them with environmental training.
- We point out that implementing company policies and regulations related to health and safety in the workplace is an important responsibility that all our employees should pay attention to.
- We ensure and require the use of adequate protective equipment and the taking of safety measures.
- In all digital media, especially social media, they are expected to share posts worthy of the corporate reputation in their posts about Tersan.
- Regularly

7.5 Informing Stakeholders

- Regarding customers, subcontractors, suppliers, business partners, in accordance with the Personal Data Protection Law No. 6698, we take all necessary technical and administrative measures to ensure the appropriate level of security in order to prevent unlawful processing of personal data and unlawful access to personal data and to ensure the protection of personal data.
- Tersan acts honestly, fairly and sensitively in its relations with customers, suppliers and business partners and strives to create a trust-based relationship with its customers by producing fast and

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permanent solutions. We carry out it in accordance with the relevant international and local legislation and domestic regulations.

- As Tersan, we take care to make decisions in line with objective criteria in the selection of our suppliers/subcontractors and business partners with whom we prefer to work in cooperation for a long time.
- While establishing and conducting commercial relations; Without being under the influence of any interest and/or person, we are based on objective, transparent, equal, independent, compatible with our corporate values and considering the benefit of our third-party stakeholders such as benefit/cost. We also take these criteria as a basis in information and sharing with relevant parties working on similar issues.
- In relations with customers; Even if it is in favor of the customer, no transaction can be made without the customer's knowledge. Even if it is in favor of Tersan, customer weaknesses cannot be exploited and profit cannot be pursued by providing incomplete or incorrect information to the customer.
- It protects the rights of its customers, takes into account their objections and complaints, strives to solve them immediately by making the necessary examinations and evaluations.
- It has developed and uses various communication tools for communication with relevant parties and affected stakeholders: Complaints, requests and suggestions can be submitted to Tersan through different channels.
- Tersan, which was established to communicate with the public and inform the public and is open to online access
- (www.tersan.com.tr) Complaints, requests and suggestions can be submitted via the department-based info addresses on the website. After the first contact, information can be requested and complaints can be submitted with forms designed for complaints, requests and suggestions sent to them.
- Press releases made through written and visual media
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+90(216) 446 74 27 Tuzla

7.6 Relationships with Competitors

- Tersan acts in accordance with the Law on the Protection of Competition and all relevant legal regulations; It is meticulous about the freedom of competition and the development of the sector, the observance of common interests and the continuity of trust in the sector. It observes fair competition conditions in our relations with rival companies.
- Tersan strictly avoids agreements, behaviors and concerted practices with competitors or other third parties or organizations that directly and/or indirectly aim to prevent or limit competition, or that have or may have this effect.
- In cases where a dominant position is held in a certain market, alone or together with other undertakings, the dominant position in question is not abused.

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- We do not use illegal or unethical means to access information about our competitors. It uses only the publicly available information of rival companies, and the information of rival companies of unknown origin is not used.

7.7 Social Grievance Mechanism

Complaints made in writing (by post or online) or orally or by filling out a complaint form are processed. Upon the shipyard becoming aware of the complaint, it makes every effort to deal with the complaint. If the company cannot find a solution to the complaint in the short term, it defines what the long-term solution is. The complainant is informed of the recommendation for corrective action and the subsequent corrective action from the complaint notice. If the company is unable to handle a complaint made through the complaint mechanism, or if no action is required on this complaint, the company will provide a detailed explanation/justification explaining this.

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	TERSAN TERSANESİ A.Ş.	Doküman No	FR-İK-09-02
		Yayın Tarihi	06.08.2012
	TESPİT ÖNERİ VE ŞİKAYET FORMU	Revizyon No	02
		Revizyon Tarihi	19.03.2020

AD SOYAD				
FİRMA ADI				
TARİH				
KONU				
İLETİŞİM BİLGİLERİ	Telefon:		Mail:	
	NİTELİĞİ	İSTEK	ŞİKAYET	ÖNERİ
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MEMNUNİYET
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Her türlü istek, öneri ve şikayetlerinizi bu alana yazabilirsiniz;				
<p>İletişim Kanalları : insankaynaklari@tersan.com.tr / iksikayet@tersan.com.tr / 05334739725 Ek olarak her türlü istek, öneri ve şikayetlerinizi İşçi Temsilcileri ve Firma Puantörleri ile ulaştırabilirsiniz. Üretimin aksamaması adına İnsan Kaynakları ile mecburi hallerde yüz yüze görüşme saati 11:30 / 12:00 dir. Her türlü istek, öneri ve şikayetleriniz için 48 saat içerisinde tarafınıza geri dönüş yapılacaktır</p>				
DEĞERLENDİRME				
TARİH:	UYGUN <input type="checkbox"/>	UYGUN DEĞİL <input type="checkbox"/>	DEĞERLENDİREN:	
UYGUN BULUNAMAMA NEDENLERİ;				
<input type="checkbox"/> İstek mevzuata uygun değil <input type="checkbox"/> Bütçe durumu elverişli değil <input type="checkbox"/> İstek tamamen kişisel <input type="checkbox"/> İstek net olarak ifade edilmemiş, belirsiz <input type="checkbox"/> İstek ve önerinin gerçekleştirilmesi mümkün değil <input type="checkbox"/> İstek, öneri veya eleştiri daha önce çözümlendi <input type="checkbox"/> İstek veya öneri faaliyet alanına uygun değil <input type="checkbox"/> Diğer				

	PREPARED BY	APPROVED BY
Name Surname	Sedat POLATTIMUR	Turgut ÖZDEN
Signature		