



COMMUNITY ENGAGEMENT & STAKEHOLDER POLICY

PL.22 | Issue Date: 1.08.2023 | R.00 | Revision Date: - | Review Date: 07.07.2025

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Scope: Modeling And Design Of Jewelry With Gold, Silver Precious Metals And Precious Stones (Diamonds), Production, Sale And Export

1. PURPOSE

This policy sets out Sözer Kuyumculuk's commitment to establishing open, transparent, respectful, and sustainable communication and cooperation with all communities and stakeholders affected by or involved in its activities. Full compliance with RJC COP and relevant national/international standards is ensured.

2. SCOPE

This policy covers all employees, managers, suppliers, business partners, customers, local communities, public authorities, NGOs, and other external stakeholders.

3. DEFINITIONS

- **Community Engagement:** The company's ongoing and constructive communication and interaction with community groups that are affected by or can affect its activities.
- **Stakeholder:** Any individual, group, or organization that is directly or indirectly affected by or can affect the company's operations (employees, suppliers, customers, public, NGOs, local communities, etc.).

4. RESPONSIBILITIES

- **Top Management:** Oversees the implementation and effectiveness of this policy and allocates necessary resources.
- **Quality-Compliance Manager:** Responsible for preparing stakeholder maps, developing communication strategies, and maintaining records.
- **All Departments:** Support stakeholder engagement and community contribution in their respective areas.
- **Employees:** Act in accordance with the company's ethical and transparency principles in all stakeholder interactions.

5. POLICY STATEMENTS AND OPERATION

5.1 Identification and Analysis of Stakeholders

- All stakeholders potentially affected by or affecting the company's activities (employees, suppliers, customers, local communities, public, NGOs, academia, financial institutions, etc.) are analyzed and updated at least annually.
- A stakeholder map and communication plan are prepared.

5.2 Information and Communication

- The company provides open and regular information to all stakeholders about its activities, projects, sustainability performance, and risks.
- Communication is carried out through the website, meetings, reports, announcements, and media channels.
- All communications are open, transparent, understandable, and culturally appropriate.

5.3 Participation and Collaboration

- Stakeholder opinions, suggestions, and feedback are regularly solicited, evaluated, and integrated into improvement processes.
- Local community needs and social responsibility projects are supported; social impact goals are set and measured.
- Collaboration with NGOs and public authorities is encouraged.

5.4 Grievance and Feedback Mechanism

- All stakeholders can submit opinions, suggestions, complaints, and concerns confidentially and securely.
- All notifications are evaluated transparently, and results are communicated to the relevant stakeholders.

5.5 Monitoring, Reporting, and Improvement

- Community engagement and stakeholder communication practices, performance indicators, and achieved social impacts are reported at least annually and reviewed by management.
- The policy and communication strategies are continuously updated in light of stakeholder feedback and new developments.

6. PUBLICATION OF THE POLICY

- The policy is published on company noticeboards, the website, and in reports; it is communicated to employees and all stakeholders.



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APPROVED BY THE CEO AND THE BOARD OF DIRECTORS

Sözer Kuyumculuk Sanayi ve Ticaret Anonim Şirketi



PREPARED AND APPROVED BY SÖZER KUYUMCULUK BOARD OF DIRECTORS