Our Community Liaison Officer, Emre Kapusuz, will frequently be in Kiyikoy and he is available to inform you about our project. Please do not hesitate to consult Emre if you have any comments, concerns or questions.

Feedback Process

We are committed to having an open and respectful dialogue with all stakeholders, and we welcome feedback from community members, NGOs, businesses, government, industry groups and other stakeholders. Stakeholders are invited to provide feedback about the Project. This lets us know how we are doing, and helps us identify areas that might be improved.

Feedback may include questions, comments, requests for information, suggestions, concerns, and complaints. These can be provided in person, over the phone, or in writing by email, fax or post. We will treat all types of feedback with professional consideration and respect, and we will base our responses on open and honest communication. Our Feedback Process helps us to effectively and consistently manage, respond to, and benefit from stakeholder feedback. As part of the Feedback Process, we will:

- document all feedback;
- forward it to the responsible persons within the company;
- consider the feedback in the ongoing planning and implementation of the Project, including management and monitoring programmes;
- provide responses where needed.

While we hope that most feedback will be positive, we also recognise that some people may have complaints. We are committed to treating complaints with the same consideration and respect as other types of feedback. We will work with all parties to address complaints and concerns. This process is managed through the company’s Grievance Procedure.

The TurkStream Offshore Pipeline

The TurkStream Gas Pipeline System will directly connect the large gas reserves in Russia to the Turkish gas transportation network, to provide reliable energy supplies for Turkey and Europe. The Pipeline will carry a total of 31.5 billion cubic meters of natural gas, half of which will be used in the Turkish market and the other half to be delivered further into Europe. The pipeline will land on the Turkish coast near Kiyikoy. The offshore section, including the receiving terminal, will be designed and constructed by South Stream Transport B.V., a subsidiary of Russian gas company Gazprom.

More information can be found on www.turkstream.info.
Grievance Procedure

A grievance is a complaint about the activities of the TurkStream Offshore Gas Pipeline. It might be related to an incident, the environment, or the behaviour of people working on the Project. In line with good international industry practice, we have established a Grievance Procedure to ensure that these matters are addressed through a transparent and impartial process.

Specific objectives of the Grievance Procedure

- To help us identify issues and concerns early, so that we can address them quickly and proactively.
- To continuously improve Project performance in all areas.
- To demonstrate our commitment to meaningful stakeholder engagement, and respect for local opinions and concerns.
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How does the Grievance Procedure work?

Stage one: Feedback received.

Comments and questions are received and analysed as part of the standard Feedback Process. All communications are subject to the Feedback Process, which ensures that feedback is documented and implemented and responded to as needed. In some cases, this process may identify a grievance. If so, Stage 2 of the Grievance Procedure is initiated.

Stage two: Grievance logged.

When a grievance is identified, it is registered and categorised based on the type of complaint and its severity. An initial response is sent to the person(s) who raised the grievance, acknowledging their feedback and describing the next steps in the grievance process.

Stage three: Investigation and resolution.

We will investigate grievances and their surrounding circumstances and a resolution will be proposed. The development of the resolution may involve consultation with the person(s) involved. The proposed resolution will then be formally communicated to all parties.

Stage four: Resolution accepted or not accepted.

If the resolution is accepted by all parties, it is implemented and the grievance is closed. If the resolution is rejected, it will be reconsidered and a revised resolution may be proposed. The affected person(s) may choose to pursue external remedies at any time, including cases in which an agreed resolution cannot be found.

Stage five: Monitoring & evaluation.

After the accepted resolution has been implemented, it will be monitored and its effectiveness will be evaluated.

Grievance Procedure: Key Principles

- Any person or organisation can express concerns, complaints and grievances at any time.
- All grievances will be taken seriously and will be treated in a fair and respectful manner.
- When a grievance is received, we will respond to the stakeholder to confirm receipt within seven (7) business days. At this stage, the stakeholder will also be provided information about response times, subsequent steps and a point of contact within the company.
- The process by which grievances will be received, investigated and resolved will be consistent and transparent.
- Information relating to a grievance (and related investigations and decisions) will be documented.
- Personal information about the affected stakeholders will be treated as confidential. We will also respect other confidentiality requests as needed.
- Grievances may be submitted in relation to construction, operation and other activities associated with the TurkStream Offshore Pipeline, as well as our company and contractors.
- Affected stakeholders may choose to pursue external remedies.

How can you contact us?

Anyone can submit a concern or grievance (as well as questions and other comments) to us at any time. Below are the ways that you can contact the company:

- In person: request a meeting with a representative of our Company.
- Contact our Community Liaison Officer, Emre Kapsus. You can call him directly at +90 212 900 8325 or send him an e-mail to emre.kapsus@turkstream.info.
- E-mail: contact us through feedback@turkstream.info.

Please indicate how you prefer to be contacted:

- Address:
- Phone:
- E-mail:

Preferred Language for Communication:

- English
- Russian
- Turkish

Please summarise your comments, questions, or concerns for complaints as below:

What do you suggest could resolve the problem?

Please include any other information that may be relevant to this incident/complaint. If available, photographs and other documentation would be useful:

Please attach additional pages if needed:

Please note that we take your privacy seriously. Personal information is handled in compliance with applicable laws and regulations. Information will be kept secure and will not be shared with parties that are not involved in the resolution of the grievance. For more information, please visit our Privacy and Data Protection Policy at feedback@turkstream.info.

If you have any questions or concerns, please contact us at feedback@turkstream.info.