

Scope: Provision of foreign trade services, customs clearance, warehousing, sea, road, air, and intermodal (rail) logistics operations, as well as inland and international delivery services.

Introduction

Apron Global Logistics is committed to fostering a culture of transparency, accountability, and human rights protection. This Grievance Mechanism provides a safe, accessible, and confidential platform for all stakeholders—including employees, contractors, suppliers, and local communities—to report concerns related to human rights, ethics, workplace safety, environmental matters, or operational misconduct.

Reporting Channels

Grievances may be submitted via the following secure and confidential channels:

Email: compliance@apronglobal.com.tr

Hotline: www.apronglobal.com.tr/hotline

Scope of the Policy

This mechanism addresses concerns including, but not limited to:

- Human Rights Violations: Discrimination, harassment, forced labor, or violation of fundamental rights.
- Ethical Breaches: Violations of Apron's Code of Conduct, such as fraud, bribery, or conflicts of interest.
- Workplace Health and Safety: Unsafe working conditions or potential health hazards.
- Environmental Impact: Activities causing harm to the environment or violating environmental laws.
- Supply Chain Violations: Unethical practices by suppliers, subcontractors, or third-party agents.

Core Principles

- Accessibility
- The mechanism is open to all employees, contractors, suppliers, and affected communities.
- Reports may be made via email, online forms, physical suggestion boxes, or in-person to HR or Compliance teams.

Confidentiality

All submissions are handled with strict confidentiality, and whistleblower identities are protected.

Non-Retaliation

Apron guarantees that no individual will suffer retaliation for submitting a report in good faith.

Transparency

Processes, decisions, and corrective actions are communicated clearly to stakeholders.

Monitoring and Reporting

Apron reviews all grievances regularly to identify recurring issues and opportunities for improvement. Reports include:

- Number and types of complaints received,
- Timelines and outcomes of investigations,
- Preventive or corrective actions taken

These findings are reviewed by senior leadership and included in the company's annual sustainability report.

Policy Communication

The grievance mechanism is communicated to stakeholders through:

- Posters and flyers in the workplace,
- Training and orientation sessions,
- Website and intranet postings,
- Supplier contracts and meetings

Governance

This mechanism is administered by the Compliance Department in collaboration with HR and Legal teams. Oversight is provided by the Human Rights & Ethics Committee, consisting of senior leadership and external advisors.

Conclusion

Through this policy, Apron Global Logistics reinforces its commitment to ethical conduct and stakeholder trust. By offering a secure and effective grievance platform, we aim to uphold human dignity, integrity, and continuous improvement in all business activities.

Submit a Concern via Email: compliance@apronglobal.com.tr
Ethics Hotline: www.apronglobal.com.tr/hotline

APPROVED BY THE CEO AND THE BOARD OF DIRECTORS

Apron Global Logistics Foreign Trade Ltd. Co.



PREPARED AND APPROVED BY APRON GLOBAL LOGISTICS BOARD OF DIRECTORS