



KAPTAN

STRATEGIC ANALYSIS AND EXPECTATIONS OF STAKEHOLDERS MANUAL

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RESPONSIBILITY	MISSION	SIGNATURE
PREPARED	Management Representative in Charge of Integrated Systems	
CONFIRMATION	Member of the Executive Board	



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1 Kaptan Evaluation

In 1964, with the first rolling mill established in Karabük, it started to produce iron and steel. Today, it is producing at international standards with its steel mill, rolling mill and oxygen factory in Thrace region. KAPTAN Group of Companies today; iron and steel, marine, transportation and energy and life for companies with companies in the production.

As a requirement of the culture that has been in the company for more than 50 years, we use the opportunities that we have respectfully to the people, work and environment in order to add value to the country's economy and continue to work continuously on behalf of quality management required by the process. In this context, it is our most important goal to establish a system that is aware of the occupational health and safety and environmental responsibilities of all processes and company-specific processes that should be carried out by making use of the technological opportunities of the developing age at the highest possible level. In this systematic structure, utmost care is taken to ensure that the organization is carried out in an appropriate manner together with the people, groups or institutions (internal and external stakeholders) directly or indirectly, positively or negatively affected.

KAPTAN also has Integrated Management System; Quality, Occupational Health and Safety, Environment and Sustainability issues, the highest level to be addressed and all operational units have been established to ensure the performance criteria and established a common language.

Our company is located in Turkey's top 500 industrial enterprises, pioneering and as well as the successful identification, is working to achieve its goal of being a leading organization aiming to support all sectors of society in these areas.

Our scope of management system;

- TS EN ISO 9001: Kaptan Iron and Steel Industry and Trade Co. Headquarters, M.Ereğlisi Factory and Çorlu Factory,
 - TS EN ISO 14001, TS EN ISO 45001: Kaptan Iron and Steel Industry and Trade Co. M.Ereğlisi Factory
 - Sustainability Management System: Kaptan Iron and Steel Industry and Trade Co. M. Ereğlisi Factory
- Our existing certificates, inspections, laboratory facilities, examination - test facilities, fatigue testing can be added to the opportunity we can not.
- Identifying needs> R & D> Demand> Approval> Purchasing

2 Global Assessment of Integrated Management Systems:

Quality management system: In today's conditions, the great developments in the field of information, technology and communication are driving the societies into a rivalry competition and an economic race in which new developments are taking place day by day. The globalization of world trade has expanded the scope and boundaries of competition and the number of participants has increased. Moreover, the participants of this race are getting more qualified every day. Customers have become more conscious, more informed and customer expectations have reached the highest level. It is no longer sufficient to meet the expectations of the customers, it is necessary to go beyond



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the expectations of the customers. The pace of change has increased, and developments in the field of technology have enabled applications that could not have been imagined before.

The survival of businesses can only be achieved by providing goods or services in all sectors that meet customer needs and expectations. For this reason, the implementation of the Quality Management System, which encompasses all stages from design to production, marketing and after-sales services and aims for continuous improvement, is an essential condition in organizations.

The ISO 9001 Standard is not directly related to product and service quality, but to the quality of the management system. If an effective Quality Management System is established and implemented, quality products and services will be produced to meet customer needs.

Occupational Health and Safety Management System: Occupational Health and Safety is one of the most important topics of sustainable development. According to the statistics of the Social Security Institution, thousands of accidents and injuries occur every year in all sectors, especially metal, mining and construction. ISO 45001 is recognized as the most common standard worldwide for a structural approach to OHS management systems.

Raising the awareness of occupational safety, controlling risks, creating a healthy and safe working environment, defining the conditions that must be fulfilled in order to prevent occupational accidents and diseases are indicative of the value they attach to the human being, which is the most important value of corporations.

Environment and Sustainability Management Systems: "Environmental Protection" and Sustainable Development "are among the most important issues for the industry. The environment is not only an environment in which people live and provides resources for their survival, but also an economic resource for businesses. Production is carried out with the resources obtained from the environment. In this case, the depletion of resources and pollution of the environment means the deterioration of public health as well as the lack of new resources for enterprises. The solution of environmental problems depends largely on the adoption of an environmentally friendly approach. Environmental Management is not just a control system; The company also has functions that respond to the company's environmental responsibilities and at the same time reduce risks and increase market opportunities. In the activity reports of many companies, it is stated that environmental management system brings economic success as well as environmental protection.

One of the most important expense items of the steel industry, which has many inputs, is energy use. Energy Efficiency not only reduces production costs, but also reduces greenhouse gas emissions.

Efficient use of energy, water and other raw material resources in production will reduce costs in enterprises, especially in small and medium-sized enterprises, and ensure the more sensitive use of environmental resources. Consumers today demand that the products and services they buy produce less waste, generate more recycling, and demand greater use of renewable resources and safer products for the ecosystem. In order to avoid lagging behind the changes, enterprises have to take these demands into consideration in strategic decisions and develop a more environmentally sensitive management approach.

Greenhouse gas monitoring plans, carbon dioxide density (tonne CO₂ / tonne crude steel), which is the parameter of Environmental Performance monitoring, We are monitoring through three different systems; 1) The Ministry of Environment and Urbanization, 2) UK Cares and 3) Worldsteel. We regularly calculate the kgCO₂ equivalent and report it to the relevant organizations.



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In this context, we support the Paris agreement and aim to achieve net zero carbon dioxide emissions level by 2050.

We are trying to reach our goals with a series of specific goals to be achieved in the next 15 years;

Goal 1: To Ensure steel production through carbon direct avoidance (CDA-Carbon Direct Avoidance) technologies.

Steel production is shifted from carbon sources to hydrogen-based sources with electricity from renewable energies.

to Neutralize by reducing direct emissions, feeding the EAF only with power from renewable sources, offsetting all CO₂ from production and transport of materials;

Goal 2: To Promote smart carbon utilization (SCU – Carbon capture/capture) technologies in steel production routes, thereby reducing CO₂ emissions from burning fossil fuels (eg coal) on existing steel production routes.

Goal 3: To develop methods/technologies to increase energy and resource efficiency.

Goal 4: To increase the recycling of steel scrap and scrap, thereby improving smart sourcing and further supporting the EU's circular economy model.

Goal 5: Pursuing clean steel technologies that contribute to climate-neutral steel production.

Goal 6: Zero waste (up to 99% recovery) using all slag, recovery of used refractories, reuse of ferrous by-products, recovery of sludge from the water treatment plant, etc.

Zinc recovery from EAF Flue dust: (zero waste principle) Marzinc has recovery processes so far, but the environmental efficiency is low (high waste/product ratio). Therefore, new processes are required to enable EAF plants to recover zinc and other metals efficiently and in an environmentally safe manner.

The main ones of our sub-goals that we set to achieve our long-term goals and that will feed our main goals,

- Investment in renewable energy sources, including solar and wind projects.
- Preheating scrap using Consteel technology investment.
- Electricity generation from waste heat using ORC units or steam turbines.
- Initiation of the scrap shear project.
- Enhancement of scrap efficiency through shear projects.
- Revision of combustion chambers.
- Adoption of turbo compressors under the VAP program.
- Installation of high-efficiency fans with special blade structures.
- Implementation of electric alternatives for internal combustion engine vehicles, resulting in significant energy and cost savings.
- Measures to prevent losses and leaks throughout our processes.
- Modernization and heat recovery in production lines.
- Reduction of electricity and energy consumption.
- Reduction in natural gas consumption.
- LED lighting conversions.
- Transition to more efficient motor technologies.
- Transition to electric vehicles.
- Preferential use of electric machines for new equipment.



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-Evaluation of supplier quality and sustainability scores, considering technical compliance and environmental factors, including transportation emissions.

It includes our commitment to improve energy efficiency, reduce carbon emissions and contribute to the economy and the environment. Our efforts include focusing on sustainable sourcing and transportation practices.

Our sustainability targets;

- a) Characteristics / criteria appropriate to the entire supply chain, inclusiveness, integrity, governance and transparency and ethical business practices shall be considered
- b) To ensure that the highest quality, environmental and health and safety standards required to satisfy end-users are met, ensuring and maintaining quality, environmental and health and safety management systems requirements.
- c) To comply with legal requirements and standards,
- d) To ensure consistent compliance with the policies,
- e) To ensure the quality and sustainability of our products,
- f) Effective management of all waste streams and minimizing wastes thrown into the landfill,
- g) To minimize pollution and emissions related to production and transportation,
- h) On-site protection and development of the natural environment related or affected by structural steel production,
- i) Using energy more efficiently and reducing “global warming potential / carbon footprint”,
- j) To promote the more efficient use of base materials and the recyclability of structural steel products,
- k) To minimize the use and demand of more efficient water in main water resources.
- l) Respect internationally accepted norms and standards on human rights and labor conditions,
- m) To actively participate with local communities and other stakeholders to understand risks and opportunities,
- n) To ensure sustainable economic growth, ethical business practices and good corporate management in the structural steel supply chain,
- o) To assist the development of responsible resources in the construction steel supply chain by providing a means to evaluate and improve the sustainability performance of our suppliers,
- p) Ensuring that performance is measured, reported and improved on sustainability issues,

Our company fulfills its responsibilities by establishing a sustainable system in compliance with the standards in these matters.

Our annual targets are given in detail in the EYS-FR-250 document and are announced to all our stakeholders along with our sustainability performance data on our website

Strategies

- a. To win new customers,
- b. To increase customer satisfaction and loyalty,
- c. Manage to quickly handle product orders,
- d. To increase the market share in the domestic market and exports,



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- e. To increase employee satisfaction,
- f. Improving company image,
- g. Increasing the share of product groups with high added value in total production,
- h. Developing export markets in terms of quantity and diversity,
- i. To reduce the share of Scrap and Energy in total cost,
- j. To improve the quality level in all product groups and to increase customer satisfaction,
- k. Developing cooperation with suppliers, improving all kinds of input materials and service quality,
- l. To ensure the active participation of our employees in the processes at all levels, to make them a continuous development, an effective and institutional feature,
- m. To increase training and support activities to improve the personal and organizational skills of our employees,
- n. To try to minimize and completely eliminate the negative physical impacts that our organizations reflect on the environment as a matter of activity, with the common attention, effort and improvement efforts of all our employees,
- o. To work with authorized institutions and organizations accredited in the sector.
- p. To ensure efficient and efficient use of resources
- q. Creating an effective human resources system
- r. To benefit from information technologies at the highest level, To increase the use of technology
- s. To increase the efficiency of the communication system
- t. To make service processes effective and efficient
- u. To increase the knowledge of external stakeholders about the activities and activities of the organization
- v. To have an effective and sufficient computing infrastructure
- w. To increase the knowledge and skills of employees
- x. Providing maximum benefit from employees
- y. To involve all stakeholders in the processes and increase the satisfaction rate
- z. To increase strategic planning and performance awareness at every level of the organization

3 Internal and External Issues

Our internal issues;



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- Management, organizational structure of the organization, job descriptions and responsibilities,
- KAPTAN's general policies, objectives and strategies, corporate vision and mission
- Resources and knowledge (principal, time, persons, processes, systems),
- Awareness level of employees about management systems,
- Employees' interest, effort, awareness
- Awareness level of employees about OHS, environment and energy efficiency,
- Relations with internal stakeholders and their perceptions and values,
- KAPTAN's corporate culture, corporate memory
- Institutional knowledge and capabilities
- Infrastructure of the facility and adequacy of production equipment
- Risk and opportunity analyzes and actions suitable for all management systems
- Information flow and decision-making processes,
- Standards, sectoral guidelines applied by the organization,
- Statistics and reliable information obtained from Management Review
- Efficiency and reliability of production processes
- Ensuring that products comply with standards and specifications
- Currency fluctuations
- Evaluation and resolution of stakeholder satisfaction and feedback
- Customer technical visits
- fiscal structure / Budget (the way its fiscal resources are organized, the management of income and expenses, and the effective management of the financial resources of the organization)
- Strategic impact of fiscal policies, fiscal management and efficiency, communication of fiscal strategies, management of fiscal risks

- Cooperation with independent audit firms for the proper implementation of internal financial processes and budget and fiscal audit
- Accuracy, security and record preservation of financial and fiscal transactions
- Fiscal and Financial performance analysis
- Financial evaluation of investment projects
- Determination of the annual budget process and budget targets, regular follow-up of the budget applications
- Operation of external audit mechanism for budget management
- Contract and agreement terms for the regulation of financial matters with suppliers
- Cooperation with foreign law firms for the determination of internal legal processes, their proper implementation and consultancy on legal matters
- Information security policies and procedures in accordance with legal requirements
- Protection of information and documents used in legal investigations
- Creation of preparation plans for legal events



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- Ethical values (No Personal Benefit, Integrity, Transparency, Confidentiality, Conflict of Interest, Fair Competition, Time Management, Outside Business, Employment, Discrimination, Brand Protection, Accountability)
- Contributing to society and Social Responsibility
- Notification, follow-up and resolution of ethical violations
- Protection of Captain's intellectual property rights
- Confidentiality, integrity and availability of captain data
- Protection and processing of personal data
- Business continuity management and emergency planning
- Internal privacy policies and procedures
- Waste management and recycling processes, zero waste culture
- Monitoring and reducing emissions
- Monitoring and analysis of work accidents and injuries
- Management of OHS trainings and processes
- Establishing emergency plans and response teams
- Workplace layout and ergonomics measures
- Regulation on those who are old enough to retire
- Human Resources
- Human Rights for Strategic Analysis (Business Policies and Procedures, Business Culture, Education and Awareness, Violation Situations and Notification Mechanisms, Business Processes and Supply Chain Management)
- Human Rights for Stakeholder Expectations (Employees, customers, society, Investors and shareholders, non-governmental organizations, government and regulatory bodies)

External issues:

- An international, national, regional or local social, cultural, political, legal, regulatory, financial, technological, economic, natural and competitive environment,
- Developments and trends concerning the sector that have an impact on the objectives of the organization,
- National political and political events,
- Certification requirements,
- Customers, competition, regional conditions,
- Customer expectations and specific demands
- Stakeholder satisfaction measurements and complaints
- Competitors, Better quality production of the product compared to the competitors
- Financial security, (insurance of critically important production and equipment losses in extraordinary circumstances such as disasters, floods, etc, providing hot money flow, ensuring customer diversity with a balanced production distribution, customs and export regulations)



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- Legal and other Requirements (national and international standards, environment, occupational safety, energy, labor legislation and related legal regulations within the scope of science industry technology, sanctions taken into account in line with the demands of non-governmental organizations)
- Supply chain (Alternative suppliers, sustainability of logistics support, the existence of the suppliers that we working, supplier contract requirements)
- Technological developments (fairs, seminar visits, cooperation with companies producing/importing new technology, cooperation with universities-technology producing non-governmental organizations)
- Exchange Rate Fluctuations
- Situations that threaten the country management regime
- Possible War, Terrorist attacks, Coup attempts, Embargoes
- Settlement Area, Geolocation
- Loans, grants and supports
- Economic conjuncture (Financial and financial planning taking into account the political and economic developments in the country (interest/foreign exchange/export and import policies)
- Stakeholders' value and sustainable approach to OHS and environmental issues (Expecting ISO 45001-14001-9001 certificates from our suppliers, the pre-determination and implementation of the occupational health, safety and environmental conditions of our stakeholders that working in our area)
- R&D studies to develop products and services that will reduce negative environmental impacts (Consultants, R&D centers, Technopolises, University projects, etc.)
- Transportation intensity on the supply chain
- Climate change (Decrease in water resources due to climate change, exposure to extreme weather conditions, floods, hurricanes, hail, hurricanes, etc., financial damage, the need to reduce carbon emissions, compliance with new legislation changing in the regulatory framework (Carbon Border Adjustment Mechanism, Paris Agreement, etc.))
- Water and Air quality (Water use permits, ensuring the appropriate and sustainable supply of water, compliance processes with legal regulations, monitoring and verification of greenhouse gas emissions)
- Land use and current pollution
- Availability of natural resources (Regularly monitoring consumption, adjusting process practices to minimize resource consumption, focusing on employee awareness)
- Biodiversity (Conservation of ecological balance and its effects on biological diversity)
- Ethical Expectations of Stakeholders (Accuracy, Honesty, Transparency, Confidentiality, Brand Protection, Justice and Social Responsibility)
- Human Rights for Strategic Analysis (Government and Regulatory Agencies, International Standards and Agreements, Social and Political Pressures, Industry Trends)

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- Human Rights for Stakeholders' Expectations (International Organizations and Human Rights Activists, Customers and Consumer Groups, Investors and Shareholders, Media and Public Opinion, Competition and Business Partners)

4 Internal and External Stakeholders

Kaptan identified its key stakeholders and published this information publicly at <http://kaptangrupturkiye.com/en/> . All of our stakeholders can submit all their suggestions, complaints and requests related to our products and services through the contact information provided at this address, and their satisfaction status through Stakeholder satisfaction surveys.



External Stakeholders

- Regulatory Authority:



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As the Kaptan, the list of the processes of the following public institutions and organizations concerning the sector in which we operate under the Turkish Commercial Code and T.C Constitution is stated in the form EYS-FR-400.

List of Institutions and Organizations

- Ministry of Justice
- Ministry of Family and Social Services
- The Ministry of Labor and Social Security
- Ministry of Environment, Urbanization and Climate Change
- Ministry of Foreign Affairs
- Energy and Natural Resources Ministry
- Ministry of Treasury and Finance
- Ministry of Interior
- Ministry of Education
- Ministry of Health
- Ministry of Industry and Technology
- Ministry of Commerce
- Ministry of Transport and Infrastructure
- Presidency of Turkish Statistical Institute
- Chartered accountants
- Insurance Companies
- Municipality
- Banks
- Chambers of Commerce and Industry
- Professional chambers
- Police, gendarmerie, fire department

Non-governmental organizations

- Steel Producers' Association of Turkey

- **Customers:**

Based on customer needs and expectations;

At Kaptan, order and proposal preparation processes related to the sales process are carried out with ERP program integrated with production and stock systems. The company has the quality management system which aims to meet the requirements of the sector and provide the best service to its customers. Our facilities, which have ISO and many other international certificates, also provide the most suitable services for our customers without compromising on Occupational Health and Safety.

For orders of iron products carried out with customers, the export and domestic market departments receive (ERP contracts) and (Domestic Market Proposal Form) through the ERP and provide them to sign the terms and demand the conditions in these contracts. The sale of other by-



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products such as waste, oxygen, flue dust, scrap materials is again carried out through the ERP system due to the restrictions imposed by the shipping process. The sales carried out with the companies on these sales are made through the information system via mail system. At Kaptan, finished stock and cost information is not shared with customers.

The scope of communication covers the issues such as requirements, demands, complaints, satisfaction, information / information about the offer / job request / contract, feedback, and bilateral. The method of communicating with stakeholders and prioritizing sustainability aspects was established to give priority to stakeholder expectations and concerns.

Customers' opinions; survey, visit or complaint, etc. information. Complaints management is documented, investigated and communicated to stakeholders in accordance with the Stakeholder Request, Complaint and Suggestion Management Procedure (EYS-PR-110). Stakeholder complaints are monitored and managed by the Management Representative in accordance with the Stakeholder Request, Complaint and Suggestion Management Procedure (EYS-PR-110). All stakeholder complaints, regardless of their validity, are recorded together with corrective actions taken when appropriate.

Reference:

- Stakeholder Request, Complaint and Suggestion Management Procedure (EYS-PR-110)

- **Suppliers:**

Our company acts in accordance with the procurement procedures specified in the IMS as required by the Quality Management system in the procurement processes it conducts. Apart from this procedure, confidentiality agreements are made with the private sector institutions (banks, consultancy firms), depending on the subject of information security and information retention. Contracts with banks regarding the transfer of information are followed by the finance department, whereas the contracts of the consultancy institutions receiving services are kept by the procurement department or the department's representative. Captain reserves the price and special agreement information and purchase amounts of domestic and foreign suppliers within the scope of ISMS and asks to keep this information.

Major procurement (goods or services) contracts include Occupational Health and Safety requirements, in which the risks and aspects related to the activity to be made are specified and in line with company policies and procedures. Suppliers are assessed to meet human rights, ethical business practices, health, safety and environmental standards. There are articles stating this matter in our import contracts and domestic purchase order forms. By reviewing the agreements made, necessary work is carried out to ensure compliance with these articles for those possible.

Reference:

- Subcontractor Working Procedure (EYS-PR-170)

- General Procedure for Technical, Operating, Logistics, Purchasing (SA-PR-010)

- **Certification Bodies:**



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Interactions with external audits and field inspections (certificates, products, etc.) or mutual visits, seminars, congresses or fairs are conducted during the year. Requests and expectations are taken orally or in writing.

- **Communities:**

Our Company's Environment, OHS and Sustainability Policy is published on the website in a publicly accessible manner. Our company is among the institutions subject to independent audit where the registered capital falls within the limits specified in the Turkish Commercial Code. In this context, the information specified by law under the Information Society Service link is published on our website under appropriate storage conditions (Central Database Service). The captain is aware of the fact that the information shared with TUIK is used for the benefit of the society within the scope of the obligations imposed by the laws.

- **Neighbors:**

Neighbors as stakeholders, covers adjacent landowners, and companies that may be affected by production-related hazards due to proximity in location. In order not to be affected by production activities, harmful or polluting substances should not be spread to the air, water and soil, legal norms regarding noise pollution should be complied with and environmental sensitivity should be prioritized. Neighbors' requests, complaints and suggestions are received verbally or in writing.

Internal Stakeholders

- **Shareholders:**

A review meeting is held to define the environmental, social and economic aspects of the activities, products and services that the Kaptan can control and influence, taking into account the life cycle perspective and stakeholder views.

All shareholders agree that the Company's information shall not be shared without permission from other shareholders and that the private information of the Company's employees shall be protected. The management representative was given full authority to the OHS committee for the determination of the environment and OHS openings that would affect the prestige of the company, and a request was made to fulfill the requirements.

- **Employees and their families:**

The personal information of the personnel which is required by the provisions of the constitution in the Kaptan is preserved and stored (there are relevant articles in the HR Procedures). The human resources dismissal procedure for those who act in contradiction may be initiated upon the instruction of the unit directors. Personnel health information is recorded and stored only for sharing with the relevant authorities. Human Resources employee welfare; Fair treatment of employees; recruitment, training, promotion, equal opportunities in job tasks, quitting; Freedom of association and compliance with employment legislation. The requirements of the Ethics Trading Initiative (ETI)



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Basic Code and International Labor Organization (ILO) standards are taken into account during export and policy review.

By organizing social activities such as trainings, meetings, sporting events, motivational meals and entertainments, it interacts with employees and their families to meet their demands and expectations. It is aimed that employees value their work and gain appreciation in return for self-study.

- **Students / Trainees:**

The main purpose of the internship system applied in Kaptan University, High School, Technical High School, Industrial Vocational High School and so on. The aim of the course is to provide the opportunity of internship to the students of the educational institutions who are obliged to do the internship, to monitor the performances of the students during the internship and to bring the superior performing students to the Kaptan family by providing job employment at the end of the education.

5 Needs and Expectations of Our Stakeholders



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STAKEHOLDERS	EXPECTATIONS
REGULATORY AUTHORITY	To perform the requirements of the legal regulations of the ministries and related institutions that are subject to within the scope of the legal legislation, Turkish Iron and Steel Producers Association (expectation of contribution data from us to the sector in the standard development), Social Security Institution, Turkish Employment Agency, Tax Offices, Enforcement Offices, Chambers of Industry and Commerce (satisfaction of the membership conditions without missing, subscription), Presidency of the Turkish Statistical Institute, Exporters' Association, Revenue Administration, Certified Public Accountants, Insurance Companies, Banks, Trade Associations; transparency of the processes, compliance with the laws and standards
CUSTOMERS	Quality product, timely delivery, price policy, product diversity, fast effective communication (after sales satisfaction, technical support), Availability of person in charge when needed, Technical and Commercial visits, Availability of Product Specifications, compliance with legal regulations / standards,
SUPPLIERS	Long-term relationship based on mutual confidence, notification of the product orders and demands explicitly and without missing (specifications), price payment conditions, storage and protection of the information concerning the suppliers, ensuring security of the supplier's personnel.
CERTIFICATION BODIES	Compliance with the laws and standards, continual improvement, workplace safety, transparency of the process, confidence/respect, compliance with the conditions of the certification organization.
COMMUNITY	Non-polluting activity, respect for the environment, communication, fair approach, listening and evaluating complaints and expectations, social responsibility projects, employment
SHAREHOLDERS	Satisfactory business volume, management solidarity, investment return, sensitivity and flexibility of the operations, financial stability, corporate governance, employee efficiency.
EMPLOYEES AND FAMILIES	Occupational health and safety, respect and tolerance, fair and regular wage, career opportunities, employment, skills development, benefits.
STUDENTS / TRAINEES	Occupational training, service/support possibility, workplace security, respect and tolerance, access to the documents, business employment, social insurance
NEIGHBORS	Non-polluting activities, respect for the environment and nature, respect and tolerance, control of noise level, workplace safety (explosion, fire, etc.), sharing of machinery and equipment in case of emergency, joint action in legislation, exchange of information on environmental and OHS legislation



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STAKEHOLDERS	COMMUNICATION PLATFORM	COMMUNICATION FREQUENCY
REGULATORY AUTHORITY	Internet, Email, Phone Official correspondence Inspections and Site Detections Meetings	Continuous Continuous Several times a year Several times a year
CUSTOMERS	Internet, Email, Phone Notice boards Advertisement sponsors Mutual visits Seminars, congresses and fairs Customer Surveys Subscribed publications and institutions Factory tour and information meeting	Continuous Continuous Continuous Continuous Continuous Several times a year Several times a year Several times a year Several times a year
SUPPLIERS	Face to face interviews Internet, Email, Phone specifications	Continuous Continuous Several times a year
CERTIFICATION BODIES	Internet, Email, Phone Face to face interviews Inspections and Visits training	Continuous Several times a year Several times a year Several times a year
COMMUNITY	Internet, Email, Phone Face to face interviews	Continuous Continuous
SHAREHOLDERS	OHS Meeting Board of Directors Meetings management review meeting	Monthly Monthly At least once a year
EMPLOYEES AND FAMILIES	Intranet, Email, Phone and Radio Skype for Business Notice boards Ramakkala Notification Cards Training and Meetings Department Meetings Sports Activities Food etc. social events	Continuous Continuous Continuous Monthly Several times a year Several times a year Several times a year Several times a year
STUDENTS / TRAINEES	Vocational courses Factory promotional trips and presentations	Continuous Several times a year
NEIGHBORS	Internet, Email, Phone Face to face interviews	Continuous Continuous



STRATEGIC ANALYSIS AND EXPECTATIONS OF STAKEHOLDERS MANUAL

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7 Our Strategic Issues and Materiality Matrix in the Eyes of Our Stakeholders;

Kaptan D.C. In line with the principles of sustainability and social responsibility, we actively use the communication and feedback channels mentioned above with the aim of determining the expectations of our stakeholders, providing solutions that meet their needs and ensuring continuous improvement. This process helps us achieve the goal of sustainable growth and social contribution of our activities more effectively.

In order to measure and prioritize expectations, the priorities obtained based on the feedback we regularly receive from our stakeholders are listed as follows: Our Stakeholders Strategic Issues

Material Aspects		Ability to influence	Material Aspects		Ability to influence
Importance to Environment, Stakeholders and Society ----> more	Safe and Healthy Working Conditions	High	Safe and Healthy Working Conditions		High
	Human Rights	High	Business Ethics and Ethical Behaviour	Human Rights	High
	Employee Conditions	High	Slave Labour and Child Labour	Slave Labour and Child Labour	High
	Water Use	High	Primary Material Use and Materials Efficiency		High
	GWP and GHG	High	Energy Use	Renewable Energy Use	High
	Skills and Training	High	Circular Economy	GWP and GHG	High
	Employee Engagement and Satisfaction	High	Air emissions	Air emissions	High
	Contribution to SMEs	High	Waste	Water Use	High
	Stable Employment	High	Circular Economy	Emissions to water	High
	Energy Use	High	Community relations and stakeholder Satisfaction	Employee Conditions	High
less <----	Primary Material	Low	Community Relations and Stakeholder Satisfaction	Supply Chain Sustainability	High
	Supply Chain	Low	Atik	Employee Engagement and Satisfaction	High
	Pursuing	Low	Biodiversity and Ecotoxicity	Stable Employment	High
	Biodiversity and Leadership	Low	Skills and Training	Leadership	High
	Fair wages	Low	Contribution to Diversity and Stability of the	Fair wages	High
	Freedom of Digitalization	Low	Employee Relations		High
	Diversity	Low			High
		Low			High
		Low			High
		Low			High
less <----		Importance to Delivering Organisations Strategy		----> more	

These results show that Kaptan D.Ç.'s corporate strategies are shaped in line with the needs of our stakeholders and social expectations. Our aim is to ensure the satisfaction of all our stakeholders and to support the sustainability of our business activities.