

	COMMUNICATION TABLE WITH OUR STAKEHOLDERS				Document No	EYS-TB-100
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OUR STAKEHOLDERS	COMMUNICATION TOPIC	COMMUNICATION METHOD	COMMUNICATION FREQUENCY	COMMUNICATION RESPONSIBLE	AUTHORIZED PERSON TO FORWARD TO KAPTAN GROUP BOARD OF PARTNERS IF NECESSARY	
REGULATORY AUTHORITY	Legal Compliance Legislative Changes Compliance Obligations Sectoral Requirements Requests, Complaints, and Suggestions Audit Processes and Findings Energy Notification Information Security Breaches / Cyber Incidents Environmental Permits and Licenses OHS Accidents Environmental Accidents Emergencies Confidentiality / GDPR (KVKK) Compliance Legal Notifications and Official Declarations CBAM, Carbon Footprint, Water Footprint, Green Deal Sustainability Report Social Responsibility Obligations Security and Visitor Conditions	Official Correspondence Online Portals Electronic Signature & Archive Telephone E-mail Face-to-Face Institutional Visits Reporting Meetings Legal Representatives Field Visits and Inspections Written Press Releases Press Conferences Website Social Media Mobile Notifications Surveys Stakeholder Request, Complaint and Suggestion Channels	Instant Continuous As Needed Monthly Periodic (Every 3/6 Months) Annually	Management Representative Customer Representative Operations Director Sustainability and Investment Director IMS, Environmental Social Governance Manager Metallurgy and Laboratories Manager HR Processes Manager Finance Manager Accounting Manager Energy Manager ISMS Manager Environmental Engineer OHS Specialist Workplace Physician Security Legal Affairs Ethics Committee	Management Representative KDÇ Technical Coordinator Kaptan Group Commercial Coordinator Kaptan Group Financial Coordinator Sustainability and Investment Director Operations Director Human Resources Organizational Development Coordinator General Secretary of the Board of Partners Lawyers	
CUSTOMERS	Orders, Contracts, and Deliveries Price Quotations and Commercial Negotiations Quality Certificates and Technical Documents Requests, Complaints, and Suggestions Customer Satisfaction Surveys Collection, Payment, and Reconciliation Product Presentations Post-Delivery Technical Support Visits and Field Inspections Customer Special Requests Sustainability Report Security and Visit Conditions Confidentiality	Face-to-Face Customer Portal Trade Fairs Website Email Phone Meetings Field Visits and Inspections Surveys Social Media Stakeholder Request, Complaint, and Suggestion Communication Channels	Continuous Pre-Order/Post-Order Pre-Delivery/Post-Delivery Monthly Yearly	Management Representative Export Marketing and Sales Manager Domestic Market Marketing and Sales Manager Metallurgy and Laboratories Manager Accounting Manager Finance Manager IMS, Environmental Social Governance Manager ISMS Manager Security OHS Specialist Administrative Affairs Manager Legal Ethics Committee	Management Representative KDÇ Technical Coordinator Sustainability and Investment Director Operations Director Kaptan Group Commercial Coordinator Kaptan Group Financial Coordinator Human Resources Organizational Development Coordinator Partners' Board General Secretary Lawyers	
SUPPLIERS	Order, contract and delivery information Price offers and commercial negotiations Product technical documents Requests, Complaints and Suggestions Supplier satisfaction surveys and analyses Product and service presentations Post-delivery support / service performance monitoring Visits and field audits Supplier-specific practices or requests Sustainability and supply chain reporting Sustainability Report Security and Visit Conditions Confidentiality	Face-to-Face Supplier Portal Fairs; Website E-mail Phone Meeting Field Visits and Audits Survey Social Media Stakeholder Request, Complaint and Suggestion Communication Channels	Continuous Pre/Post-Order Pre/Post-Delivery Monthly Annually	Business and Corporate Procurement Manager Logistics and Manufacturing Procurement Manager Warehouse Manager All Process Owners IMS and ESG Manager ISMS Manager Security OHS Specialist Admin Affairs Manager Legal Ethics Committee	Sustainability and Investment Director Technical Procurement Director Partners Council General Secretary Lawyers	
CERTIFICATION BODIES	Audit planning for certification Conducting audits Evaluation of audit reports and closing non-conformities Transition to new standards, revisions and updates Certificate delivery and validity follow-up Requests, Complaints and Suggestions Legal and sectoral compliance evaluations Sustainability Report Major accident notifications Security and Visit Conditions Confidentiality	Face-to-Face Certification Bodies Portal Website E-mail Phone Meeting Field Visits and Audits Survey Stakeholder Request, Complaint and Suggestion Communication Channels	Continuous Pre/Post Audit Monthly Yearly	Management Representative IMS, Environmental and Social Governance Manager Metallurgy and Laboratories Manager All Process Owners within the Certification Scope ISMS Manager Security OHS Specialist Admin Affairs Manager Legal Ethics Committee	Management Representative KDÇ Technical Coordinator Sustainability and Investment Director Operations Director Board of Partners General Secretary Lawyers	
COMMUNITIES	Corporate social responsibility projects (education, donations, etc.) Environmental impact and sustainability practices OHS and environmental awareness activities Emergency announcements (events that may affect the community) Job and career opportunities Promotion of company activities and public information Requests, Complaints and Suggestions	Face-to-Face Website E-mail Phone Survey Public Announcement (megaphone/audio) Stakeholder Request, Complaint and Suggestion Communication Channels	Continuous Instant As Needed	HR Processes Manager Corporate Communication Manager IMS, Environmental and Social Governance Manager Environmental Engineer OHS Specialist	Management Representative Sustainability and Investment Director HR Organizational Development Coordinator	
NEIGHBORS	Information on noise, dust, traffic, environmental impact Emergencies (fire, explosion, odor, etc.) Social responsibility and community support activities Celebrations, special days and cultural interactions Requests, Complaints and Suggestions Shared space topics such as parking, roads, area use	Face-to-Face Website E-mail Phone Survey Public Announcement (megaphone/audio) Stakeholder Request, Complaint and Suggestion Communication Channels	Continuous Instant As Needed	HR Processes Manager Corporate Communication Manager Environmental Unit OHS Unit IMS, Environmental and Social Governance Manager Admin Affairs Manager Security	Management Representative Sustainability and Investment Director HR Organizational Development Coordinator	

COMPETITORS	Sectoral developments and mutual engagement in industry events Fairs and sectoral activities Competitive analysis and comparative performance Price policies and customer approaches Limited contact through industry associations Sustainability and innovation practices Sustainability Report Requests, Complaints and Suggestions Security and Visit Conditions Confidentiality	Face-to-Face Website E-mail Phone Stakeholder Request, Complaint and Suggestion Communication Channels Sectoral meetings Congresses and fairs Publications and reports Common industry associations	Continuous As Needed Monthly Periodic (3/6 months) Yearly	Management Representative Customer Representative Operations Director Sustainability and Investment Director IMS, Environmental and Social Governance Manager Metallurgy and Laboratories Manager Export Marketing and Sales Manager Domestic Marketing and Sales Manager Admin Affairs Manager Security	Management Representative KDÇ Technical Coordinator Kaptan Group Commercial Coordinator Sustainability and Investment Director Operations Director Marketing and Sales Director HR Organizational Development Coordinator Board of Partners General Secretary
SHAREHOLDERS	Strategic decisions and managerial evaluations Financial status, budget and investment decisions Operational performance and process improvements Risk management and internal audit reports Quality, Environment, OHS, Energy, ISMS and sustainability performance Legal and regulatory developments Stakeholder feedback, complaints and reputation management Sustainability Report Human resources and organizational development	Face-to-Face Website E-mail Phone YGG Meetings Reports Presentations Internal written communication	Continuous Weekly Monthly Periodic (3/6 months) Yearly	Technical, Commercial, Financial Executive Committees Finance Manager Accounting Manager Strategic Planning, Project and Investment Manager IMS, Environmental and Social Governance Manager HR Processes Manager Corporate Communication Manager Legal Ethics Committee	Board of Partners General Secretary KDÇ Technical Coordinator Sustainability and Investment Director Operations Director Financial Affairs Director Management Representative Lawyers HR Organizational Development Coordinator
EMPLOYEES AND THEIR FAMILIES	OHS information HR processes (leave, payroll, personal rights, salary and fringe benefits info, etc.) Social events, family-involved organizations Celebrations (birthday, marriage, newborn, etc.) Education, career development and internal announcements Reward and motivation practices Internal changes and general announcements Special situations affecting families (events, aid, support, etc.) Employee satisfaction and loyalty surveys Requests, Complaints and Suggestions Sustainability Report Information Security Violations Security and Entry/Exit Conditions Confidentiality	Face-to-Face Website E-mail Phone Stakeholder Request, Complaint and Suggestion Communication Channels Intranet Radio Notice boards Near Miss Report Cards Trainings and Meetings Department Meetings Sports Events Social events such as meals Internal written communication Posters	Continuous As Needed Weekly Monthly Yearly	HR Processes Manager Corporate Communication Manager IMS, Environmental and Social Governance Manager OHS Specialist Occupational Physician ISMS Manager Admin Affairs Manager Security Legal Ethics Committee	Management Representative Sustainability and Investment Director Operations Director HR Organizational Development Coordinator Board of Partners General Secretary Lawyers
STUDENTS / TRAINEES	Internship application and acceptance processes Orientation and job entry information for interns Task, responsibility and expectation communication Daily/weekly performance and tracking Career guidance and feedback Participation in social activities Cooperation with universities and vocational high schools Requests, Complaints and Suggestions Sustainability Report Information Security Violations Security and Entry/Exit Conditions Confidentiality	Face-to-Face Website E-mail Phone Stakeholder Request, Complaint and Suggestion Communication Channels Intranet Notice boards Near Miss Report Cards Training Sports Events Social activities such as meals Internal written communication Posters	Continuous As Needed Weekly Monthly Yearly	HR Processes Manager Relevant Department Authorities Corporate Communication Manager IMS, Environmental and Social Governance Manager OHS Specialist Occupational Physician Legal Ethics Committee ISMS Manager Admin Affairs Manager Security	HR Organizational Development Coordinator Sustainability and Investment Director Operations Director Board of Partners General Secretary Lawyers