Maturity Matrix 2024

Sustainability Principles	Practices	Characteristics of the approach to sustainability in developing organizations			Objectives & Plan(s) / Program(s)
		MATURITY			
		Immature	Engaged	Proactive and Learning	
Inclusivity	.			Stakeholders are identified and mapped based on their influence and interest, following the guidance of the Strategic Planning and Stakeholder Expectations Manual (EYS-SAPB-010). The KDÇ Stakeholder List (EYS-TB-90) is reviewed and updated at least annually. All documents are published on the company website to ensure transparency.	
	Open engagement in various formats for various stakeholders		Stakeholder engagement is conducted through multi-channel methods such as surveys, meetings, visits, LinkedIn, and digital platforms. Tailored surveys are offered to different stakeholder groups. The process is defined in EYS-TB-100 and EYS-TB-110, with documents published on the company website. *Stakeholder expectations survey https://forms.office.com/r/nypF144MLx*		Visits will be conducted to suppliers, customers, neighbors, and regulatory authorities. A survey will be shared with all connections on social media
	Stakeholder issue identification		Stakeholder concerns are identified through structured mechanisms, including request/complaint forms (EYS-FR-670), incident and feedback tracking (EYS-FR-460), and the stakeholder grievance procedure (EYS-PR-110). In addition, a sustainability priorities and expectations survey is conducted regularly to gather feedback and improve engagement. *https://kaptangrupturkiye.com/en/stakeholder-request-complaint-and-suggestion-notification/ Stakeholder expectations survey https://forms.office.com/r/nypF144MLx*		Visits will be conducted to suppliers, customers, neighbors, and regulatory authorities. A survey will be shared with all connections on social media
	Communication of organization response to issues raised			Stakeholder issues are recorded through the Stakeholder Request, Complaint and Suggestion Form (EYS-FR-670) and handled in line with the Stakeholder Complaint Procedure (EYS-PR-110). Reports are analyzed and submitted to the Technical Executive Committee via email approximately every two weeks. These reports include issue categories, resolution status, and trends.	
Integrity	**Leadership shown - clear Accountabilities documented**			Leadership roles are clearly defined under ISO and SCS systems, supported by job descriptions. Leadership training has been long-standing and expanded in recent years. External consultancy ensures continuous development.	
	Code of Conduct adopted			The Kaptan Code of Ethics (EYS-CEK-020), Policies Handbook (EYS-PL-010), and Legal Compliance List (EYS-FR-400) define company-wide rules of conduct. These are aligned with the corporate vision, sustainability policy, and ethical values. The Code is included in mandatory training and integrated into the onboarding process for new employees. It is regularly reviewed to ensure alignment with evolving standards.	
	Integrity risks identified and managed		Integrity risks at Kaptan are identified and assessed in line with international standards across all management systems, including Quality, OHS, Environment, Social Responsibility and Supply Chain. The process is based on ISO 31000 and covers identification, analysis, control, and monitoring stages. Internal audits are carried out with a risk-based approach. Awareness trainings and stakeholder communication support organization-wide integration and continuous improvement.		

Category	Topic			
Stewardship	**Sustainable development culture**	Trainings are being expanded to all employees and supported through orientation processes and digital platforms. Global developments are being closely monitored, and insights gained from attended events are being shared internally through reports and training sessions. The aim is to build an organizational culture that is continuously learning, open to improvement, and conscious of sustainability.		
	Responsible/Sustainable Supply chain approach adopted		Suppliers are evaluated based on multiple criteria including quality, environment, occupational safety, ethics, and logistics-related emissions. High-risk suppliers are closely monitored, and their sustainability risk scores are regularly tracked. Procurement processes are conducted with a focus on transparency and continuous improvement.	Request Supplier Commitment to Policies: This initiative has already begun and will continue to be expanded. Increase Supplier Training: We will try to reach more suppliers with our training sessions to help them understand and implement sustainable practices. Conduct Supplier Audits: Regular and thorough audits will be conducted for selected suppliers to ensure they consistently meet our sustainability standards.
	Systematic Environmental Management		Under ISO 14001, energy, emissions, waste, and water are systematically monitored; carbon and water footprints are calculated in line with ISO 14064 and 14046. Continuous improvement is driven through audits, risk assessments, and training, with a strong focus on recycling, resource efficiency, and preventive action.	
	Systematic Social Management	Social performance is managed based on employee rights, equality, and occupational safety in line with ISO 26000. It is supported through trainings, feedback mechanisms, and continuous improvement practices. Sustainability, ethics, and diversity trainings are widespread, while employee engagement is promoted via satisfaction surveys, grievance systems, and social responsibility projects.		Enhancing social impact by increasing volunteering and social aid projects.
	Systematic Economic Management		Financial performance is monitored through regular audits and budget control, aligned with strategic goals. Engagement with local economy and SMEs is enhanced; sustainable production investments and climate risk scenarios are integrated into economic management.	
	Skills and training	Training programs are conducted regularly; flexible approaches combining in-person and digital methods ensure access for all employees, while effectiveness is measured and a systematic structure is maintained through annual plans.		
	Career development	Career development is supported through structured plans designed to unlock employee potential. Training programs, internal promotions, job rotations, and digital learning platforms ensure transparent and accessible career pathways.		
Transparency	**Identify appropriate metrics/KPIs**		Key performance indicators (KPIs) across all sustainability dimensions are regularly monitored and evaluated in alignment with strategic objectives.	
	Monitor performance	Performance is monitored through regular internal audits and management review meetings. Weekly and monthly meetings are held to evaluate processes, and results are analyzed to identify continuous improvement actions.		Implement real-time data collection systems, advanced analytics tools, and automation solutions to enable immediate performance monitoring and faster issue resolution.
	Publicly report management practices and performance		Management practices and sustainability performance are regularly reported via the Sustainability Report, ISO 14064-1 Carbon Footprint, and ISO 14046 Water Footprint. All documents and policies are transparently published on our website.	
	Review performance		Performans, yıllık yönetim gözden geçirme toplantıları, aylık değerlendirmeler ve paydaş, müşteri, çalışan anketleri ile düzenli olarak gözden geçirilmektedir. Sonuçlar analiz edilerek iyileştirme adımları prosedürlere entegre edilmektedir	