

1964 	STAKEHOLDERS NEEDS AND EXPECTATIONS TABLE		Doküman No	EYS-TB-0110
			Yayım Tarihi	1.01.2026
			Revizyon Tarihi	
			Revizyon No	0
STAKEHOLDERS		NEEDS AND EXPECTATION		
	STAKEHOLDER	KAPTAN		
REGULATORY BODIES	Legal and Regulatory Compliance, Responsibility on Environmental and Climate Change Issues, Employment and Workforce Development, Economic Contribution and Investment, Tax and Financial Contributions, Technological and Innovative Development, Ethical and Transparent Governance, Social Responsibility, Product-Related Declarations and Legal Requirements, Industry Codes and Standard Changes Related to Climate Change, Permits, Licenses or Other Environmental Authorization Forms	Legal and Regulatory Support, Tax and Financial Incentives, Infrastructure and Logistics Support, Energy and Resource Management, Environmental Regulations and Supports, Innovation and R&D Incentives, Workforce and Education, Trade and Export Supports, Facilitation of Bureaucratic Processes, Security and Legal Order, For Climate Change: Regulatory Framework and Incentives, Infrastructure Support, R&D Incentives, Training and Awareness, International Cooperation and Compliance		
CUSTOMER	Product Quality and Standards Compliance, Competitive and Transparent Pricing, On-time Delivery and Logistics Services, Product Variety and Customization, Technical Support and Consulting, Reliability and Reputation, Customer Services and Support, Sustainability and Environmental Sensitivity, Innovation and Technology, Long-Term Cooperation, Climate Change Requirements in Packaging, Production, Service and Logistics Processes, Occupational Health and Safety	Clear and Detailed Order Information, Payment Regularity, Communication and Cooperation, Long-Term Business Relationship, Technical Information, Logistics and Delivery, Occupational Safety and Environmental Awareness, Market Feedback and Trends, Complaint and Problem Reporting, Sustainability and Innovation		
SUPPLIERS	Competitive Pricing, Technical Support and Consultancy, Flexibility and Cooperation, Ethical Business Practices, Sustainability and Environmental Sensitivity, Security and Risk Management, Legal Compliance, Product-Related Declarations and Legal Requirements, Climate Change Requirements in Packaging, Production, Service and Logistics Processes	High Quality and Reliable Products/Services, On-time and Dependable Delivery, Cost and Pricing, Cooperation and Communication, Supply Security and Continuity, Technical Support and Innovation, Sustainability and Environmental Awareness, Legal and Ethical Compliance, Logistics and Transportation, Long-Term Partnership, Compliance with Occupational Health and Safety Laws and Standards		
CERTIFICATION BODIES	Compliance with Management Systems Standards, Product and Management System Certification and Audits, Continuous Improvement and Innovation, Ethical Business Practices, Stakeholder Satisfaction and Feedback, Audit Readiness and Participation, Product and Process Safety, Employee Training and Awareness, Compliance with Occupational Health and Safety Standards	Documentation of compliance with management systems and product standards, Encouragement of Continuous Improvement and Innovation, Professionalism and Competence, Auditors should be experienced and qualified in their field, Cooperation and Understanding, Impartiality and Objectivity, Transparency, Detailed and Comprehensive Evaluation, Ethical Business Practices and Social Responsibility		
COMMUNITIES	Environmental Sensitivity and Sustainability, Occupational Health and Safety, Employment and Economic Contribution, Community Relations and Participation, Education and Cultural Support, Health and Social Welfare, Environmental and Social Risk Management, Environmental Agreements with Activist Groups or NGOs	Environmental Protection and Sustainability, Occupational Health and Safety, Support and Participation in Community Relations, Cultural Support		
NEIGHBORS	Environmental Protection and Health, Safety and Reliability, Transparent Communication and Information, Environmental and Social Responsibility, Quick Resolution and Feedback	Minimizing Environmental Impacts, Prioritizing Safety and Health, Compliance and Cooperation, Environmental and Social Responsibility, Transparency and Communication, Sustainability and Quality Control, Solution-Oriented Approach		
COMPETITORS	Fair Competition and Sectoral Development, Sectoral Solidarity and Shared Infrastructure Use, Innovation and Knowledge Sharing Balance, Environmental Responsibility and Sustainability, Balance in Employment and Labor Market, Honest Marketing and Communication, Supply Chain and Logistics Cooperation, Sectoral Representation and Decision-Making Participation	Promoting Fair Competition and Sectoral Growth, Shared Infrastructure Use and Sectoral Cooperation, Competitive Innovation and Balanced Knowledge Sharing, Environmental Ethics and Sustainable Production Approaches, Labor Market Balance and Promotion of Qualified Employment, Transparent Marketing and Building Trust in Communication, Strategic Cooperation in Supply Chains and Logistics, Participation and Equality in Sectoral Decision-Making Mechanisms		
SHAREHOLDERS	Efficient Use of Resources, Supportive Corporate Culture, Clear Strategic Goals, Efficient Business Processes, Financial Stability and Support, Technological Infrastructure and Innovation, Market and Competition Knowledge, Human Resources and Development, Legal and Ethical Compliance, Performance Evaluation and Incentive Systems, Risk Management, Changes in Corporate Policies and Strategies, Safe Working Environment	Profitability and Efficiency, Strategic Management and Planning, Financial Transparency and Reporting, Risk Management, Innovation and Technological Investments, Sustainability and Environmental Management, Workforce Management and Development, Market and Customer Orientation, Corporate Governance and Ethical Practices, OHS Investments and Support		
EMPLOYEES AND FAMILIES	Safe Working Environment, Fair and Competitive Wages, Continuous Education and Development, Career Advancement Opportunities, Work-Life Balance, Health and Welfare, Social and Fringe Benefits, Job Security and Stability, Employee Participation and Communication, Performance and Reward Systems, Climate Change Requirements in Production, Service and Logistics Processes, Environmental Protection and Sustainability	High Performance and Efficiency, Loyalty and Commitment, Continuous Development and Improvement, Cooperation and Teamwork, Adherence to Company Culture, Occupational Health and Safety, Environmental and Social Responsibility, Compliance with Privacy and Ethical Rules, Protection of Corporate Image		
STUDENTS / TRAINEES	Learning and Education Opportunities, Mentorship and Guidance, Work Experience and Practical Skills, Fair and Supportive Work Environment, Learning and Development Opportunities, Feedback and Evaluation, Financial and Supportive Benefits, Responsibility and Participation, Occupational Health and Safety, Environmental Protection and Sustainability	Innovative Ideas and Perspectives, Supportive and Helpful Contributions, Willingness to Learn and Motivation, Adaptability and Learning Ability, Effective Communication and Cooperation, Taking Responsibility and Initiative, Knowledge of Technology and Industry, Feedback and Development Opportunities, Occupational Health and Safety, Environmental and Social Responsibility		