



الإتحاد للحديد والصلب
UNION IRON & STEEL

**Sustainable Constructional Steel (SCS)
MANAGEMENT SYSTEM**

Date: 07/01/18

Document Title:

STAKEHOLDER ENGAGEMENT METHOD

Rev. No.
01

SCS F- 1

Stakeholders	Concerns	Ways of Engagement	Responsibility	Frequency	Format / Record
Employees	<ul style="list-style-type: none"> • Compensation & Benefits. • Career Development • Job Security • Employee Welfare • Working Conditions • Occupational Health & Safety. • Training & Skills Development 	Direct Communication	Management	Daily Communication	Emails, Memos, Notices, performance review form.
		Employee Stratification Survey	Human Resource Dept.	Every Two Years	Survey Questionnaire
		Intranet, Network system	Management, IT	Daily	Emails, Intranet, Website
		Newsletter, Publications, posters	Human Resource Dept.	Quarterly	Newsletters, HSE Posters
		Training Program	Human Resource Dept.	As per plan	Training plan, attendance, training evaluation.
		Company Activities / Events	Human Resource Dept.	Quarterly or during special occasions	Event invitation, event reported photos,
		Site Visits	Sales & Marketing	Daily / Monthly	Site visit reports, photos
		Customer-Oriented Publications, brochures	Business Development manager / Sales & Marketing	Yearly / As Required	Company brochures, Catalogue, Media ads, web publications.
		Customers Meetings / Events	Business Development manager / Sales & Marketing	As per plan	Event reviews, photos
		Events, Workshops	HSE & / Business Development manager	Annual	Programs, reviews, photos, news ads.
		Internet, Website	IT	Daily	Website Post
Media	<ul style="list-style-type: none"> • Industry challenges & developments. • Health & Safety • Environmental concerns 	Press, Media releases	Business Development Manager / Sales & Marketing	Monthly / Quarterly	Interviews, Press releases, advertisements.
		Internet & Social Networks Active involvement in industry organization	HSE. / IT	As Scheduled	Website, web posts, Magazine



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Non – Government Organizations	<ul style="list-style-type: none"> Formal Meetings. Correspondences. Publications Internet, media releases. Events 	Formal Meetings.	ADMINISTRATION / HSE.	As Scheduled	Meeting minutes
		Correspondences	ADMINISTRATION / HSE.	As Scheduled	Letters, Emails
		Publications	ADMINISTRATION / HSE.	Annual	Annual Reports, newsletters, brochure.
		Internet, media, releases.	IT / ADMINISTRATION / HSE.	Daily	Web posts / ads, website.
		Events	ADMINISTRATION / HSE.	Annual	Event reviews, photos
Government agencies & Regulators	<ul style="list-style-type: none"> Regulatory Compliances Social & Economic Development. Employment opportunities Biodiversity 	Dialogues, direct Communications	ADMINISTRATION / HSE.	As necessary	Action Reports
		Inspections & Audits	ADMINISTRATION / HSE.	Annual	Audit Reports / Inspection Reports
		Conferences, Speaking Engagements	ADMINISTRATION / HSE.	As Scheduled	Conference materials, Event Reports, brochure.
Accreditation Certification Authorities	<ul style="list-style-type: none"> Product conformity, Quality Management system implementation Corporate policies & Governance Standards & schemes Environment, Health & Safety Biodiversity 	Site visits, inspection and Audits	Quality Dept. / HSE.	Six Months / yearly	External Audit reports
		Regular correspondence	Quality Dept. / HSE Dept.	As required	Memos, Letters, Emails
		Dialogues, Meetings	Quality Dept. / HSE Dept.	Annual or as required	Minutes, Action plan
Suppliers	<ul style="list-style-type: none"> Contract terms including pricing & payments Suppliers code of conduct Legal Compliance Health, Safety & Environment 	Regular conversations with individual suppliers	Purchasing	As Required	Emails, brochure
		Suppliers Meetings	Purchasing	As Required	Minutes (if Required)
		Suppliers Audits	Purchasing	Yearly / As Required	Supplier Audit Questionnaire
		Formal supplier assessments	Purchasing	Yearly	Supplier Evaluation Records



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Customers & Distributors	<ul style="list-style-type: none"> • Customers satisfaction. • Quality of products & Services. • Partnership & Technology. • Availability & Delivery Time. • Product safety & Technology. • Environmental-Friendly product 	Customer Stratification Survey	Sales & Marketing	Yearly	Customer Stratification Survey Questionnaire
		Site Visits	Sales & Marketing	Daily / Monthly	Site visit reports, photos
		Customer-Oriented Publications, brochures	Business Development manager / Sales & Marketing	Yearly / As Required	Company brochures, Catalogue, Media ads, web publications.
Employer	<ul style="list-style-type: none"> • Code of Ethics/business conduct. • Corporate governance. • Employee Health & safety • Climate Change, environment 	Regular board meeting	Director / CEO	As Required	Minutes, Resolution
		Publications, website	IT	As Required	Newsletters, Websites, brochure.
		Open house	Business Development manager	As Required	Event Reviews, Photos
		Personal Engagement, conference calls.	Management	As Required	Memos, emails
		VIP Site visits	Factory Manager	As Required	Reports, photos

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