



شركة الإتحاد الحديدي والصلب ذ.م.م
UNION IRON & STEEL CO. LLC
MADE IN UAE

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

Date: 10/03/2022

Document Title:

STAKEHOLDER ENGAGEMENT METHOD

Rev. No.
04

SCS F- 1

Stakeholder	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 • Health & Safety • Training & Skills Development 	Direct Communication	Management	Daily Communication	Emails, Memos, Notices, performance review form
		Employee Stratification	Human Resource Dept.	Every Two Years	Survey Questionnaire
		Intranet, Network System	Management, IT	Daily	Emails, Intranet, Website
		Newsletter, Publications, posters	Human Resource Dept. / HSE	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
		Customer Meetings / Events	Human Resource Dept. / Procurement	As Per Plan	Event Reviews, Photos
		Events, Workshops	IT	Annual	Programs, Reviews, photos, news ads
		Internet, Website	HSE	Regular	Website Post
Site visits	Human Resource Dept. / Sales & Marketing	Routine	Photos, reports		
Media	<ul style="list-style-type: none"> • Industry challenges & developments • Health & Safety • Environmental concerns 	Press, Media releases	Human Resources Dept. / Sales & Marketing	Monthly / Quarterly	Interviews, Press rereleases, advertisements
		Internet & Social Networks Active involvement in industry organization	HSE / IT / QC	Regular	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 / MR / QC	As Scheduled	Meeting Minutes
		Correspondences	ADMINISTRATION / HSE / QC	As Scheduled	Letters, Emails
		Publications	ADMINISTRATION / HSE / QC	Annual	Annual Reports, newsletters, brochure
		Internet, Media, Releases	IT / ADMINISTRATION / HSE / QC	Daily	Web posts / ads, Website
		Events	ADMINISTRATION / HSE	Occasionally	Event Reviews, Photos
Government agencies & Regulators	<ul style="list-style-type: none"> • Regulatory Compliances • Social & Economic Development • Employment Opportunities 	Direct & Indirect Communications	Management / ADMINISTRATION / HSE	As Necessary	Reports
		Inspections & Audits	Management / ADMINISTRATION / HSE	As Scheduled	Audit Reports / Inspections Reports
		Conferences	Management / ADMINISTRATION / HSE	As Required	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 & Sustainability 	Site visits, Inspections and Audits	QC / HSE	Six Months / Yearly	External Audit Reports
		Regular Correspondence	QC / HSE	As Required	Memos, Letters, Emails
		Communication / Meetings	QC / HSE	As Required	Minutes, Action Plan



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Suppliers & Contractors	<ul style="list-style-type: none"> Contract Terms & Conditions Code of Conduct Legal Compliance Health, Safety, Environment & Sustainability 	Regular Conversations With individual suppliers	Procurement	As Required	Emails, Brochure
		Suppliers Meetings	Procurement	As Required	Minutes (if required)
		Suppliers audits	Procurement	Yearly / As Required	Supplier Audit Questionnaire
		Formal Supplier Assessments	Procurement	Yearly	Supplier Evaluation Records
Customers	<ul style="list-style-type: none"> Customer 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	As Required	Site visit reports, photos
		Customer-Oriented Publications, brochures	Business Development Manager / Sales & Marketing	As Required	Company brochures, Catalogue, Media ads, web Publications
Employer	<ul style="list-style-type: none"> Code of Ethics/Conduct Corporate Governance Health & Safety Climate Change, Environment 	Regular Meetings	CEO / Management Representatives	As Required	Minutes, Resolution
		Publication, 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	Management	As Required	Reports, Photos