

MSC Integrated Management System Policy Statement

As an excellent company that blazes a trail in the country's steel industry, Mobarakeh Steel Company (MSC) has acted to implement ISO 9001, OHSAS 18001, ISO 14001, ISO 50001, ISO 10002 and ISO 10004 standards in a bid to optimize and systematically manage quality, safety, workplace healthcare, energy and the environment, and address customer complaints and secure customer satisfaction all through its value chain.

Thus, as responsible citizens and members of an entity which boasts organizational excellence, MSC managers and staff members feel committed to the following principles:

- Constant improvement of all management systems, including those which have to do with quality, customer needs and expectations, the environment, safety and healthcare, energy and processes, as well as products in order to improve the company's performance on energy, environment, safety and health fronts
- Protection of the environment in line with the principles of sustainable development is a strategic approach of MSC. Thus, prevention of pollution and any other measure to that end, including setting goals, and accepting agreed-upon commitments, either mandatory or voluntary, are seriously pursued.
- Compliance with all rules and regulations and applicable legal requirements and any obligation the organization has accepted, including qualitative obligations, safety and healthcare, environmental issues, and energy consumption and efficiency
- Availability of information and necessary resources to achieve the organization's goals at both macro and micro levels

To effectively fulfill its commitments in installed systems, the company takes account of the following:

1. Quantitative and qualitative improvement of products and services as attention is paid to measures to optimize energy consumption, minimize obvious impact on the environment, improve safety, reduce health-related hazards, and secure satisfaction in the ranks of customers and users of products
2. Improvement of customer satisfaction, effective and timely handling of complaints and claims, and expansion of joint cooperation with customers
3. Giving a bigger role to members of staff, who are an asset to the company, in all management system processes such as quality, safety, the environment and energy, and improving their capability through training in line with the management systems in question
4. Emphasis on prevention of flaws and waste and elimination of measures which entail no added value to make optimal use of resources, both material and non-material, including energy so that legal and regulatory requirements are taken into account to secure the satisfaction of customers and other stakeholders
5. Achieving higher levels of standards, quality of processes and products, slashing the time needed to address complaints, raising customer satisfaction, reducing qualitative risks and increasing improvement opportunities
6. Development of cooperation with customers, contractors and suppliers when it comes to provision of goods and services while qualitative, environmental, safety and health requirements are taken into account and energy performance is optimized
7. Application and development of research, design, engineering and local development potential with an eye to environmental considerations and optimal energy performance in line with indigenization
8. Optimal use of natural resources and energy, promotion of recycling and reuse of products, and cooperation with customers to develop a better understanding of the environmental impact of products during their life cycle
9. Attention to social responsibilities in line with environmental issues and optimal use of natural resources and energy.

Managing Director
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