



SOHAR STEEL LLC STAKE HOLDERS MAP

ISF/SS/MR/28
Date: 13.01.2019 (Rev-02)

	CUSTOMER	EMPLOYEES	EMPLOYEES UNION	INVESTORS
Needs & Expectations	Quality of Products Delivery on time Products Safety Technical support Environmentally Sound Product	Employees Health and Safety Production incentive Medical facility Working Conditions & Job Security Career Development & Operational Quality	Social & Economical benefits from management More favourable working condition Regular management interaction	Corporate Governance Corporate Responsibility Management Profitability CSR
Ways of Engaging	Site Visits Customer oriented publication Customer Satisfaction Survey	Intranet One to One Meetings & Annual Gathering Training Programme Code of Ethics	One to One Meetings Meeting Code of Ethics	One to One Meeting Conferences Visit
Stake Holder's Important to Sohar Steel	Innovative Partnerships for Sustainable Growth Grow Business	Perform Quality and Productive Leadership Most Important Asset to run the business	Freedom of association Resolve work place issues	Financial & Economic Growth
Sohar Steel's Importance to the Stakeholders	Provide Quality Products	Providing Safe & Secure Experience	Providing Safe & Secure Experience Collective bargaining Better benefits	Investors Return Sustainable Growth
Done by	Management Sales & Despatch process managers	Management	Management	Management
	MEDIA	LOCAL COMMUNITIES	SUPPLIERS	GOVERNMENT, REGULATORS & CERTIFICATION BODIES
Needs & Expectations	Participation and Sponsorship Environment Anxieties Public awareness, Awards & Rewards Health and Safety	Environment Anxieties Social & Community Investment (CSR Activities) Community Engagement Process	Liabile Sourcing Product Quality Transparent Tendering System Feedback Ethical Business Practice	Social & Community Development Investments Employment Generation Compliance of Standards & certifications
Ways of Engaging	Business Visits Sponsorships	One to One Meetings Visits and Workshops	Business Visit Vendors Meeting	Joint Programmes & Partnerships One to One Meetings Audits Environmental Statements
Stake Holder's Important to Sohar Steel	Strongly shape reputation and promote awareness of product & operations	Build Confidence with Local Communities	Quality of Goods & Services as per Contractual Specification	To Provide Fair and Clear Competitive Trading Conditions Product certification, System certification
Sohar Steel's Importance to the Stakeholders	Provide Industrial trends Environmental, Social & Economic Information	Provide Support for Social & Local Community Development	Business Opportunities Swift Payment	Product Innovation Economic Growth Revenue Reputation
Done by	Management	Management	Purchase process managers	Management Consultant & Process owners QC/QA department