 **AL ITTEFAQ STEEL PRODUCTS CO. (ISPC)**

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| **Stakeholder Feed Back Report** |
| Date: | Stakeholder: |  |

 **Strictly Confidential**

Assuming a scale of 1-3 where **1 is Bad,** **2 is Good** and **3 is Excellent**, please could you rate the following:-

(If the question is irrelevant, please use ‘N/A’)

* **How would you rate us for the understanding of your requirement and concerns at the time of initial enquiry? Did we understand them thoroughly?**

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* **Did our team help you to meet your requirement?**

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* **Are you satisfied with our level of COMMUNICATION?**

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* **Are you satisfied with our management system?**

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* **How would you rate us for ISPC’s product quality and service with other Manufacturers in the region*?***

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**Please mention your views regarding the following Quality, H&S, Environmental, social or economic aspects of our operations. We will value your suggestions. Please mention any recommendations or concerns in the remarks**

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| Aspects: | **Important** | **Not Important** | **Recommendations/Remarks** |
| **QUALITY** |  |  |  |
| Maintaining our product quality and Managing our material delivery  |  |  |  |
| Efficient use of raw material in every stage of our process to minimize waste |  |  |  |
| **H&S** |  |  |  |
| Safe and Healthy Working Conditions |  |  |  |
| **ENVIRONMENTAL** |  |  |  |
| Efficient Energy Use  |  |  |  |
| Efficient Water Use |  |  |  |
| Consideration of the impact of our operations on the animal and plant life  |  |  |  |
| Consideration of the impact of our operations on the environment (proper use of chemicals, proper disposal of waste, etc.) |  |  |  |
| Consideration of global warming related to our operations and taking measures to reduce it by making our operations more environment friendly  |  |  |  |
| Consideration of greenhouse gas (CO2, CO) emission by our operations and taking measures to reduce it.  |  |  |  |
| **SOCIAL** |  |  |  |
| Consideration of Human Rights  |  |  |  |
| Avoidance of Slave Labor and Child Labor |  |  |  |
| Prioritizing Workers' Conditions |  |  |  |
| Promoting Stable Employment |  |  |  |
| **ECONOMY** |  |  |  |
| Contribution to Diversity and Stability of the Local Economy |  |  |  |
| Pursuing Innovation (research to open more opportunities through which economy can be improved) |  |  |  |

**Please mention any other requirements and concerns regarding any Quality, H&S and Environmental, social or economic aspects that you expect us to meet**

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