Gulf Steel industries Co. LTD

Stakeholder Engagement

GSIC-SP-STE-02
Issue / Revision : A/0

Dated: 13-10-2026

Stakeholders/ Interested Parties	Internal/ External Issues	Expectations	Engagement Method and Frequency	Actions/Record/Forms
Customers	Customer complaints and Satisfaction Competitive market price Ethical business practices Quality assurance Product warranties Product meet the standards requirements Third party product certificate Management, Environment certification Occupational Health and Safety certification Geopolitical Tension in the region	Ensure quality product Proper packing of material Maintain identification Availability of all sizes Ontime delivery Product meet the standards requirements 24/7 Customer service Sustainable Constructional Steel Certification Environment Product Declaration (EPD) report Material free from rust Credit facility	Meeting / Visiting customer (Schedule as required) Customer feedback (Yearly) and complains analysis Company website, regular marketing through media Participation on exhibition, events or Social media Product catalogue or brochures Participation on project requirements or tender (as required) Sales contract	Customer complaint mitigation procedure Each month price fixed by MD based on market Maintain integrated management system ISO 9001, 14001 and 45001 certification Process start to get EPD Report Product certificate from certification body Assure on time delivery Process start for sustainable constructional steel certification. Establish and maintain Business code to conduct Maintain minimum stock for each size Sales team maintain the after sales customer support Project submittal and Brochures All finish product cover to protect from rusting Established credit/LC management system
Governments agencies	Regulatory and statutory compliance. Emission control Solid, Liquid and Air Discharge OSH implementation Incident investigation Environmental complaints. Emergency management Ethical business practices breakout of communal diseases	Comply with all regulatory compliance Ontime report submission Contribution to local economy. VAT submission on time Maintain GHG withing specified limit Improve Environment, Health & Safety performance. Improve energy efficiency Waste dispose through enlisted vendor Self assessment and improvements Implement sustainability managements Control of communal diseases	Attending Conferences, meeting or workshops. (Schedule) Audit and inspection of regulatory bodies Communication through email, phone and schedule meeting Regulatory Authorities website and publications. Gulf Steel website www.gulfsteel.com	Regular inspections, monitoring and record maintain Incident Notification, Investigation, and reporting. Third party audit report submission Implementation of audit finding by regulatory bodies Project implementation regarding energy and environment Stack monitoring on regular basis Effective emergency management implementation Promote local purchasing Participate survey and submit data as compliance requirements Follow instruction regarding control of communal diseases
Suppliers Contractor Service Providers	Invoice of payment in time Reduction the cost of procured item Comply with legal requirements Business code of conduct Ethical business practices Assure of on time delivery of product and service Continuous business Issue related to Quality, Environment, Energy and Health & safety Geopolitical Tension in the region	Payment on time and full payments (S) Clearly mention of product specification (S) Drawing and product details as applicable (S) Drawing approval if supplier prepare new drawing (S) offloading of vehicle of on priority basis (S) Availability of Aspect/Hazard to supplier during visit (S) Supply of Quality product and services (G) Implement of responsible sourcing values (G) Ethical business practices (G) Sustainable Supply Chain practices (G) Follow the PO/contract terms and maintain long term contract to fill the demands	Training and induction of suppliers Visit / Audit supplier as required (Audit- Yearly or as required) Training and induction of suppliers Contractors OHS performance Meeting (Yearly). Inquiries, coordination, and clarification meetings. Communications through emails, phone, WhatsApp and meeting Gulf Steel website www.gulfsteel.com Gulf Steel website www.gulfsteel.com	New supplier approval form Supplier audit and Supplier Performance Evaluation. Business code of conduct policy and communication Local purchase Training and induction of suppliers Sustainable supply chain practices Long term business contract with supplier

Gulf Steel industries Co. LTD

Stakeholder Engagement

Dated: 13-10-2026

Stakeholders/ Interested Parties	Internal/ External Issues	Expectations	Engagement Method and Frequency	Actions/Record/Forms
Shareholders Board of Directors	Issue related to Quality, Environment, Energy and Health & safety, Social and Financial Sustainable Business Growth Improved operational efficiency and reduce cost of operation. Consistent returns and improve process performance	Increase profit margin Contribution to local economy. Sustainable manufacturer	Board meetings / Share holder (quarterly, as required). Communications through emails, phone, and meetings Site visit and communication Budget Meeting (Yearly)	Developed long-term and short-term strategic goals and objectives. Developed of organization Integrated policy Identified and mitigate major business risk Corporate Social Responsibility programs Yearly budget and target setting Standard corporate managements
Transporter	Invoice of payment in time Issue related to Quality, Environment, Energy and Health & safety Business code of conduct Ethical business practices Assure of on time delivery of transport Continuous business Geopolitical Tension in the region	Payment on time and full payments (S) Clearly mention of delivery address, contract person details, (S) Complete loading on time (S) Drawing approval if supplier prepare new drawing (S) offloading of vehicle of on priority basis (S) Availability of Aspect/Hazard to transport driver (S) Ethical business practices (G) Follow the contract terms and maintain long term contract	Communications through emails, phone, WhatsApp and meeting Visit transporter as required Training and induction of transport driver (Regular) Transporter OHS performance Meeting (Yearly).	New supplier approval form Supplier Performance Evaluation. Business code of conduct policy and communication Local transporter Training and induction of suppliers Sustainable supply chain practices Long term business contract with supplier
Certification Bodies	Implementation of management systems.	Conformity to certification standard requirements and improved the management system Fulfil the requirements of individual scheme Implements the finding on agreed time Audit should be agreed dates Full cooperation during audit Ethical business practices	Communications through emails, phone, and meeting Scheduled audits, inspections, and site visits (Half year, year or as schedule). Participation on seminar Certification bodies website	Implementation and maintain of Integrated Management System. Continual improvement Internal audits, inspections, verification and Review. Training and awareness considering all Integrated management system requirements. Submittal of report as per scheme requirements Upload test data on clouds
Neighbors & Local community	Environmental complaints and pollution Issue related to health and safety Social responsibility Emiratization Local product promotion Local business opportunity Ethical business practices Biodiversity	Reduce emission to air, water and land Environmental protection Community developments Promote local product Maintain biodiversity and Cultural heritage	Training and awareness program Conferences and Seminars. Violation Reporting. Gulf Steel website www.gulfsteel.com Volunteering in community services. Promoting through brochures, and social media posts. Community development projects. Communication through email, phone and schedule meeting	Local procurement. Regular inspections, monitoring of GHG emotion Contribution to local economy. Emiratization Improve Health and safety culture Improve environmental performance Community developments funding

Gulf Steel industries Co. LTD

Stakeholder Engagement

Dated: 13-10-2026

Stakeholders/ Interested Parties	Internal/ External Issues	Expectations	Engagement Method and Frequency	Actions/Record/Forms
Employees	Wages and benefit Health, Safety & Work environment. Training and competency Recognition and rewards. Performance evaluation Effective leadership and supervision. Engagement, empowerment, and accountability.	Clearly mention authority and responsibilities Recognition of work Assure job security. Opportunity for personal and professional growth Attractive welfare & wellbeing. Engagement of employees with accountability Assure safe, healthy and environment friendly workplace Assure of tools and material for regular work Better quality food and accommodation	EOHS committee meeting (Quarterly) Training and toolbox talks (as plan, as required). Notice boards. Stockholder survey (internal)-Yearly Attending Conferences, meeting or workshops Suggestion and grievance activity Internal communication email, meeting, and phone Face to face / Direct communication. Safety inspection and tour, Self Assessments (Quarterly) Violation Reporting and incident investigation. Gulf Steel website www.gulfsteel.com Recreation program. Get together and events (Yearly) Performance evaluation (annual). Energy committee meeting (Quarterly) Town-hall Meeting. Newsletter, Publications, posters	Fair wages and rewards. Stable career growth Safety training and inspection Better compensation and benefits Award and recognition managements Communication of company policies and objectives. Suggestion and grievance forms Career growth, Internal promotions and organizational changes. Safe and secure work environment. Motivational programs Enhanced competence and improved performance of employees. Survey Questionnaire Emails, Intranet, & Website Training Plan, Training attendance and training evaluation Self Assessment report
Banks and Insurance Company	Ethical business practices Capable to payment/repayment Potential liabilities due to environmental and social issues.	On time payment Transparency and corporate governance. Ethical business practices Mitigation of environmental and Social risks. Proper maintenance of machine	Financial reports Meetings and correspondences. Site visit	Business code of conduct policy Financial controls, management, and investments. Annual third party audits.
Industrial sector and business community	Development of the industry and economy. Legal compliance and innovation Industrial and economic challenges Ethical business practices	Innovation and value creation. Ethical business practices Adopt industrial best practice and create benchmark Reduce waste generation Reduce Energy & Water Consumption Human Rights, Climate Change and Responsible sourcing	Site visit and meeting Project implementation and analyses Websites and social media posts. Publications, brochures, and catalogues. Conferences, workshops, and forums. Exhibitions, sponsorships, and industry events.	Project report and shearing knowledge Involvement in industry and business community initiatives. Sharing of best practice and benchmarking Reduce, Recycling, reuse of by-products and wastes. Report publication of website Meeting minutes records
Media	Promotion of products and innovations. Ethical business practices	Transparency and ethical news Product and process innovation	Advertisements. Press releases and social media posts Brochures and catalogues. Company website and social media Events and conferences	Communication record Press release of news, events, and awards. Interviews, site visits and use of reliable platforms Social media platforms

Prashanta

Management Representative