

# Industeel

## #Quality



ArcelorMittal

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Industeel, as part of the ArcelorMittal group, has as its primary vocation to be a perennial world leader in special plates by offering innovative steel and alloy solutions to its customers.

### Customer and stakeholder satisfaction



We support our customers in finding new and differentiating solutions. We meet their implicit and explicit needs by delivering plates that meet their service commitments and technical specifications. We regularly identify and respond to changes in customer and stakeholder expectations. We conduct an active research policy to develop new products that meet our customers' needs. By optimising processes and implementing targeted action plans, we are able to promote customer satisfaction.

### Vigilance



Our staff are aware of the end use of our products. We are committed to identifying, reporting and controlling the risk of counterfeit, suspicious and fraudulent products (CFSI), including promoting the freedom of expression of whistleblowers, and not compromising nuclear safety through other priorities. Our products comply with all applicable standards.

### Skills and talents



We strive to be an attractive employer through attention to well-being at work, skills development and career plans to achieve personal fulfilment. We implement a training policy that results in a high level of qualification, involvement and control. We encourage multidisciplinary and participative approaches, particularly for analysing, evaluating and building improvement plans. We encourage the capitalisation of knowledge and know-how through effective document management.

### Sustainability and Sustainable Development



We aim to generate a return on investment in line with the expectations of our shareholders, so that we can achieve an investment policy that ensures the sustainability of the company. We are constantly looking for strategic investment opportunities to develop our business. Our company is committed to continuous improvement and sustainable development with objectives in terms of quality, health, safety, environment, biodiversity and energy. Industeel's commitment is to produce responsible steel through compliance with strict environmental, social and governance requirements that go beyond legal obligations. As responsible citizens we are committed to reducing our carbon footprint by 35% by 2030.

We are committed to communicating, respecting and enforcing this quality policy.

We will stay the course at all times on Quality

Alex Nick  
CEO Industeel

Andrew Gingell  
Strategic Planning  
& Business Development

Rudy Daubechies  
COO Industeel

Yves Boudart  
CMO Industeel

Sylvie Geurts  
CFO Industeel

Bernard Plumier  
HRM Industeel

Luc Libersens  
CTO Industeel

