



Approved by the order  
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Mission of PJSC ArcelorMittal Kryvyi Rih is production of high-quality and competitive steel products in the context of the company's profitability and the Group's interest in general ensuring environment protection and preservation of people's health, provision of high living standards for the employees of the company and satisfaction of all stakeholders.

The main strategic target of PJSC ArcelorMittal Kryvyi Rih is to produce products of the required quantity, quality and product mix, ensure sustainable development, maintain and increase the market share in the covered sales markets and enter new markets.

Top management of PJSC ArcelorMittal Kryvyi Rih ensures functioning and continuous improvement of the existing quality management system and also undertakes the following:

- **Production** – safe and ecological production of sustained-quality products complying with the regulatory and legal requirements of the customers, implementation of the best available technologies, continuous improvement and optimization of production processes for the satisfaction and anticipation of the customers' expectations
- **Quality** – maintaining customers' feedback on the quality of products, fast responding to the customers' claims as well as timely implementation of corrective actions for the improvement of quality of products and customers' satisfaction, constant monitoring of the markets' demands and expectations
- **Staff** – improvement of the level of competence, qualification and professionalism of the employees of all levels, creation of optimal conditions for the high performance labor, enhancement of personal qualities and initiative of each employee and his/her interest in ensuring of high level of the products quality and production culture, efficient consumption of raw and other materials, as well as energy resources
- **Logistics** – managing the whole chain of business processes at macro- and micro-levels in compliance with the principles of on-time, in-full delivery to the correct location with optimal level of cost ratio and sustained quality
- **Cost** – reduction of the cost of products, saving of production expenses, reduction of raw and other materials procurement prices, reduction of technological losses, optimization of production processes, improvement of labor productivity and increase of production volumes
- **Investments** - implementation of investments in progressive technologies at designing and development of production processes for the new competitive types of products
- **Risks** – identification, forecasting and management of risks, minimization of their negative consequences and maximum use of emerging opportunities
- **Sustainable development** – the implementation of unceasing processes aimed at increasing the economic efficiency of the company's activities with a simultaneous increase in the level of responsibility towards partners and customers, as well as established measures to preserve the environment and improve the quality of life of the current and future generations

Top management of PJSC ArcelorMittal Kryvyi Rih proclaims its adherence to the mission and obligations stated in this Policy and confirms its decision to lead the process of the company's activity continuous improvement.

**MAURO LONGOBARDO**

Chief Executive Officer

**SERGIY KOPYLOV**

Acting Director of Quality Department