

MSTC Policy on Safe and Sustainable Services

MSTC Limited is a Mini Ratna Category-I PSU under the administrative control of the Ministry of Steel, Government of India. MSTC is one of the leading PSU entity engaged in providing e-commerce services across diversified industry segment offering e-auction/e-sale, e-procurement services and development of customized software/solutions. MSTC e-commerce system offer s services to customers in a most transparent and fair manner.

MSTC endeavors to embed the principles of sustainability, as far as practicable, into the various stages of product or service life-cycle including procurement of inputs / services, designing and delivery of services.

It is MSTC's policy:

- To assure secure and optimal resource use over the life-cycle of the product/services from design to end usage and ensure that everyone connected with it are aware of their responsibilities.
- To raise the consumer's awareness of their rights through education, appropriate and helpful communication, full details of contents and composition and promotion of secure usage of their services.
- To ensure that, in designing the product/services, the processes and technologies required to produce it are resource efficient and sustainable.
- To review and improve upon the process of new technology development, deployment and commercialization, incorporating social, ethical, and environmental considerations on regular basis.
- To recognize and respect the rights of people who may be owners of traditional knowledge, and other forms of intellectual property.
- To recognize that over-consumption results in unsustainable exploitation of our planet's resources, and should therefore promote sustainable consumption, including recycling of resources.
- To continuously provide training to all personnel in their respective field.
- To be transparent in each transaction so that a long standing relationship can be built.

- To implement monitoring and enforcement procedure so that various products are



designed in accordance with the rules and regulations.

- To deliver the product to the customers as per agreed terms and conditions.

MSTC is committed to ensure that its products / services comply with all applicable statutes, regulations, guidelines issued by the Government of India from time to time and work towards safe and optimal resource use including recycling of resources wherever possible.

MSTC recognize its responsibilities towards the society and the economy of the country and work towards ensuring that all its products/services are procured, designed and delivered through a system embedding its policies in terms of labour practices, human rights, ethics, occupational health, safety and environment.

MSTC's product should always aim to be of highest quality and therefore seek to minimize the negative impact of its products and services. MSTC further encourages its suppliers and affiliates to do the same.

MSTC recognize that providing safe and sustainable services is a continuous process therefore it engages its suppliers in an ongoing dialogue to monitor their performance on a regular basis

MSTC is committed to run business by promoting a strong business ethics towards secure and sustainable services.

The Board of Directors will review the policy once in every three year to ensure their continuing applicability and relevance to our operations and evolving stakeholder expectations.

