

Supplier Support Procedures

- 1- Receive the support request, concern, from the supplier through the “Reach Out to Us” panel available on the footer of the Ezz Steel website.
- 2- Send the request to the Procurement department for technical review and evaluation.
- 3- Revert to the supplier with an initial response, which may include requests for additional details, supporting documents, or clarifications whenever needed.
- 4- Provide the supplier with the final response, required documents, or the outcome of the investigation after completion of the necessary review and clarification process.
- 5- Receive supplier feedback regarding the handling process and level of satisfaction, where applicable.