

Quality Control and Product Responsibility



MMC Norilsk Nickel is producing the products society needs in the most efficient way in amounts that correspond to market demand, quality, and assortment¹ with unconditional adherence to the legislative requirements of the territories where the enterprises are located and to environmental, industrial and occupational safety standards.

The Company carries out its products/services and environmental quality control in compliance with the Quality Policy and Environmental Policy, which meet the strategic tasks of OJSC MMC Norilsk Nickel and create the basis for establishing quality control and environmental protection goals and aims, as well as analysis and improvement of management.

The Company carried out control of product quality and safety on the basis of the demands of international standards for management systems, requirements, and provisions of the EU, WTO, LME, market demands, and the demands of other stakeholders (consumers, shareholders, the state, society, and employees) and aimed ultimately at strengthening the Company's market position and the sustainable growth of its joint-stock value and financial indices.

The main objective of the efforts to introduce and perform the demands of international standards in quality and environment control (ISO9001:2008, ISO14001:2004) is to provide an evidential base and the required level of production safety guarantees and convince the purchaser of the high quality and reliability of product supply².

System for Ensuring Mandatory Requirements of Product/Service Safety

Information on the established consumer qualities of the products, including on safe/dangerous qualities, can be found in the regulatory-technical and contractual documentation for specific types of products. Compliance with the established requirements is confirmed by means of quality control of the products, including drawing up of the necessary documents. The validity of the compliance certificates for finished metal products of the Zapolarny Branch was confirmed by the results of inspection control carried out in 2013. As of the end of 2013, 10 compliance certificates were in effect for the Company's metal products. Products are manufactured in keeping with the established safety requirements for carrying out corresponding technological operations.

Compliance with the operational safety requirements related to product production was confirmed by state licences.

Information on the impact of products on human health and product marking requirements in order to provide information about the level of danger are set forth in regulatory documents on the products (national standards, technical specifications).

Product safety is assessed and information provided on the established requirements by the production structures of the ZB and KMMC for all prominent types of Company products.

Assessment results are recorded in information charts of potentially hazardous chemical and biological substances. In order to ensure safe transportation, a Product Safety Certificate is drawn up in compliance with the requirements of REACH (Registration, Evaluation and Authorisation of Chemicals). Commercial products are transported by sea in keeping with cargo declaration forms.

Product deliveries are accompanied by MSDS (Material Safety Data Sheet) that is mandatory in EU countries (eSDS), the U.S., and others, which sets forth the safety measures for handling products. The task of MSDS is to provide information about product safety, without excluding possible hazardous³ aspects.

Stages of the Life Cycle at which Mandatory Requirements Are Established for the Safety of Products/Services and the Possible Impact on Consumer Health Are Assessed for Their Further Improvement

Life cycle stages	Yes	No
Drawing up a product/service conception	<input checked="" type="radio"/>	<input type="radio"/>
Research and development	<input checked="" type="radio"/>	<input type="radio"/>
Certification	<input checked="" type="radio"/>	<input type="radio"/>
Production	<input checked="" type="radio"/>	<input type="radio"/>
Marketing and promotion	<input checked="" type="radio"/>	<input type="radio"/>
Storage, distribution, and supply		

In 2013, every sixth employee of OJSC MMC Nor Nickel and ROCS underwent targeted training in quality, environmental and industrial safety matters a total of

13,857 people

Life cycle stages	Yes	No
Use and servicing ⁴	<input type="radio"/>	<input checked="" type="radio"/>
Utilisation, secondary use or secondary processing ⁵	<input type="radio"/>	<input checked="" type="radio"/>

Types of Information on the Safe Properties of Products

Types of information	Yes	No
Sources of product components	<input checked="" type="radio"/>	<input type="radio"/>
Composition	<input checked="" type="radio"/>	<input type="radio"/>
Safe product use	<input checked="" type="radio"/>	<input type="radio"/>
Utilisation ⁶ of products and impact on the environment/society	<input type="radio"/>	<input checked="" type="radio"/>

Marking requirements for the Company's products are regulated by corresponding regulatory documents (GOST, organisation standards (STO, STP), technical specifications for the product) and at the consumer's request are specified and supplemented when drawing up the contract terms of delivery.

Product quality and safety requirement performance is also ensured on the basis of an ongoing personnel training system. In 2013, every sixth employee of OJSC MMC Norilsk Nickel and ROCS underwent targeted training in quality, environmental and industrial safety matters, a total of 13,857 people.

Monitoring Customer Satisfaction

In order to provide feedback on MMC Norilsk Nickel's sales sector, consumers in the internal and external markets are surveyed every year to identify their product and service quality needs. Such factors as chemical composition (including admixtures), geometric dimensions, state of surface, packaging and marking, meeting delivery dates, information support, level of manager competency and collaboration are assessed.

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The level of customer satisfaction in 2013 rose by 1.3% compared with 2012. The consumers of carbonyl nickel (+2.6%) and copper (+4.9%) made the greatest positive contribution to the general satisfaction assessment.

In the reporting year, 20 consumer complaints about the quality of the Company's finished product were received. Three of them were rejected as unjustified, the others were successfully dealt with keeping in mind consumer interests.

In 2013, several measures were undertaken to raise customer satisfaction, including technical and organisational measures, as well as actions to ensure the performance of contract terms that are tougher than those regulated by scientific-technical documentation.