

# ŠTORESTEEL

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## VALUES HAVE ALWAYS BEEN IMPORTANT IN OUR COMPANY



*IVAN JURKOŠEK, MANAGING DIRECTOR*

Values have always been important in our company, we have nurtured and upgraded them over time. This time we wanted to emphasise their importance as key elements of success by organising various workshops and surveys. At the same time, we also wanted to check whether these values are actually widely recognised and understood in a similar way. I am pleased that this has actually been confirmed and that the most important values have been formally highlighted and written down. It is the responsibility of us all to make sure that these values also continue to live among us in the future.



*BORIS KUMER, TECHNICAL DIRECTOR*

In addition to the values that also formally symbolise Štore Steel, it is especially important for me to mention one value that should be the foundation upon which all other values should be built. It's **empathy!** It is important that we care about what others are thinking about, how our actions affect our employees and our environment and that we try to understand why our customers are satisfied or dissatisfied with our steel. In short, we **care about our fellow human beings and our environment, and we also show it!**

There are two sides to every coin, and it's the same with values. It is not enough just to preach about values and expect from others to live in harmony with them. Our greatest **responsibility** is precisely about living out the values in which we believe in at our workplace and being an example to others. Common values connect us on a human level, where it does not matter who the director is, who the head of the department is or who the machine operator is... They help every one of us make important and correct decisions at our workplace easier and quicker—all for the benefit of the employees, owners, customers, suppliers and the environment.



*MARJAN MAČKOŠEK, MANAGEMENT CONSULTANT*

Our values have always been a guide for the manner of working in the company, although they haven't always been written down. We have always encouraged teamwork and cooperation between different generations. Some employees are descendants of the third or fourth generation of ironworkers. Between the generations as well as between the older and the newer employees in general work experience and with them the values have been passed on from one to another. The process of passing on work experience, which is extremely important for the accumulation of metallurgical and manufacturing knowledge, used to be distinctively one-sided in the past.

Today it has to be replaced by a two-way process – the older employees pass on the accumulated experience from the past and in return the younger employees share their knowledge of the use of newer technologies, which are increasingly easier and more widely available. These two aspects combined are a winning combination. Our values have dictated the relationship we have with the environment in which we operate. They have dictated the understanding of the needs of all stakeholders, the openness to the local environment and thoughtfulness in the planning of the development.



*GORAZD TRATNIK, ASSISTANT DIRECTOR, HUMAN RESOURCES*

The coworkers who have identified and determined the set of values of the company, did their job really well. The values summarise our beliefs of what is good, what is right and what it is worth trying for. For the most part we already adhere to these values in our company and we also want to be conscious of these values in our decision-making process, our work and when communicating with each other in our company.

## WE DEFINED THE VALUES OF OUR COMPANY

MARIJA LUKEŽ, HUMAN RESOURCES ADMINISTRATIVE MANAGER, HUMAN RESOURCES

Earlier this year the company started with the process of updating the organisational values with which we determined the direction of our operations for the future.

**We have identified the practices, which we consider worthy of being preserved and nurtured in order to continue on the path of success of our business and to keep working well together as well as to be proud of our work at Štore Steel.**

The decision to redefine the values was made as a response to the changes in the company and the wider environment. Changes in the management, the employment of a large number of younger coworkers, a big generation gap in the company and the care for ensuring the employees' sense of belonging to the company made us realise that we need to very carefully consider, which values to emphasise and implement into our organisational culture.

Ten representatives from different organisational units took part in the process of defining the values. From the definition of the values to their confirmation in the context of the focused groups, the process was carried out in a systematic manner. After this process the values were more widely communicated to the employees. In various workshops members of the project team, acting as ambassadors, presented the values to the coworkers in their own personal way.

Since particularly the managers have a very important role in the communication of values, we firstly organised the workshops for the managers at different levels, which were followed by workshops for technologists and the professional staff. The response turned out to be extremely positive and the participants were very constructively engaged in the workshops. Our managers are aware that our



values are built on a solid foundation, on which we want to continue to build in the future.

In the upcoming months we will present the company's values in detail in our e-classroom and thus bring them closer to all employees in the company. For the coming year we are planning to organise training programmes on the theme of "management with values", where we will promote greater commitment and responsibility of the employees through values.

**Considering that the employees quickly adapted the values "as their own" and because we feel that the values of the company are largely consistent with the personal beliefs of our employees – we have invited some individuals to present their personal view of the newly defined values of the company and to illustrate with concrete cases, how the values are put into practice in the company.**



## **OUR SHIP IS SAILING WELL THROUGH THE TURBULENT WATERS OF THE GLOBAL MARKET**

*KLEMEN STOPAR, ASSISTANT TO THE OPERATIONS MANAGER, MAINTENANCE*

Let me describe the daily working processes in the Maintenance department.

Ever since people became aware of their own existence, they created and started following various values, which have also become an integral part of this existence. Values also exist in our company and they have been written down. Why have we been following the values even when they were not yet written down, and why are we following them now, when they are written down? What do values actually mean to our company? For us – all the employees the values of the company function as a guide, showing us how every individual can contribute to the success of the entire company with their work and professional behaviour.

Expressed in simple words, the company is like a large ship navigating the ocean, where all the employees are the crew, whose only goal is to arrive safely at the port. The safe navigation of the ship depends on the crew's professionalism, on the cooperation between the crew and on the responsibility of each individual to perform his job as well as possible, and I could go on and on.

The same is true for the company. All employees must handle in a professional manner their own field of expertise, we must cooperate with each other and take responsibility for the work we perform, make decisions, keep promises, respect agreements and we must be geared towards finding solutions to solve the challenges we encounter. All work activities must be carried out in a safe and careful manner in order to avoid injury of the employees as well as damage to the equipment and tools.

The values are written down and apply to the entire company, including the Maintenance department, where these values are followed and put into action in our everyday practice. Often it is necessary to have a high level of professional competence of the responsible people in order to solve a problem, it is important to cooperate and exchange opinions on the issue and sometimes also to accept compromise regarding the solution of the situation. When making decisions and giving instructions to the employees, we must also pay attention to environmental management, all decisions and instructions must be professional and clearly committed to this cause. These processes take place on the managerial and maintenance engineering level.



Operational staff is entrusted with carrying out repairs and the elimination of irregularities. The activities of the operational staff require professionalism and teamwork and certainly the responsibility to ensure that the work is done safely (the staff should pay attention to their own safety), carefully (not to damage any devices or tools), in a quality manner, in accordance with the rules of environmental management and as soon as possible. This feedback about the completed work must be communicated to the people in charge in a professional and clear manner.

Our ship is sailing well through the turbulent waters of the global market. By respecting the described values all employees contribute to a more peaceful and safer navigation of our ship.

I count myself lucky to be a part of a crew which takes care of the technical aspect of our ship. The teams of operational workers and technologists are professional, innovative, eager to learn new things. The teams work together and help each other in critical situations, cultivate a professional relationship and work in a quality and safe manner. As long as the values of our company which we have written down are consciously put into practice by all of our employees, our ship will be able to overcome the tremendously turbulent waters of the global economy.

## **FOR WORK IN THE ACCOUNTING DEPARTMENT CONFIDENTIALITY IS VERY IMPORTANT**

*NEDA JAVERNIK, HEAD OF THE ECONOMICS AND ACCOUNTING DEPARTMENT*



In the Economics department we are constantly in contact with the values, which were created in the company.

Professionalism requires the accountants to possess a good knowledge of the Slovene accounting regulations and accounting standards. Therefore, it is necessary to provide

the employees with continuous professional training, which ensures that we maintain an appropriate level of professionalism.

The value which is very important in our work is confidentiality, since we are obliged to protect confidential information. Honesty is also a very important value, since the company's accounts must reflect the actual image of a company's business.

But cooperation with others is also an essential part of our business. Our department cooperates with all other departments and services in the company when preparing different reports and plans. We also work together in various different teams, for example when preparing investment projects and strategies of the company.

Cooperation between the coworkers within the department is also an important aspect, since we constantly exchange our knowledge between each other. There is a lot of intergenerational cooperation, where the older coworkers pass on their experience to the younger generation. And the younger coworkers bring new, fresh knowledge in the field of working with computers.



*Photographies: products made of steels from Štore Steel*

**ONLY IN AN ENVIRONMENT WHERE WE FEEL COMFORTABLE CAN WE BE CREATIVE AND PRODUCTIVE**

*ALFRED ŠARLAH, ASSISTANT DIRECTOR, FINANCE*

Professionalism is the foundation without which I wouldn't be able to perform my work. It is essential for decision-making and directing the focus of the company from the financial point of view, which reflects the success of the entirety of the company's business operations. In our company we have several fields of expertise (metallurgy, mechanical engineering, energetics, economics etc.) and it is important that we are aware of the interdependencies between each of them – if just one of them is not performing as it should, the whole company is unable to successfully conduct business. It is therefore necessary to constantly upgrade, educate as well as follow the trends and innovations of all the stakeholders in the company.

To me, responsibility means that I can accomplish the tasks, which have been entrusted to me, in an authentic and honest way through my own work, actions and words. I can only ask others to be responsible, if I am acting responsibly myself.

I expect my coworkers to be responsible when performing their work, since the responsibility of each employee in the company represents a shared responsibility of the company and thus the adds to the credibility of the practices and promises. We are all directly or indirectly responsible to all stakeholders in the company: the employees, coworkers, customers, suppliers, banks and our environment.

Only in an environment where we feel comfortable, can we



be creative and productive. If we don't take care of this ourselves – how are we going to set an example for the younger coworkers who will work here in the future? What legacy we leave behind for future generations is very important.

If we will begin to think in the sense of "not today, do it tomorrow", then it will sadly already be too late.

If we are going to do the work which is entrusted to us in a professional and responsible way, then we will also achieve results which will be considered high-quality and excellent in the eyes of everyone involved in the business operations of the company.

*METOD MAROLT, OPERATIONS MANAGER, STEELWORKS*

The most significant value to me is not an event, but the happening. And this happening has been going on since I started to work at this company – the improving of professionalism, teamwork, responsibility, environmental management and ethics.

The most positive thing about it is that it never ends and that there is still a strong trend in striving for improvement in all areas.

The very fact that it is still happening can help us solve all kinds of problems in the company as well as contribute to the growth of the company in the future.

## **WE DID EVERYTHING WE COULD TO HELP OUR COWORKER**

*SILVESTER ŠTRUKELJ, HEAD OF THE DEPARTMENT FOR TECHNOLOGICAL MAINTENANCE, STEELWORKS*

Such an event occurred a few years ago when Celje was hit by catastrophic floods.

One of the affected families was the family of one of our coworkers. The water flooded a considerable part of their house. It is not my intention to describe the catastrophic state after this natural disaster, which was terrible. The point is somewhere else. We, the employees at the steelworks, were also informed about the tragedy which befell our co-worker and his family. There was no need to ask or order us to do something – a hint was enough and all of his coworkers from technological maintenance workshop gathered the next day in front of his ruined house. We did everything we could to help them. I am aware that our help was only a small contribution to the efforts trying to fix the situation. But I think that what is important is the approach and the manner in which every member of the team responded to the tragic event that affected our coworker. What his feelings were when we came to help, only our coworker alone can tell.

That the experience turned out so positive can surely be attributed to the good mutual relations, cooperation and unity among the members of the team. Such a reaction from coworkers cannot be achieved by ordering it, but only through a good work atmosphere in the collective over a

long period of time.

For a team to work together successfully it is not necessary that a tragic situation, like the one described in the example above, occur. Let's all try to make the relations within the collective as good as possible so the team can achieve unity – then cooperation and support of colleagues will be something self-evident for each of us.



## **GOOD COOPERATION IS EXTREMELY VALUABLE ESPECIALLY ON UNFORSEEN EVENTS**

*ANDREJ GOLČMAN, CHIEF FOREMAN, STEELWORKS*

To specifically identify an event that would stand out from the average in the plant where I work, namely the steelworks, is not easy. The conditions are relatively difficult, sometimes detrimental for health and unfortunately often also extremely dangerous, that is why working without coordinated teamwork and professionalism is almost impossible.

One of the most difficult situations is when an uncontrolled breakthrough of melt on one of the aggregates occurs, be it a casting ladle or even worse an electric arc furnace. Unfortunately, I have experienced the latter myself, and in situations like that a value is needed, which is not particularly pointed out among the newly defined values – prudence or the ability to make quick judgments and act quickly.

It is important to know the capabilities of each employee in the team, to know on whom you can rely in the case of extraordinary situations so you don't put the lives of others



in danger.

In any case we always strive for responsible work and to achieve good quality, also by regularly discussing and familiarising ourselves with this subject.

## **PRODUCT QUALITY IS A NECESSARY PREREQUISITE IN ORDER TO SUCCESSFULLY MARKET OUR PRODUCTS ON THE MARKET**

*MIRANDA ČANDER, SALES SPECIALIST, SALES DEPARTMENT*

**Professionalism** in my work means good knowledge of my field of operation – to be familiar with all processes that are essential for the work of a salesperson.

**Teamwork** is essential for successful work and consequently for the entire organisation. Considering the spatial arrangement of the Sales department in one large area, there is no doubt about the necessity of good mutual business activities.

**Product quality** is a necessary prerequisite, which must be met in order to successfully market our products on the market. I would also emphasise the quality of mutual relations, which in the end show the true image of the company.



## **POSITIVE INTERGENERATIONAL COOPERATION**

*JANKO CESAR, HEAD OF CASTING, STEELWORKS*

As an example of positive developments in the company I would like to point out the construction project of the new casting machine KN3 in the steelworks. The project team for the construction was appointed by the Management of the company and this group consisted of employees from various fields of expertise in the company (technology, management, finance, maintenance, etc.).

It was extremely important for me that the operations, negotiations and decision-making process took place without any major internal tensions despite the great age difference between the members of the team.

Here we could actually observe a positive intergenerational cooperation – the involvement of young technologists with good expert knowledge, an excellent complementation of knowledge with the experience of older employees and taking responsibility by each individual.

In this case it was all about real teamwork and working towards a common goal, which is the successful realisation of the project and the production of quality products with the new casting machine.



This kind of teamwork and intergenerational cooperation should be incorporated in all areas of work in our organisation, especially in projects which are designed for the further development of quality products and the employment of younger professional personnel.

## **INTERDEPARTMENTAL COOPERATION IS A VERY POSITIVE EXPERIENCE**

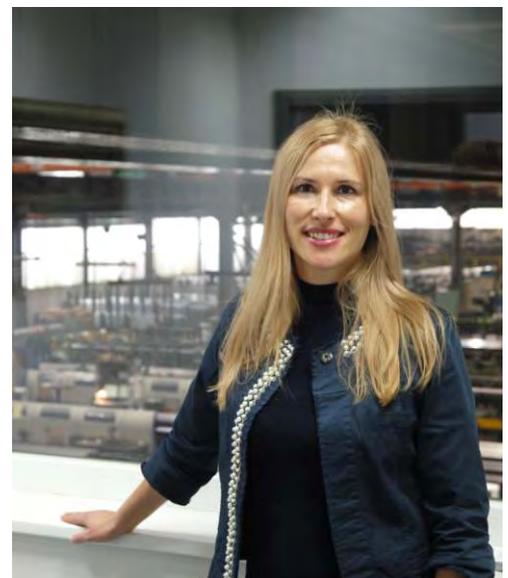
*ANDREJA LUCIJA GRIL, HEAD OF THE PRODUCTION PLANNING*

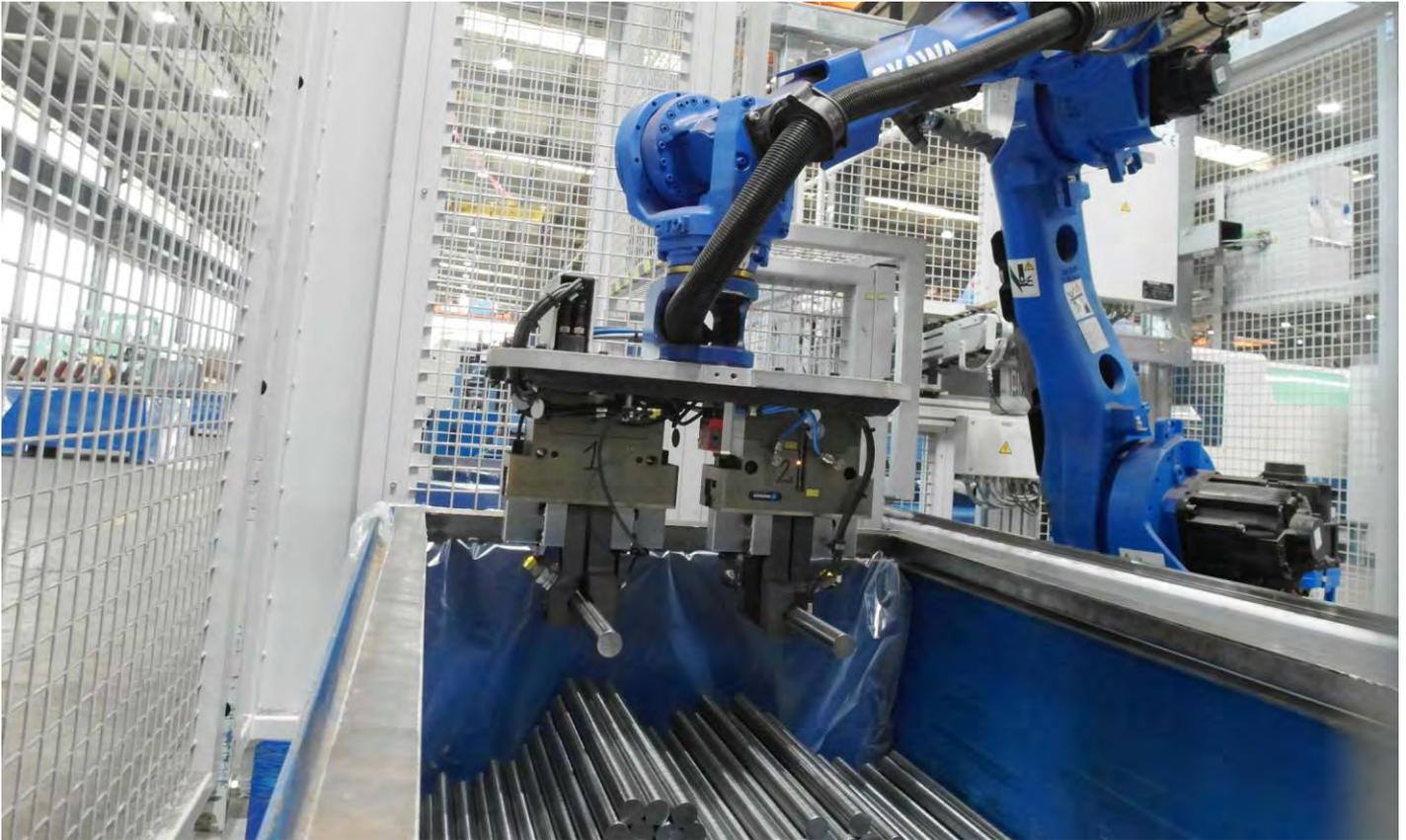
Due to the high demand for our products and the increased volume of orders, we discuss on a daily basis which orders to confirm. We have more and more enquiries for quality products with a higher nickel content in different dimensions. In products of larger dimensions, we have problems with scrap metal.

A few months ago we received an almost identical enquiry, but we could not come to an agreement with the Sales department on why we would not confirm it. It did cause a few days of bad mood, until we finally sat down at the same table with the technicians in production and with the Sales department and discussed the advantages and disadvantages in the case of this specific confirmed order. In the end we could not confirm this order, due to risk of too much scrap.

This event was based on teamwork, professionalism and ethics of behaviour and decision-making. It was mainly teamwork, where we listened to each other and cooperated interdepartmentally.

We have already made use of this positive experience – but I think that there should be even more of these experiences and in all areas of the company. On the basis of this positive experience, the company created a technology-development team, where the values of good cooperation should be respected and put into practice.





Photography: robotized stacking of steel bars for halfshafts

**ALOJZ GAJŠEK, OPERATIONS MANAGER, COLD FINISHING**

The values of employees and businesses are very important for the development and business excellence of each company. Values are the goal that we appreciate and an opinion on what is good or right and what is worth striving for. Therefore, it is very important that the company has the right values that it strives for and develops. All the values in Štore Steel, which have been newly defined, actually existed all the while, but they are only suitable for a certain period of time. If there were no real values, Štore Steel would probably not exist in the form it is today.

Professional competence, team work, cooperation and the responsibility of all stakeholders are the values that greatly contribute to the success of the company. When the company is successful, then we also have successful and contented employees. During my long career, I



have been the champion of the following values: PROFESSIONALISM, COOPERATION AND RESPONSIBILITY. These values together with others are a guarantee for the successful operation of the company and employee satisfaction.

**MATEJ KAČ, OPERATIONS MANAGER, MAINTENANCE**

**PROFESSIONALISM** gives our steel the **PRACTICAL VALUE**,  
**TEAMWORK** increases the **ADDED VALUE**,  
**RESPONSIBILITY** brings the **REPEATABLE VALUE**,  
**ENVIRONMENTAL MANAGEMENT** ensures the **SUSTAINABLE VALUE**,  
**ETHICAL CONDUCT AND DECISIONS** determine the **REAL VALUE**,  
**STEEL QUALITY** and the excellence of our values is **OUR VALUE**.



## A RESPECTFUL AND POLITE ATTITUDE TOWARDS YOUR COWORKERS IS THE BASIS FOR SUCCESSFUL WORK

ČEDOMIR MINIĆ, OPERATIONS MANAGER, ROLLING MILL

When doing our everyday tasks, we rarely take time and pay closer attention to our environment.

Soon after becoming employed in the management team of the rolling mills, I was sent on one of the professional training courses that the company regularly organises in the spirit of a permanent learning organisation and in order to acquire new professional skills. In front of the entrance to the Štore Educational Centre, where the participants of the training course were gathered, I stood in the circle of my closest coworkers. Around us were at least fifteen other coworkers from other departments or plants, who I did not know at that time. One of them stepped closer and kindly introduced himself with "I am Jani" and respectfully approached me with words such as: Welcome, pleased to meet you, how are your first impressions?, I look forward to working with you in the future ... Later I realised that he was the Head of the Quality Control Service and Assistant Director General. It is probably needless to say that this person is today the company's chief executive.

In fact, it is about the gesture, which isn't or actually shouldn't be so unusual, but nevertheless it is not so common nowadays.

As stated in the values of the company, it is primarily about the promotion of mutual trust and cooperation, emphasising the importance of the group or team and to discuss things in an open and friendly manner as well as about the respect for diversity and the opinions of



others. In this way one shows that he cares for the needs of other employees and about establishing good mutual relations.

A respectful and polite attitude towards your coworkers is the basis for a successful teamwork.

At the beginning of the working career – especially when it's the first job and an unknown working environment, the majority of people feel a little uncomfortable and insecure or let's call it awkward. With our correct and honest attitude towards the new coworker, this feeling can be reduced to a minimum, thus making it much easier for the new coworker to begin the intensive introduction into the work process of the company.

## THE COMPANY PROVIDES CONTINUOUS LEARNING OPPORTUNITIES BY ORGANISING VARIOUS EDUCATIONAL AND TRAINING PROGRAMMES

KATJA VRBEK, TECHNOLOGIST, STEELWORKS

I work as a technologist in production – **professionalism** is of utmost importance for the work I perform. In order to achieve improvements continuous learning from practical cases and through various training programmes is necessary. The company enables me to do so by organising various educational and training programmes, both in the field of metallurgy as well as in the field of other sciences.

In my opinion there are three key components which are crucial for **teamwork** to be successful: team members should be treated equally, the interest of the individual should be subordinate to the common interest of the team and the leader should positive and take into account different opinions. I see room for improvement in the area of mutual communication and in respecting and adhering to what was agreed.

For me **responsibility** means making decisions which are based on facts and not subjective opinions or personal interest. Responsible behaviour describes behaviour which is not detrimental to your employees and to the company.

I expect from my coworkers to be kind, committed, professional, constructive, to respect what has been agreed and to take responsibility for their actions.

The employees at Štore Steel are mostly from the surrounding area, that is why the company's **attitude towards the environment** and its surroundings is all the more important. We regard ourselves as a family, where



me and my husband work in the company, and before that both parents and grandparents also worked here. Štore Steel is a constant in our local environment and it is only right that the company works in harmony with its surroundings.

Recently the company has made a big step forward in terms of improving the **quality** of billets, which is reflected in a strong reduction of scrap metal. There are several reasons for this, but an important part is attributed to the good work and commitment of employees, activities to improve the process, quick action in case of deviations and cooperation between the departments.



Photography: device for marking billets

## **EMPLOYEES ARE ENCOURAGED TO PROPOSE INITIATIVES AND IDEAS**

*MATJAŽ ŠTOR, HEAD OF LOGISTICS SERVICES*

In the warehouse-transport centre (hereinafter: STC) we provide the logistics service managers with continuous development. In recent years we have been trying to create awareness among our employees that the organisation of work must be flexible and that we should try to learn from each other as much as possible. With regard to this, we are taking care of the appropriate transfer of knowledge and experience of older employees to the younger generation that, since in recent years we have had a great natural outflow of the workforce. For this reason, the intergenerational cooperation and learning at and from work became an everyday necessity. We organise functional and professional education courses for our employees. Thus we give a greater meaning to the investments into the development of the personnel as well as their existing and new knowledge and competences. Employees will continue to be encouraged to give initiatives and ideas in the direction of smart rationalisation, automation, computerisation and renewal of processes in order to ensure the proper quality of logistics services.

Among the employees at the STC we encourage **cooperation** and awareness that everyone can contribute equally to the strengthening of logistics activities and to the joint benefit of Štore Steel d.o.o. In this way we are also implementing intergenerational cooperation, interconnectedness of employees and their personal commitment. Employees are encouraged to keep their personal interests in line with the team, in which they operate and to resolve conflicts in a friendly manner. Together we are trying to create standards of behaviour in working environments and develop cooperation and trust between coworkers. With the implementation of a competency matrix and the STC promotion model, we reward multidisciplinary. We are trying to establish the best possible dialogue between our employees – so they listen to one another and communicate in a timely and open manner.

From the employees at the STC I expect **personal responsibility**, since a responsible individual is the foundation of a responsible team, which in turn leads to the responsible carrying out of the work and tasks of the STC and the entire company. We will continue to maintain good relationships with strategic external service providers and strive for the consensus and balance of interests between them and the company Štore Steel d.o.o. For this reason, it is necessary to keep the word and adhere to the concluded agreements. Since we are active on the global market, this dictates the size of the wage bill in the company, therefore



providing our employees with short-term above-average wages, unfortunately, cannot be our main and only priority, but to strengthen the respectful and fair relations with employees in the long term. And on the other hand, we expect from the employees to receive responsibility and loyalty towards the profession, discipline and company. In order to achieve autonomy and awareness of their own responsibility at work, employees at the STC must adhere to the rules of the profession, ethics and moral norms, which also means taking responsibility for one's own mistakes. Leaders also have to treat employees properly, which means that it is not our primary purpose to seek out the culprits, but to seek solutions for identified problems. All employees will need to strengthen their awareness of the importance of a respectable attitude towards fixed assets and all types of property of Štore Steel d.o.o. Employees at the STC are jointly committed to the realisation of strategic goals, business strategy and vision of the company. At the STC we act professionally and to the utmost extent we try to "clean up our own backyard before trying to clean up someone else's".

At the STC we expect our employees to continue to strive for **quality** standards. The behaviour of our employees must be proactive and they must quickly respond to deviations from the agreed. The quality of logistics services will have priority over quantity. For this reason, we will continue to encourage employees to look for opportunities to improve our logistics services. That is why we have defined long-term strategic goals at the STC, so that we will continue to rationalise, automatise, rebuild and computerise logistics processes in the spirit of "common sense", which we fortunately still possess.

## TEAMWORK IS ONE OF THE REQUIREMENTS OF THE AUTOMOTIVE STANDARD

BRIGITA KOKLIČ, HEAD OF QUALITY

The Department for Quality Management is responsible for several areas of operation, which can only be managed by employees who possess the necessary competencies.

First we have to review the requirements of the buyers and define the possibilities of executing the process and the conditions under which the product will conform to the required standards, and on the basis of the quality control system monitor the adequacy of the execution throughout the entire production process.

The quality of the products is determined by conducting several dozen different tests and the obtained results could not be evaluated and explained to the customers without our professional personnel.

**Teamwork** is one of the requirements of the automotive standard and is implemented into all areas of operation in and between the Quality Management department as well as between the department and other processes in the company.

Each individual contributes significantly to the functioning of the team as a whole. Each individual must be aware of his contribution to the quality of the product, but also know how any inconsistencies in the work process could affect the use of the product for the customer. Consequently, the individual is also responsible for carrying out work which must be performed in accordance with the requirements of the customers, regulations of the company as well as the requirements of the in the company established standards.



As far as proper **environmental management** is concerned – there is only one Earth and life on other planets is not possible yet, and, above all, it is not our property, but the property of all of its inhabitants. Our children and their children also have the right to enjoy the beauty and the fruits of the Earth, and only if we act responsibly they will be able to do so.

In our work we want and we have to be the best, **excellent**. There can be only one winner, there is no place for everyone at the top. By knowing the properties and the behaviour of the materials in different circumstances and applications, we can help the customer to correctly process the product which is the output of our production process. In this way we ensure a longer lifespan of our products as well as the safety of their users.

## WE CONSTANTLY LOOK FOR OPPORTUNITIES TO IMPROVE OUR PRODUCT AND PROCESSES

JOŽE JUG, HEAD OF FINISHING, ROLLING MILL

In my work I take care of personal and **professional development**. I am open to change and encourage the continuous development of various processes. I am prepared to listen to my subordinates and advise them in a professional manner, which I have been noticing returns as a positive value.

My experience with **teamwork** as a whole is positive. As an individual I try to promote good relationships in the team and strive for equality between the members of the team.

**Responsibility** in my private life means a lot to me, therefore, I also try to keep the same level of responsibility at work and it is also what I expect from my coworkers.

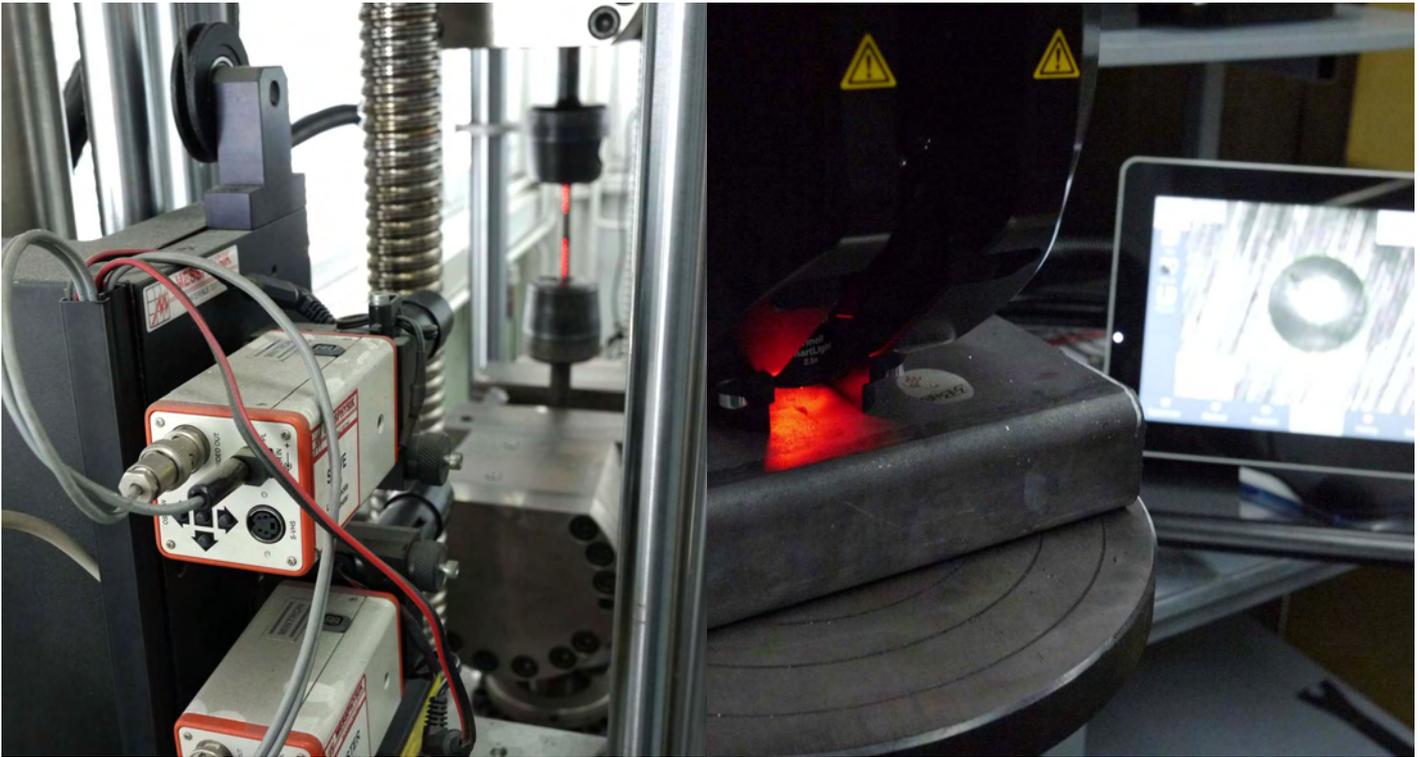
Conscientious **environmental management** and respect of legal restrictions is an important factor in respecting the local community. Only through conscientious environmental management can we ensure the orderliness of the workplace and the environment, since only in this way can we influence the sustainable development.

To me **ethics** means respect for general social ethical and moral norms. In the circle of coworkers and in the company ethics is reflected in maintaining the level of



commitment to professional ethics and professional standards, transparency and compliance in business operations.

The key answer to the question about **quality and excellence** is, that we do not settle for mediocrity. We must constantly look for opportunities to improve our product and processes. Quality over quantity? Absolutely – but only if the economics allows it. Quality must mean a greater added value of the material.



Photographies: material inspection

## **ENVIRONMENTAL MANAGEMENT IS VERY IMPORTANT FOR OUR COMPANY**

ALEKSANDER PESJAK, RESEARCHER, TECHNICAL DEVELOPMENT

### **Environmental management and sustainable development** are very important for our company.

This issue concerns the global impact of the Earth's population and the impact of the company on our living space. In this way, the development of society in the future as a whole is being indirectly affected.

From the times of the industrial revolution onwards, great technological advancements have been observed in all areas. But unfortunately along with all the advancements and progress the issue of excessive pollution and encroachment on the environment has appeared and with it new problems have arisen. The emergence of new diseases and ecological disasters are some of those issues, that require us to constantly adapt to new situations dictated by Mother Nature. In the past fifteen years a lot of work has been done, both globally and within our company, in the field of ecology with the intention to relieve the stress put on the environment as much as possible and to begin to treat our planet more responsibly. On the one hand it is the state with its laws and regulations that has an indirect influence on all of us, who affect the environment, but on the other hand the awareness of a cleaner environment is getting stronger and stronger in both, companies as well as the individuals.

With the environmental management policy, we want to give future generations the chance to live in an environment with at least the same quality of air as we do nowadays. A major step towards preservation of the environment is waste sorting, compliance with ergonomic standards, norms as well as providing good, healthy and safe working conditions. This ensures compliance with standards of corporate social responsibility.

As far as **quality and excellence** are concerned – the wider environment will recognise our efforts to achieve a higher quality and excellence if the overall image of the



company is good. A good image of the company can be achieved by being flexible, responding to our mistakes and trying to solve them, with the aim of satisfying our customers as much as possible. If the customer is satisfied, then we as individuals are also satisfied, since we know that the customer can rely on us and in the long run this means good cooperation and the creation of a good image on the market. In this case one could say that good reputation spreads far and wide and the satisfaction of our existing customers can help us acquire new customers. By doing so, we strengthen our position on the market, create a profit and invest in investments that enable further growth of our company. However, a great contribution can also be made at the local level and beyond.

But we know that in order to achieve quality and excellence, it requires a lot of effort and a constant search for the best options for improvement of, first and foremost, our products, services and processes. There is fierce competition on the market and only those who are prepared to adapt changes and respond to them in a timely manner can survive in the long run.



MIHA KOVAČIČ, HEAD OF TECHNICAL DEVELOPMENT

The values which we have defined in the company can be logically compiled and summarised by using the cause and effect principle:

If the EMPLOYEE ACTS ETHICALLY, so that they is able to distinguish between good and bad, and recognises the causes and consequences of his actions (RESPONSIBILITY) and is constantly striving to DEVELOP ONESELF (improve), he will be able to offer QUALITY (positive) help to himself, his fellow human beings (COWORKERS AND SOCIETY) and the ENVIRONMENT.

The main question is probably – where and how to recognise such people or how to transform them into such people. Thus I am sometimes reminded of a short story about three employees SOMEONE, EVERYONE and NO ONE. The story goes like this:

“One day the director orders that SOMEONE should carry out some specific work by a certain date. But that SOMEONE was complaining that he wouldn't do it, because EVERYONE else could also do it. And EVERYONE said the same...and in the end NO ONE carried out the planned work.

I think it is time to join our strengths and rewrite the story: “that it make no sense to blame SOMEONE and that EVERYONE can do what is beneficial for us, society and the environment, even if it is something that NO ONE can do, manage or wants to do”...

## WE HAVE TO ENSURE THE INVOLVEMENT OF ALL EMPLOYEES

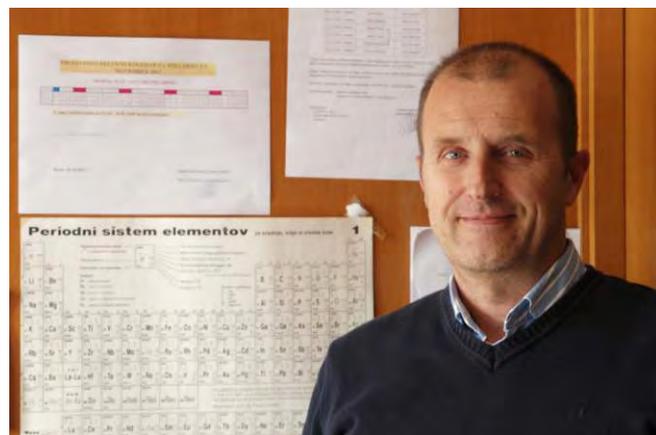
BENO JURJOVEC, HEAD TECHNOLOGIST, STEELWORKS

As a positive event I would like to mention the Steelworker's Picnic at Velenje Lake, which was held in June 2017: socialising between employees

The key to a successful event is the participation of all employees of the plant. Until now, employees who were below the position of the supervisor in the organisational structure did not take part in team-building events and professional educational excursions. The involvement of everyone means a lot to the employees and consequently positive energy is brought to and spread at the workplaces and the employees are more engaged in performing day-to-day tasks.

At a joint meeting we emphasised the values teamwork and responsibility.

In the future, it would make sense to also organise professional excursions to other steel plants in order for our employees to gather useful experience and ideas about how to improve certain processes in the production process at their workplace. In this way the company could save a lot of money. We have to be aware that our employees in production also work in the afternoon, at night as well as during the weekends and sometimes even on holidays, when most of us are at home. That is why I think it is important to treat all employees



in the company as equals. But apart from that, I think the most important thing is what kind of example the management team is setting for other employees.

It would be a good idea to get the employees who work directly with the machines, where the projects are actually realised, more involved in the projects.

## THE COMPANY IS BUILDING ITS REPUTATION WITH ETHICAL BEHAVIOUR

URŠKA PIRC, FINANCIAL ANALYST II, FINANCE



For me **responsibility** means that I carry out my work

professionally and within the limits of my capabilities, to have a positive attitude and to be willing to cooperate. With this kind of behaviour I can fulfil the responsibility towards all employees, the company and the clients with whom I do business. From my coworkers I also expect fairness, mutual cooperation and respect.

To me **ethics** in the circle of coworkers means kindness, respect, compassion (care for your coworkers) and fairness.

I think ethics in the company means that the company should not only look after its own wishes and goals, but must also consider the employees' needs and wishes, that it has to set a good example in the narrower and wider environment, in which it operates, and that it has to strive to establish a good relationship with all business partners. Such actions increase the company's reputation and competitiveness.

## WHEN WE ARE PREPARED TO WORK TOGETHER, THE PATH TO ACHIEVING THE GOAL GETS EASIER

*DRAGO JAKOPIČ, TECHNOLOGIST, MAINTENANCE*

In my field of work in Štore Steel teamwork is essential. Problems can be successfully solved only by working together.

As an example, I would like to point out the resolving of a major malfunction, which resulted in production being shut down for several hours. Despite the fact that the event occurred outside of working hours, we responded to it and resolved the problem as soon as possible, and reestablished the conditions necessary for smooth production. Everyone involved has contributed their part and together we achieve the goal of fixing the problem. When people are prepared to work together, the path to achieving the goal gets easier.

However, the willingness to cooperate can sometimes be illusory and therefore examples like the one described above make a particularly positive impression on me. In this particular event the most significant key values were professionalism, teamwork and responsibility. The event itself now belongs to the past and so does the experience we got from it.

The important thing is that we gather as many positive experiences from solving problems as we can and learn from them. We will succeed in doing so only if we internalise as many newly defined values as possible and maybe even some additional ones.

*Photography left: device for binding bundles  
Photography below: cabin of rolling stand 650*



## HIGH ETHICAL STANDARDS MUST BE THE GUIDING PRINCIPLE OF WORKING IN THE NARROWER OR WIDER ENVIRONMENT

BARBARA ŽEKAR, FINANCIAL ANALYST I, FINANCE

**Professionalism** is reflected at every step at work. The company enables me to develop both in the professional as well as in the personal field. The diversity of the work, daily changes and with them new demands go hand in hand with continuous learning and development. Professional training courses organised by the company enable the employees to acquire a wide array of skills, which can successfully be put into practice.

When thinking about professionalism as a value, I ask myself, if my knowledge, my skills and my competences are appropriate for the work that I do? The company has always enabled me to maintain and upgrade the level of professionalism through training courses which correspond to the level of complexity of my work.

**Sustainable development** covers all areas of business operations; the economic aspect, increasing value for the owners, the environmental aspect, the sustainable development of safety and health at work, sustainable development of high ethical standards, honesty and transparency as well as the sustainable development of the immediate social and wider environment, which is all reflected in the long-term nature of the work.

Sustainable development of the economic area of business operations and the increase of value for the owners enables us to operate successfully and gives us financial and business stability in the long run for all stakeholders of the company.

The environmental aspect of sustainable development contributes to the optimisation, the continuous



development of new technologies, the reduction of emissions and the circular economy. All of this affects the quality of life in the immediate and wider environment of the organisation. High-quality air and access to water will soon become a rare commodity in the world, so it is essential to try to preserve them.

Sustainable development of health and safety at work must ensure continuous improvement of working conditions to ensure adequate safety and health at work of all employees.

High ethical standards must be the guiding principle of working in the narrower or wider environment and sharing the knowledge of the best sustainable practices must be based on honesty or transparency of behavior and communication.

## RESPONSIBILITY MUST BE TAKEN FOR ONE'S GOOD AS WELL AS BAD DECISIONS

ANDREJ RESNIK, HEAD OF ROLLING LINES, ROLLING MILL

In my work **professionalism** is expressed through mutual transfer of knowledge, knowledge derived from work experience, professional knowledge as well as other forms of acquiring new knowledge – additional educational trainings and the like.

I have positive experience with **teamwork**, since it makes work easier, faster and more productive. In terms of teamwork effectiveness, every team member is very important, since he can help increase the efficiency of the team or, in the worst case, cause the entire team to fail.

For me **responsibility** means some sort of recognition that I am good at what I am doing and thus gaining greater responsibility. I expect the same from my coworkers. Responsibility needs to be taken for one's good as well as bad decisions, because in my opinion it helps one find constructive and quick solutions.

**Sustainable development** represents all areas of the company's operation, from increasing and optimising the production process, to increasing the economic



performance, taking care of the safety and health of employees as well as the care for the environment and the community.

Every individual in the organisation contributes to **quality and excellence** in his own way, which is then recognised in a narrower and wider environment. When it comes to ensuring the best quality and excellence, each member of the company is important, even if he seems to be insignificant or small.

## **IRONWORKS MUSEUM ŠTORK – A PLACE OF SHARED MEMORIES AND VALUES OF THE COMPANY**

*SLAVICA GLAVAN, DIRECTOR, EDUCATIONAL CENTRE ŠTORK*

Museums play an important role in creating and presenting our common cultural heritage. Museums are also important social places where people meet and establish social relations and thus improve society. In this way we are all becoming important co-creators of society and its values. Since 2004 the Ironworks Museum of Štork has presented the history of ironworks in our environment. Beside the collection of documents, photographs and other exhibits, we also tell the story of shared memories of the employees in our ironworks – witnesses of our common values, which have changed over time. The museum is thus becoming the central place of shared memories that connect us to our story of the ironworks.

The values refer to the way of life in the industrial town, characterised by the iron industry, the management of the company, the co-management of the workers during the self-management period, the housing culture, the relation to culture and education, sport activities and spending spare time.



The common attitude towards these areas was shaped into common values, which also stimulated musical, literary, artistic and dramatic creativity with shows and performances of cultural societies, the publication of newsletters, the organisation of sports competitions, the organisation of celebrations and social gatherings, etc.



*Brass band playing in Svetina, popular excursion spot for May Day celebrations since the beginnings after WWII to present, kept by Tehnični arhiv Železarne Štork.*

*Setting up a maypole in the 1960s, kept by Tehnični arhiv Železarne Štork.*



## SAFETY AT WORK IS IN THE FIRST PLACE

MATJAŽ ČASL, DIRECTOR, VARSTVO ŠTore (OCCUPATIONAL SAFETY)

### How does your work at Štore Steel d.o.o. reflect expertise and professionalism?

The scope of my work at Štore Steel d.o.o. covers health and safety at work. It is an area that is connected to almost every process that takes place in the company. It includes the technical area, organisation of work, human resources, health, training, working with people and many more. I have been working with the company as an "external partner" for over 22 years and before that I was also employed here for more than three years. I can assure you that professionalism on the part of the company was never in question while working here. It is true that safety is always at stake, but the balance always tipped in favour of safety. The slogan "SAFETY FIRST", which hangs at the entrance to the company, also describes this situation very well. Along with the employees we often found solutions to problems that demanded the improvement of health and safety at work, we discovered different causes of injuries at work and proposed improvements and measures to prevent similar injuries, etc. After all, our long-term statistics of work-related accidents proves that our company operates correctly and professionally. From hundred injuries at work per year in the period 15 years ago, we managed to lower the number to 36 minor accidents at work per year. And this number also has to be lowered even more. So all the efforts and the many funds invested into the modernisation of production have definitely paid off.

### What is your experience with teamwork in the company, have you been part of a team and how did you cooperate with our employees in the team?

When we write measures for health and safety at work, we are looking for solutions to increase safety – but of course this is not possible without teamwork. Everyone has to contribute their part from their specific field of work, technologist, supervisors, work managers and of course the employees as well. I am aware that each employee is most familiar with their own individual field of expertise. My job is to collect, process and filter all this data and then in collaboration with the responsible persons – these are mostly supervisors – create measures on the basis of this data and put these measures into practice.

### Do you think that our company is acting responsibly? How is this responsible behaviour reflected?

I am convinced that the company is acting responsibly. I cover an area where irresponsible behaviour can have dire consequences and can end with criminal charges before court. All responsible persons in the company are surely aware of this fact. That's not all – the responsible behaviour of the company reflects the decision of the Management, which was taken several years ago, to introduce the OHSAS standard, which is not a legal obligation, but an upgrade. So the company actually did more than the state demands it to do.

### Why is environmental management and sustainable development so important for our company? Does our company work towards sustainable development? How?

Environmental management is actually not my area – but the health and safety of all employees is definitely part of the sustainable development of the company, which represents an integral part of the company's operations.

The company also strives to work "outwardly", not only at the workplace. Within the framework of the annual health promotion campaign various activities are organised, such as recreation, mountaineering, promotion of



a healthy lifestyle, healthy eating and much more. We have also noticed that with each year the interest of the employees is getting bigger and bigger, something we are, of course, very pleased to see.

### What does ethical behaviour represent to you – in connection with your coworkers, the company and the wider environment (society)?

Ethical behaviour is, of course, one of the pillars of a healthy society. I have been noticing that ethical behaviour among the personnel of Štore Steel is somehow still being preserved (although, in my opinion, on a lesser level, there is less solidarity between the employees), and for the wider society, it seems to me that there is much less ethical behaviour. One can see it especially when reading through the newspapers or listening to the daily political news.

### Quality and excellence – how can anyone who is in some way connected to the company contribute to them?

Quality and excellence always go hand in hand with health and safety at work. So if we can produce quality products and if we can produce them without halts, injuries and shortcomings – we will be excellent, our customers will be satisfied and we won't have to worry about the future.

Interviewed by Marija Lukež

**IT'S THE SMILE AND THE FEELING OF SATISFACTION WE GET WHEN THINKING ABOUT OUR PERSONAL AND PROFESSIONAL ACHIEVEMENTS THAT TELL US THAT WE HAVE BEEN MAKING GREAT USE OF THE DAY, THE MONTH AND THE YEAR**

ANEMARI GRAČNAR, PROJECT MANAGER I, QUALITY

Learning is a lifelong process that never ends. We are trying to acquire more and more knowledge and to be able to affect future events with our professional and personal development. By acquiring more knowledge, we increase the quality of our ideas and solutions, with which we improve our products, services and processes.

Two heads are better than one! Therefore, it is very important that we cooperate with others when solving problems and that we try to find the best solution by joining our strengths. **Teamwork** in such a large company as Štore Steel is particularly important, both within the department as well as between them, since the organisational structure of the whole company covers so many different areas of work that one single person could not handle them. A multidisciplinary approach to problem-solving also provides a more realistic picture as well as faster and more effective solutions for the whole company.

**Responsibility** for me represents a commitment to get a job well done and to do your best to ensure that you produce the best possible results. Responsible coworkers respect each other, which can be seen in the unselfish support they provide for each other and the adherence to arrangements and rules.

**Ethics** in the circle of coworkers means, above all, that we are aware that every person is different and unique. So when getting to know people with whom we work or



who are in some other way part of our lives, we must remain without prejudice and accept everyone with an open heart.

Which are the things that you can do better today than you could yesterday? Are you satisfied with what you are doing? What can we do to be even more satisfied? By answering these questions, we constantly improve and upgrade the **quality** of our work, which has a positive effect on our well-being as well as on the success of the company. At the end of the day it's the smile and the feeling of satisfaction we get when thinking about our personal and professional achievements that tells us that we have been making great use of the day, the month and the year.

The screenshot shows the Štore Steel website interface. At the top is the company logo and navigation menu. The main content area features a large image of steel components and a text box titled 'SPRING STEEL:'. The text describes the company's expertise in spring steel manufacturing, highlighting their 100+ years of experience and commitment to quality. Below the text is a small image of a curved spring steel part and a list of technical specifications for various steel grades.

**ŠT**ORE**Q**STEEL  
PROIZVAJALEC JEKEL OD 1851

EN SI

COMPANY - PRODUCTION PROGRAMME - STEEL MANUFACTURING CONTACT NEWS AND MEDIA -

**Our Steels**

**SPRING STEEL:**

We have more than 100 years of experience with spring steel (round and flat) manufacturing. Knowledge, perfection and experience we gathered through many years of production, are priceless for us as well as for our clients. Besides typical features of steel, this group of steels needs to have an additional feature. After having been substantially bent and twisted, this steel has to return to its original form after being unloaded. Close cooperation with our clients, research institutes and our own knowledge have enabled us to follow all the demands of automotive industry. Development of spring steels ensures increasing durable dynamic strength. All we have achieved in the previous years, places us among the leading European spring steel manufacturers. Round spring steel is delivered in peeled state too.

**Spring steels**

EN 10089: 51CrV4, 52CrMoV4, 56SiCr7, 56Si7, 61SiCr7, 55Cr3  
WNR.:1.5025: 51Si7  
WNR.:1.7792: 58CrMoV4

Production programme - catalogue (6,4 MB)

Above: new web page

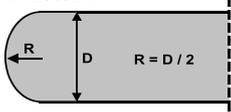


**CROSS-SECTION SHAPES**

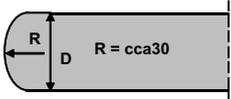
FLAT BARS WITH SHARP EDGES  
EN 10058



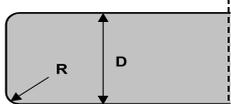
FLAT BARS  
EN 10092-1-A



FLAT BARS  
EN 10092-1-B



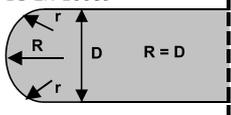
FLAT BARS  
EN 10092-1-C



FLAT BARS  
EN 10092-2



FLAT BARS  
BS EN 10089



**SPRING STEEL:**

**EN 10089:** 51CrV4, 52CrMoV4, 56SiCr7, 56Si7, 61SiCr7, 55Cr3  
**Wnr.:1.5025:** 51Si7  
**Wnr.:1.7792:** 58CrMoV4

**ENGINEERING STEEL:**

**Forging steel:**

**EN 10025-2:** S355J2, S235JR  
**EN 10083-2:** od C22R, C35R, C40R, C45R, C50R, C55R, C60R  
**EN 10084:** 16MnCr(S)5, 20MoCr(S)5, 20MnCr(S)5  
**EN 10083-3:** 30MnB5, 25CrMo(S)4, 34CrMo(S)4, 42CrMo(S)4,  
**DIN 17350:** 31CrV3, 51CrV4

**Carbon steel – for case – hardening:**

**EN 10084:** C10E, C15E, C10R, C15R

**Alloyed steel – for case – hardening:**

**EN 10084:** 17Cr3, 16MnCr5, 20MnCr5, 18CrMo4, 20MoCr4, 17CrNi6-6, 20NiCrMo2-2, 18CrNiMo7-6

**Carbon steel – for hardening and tempering:**

**EN 10083-2:** C22E, C35E, C45E, C55E, C50E, C60E

**Alloyed steel – for hardening and tempering:**

**EN 10083-3:** 30CrNiMo8, 34CrNiMo6, 34Cr4, 41Cr4, 25CrMo4, 34CrMo4, 42CrMo4, 50CrMo4, 51CrV4

**Structural steel:**

**EN 10025-2:** S235JR, S275JR, S355J2, E295, E335, E360,

**Steel for welded chains:**

**DIN 17115:** 27MnSi5, 20NiCrMo2, 23MnNiMoCr54, 30CrMoV8

**Steel for cold forging:**

**EN 10263:** C4C, 17Cr3, 17CrNi6-6, 18CrMoS4, 34CrNiMo4, 20NiCrMoS2-2, 38Cr2, 34Cr4, 37Cr4, 41Cr4, 16MnCrS5, 20MnCrS5, 25CrMo4, 34CrMo4, 22B2

**Alloyed steel:**

**Wnr.:1.5231:** 38Cr4

**EN 10083-3:** 30CrNiMo8, 34CrNiMo6, 34CrS4, 37CrS4, 41CrS4, 25CrMoS4, 34CrMoS4, 42CrMoS4, 50CrMo4, 51CrV4

**EN 10085:** 31CrMoV9

**Structural steel for housings of bearings:**

**DIN EN ISO 683-17:** 100Cr6, 100CrMnSi6-4

**Steel for heavy duty automotive parts:**

**Wnr.:1.5231:** 38MnVS5

**VW-TL 1427:** 27MnSiVS6, 27MnSiVS6+Ti, 30MnSiVS6

**VW-500-30:** 36MnVS4, 70MnVS4, 46MnVS5

**EXEM STEEL WITH IMPROVED MACHINABILITY:**

**po Wnr.:** 20MnV6 EX, 38MnVS6 EX, 30MnB4+Ti EX

**EN 10084:** C15R EX, 16MnCrS5 EX, 20NiCrMoS2-2 EX, 20MnCrS5 EX,

**EN 10084 in UNI 7846:** 16CrNi4 EX,

**EN 10025-2:** S235JR EX, S355J2 EX,

**EN 10083-2:** C22R EX, C35R EX, C40R EX, C45R EX,

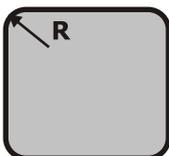
**EN 10083-3:** 25CrMo4 EX, 41CrS4 EX, 42CrMoS4 EX

**UNI 7845:** 39NiCrMo3 EX,

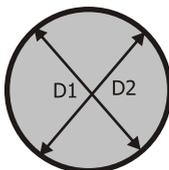
**UNI 7846:** 18NiCrMo5 EX,



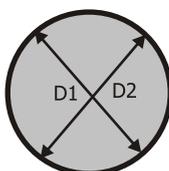
SQUARE BARS  
WITH ROUND EDGES  
EN 10059



ROUND BARS  
EN 10060



BRIGHT ROUND BARS  
EN 10278



SQUARE		FLAT	
Dimension mm	Radius mm	Standard	Dimensions mm
40 x 40	6	EN 10058	50-200 x 8-62
45 x 45	6	EN 10092-1-A	60-150 x 8-36
50 x 50	6	EN 10092-1-B	50-200 x 8-35
55 x 55	8	EN 10092-1-C	60-120 x 14-67
60 x 60	10	EN 10092-2	120 x 12-20
65 x 65	10	BS EN 10089	60-120 x 27-42
70 x 70	10		
80 x 80	12		



ROUND	
Standard	Diameter / Process
EN 10060	220-50.5 (korak 0.5 mm), 51 - 58 (korak 1 mm) 60, 62.5, 65, 68.5, 70, 72, 75, 77.5, 80, 83, 85, 90, 95, 100, 105 mm / rolled
EN 10278 (h11)	18-105 mm / peeled
EN 10278 (h9)	18-100 mm / peeled

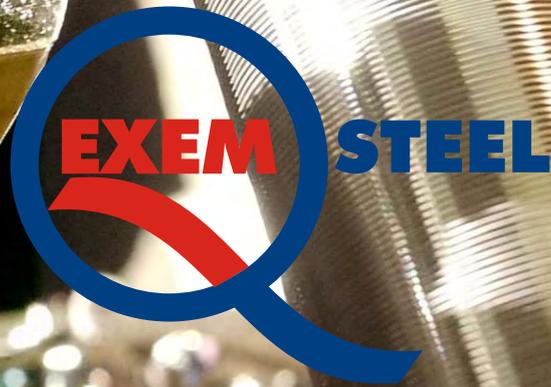
ISO/TS 16949  
BUREAU VERITAS  
Certification

N° SLO - 16561/TS



ISO 9001  
ISO 14001  
OHSAS 18001  
BUREAU VERITAS  
Certification

N° 214241 / N° 221243 / N° 224323



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machinability**

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