

8. Interested Parties

Party	Why Interested?	What to Communicate?	How is it Communicated?
Employees	Livelihoods depend on the businesses success	Policies, Objectives, KPI's, company news, management system changes, management system scope, environmental issues	Via memo's, meetings, noticeboards, newsletter, social media, Website
Customers	Our quality, service and price affects directly upon the success of our customer's business	Product offerings, Policies, Pricing structure, Key Personnel Changes, Order acknowledgements, Artwork, Samples, Invoices, Statements, management system scope, product recalls, product withdrawals, environmental issues	Social Media, Website, Email, telephone conversations, face to face meetings
Suppliers	Our trade impacts on the performance of their business	Booking in requirements, Quality issues, Service feedback, Pricing feedback, purchase orders, payments, rejects, management system scope	Telephone, Email, face to face meetings, EDI, Website
Shareholders	Livelihoods depend on the businesses success	Financial performance, KPI feedback, Strategic direction, management system scope	Meetings, Email, documents, telephone, Website
Neighbours	Our activities have an impact on the environment of local residents and businesses	Any major works or disruptions that we might cause, management system scope	Letters, face to face meetings, Website
Environment Agency	Our activities have an impact on the environment	Environmental Incidents, management system scope	Telephone, in writing, Website
Anglian Water (Newmarket)	Our activities have an impact on the environment	Water readings, environmental incidents, management system scope	Engineer visit to site, telephone, Website
Scottish Water (Baillieston)	Our activities have an impact on the environment	Water readings, environmental incidents, management system scope	Engineer visit to site, telephone, Website
Assessing Body	Want to ensure we are conforming to the standards	management system scope, quality issues, environmental issues	Website, Audit meetings.