
 شركة الحديد والصلب في الإمارات UNION IRON & STEEL CO. LLC MADE IN UAE	Integrated Management System					Doc. No	UIS-IMS-FM-01
						Rev. No	01
	Needs and Expectation of interested parties (Internal & External - QMS/EMS/OHS MS)					Rev. Date	26.02.2024
Scope: ISO 9001:2015 / 14001:2015 / 45001:20018							
#	IPR #	Interested Party	Internal / External	Issues	Needs and Expectations	Responsibility	Method of Monitoring / Evaluation
1	1.1	Top management	Internal	Org.Vision, mission & core values	Understanding of company vision, mission and core values.	C.E.O	Established Vision, mission, core values and policy
	1.2			Org. Culture, ethics & Objectives	Code of Ethics		
	1.3			Business strategy and planning	Efficiency & Effectiveness of operation		Risk & Opportunity register
	1.4			Quality, Environment, Social, Climate change, Financial	Employee Health & Safety		
	1.5			Performance, Health and safety	Adherence to customer and product standard requirement.		Customers Complaints
	1.6			Customer satisfaction, Management of change	Corporate Governance		Addressing climatic changes
	1.7			Communication - Internal & External	Bribery, corruption, Forcelabour		MRM, UIS policies & procedures
2	2.1	Supplier, Sub contractor & service provider (External Providers)	External	Cost reduction and value creation	Specification communication	Supply chain officer	Supplier Evaluation ratings.
	2.2			Long term business relations	On time delivery of raw material		
	2.3			Compliance and governance policies	Adherence to payment terms and conditions		
	2.4			safety	Legal compliance		
	2.4			Supply product quality	Pragmatic work schedule & Transparent communication		
	2.5				Increase local suppliers		
3	3.1	Bankers / Financiers	External	Repayment ability	Payment of Loan / interest as agreed on time	Finance Manager	Financial audit report
4	4.1	Customers	External	Competitive price	Customer Satisfaction	Commercial Manager	Customers satisfaction survey
	4.2			Product standard & Management certificate	Quality of product & Service		
	4.3			Product Complaints	Delivery of Product on time		Company brochures, catalogue, web publication
	4.4			Ethical business practices	Partnership & Technology		
	4.5				Product safety & Technology		Market Research
	4.6				Response to complaint		Review in MRM
	4.7				Environmental Friendly product		
5	5.1	Statutory & Regulatory Body	External	compliance with statutory and regulatory bodies	Complying with the statutory and regulatory requirements as defined from time to time	Management / Administrator / HSE	Monitoring of Legal Register and compliances.
	5.2			Environment management system	Social & Economic Development		R & O Register
	5.3			Incidents and emergencies	Biodiversity		Biodiversity impact assessment
6	6.1	Accreditation Certification Authorities	External	Implementation of management system effectively	Complying with the standards to which the organization adheres	QA QC / HSE-MR	Internal & External audit reports
	6.2				Corporate policy & Grievances		
	6.3				Standards & Schemes		Non conforming register
7	7.1	Media	External	Reliable and timely information	Industry challenges & developments	HR / Commercial	Website, Web Post
	7.2			Availability of information for marketing.	Environmental concerns		Magazine
	8.1			Health & safety	Career Development		

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8	8.2	Employees	Internal	Recognition and rewards	Employee Welfare	HR	Employee grievance
	8.3			Remuneration and benefits	Safe work environment		
	8.4			Trainings and competency developments	Resolution of grievances		
	8.5			Developing of high potential employees	Occupational Health & Safety		Trainings
	8.6				Compensation and Benefits		Contracts
	8.7				Training & Skills Development		
9	9.1	Neighbors & Local communities	External	Emission and environmental complaints.	Minimize the environmental impact	HR & HSE	
10	10.1	Environment	External	Sudden climate change	Reduce environmental impacts by transport impacts.	Management, Supply chain, HR & HSE	Purchase order
	10.2				Reduce environmental impacts by minimizing waste generation.	Management	Internal & External records
11	11.1	Interns	External	Health & safety	Company culture	HR & HSE	Survey Questionnaire
	11.2			motivation	Gaining Experience		
	11.3			psychological obstacles	Safe working environment		Training
	11.4			Competence	Social welfare		Evaluation
	11.5				Opportunities to develop skill		
12	14.1	Visitors	External	Health & safety	Company culture	HR, Management, QA/QC & HSE	
	14.2			Environmental	Safe Work environment		Training
	14.3			Legal	Welfare		
13	15.1	Non-government organizations	External	Health , safety & environment	Social & Economic Development	Management, HR, HSE & QA/QC	R & O Register
	15.2			Legal	Biodiversity		Biodiversity impact assessment
	15.3			Economic	Quality of product & Service		Customers satisfaction survey

Note: The internal and external interested parties requirements will be monitored & reviewed annually by respective Functional Heads.