

Context of Organization: Interested Parties, Issues, Needs and Expectation Lists



| Interested Party | Type | Reason For Interest | Basic Needs and Expectations of the Interested Party | Form of Information about Interested Parties Needs and Expectations |
|---|----------|---|--|---|
| Customers/End Users | External | Direct recipient of organization's product | Purchase quality food products which prepare in hygienic condition with absence of negative impact of food on health, including acute diseases. | Safety indicators results analysis tables (lab). Customer satisfaction review, internet discussions |
| Legislative & Regulatory Bodies (local, regional / provincial, national or international) | External | Dictate controlling regulations that impact on organization product | Health of the people and longevity increasing as the State sustainable development component. Compliance with national laws, regulations and international standards | The legislative requirements of food safety, legal register |
| Community | External | While a low risk, failure of organization products could impact on public safety | Improving human health, minimizing risks of poisoning. Contribute positively to its local environment and populations. | New release on website, instant messages on social media, executive blogs and speeches, flyers |
| Employees | Internal | Responsible for realization of organization product | Proper safe, healthy and hygiene working conditions, reducing the incidence of occupational injuries, infectious diseases. Professional development & growth via regular trainings, benefits and rewards | Regular internal and external training programs, Medical screening records of employees, health insurance program. HSE trainings plans, memos & records |
| Owners (Partners/Investors) | Internal | Invest the money in organization | Obtaining of stable profits/dividends, long-term and reliable cooperation, minimizing the risk of supply disruptions. good financial and legal compliance, avoidance of fine or penalty, excellent performance | Shareholders (owners) meetings minutes Profit & loss/balance sheets |
| External Providers | External | Provide supporting services (Lab testing, calibration, transportation etc) raw and packing material to the organization | Continuous orders prompt payments as per agreed terms. Good level and long terms working relationship and reliable cooperation | Contracts, ongoing performance analysis, training records, External providers audit reports, email, face to face meetings and its minutes. |
| Certification Bodies | External | Assess conformity of the organization according to FSMS Standards | Effective Implementation of Food Safety standards requirements with covering all relevant legal requirements in the organization and supply chain | Audit plan, certification & surveillance audit reports |