

	Interested Party/ Business Context	External/Internal	Needs /Expectations/Details	Why
Regulatory	Interested Party	External	Maintain compliance against Permit conditions and limits	Failure of IMS could result in Permit breaches and regulatory non-compliance.
Stakeholders	Interested Party	Internal	Management of costs, inventory and overheads to ensure profitability	Optimising operational efficiency by eliminating unnecessary costs/waste
Customers	Interested Party	Internal	Flow of information/samples between processes. Failure of communication could delay or prevent on time deliveries	Failure of aspects of the EMS could bring about a failure between processes (Effective communication between departments)
Suppliers	Interested Party	External	Fulfilment of contract. Availability of products/services	Failure by external suppliers could be detrimental to us fulfilling our environmental and regulatory responsibilities
Local community	Interested Party	External	Environmental management	Minimise environmental impact for local community
Employees	Business Context	Internal	Retention of specialist skills and knowledge Succession planning.	Time taken to train, gain experience. Demographic of workforce is towards an older population
Customers	Business Context	External	Competitors, pricing, changes in customers	Retention of customer base, promote business
Security	Business Context	Internal	Customer confidentiality, specialist skills and techniques	Risk to staff, data, equipment, site, physical security
Competitors	Business Context	External	Pricing, lead-times	Risk to business
Technological Changes	Business Context	Internal	Specialist equipment, IT software and hardware	Risk to business
Stakeholders	Business Context	Internal	Specialist site and equipment, wear and tear	Failure to adequately maintain the facility could result in equipment breakdowns which in turn could compromise our ability to meet the EMS requirements
Law Enforcement Agency	Interested Party	External	Maintain compliance against	Potential for the breaching of the Laws due to lack of understanding of laws and conditions
Health and Safety Executive	Interested Party	External	Maintain compliance with Health and safety legislation	Potential for being non-compliant
Customers	Interested Party	External	Potential for repeat business, recommendations to others. Protects Company's reputation	Early discussion with customers to ensure their requirements are met
Potential Customers	Interested Party	External	Need to forge links and promote our capabilities	Potential to grow the business, increase market share
Employees	Interested Party	Internal	Provision of a working environment and conditions which supports the facilitation of customer requirements. Location of the facility	Company's biggest asset: professional, highly skilled and motivated staff.
Potential employees	Interested Party	External	Competitive terms and conditions of employment	succession planning, requirement to employ best skilled candidates available, career progression
Technological Changes and Advancement	Business Context	External	More competitive in marketplace. A more environmentally sound and less risky place for customers to send their business Further enhance our offering to our customers	Enable to compete in marketplace. Further enhance our offering to our customers.
Stakeholders Regulators Customers Staff	Business Context	External & Internal	Expansion of Fleet	More capacity to allow growth and development of the bussiness
Regulators	Interested Party	External	Opportunity to influence what is regarded as being best practice across the industry	Competitive advantage over business opponents Reduced regulatory interaction and costs