BAKKAVOR MEALS	Environmental Management System EMS-039
TITLE: Needs & Expectations (Interested Parties)	

Scope

ISO 14001 Clause 4.2 requires an organization to identify who their interested parties are and to assess their needs and expectations for inclusion into the environmental management system.

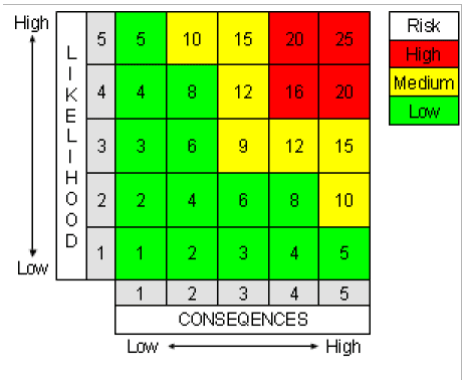
The needs of these interested parties have been considered within the environmental management system since their expectations and conditions may impose varying obligations on Bakkavor Meals Boston

Interested parties are individuals or groups of people (stakeholders) who are interested in the environmental performance and operations of Bakkavor Meals Boston.

Examples of Interested Parties

Examples of interested parties include customers, communities, contractors, suppliers, regulators, NGOs, and business partners, Governments and governmental bodies, Environmental, health and safety agencies and regulators, Suppliers and contractors, Certification bodies and authorities, Commercial trade associations and industry associations, Customers, and consumers. Community and neighbours. including neighbouring industries, Academic institutions and employment agencies, Employees. Owners and investors, Research bodies, non-governmental organisations, non-profit organisations, campaign groups and charities, Media, Insurance providers, etc

Risk Matrix

Matrix	How to apply
	The risk is how likely it is that harm will occur, against how serious that harm could be. The more likely it is that harm will happen, and the more severe the harm, the higher the risk. And before you can control risk, you need to know what level of risk you are facing To calculate risk, you simply need to multiply the likelihood by the severity(consequence). 1. Almost certain to cause harm could be a 5. The numbers go up on a scale for both likelihood and severity. Now we have some numbers, we can use a calculator to work out the score Not Very Likely (2) x Broken Leg (4) = Risk (8)

Needs and Expectations assessment

Interested Party	Importance 1-5	Impact 1-5	Overall Rating	Their needs and expectations	Our needs and expectations	How Managed	How measured
Customer	5	5	25	Specifications Monthly KPI data, Quality, Compliance, Collaboration, proactive SHE management	Legal compliance Good internal / external partnership realistic expectation, Proactive SHE	M&S Audits Internal communications M&S Visits	BRM Audit score Plan A
Neighbour /local community	3	3	9	Operate good neighbourly practice. Minimal noise, odour, light pollution, litter Community projects	Realistic expectation, Legal compliance Good internal / external partnership	Regular neighbourhood liaison committees Verbal communication with SLT	Complaints register
Employees	5	5	25	Safe working environment, Compliance with site rules Compliance with relevant Health, Safety and	Proactive SHE, participation, collaboration Legal compliance Good internal / external partnership	Legal Register SHE Committee Near miss reporting TBT/Briefs Training S&OP	Site survey results Accidents/incidents Audit results

				Environmental Legislation		SHE Committee SEF meetings	
Contractor / visitor	3	3	9	Compliance with site rules	Legal compliance	Inductions Auditing Leaflets Noticeboards Induction test Permit checking	Accident/incident Audits
Regulatory authorities	3	3	9	Operate within predetermined legal parameters	Compliance	Legal and other requirements register	Evaluation of legal compliance Internal audits
Bakkavor group	3	3	9	Compliance with legal and 'other requirements' as specified by Bakkavor Central BRC Group HS&E standards Monthly SHE pack/report	Legal compliance Robust environmental/safety systems	SHE Group audits Group stats reporting	Evaluation of legal compliance Internal audits

Shareholders	2	5	10	Compliance with legal and other requirements Sound	Legal compliance Robust environmental/safety systems	Annual statement	Evaluation of legal compliance Internal audits
Waste management contractors	3	5	15	Compliance with legal and other requirements	Legal compliance, good service OTIF,	Waste declaration Site auditing WTN Contractor control	Evaluation of legal compliance Internal audits
Local authority	3	5	15	Operate within predetermined legal parameters	Compliance	Legal and other requirements register	EMS System
Council	2	4	8	Operate within predetermined legal parameters	Compliance	Legal and other requirements register	EMS System
EA	3	5	15	Operate within predetermined legal parameters	Compliance	Legal and other requirements register	EMS System
Anglian water	3	5	15	Operate within predetermined legal parameters	Compliance	Legal and other requirements register	EMS System