

Quality, Health, Safety, Environmental & Energy Manual:

Document No: SM-57 Organisation Context, Needs and Expectations

TMHUK shall fully understand the context of the organisation, taking into account both internal and external factors. Policies and procedures are in place to ensure any influences from these factors are monitored and managed effectively and appropriately. 'External and Internal Factors (PESTLE)'

1. Political factors:	2. Economic factors:	3. Social factors:	4. Technological factors:	5. Legal factors:	6. Environmental factors:
External Context					
Government Policy such as EU membership/exit, transition periods, trade deals	Growth factors Downturns in Industry performance Upfront Costs Competition Performance.	Use of social media to relay information security issues.	Advances in cloud-based technologies. Requirement to move to automation.	Employment law changes H&S law changes Environmental law changes Monitoring of possible legislation changes	Effects of climate change disruptions Customer/TMHE demands for proof of energy control Power shortages Low emissions zones
Internal Context					
Impact of influence from TICO and TMHE. Targets being set by TICO and TMHE Operational changes.	Lack of resource to support ISO Standards, policies and procedures.	Company Culture Buy-in and support from leadership team	Use of cloud computing to facilitate exchange of information Move to support Logistic Solutions group. Homeworking technical issues and support.	Contractual requirements for team members. Allocation of legal requirements	Lack of understanding of environmental requirements. Training requirements Energy Management, changes to renewables, research of solar PV. Climate Change

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Business Stakeholders (interested Parties)	Type	Needs and Expectations of Interested parties	Legal and Other Requirements
Team Members	Internal	<ul style="list-style-type: none"> • Safe Working Environment • Job Security • Competitive Salary • Training and Development • Consultation • Communication • Sufficient insurance • Corporate Social Responsibility • Emergency Preparedness • Business Continuity • Adequate Security • Suitable IT Infrastructure • Company Risk Inventory • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • Health & Safety at Work Act 1974 and associated Regulations • Working Time Directive • National Minimum Wage Act 1998 and associated Regulations • Employers Insurance Liability Act 1969 • Consultation with Employees Regulations • Regulatory Reform Order • GDPR Other <ul style="list-style-type: none"> • Contracts of employment • Code of Conduct • Internal Procedures and Policies • Pensions • Parent Company Guidelines
Customers	External	<ul style="list-style-type: none"> • Competitive prices • Compliance with H&S Requirements • Compliance with site specific rules • Quality goods and services • On time delivery • Good working relationship • Compliance with Environmental Legislation and best practice • Excellent product knowledge • Good Financial Backing • Sufficient insurance • Corporate Social Responsibility • Business Continuity • Suitable IT Infrastructure • Company Risk Inventory • Sustainability • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • Machinery Directive • Health & Safety at Work Act 1974 • Environmental Legislation • GDPR Other <ul style="list-style-type: none"> • ISO 9001 • ISO 14001 • ISO 45001 • ISO 50001 • Membership of Trade Associations • Ethical Trading Standards • Parent Company Guidelines
Suppliers	External	<ul style="list-style-type: none"> • Good Financial Backing • Good Working Relationship • Compliance with payment terms • Company Risk Inventory • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • GDPR • Environmental Legislation Other <ul style="list-style-type: none"> • Contracts • Ethical Trading Standards • Code of Conduct • Parent Company Guidelines
Contractors	External	<ul style="list-style-type: none"> • Good Financial Backing • Good Safe Working Environment • Sufficient insurance • Good Working Relationship • Compliance with payment terms • Company Risk Inventory • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • GDPR • Environmental Legislation • Health and Safety at Work Act and associated Regulations Other <ul style="list-style-type: none"> • Contracts • Ethical Trading Standards • Code of Conduct

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Insurers	External	<ul style="list-style-type: none"> • Good Health and Safety Culture • Compliance with all relevant legislation – Health, Safety and Environmental • Good Accident Investigation Process • Quality Product and Service • Emergency Preparedness • Suitable Training Program • Suitable IT Infrastructure • Company Risk Inventory • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • Health & Safety at Work Act 1974 and associated Regulations • Machine Directive • Environmental Legislation Other <ul style="list-style-type: none"> • Internal Policies and Procedures • Parent Company Guidelines
Regulators	External	<ul style="list-style-type: none"> • Good Health and Safety Culture • Compliance with all relevant legislation. • Maintain Buildings • Maintain Machinery • Suitable IT Infrastructure • Company Risk Inventory • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • Health & Safety at Work Act 1974 and associated Regulations • The Regulatory Reform Order. • Machine Directive • Environmental Legislation Other <ul style="list-style-type: none"> • Internal Policies and Procedures • Parent Company Guidelines • Site Specific Building Maintenance Schedule
Associations & Accreditation Bodies	External	<ul style="list-style-type: none"> • Good Health and Safety Culture • Compliance with all relevant legislation • Compliant with association and accreditation standards • Support trade associates in maintaining and improving industry standards • Company Risk Inventory • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • Health & Safety at Work Act 1974 and associated Regulations • The Regulatory Reform Order. • Machine Directive • Environmental Legislation Other <ul style="list-style-type: none"> • Internal Policies and Procedures • ISO 9001 • ISO 14001 • ISO 45001 • ISO 50001 • Membership of Trade Associations
Society	External	<ul style="list-style-type: none"> • Good Health and Safety Culture • Compliance with all relevant legislation • Sustainable business ethics • Corporate Social Responsibility • Company Risk Inventory • Move to be more energy conscious • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • Health & Safety at Work Act 1974 and associated Regulations • The Regulatory Reform Order • Machine Directive • Environmental Legislation Other <ul style="list-style-type: none"> • Internal Policies and Procedures • Ethical Standards • Parent Company Sustainability Plan

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Neighbours	External	<ul style="list-style-type: none"> • Excellent Health and Safety Culture • Compliance with all relevant legislation • Sufficient insurance • Emergency Preparedness • Noise Control • Transport Control • Good Communication & relationships • Company Risk Inventory • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • Environmental Legislation • The Regulatory Reform Order Other <ul style="list-style-type: none"> • Ethical Standards • Transport Policy • Internal Policies and Procedures
Parent Company	Internal	<ul style="list-style-type: none"> • Good Financial Return • Compliance with all relevant/local legislation • Compliance with Company Code of Conduct • Maintain / improve Market Share • Maintain / improve Reputation • Report on all company Key Performance Indicators (KPI) • Work towards / achieve all targets set • Compliance Reporting • Sustainability Reporting • Company Risk Inventory • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • Health & Safety at Work Act 1974 and associated Regulations • Environmental Legislation • The Regulatory Reform Order Other <ul style="list-style-type: none"> • Ethical Standards • Internal Policies and Procedures • Code of Conduct • Local KPI's • ISO 9001 • ISO 14001 • ISO 45001 • ISO 50001
Creditors / Financial Institutions	External	<ul style="list-style-type: none"> • Good Financial Return • Suitable IT Infrastructure • Compliant to terms and conditions of contract • Company Risk Inventory 	Legal <ul style="list-style-type: none"> • Reporting of company accounts in line with UK law Other <ul style="list-style-type: none"> • Internal Policies and Procedures • Internal Auditors • Contractual
Local Authorities	External	<ul style="list-style-type: none"> • Compliance with all relevant legislation • Sufficient insurance • Environmental considerations • Suitable IT Infrastructure • Maintain Buildings • Consider Neighbours • Support Local community • Company Risk Inventory • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • Health & Safety at Work Act 1974 and associated Regulations • Environmental Legislation • The Regulatory Reform Order Other <ul style="list-style-type: none"> • Sustainability Management • Internal Policies and Procedures • Site Specific Building Maintenance Schedule
Landlords <ul style="list-style-type: none"> ○ Slough ○ Old Dalby ○ Network Offices 	External	<ul style="list-style-type: none"> • Good Financial Backing • Compliance with all relevant legislation • Sufficient insurance • Maintain buildings • Communication • Comply with terms and conditions of the tenancy agreement • Compliance to lease requirements • Company Risk Inventory • Consideration of Climate Related Risks 	Legal <ul style="list-style-type: none"> • The Regulatory Reform Order • Environmental Legislation Other <ul style="list-style-type: none"> • Tenancy Agreement • Internal Policies and Procedures • Site Specific Building Maintenance Schedules
Utility	External	<ul style="list-style-type: none"> • Comply with terms and conditions of the contract 	Legal <ul style="list-style-type: none"> • Environmental Legislation

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Providers		<ul style="list-style-type: none">• Maintain Services to the required standard• Facilitate access to premises• Company Risk Inventory• Provision of renewable energy sources and efficient management of such supplies (monitoring of usage)• Consideration of Climate Related Risks	Other <ul style="list-style-type: none">• Contractual• Internal Policies and Procedures
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