

CAPS CASES

Interested Party Register

Interested party	Internal or External	Expectation of interested party	Method of addressing	Further actions & Comments
Directors	Internal	Business growth, profitability Audited accounts	Internal Reviews/Director's meetings (Informal) Management accounts Monthly review of accounts	
Customers	External	On time delivery Suitable equipment for their application which meets relevant standards/legislation Product reliability & quality Post delivery service Price	Product - Delivery by Company or preferred approved hauliers Client visits to review needs and product requirements. Quotes submission and project management procedures. Many years' experience of industry Manufactured to relevant standards and specifications Internal checks & testing in place Team of experienced/trained salespeople monitoring of post service issues Ensure our value proposition remains relevant and relative to our competitors pricing.	

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Employees	Internal	Stable employment, Salary & benefits Working hours to suit Safe working conditions	Permanent contract Good working relationship, long term employees, Agency workers via employment agency Competitive salary Travel expenses for salespeople Part time employee – proportional benefits Flexibility of working hours Safety policy and systems, induction training & risk assessments	
Suppliers/External Providers	External	Regular / increased business Invoice payment	Approved suppliers & performance review Good working relationship Agreed payment terms	
Visitors Sub-contractors	External External	Safety during visit Safety during visit Safe working conditions	Authorised only visitors, Hygiene and H&S procedures made known and escorted during visit Contract conditions, signing in system Liability insurance Maintenance of site is company responsibility	
Financial Auditors	External	Compliance with accounting rules	Internal financial checks	

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		Payment of tax Audited accounts	Awareness & compliance to legislation changes Annual financial audits (Unaudited)	
Environment Agency HSE	External	Compliance to relevant acts and legislation	Access to information Internal checks Safety & Environment policies, training & risk assessments Certified to ISO 14001	
Neighbours (Industrial area)	External	No nuisance	Normal working hours Good relationship Communication & feedback No noise, smells or emissions from processes Very low level of heavy transport	
Competition	External	Business risk	Market awareness Product quality, reliability and pricing	
Insurer and Bank	External	Low risk	Good working practices to ensure low risk for finances, safety and environment	
Certification body	External	Compliance with ISO 9001 standard	Access to standards & related information Implementation of standards Certification by accredited assessment body	