THE ROE GROUP / NWS – INTERESTED PARTIES ENGAGEMENT MATRIX. CREATED AND REVIEWED – RICHARD BELL 05/10/2023.

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| STAKEHOLDER NAME / TYPE. | EXPECTATION OF THE ROE GROUP. | METHOD OF INTERACTION. | HOW THE ROE GROUP MANAGE EXPECTATIONS. |
| ROE GROUP STAFF AND WORKERS. | STABILITY OF EMPLOYMENT.  FAIR AND COMPETITIVE PAY.  SAFE & HEALTHY WORKING CONDITIONS.  EQUAL AND FAIR LEADERSHIP. | DAILY WORK LINES OF COMMUNICATION.  CARES UPDATES.  TRAINING UPDATES / PROGRAMME.  SUGGESTION FORMS.  WORKS MEETINGS. | INVOLVE ALL LEVELS OF STAFF / OPERATIVES TO ENSURE THAT THE GROUP PROVIDE OUR CUSTOMER BASE WITH CONSISTENT LEVEL OF QUALITY PRODUCT. |
| CUSTOMERS. | ETHICAL BUSINESS PRACTISES.  QUALITY & RELIABILITY TO DELIVER.  TRANSPARENCY. | WEBSITE.  EMAIL, PHONE, FAX.  CUSTOMER SURVEYS.  ON/ OFF-SITE MEETINGS. | ENSURE THAT OUR CUSTOMER BASE IS AWARE OF OUR CAPABILITIES, CREDENTIALS AND LIMITATIONS TO ENABLE THEM TO MAKE THE CORRECT PURCHASING DECISIONS. |
| SUPPLIERS / SUBCONTRACTORS. | ETHICAL BUSINESS PRACTISES.  STABILITY OF TRADING RELATIONSHIP.  TRANSPARENCY. | MEETINGS.  EVALUATION.  WEBSITE. | ENSURE THAT OUR SUPPLIERS ARE AWARE OF OUR CREDENTIALS AND THAT THEY CAN CONSISTANTLY QUALITY PRODUCTS THAT MEET OUR CUSTOMERS REQUIREMENTS. |
| NEIGHBOURS / LOCAL COMMUNITY / VISITORS / GENERAL PUBLIC. | ACT RESPONSIBLE.  PROVIDE EMPLOYMENT TO LOCAL PEOPLE.  SUPPORT LOCAL SUPPLIERS.  CONTRIBUTE TO THE LOCAL COMMUNITY. | DIRECT MEETINGS.  WORKFORCE INVOLVEMENT.  WEBSITE.  LOCAL COMMUNITY ENGAGEMENT. | ACT AS A RESPONSIBLE NEIGHBOUR.  USE LOCAL PEOPLE / TRADES / SUPPLIERS.  ENGAGE WITH THE LOCAL COMMUNITY / PROJECTS. |
| LEGAL / AUDIT / LOCAL AUTHORITY / ENVIRONMENTAL BODIES / OHS ORGANIZATIONS. | ACT RESPONSIBLE.  MAINTAIN TRADING STANDARDS.  MAINTAIN BUSINESS SYSTEMS.  ETHICAL / TRANSPARENCY. | MEETINGS.  AUDITS.  WEBSITE.  OPEN COMMUNICATIONS. | ACT AS A RESPONSIBLE COMPANY.  MAINTAIN GOOD MANAGEMENT SYSTEMS / PRACTISES.  PROVIDE TRANSPARENCY.  LOOK TO CONTINUALLY IMPROVE IN ALL ASPECTS OF THE BUSINESS. |
| WASTE CARRIERS | ACT RESPONSIBLE  ETHICAL / TRANSPARENCY.  DEVELOP LONG TERM WORKING RELATIONSHIPS. | WEEKLY COMMUNICATIONS.  MEETINGS.  WEBSITE. | MAINTAIN GOOD MANAGEMENT SYSTEMS / PRACTISES.  SEGREGATION AS REQUIRED BY ALL PARTIES. |