



Midland Steel
Reinforcement Supplies

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01/06/2021 Page 1 of 1

Stakeholders Expectation & Engagement Matrix

		Expectations	Methods of Engagement	Stakeholders importance to Us	Our Importance to our Stakeholders
Internal	Employees	- Responsible Company - Fair Terms & Conditions; - Stable Employment; - Opportunities for Career Development; - Operational Excellence - Innovation; - Local Investment.	- Workplace Communication Methods – BTs; Notice Boards; - Meetings; - Training;	- Integral Component of Supply Chain Delivering Quality Products & Services to Our Customers & Innovation Opportunities.	- Responsible Company Providing Employment Opportunities
	Customers	- Responsible Company - Ethical Business Practises; - Fair Terms & Conditions; - Operational Excellence - Collaborative Working; - Innovation / New Product Offerings; - Quality & Reliability of Product & Service;	- Customer Meetings; - Website; - Site Visits; - Trade / Industry Shows;	- Strategic Alliances - Joint Ventures - Partnerships for Sustainable Growth;	- Needs Require & Justify a Distinct Service Offering; - Assisting & Delivering a Value Proposition to Our Customers; - Raising Awareness about Products / Services; - Service Offering / Reliability;
Connected	Suppliers	- Responsible Sourcing; - Ethical Business Practises; - Quality of Product & Service - Long Term Relationships; - Strategic Alliances - Stability & Reliability of Operation & Its Processes.	- Supplier Meetings; - Website; - Site Visits; - Trade / Industry Shows;	- Quality & Sustainable Products; - Value for Money; - Support & Advice	- Business Opportunities; - Long Business Term Relationships
	Financial institutions	- Responsible Company - Stable Employment; - Return on Investment; - Innovation; - Local Investment.	- Meetings; - Site Visits;	- Provider of Capital to Further Develop & Strengthen the Company; - Drives Cost & Value Driven Structures.	- Generate Return on investment; - Sustaining & Growing the Local Community;
External	Local / Regional Authorities / Regulators	- Responsible Company - Local Investment; - Source of Employment;	- Communication Forms; - Meetings; - Site Visits;	- Monitoring Our Performance in Meeting the Needs & Expectations of Our Stakeholders.	- Provide Each Other With Support & Advice With Regards to Being a Responsible Company.
	Local Community & Neighbours	- Responsible Company - Local Investment; - Employment Opportunities.	- Communication Forms; - Meetings; - Site Visits; - Website;	- Source of Employment, Goods & Services.	- Source of Employment.

Note: Materiality & Materiality Matrix Available on Request by mailing info@midlandsteelsupplies.ie