



## Stakeholders Expectation & Engagement Matrix

IMSP 004

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		Expectations	Methods of Engagement	Stakeholders Importance to Us	Our Importance to our Stakeholders
Internal	Employees	<ul style="list-style-type: none"> <li>- Responsible Company</li> <li>- Fair Terms &amp; Conditions;</li> <li>- Stable Employment;</li> <li>- Opportunities for Career Development;</li> <li>- Operational Excellence;</li> <li>- Innovation;</li> <li>- Local Investment.</li> </ul>	<ul style="list-style-type: none"> <li>- Workplace Communication Methods – TBTs; Notice Boards;</li> <li>- Meetings;</li> <li>- Training;</li> </ul>	<ul style="list-style-type: none"> <li>- Integral Component of Supply Chain Delivering Quality Products &amp; Services to Our Customers &amp; Innovation Opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>- Responsible Company Providing Employment Opportunities.</li> </ul>
Connected	Customers	<ul style="list-style-type: none"> <li>- Responsible Company;</li> <li>- Ethical Business Practises;</li> <li>- Fair Terms &amp; Conditions;</li> <li>- Operational Excellence;</li> <li>- Collaborative Working;</li> <li>- Innovation / New Product Offerings;</li> <li>- Quality &amp; Reliability of Product &amp; Service;</li> </ul>	<ul style="list-style-type: none"> <li>- Customer Meetings;</li> <li>- Website;</li> <li>- Site Visits;</li> <li>- Trade / Industry Shows;</li> </ul>	<ul style="list-style-type: none"> <li>- Strategic Alliances;</li> <li>- Joint Ventures;</li> <li>- Partnerships for Sustainable Growth;</li> </ul>	<ul style="list-style-type: none"> <li>- Needs Require &amp; Justify a Distinct Service Offering;</li> <li>- Assisting &amp; Delivering a Value Proposition to Our Customers;</li> <li>- Raising Awareness about Products / Services;</li> <li>- Service Offering / Reliability;</li> </ul>
	Suppliers	<ul style="list-style-type: none"> <li>- Responsible Sourcing;</li> <li>- Ethical Business Practises;</li> <li>- Quality of Product &amp; Service;</li> <li>- Long Term Relationships;</li> <li>- Strategic Alliances;</li> <li>- Stability &amp; Reliability of Operation &amp; Its Processes.</li> </ul>	<ul style="list-style-type: none"> <li>- Supplier Meetings;</li> <li>- Website;</li> <li>- Site Visits;</li> <li>- Trade / Industry Shows;</li> </ul>	<ul style="list-style-type: none"> <li>- Quality &amp; Sustainable Products;</li> <li>- Value for Money;</li> <li>- Support &amp; Advice;</li> </ul>	<ul style="list-style-type: none"> <li>- Business Opportunities;</li> <li>- Long Business Term Relationships;</li> </ul>
	Financial Institutions	<ul style="list-style-type: none"> <li>- Responsible Company</li> <li>- Stable Employment;</li> <li>- Return on Investment;</li> <li>- Innovation;</li> <li>- Local Investment.</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings;</li> <li>- Site Visits;</li> </ul>	<ul style="list-style-type: none"> <li>- Provider of Capital to Further Develop &amp; Strengthen the Company;</li> <li>- Drives Cost &amp; Value Driven Structures.</li> </ul>	<ul style="list-style-type: none"> <li>- Generate Return on Investment;</li> <li>- Sustaining &amp; Growing the Local Community;</li> </ul>
External	Local / Regional Authorities / Regulators	<ul style="list-style-type: none"> <li>- Responsible Company;</li> <li>- Local Investment;</li> <li>- Source of Employment;</li> </ul>	<ul style="list-style-type: none"> <li>- Communication Forms;</li> <li>- Meetings;</li> <li>- Site Visits;</li> </ul>	<ul style="list-style-type: none"> <li>- Monitoring Our Performance in Meeting the Needs &amp; Expectations of Our Stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>- Provide Each Other With Support &amp; Advice With Regards to Being a Responsible Company.</li> </ul>
	Local Community & Neighbours	<ul style="list-style-type: none"> <li>- Responsible Company;</li> <li>- Local Investment;</li> <li>- Employment Opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>- Communication Forms;</li> <li>- Meetings;</li> <li>- Site Visits;</li> <li>- Website;</li> </ul>	<ul style="list-style-type: none"> <li>- Source of Employment, Goods &amp; Services.</li> </ul>	<ul style="list-style-type: none"> <li>- Source of Employment.</li> </ul>

Note: Materiality & Maturity Matrix Available on Request by mailing [info@midlandsteelsupplies.ie](mailto:info@midlandsteelsupplies.ie)