THE ROE GROUP LTD – STAKEHOLDER ENGAGEMENT MATRIX CREATED AND REVIEWED – RICHARD BELL 02/02/2021

|  |  |  |  |
| --- | --- | --- | --- |
| 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 RESPONSIBLEETHICAL / TRANSPARENCY.DEVELOP LONG TERM WORKING RELATIONSHIPS. | WEEKLY COMMUNICATIONS.MEETINGS.WEBSITE. | MAINTAIN GOOD MANAGEMENT SYSTEMS / PRACTISES.SEGREGATION AS REQUIRED BY ALL PARTIES. |