EHQMS PROCEDURE 01

Organizational Context

How we determine internal and external issues, interested party requirements, the scope of our integrated management system, and the processes it contains.

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Document Control

APPROVAL

	Name	Position	Signature & date
Prepared by			
Reviewed by			
Approved by			

REVISION HISTORY

Rev.	Date	Description of change	Approved
A	<insert>	Rewritten and aligned to ISO 9001:2026, ISO 14001:2026 and ISO 45001:2018+A1:2024, covering the climate change relevance decision, environmental conditions as context issues, climate-related interested party requirements, monitoring of interested party information and life cycle control in the EMS scope.	<insert>

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SWOT prompts

Quadrant	Typical questions
Strengths	What do we do better than competitors? Which partnerships, long-serving skills, or standardized safety and environmental practices give us an advantage?
Weaknesses	Where do we fall short? Consider obsolete equipment or methods, gaps in hazard identification or supervision, poor work environments, retirement exposure and rising material or transport costs.
Opportunities	Which trends could we exploit? Consider trained staff, certification, apprenticeships, new technology or markets, available premises and changing customer or social values.
Threats	What could harm us? Consider fines or regulatory action, tightening legislation, accident rates, aging assets, new competitors, staff shortages and the effects of climate change on our operations.

7.3 Analyze external issues

External issues are recorded on Form 01 and, where needed, explored using Form 03 PESTLE Analysis Template at local, regional, national and international level. Sources include market and competitor intelligence, supplier information, customer and product performance feedback, regulatory updates and lessons learned.

PESTLE prompts

Factor	Points to consider
Political	Trade policy, grants and funding, lobbying and pressure groups, conflict, government stability and change, shareholder demands.
Economic	Financial and economic trends, inflation, employment levels, emerging markets, supply availability and energy availability.
Social	Lifestyle and demographic trends, consumer behavior, environmental awareness, urbanization and demand for transparency.
Technological	Maturing and emerging technologies, automation, connectivity and digital data, new product and market possibilities.
Legal	Expected changes to law and regulation, outsourcing rules, administrative burden and legal constraints on our activities.
Environmental	Environmental conditions we affect or that can affect us: pollution levels, availability of natural resources, climate change, biodiversity and ecosystem health; also environmental regulation and investor expectations.

#	Action	Owner	Output/record
1	Determine whether climate change is a relevant issue for the quality and OH&S management systems and record the decision and its reasoning, whichever way it falls.	EHQMS Manager	Climate change relevance statement on Form 01
2	For the environmental management system, record the environmental conditions being affected by, or capable of affecting, our operations.	Environmental Coordinator	Environmental condition entries on Form 01
3	Identify external factors that can affect worker health and safety, such as heat, flooding or storm exposure.	Health & Safety Advisor	OH&S issue entries on Form 01

> **2026 EDITION**
> ISO 9001:2026 and ISO 45001 Amd 1:2024 require us to determine whether climate change is a relevant issue. ISO 14001:2026 goes further: our issues must include environmental conditions such as pollution levels, resource availability, climate change, biodiversity and ecosystem health. A documented decision is expected in every case, including a decision that climate change is not relevant.

7.4 Prioritize and act on issues

Once the analyses are complete, each Department Manager selects the four or five most important items from each SWOT quadrant and PESTLE factor and classifies them on Form 01.

Issue classification

Category	Meaning	Typical response
Act now	The issue needs immediate attention.	Escalate to Form 05 Risk & Opportunity Register and assign an owner.
Manage now	The issue can be handled within current arrangements.	Agree on a practical strategy and the people and budget needed.
Research	More information is needed before a decision.	Assign an owner and a date to report back.

#	Action	Owner	Output/record
1	Document a realistic strategy for each prioritized issue, with estimated people and cost resources where known.	Department Managers	Strategy entries on Form 01
2	Transfer issues that present risk or opportunity to the register for assessment under Procedure 02 Risks & Opportunities.	EHQMS Manager	Form 05 Risk & Opportunity Register entries
3	Present the consolidated issues and strategies for acceptance.	EHQMS Manager	Management Review Agenda & Minutes

7.5 Determine interested parties and requirements

Each Department Manager lists on Form 01 the internal and external interested parties relevant to their area, for example customers, end users, partners, external providers, owners and shareholders, workers and their representatives, trade unions, regulators, government agencies, neighbors and the local community. Information is gathered through contracts and orders, surveys, meetings, association membership, conferences, benchmarking and worker consultation.

For each party, we record its needs and expectations, whether they are mandatory (for example, set by law) or voluntary, and whether they include requirements related to climate change or other environmental conditions. Requirements we decide to adopt become part of the system; for the environmental management system, adopted requirements become compliance obligations and are added to Form 09 Legal and Compliance Register.

The Department Manager and the EHQMS Manager rate every party for **Priority** (effect on the decisions we make) and **Relevance** (effect on our activities, products, services and conformity), each on a scale of 1 to 4. The two ratings are multiplied to give the Power score.