

Internal Interested Parties	External Interested Parties	Needs & Expectations	How do we address requirements
RSB	CARES, BSI (ISO45001), Customers	Achieve conforming product to meet market specification, including BES6001, H&S ISO45001, SCS.	Establish technical and operational capability to produce the product. Successful implementation of management systems
RSB	BSI (ISO45001), Customers	To improve value in use.	New business set-up with focus.
HVM	BSI, Customers, Suppliers	Achieve conforming product to meet market specification, including ISO9001, EN9100, H&S ISO45001, ISO14001.	Establish technical and operational capability to produce new products. Understand market.
All BU's, GFG	Existing Certification Bodies, Customers, Suppliers, Banks	Structured application and use of Gov funding available.	Assign dedicated resource to keep track of Government Funding available and complete structured application when appropriate.
All BU's, Liberty Steel UK	Infor, Merino, Existing Certification Bodies, Customers, Suppliers, Banks	Implementation of new ERP system without any loss of existing functionality. Also where possible maximise new ERP system capabilities.	Engage with and support T1 Team. Successful implementation of enhanced / new business processes. Review and update existing management system to reflect new ERP system and revised / new business processes.
All BU's, Liberty Steel UK.	BIS, Indian Customers.	Expansion of market share in India. Customer confidence. Ease of imports into India.	Desktop certification packs submitted to BIS. Deal with any enquiries from BIS quickly and efficiently. Once desktop audit accepted, arrange onsite audit in UK.

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HVM	Customers	Increase sales, exploiting capabilities and direct customer interfaces. Provide customers with an enhanced and broader product offering.	Annual Plan and Strategy with local implementation teams.
LSS	Customers	Commercial and technical account plans with key customers. Ensure customer satisfaction to maintain relationship and business in difficult times (Covid). Focused key customer improvement plans Inc. OTIF Performance.	Through customer interfaces / visits, feedback and satisfaction process
LSS, GFG Alliance, Liberty Steel UK.	Customers, suppliers, Competitors, Environmental Certification Bodies, External Institutes, Government (funding).	Carbon Neutral by 2030. Brand. Positive customer perception. Meet future legislation requirements. Economic production.	GFG long term strategy to become Carbon Neutral by 2030 by use of improvements and breakthrough technologies
LSS	Certification Bodies, Customers, Training Providers.	Competent and skilled people at all levels. Robust VIP Process.	VIP launch, Succession planning in all areas, Training and Development . HR policies retention, succession, remuneration, recruitment to address needs of the business. Business apprenticeships

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All Staff	Contractors, Visitors to Site, Customers, etc.	Follow Government advice. Work from home where possible. Conduct Risk Assessments. Implement Social Distancing measures where possible. Erect Screens. Issue PPE where 2m not possible. Conduct remote external audits where possible.	Establish Senior Management Action Team to respond quick to Government advice and co-ordinate internal activities to prevent the spread of Covid-19. Risk assessments / control measures in place in all areas.
All LSS	Entire Supply Chain, Customers, Certification Bodies, Financial Institutions, Government	Reaction to customer changes and orders. Manage Furlough periods effectively. Switch assets on and off as required to meet current demands efficiently and effectively.	Business create and communicate clear 5 year strategy. BU's generate and implement individual recovery plans.
All LSS	Customers, Certification Bodies, Financial Institutions	Review and set new business level objectives, KPI's on DOTIF, COPQ. Implement focused Customer Improvement Plans (e.g. RR, Safran).	Business create and communicate clear 5 year strategy. BU's generate and implement individual recovery plans.
LSS	Customers, Certification Bodies, External IT suppliers and Consultants.	In-house IT team and external contracts continue to maintain legacy systems.	Replace outdated legacy IT systems with new ERP Platform. Qualsys replacement of Lotus Notes for QMS and HSE.
LSS Business.	Suppliers, Financial Institutions, Customers, Certification Bodies.	Daily management meeting. Visibility and control. Free cash - debtors, Stock... Mitigate energy price through energy supply strategies (GFG strategy) and Gov lobbying.	MD daily calls.
LSS Business, LS UK, GFG Alliance.	Customers, Financial Institutions, Government, Suppliers.	Complete Strategic Review and AP. De-manning levels identified and implemented as identified.	Devise and communicate 5 year strategy and implement Recovery Plans. Clear AP and Objectives.
LSS Business.	Customers, Extended Supply Chain, Collaborative Project Partners, Raw Material and all other Suppliers, Government. Environmental regulators.	Recruit additional logistic staff. Extend use of UK Ports in order to reduce dependency on Dover Port. Engage and interact with Steel Institutes and continue to lobby. Extend Global reach and markets - India, Dubai etc. Withdrawal agreement ensures we remain within BREF process for 2020. Process should be concluded in 2020.	Monitor developments and implement actions where required. Pursue BIS certification for Indian market. Influence future UK regulation via UK Steel and direct response to consultations.

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LSS, Certification for QA, ENV, H&S	Customers, Certification Bodies, Qualsys.	Retire Lotus Notes Databases and move to Qualsys platform.	Replace Lotus Notes platform with Qualsys.
LSS Business.	Customers, Certification Bodies, Suppliers.	Integration of supply chain. Standardised processes. Increased focus on customer requirements and controls across business.	Target 1 will standardise processes across the business.
LSUK	Regulators Audit and approval bodies	Compliance with all relevant standards, legislation and customer specific requirement	Documented management system in place and active supported by: Leadership, O&A, Senior Business Reviews, PDCA's or equivalent, Reporting, Auditing
RSB, HVM	EU and UK Govt., EA	To be fully compliant with all emissions limits as outlined in the BREF	EHW is a member of the EIPPCB Technical Working Group so is well positioned to cascade and co-ordinate a gap analysis of FMP BREF conclusions.
LSUK	Insurers, Banks, Customers, Contractors, Public	Insurances (e.g. employee and public liability) are a requirement to operate and trade	Ensure a robust HSMS in place, financial stability and good relationship with Insurer, demonstrable and improving performance.
QEHS departments, LSUK senior leaders	Regulators, external auditors and accreditation bodies	Data recording, retention and reporting for Compliance (ESOS, Packaging, EUETS)  Separation into separate business units	Existing and mature procedures and tools to provide required information
Technical & commercial	Customers, UK Steel	Provide data for customer requests, such as SDS, & position statements on REACH RoHS etc. Provide data to feed into LCA studies. EPD for REBAR products	SDS & statements produced and maintained. LCA study commissioned, world steel LCI data for SSUK operations.
LSUK	UN, UK Gov, World Steel, Responsible Steel, SBTi, NGO's, Banks, Investors, Customers	Demonstration of Decarbonisation Pathway, and KPI's based on recognised standards (SBTi)	Data Collection and verification (ETS), Public statements.
QEHS departments, procurement, LSUK senior leaders	Accreditation bodies, customers, suppliers, NGO's	Ensure approved suppliers operate to equivalent QEHS standards.	Existing policies and supplier questionnaires when registering as a supplier. Targets set within sustainability management system

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Engineering, production managers, LSUK senior leaders, QEHS departments	Regulators, insurers, certification bodies	Provide guidance on EHS management, assist with MOC, ensure management systems satisfy engineering requirements. Maintenance plans required for all QEHS critical items	Existing mature procedures for operational control and change management. Engineering standards. Engineering management and recording system (INFOR)
Energy & Environment department, LSUK senior leaders	Government, Regulators, Local Community, NGO's	Meet business compliance objectives	Established, existing procedures, compliance calendar. Dialogue with the regulator about future changes, such as phase IV of EUETS
Energy & Environment department, LSUK senior leaders	Government, Regulators, Local Community, NGO's	Full compliance with the law	Established, existing procedures, compliance calendar.
Management Employees	HSE, insurers, UK Steel	<ul style="list-style-type: none"> <li>- Membership fees</li> <li>- Involvement in activities</li> </ul>	<ul style="list-style-type: none"> <li>- Open channels of communication</li> <li>- control of operations</li> </ul>
Site Visitors	HSE, public, insurers		<ul style="list-style-type: none"> <li>- Access Control to dangerous areas</li> <li>- Full supervision (to be defined by receiving manager)</li> <li>- Effective communication</li> </ul>
Fire Wardens Employees Management Major incident team	HSE, insurers, External emergency services	Appointment of fire wardens, support for training and undertaking of duties defined in the Fire Regulatory Reform Order. Clear major emergency plan.	- 'Training of employees and appointment into fire warden role. Completion of fire risk assessment and high risk actions.
First Aiders Employees Management	HSE, insurers, Emergency services, Media	Appointment of fire wardens, support for training and undertaking of duties defined in legislation	- Training of employees and appointment into First Aider role - Back use of security personnel (who are also trained as first aiders)