# Introduction

To fully understand the Occupational Health and Safety context of our business we identify all key internal and external Occupational Health and Safety issues that are relevant to our operations and which affect our ability to achieve the intended outcomes of our Occupational Health and Safety management system.

This involves:

* understanding the Occupational Health and Safety implications of our core products and/or services
* understanding the scope of our Occupational Health and Safety management system
* identifying those parties (“stakeholders”) who receive our products and/or services, or who may be impacted by them, or who may otherwise have a significant interest in the Occupational Health and Safety impacts of our business
* Identifying and understanding those internal and external issues of concern that impact on our activities and/or stakeholders

Our stakeholders and relevant internal and external issues are identified and are monitored as part of management reviews and updated as necessary.

This procedure sets out, in broad terms, our approach to identifying, monitoring, recording and systematically addressing these influences, opportunities and issues of concern.

# Revision History

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| --- | --- | --- | --- |
| **Revision** | **Date** | **Record of Changes** | **Approved By** |
| 1.0 | [Date of Issue] | Initial Issue |  |
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Responsibilities

The <Senior Management Team> leads this activity and involves knowledgeable staff from all levels and parts of the organisation in the process.

# Internal and External Issues of Concern

General

There are many tools and techniques for establishing and analysing those internal and external influences which provide the context within which we work. Managers may use the approach/tools below or any other equally effective approach/tool as appropriate.

We firstly evaluate our position in the marketplace so as to understand how relevant legal, political, economic, social and technological issues influence our Occupational Health and Safety Context. We then consider our corresponding strengths and weaknesses and the opportunities and threats they represent.

We generally use a two-step approach:

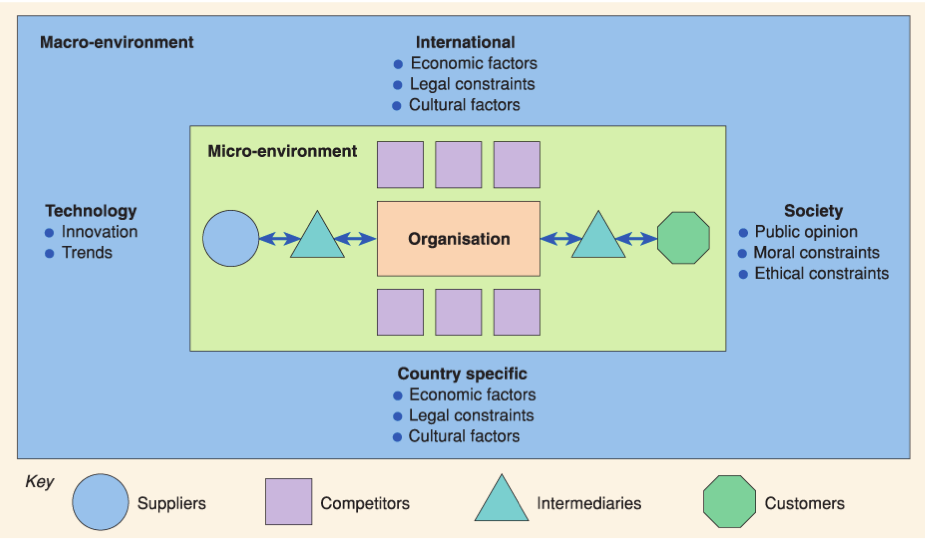
* a scan of our political, economic, sociological, technological, legal and Occupational Health and Safety operating environment (PESTLE), using the PESTLE Template, followed by;
* a consideration of our strengths, weaknesses, opportunities and threats (SWOT), using the SWOT Template

While both PESTLE and SWOT are often used for more general business analysis they are also both well suited to understanding specific aspects, such as Occupational Health and Safety.

For example, whilst the headline issues for a PESTLE are Political, Economic, Sociological, Technological and Legal as well as Occupational Health and Safety, in fact all of these major headline issues have Occupational Health and Safety hazards and risks. Similarly all of the typical issues driving a SWOT analysis can, and often do, have Occupational Health and Safety hazards.

We identify, analyse, evaluate, monitor and review those factors that may affect our ability to satisfy our customers and stakeholders. We also consider those factors that may adversely affect the stability of our business and/or our Occupational Health and Safety management system’s integrity and reliability.

PESTLE



PESTLE stands for:

* Political
* Economic
* Sociological
* Technological
* Legal
* Occupational Health and Safety

PESTLE analysis is used to conduct an environment scan; to review competitors, markets and the situation in which an organisation finds itself.

SWOT



SWOT stands for:

* Strengths - characteristics of the business or project that give it an advantage over others
* Weaknesses - characteristics that place the business or project at a disadvantage relative to others
* Opportunities - elements that the business or project could exploit to its advantage
* Threats - elements in the environment that could cause trouble for the business or project

SWOT is a structured [planning](https://en.wikipedia.org/wiki/Plan) method that evaluates those four elements of a [project](https://en.wikipedia.org/wiki/Project) or [business](https://en.wikipedia.org/wiki/Business). A SWOT analysis involves specifying objectives and identifying the internal and external factors that are favorable and unfavorable to achieve those objectives.

We record key issues raised by the PESTLE and SWOT analyses on the Occupational Health and Safety Context Log.

# ‘Stakeholders’ and Their Issues of Concern

The above analyses help identify those ‘Stakeholders’ who receive our products / services, who may be impacted by them, or who may otherwise have a significant interest in our organisation. This includes both internal and external parties.

The identification of a stakeholder does not necessarily bring that party into the scope of the OHSMS; for example, shareholders may be identified as an interested party, but that does not mean OHSMS documents and policies must be developed related to them.

For each stakeholder, we identify any related issues of concern. Such issues may reflect direct concerns. For example, shareholders are concerned about their security and return (Think BP and oil spills!), whereas customers may be concerned regarding the Occupational Health and Safety credentials of our products or services.

Concerns may be indirect, and may impact on the stakeholder, or derive from that party and impact on yourselves.

Issues may be either internal or external, depending on whether the stakeholder is internal or external and in some cases both internal and external.

This exercise expands on and clarifies the core ‘Stakeholders’ table below:

| **Stakeholders** | **Issues of Concern** |
| --- | --- |
| Customers | Price, reliability & value |
| Distributors & retailers | Quality, price & logistics |
| Owners/shareholders | Profitability & growth |
| Staff | Shared values & security |
| Suppliers | Beneficial relationships |
| Regulatory | Compliance & reporting |

We record the stakeholders and their issues of concern on the Occupational Health and Safety Context Log.

# Risks and Opportunities

The above analysis also provides a list of risks and opportunities related to the issues of concern that have been identified.

Some risks will present opportunities, and vice-versa. We record our approach to each risk or opportunity on the Occupational Health and Safety Context Log, managing risks to reduce their likelihood and consequence, and opportunities to increase their likelihood and consequence.

# Addressing our Occupational Health and Safety Context

Those stakeholders, issues of concern and opportunities identified during the above exercise are recorded on the Occupational Health and Safety Context Log and systematically addressed by the <Senior Management Team> and through the ***P-OHS-13 Procedure for Management Review*** and its associated OHSMS management review meetings.

OHSMS management review meetings periodically review the Occupational Health and Safety Context Log to keep it fresh and up-to-date.

# Related Forms and Records

|  |  |  |
| --- | --- | --- |
| Document Title | *Document number* | Retention Period |
| OHSMS Context Log and list of Interested Parties | F-OHS-01 | 3 years |
| SWOT Analysis Template | T-OHS-01 | 3 years |