



CONTROLLED

QHSE MANAGEMENT SYSTEM

SAIFCO

MASTER DOCUMENT



Electromechanical Works (LLC)

Document Name:

**Understanding the Context
Of Organization Procedure**

QHSE Ref. No.

IMS/QHSE/UCO/02 Rev.00

Date:

6th of June 2019

UNDERSTANDING THE CONTEXT OF ORGANIZATION PROCEDURE

Rev	Date	Revision Record	Updated by	Reviewed by	Approved by
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1.0 PURPOSE

The purpose of this Integrated Management System Procedure is to ensure that:

- SAIFCO's Context of Organization is clearly defined and understood including its approach in providing products and services and its influence to Interested Parties
- The Interested Parties are defined, as well as the impact that they have on the company's commitment to its QHSE Management System.
- The issues that can affect the company, both internal and external, be determined to address and plan actions related to its QHSE.

2.0 SCOPE

This procedure applies to SAIFCO's QHSE and all the Interested Parties affected or influenced by its QHSE. By identifying key elements herein, the full Context of the Organization can be understood and must be communicated to all Interested Parties, especially to the employees, customers, legal authorities, and other third parties directly affecting SAIFCO's operations.

3.0 DEFINITIONS

3.1 Context of the organization

An organization's context is its business environment, a combination of all the internal and external factors and the conditions that affect its services, have an influence on its QMS & EMS, and are relevant to the company's purpose and strategic direction.

3.2 Interested party

An Interested party is anyone-a person or another organization-who can affect, be affected by, or perceive that they are affected by the company's decision or activities. Interested parties can be a person, group, or organization that has an interest or a stake in a decision or activity.

4.0 RESPONSIBILITY

The MR, together with the supervision of the Top Management, is responsible for the implementation and management of this procedure.

5.0 PROCEDURE

5.1 Scope of Products and Services

SAIFCO provides the following major services, as defined by the company's Trade License: Project Management, Fabrication, Supply, Servicing, Maintenance, and Commissioning of, electromechanical and plumbing Works.

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5.2 Interested Parties

Interested parties, as defined in Section 4 above, are individuals, entities, or stakeholders who have a significant interest with the company. They add value to the organization by:

- affecting SAIFCO's ability to consistently provide products and services
- receiving SAIFCO's products and services
- influencing and being influenced by SAIFCO's QHSE MS

The Interested Parties, and their nature and involvement, are as follows:

SN	Interested Party	Nature	Needs & Expectation
1	Customers / Client	External	Value for money, high quality, expectations for design innovation, on time, low cost, quick response, installation expertise, legal compliance
2	SAIFCO Owner / Executive Board	Internal	Sustained profitability, good financial performance/ avoidance of fines, sustainable, corporate and social responsibility with a suitable governance network
3	Local authorities	External	Identification of applicable statutory and regulatory requirements for the services provided, understanding of the requirements, application within the QMS, legal compliance, prompt responses to investigations and enquiries
4	SAIFCO Employees	Internal	Safe and healthy work environment, professional development, job security, appreciation and rewards, good employee working relationships
5	Suppliers / Subcontractors	External	Mutual benefit and job continuity, clear and unambiguous contracts and scope of works, good working relationship
6	Country / Society	External	Projects delivered on time, infrastructure progress, improved security, satisfaction of humanitarian needs, local employment, good reputable employer
7	Banking / Finance sector	External	Good financial performance and cash flow
8	Insurers	External	Zero claims, prompt payment, risk management
9	Competitors	External	Continual improvement, challenge to provide products and services of better quality
10	Certifying bodies	External	Conformity to international standards, continual improvement of QMS

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As per Section 4.1 of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018, internal issues are matters that can be facilitated by considering issues related to values, culture, knowledge and performance of the organization.

The following are the specific internal issues that affect SAIFCO's QMS, EMS and the company's capability to consistently provide products and services.

- Business demand in UAE
- Contractual arrangement with Clients
- Culture within the organization
- Database skills
- Decision-making processes
- Employee stability and retention
- Employee trainings
- Experience in implementing ISO 9001
- External providers' competence and availability
- General competence
- Improvement tools and employment method
- Information systems
- Internal work atmosphere
- Line of communication
- Management competence and qualifications
- Payment terms from Clients
- Planning priorities
- Policies and objectives
- Potential conflicts and possible solutions
- Project management
- Organizational structure
- Qualifications, availability and competence of the workforce
- Relationships with stakeholders
- Relationships with internal interested parties
- Roles and responsibilities of employees
- Root-cause analysis abilities
- Service level agreements with Clients
- Staff morale
- Standards and guidelines adopted
- Strategies and capabilities
- Technologies
- Work hours
- Workforce motivation and incentives

5.4 External issues of concern

As per Section 4.1 of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018, external issues are matters that can be facilitated by considering issues arising from legal, technological, competitive, market, cultural, social, and economic environments, whether international, national, regional or local. The following are the specific external issues that arises concern in SAIFCO's operations, QMS & EMS:

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- Advances in construction technology
- Availability of energy resources
- Availability of external providers (equipment, maintenance, etc..)
- Availability of materials and supplies
- Client changes in preference during construction
- Construction delays
- Contract with the client
- Customer requirement for expertise in specialized items
- Customer requirements/satisfaction
- Economic climate in the region (with special reference to oil-based economy)
- Key trends in construction
- Legal and statutory regulations
- Local and industrial regulations
- Materials and products compatible to the environment
- Perceptions/values of external interested parties
- Permits and approvals from operating companies
- Recruitment competition
- Relationship with external interested parties
- Standardization and certification requirements
- Strategy for future developments
- Supplier availability
- Third-party inspections/audits
- Updates in international standards related to construction industry
- Workforce culture and diversity

5.5 Organizational Risks

In an industry full of uncertainties, identifying and planning for the organizational risks is a critical step towards the success of the company. These risks entail consequences in terms of SAIFCO's economic performance and professional reputation. It also takes into account the environmental and societal influences of the company's processes.

These particular types of risks related to the services that we provide are discussed in detail in the **Risk Management** procedure.

6.0 ATTACHMENTS

None