

Interested Parties and Requirements (Needs and Expectations)
(For QMS & EMS)

Interested parties	Requirements
Group Executive Board	Good financial performance, legal compliance, avoidance of fines, sustainability, corporate and social responsibility with a suitable governance framework
Law Enforcers/Regulators	Identification of applicable statutory and regulatory requirements for the products and services provided, legal compliance and prompt responses to investigations & enquiries
Bank/Finance	Good financial performance and cash flow
Employees	Professional development, job security and healthy work relationship among employees
Customers	Value for money, high quality services, expectations on time, low cost, quick response and legal compliance
Insurers	No claims, prompt payment of premium, sound risk management
External Service Providers	Clear & unambiguous contracts and scope of works and good working relationship
Trade Unions	Compliance (applicable laws) and good working relationships with management