| Item No. | Interested Parties | Internal / External | Needs & Expectations | Actions to Address Needs & Expectations |
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| 1 | Customers (Retail Buyers, Commercial Customers, Contractors, Property Owners) | External | Good-quality trading products; competitive prices; product availability; accurate specifications; reliable customer service and timely delivery. | Source products from reliable suppliers, verify product specifications, maintain stock availability, offer competitive prices and respond promptly to customer inquiries. |
| 2 | Government Authorities (Economic Department, Customs, Municipality, MOHRE, Federal Tax Authority (FTA) and Other Applicable Authorities) | External | Compliance with trade licensing, import/export requirements, customs procedures, taxation, labor laws and applicable commercial regulations. | Maintain valid trade licenses, comply with import/export and customs requirements, submit statutory documents on time, meet tax obligations and comply with applicable laws. |
| 3 | Suppliers & Manufacturers (Food Commodities, Steel, Oil Products, Metal Ores, Paper, Solar Systems, Grains, Pipes & Fittings Suppliers) | External | Clear product specifications, accurate purchase orders, agreed prices, timely payments, reliable forecasts and long-term business relationships. | Evaluate suppliers, communicate product and quality requirements, verify specifications and certificates where applicable, maintain procurement plans and ensure timely payments. |
| 4 | Employees (Sales Staff, Warehouse Staff, Administration, Delivery Personnel) | Internal | Safe working conditions, product knowledge, fair compensation, job security and training in product handling, sales, storage and workplace safety. | Provide product-specific and safety training, implement HR policies, maintain suitable working conditions, define responsibilities and conduct performance evaluations. |

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| **5** | Commercial Clients & Wholesale Buyers (Distributors, Importers, Exporters, Manufacturers and Bulk Buyers) | External | Reliable bulk supply of trading commodities, competitive wholesale prices, consistent product quality, accurate specifications and timely shipment or delivery. | Develop reliable supply arrangements, verify bulk orders and specifications, coordinate shipment schedules, monitor delivery performance and maintain strong commercial relationships. |
| **6** | Quality Assurance / Internal Auditors | Internal | Compliance with quality procedures, accurate purchasing and sales records, product conformity, supplier evaluation and continual improvement of trading operations. | Conduct internal audits, review supplier performance, verify product documentation, monitor customer complaints, maintain records and implement corrective actions. |
| **7** | HR & Admin Staff | Internal | Effective recruitment, compliance with labor requirements, accurate payroll, employee records and adequate administrative support. | Maintain employee records, comply with applicable labor laws, process payroll accurately, manage administrative activities and arrange relevant staff training. |
| **8** | Certification & Standardization Bodies (ISO, ESMA or Applicable Standards) | External | Compliance with applicable management system standards, product specifications, quality requirements and relevant import/export regulations. | Maintain applicable management systems, verify supplier certifications and product conformity documents where required, and ensure traded products meet relevant standards and customer requirements. |
| **9** | Environmental Authorities | External | Compliance with environmental regulations, proper waste management, pollution prevention and responsible handling of packaging and other waste from trading and | Segregate recyclable and general waste, arrange authorized disposal where required, minimize packaging waste, prevent spills and pollution, and comply with applicable |

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| | | | storage activiti | environmental requirements. |
| **10** | Training & Technical Institutes | External | Training opportunities in commodity trading, product specifications, quality requirements, procurement, inventory control, logistics, documentation and workplace safety. | Arrange relevant training in trading procedures, product handling, storage, sales, logistics, documentation and occupational safety according to employee responsibilities. |
| **11** | Top Management | Internal | Business growth, customer satisfaction, profitability, reliable suppliers, product availability, legal compliance and efficient trading operations | Monitor sales and financial performance, improve procurement and inventory planning, evaluate suppliers, review customer satisfaction and implement continual improvements |
| **12** | Insurance Providers | External | Appropriate risk coverage for inventory, warehouses, goods in transit, transportation, business premises and commercial trading activities. | Assess risks associated with storage and transportation, maintain suitable insurance coverage for stock and shipments, and review insurance policies periodically. |
| **13** | Logistics & Customs Clearing Agents | External | Accurate import/export documents, efficient cargo handling, customs clearance, shipment tracking and timely transportation of traded goods | Prepare accurate commercial invoices, packing lists and shipping documents, coordinate customs clearance, monitor cargo movement and ensure timely receipt or dispatch of goods. |
| **14** | Local Community & Residents | External | Clean business premises, safe storage and transportation activities, responsible waste disposal and minimal environmental | Maintain clean premises and storage areas, manage packaging waste responsibly, follow safe loading and unloading practices, and |

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| | | | disturbance from trading operations. | minimize noise, dust and other disturbances. |
| **15** | IT & ERP Service Providers | External | Reliable systems for purchasing, sales, inventory, supplier and customer records, shipment tracking, financial administration and data security. | Maintain IT and business management systems, back up data regularly, control access to business information and arrange timely technical support. |
| **16** | Warehouse & Store Supervisors | Internal | Accurate stock records, suitable storage conditions, proper segregation of commodities, safe handling and efficient stock movement. | Maintain inventory records, conduct periodic stock checks, apply first-in-first-out or other suitable stock rotation methods where appropriate, prevent product damage and ensure safe storage and handling. |
| **17** | Product Inspection & Testing Bodies | External | Verification of product quality, specifications, composition, safety and conformity with applicable customer, contractual and regulatory requirements. | Obtain supplier test reports and certificates where applicable, arrange independent inspections or testing when required, and retain relevant inspection and conformity records. |
| **18** | Financial Institutions / Banks | External | Financial stability, secure international and domestic transactions, accurate financial records, adequate cash flow and compliance with banking requirements. | Maintain accurate accounts, manage cash flow, process supplier and customer payments on time, and comply with applicable banking, trade finance and financial regulations. |
| **19** | Business Partners & Investors | External | Sustainable growth, profitability, transparency, reliable sourcing, successful trading relationships and effective | Share appropriate business performance information, develop trading strategies, strengthen supplier and customer |

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| | | | management of commercial risks. | relationships, and monitor financial and operational risks. |
| **20** | Business Owners / Management | Internal | Business expansion, customer satisfaction, supplier reliability, product availability, profitable trading activities and operational efficiency. | Expand suitable commodity and product trading opportunities, strengthen supplier and customer networks, improve procurement and logistics, optimize inventory and continually improve trading performance. |