PROCEDURE FOR INTERNAL AND EXTENAL ISSUES

Quality Management System (ISO 9001:2015)
Occupational Health & Safety Management System (ISO 45001:2018)
Environmental Management System (ISO 14001:2015)

FALCON MIDDLE EAST CONTRACTING AND GENERAL MAINTENANCE – SOLE PROPRIETORSHIP L.L.C.

Mussafah MW4, Plot 100 Abu Dhabi, United Arab Emirates

Document & Record Control

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Review and Approval

Task	Author	Designation	Signature
Prepared by:	Ravinder Singh	HSE Engineer	
Reviewed by:	Tareq Badran	Project Manager	
Approved by:	M. Al Shaer	General Manager	

Revision History

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1. Purpose

To establish a systematic method for identifying, reviewing, and monitoring the internal and external issues that may affect the organization's ability to achieve intended outcomes of the HSE Management System, including environmental performance and occupational health & safety objectives.

2. Scope

This procedure applies to all organizational activities, departments, locations, and operations that fall under the scope of the HSE Management System.

3. Responsibilities

Role	Responsibility
HSE Manager	Lead identification and evaluation of internal and external issues; maintain records; review annually.
Department Heads	Provide inputs on issues relevant to their operations.
Top Management	Approve the context analysis and ensure alignment with strategic direction.

4. Definitions

- **Internal Issues:** Factors within the organization that may impact HSE performance (e.g., resources, culture, competencies).
- **External Issues:** Factors outside the organization that may influence HSE performance (e.g., legislation, stakeholders, weather conditions).

5. Procedure

5.1 Identify External Issues

The organization shall identify external issues that can affect its ability to achieve intended HSE outcomes. These issues include but are not limited to:

5.1.1 Political / Legal Factors

- National and local environmental & safety regulations
- Industry-specific compliance requirements
- Enforcement trends from regulatory bodies
- Changes in labor laws or environmental legislation

5.1.2 Economic Factors

- Market conditions and demand
- Availability of resources and materials
- Cost of waste disposal, energy, or safety equipment

5.1.3 Social Factors

- Public awareness of environmental issues
- Community expectations regarding safety
- Cultural aspects affecting workforce safety behavior

5.1.4 Technological Factors

- New technologies impacting environmental aspects or OHS risks
- Automation and digitalization
- Emergence of safer equipment or pollution control systems

5.1.5 Environmental / Natural Factors

- Climate change
- Extreme weather
- Natural disasters
- Local environmental sensitivities (e.g., water bodies, protected areas)

5.1.6 Stakeholder Expectations

- Clients and contractors
- Insurers
- NGOs or regulatory agencies

Method of Collection:

- Regulatory monitoring
- Stakeholder meetings
- Market studies
- External audits and consultant reports

5.2 Identify Internal Issues

Internal issues related to the organization and its activities include:

5.2.1 Organizational Structure & Culture

- Roles, responsibilities, and decision-making processes
- Employee engagement in HSE
- Safety culture maturity

5.2.2 Operational Activities

- Nature of operations
- Scale and complexity of processes
- Use of hazardous materials
- Existing environmental aspects and OHS hazards

5.2.3 Resources

- Competency of staff
- Availability of trained personnel
- Financial resources for HSE programs
- Condition and capability of equipment

5.2.4 Performance & Management Systems

- Existing HSE performance trends
- Results of internal audits and risk assessments
- Effectiveness of communication channels

5.2.5 Knowledge & Capabilities

- Level of awareness and training
- Availability of technical documentation
- Innovation capacity

Method of Collection:

- Internal meetings
- SWOT analysis
- Incident investigations
- Internal audits and performance reviews

5.3 Tools for Analysis

The organization may use the following tools to identify and evaluate issues:

- **PESTLE Analysis** (Political, Economic, Social, Technological, Legal, Environmental)
- **SWOT Analysis** (Strengths, Weaknesses, Opportunities, Threats)
- **Risk and Opportunities Register**
- **Context and Interested Parties Matrix**

5.4 Documentation of Issues

Identified internal and external issues shall be recorded in the **Context of the Organization Register**.

The record shall include:

- Description of issue
- Category (internal/external)
- Impact on HSE performance
- Related interested parties
- Required actions / controls
- Review frequency

5.5 Review and Update

- The HSE Manager shall review internal and external issues **at least annually**, or sooner if significant changes occur (e.g., regulatory changes, new projects, incidents).
- Top Management reviews these issues during **Management Review meetings**.

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6. Records

The following records must be maintained:

- Context of the Organization Register
- SWOT/PESTLE analysis results
- Meeting minutes
- Management Review records

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7. References

- ISO 14001:2015 – Clause 4.1: Understanding the organization and its context
- ISO 45001:2018 – Clause 4.1: Understanding the organization and its context

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