HOOK
GENERAL TRADING L.L.C

Interested Parties and Their Requirements

Interested Party	Needs / Expectations	Relevant Requirements	Monitoring Method
Customers	Safe, quality products and reliable delivery	Product specifications, agreed terms, food safety requirements	Customer feedback / complaints
Employees	Safe workplace, training and clear responsibilities	Company policies and safety requirements	Training / inspections
Suppliers	Clear specifications and payment terms	Purchase requirements and agreed conditions	Supplier evaluation
Management / Owners	Business performance and compliance	Company objectives, KPIs and legal requirements	Management Review
Government / Regulatory Authorities	Legal and regulatory compliance	Applicable UAE laws and regulations	Inspections / compliance review
Hygiene Manager	Effective quality and food safety controls	QMS procedures and monitoring requirements	Audits / inspections
Delivery Personnel	Safe vehicles and clear delivery instructions	Company transportation procedures	Vehicle / delivery records
Certification Bodies	Effective implementation of the management system	Applicable ISO requirements	Internal and external audits
Waste Service Providers	Proper waste segregation and collection	Applicable waste-management requirements	Waste records
Visitors / Contractors	Safe access and working conditions	Company safety procedures	Site controls / induction