

Revision : 0
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Context of the Organization



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1. SUMMARY

- 1.1. The purpose of this document is to define key elements of the quality management system of TRUSTEA SUSTAINABLE TEA FOUNDATION
- 1.2. By identifying the key elements herein, the full context of the organization can be understood, and thus communicated to employees, customers, regulators and other third parties.
- 1.3. By doing so, senior management is also better able to guide the company through the use of an informed strategic direction.
- 1.4. The Quality Manager is responsible for implementation and management of the procedure in this document.

2. REVISION AND APPROVAL

Rev. No.	Date of issue	Nature of Changes	Approved By (Director)
-	18.11.2019	Original issue	

3. SCOPE OF PRODUCTS AND SERVICES

3.1. TRUSTEA SUSTAINABLE TEA FOUNDATION provide the following services in the field of Sustainability , Environment and Livelihood –

Management & Governance of the voluntary trustea sustainability code of conduct for the Indian tea industry, comprising of large & small tea growers, bought leaf factories and tea estates.

4. INTERESTED PARTIES

Coexisting with Stakeholders

Stakeholders, by definition, refer to individuals and organizations that are affected by the activities of trustea either directly or indirectly and may have an influence over trustea's business. Thus, they play a significant role in the overall growth and development of a company. As a responsible corporate citizen, we consider it our responsibility to develop and retain an amicable relationship with all our stakeholders by considering valuable input from them to strengthen the code credential in all aspects In practice, we believe in extensive

engagements with all our stakeholders throughout the year to understand their concerns and address their issues.

We engage with our stakeholders (as mentioned below) both formally and informally. Through these interactions we attempt to strengthen our relationships with them. During the reporting period about proposed necessary changes whenever and wherever applicable, we engaged with our stakeholders on various platforms that are detailed below. The key concerns that emerged out of these interactions have also been compiled and made available publicly.



4.1. “Interested parties” are those stakeholders who receive services of Trustea Sustainable Tea Foundation, who may be impacted by the services, or those parties who may otherwise have a significant interest in the company. These are as follows:

List of Interested Parties:

Interested Party	Internal or External	Reason for Interest
trustea	Internal	The Company expects the employees to be effective & efficient with high degree of integrity towards the Company.
Suppliers/vendors (Ref. list of suppliers)	External	They provide hardware/software inputs and support services essential for the internal processes. Their expectations are: 1. Continued business relationship and growth in

		<p>business transaction</p> <p>2. Ease in business</p> <p>3. Timely payment of bills</p> <p>4. Unambiguous communication</p> <p>Stakeholder expects quality products and services from the suppliers at competitive price and effective post delivery services wherever applicable. Company also expects that the suppliers would support its quality management requirements.</p>
Regulators (Ref.: Legal register)	External	<p>The various regulatory agencies dictate controlling Regulations that impact on the management system and our processes. The Foundation ensures continued compliance to the requirements.</p> <p>The Foundation expects the Regulators (Government agencies) to create a level playing field for compliance and ensure ease in code requirement</p>
Commercial Partners	External	<p>The Commercial Partners expect prudential financial management in our Foundation, proper budget allocation of the Foundation.</p> <p>Foundation expects financial support facilities from the commercial partners to run the Foundation as on date.</p>
Certification Body	External	<p>Compliance check to the code by the certification body and trustea Certificate issuance</p>
The neighboring society	External	<p>The neighboring society expects our Foundation to shoulder the responsibilities as Good Code practice.</p> <p>The Foundation shall perform its responsibilities under the ambit of Social, Environmental, legal framework and/or its compliance for the good of the society beyond its business interests.</p>
Implementing Partners	External	<p>The Foundation expects 100% compliance to regulatory requirements, implementation and maintenance of good management practices and continual performance improvement for the handholding entities.</p>

Some additional considerations are as follows –

<u>Interested Parties</u>	<u>Needs</u>	<u>Expectations</u>
Entity	Handholding to achieve the trustea certificate	100% compliance to regulatory requirements, Zero tolerance criteria point and mandatory criteria points of the code.
beneficiaries; (Commercial Partners)	Acceptable compliance, verified volume of tea	Performance guarantee
shareholders;	Management Review Meeting &	Foundation's performance.

	Interim Meeting, policy modification as per need.	
Implementing Partners	Maintaining business turnover	timely cash flow
external providers;	Periodic Reviews of service & delivery performance; Interactive meetings and sessions during selection & procurement	Software and application conditions, Quality service
employees and others working on behalf of the organization;	Employee trainings and seminars, Monthly Co-ordination meetings	Job Satisfaction, Wage negotiation, Promotion, Learning and Development, Welfare
statutory and regulatory authorities (local, regional, national or international);	Compliance Reports, Inspections	Performance at every front, Policy decisions, Abiding by the Law

5. INTERNAL & EXTERNAL ISSUES OF CONCERN

On a broad scale, following are currently identified. Details for some of the most critical ones are enlisted in Sections 5.1 & 5.2

<u>External Issues</u>	<u>Applicable to trusteea</u>
1) economic factors such as money exchange rates, economic situation, inflation forecast, credit availability;	No
2) social factors such as local unemployment rates, safety perception, education levels, public holidays and working days;	Yes
3) political factors such as political stability, public investments, local infrastructure, international trade agreements;	Yes
4) technological factors such as new sector technology, materials and equipment, patent expirations, professional code of ethics;	Yes
5) market factors such as competition, including the organization's market share, similar products or services, market leader trends, customer growth trends, market stability, supply chain relationships;	No
6) statutory and regulatory factors which affect the work environment (see ISO 9001:2015, 7.1.4) such as trade union regulations and regulations related to an industry; Wage change	Yes
7) Any Other (based on trusteea's expertise and knowledge/understanding)	No

<u>Internal Issues</u>	<u>Relevant to trusteea</u>
1) overall performance of the foundation;	Yes
2) resource factors, such as infrastructure (see ISO 9001:2015, 7.1.3), environment for the operation of the processes (see ISO 9001:2015, 7.1.4), organizational knowledge (see ISO	Yes

9001:2015, 7.1.6);	
3) human aspects such as competence of persons, organizational behaviour and culture, relationships with fellow members;	Yes
4) operational factors such as process or production and service provision capabilities, performance of the trustea code, monitoring stakeholders satisfaction;	Yes
5) factors in the governance of the organization, such as rules and procedures for decision making or organizational structure.	Yes
6) Any Other (based on trustea's expertise and knowledge/understanding	No

5.1. Internal Issues - The internal interested parties have raised in the past or may raise in future the following issues.

Type	Issue	Impact on QMS
Technology	Trustea Sustainable Tea Foundation uses little technology in delivering its services other than Information & Communication Technology (ICT). The ICT deployed consists of commonly used hardware, operating system & application software and Principal supplied software. Technological obsolescence is not perceived in near future.	Positive
Focus on new service development, strategies to remain competitive	There is not much structured analysis for development of new services or innovative strategies to beat competitors. Current business volume is considered to be satisfactory.	Negative
Infrastructure	Trustea Sustainable Tea Foundation own adequate infrastructure for providing its planned services	Positive
Work environment	The work environment meets industry standards and specifications for delivering of assigned job.	Positive
Employee base	Availability of skilled workforce in the area remains High. Competence of employees: Domain knowledge of the employees is high	Positive

5.2. External Issues - The external interested parties have raised in the past or may raise in future the following issues

Type	Issue	Impact on QMS
Competition	Trustea Sustainable Tea Foundation may experience growing	Negative

	level of competition from its similar code competitors. Considering the rising expectations of the customers the competitors are likely to deploy innovative methods in the services provided to attract entity	
Society & Culture	The services provided by Trustea Sustainable Tea Foundation do not result in any adverse impact on the society and therefore no negative reactions from society or the public is envisaged.	Neutral
Suppliers	The purchased products of the organisation are not limited to office stationeries and consumables but to it system and applications. There is may be some requirement for new supplier development.	Negative
Statutory/Regulatory	The statutory and regulatory requirements are known and there is compliance. No immediate changes to the statutory or regulatory requirements are envisaged in near future impacting the services of the organisation.	Positive

7. STRENGTH, WEAKNESS, OPPORTUNITY AND THREAT (SWOT) ANALYSIS

Strengths <ul style="list-style-type: none"> • Technology for service realization • Infrastructure • Work environment • Knowledgeable and skilled employees • Employees with high level of integrity 	Weaknesses <ul style="list-style-type: none"> • Volume of business under direct control of the IPs • Absence of structured performance Measurements of the IPs
Opportunity <ul style="list-style-type: none"> • IP quality Improvement in handholding • Initiate a new training to IPs and CBs develop quality of handholding and auditing to remain compliant. 	Threats <ul style="list-style-type: none"> • Competition who may develop innovative methods in the services provided to attract customers • Media attack with a potential for damage to brand reputation.

REVIEW RESULT:	REVIEWED BY: Anandita Ray Mukherjee
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