



## CONTEXT OF THE ORGANIZATION AGRIA A.D.

### I. Scope of the Integrated system for quality and environment management and health and safety at work

The integrated management system (IMS) of quality, of environment and health and safety at work covers processes and actions for development, production and sale of plant protection preparations.

### II. Internal and External Circumstances

The internal and external circumstances which are significant to the target and the strategic direction, and affect the capabilities of the organization to achieve the desired results of the system for quality and environment management and health and safety at work are:

#### 2.1. EXTERNAL CIRCUMSTANCES

External Circumstances	Impact
Territorial location of AGRIA A.D. and infrastructural communications.	Provision of qualified personnel. Access to raw materials, energy resources and capabilities for delivery. Access to domestic and foreign market and opportunities for realization of the ready product. Occurrence of fire, caused by the ignition of the uncultivated agricultural areas adjacent to the company.
Natural and climatic conditions, potential natural disasters, like floods, earthquakes, heavy snowfall, winds etc. Terroristic attacks;	Increased costs for overcoming of the results of potential natural disasters. Environmental pollution caused by the emissions as a result of disrupted technological mode, natural disasters, terroristic attacks. Injuries to the personnel of the company and the adjacent companies, the population of the adjacent areas as a result of major emergency. Labour accidents. Increased quantities of reject and unusable wastes.
Presence of qualified personnel with competences, required by the scope of operations of the company.	Performance and labour quality. Awareness of the individual role of each person for the achievement of the targets for quality, environment and HSW.

External Circumstances	Impact
<p>Political and legal environment.</p> <ul style="list-style-type: none"> <li>• National legislation. <ul style="list-style-type: none"> <li>– Labour legislation.</li> <li>– Tax legislation.</li> <li>– Environmental legislation.</li> </ul> </li> <li>• Directives and Regulations of the European Union.</li> <li>• Changing normative base.</li> </ul>	<p>Satisfaction of the personnel.  Provision of qualified personnel.  Influence over the profit and the opportunities for investment in new technologies and modernization.  Increased costs for investments, related to environmental and climate protection, to the health of the employees and to the safe working conditions.  Competitiveness at the world market.  Changes in the MS documents, targets and policy.</p>
<p>Economic environment.</p> <ul style="list-style-type: none"> <li>✓ Inflation level.</li> <li>✓ Interests rate.</li> <li>✓ Unemployment level.</li> <li>✓ Level of provision of normal competitive environment.</li> <li>✓ Lack of loyal competitive environment.</li> </ul>	<p>Economic growth perspectives.  Opportunities for provision of credits for working capital, investments, incl. for the provision of safe and healthy working conditions.  Competition in the price of labour.  Expansion of the list of products.  Increase or shrink of the market share.</p>
<p>Social and cultural environment.</p> <ul style="list-style-type: none"> <li>✓ Public values development.</li> <li>✓ Demographic changes.</li> <li>✓ Changes of the life-style.</li> <li>✓ Changes of the tastes and preferences of the consumers.</li> <li>✓ Level of education.</li> </ul>	<p>Provision of qualified personnel.  Awareness of the individual role of each person for the achievement of the targets for quality, environment and HSW.  Reduction of the insurance costs.  Shrink or expansion of the list of products.  Improvement of the products' quality.</p>
<p>Companies, located nearby, in relation to ecological pollutions /KCM/, occurrence of risks to the health and safety of the environment, for provision of employment.</p>	<p>Unfavourable influence over the planned results in relation to the environment and health and safety at work.  Injuries to the personnel of the company and the adjacent companies, the population of the adjacent areas as a result of major technological emergency.  Labour accidents.  Need for coordinated operations in case of natural disasters and emergencies.  Competition in the price of labour.</p>
<p>Conjuncture of the fuels and natural gas domestic and international market.</p>	<p>Cost of the ready product.  Provision of the planned production.</p>

External Circumstances	Impact
Conjuncture of the domestic and foreign market in relation to the chemical products manufactured, new knowledge about them and their affect over health and safety.	Influence over the demand and supply of the manufactured products. Production facilities load. Usage of raw materials and energy resources per product unit. Implementation of adequate improvements for provision of safe working conditions. Development of new and modified products with application and technical characteristics which do not have negative impact over health and safety.
Key factors and tendencies in the plant protection preparations production and usage.	Implementation of the production of granulated products.
Availability of natural and energy resources – water, electrical power.	Cost of the ready product. Provision of the planned production.
Announcement of European programs, co-funded by the European Union structural funds.	Implementation of modern technologies, equipment and measurement devices ensuring high quality of products, environmentally friendly production, health and safety at work. Effective utilization of resources; Implementation of new management systems. Improvement of the economic results. Improvement of personnel's competence.

## 2.2. INTERNAL CIRCUMSTANCES

Internal Circumstances	Impact
Quality, environment, HSW policy and targets and adaptation of measures for their achievement.	Achievement of the planned results in relation to the environment and health and safety at work.
Management system, organizational structure, delegated rights and responsibilities, accountability.	Regulated vertical and horizontal connections between the organizational units and establishment of effective labour organization. Legitimate execution of the rights and responsibilities, provided in writing, and the control of their execution. Labor productivity. Achievement of the planned results in relation to the environment and health and safety at work.
Level of the technologies available, state of the equipment, specialized equipment, means for supervision and measurement, infrastructure.	Productivity. Usage of raw materials per product unit. Usage of energy resources. Maintenance costs. Losses, as a result of reject and unusable wastes. Emissions in the air, soil, ground and underground waters, noise in the environment. Climate changes. Health and safety at work. Incidents and labour accidents.
Information systems, information flows and decision making processes.	Provision of information to all levels of the hierarchy. Labor productivity. Achievement of the planned results in relation to the environment and health and safety at work.
Financial opportunities for modernization, implementation of moder automated low energy and materials consuming technologies, contemporary and reliable equipment and means of measurement.	Productivity. Usage of raw materials per product unit. Usage of energy resources. Maintenance costs. Losses, as a result of reject and unusable wastes. Emissions in the air, soil, ground and underground waters, noise in the environment. Climate changes.

Internal Circumstances	Impact
Environment for the performance of the processes, conditions of work.	Satisfaction of the personnel. Fluctuation of manpower. Sick rate and losses as a result of absent employees due to sick leaves. Labour accidents.
Level of competence and qualification of the managerial and execution personnel, capitalized theoretical and practical experience and knowledge.	Production of ready products, meeting the requirements. Development, modernization and improvement of the existing technologies. Development and implementation of modified and new products with improved consumer's characteristics. Adherence to the ecological norms and achievement of the required results in relation to the environment. Implementation of requirements of HSW.
Intellectual resource for the development and/or implementation of new technologies, incl. as per operational programs, co-funded by structural funds of the European Union.	Implementation of modern technologies, equipment and measurement devices ensuring high quality of products, environmentally friendly production. Implementation of new management systems. Improvement of the economic results.
Relations with employees, their perceptions and values.	Motivation of the employees for strict and effective implementation of the labour obligations and adherence to the rules for safe work. Satisfaction of the personnel. Reduction of the number of incident and labour accidents;
Culture and models of behaviour, adopted by the company.	Favourable and safe working environment. Adherence to the rules for health and safety at work. Establishment of micro-climate, favourable to the personal and collective responsibility in the performance of the labour obligations and rules for health and safety at work.
Form and scope of the contractual relations with external executors of processes, products and services in relation to quality, environment protection and HSW.	Achievement of the planned results in relation to the environment and health and safety at work. Reduction of the number of incident and labour accidents.
Agreements, related to working hours, leaves and vacations.	Optimal physical and psychological load of the employees. Effective labour productivity. Limitation of the occupational diseases.

### III. UNDERSTANDING OF THE NEEDS AND EXPECTATIONS OF THE STAKEHOLDERS

The stakeholders with an impact over the system for management of quality, environment and HSW, through their needs and expectations, are suppliers of raw materials, energy and natural resources, technologies and equipment, providers of services, external executors of processes, customers, competitors, nearby companies, the population of the town and region, government / state institutions / control bodies, municipal institutions, professional unions, owners, shareholders, personnel, visitors, health and safety at work organizations, professionals in the field of health and safety at work.

Stakeholder	Needs and expectations / Impact
Suppliers of raw materials, energy and natural resources, technology and equipment  Providers of services External executors of processes	Provision of ordered goods/services meeting the requirements and within the specified time-frame. Offering of goods/services at good prices. Strict performance of the normative and contractual obligations in relation to quality, environment, safety. Provision of goods/services with minimal impact over the environment, health and safety at work. Awareness in relation to the requirements of environmental protection, health and safety at work.
Government / State institutions / Control bodies	Adherence to the requirements of the applicable legal and by-law normative acts in relation to quality, environment, health and safe working conditions. Monitoring of the changes in the applicable legal and by-law normative acts. Provision of access to the documents of the MS and opportunities for execution of control. Provision of information in case of large emergency situations and pollutions of the environment, injuries to the present people. Registration of incidents and labour accidents; Adherence to the rules of health and safety working conditions.
Professional unions	Protection of the rights of the employees. Assistance to the employees for their provision of healthy and safe working conditions.
Municipal institutions	Adherence to the requirements of the regulations and other documents at regional level. Coordinated operations in case of disasters and emergencies. Provision of information in case of large emergency situations and pollutions of the environment, injuries to the present people.

Stakeholder	Needs and expectations / Impact
Competitors	<p>Influence over the prices of the products/services offered.</p> <p>Influence over the products/services offered (incl. quality, diversity, limitation of the harmful impact over the health and safety of the consumer).</p>
Customers	<p>Continuous growth of the needs and requirements of the customers.</p> <p>Compliance of the produced products with the requirements.</p> <p>Punctual performance of the contractual obligations and conformity in terms of quantity, quality and terms of delivery.</p> <p>Desire for lower prices of the products/services offered.</p> <p>Limitation of the harmful impact of the plant protection preparations over the health and safety of the user.</p>
Visitors	<p>Awareness in relation to the requirements of environmental protection, health and safety at;</p> <p>Awareness in relation to required response in case of emergency situations.</p>
Consulting and certifying organization	<p>Provision of access to the documents of the IMS and opportunities for performance of the contractual terms.</p> <p>Expert assistance in the performance of the contractual obligations.</p> <p>Compliance of the management systems to the requirements of the standards.</p>
Health and safety at work organizations, professionals in the field of health and safety at work (OHSSP)	<p>Consultations, related to the health and safety at work and the implementation of the instructions.</p> <p>Beneficial interaction with the members of the company during dangers identification, risk evaluation and determination of measures for elimination of the dangers and reduction of management of the risks for HSW.</p> <p>Provision of the required information for analyses of sick rate, employment injuries, occupational diseases etc.</p>
Nearby companies	<p>Potential for environmental pollution and damage to the health of the employees as a result of their operations.</p> <p>Opportunities for coordinated operations in case of natural disasters and emergencies.</p> <p>Provision of information in case of occurrence of large emergencies.</p>

Stakeholder	Needs and expectations / Impact
Population of the town and region	<p>Adherence to the environmental norms and rules for safety at work.</p> <p>In-time provision of information about risks in case of large emergency situations.</p> <p>Provision of information about identified risks as a result of large emergency situations, measures for risks prevention and limitation of their consequences.</p> <p>Opportunities for coordinated operations in case of natural disasters and emergencies.</p>
Owners and shareholders	<p>Performance of the planned measures in order to achieve the targets for quality, environment and HSW, declared by the management, resp. achievement of the indicators of results of quality, environment and HSW.</p> <p>Rational and effective utilization of the financial resources for investments, incl. investments, related to health and safety at work.</p> <p>Lowering of the cost of the manufactured products, of the materials and energy costs per unit of product.</p> <p>Profit realization.</p> <p>Reduction of the number of incidents, labour accidents and occupational diseases.</p>
Personnel	<p>Provision of favourable environment for the performance of the labour contracts.</p> <p>Possible improvements in the healthy and safe working conditions.</p> <p>Awareness, participation and consultancies in relation to quality, environment, HSW.</p> <p>Opportunities for improvement of qualification.</p> <p>Objectivity in the evaluation of competence and opportunities for career development.</p> <p>Remuneration, corresponding to the work done, skills and knowledge.</p> <p>Absence of repressive measures by the management, as threats for dismissal or disciplinary punishment when incidents, dangers, risks and opportunities are announced.</p>

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