

| Stakeholder group | Stakeholder | Needs and expectations | Means of communication and engagement of stakeholders |
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| Owner | Stockholm City Council, Municipality of Norrtälje and Municipality of Nynäshamn | Expects compliance with directives and budget targets | Directives from the owner, budget and other governing documents. |
| | Stockholms Stadshus AB | Expects business planning according to directives and budget targets as well as deliverance of information in the follow up of business performance. | Tertiary monitoring of activities and objectives. Dialogue regarding directives, budget and other major issues. |
| | Board members of Stockholms Hamn AB, Kapellskärs Hamn AB and Nynäshamns Mark AB | Expects efficient business performance according to directives and budget targets. | Regular monitoring of operations and decision making. Dialogue regarding directives, budget and other major issues. |
| Customers | Maritime: Shipping companies etc. | Expects high level of service and fulfilment of agreements. Port infrastructure and premises that meets their needs. | Annual customer satisfaction surveys, strategic and operational dialogue with customers. |
| | Real Estate: Tenants etc. | | |
| Employees | Employees | Expects good work environment, participation in planning and development and information and feedback from management. | Employee survey, dialogue during business planning, staff appraisal, manager and staff meetings, intranet etc. |
| Suppliers | Suppliers of port and maritime services | Expects clear processes for procurement, follow-up of contracts. | Procurement, contracts, and monitoring |
| | Suppliers of goods and services | | |
| Authorities | Entities granting permits and establishing terms and conditions for operations: i.e. Land and Environment Court, County Administrative Board. | Expects compliance with legal and other requirements. | Legal requirements established through permits and daily dialogue |
| | Operational authorities – Customs, Police, Swedish Maritime Administration, Swedish Transport Agency | Expects compliance with regulations and wishes to collaborate in issues of common interests. | Continuous dialogue, collaboration in projects and working groups. |
| Organisations | Environmental organisations – i.e. WWF and Swedish Society for Nature Conservation | Expects collaboration in environmental issues and that the port authority takes responsibility for the environment. | Information, dialogue and environmental monitoring |
| Industry | Other ports, the transportation sector | Expects change of information and collaboration within the industry to pursue and promote common issues. | Membership and active engagement in trade associations, information, dialogue and environmental monitoring |
| Public | Neighbourhood residents adjacent to the operations | Expects information about changes in port operations, major projects etc. and that their quality of life not is | Information, dialogue, collaboration, regular brand surveys and environmental monitoring |
| | Residents in the county | | |

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| | | negatively affected by port operations and development. | |
| The customer's customers | Tourists and visitors, passengers | Needs clear information about arrivals and departure, available service in the terminals and connecting traffic. | Information in terminals, port areas and inner city quays, available information on the website. |
| | Cargo owners, truck drivers etc. | Needs clear information to and within the port area, functional port areas and service. | Information in terminals and port areas, available information on the website, available staff when needed. |