

Thames Reinforcements – Stakeholder Expectation Matrix

Stakeholder	Expectation	Interaction	Involvement
Neighbours/Local Community	Act as a responsible company Support local people Train local people	Direct through meetings Secondary through workforce Website Feedback forms Communication forms	Source of labour Provide services & products Trust in the local community
Suppliers	Business ethics Mutual benefits Long term relationship Stability of operations & reliability Clear procurement criteria	Supplier meetings Evaluation Feedback forms Website	Provide sustainable products Provide high quality products Provide support & advice
Customers	Business ethics Quality & reliability Flexibility Innovative solutions	Customer meetings Customer feedback forms Website	Provide growth and stability of a sustainable business
Employees	Stability of employment relationship Fair & competitive remuneration Equal & fair treatment Safe & healthy working conditions Good leadership Opportunities for career development	Everyday work communication Training programme Suggestion forms H&S Committee meetings	Provide a consistently high quality product to meet our clients requirements
Local Authorities	Act as a responsible company Business ethics Flexibility	Meetings Other written communication Website	To provide transparency within the Company
Waste Carriers	Act as a responsible company Business ethics Long term relationship	Everyday work communication Meetings Communication forms Website	To provide a service to further protect the environment and to meet all local/national regulations
Local Conservation Society	Act as a responsible company Support local wildlife Take environmental aspects into account	Meetings Website Secondary through workforce Communication forms	To provide each other with support and advice with regards to the protection of wildlife and the environment
Local Ports	Act as a responsible company Business ethics Mutual benefits Long term relationship Stability of operations & reliability Source of employment	Everyday work communication Meetings Website Communication forms	To provide services which are integral to the Company's operations and to reduce carbon emissions with regards transport impacts