



## Stakeholder Matrix

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