

Stakeholder dialogue

Through cooperation and an open dialogue with stakeholders, Hemsö can improve its sustainability work and the conditions for conducting sustainable community service. Hemsö's most important stakeholders are the groups that are most affected by the company's operations and/or whose actions have a significant impact on Hemsö.

Hemsö's priority stakeholders are:

- Tenants
- Employees
- Owner
- Investors
- Environment and society (local community, interest groups)
- Suppliers/contractors
- Decision makers within municipalities and county councils

A continuous dialogue is conducted with all priority stakeholder groups. Below are the main forms of dialogue with each stakeholder and the stakeholders' expectations of Hemsö.

Tenants dialogue

- Regular tenant meetings.
- Annual customer survey, NKI.
- Ongoing dialogue in connection with management, including handling of error reports, management

Expectations:

- Handling of error reports
- External website and information material.
- Seminars on individual issues



- A long-term management that offers appropriate community properties. Responsible and knowledgeable landlord with the customer's needs in focus.

Investors dialogue

- Individual meetings.
- Financial reports
- Capital market presentations.

Expectations:

- Good financial management and a high standard of accounting in accordance with the company's policy, requirements, and laws.

Owner dialogue

- Board meetings, one of which is a strategy meeting a year.
- Annual General Meeting
- Ownership policy
- Dialogue meetings on sustainability

Expectations:

- Long-term stable return with regards to people, environment, and society.

Coworkers/employees dialogue

- In the daily activities.
- Annual employee interviews and follow-up of these as well as employee surveys
- Intranet, conferences
- Trade union forums

Expectations:

- Stable and long-term employer with good employment conditions, work environment and development opportunities.
- Opportunity to get involved in community development.

Society dialogue

- Engagement in research projects
- Commitment to interest and industry organizations as well as collaboration with other real estate companies to contribute to development

Expectations:

- Driving for sustainable development in the community properties segment.
- Responsible actor with expertise in their field.
- Systematic work to minimize negative environmental impact.

Suppliers dialogue

- In connection to procurement, orders, and supplier meetings.
- Clear requirements in connection with signing a contract and follow-up that the requirements are complied with.

Expectations:

- Long-term collaboration partner

Dialogue with decision makers in municipalities and county councils

- In ongoing communication via advertising, web, and PR as well as via financial reports, industry days and trade fairs

Expectations:

- Long-term action as an owner, in relationships and in management, with a good understanding of the customer's business and needs

