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## Our new build is now in operation

After several years of work, our new build is now in operation. This is an important milestone in our comprehensive port development project.

It is also an important piece of the puzzle in the further development of the transport and logistics system for our region. Seen in perspective, the port's development has been going on for centuries, but now we have done and continue to do things that really redraw the map.

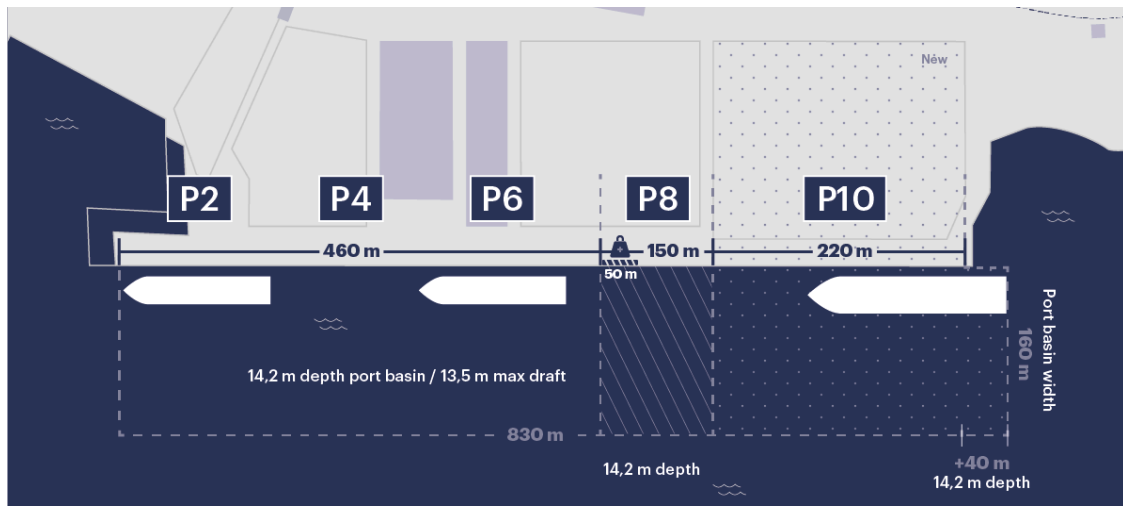
Among other things, the widening of the fairway, dredging of the port basin, new construction of a 220-meter quay and completion of 40,000 square meters of new terminal area in connection therewith. In parallel with this, the Swedish Transport Administration is developing the railway infrastructure in connection with the port.

We are now creating capacity to meet our customers' demands for availability and productivity, while at the same time, we are equipped to meet increasingly complex customer requirements in the future. The new infrastructure that we are now using will benefit all operations in the port and strengthen the entire region.

The work is not finished but will continue for several years with, among other things, the reconstruction of quay P8 in the Pampus terminal. But for now, we celebrate this big and important step in our development.

I want to take the opportunity to wish you a pleasant summer holiday!

Kind regards,  
Henrik Åkerström, CEO



#### FACTS ABOUT THE PORT DEVELOPMENT

Extensive dredging work has been carried out and the entire port basin of 870 meters now has a depth of 14.2 meters and a width of 160 meters. Port of Norrköping can receive ships with a maximum depth of 13.5 meters. The new quay, P10, is 220 meters and is directly adjacent to the 40,000 square meters new terminal area.

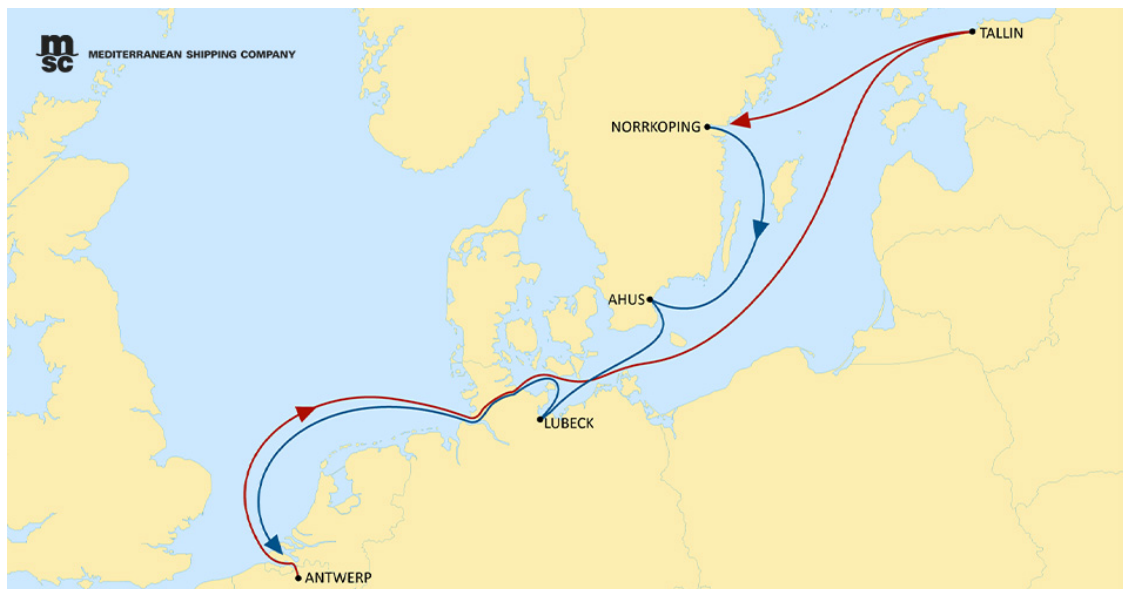
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#### See the port development from start to finish in our timelapse

We have followed the development from the start of the project in 2020 to the start of operations now in June 2023 - summarized in one minute.

[View the movie](#)



## The world's largest container shipping company - MSC - is gearing up in Norrköping

MSC Mediterranean Shipping Company introduces another call in Norrköping on its Baltic route with its Baltic loop 11.

Since before, MSC has been calling at Norrköping Harbor with its Baltic loop 8.

"We are very happy and proud of this. This is good for our customers who choose to ship containers to and from the Port of Norrköping. It provides additional opportunities to reach the overseas market and new great opportunities in the short sea market from Lübeck and Tallinn", said Magnus Grimhed, Marketing and Sales

Manager, Port of Norrköping.

"It also coincides well with our port development and the fact that we have now put our new container section into operation with a new quay, widened and deepened port basin and approximately 40,000 square meters of new terminal space", concludes Grimhed.

The new call once again confirms the Port of Norrköping as one of Sweden's strongest logistics hubs with increased opportunities for efficient and sustainable transport for business in the region.



## Crucial time for Swedish competitiveness

**The proximity to the sea has over the centuries offered access to both food and transport. We see no signs that the future will be any different. Almost half of Swedes live by the coast and in our region it is highly present and significant in the growth path from Östergötland through Sörmland towards the capital.**

Like other large ports, Norrköping is a hub for transport and trade. Together with the European roads, the airport, the Southern main line and the approaching Ostlänken, the port forms the foundation for Norrköping as a logistical stronghold. It provides opportunities for large companies to remain, produce unique products and act as important employers and growth engines in our region. Holmen gets its wood products out, Stadium its deliveries and Siemens Energy ships its enormous turbine solutions out into the world. To mention a few. Without the port with its fantastic balance of trade, our region would not have the same attractiveness and value for these and other companies.

The Almedal Week in Visby is soon coming up. For the second year in a row, we at the East Swedish Chamber of Commerce are making common cause with our colleagues at the South Swedish Chamber of Industry and Commerce, the West Swedish Chamber of Commerce, and the Chamber of Commerce in Jönköping County with an arena for southern Sweden's business life. There we focus on the issues that are important to our member companies - on a national platform. Last year, the ports of Norrköping, Oxelösund and Visby were at the centre of our stage when the role of shipping in regional development was highlighted. This year we are concentrating a lot on sustainable development in the form of energy and skills supply, the challenges and opportunities of the forest and the importance of infrastructure for the Swedish transition.

[Read the full article](#)



## Thank you for answering our customer survey!

**Positive result despite challenges with relocation and port development**

At the end of last year, we conducted a customer survey, and we appreciate our customers' involvement. The purpose was to find out how well we deliver according to our customers' expectations. The result was very gratifying considering that the last few years have been challenging with relocation from the inner port and a major port development project running parallel to day-to-day operations. We have also lived through a pandemic and a historic global shipping crisis.

- With an NKI (Customer Satisfaction Index) of 73.8, I feel confident that we are on the right course. When we compare with our last survey which was done in 2016, where we ended up with an NKI of 65, we can also state that we made a positive index movement. However, we are humbled by the results and know that we earn our customers' trust in the daily delivery. Doing a good job every day and giving our customers good service, is what

contributes to continued satisfied customers, says Magnus Grimhed, Marketing & Sales Manager.

- Getting even better is obviously the goal and we have a continued focus on accessibility, productivity, and communication and that we will continue to develop as a sustainable port is a given. A customer survey is one of several tools we have to help us understand our customers' needs and follow our market. We will continue with our systematic work, concludes Magnus.



### Shipping and ports are important for a circular economy

Swedish shipping can play a significantly greater role in transporting products and materials for material recycling and reuse in the future. And the ports can create added value in future circular logistics solutions in several ways. This is shown by VTI's research project, which has now been completed and in which the Port of Norrköping has participated as a partner. We have previously reported on this and you can read the previous article [here](#). The full report is now ready and you can find it in its entirety in the link below.

[Read more and download the report](#)



### Changed opening hours during summer for our switchboard

During the period July 3 - August 7, our switchboard and head office is open weekdays between 08.00 – 12.00.

The opening hours in our terminals remain unchanged during the summer.

We wish you a pleasant summer!

[Terminal opening hours](#)

### Get to know the Port of Norrköping as an employer

We are looking for new colleagues and have produced a new film where you can get to know us better. Please tell someone you know!

[View our new movie here](#)