



Sustainability report of the
Gothenburg Port Authority 2017

Sustainable Port



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“We create sustainable prerequisites for our customers and partners to grow together with us. This happens – and must happen – sustainably, from the viewpoint of all three dimensions of sustainability: economic, environmental, and social responsibility.”

Magnus Kårestedt, CEO, Gothenburg Port Authority

First a few words about our sustainability report

The Gothenburg Port Authority has issued a sustainability report, Sustainable Port, since 2012. This is the third year we are reporting in accordance with the international guidelines for presenting sustainability information, Global Reporting Initiative (GRI) G4, Core level.

THIRD YEAR IN ACCORDANCE WITH GRI G4

The 2017 business year sustainability report has not been assured by a third party. However, it is our assessment that the information in this report meets the information requirements of GRI's Core option. Unless otherwise stated, the information provided relates to the Gothenburg Port Authority. The box on the right and the GRI index indicate where the various parts of the report are to be found. Explanatory notes on the measurement and calculation methods used are given in the section Key figures and GRI Index.

SUSTAINABILITY REPORT AS PER THE ANNUAL ACCOUNTS ACT (ÅRL)

This sustainability account constitutes the Group's and the Company's legislated sustainability report and is part of the management report for the Gothenburg Port Authority, corporate identity number 556008-2553.

Information related to the Annual Accounts Act (ÅRL) requirements for sustainability reporting can be found on the following pages:

- Our business model and value chain pages 9–11
- Significant sustainability aspects pages 14–15
- Environment pages 20–24 and key figures pages 47–50
- Social conditions pages 26–28 and key figures pages 51–53
- Human rights pages 29–30 and key figures pages 53–54
- Anti-corruption page 41 and key figures page 46

How we contribute to the UN's sustainability goals

As Sweden's largest freight hub we have an important role to play in the implementation of Agenda 2030, both at home and overseas.

At the UN summit meeting in September 2015, world leaders adopted 17 global goals to eradicate extreme poverty, reduce inequality and injustice the world over, and solve environmental challenges. For the period from 2016 to 2030, the world's nations have undertaken to lead the way to a sustainable and just future – Agenda 2030. The Gothenburg Port Authority also aims to contribute to this important work.

After reviewing all the targets and sub-goals, the conclusions are as follows:

- 14 of 17 goals are assessed as relevant to our operations (not goals 1, 2 and 9)
- 40 of 169 sub-goals are assessed as relevant
- Our company already works with most of the sub-goals in one way or another

The sustainability report's various sections show how we impact and contribute to the global goals.



For more information about the UN's sustainability goals:

www.globalgoals.org



The Port of Gothenburg
was founded in

1620

The port is almost

400 years old!



Investment in 2017:

SEK **349** MILLION

Our rail shuttle concept
helps reduce carbon
dioxide emissions by
60,000 tonnes annually

Number of employees:

126

43 women and 83 men



70% 

*of the Nordic countries' industry
is within a 500 km radius*

Social considerations have
been applied in

60%

of our procurements of framework
agreements/contractor services



70 goods trains to and
from the port every day



40 million

tonnes of goods per year pass
through the Port of Gothenburg

Turnover:

SEK **751** MILLION



100%

self-financed company,
owned by the
City of Gothenburg



*The only Swedish port
that can accommodate the
world's largest container vessels*

SEK **4.3** billion* 

*in planned investments during
the next ten-year period*

A growing port

– opportunities and challenges

2017 was an eventful year for the Port of Gothenburg. We worked hard to obtain permission to deepen the fairway. The new logistics park beside the port is receiving more tenants and new terminals are developing. Industrial action in the container terminal has disproportionately impacted customer services, leading to dropping container freight volumes. At the same time, the number of cars, ro-ro units and energy products is growing to record volumes.

Magnus Kårestedt, CEO, Gothenburg Port Authority





As Scandinavia's largest port we have considerable responsibility to the companies that export or import via our facilities. As the port grows and the range of routes increases, so too does Swedish commerce expand and many new jobs are created – in Gothenburg and also throughout Sweden. We create sustainable prerequisites for our customers and partners to grow together with us. This happens – and must happen – sustainably, from the viewpoint of all three dimensions of sustainability: economic, environmental, and social responsibility.

FOCUS ON THE FREIGHT HUB

In order for the freight hub to properly serve export and import needs, we have to focus on bringing together the necessary pieces of the logistics puzzle. One focal area last year was to push through a decision on deepening the fairways. This is an excellent investment and a must if Swedish industry is to maintain direct sea routes to and from the country. Now we have to work together with the government to determine a suitable financing solution to get the job done.



The first arrival at the refurbished cruise terminal will take place in spring 2018.

VOLUME LOSSES, BUT ALSO NEW RECORDS

The industrial action between the Swedish Dockworkers Union and APM Terminals Gothenburg negatively impacted container trade, resulting in the biggest volume loss in the port's history. Many companies have been forced to choose more expensive, less suitable and less environmentally sound transport solutions to secure their freight transport. It is now vital to ensure a long-term solution to the situation to win back Swedish industry's confidence. The government is reviewing the regulations governing the labour market and we welcome this initiative.

At the same time, car volumes have increased like never before and Gothenburg is now Scandinavia's largest car port, thanks largely to a successful automotive industry. Intra-European roro traffic is increasing for the third consecutive year, thanks to an expanded route network and more frequent departures. The energy port continues to show record volumes.

NEW TERMINALS

One gratifying new addition is the Arken intermodal terminal which opened in December. It offers a direct link between ships and trains and now even more freight can be transferred directly from quayside to train without having to use trucks. Good for the environment and faster for the customers, who now benefit from transshipment close to the port.

Construction of the revitalised cruise-ship quay at the America Terminal is ongoing, and the first liner will call in spring 2018. The historic terminal will be refurbished as Gothenburg's central cruise liner terminal as the previous terminal in Frihamnen is freed for urban development.

Our long-term expansion plans such as the new Arendal Terminal are progressing according to schedule, and maintenance of existing facilities is of immense importance. The ten-year plan features more than SEK 4 billion of investment, so there is considerable confidence in the future.

ENVIRONMENT IN FOCUS

As the Port expands, we compensate for our footprint in our natural surroundings by implementing a wide range of measures to maintain local biodiversity.

With our generously discounted port tariffs we provide an incentive for shipping customers to adopt good eco-practices and switch to Liquefied Natural Gas (LNG) which since 2017 can be bunkered at quayside. As a port operator we also do our bit to minimise shipping costs – for the third consecutive year we have frozen our port tariffs and streamlined operations to boost our customers' profitability.

THE IMPORTANCE OF SOCIAL RESPONSIBILITY

Together with our partners we aim to contribute to an Equal-Opportunities Gothenburg characterised by reduced exclusion and improved quality of life and health. We do this by offering internships, mentoring and employment for people who would otherwise find it difficult to enter the labour market.

The Port of Gothenburg is an inclusive workplace where neither discrimination nor abuse is tolerated. Our core values and code of conduct uphold a workplace where everyone should feel secure and can expect to be treated equally irrespective of gender, sexual preference, ethnicity or any other basis of discrimination.

Being an attractive and responsible workplace with satisfied employees is a precondition for succeeding in our ambition to grow and strengthen Sweden's gateway to the world.

Magnus Kårestedt, CEO, Gothenburg Port Authority

Gateway to the world

The Port of Gothenburg is so much more than just a port. We are Sweden's largest and most important freight hub, and our geographic location and high capacity play a crucial role in Sweden's exports to the world. Major initiatives were recently undertaken to be able to offer even smarter and more effective transport routes for Swedish goods.

“Gothenburg has been rated as Sweden's best logistics location – for the 16th consecutive year.”



20 shipping companies operating regular routes offer the entire world from the Port of Gothenburg

For the city and Swedish industry

The Port of Gothenburg has a broad remit of creating the conditions for a strong, efficient and sustainable Scandinavian freight hub. We are owned by the City of Gothenburg and directly and indirectly help create many jobs.

VISION

The Port of Gothenburg shall be the obvious freight hub for sea transport in Scandinavia.

BUSINESS CONCEPT

The Gothenburg Port Authority creates the conditions for a strong, efficient and sustainable Scandinavian freight hub.

BROAD-BASED MISSION

The main mission of the Gothenburg Port Authority is to boost the business community both locally and nationally, and create competitive benefits for Nordic industry. One of our main tasks is to maintain land, quays and other infrastructure at the port, and implement new construction operations to keep pace with the port's development. We are also responsible for ensuring that vessel calls are as safe, efficient and environmentally optimised as possible. Spreading the word about the various opportunities in the Port of Gothenburg – and thus persuading more and more import and export companies to use our worldwide transport routes – is yet another of our missions. The actual handling of freight, that is to say the loading and unloading of cargo from ships, is handled by specialised terminal operators. The Gothenburg Port Authority has one active subsidiary, Scandinavian Distripoint AB, which has limited operations focusing on logistics.

PART OF THE CITY OF GOTHENBURG

The Gothenburg Port Authority is part of the City of Gothenburg. Göteborgs Stadshus AB is our parent company and exercises formal ownership of the Gothenburg Port Authority. Ownership control is exerted through a variety of means, including representation at the annual general meeting. The City of Gothenburg also exercises some control in that it is the local council that selects members of the Board, lay auditors and auditors for the company and its subsidiaries. It is also the local council that determines the remuneration of the Board and auditors.

The local council's opinion shall be obtained before any decisions of major significance or fundamental importance are made within the business remit. The reasons for municipal ownership of the company are set forth in the articles of association. The owner's directive, established by Gothenburg's city council, contains binding instructions for the company's Board and CEO. The Board is headed by Ulrica Messing, former Minister for Infrastructure.

OUR QUALITY AND RISK-ANALYSIS WORK

The Gothenburg Port Authority's quality work shall create the preconditions for a strong, effective and sustainable Scandinavian freight hub with the focus on customer value and customer satisfaction. We have three starting points for our work: good knowhow about our customers' needs, work to create efficient and value-enhancing processes, and constant improvement.

The Gothenburg Port Authority's operations are certified in accordance with ISO 9001, ISO 14001 and OHSAS 18001.

All business operations are risky. Correctly handled risks can generate value and create new opportunities, while poorly handled risks may lead to injury, damage and loss. The ability to identify, value and handle risks is an important part of the Port of Gothenburg's management and control system. Corporate risks are analysed and assessed continuously, resulting in an internal control plan set by the board. The plan specifies which risk-reduction measures are to be carried out. The aim is to reach the company's goals through appropriate risk-taking, where certain risks can be reduced or entirely avoided.

Our core values

Cooperation

Logistics is not a solo game – we cooperate to generate customer value. This means building networks and developing partnerships. By linking up with customers and other partners we create energy both in-house and outside.

Sustainability

The port has existed for 400 years and will be around for another 400 years. This creates sustainable perspectives – and involves considerable responsibility. We take responsibility for future generations.

Innovation

We are open to new ideas and dare challenge traditions. In order to create new and better opportunities we have to turn old patterns of behaviour upside down. Find new paths. Test uncharted waters. Dare succeed.

Reliability

Long history and solid expertise form the springboard to success in our work. This makes our services efficient and secure, and makes us a reliable partner.

Our value chain

The physical flow of goods passes through the Port of Gothenburg in the form of imports, exports, or freight for transshipment in the port. There are many different actors who each handle their part of the operational chain, and it is the product of all these actors' actions that determines the overall efficiency. Cargo moves continuously to the port from land and out onto ships, and vice versa. Ensuring this flow functions robustly, efficiently and sustainably is the port's overriding task. The Gothenburg Port Authority is the only company involved in every single stage, with responsibility for ensuring that the entire value chain functions as well as possible.

A well-functioning value chain offers the following benefits:

EFFICIENT LOGISTICS

A well-functioning value chain through the port strengthens Swedish industry. Efficient logistics is a precondition for a small export-oriented economy like Sweden to be competitive.

LOWER ENVIRONMENTAL BURDEN

Efficient logistics, high fill rate, large vessels and a high proportion of rail transport give major environmental benefits.

CONSUMER SATISFACTION

With a well-functioning value chain, goods reach the end-consumer quickly and efficiently.

EMPLOYMENT

The Port of Gothenburg's port and logistics cluster generates a large number of direct and indirect jobs.

Johan Woxenius

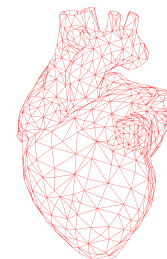
PROFESSOR OF MARITIME TRANSPORT ECONOMY AND LOGISTICS, SCHOOL OF BUSINESS, ECONOMICS AND LAW, GOTHENBURG UNIVERSITY

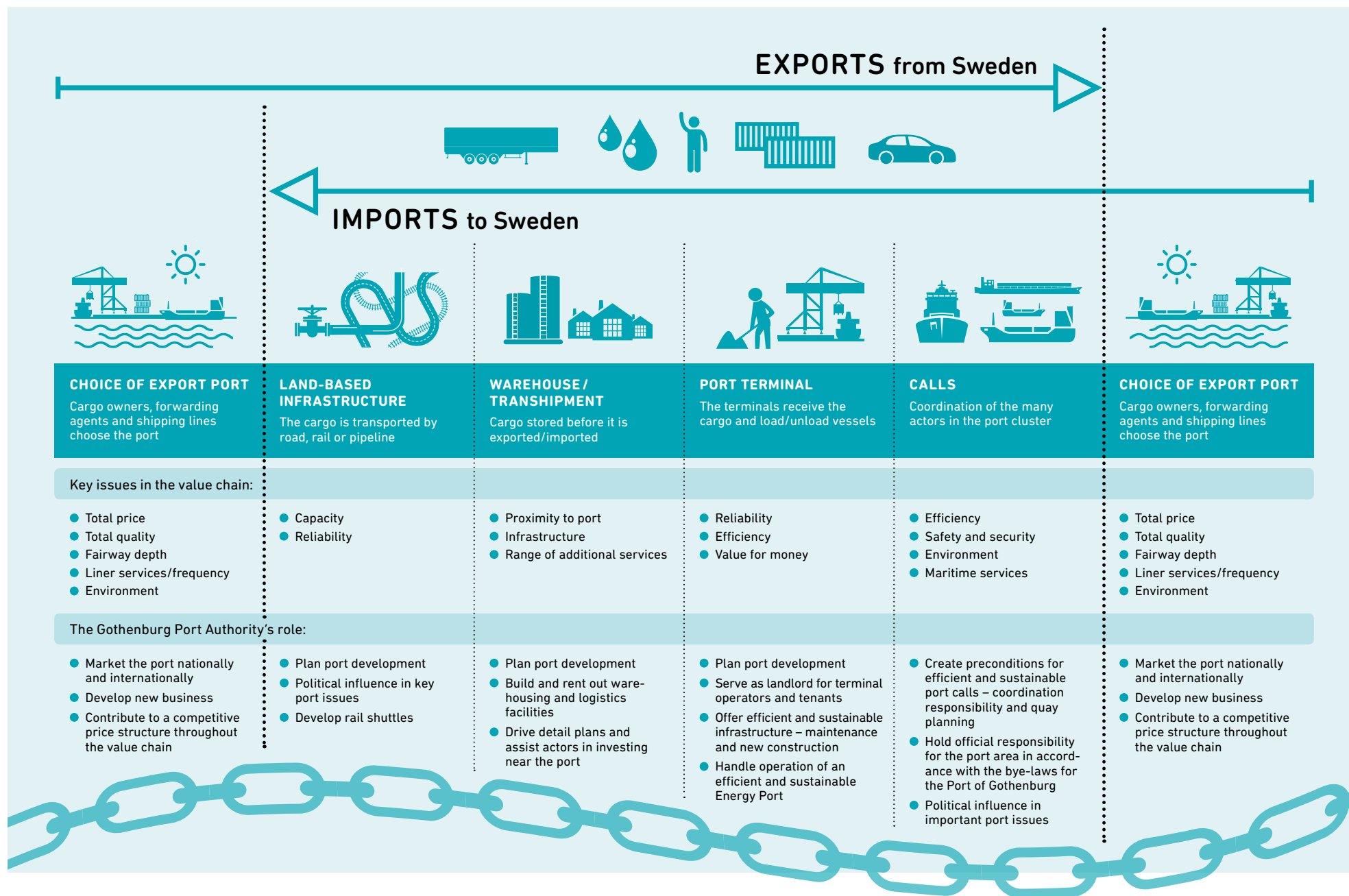


“The importance of a well-functioning value chain.”

“The global economy is based on strongly integrated value chains where each process is carried out where it is most effective. Transport often represents a small part of the total cost, resulting in fragmented value chains with transportation between increasing numbers of refinement phases. The maritime sector still transports raw materials and consumer goods, but deals increasingly with components on their way to the next phase. For Sweden to be able to retain and develop its manufacturing industry, our transport systems must run like clockwork!”

The port can be described as a constantly pumping heart with two chambers, one for imports and the other for exports. Getting this heart to pump robustly, efficiently and sustainably is the Port of Gothenburg's overriding task.





118 vessels

received environmental discounts in 2017

37% OF ALL CALLS



GOTHENBURG

– Sweden's best logistics location for the 16th consecutive year

Corporate partnership with
Gothenburg Rescue Mission

for the fourth consecutive year



Continued work on imposing social requirements in procurement

Immense commitment to an inclusive workplace throughout the company



FROZEN PORT TARIFFS

FOR THE THIRD CONSECUTIVE YEAR

The number of cars, ro-ro units and energy products grew to record volumes



The Port of Gothenburg takes over the chair in the ESPO sustainability committee

Shipping line Terntank receives the Energy Port's Golden Drop environmental award



Major focus on
MINIMISING operational RISKS
in the Energy Port



No improper wage differences between women and men

Historic loss of volume in the container terminal

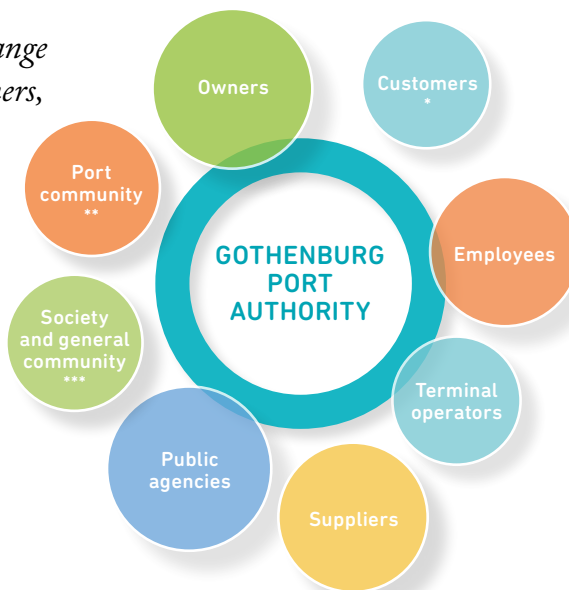


FOR THE FIRST TIME EVER, LNG IS BUNKERED BETWEEN SHIPS AND QUAY – WHILE LOADING IS ONGOING

Long-term relations

Our business both influences and is influenced by a range of stakeholders: from owners and employees to customers, suppliers and public agencies. By listening to them we become better at understanding the important issues and how to prioritise them, as well as what we need to develop.

Cooperation is the key to long-term success and this dialogue is maintained in a number of ways: through regular meetings with the Board, customers and public agencies, participation in trade organisations, reference groups, public consultations, annual customer and employee surveys (for more information see pages 28, 39–40), development reviews, workplace meetings, project meetings, study visits, the Energy Port Day and more. In addition to this regular cooperation, in spring 2015 a comprehensive dialogue was held where interested parties discussed the most important sustainability issues. For more information see pages 14–15.



OUR STAKEHOLDERS

* Shipping lines, freight forwarders, cargo owners, railway operators, tenants.

** A number of different actors who are instrumental in our success.

Some of these are also members of other stakeholder groups.

*** The local community, local residents, trade organisations, politicians and media.

65%

of our customers feel we take active social responsibility – CSR. Result of the 2017 customer survey.

81%

of our customers feel that the Gothenburg Port Authority runs proactive environmental operations.

SUPPLIER

Emilia Andersson

DISTRICT MANAGER
AVARN SECURITY



How does the Port of Gothenburg help strengthen your sustainability work?

“AVARN Security has long worked with sustainability issues to secure quality deliveries, taking responsibility for what the future brings. Following our new agreement with the Port of Gothenburg in 2017, we have made further progress in this regard through requirements specified in our procurement procedure. AVARN Security has adopted several new CSR initiatives and together with the Port of Gothenburg we are in dialogue with current and future customers. Through cooperation we prioritise a long-term approach.”

For more information, see the section entitled Equal-Opportunities Gothenburg, page 31.

CUSTOMER

Tryggve Möller – CEO, TERNTANK






“The Port of Gothenburg’s long-term work on giving vessels with good eco-performance an environmental discount on their port tariffs has undoubtedly contributed to Terntank’s drive to environmentally optimise our ship fleet. We are moreover particularly pleased and proud to receive the 2017 Golden Drop award, which is awarded to the most innovative actor, for having the first vessel in the port to bunker LNG.”

For more information, see the section entitled Our Environmental Responsibility, page 22.

Key sustainability aspects

Based on the results gained through the stakeholder dialogue in spring 2015 (see the illustration on the next page) and the expectations and requirements set by our owners and public agencies, our management systems concerning the environment, work environment and quality and trends in society, we have identified the most material sustainability aspects for the Gothenburg Port Authority. These can be split as follows:

Our sustainability areas	Significant sustainability aspects	Link to GRI index pages 56–61
 <p>Our environmental responsibility</p>	Climate	Energy, emissions
	Biodiversity	Biodiversity
	Air emissions	Emissions
	Efficient use of resources	Waste
 <p>Our social responsibility</p>	Work environment, health & safety	Employment, employee health & safety
	Diversity and equal opportunities*	Diversity and equal opportunities
	Non-discrimination*	Same wages women & men, non-discrimination
	Skills development	Skills development for employees
	Reduced exclusion***	No link to GRI index
 <p>Our financial responsibility</p>	Satisfied customers	Marking of products & services (NKI)
	Development of the freight hub***	Indirect economic impact
	Stable economy	Financial result, indirect economic impact
	Strong business ethics	Anti-corruption

* These sustainability aspects are within the framework of the human rights sector.

** In-house defined sustainability aspect linked to the challenges of local society and the aim of contributing to an Equal-Opportunities Gothenburg. See under Key Figures on page 44, under Indirect Economic Impact.

*** In-house defined sustainability based on success in meeting our mission goals. See under Key Figures on pages 44–46, Indirect Economic Impact, Production, Route Range and Volumes.



» Methodology

The method of defining the focal issues follows the GRI G4 guidelines and consists of identification, prioritisation and validation.

STEP 1. IDENTIFICATION

Initially, a comprehensive list of important issues was created based on what drives society, the competition, GRI aspects, owner directives and so on, totalling 17 issues:

Reduce emissions to the air, sustainability demands on suppliers, good partner with strong business ethics, cooperation with customers, complaints handling for local society, create local and regional jobs and growth, cut resource consumption, reduce local environmental impact, protection of local flora and fauna, safety (for the population of Gothenburg, employees, contractors), stable finances, develop the freight hub, human rights, employee health and work environment, employment terms and skills development, diversity and non-discrimination, market the freight hub.

STEP 2. PRIORITISATION

This list was then shown to a wide variety of relevant groups to establish priorities for what was most important (see the figure). Based on the results of the dialogues with concerned parties and the expectations and demands of our owner, public authorities, our management system for the environment, work environment, quality and social trends, two internal workshops were held to identify the most important aspects, see where they impacted internally and in the value chain, and choose relevant indicators in accordance with GRI4 (see the GRI-index).

STEP 3. VALIDATION

The results from the previous steps were then validated by the Gothenburg Port Authority's top management. A new dialogue between relevant parties will be held in spring 2018 to determine whether the Gothenburg Port Authority's priorities remain relevant.

“A new dialogue between relevant parties will be held in spring 2018 to determine whether the Gothenburg Port Authority's priorities remain relevant.”

Results

AFTER STEPS 1 AND 2:

New key sustainability aspects*:

Biodiversity, Safety, Diversity and equal opportunities, Non-discrimination, Skills development, Strong business ethics.

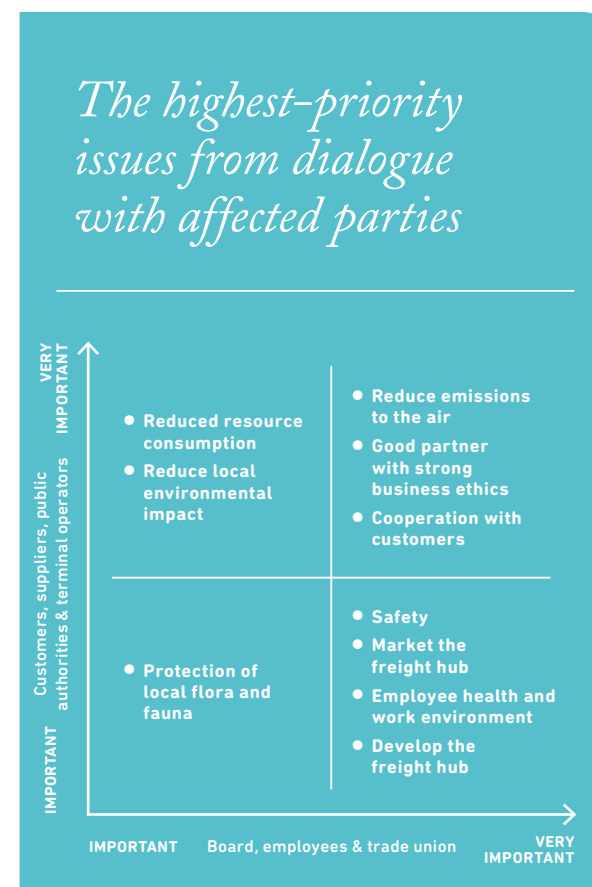
Cancelled key sustainability aspects*:

Contribute to local and regional job creation.

New names for key sustainability aspects*:

'Reduced exclusion' instead of 'Be a part of a solution to society's challenges', 'Satisfied customers' instead of 'Customer in focus', 'Stable economy' instead of 'Have good financial strength'.

** Based on previously defined sustainability aspects.*

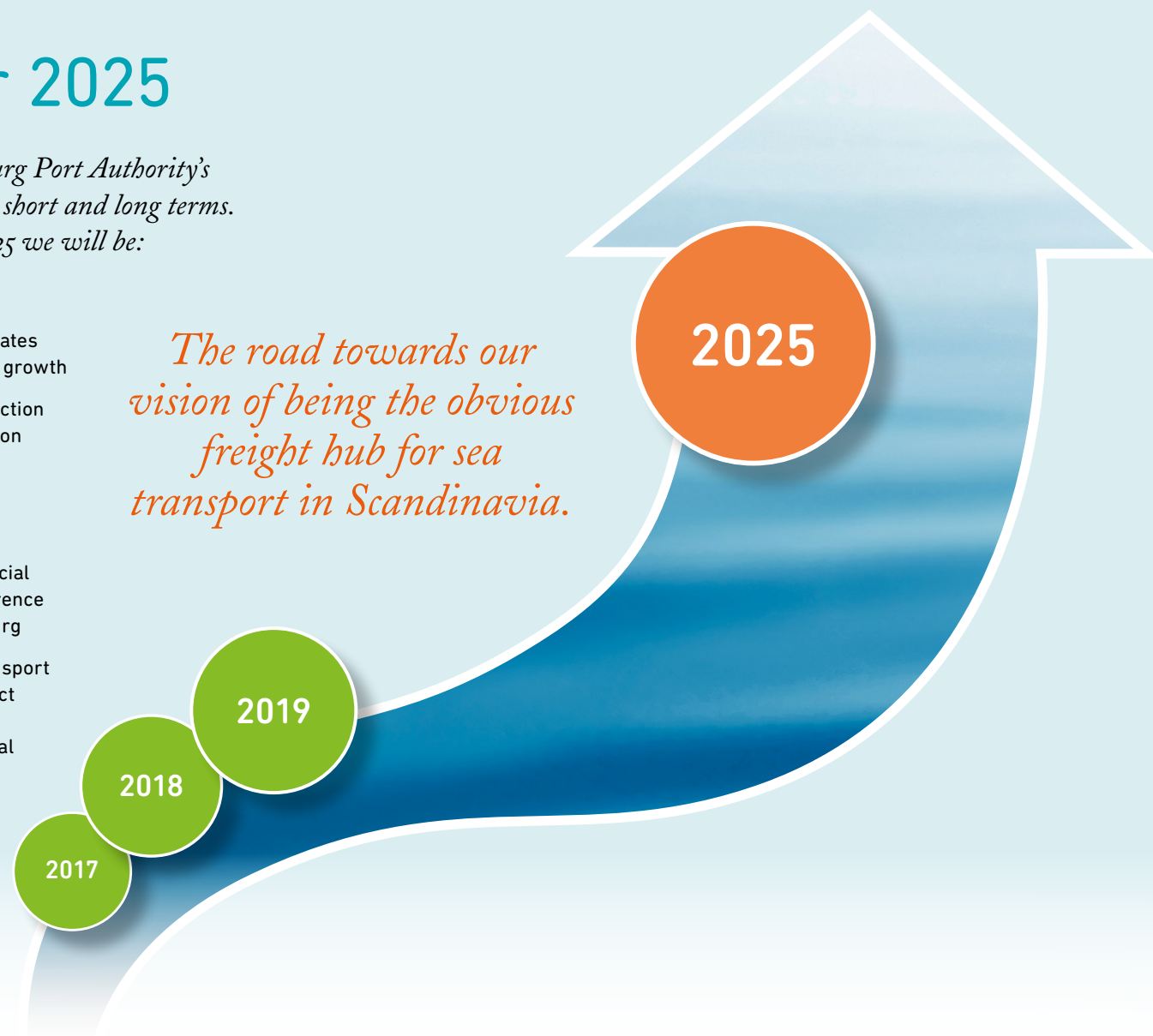


Objectives for 2025

Sustainable growth is the Gothenburg Port Authority's most important target – in both the short and long terms. Through sustainable growth, in 2025 we will be:

- A market-oriented port company that creates the conditions for above-average volume growth
- A strong freight hub with the largest selection of lines in Scandinavia and the Baltic region
- A skills-driven company with employees who drive our development toward being a sustainable port
- An attractive workplace that assumes social responsibility and makes a positive difference to employment and inclusion in Gothenburg
- A respected innovator in sustainable transport concepts. The port's environmental impact will be reduced by the extent required to contribute to the city's local environmental targets
- A company with good financial viability that delivers a stable and sustainable profit to its owners

The road towards our vision of being the obvious freight hub for sea transport in Scandinavia.





The table below presents the status for the overall 2017 targets.
For more detailed information, see the Notes field and Key figures section on pages 43–55.

- We reached our targets here
- We almost reached our targets here
- We did not reach our targets here

TARGETS AND RESULTS 2017

Area	Target	Result	Status	Notes
Environment	Reduce the port's climate impact	See page 48	●	Covers the results of the Gothenburg Port Authority's emissions of greenhouse gases and the Port of Gothenburg's emissions of greenhouse gases. Here the targets have been partially reached, emissions from shipping operations are about the same as in previous years.
Environment	Reduce the port's local environmental impact	See pages 48–49	●	Covers the results of ships' emissions of sulphur dioxide, nitrogen dioxide, particulates and VOC from the Energy Port. Here the targets have been partially reached and emissions are at the same level as in previous years.
Environment	Have efficient resource use	See pages 47, 49–50	●	Covers the results of the Gothenburg Port Authority's energy efficiency measures in buildings, chemical products containing phase-out materials, and operational waste for incineration. Here we have partially reached our targets, but the quantities of waste are increasing.
Employees	Employee Satisfaction Index of at least 65	62	●	In this year's Employee Satisfaction Index we improved from 61 to 62, but did not reach the target of 65.
Customers	Customer Satisfaction Index of at least 65	49	●	In the 2017 customer survey the Customer Satisfaction Index for the Port of Gothenburg dropped from 63 to 49, the target of 65 was not reached. The industrial action in the container terminal was the single biggest cause.
Finances	Operating profit of at least SEK 200 million	SEK 214 million	●	Profit for Gothenburg Port Authority totals SEK 214 million, compared with SEK 218 million in 2016.
Finances	Financial solidity of at least 35 %	49.1 %	●	Solidity is about the same as in 2016, we are beating the target of 35 % minimum. A strong balance sheet is a precondition for continued growth.





The table below presents the preliminary figures for the 2019 goals.
For more detailed information see the Notes section and Key figures section on pages 43–55.

- Here we will most likely reach our targets
- Here we will almost reach our targets
- Here there is a major risk that we will not reach our targets

TARGETS 2019 AND PRELIMINARY RESULTS

Area	Target	Status	Notes
Energy	Increased profitability through lower costs and higher revenues	●	Return custom/volumes and focus on more efficient operation and maintenance will contribute to increased profitability.
Energy	We have a facility that meets increased demands for safe production	●	Continued healthy reinvestment and maintenance programme, and higher degree of automation, contribute to safer production.
Cruise liners	Be number two as a cruise destination in Sweden	●	Visby is building two new cruise liner quays, scheduled to be operational in spring 2018. This investment in a renowned tourist destination will be operated and marketed by CMP as a complement to Copenhagen.
Containers	Market share of 59 % (same as 2011) in the container segment by 2019	●	Market share for container segment was 40 % in 2017, which is far below our 2018 target.
Roro and Automotive	Shipping frequency rises by 15 % compared with 2015, measured in total GT (roro)	●	In 2017 volumes (total GT) rose by 18 % compared with 2015.
Ferries	Plans are finalised for Stena's long-term expansion with unchanged frequency	●	Contract for Stena Lines traffic to Denmark and Germany finalised.
Logistics properties	Two new contracts for logistics expansion* have been completed with signed agreements**	●	Final decision from the owner on future structure and organisation will be taken in 2018. The target may therefore be difficult to reach in 2019.

* Tankgatan and Halvorsång.

** Signed agreement means that there is a customer, along with a rental contract with completed plans.

Our environmental responsibility

*The Port of Gothenburg works actively
and sustainably to minimise the
environmental impact of shipping and
to contribute to sustainable transport.*



The importance of proactive environmental work

The Gothenburg Port Authority works actively and long-term to minimise the environmental impact of its own operations and of shipping. By proactively developing various measures in cooperation with our customers – terminals, shipping lines and land-based transport operators – we contribute to more sustainable transport.

OUR FOREMOST RISKS

One significant challenge is the difficulty in meeting higher demands for lower environmental impact from public authorities and society. This underscores the importance of continuously improving and developing our environmental work with the aim of maintaining our proactive edge. Another significant environmental challenge is the high levels of pollutants in bottom sediments in and near the port, causing the handling of polluted materials during regular dredging operations to be more comprehensive.

GOVERNING POLICY AND RESPONSIBILITY

- The Gothenburg Port Authority's code of conduct, the City of Gothenburg's environmental policy
- Senior Manager Environment at the Port Development department is responsible for the support process "Ensure a good environment"

OUR ENVIRONMENTAL PLAN

The Gothenburg Port Authority's annual environmental plan is based on the City of Gothenburg's environmental programme and includes three overriding goals: limited climate impact, reduced local environmental impact, and reduced resource consumption. The 2017 environmental plan includes an actionplan and all employees are involved in lowering the ports environmental impact.



Our environmental work contributes to no less than 10 of the UN's 17 sustainability goals.

IN THE COMPANY'S BUSINESS PLAN, THE FOLLOWING PRIORITISED ACTIVITIES ARE IN PARTICULAR FOCUS:

1. Develop a new strategy to increase the proportion of onshore connections	Read more about this activity on page 22.
2. Create a model for including environmental aspects in projects and investments at an earlier stage	In 2017 the company worked with process development, primarily in processes relating to our infrastructure projects. This work included environmental aspects and the results are expected in 2018.
3. Reduce emissions of volatile organic compounds (VOC) in the Energy Port	Read more about this activity on page 21.
4. Reduce the quantity of waste	Read more about this activity on page 21.
5. Develop work on energy efficiency for buildings	Read more about this activity on page 21.
6. Produce a more detailed picture of identified noise sources to further reduce noise levels in the port	Read more about this activity on page 21.
7. Further develop the environmentally differentiated port tariff through increased involvement in the various index systems used	Read more about this activity on page 22.

Operational measures for reduced environmental impact

Operations in the Port of Gothenburg require a permit as per the Swedish Environmental Code and the company is certified in accordance with ISO 14001. This means the port's environmental work is inspected annually via internal and external audits as well as periodic inspections. In the past year we worked on steady improvements and successfully followed the environmental plan to reduce the operation's environmental impact.

EFFICIENT HANDLING OF WASTE

The port works continuously to reduce waste from both its own operations and from visiting vessels. The initial effort is on cutting the quantity of waste, and subsequently on ensuring effective waste sorting. The focus is primarily on making it easier for ships calling at the port to do things properly, so it is vital to offer well-functioning handling of onboard waste already at the quayside. In 2017 two teams were convened to devise specific measures to increase sorting and reduce internal operational waste, as well as waste from onboard operations. Measures are implemented continuously to improve and encourage more efficient waste handling within the company's operations.

NEW FACILITY REDUCES EMISSIONS OF VOLATILE ORGANIC COMPOUNDS

In 2017 an Odour Control Unit (OCU) was installed in the Energy Port to reduce volatile organic compounds (VOC) and substances that generate odours when loading bunker oil.

NOISE FROM PORT OPERATIONS

In the past year the port carried out a new survey to produce a detailed chart of which noise sources have the highest impact on the surrounding environment. The results show that the port has a relatively low noise impact on its surroundings in relation to the operations carried out, and the Port of Gothenburg receives fewer noise-related complaints than ports in other parts of the world receive. Measures adopted this past year include rubberising of the metal ramps used to dock vessels. The company is also part of an international programme to examine the possibility of further cutting noise from vessels calling at the port. This includes agreeing on standardised measurement methods for better noise-reduction measures, and also the exchange of knowhow and experiences between participating ports. The two-year project will present its final results in 2018.



The new Odour Control Unit (OCU) in the Energy Port.

CLIMATE-NEUTRAL COMPANY AND ENERGY EFFICIENCY IMPROVEMENTS

The Gothenburg Port Authority has for several years been a climate-neutral company and works as per UN recommendations to report, reduce and when necessary compensate for any of its own climate-impacting emissions. By achieving climate neutrality, we hope to inspire others to follow suit. The company's climate emissions for 2017 will be compensated through a project certified by the UN as per CDM Gold Standard.

The company has long worked on energy efficiency measures in different parts of the operation and in 2017 conducted energy surveys that were reported to the Swedish Energy Agency. This work will continue in the coming year and will identify energy-saving measures for many of the port's buildings and vehicles. In 2017 an optimisation project for heating the Energy Port's pipe system was carried out, cutting energy consumption by about 20 per cent.

Emissions to the air remain a major challenge

Cutting emissions of carbon dioxide, nitrogen oxides, sulphur dioxide and particulates is one of the most important parts of the port's environmental work. While emissions of sulphur dioxide have been reduced in recent years, nitrogen dioxides are still a problem for Gothenburg and the port and the maritime sector need to contribute to a reduction. Another major challenge is to cut climate-impacting emissions.

TOWARDS A HIGHER PROPORTION OF QUAYSIDE ONSHORE CONNECTIONS

In 2017 work continued on getting a higher proportion of vessels to connect to onshore power connections. A survey was conducted in the first quarter, as per the company's operational permit, to identify quays and vessels where onshore connection could deliver an environmental gain and local benefit. Based on the results, the port has worked with shipping companies to apply for financial support to create all-new electrical connections in the roro terminal. In 2017, 37 per cent of vessels calling at the port had the opportunity to connect to our quayside onshore power supply.

BUNKERING OF LIQUEFIED NATURAL GAS

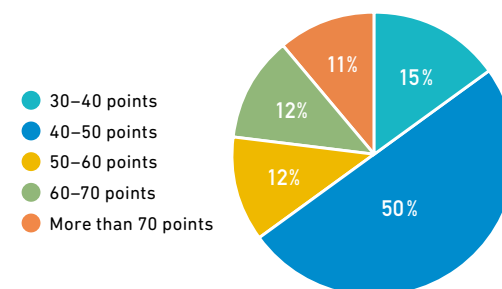
Bunkering of Liquefied Natural Gas (LNG) increased in the port in 2017. For the first time ever, LNG was bunkered ship-to-ship, while loading was ongoing. This means that the Port of Gothenburg already meets the EU directive which stipulates that it should be possible to bunker LNG in Sweden's core ports by 2025. LNG reduces emissions of sulphur, particulates and heavy metals to a minimum. Emissions of nitrogen

oxides are reduced by 80 per cent. Unfortunately, it is still a fossil fuel so it is not sustainable in the longer term. In the future there will be a range of fuels and if we are to solve the climate challenges we face, we will need a larger proportion of biofuels.

COOPERATION AND INCENTIVES

The port has long worked to offer various financial incentives to the maritime sector through discounts on port tariffs for vessels with the best environmental credentials. This work continued in 2017, when 118 vessels received environmental discounts. This work proceeds primarily through in-depth involvement in the international indexing systems used for environmental differentiation of port tariffs.

37% of vessel calls received an environmental discount in 2017.



Many vessels with high ESI points use the Port of Gothenburg. The pie chart shows the distribution of points among ships that received an environmental discount (i.e. above 30 ESI points) in 2017.

Christer Ågren

AIR POLLUTION and
CLIMATE SECRETARIAT
(AirClim)



"Environmental discount of port tariffs and onshore connection to green electricity are good examples of how the Port of Gothenburg excels as a trailblazer and pushes for cleaner shipping."

"But the journey to zero emissions requires more – the vessels' NO_x emissions must be reduced and above all, fossil fuels must be quickly phased out."

International climate cooperation

Shipping is the most energy-efficient way of transporting freight. More than 90 per cent of global trade travels by sea at some stage, yet shipping accounts for just 3 per cent of global carbon dioxide emissions. International shipping, however, is a major source of emissions of sulphur dioxide, nitrogen oxides, carbon dioxide and particulates, substances that damage human health and contribute to acidification of the oceans. Having said that, there is considerable improvement potential – the maritime sector can and should do more.

SWEDEN LEADS THE WAY

The Swedish maritime sector is a world leader in eco-tech. Vessels powered by liquefied natural gas (LNG), methanol as a fuel, and onshore electricity connection at quayside are some examples. While the Swedish maritime industry is “best in class”, many countries are not as advanced. It is thus essential to have an international perspective on maritime emissions, since local measures give a relatively small effect on the shipping industry’s total emissions. The Port of Gothenburg has therefore decided to focus a major part of its climate issue involvement on the international level. Although such international coordination risks making far slower progress, the potential benefits are much greater.

PORT OF GOTHENBURG – AN IMPORTANT INTERNATIONAL PLAYER

The Port of Gothenburg has long worked both nationally and internationally in an effort to reduce climate emissions. The port participates continuously in the debate and has pushed for Sweden to make greater use of its position in the IMO. Within the European port organisation, ESPO, in 2017 the Port

of Gothenburg took over the chair of the sustainability committee. This is one of the port and maritime sector’s most important forums for sustainability issues, offering good preconditions for driving environmental issues at the EU.

The Gothenburg Port Authority has also been active in the international port organisation, IAPH, which pursues the development of index systems used to assess which vessels have lower environmental impacts. This work focused on expanding cooperation between the various actors to achieve better effect and actual environmental improvement. In 2017 the Port of Gothenburg also participated in the UN’s international Ocean Conference, where Sweden was one of the host countries. The UN’s Ocean Conference brought together leaders and government representatives from all over the world to try and reach the global sustainability target for our planet’s oceans.

The Gothenburg Port Authority participates actively in the international environmental cooperation.



Did you know?

In 2017 the Port of Gothenburg took over the chair for the ESPO sustainability committee.

In 2017 the company conducted a dialogue with Fossil-Free Sweden on how ports as efficient freight hubs can help reduce the climate impact of the national transport system.



Biodiversity promoted in a variety of ways

The habitats of two rare and protected species – the Smooth Snake and the Lesser Spotted Woodpecker – have been taken over as part of the expansion of Halvorsäng near Svarte Mosse on southern Hisingen. In close cooperation between the Parks and Landscape Administration and the Port of Gothenburg, a major compensation project was therefore planned and executed for these species.

SMOOTH SNAKE

About 23 hectares of land densely covered in heather has been partially cleared. The aim was to leave a varying mosaic of thick and thin undergrowth since these conditions are particularly favourable for the Smooth Snake. In addition, three fully overgrown winter hibernation pockets were created. The hibernation sites have to be frost-free and well drained. The land clearing operation was performed very skilfully since it left behind plenty of piles of cut undergrowth – ideal for the snake's food and protection. The programme was carried out in 2016 and the first survey in 2017 noted good results for the species.



LESSER SPOTTED WOODPECKER

In total 650 trees were cut to a height of between 2.5 and 6 metres. About 400 trees were ring-backed. These measures were carried out to increase the amount of dead wood. Dead or dying trees are a prerequisite for breeding of this species, since it is not capable of making holes in healthy trees. Dead trees also constitute an important food source for the Lesser Spotted Woodpecker.

Salamanders like dry and cosy winter conditions, so rock piles and lumber stacks are ideal.

We have chosen to sponsor a beehive to strengthen local biodiversity. A beehive full of honeybees has been placed in the Port of Gothenburg Logistics Park.



SALAMANDER

In 2017 a project was undertaken to boost the biodiversity of the area around Arken. When the intermodal terminal was constructed, two salamander habitats were established and the nearby wetlands underwent major restoration. Salamanders like dry and cosy winter conditions, so rock piles and lumber stacks are ideal. In the spring's first rays of sunshine, they like to get warm in piles of leaves and in the summer they take to the wetlands. The hope is that this successful new facility will attract the larger Northern Crested Newt (*Triturus cristatus*) which according to the City of Gothenburg's biologists appears to be particularly partial to Hisingen, with several found in nearby ponds. The Northern Crested Newt is red-flagged by the Environmental Protection Agency, is on the EU's Natura 2000 list, and is regarded as a particularly protected species in the EU's directive on the conservation of natural habitats and of wild fauna and flora.



Our social responsibility

As the spider in the port web, it is vital that we take our social responsibilities seriously, both locally in Gothenburg and globally.



Work environment, health and safety



Our focus on work environment, safety and health contributes to UN sustainability goals 3 and 8.

The Port of Gothenburg shall be a workplace distinguished by a good, secure work environment. Employees, customers and partners should have confidence in how we manage our work environment. We focus on our employees' health.

OUR FOREMOST RISKS

Running an energy port is linked with a variety of operational risks such as fire and explosion caused by product leakage, personal injury from mooring equipment, and collision with quayside infrastructure. Tripping and slipping, ergonomics and the use of machinery are identified risk sources in work at the Energy Port. In the rest of the operation the foremost work-environment risks are linked to work load, limited scope for recovery, and lifestyle and health issues.



The Gothenburg Port Authority works systematically to improve the work environment.

SAFETY WORK IN THE ENERGY PORT

Continuous risk handling and systematic work to maintain and improve the integrity and reliability of equipment are the cornerstones of good safety work, and thus also a safe Energy Port. As part of this approach, in 2017 periodic risk analyses were therefore carried out on operations at our quays in Torshamnen and at quay 551 and quay 510/511 in Skarvik/Rya in accordance with the Civil Protection Act. In order to rectify our foremost risks the following improvements were made in 2017:

- Replacement of mooring hooks for the vessels' breast lines in Torshamnen
- New improved laser docking system for vessels in Torshamnen
- Replacement of concrete piles under quay 510/511 to reduce the risk of personal injury
- New type of flame detectors on quays 510/511 and 800/801
- Replacement of fire hydrant pipes at quays 519–521
- More effective monitoring of pumping operations with additional functions in the control system
- Discussions with relevant parties (customers, agents and so on) about the importance of correct information regarding cargo product classification

SYSTEMATIC WORK ENVIRONMENT PROGRAMME AND AUDIT

Over a number of years, the port has worked systematically to improve its work environment and the company is certified in accordance with the OHSAS 18001:2007 work environment standard. In spring 2017, an external audit was carried out and identified three minor work environment deviations: there was no thermosetting plastic course, no records were kept when inspecting the overhead cranes, and the risks associated with quartz dust were not included in the work environment plan. These deviations were duly addressed during the year.

The end of 2017 also saw an internal audit that focused on ensuring that our support process, "Ensure a good work environment", functions satisfactorily and contributes to our targets. The audit highlighted three minor deviations: work-site accidents were not reported quickly enough, review of system for handling new versions of documents, and lack of a procedure for delegation of work environment tasks. Measures to rectify these issues will start in early 2018.

The Swedish Work Environment Authority undertook a scheduled inspection and a follow-up visit during the year. After the inspection, requirements were imposed regarding risk assessments for chemicals handling and inspections, risk assessment, and ongoing inspections of pressurised facilities.





In our systematic work environment drive, last year we carried out all planned safety inspections and Health and Safety Committee meetings. Risk assessments were carried out for summer staff and personnel working alone, and there was an update of the risk assessment for quartz and stone dust. In addition there are continuous safety inspections and risk assessments within the operation's various projects.

2017 WORK ENVIRONMENT PLAN

The Gothenburg Port Authority brings together the operation's work environment efforts in a work environment plan. This plan consists of overriding goals, sub-goals and an action plan. The overriding goals are specified to give support to the short-term and long-term targets of the business plan's Employees and Society focus area. The activities in the plan are based on the most common work-environment and safety risks identified in the organisation in various risk assessments and from analysis of our deviation handling system. Work on our work environment plan continued during the year as scheduled.

GOVERNING POLICY AND RESPONSIBILITY

- The Gothenburg Port Authority's code of conduct, employee and work environment policy for the City of Gothenburg, the Gothenburg Port Authority's alcohol and drugs policy, guidelines for systematic fire protection work (SBA).
- The manager of the Business Support department is responsible for the support process "Ensure a good working environment", while for safety work in the Energy Port it is the operations manager who has responsibility.

OUR DEVIATION HANDLING SYSTEM

The deviation handling system and its related work is important in order to examine and analyse undesirable events and also to identify systematic deviations. In order to improve the quality of deviation system examinations, every week meetings are held in the Energy Port where supervisors, safety representatives and experts/specialists attend and where deviations of different types are discussed and examined. The number of reported deviations in our deviation system remains at a steady level, 280 cases in 2017.

One positive development is that the number of reported incidents and risk observations dropped compared with 2016, something we believe and hope is because our systematic work with safety inspections and risk assessments is beginning to bear fruit. In 2017 one accident leading to sickness absence and seven accidents without sickness absence were reported in the deviation handling system.

WORK ENVIRONMENT PLAN 2017

OVERALL OBJECTIVES	DETAILED OBJECTIVES
1. Systematic work environment Carry out improvements to the work environment	1.1 Average value of the annual SAM follow-up* is at least 4.0 1.2 Each individual area in the SAM follow-up scores at least 3.6
2. Good work environment Staff perceive their work environment as good	2.1 NMI is minimum 65
3. Few risks in the work environment Reduce risks in the work environment	3.1 Better adherence to work and hot work permits 3.2 Good and safe work environment in connection with maintenance work

* Follow-up of our systematic work environment effort (SAM) takes place via an electronic survey sent to managers and safety representatives.

Roger Sköld

GOTHENBURG PORT
AUTHORITY
PRINCIPAL SAFETY OFFICER
FOR TRANSPORT



*"There's always room
for improvement in the
work environment."*

"For our part, this may mean reviewing the ergonomics of our equipment such as the location of valves or the design of work platforms, as well as of work equipment in general. Entering earlier in the planning process regarding changes to the operation can be crucial to a better work environment. Another area is to review the risks that arise when working at short notice, when injuries may occur when working in unfamiliar conditions or in a stressful situation."





HEALTH PROFILE ASSESSMENT FOR ALL EMPLOYEES

The best pension investment is good health! All personnel at the Gothenburg Port Authority are offered regular health profile assessments at the company's clinic. The aim is to increase awareness of the individual's current health status, in order to highlight the need for any necessary lifestyle changes.

In 2017, 74 out of 126 employees participated in a health profile assessment. 55 per cent of them are in a risk group that has a need or a major need for lifestyle changes or action. The development areas pointed out were perceived stress, both at work and in the general life situation, and that many people show symptoms that are at an unhealthy level. The measures that the company clinic proposed were coaching, stress handling, relaxation, mindfulness, ergonomics and physiotherapy. One positive result is that most employees felt their health was good and that their eating habits were healthy, and that many maintain a healthy level of physical activity.



In 2017, sickness absence unfortunately rose, from 3.8 per cent in 2016 to 4.5 per cent in 2017, and last year we expanded our rehabilitation-related efforts. In the 2018 business plan there will be extra focus on working with health issues in the workplace.

Sickness absence, %

2017	2016	2015	2014	2013
4.5	3.8	4.3	4.1	3.8

Number of people who participated in the health profile assessment

2017	2016	2015	2014	2013
74	*	78	53	*

*Not carried out.

SKILLS DEVELOPMENT

In 2017 one employee participated in the "Tomorrow's Manager" programme, part of our drive to secure a supply of managerial staff. Another important part of our work is to support internal mobility, which delivered results during the year, including transfer to new jobs and taking on of added responsibility as acting manager. Development reviews and development plans are carried out with all personnel, to 100 per cent, and this is monitored centrally. Several training courses were held in 2017, at individual, departmental and overriding levels. Managers took several shorter courses and workshops in areas such as salary setting and business ethics.

The best pension investment is good health.



WHAT OUR EMPLOYEES THINK

It is important for us to know what our employees think about their workplace and work situation so we carry out an annual employee survey. Last year we worked on the results of previous years' surveys and the main focus was on the following areas: stress, workload, organisation and leadership, being an attractive workplace and work satisfaction. In late autumn 2017 a new survey was carried out, giving us an Employee Satisfaction Index (ESI) of 62 and highlighting which issues will need work in 2018. The employee response frequency was 95 per cent – the highest participation ever. Boosting the ESI rating is not something that happens by itself, we all need to work continually on this issue at both company and Group level.

Employee Satisfaction Index

2017	2016	2015	2014	2013
62	61	63	65	67

Inclusive workplace

The Gothenburg Port Authority shall be an inclusive workplace where equality and diversity prevail, where nobody is discriminated or abused. A workplace that harnesses our employees' varied experiences and skills. Human rights shall characterise every aspect of our operation. Our code of conduct, which is based on our core values of cooperation, sustainability, innovation and reliability, leads the way.

OUR FOREMOST RISKS

These are our foremost potential risks regarding human rights: the risk of discrimination in one or more ways if we do not recruit on the basis of competence and with the focus on diversity and equality; the risk that our staff and others who visit our workplace are subjected to abuse and harassment; the risk of unjustified differences in pay between men and women; and the risk of unacceptable conditions further down the supplier chain.



GOVERNING POLICY AND RESPONSIBILITY

- The Gothenburg Port Authority's code of conduct, equality policy for the City of Gothenburg, employee and work environment policy for the City of Gothenburg, the City of Gothenburg's policy for procurement and purchasing.
- The chairperson of the equal opportunities group is responsible for work on our equal opportunities plan, while the purchasing manager is responsible for the "Procurement" support process.

WORK ON EQUAL OPPORTUNITIES

In 2017, the company's equal opportunities team worked in accordance with the relevant equal-opportunities plan which contained goals linked to: Equal-Opportunity Gothenburg, human rights, equality, personnel, review of the equal-opportunity group's work method based on recent anti-discrimination legislation, knowhow about and awareness of equality-related issues, harassment, recruitment and competence enhancement, internal mobility and parenthood.

This year's equal-opportunities plan also had an activity linked to our code of conduct and the way we

Creative initiatives at the workplace are appreciated by all.



Our diversity, equal opportunities and non-discrimination work contributes to UN sustainability goals 5, 8 and 10.

The 2017 employee day attracted considerable involvement by all the employees.



treat one another, resulting in a successful employee day that focused on the code of conduct, corporate culture and our core values. With a high degree of participation and considerable involvement by all employees, this created a sound basis for further work on these issues and a new employee day in 2018.

During the year the equal-opportunities group discussed how diversity and equal-opportunities issues can engage and involve the entire organisation. One result is 12 information events on our intranet linked to subjects such as: West Pride, an equal-opportunity quiz, and an alternative Advent calendar that encouraged good deeds.





WE DO NOT TOLERATE ABUSE OR HARASSMENT

In the equal-opportunities plan and elsewhere, the company is crystal-clear about not tolerating abuse or discrimination. This applies to everyone within our operational premises. We have had no reported instances of discrimination, but we know through our employee survey that a few employees feel they were abused or discriminated against by their manager or co-workers. Every instance is one instance too many so we have checklists and support on the intranet for managers and employees who feel they have been the victims of abuse. We urge our employees to seek support from their managers or HR if they have been subjected to abuse.

Owing to the #metoo movement which dominated the media in autumn 2017, our CEO made a statement on the intranet in which he clearly showcased the company's stance against harassment and abuse, and pointed out what to do if an employee feels he/she has been abused. In addition, he presented parts of the 2018 equal opportunities plan, which focuses on exactly this issue.

#METOO

Last year's newcomer to society's sustainability issues.

SALARY EQUALITY

Our salaries shall be based on principles of equality and they shall be competitive, as a basis for long-term competence procurement. Salary differences may not be discriminatory. Salary determination and salary setting shall help us reach our operational goals. Salaries shall stimulate improvements in the operation's efficiency, productivity and quality. A salary analysis is therefore carried out annually and the most recent one did not reveal any unjustified pay differences between women and men.

INCREASING DIVERSITY

We have some employees from outside the Nordic area and a few with varying disabilities. We adopt the diversity approach in every new recruitment. However, diversity is not increasing at the desired pace since there are limited numbers of applicants within certain job categories. We have a recruitment process that offers equal opportunities in the assessment of all applicants' competence and suitability, without discrimination.

HOW OUR PROCUREMENTS CONTRIBUTE TO GOOD WORK CONDITIONS

As a publicly owned company, the Gothenburg Port Authority is subject to the Public Procurement Act, Utilities Sectors. This law imposes a variety of demands on checks and requires, among much else, that suppliers are excluded from procurement processes if they have been found guilty of crimes in areas such as human rights.

We purchase primarily services, mostly from Swedish suppliers with staff employed in Sweden. We focus actively on working only with reputable suppliers who meet our criteria regarding work environment, taxes and other legislation. This takes place not least via our cooperation with the Tax Agency, which checks our tenderers against their records.

Where relevant, in our procurement we demand that the goods and services we purchase are in accordance with the ILO's fundamental conventions and the UN's human rights directive. Many of our procurements are also in the form of suborders on framework agreements negotiated by Purchasing and the Procurement Administration of the City of Gothenburg. These requirements are set there too.

In most of our procurements where the agreements cover a longer period of time, we also include the Port of Gothenburg's code of conduct, along with clauses relating to anti-corruption and anti-discrimination. When they operate in our name, suppliers shall follow our code of conduct, which among other things states: "We shall ensure that we do not contribute to contravention of human rights", and "We shall aim for equal opportunities and diversity, where nobody is discriminated or abused". We also talk about our values of Cooperation, Sustainability, Innovation and Reliability when we have follow-up meetings with our suppliers. We have so far not come across any deviations in this regard.

We have also started work on minimising the number of supplier levels in our purchases so as to gain increased control in general and reduce the risk of disreputable suppliers who break global guidelines in this area and/or regarding tax laws.

The salary shall stimulate improvements in the operation's efficiency, productivity and quality.



Equal Gothenburg – we're contributing!

We'll do whatever we can to be part of the solution to the challenges faced by our society locally in Gothenburg and also globally. For us it is important to contribute to a more equal Gothenburg, with less exclusion and fewer differences in living conditions and health. How well we succeed, and what we do, affects many people in society.

DEMAND FOR SOCIAL CONSIDERATIONS IN PROCUREMENT

The City of Gothenburg's budget for 2017 states that "the proportion of sustainable procurements shall increase" as a prioritised goal. One aspect of this is that 50 per cent of the city's total service procurements shall take place with due regard to social considerations. Work on this model shall support employment potential for people otherwise remote from the job market, stimulate social integration, and support equal opportunities and social rights. The Gothenburg Port Authority feels that this is an important goal and in the past five years we have developed and imposed social requirements in our procurements. Through these requirements we have challenged contractors and suppliers to take greater social responsibility.

OUR GOAL FOR 2017

For 2017 our goal was to set social requirements in at least 55 per cent of all framework agreements/long-term contracts (longer than three months). The result was that last year social requirements were set in 60 per cent of all these procurements/long-term contracts.

EXAMPLES OF SOCIAL REQUIREMENTS

One example of a long-term contract where we imposed social requirements with positive results was construction

of the Arken intermodal terminal in 2017. This is a large project and an intensive one from the time perspective – just one year – and with several actors working in close cooperation. The project was implemented through partnership/coordination and thanks to good cooperation with the winning contractor, NCC, the project succeeded in creating jobs for three people who previously found it difficult to enter the job market.

In every procurement we assess the potential for imposing demands to prompt our suppliers to take social responsibility. One example of how we impose social requirements in framework agreements is that suppliers are required to adopt selected challenges in CSR West Sweden's three responsibility initiatives: Decent Workplace, Social Responsibility and Environmental Responsibility. For more information see page 13.

Our aim is to constantly improve and develop the methods and models we use to impose social requirements in procurements, and we will continue to focus this important issue in future procurements.

➔ More information about CSR West Sweden:
www.csvastsverige.se



Our work in reducing exclusion contributes to UN sustainability goals 4, 8, 10 och 12.

Arvid Bohlin

ASSISTANT SITE MANAGER, NCC



"I reckon it's good that social demands are made in the procurement process, it's one way of getting new personnel with whom we otherwise would never come into contact."

"This is a way of increasing diversity at NCC. As a large company we also have good scope for being able to take in trainees in this way, since we often have large projects. It requires supervision since the trainee may never previously have worked in the construction industry. We have had both blue-collar and white-collar staff here. They showed enthusiasm and were willing to learn, and they've all taken on board what it's like to work in the construction sector."





Christoffer Lillhage

OPERATIONS MANAGER
IN THE ENERGY PORT,
GOTHENBURG PORT AUTHORITY



“I’d like to commend the Rescue Mission and the amazing volunteers who are there every day, every week, all year round. You do fantastic work.”

“I’d also like to thank my employer, the Gothenburg Port Authority, for sponsoring one morning of my work-time. I brought back lots of energy after all these wonderful encounters. I’d like to encourage other companies to offer corporate volunteers. There are many charities out there who could use a helping hand. I promise you’ll benefit from the experience.”

SUPPORTING OPEN HOUSE

As of 2015 we have been supporting Open House, a non-profit organisation whose primary purpose is to help young people of foreign background to transition to the Swedish labour market. The Gothenburg Port Authority supports Open House, which means that for three years we will assist the organisation’s operations financially and provide one or more mentors for young interns.

CORPORATE PARTNERSHIP WITH GOTHENBURG RESCUE MISSION

Ever since 2014 the Gothenburg Port Authority has partnered the Gothenburg Rescue Mission, which works to help various vulnerable groups in our society. In addition to providing financial help we also give our time. All employees are allowed to work eight hours a year as corporate volunteers, for instance in the Liseberg Christmas market by manning the Rescue Mission stall and selling woollen stockings and wax candles, and by making sandwiches and serving hot porridge at the Vasagatan Homeless Café.

COOPERATION BETWEEN SCHOOL AND WORK

It’s important that we share our time and expertise and give both youngsters and adults the chance of gaining a foothold in the job market. This takes place, for instance, through visits, presentations, serving as an active partner in the Future Transports project specially designed for grade 7 and 8 school students, cooperation with the City of Gothenburg on a project entitled “Cooperation between school and work”, by serving as a sponsor company for a high-school class in Brunnsbo for three years, receiving study visits from schools and universities, offering internships and summer jobs, and offering the opportunity of job training. In 2017 we took on six trainees and six undergraduate students. The completed theses have led to many suggestions for improvements in the following areas: information flow between customer and Energy Port, time and cost efficiency in intermodal transport, scrubber waste from vessels, and organisational and social monitoring of the work environment.

INTERNSHIP THROUGH AIR

Cooperation with AIR – Employability Rehabilitation, a unit of Sahlgrenska University Hospital – brought us two of our six interns in 2017. One of them worked in our reception and the other at our infrastructure department. This is part of our drive to serve as a bridge to work experience for people who otherwise find it difficult to enter the labour market. The aim of AIR is to support people who have different functional disabilities and who need to gain experience for the job market.

Joachim Lundell

DONATIONS MANAGER AT THE
GOTHENBURG RESCUE MISSION



“Without your help, our work quite simply wouldn’t be possible.”

“We are there wherever there is a need. Both with emergency assistance and in long-term projects. Together we make Gothenburg a warmer city where everyone has a place and can live a dignified life. Your gift and your involvement mean a lot to many people, making it possible for us to locate and help more people who need that help.”

Our financial responsibility

The Gothenburg Port Authority has considerable financial responsibility for developing Sweden's largest freight hub in a long-term and sustainable way.



Development of Gothenburg as a freight hub

Sweden is a small export-oriented and open economy whose welfare is based on a successful industrial sector and dependent on trade with other countries. Given Sweden's geography, maritime freight traffic is crucial. As Scandinavia's largest port, Gothenburg offers direct and frequent departures both to Europe and globally. First-class infrastructure to and from the port based on road and rail means the Port of Gothenburg can serve the needs of all of Sweden and parts of Norway.



Our work on development of Gothenburg as a freight hub contributes to UN sustainability goals 7, 8, 11, 12 och 15.

OUR FOREMOST RISKS

There are a number of risks linked to development of the freight hub, such as: not being able to provide a fairway depth that accepts the biggest ocean-going container vessels when fully loaded; industrial conflicts in one of the port terminals is jeopardising the reputation of the Port of Gothenburg and cutting volumes; competition from other Swedish and European ports; terminal operators' and other tenants' behaviour towards the market; sabotage; cyber-attacks; terror attacks; major accidents or unfavourable national decisions such as railway fees, fairway fees and infrastructure projects.

MAJOR DROP IN CONTAINER AND RAIL TONNAGE

For trade outside Europe, container vessels are most common. The Port of Gothenburg handled 644,000 containers (20-foot containers) in 2017. This is a historic drop of 19 per cent compared with 2016. The industrial action that has continued between the Swedish Dockworkers Union and terminal operator APM Terminals Gothenburg characterised the year and impacted confidence in the entire port's operation. Volumes showed a negative trend even in the second half of

the year even though no industrial action had taken place since July 1. Rail freight volumes, measured in transported containers, and goods carried by rail for direct transshipment to containers at the port, dropped by 29 per cent to 319,000 TEU in 2017. The proportion of containers via rail dropped to 58 per cent in 2017, from 62 per cent the year before.

Focus 2018:

- Reclaim lost volumes and attract new volumes after the industrial action of 2017
- Increased number of routes, new destinations and increased frequency both at sea and on land
- Continued work on deepening the fairways

INCREASED VOLUMES FOR RORO, FERRIES AND NEW CARS

The number of roro units rose by 10 per cent to 588,000 in 2017. The routes to Belgium, England and Germany in particular showed good volume increases. New cars increased by 20 per cent in 2017 to 295,000. The port has not handled this many new cars since 2008, before the financial crises and Saab's bankruptcy.



Focus 2018:

- New and upgraded infrastructure at sea and on land, not least for handling of larger roro vessels
- Concept development and market contracts for increased volumes of new cars and High & Heavy volumes
- Higher proportion of railway traffic, both intermodal via a new purpose-built terminal, and conventional





ENERGY – CONTINUED HIGH LEVELS

Half of all crude oil brought into Sweden comes through the Port of Gothenburg. Sweden's largest depot operations are also here, supplying all of western Sweden with diesel and petrol, among other things. The year was marked by high volumes despite maintenance stoppages and a subdued depot market. One reason is that an additional 600,000 m³ crude oil storage reservoir in Syrhåla became operational in the spring. The volume was 23.5 million tonnes compared with record year 2016, when 23.7 million tonnes of energy products were handled. Major efforts have been made to boost cost efficiency. The focus was on the far-reaching maintenance and reinvestment programme.

Focus 2018:

- Continued efforts to increase cost-efficiency within the business sphere
- Cooperation with our customers to strengthen Gothenburg's position as an energy hub, enabling new volumes in the future

CRUISES – INCREASED COMPETITION IS A CHALLENGE FOR GOTHENBURG

The port and city accommodated 40 cruise ships from 18 different shipping lines in 2017. Increased competition primarily from nearby Danish ports is challenging Gothenburg. The last cruise ship has now left Frihamnen, which will undergo substantial urban development. The focus is on completing the quay and terminal for the new downtown cruise-ship quay, the America Terminal at Stigbergskajen.

Focus 2018:

- Completion of the America Terminal for the 2018 season
- Continued market focus on more calls

LOGISTICS PARK GROWS

There has long been a strong demand for logistics space near the port. Now the Port of Gothenburg Logistics Park has been established and offers more than 1,000,000 square metres of space for logistics operations in this attractive location. The Port of Gothenburg, via its subsidiary Scandinavian Distripoint AB, has 400,000 square metres at its disposal, located just a kilometre from the port. The remaining area is owned and developed by a number of private operators. In 2017, work on developing the Port of Gothenburg Logistics Park continued with construction, groundwork and marketing. More than 2000 new jobs are expected to be created when the new logistics park is fully operational.

Focus 2018:

- Continued development of the organisation, concept and strategy for the Port of Gothenburg Logistics Park
- Complete the groundwork and other infrastructure in the area ahead of construction start

NEW INTERMODAL TERMINAL OPERATIONAL

Since the end of 2017, even more freight can be transferred from truck to train in Gothenburg for onward transport in Sweden and Europe, following the opening of the new Arken intermodal terminal in the Port of Gothenburg. It already handles more freight than the previous terminal did. The move from central Gothenburg out to the port has many benefits. The new terminal has higher capacity, is located closer to major industries and has a better-tailored road infrastructure to and from the terminal. Now more than 100 trucks avoid having to make their way through downtown Gothenburg, resulting in more efficient transport, lower nitrogen oxide emissions to the air, and less traffic congestion.

VOLUME TRENDS IN THE PORT OF GOTHENBURG

	2017	2016	CHANGE IN %
No. of 20-foot containers	644,000	798,000	-19
No. of ro-ro units	593,000	538,000	+10
No. of new cars	295,000	246,000	+20
Energy products, millions of tonnes	23.5	23.7	-1
Passengers	1,733,000	1,708,000	+2
Cruise ship calls	40	34	+18
Total, million tonnes	40.8	40.9	+/-0



Did you know?

Belgium is serviced by four shipping lines with more than 20 departures per week via the Port of Gothenburg.

Industrial action in the container terminal has disproportionately impacted customer operations, reducing container traffic volumes. At the same time the number of cars, ro-ro units and energy products has grown to record levels.





PORT PROTECTION FOR OUR CUSTOMERS AND SWEDEN'S INDUSTRY

The Port of Gothenburg handles freight of considerable value and we do our utmost to protect our customers' property. Since valuable goods are stored and transported to and from the port, there is always a threat from criminal gangs. Moreover, the port represents a significant strategic asset for society. Sabotage or terrorist attacks could cripple key industries and infrastructure. Swedish Security Service SÄPO conducts threat analyses regarding protection of the port and shipping, and this data is supplied to NOA (the National Operations Department) which is charged with deciding when to raise the threat level in consultation with the Swedish Transport Agency. A complex service company such as the Gothenburg Port Authority must have reliable and well-functioning procedures so that security is always in focus, both internally and externally. Effective and suitably tailored security measures are also a precondition for the Port of Gothenburg to be able to conduct international port operations. These security measures shall protect people, information, property and reputations/goodwill. Security also encompasses our ability to predict events and work on preventive measures, routines and instructions to reduce the risk of various threats. If a threat becomes a reality, the impact must be minimised.

IMPORTANT INFORMATION MUST BE PROTECTED

Information in the form of documentation and systems is an important asset and the basis for all work in the Port. Our employees and other relevant actors rely on this information being available, correct and secure. There is a major project to chart, classify and rectify any gaps so as to prevent risks and boost security. This work started as part of a process of ongoing change and the drive to ensure conformity to applicable rules and regulations. The background is that cyber-threats and information distribution are increasing dramatically,

along with associated risks. Adherence to the Data Protection Act to protect personal integrity is one area where work is ongoing.

GOVERNING POLICY AND RESPONSIBILITY

- The Gothenburg Port Authority's code of conduct, security policy for the City of Gothenburg, guidelines for information security in the City of Gothenburg, policies and guidelines for application of the Personal Data Act at City of Gothenburg administrations and companies, policies and guidelines for use of information technology by the City of Gothenburg.
- The security manager of the Port of Gothenburg's Port Administration is responsible for port security and information security. The IT manager is responsible for work on IT security.

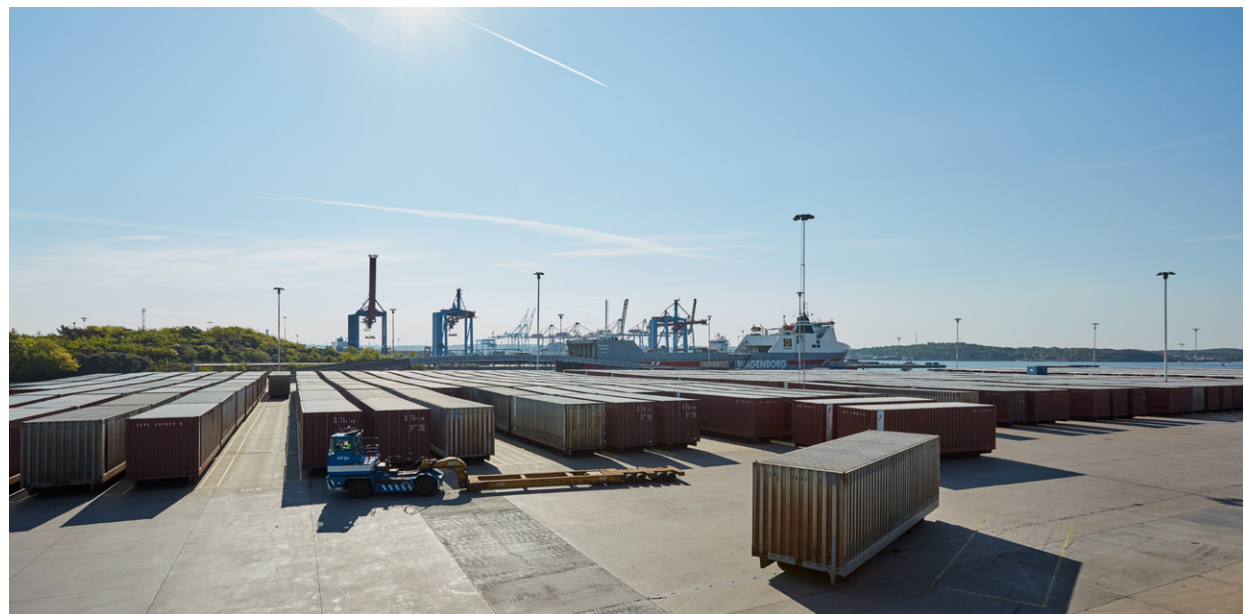
MAJOR SECURITY DRIVE 2017

In 2017 the Port of Gothenburg took part in the Swedish military's Aurora defence exercise, participated in management training exercises organised by the county administrative board, and carried out a port defence exercise of its own. Method development and efficiency enhancement regarding port security – the central staff unit's ability to manage security issues related to stowaways – was a major focal area last year.

Focus 2018:

- Ensure conformity with the Data Protection Act
- Increase IT security
- Analysis of security and protection

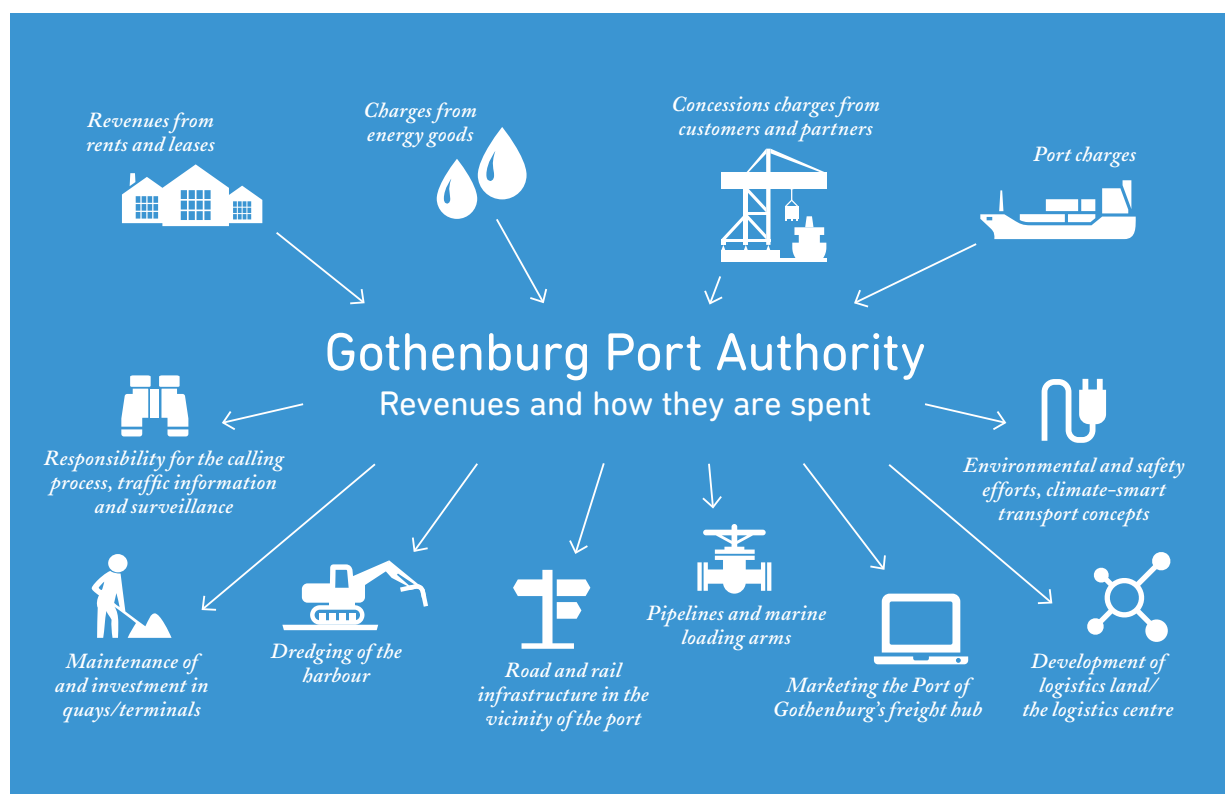
Protection of the port is for the benefit of our customers and Swedish industry.



A stable economy

A stable economy and good profitability allow the Gothenburg Port Authority to maintain and develop the port's facilities for the benefit of customers, owners and Swedish industry. The Port of Gothenburg operates on a competitive international market. Delivering good value and competitive services is crucial if we are to continue developing Gothenburg as a freight hub.

“For the third consecutive year we have frozen the port tariffs and improved operational efficiency to contribute to better business for our customers.”



A SELF-FINANCED COMPANY

The Gothenburg Port Authority is a self-financed company and receives no financial support from its owner, the City of Gothenburg. The company pays group contributions to its owner provided this does not entail any significant limitation on our ability to make essential investments or fulfil our mission.

OUR FOREMOST RISKS

Financial risks relating to interest rates and exchange rates are handled on the basis of the City of Gothenburg's financial policy, which means that net exposure in interest-bearing assets and liabilities is limited by agreement on interest rate derivatives and hedging. The company's owner, the City of Gothenburg, has taken over the role of financing all the city's companies, which means that when external finances run out they are replaced from internal corporate sources. Credit risk and counterparty risk are reduced through credit reports for customers and suppliers. For major assignments or contracts, the Port of Gothenburg demands bank guarantees. Our insurance programme reduces the risk of economic loss in the event of injury or other incidents.





2017 FINANCIAL RESULTS

In 2017, the Gothenburg Port Authority's profits totalled SEK 214 million, compared with 218 million in 2016. Turnover increased by 1 per cent to SEK 751 million. High volumes in the ro-ro and energy segments delivered higher revenues. The impact of volume reduction on revenue in the container sector was balanced by the fact that a large proportion of the concession contract with the customer is based on a fixed price, while the vessel port tariffs are impacted negatively. The company's main costs are operation and maintenance of port infrastructure, personnel costs, and depreciation.

The port tariff for 2018 will remain unchanged thanks to continued cost-efficiency measures.

INVESTMENTS IN 2017

The port's operations are capital-intensive and long-term financial governance is of considerable importance. Every year a ten-year investment plan is drawn up, which is reported to the owner. Planned investments for the coming ten-year period total SEK 4.3 billion*. There will also be additional investments, which are currently at the research stage.

The main investments in 2017:

- Arken intermodal terminal
- Field trial Arendal II – expansion of new port terminal
- Reinvestment in Stigbergskajen – to create the right preconditions for a new cruise ship terminal

The main investments in 2018:

- Port of Gothenburg Logistics Park (via subsidiary Scandinavian Distripoint AB) – new logistics park
- Field trial Arendal II – expansion of new port terminal
- Reinvestment in existing facilities

*Including Scandinavian Distripoint AB.



One of the biggest investments in 2017 was construction of Arken intermodal terminal.

What our customers think

Our customers are the starting-point for our operation, and it is by retaining existing customers and attracting new ones that we create the foundation for continued growth.

The 2017 Customer Satisfaction Index gave us a rating of **49**

Customer satisfaction increased in Logent Ports and Terminals Gothenburg.

2017 CUSTOMER SURVEY

In the 2017 survey, the Customer Satisfaction Index (CSI) for the Gothenburg Port Authority, dropped from 63 to 49. The result for the port as a whole dropped too. The number of customers who gave the port an overall “quite good” or “very good” rating shrank from 52 per cent in 2016 to 35 per cent in 2017. Industrial action in the container terminal, APM Terminals Gothenburg, not only reduced the container terminal’s customer satisfaction, it has also negatively impacted the overall result. In addition, the survey reveals the following:

- The Energy Port had a significantly improved result. 83 per cent of the Energy Port’s customers give the port as a whole and all its related services a rating of quite good or very good, an increase of 7 per cent since 2016.
- Customers of Logent Ports and Terminals Gothenburg reveal increasing customer satisfaction, as regards the Gothenburg Port Authority and the port as a whole.
- The results for APM Terminals show a significant decline, and few container terminal customers give the port as a whole an overall rating of quite good or very good.
- Gothenburg Roro Terminal receives a lower rating in the 2017 survey.

- The Gothenburg Port Authority’s work on the environment, technical administration, maritime services (navigation in the fairways, quayside depth, handling of waste and sludge) and marketing receive a high rating this year too. Safety in the port was generally also rated high.
- Value-for-money regarding port tariffs, pilot services, tugboat services and boatmen services received a significantly better rating than in 2016.

One of the Gothenburg Port Authority’s overriding goals is:

MORE SATISFIED CUSTOMERS

In 2017 we carried out a web-based customer satisfaction survey in which we charted our customers’ perceptions of the Gothenburg Port Authority, both as a port and as a whole. In total 175 customers participated in the survey and the response rate was just over 60 per cent, 106 respondents. The goal for 2017 was a Customer Satisfaction Index for the Gothenburg Port Authority of 65. However, this was not achieved as the result was 49.





PROPORTION OF OUR CUSTOMERS WHO GIVE US AN OVERALL RATING OF “QUITE OR VERY GOOD”

Gothenburg Port Authority, %

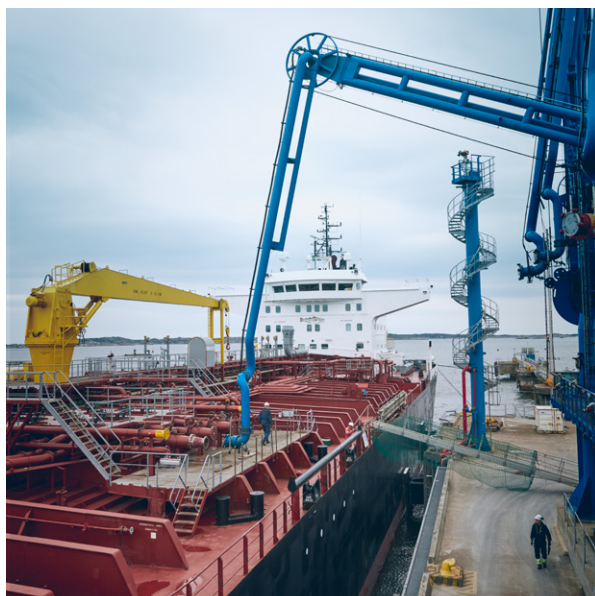
2017	2016	2015	2014	2013
49*	63	61	**	57

All actors in the Port of Gothenburg, %

2017	2016	2015	2014	2013
35	52	43	**	50

* New way of measuring – see explanation in the right-hand column.

** No customer survey was carried out in 2014.



HERE'S HOW WE MEASURE THE OVERALL RATING

For 2013–2016 the result is the proportion of respondents who gave us an overall “fairly or very good” rating. From 2017 the result is based on the Gothenburg Port Authority’s Customer Satisfaction Index (CSI), a standardised and established measure of satisfaction. CSI is calculated as a mean value of all responses (1–10) to the three standard questions below. The mean value was then indexed on a scale from 0–100. For this reason, the results of previous years are not entirely comparable.

1. If you think about the Gothenburg Port Authority as a whole, what overall rating would you give the Gothenburg Port Authority?
2. To what extent do you feel that the Gothenburg Port Authority lives up to your expectations?
3. If you were to imagine the ideal port company, how close to this ideal would the Gothenburg Port Authority be? For the port as a whole the same methodology applies as for the years 2013–2016.

PRIORITISED IMPROVEMENT AREAS 2018

- Better handling of strategic and long-term requirements and needs at corporate level.
- Increase value for money for vessels calling at the Port of Gothenburg.

The Energy Port provides frequent and clear feedback on customer wishes and requirements.

The Energy Port got a significantly improved CSI result – why do you think this was so?

Jill Söderwall

ENERGY PORT,
BUSINESS AREA MANAGER
GOTHENBURG PORT AUTHORITY



“In the Energy Port we work close to our customers and in recent years we have focused particularly on close dialogue and clear feedback on customer wishes and requirements. The results reveal excellent work by our staff, who really can take credit for this.”

Catrin Arngården

CEO, SCANLUBE



“Service-mindedness, availability and dedication by the staff working in the Energy Port are all at top levels. This is highly appreciated and helps our work. Things generally work exactly as they should and if ever there is a disruption this is dealt with professionally and quickly and feedback is provided. There is a sensitivity to improvement suggestions that is highly appreciated. Work on improving the port is highly desirable and information at the regular meetings of cooperation is relevant and important. One important success factor is the direct touch, for instance face-to-face meetings.”

We work with strong business ethics

Treating all customers and partners the same, without favouritism, and respecting agreements and business deals, is of great importance to us. It is equally important that no bribery or corruption is ever linked with our operations.

OUR FOREMOST RISKS

When signing agreements and taking decisions there is a risk of irregularities in the form of bias, bribery and the gaining of business or personal benefits. The Port of Gothenburg's operation is characterised by a responsible approach to all aspects of the company's business. The company conducts proactive work against corruption with the support of clear regulatory documents, internal inspections and frequent training courses.

CODE OF CONDUCT SINCE 2012

Our code of conduct from 2012 provides guidelines for how our Board, management, employees and temporary personnel should behave in their daily work. Current legislation and the City of Gothenburg's ambitions represent a minimum level. Should something in the code of conduct run contrary to them, these regulatory frameworks shall take precedence over the code. All new and temporary personnel have to sign an undertaking that they have read our code of conduct. It is every manager's responsibility to ensure that the contents of our code of conduct are known and implemented by all personnel, permanent as well as temporary staff.

The code of conduct provides guidelines for how everyone in the port company shall behave in their dealings.



The code of conduct includes guidelines for the following areas, among others:

- **Relationship with customers and partners**

We shall be a responsible, independent, neutral and reliable partner. We see marketing and hospitality as a natural part of developing relationships and cooperation. The basis for hospitality is that it shall be characterised by moderation.

- **Relationship with suppliers**

We shall be a responsible, reliable and competent purchaser with strong business ethics. As a public actor, our operations are governed by the Swedish Public Procurement Act. We shall have no unhealthy business relationships.

- **Bribery and corruption**

The Gothenburg Port Authority's managers, employees and others who work on the former's behalf may not offer, pay or accept bribes.

We contribute to UN sub-goal 16:5, which focuses on reducing all forms of corruption and bribery.



IMPLEMENTED IN 2017

- Workshop for the company's executive group on the issue of strong business ethics.
- Review of internal controls within six confidence-sensitive areas and a maturity assessment of the efficiency/quality of the overall structure of internal control work.
- Our code of conduct was discussed by the Board of the Gothenburg Port Authority.

PLANNED FOR 2018

- Review and updating of current code of conduct.
- Continued improvement measures regarding management and internal controls of identified risk areas in 2016 and 2017.
- Continued discussions on the importance of wanting to do the right thing.
- Create further clarity regarding what is acceptable and not acceptable.

GOVERNING POLICY AND RESPONSIBILITY

- The Gothenburg Port Authority's code of conduct, policy and guidelines regarding bribes for the City of Gothenburg.
- The manager of the Business Support department is responsible for internal anti-corruption work.



To find out more, read the full code of conduct here:

www.portofgothenburg.com/documents

Key figures and GRI index



Key figures

The following summary offers a report on the indicators that we assess as relevant in accordance with the current GRI Index (see pages 56–61). The GRI indicator in question is given in the column on the left. Measurement and calculation methods and notes can be found in the right-hand column. The years featured are 2013–2017. Beyond the relevant GRI indicators, a number of key figures are also featured, which we have deemed to be worthy of monitoring and reporting. Unless otherwise stated, the key figures relate to the Gothenburg Port Authority, since the subsidiary Scandinavian Distripoint AB's operations within the Group are limited.

FINANCIAL

GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method /notes
Key financial figures							
G4-EC1	Net turnover, SEK million	751	742	706	661	627	
G4-EC1	Profit/loss after financial items, SEK million	214	218	206	274	404	
	Operating profit, SEK million	248	255	245	192	140	
G4-9	Balance sheet total, SEK million	3,221	3,016	2,932	2,848	2,742	
G4-9	Equity, SEK million	1,357	1,273	1,146	1,113	1,202	
G4-9	Liabilities, SEK million	1,864	1,743	1,785	1,735	1,540	
G4-9	Return on total assets, %	8.0	8.6	8.5	7.1	5.6	Calculated from profit/loss, excluding items affecting comparability.
	Equity/assets ratio, %	49.1	49.4	46.3	45.4	39	In the 2013 calculation adjusted for the SEK 299 million dividend.
	Investments, SEK million	349	228	260	392	554	
	Cash flow from operating activities, SEK million	394	347	290	230	286	



FINANCIAL



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method /notes
Key financial figures, cont'd							
G4-EC4	Financial assistance received from the government, SEK million	90.3	0	-0.6	0.6	0	In 2017, the Gothenburg Port Authority received state funding totalling SEK 90 million from the Swedish Transport Administration for establishment of the new intermodal terminal in the outer port and for relocation of the terminal at Gullbergsvass. SEK 300,000 was received in EU contributions for activities implemented in connection with the upcoming LNG terminal.
G4-EC1	Economic value generated, SEK million: Customers	772	758	715	667	634	The financial values in the table show the impacts of cash flows in the company. These therefore do not include recorded depreciations and similar. Nor does the table include any possible VAT impacts.
	Economic value distributed, SEK million: Suppliers	-237	-222	-243	-234	-252	
	Employees	-69	-65	-64	-65	-60	
	Lenders	-34	-36	-39	-45	-37	
	Government (tax written off and national insurance contributions)	-46	-47	-45	-22	-36	
	Shareholders	-108	-71	-102	-49	-49	
	Economic value retained, SEK million:	278	317	223	251	200	
Indirect economic impacts							
G4-EC7	Investments, SEK million	349	228	260	392	554	
	Number of degree project placements/interns/labour market policy programme participants	12	17	20	16	11	
	Social requirements for service procurements, %	60	60	50	50	50	Relates to all longer contracts (longer than three months) and all framework agreements.
Production							
	Planned maintenance, SEK million	120	160	97	104	140	



FINANCIAL



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method /notes
Range of lines							
G4-EC7	Number of vessel calls	6,200	6,200	5,900	6,000	no info	Vessel calls defined by ESPO as vessels calling at the port to handle freight. This means the following are excluded: bunker vessels, fishing vessels, transit vessels, vessels at anchor, warping, visits to shipyards, lay-up of ships and all other vessels arriving at the port without handling freight at quayside.
G4-EC7	Number of direct vessel calls to other parts of the world, automotive and container	5	8	7	6	7	Information concerning traffic routes from the shipping lines that call at the Port of Gothenburg (websites).
G4-EC7	Number of shipping lines calling at the port, regular routes	20	20	24	18	19	Information on calls from the terminals, reported every month. Excludes tankers.
G4-EC7	Number of train operators in Railport Scandinavia	8	8	7	8	10	Information from the terminals concerning the rail operators, reported every month.
G4-EC7	Number of cruise vessels calling	40	34	50	73	39	Information retrieved from the calls system.
Volumes							
G4-EC7	Containers, TEU *	644,000	798,000	820,000	837,000	858,000	Official figures for the Port of Gothenburg, which are based on data submitted by the terminals.
G4-EC7	Million tonnes of cargo in total	40.8	40.9	38.2	37.1	38.9	See above.
G4-EC7	Ro-ro (rolling goods), units	593,000	539,000	527,000	541,000	531,000	See above.
G4-EC7	New cars, units	295,000	246,000	214,000	166,000	163,000	See above.
G4-EC7	Energy, million tonnes	23.5	23.7	21.1	19.2	20.4	See above.
G4-EC7	Passengers, millions	1.73	1.71	1.75	1.82	1.69	See above.

* TEU = converted to 20-foot containers



FINANCIAL



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method /notes
Volumes, cont'd							
G4-EC7	Containers by rail, TEU	321,000	367,000	398,000	406,000	393,000	Official figures for the Port of Gothenburg, which are based on data submitted by the terminals.
G4-EN27	Proportion of containers via rail, %	58	62	58	60	60	
	Percentage of total import/export respectively, full containers	51/49	49/51	46/53	47/53	46/54	Official figures for the Port of Gothenburg, which are based on data submitted by the terminals.
	Swedish market share containers, %	40	53	56	57	59	Based on data from January –September. Data concerning the Port of Gothenburg based on official figures from the port company. Information concerning the remaining ports is based on data from Ports of Sweden.
	Swedish market share ro-ro, %	18	18	18	20	21	See above.
	Swedish market share cars, %	33	29	27	23	20	See above.
Satisfied customers							
G4-PR5	Our customers' overall assessment of Gothenburg Port Authority, %	49	63	61	no info	57	See explanation on page 40.
Strong business ethics							
G4-S04	Communication and training on anticorruption policies and procedures, number of employees	14	0	0	0	0	Workshop on strong business ethics carried out for company executive management.
G4-S05	Confirmed cases of corruption	0	0	0	0	0	



ENVIRONMENT



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method /notes
Energy							
G4-EN3	Electricity, MWh	5,900	6,100	6,100	6,600	7,300	Indirect energy consumption per primary energy source. The electricity used is Good Environment Choice-labelled and is supplied by Göteborg Energi.
G4-EN3	District heating, MWh	1,000	1,000	1,000	900	1,000	Indirect energy consumption per primary energy source. The district heating has been Good Environment Choice-labelled since 1 July 2014 for buildings 036 and 035 and is supplied by Göteborg Energi.
G4-EN3	Pipe heating, MWh	2,100	2,700	2,000	2,000	2,000	Indirect energy consumption per primary energy source. The heating of pipes has involved the use of biogas in heat production since 1 July 2015 and is supplied by Göteborg Energi.
G4-EN3	Building heating by natural gas, MWh	1,200	1,200	1,100	1,000	1,400	Direct energy consumption per primary energy source. Biogas has been used since 1 January 2015 and is supplied by Göteborg Energi.
G4-EN5	Energy efficiency in buildings, kWh/m ²	139	139	142	140	no info	Calculated by compiling electricity, district heating and natural gas heating over the area of the following buildings: 036, 053, 055, 148, 501, 505, 510, 551, 601, 616, 642, 646 and 660. Buildings where tenants have their own energy contracts are not included. The calculation is for 2014 onwards.
G4-EN3	Fuel, litres	54,600	48,000	53,600	52,000	61,700	Includes diesel and petrol for production vehicles, working vessels and fire pumps. The figures are compiled from supplier documentation from: Gothenburg Roro Terminal, Gatubolaget, Preem, OKQ8, Circle K, Shell och St1.
G4-EN3	Fuel, kg	8,900	11,000	8,800	9,900	9,300	Comprises vehicle gas for production vehicles, which since 2014 consists of biogas. The figures are compiled from supplier documentation from: Gatubolaget and FordonsGas.



ENVIRONMENT



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method /notes
Emissions							
G4-EN15 G4-EN16 G4-EN17	The Gothenburg Port Authority's total emissions of greenhouse gases, tonnes	360*	360	475	710	890	Relates to reporting of Scope 1, 2 and 3 in accordance with the GHG protocol. Encompasses working vessels, production vehicles, heating of buildings, fire pumps in Torshamnén, electricity and district heating usage in buildings, street lighting and pipe heating in the Energy Port as well as the Gothenburg Port Authority's business travel. The summary is based on the consumption data and emission factors for fuel and gas heating, obtained from the suppliers (see section on Energy). Consumption figures for business travel provided by the company's travel agency. Emissions from air travel calculated as of 2017 using the Atmosfair tool.
G4-EN15 G4-EN16 G4-EN17	The Port of Gothenburg's total emissions of greenhouse gases, tonnes	192,000	188,000	169,000	169,000	no info	Relates to reporting of Scope 1, 2 and 3 in accordance with the GHG protocol. Encompasses direct and indirect emissions. Includes maritime operations in Gothenburg Municipality, terminal companies: APM Terminals Gothenburg AB, Gothenburg Roro Terminal AB and Logent Ports & Terminals AB as well as loading of petrol to vessels in the Energy Port. Emissions from shipping are calculated by IVL, the Swedish Environmental Research Institute, based on port call statistics. A new calculation method has been used since 2014, which explains why there is no summary for 2013. The terminal companies show emissions for Scope 1+2 in accordance with the GHG protocol.
G4-EN21	Sulphur dioxide, tonnes	110	100	91	330	no info	Relates to emissions from shipping and is calculated by IVL, the Swedish Environmental Research Institute, based on call statistics. A new calculation method has been used since 2014, which explains why there is no summary for 2013. The figures are thus not comparable with data from previous sustainability reports.
G4-EN21	Nitrogen dioxide, tonnes	2,100	2,100	2,000	2,200	no info	See above.
G4-EN21	Particulates, tonnes	13	13	11	22	no info	See above.

*These figures will be updated in May 2018, when final data will be provided.



ENVIRONMENT



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method / notes
Emissions, cont'd							
G4-EN17	Carbon dioxide, tonnes	175,000	170,000	150,000	150,000	no info	Relates to emissions from shipping and is calculated by IVL, the Swedish Environmental Research Institute, based on call statistics. A new calculation method has been used since 2014, which explains why there is no summary for 2013. The figures are thus not comparable with data from previous sustainability reports.
G4-EN21	Hydrocarbons, tonnes	98	88	80	78	no info	See above.
G4-EN21	VOC emissions in the Energy Port, tonnes	1,500	1,500	1,800	1,600	1,900	Measurements are carried out by FluxSense AB in the Energy Port and include leak detection and qualification of emissions based on identified leaks.
G4-EN19 G4-EN21	Percentage of vessel calls in receipt of an environmental discount on port tariffs	35	29	28	no info	no info	The percentage is produced using port call statistics for vessels that have been declared eligible for an environmental discount. There was a new environmental discount in 2015 so information on previous years is therefore lacking.
G4-EN19 G4-EN21	Percentage of vessel calls that can connect to quayside onshore power supply	37	35	32	37	30	The percentage is produced using port call statistics for vessels equipped for quayside onshore power supply.
Waste							
G4-EN23	Gothenburg Port Authority, combustible commercial waste, tonnes	479	399	387	420	no info	Waste quantities and their sorting fractions are provided by Renova and Kretslopp & Vatten. This relates to waste from the Gothenburg Port Authority's operations and shipping. Other waste quantities and sorting fractions are reported in detail for all years in the business's environmental reports. A new method of collating the data for fractions has been in use since 2016, so the figures are not comparable with information in previous sustainability reports.
G4-EN23	Sludge, tonnes	7,100	8,000	7,400	7,600	8,400	Encompasses sludge from ships to all parts of the port. Waste quantity figures provided by Stena Recycling.



ENVIRONMENT



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method /notes
Waste, cont'd							
G4-EN24	Number of spills to ground outside of safety systems and surrounding water	11	5	7	5	9	Safety systems relates to reinforced surfaces linked to the water treatment plant. Primarily covers the Gothenburg Port Authority's activities, although spillage to water relates to the entire port area. The amount of spill varies and is documented. Based on reports in the deviation management system.
	Chemical products containing substances on the phase-out list, number	9	26	9	6	no info	Calculated on the basis of the number of products containing substances on the phase-out list in the Gothenburg Port Authority's chemicals register.
Biodiversity							
G4-EN13	Protected areas, in hectares	162	no info	no info	no info	no info	Encompasses Torsviken, protected as a Natura 2000 area, and Rya Skog, protected as a nature reserve.
G4-EN13	Restored areas, in hectares	104	no info	no info	no info	no info	Measures have been carried out to support biodiversity including a range of animal species such as newts, Smooth Snakes and the Lesser Spotted Woodpecker. This includes for instance felling and clearing of overgrown areas, the creation of deadwood, two salamander habitats and creation of a water mirror.



SOCIAL



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method /notes
Employment							
G4-10*	Total number of employees	126	129	122	130	130	
	of which men	83	84	80	89	91	
	of which women	43	45	42	41	39	
	of which fixed-term employees	5	8	7	6	6	
G4-10*	Temporary employees	22	31	29	25	21	From employment agency, only white-collar staff. These figures do not include technical consultants or contractors.
G4-10*	Number of permanent employees	121	121	115	124	124	
	of which men	80	76	74	83	85	
	of which women	41	45	41	41	39	
G4-10*	Age structure, permanent employees, %						
	below 30 years	5	5	8	10	10	
	30–50 years	58	63	60	54	55	
G4-10*	above 50 years	38	32	32	36	35	
G4-10*	Average age	45	46	44	44	45	
G4-LA1	Total number who resigned	16	9	15	12	12	
	of which men	9	5	13	10	9	
	of which women	7	4	2	2	3	
	below 30 years	0	0	3	1	3	
	30–50 years	11	4	5	7	7	
	above 50 years	5	5	7	4	2	
G4-LA1	Personnel turnover, %	12.3	7.6	7.9	6.3	6.0	Figure expressed as lowest number of personnel starting or leaving their jobs in relation to average number of employees.

* The G4-10 key performance indicator follows the City of Gothenburg's calculation method and differs in terms of calculation of regular working hours compared to the Annual Accounts Act.



SOCIAL



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method / notes
Employment, cont'd							
G4-LA2	Employee benefits, insurance						Through collective agreements, our employees have the following insurance policies: employment group life insurance, health insurance, occupational injuries insurance, salary supplement when on parental leave, readjustment insurance and occupational pension. In addition there are the following benefits: Health profile assessment via company health clinic every two years, wellness grant and sponsorship of starting fees, fruit, cycle servicing, cycle grant and leasing of company cycle, subsidised public transport pass (part of climate compensation scheme), subsidised parking, subsidised lunch, grant for spectacles, ecological fruit, and corporate volunteer programme at the Gothenburg Rescue Mission during work hours. We also offer favourable premiums for group insurance. These benefits are offered to all permanent employees.
G4-LA2	Employee benefits, health care and health checks, number:						Through company health services, our employees are offered the chance to check their health and fitness. The next health assessment will be in 2019. Employees may spend up to SEK 1,200 per year for health-related activities. Two sports event start-up fees per year are paid for by the employer. The cycle subsidy and subsidised public transport form part of our climate compensation. Introduced in 2013.
	Health profile assessment	74	0	78	53	0	
	Grant for wellness activities	73	56	57	41	69	
	Sponsorship of sports event starting fees	17	7	10	7	8	
	Cycle subsidy	7	0	2	1	6	
	Subsidised public transport	37	44	33	47	45	
	Employee Satisfaction Index	62	61	63	65	67	The first NMI survey in the new company was conducted in 2013. As of 2016 the survey is carried out in accordance with the City of Gothenburg's standardised method. The 2016 result is a weighted rating for managers and staff.



SOCIAL



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method /notes
Employee health and safety							
G4-LA6	Total absence due to illness, %	4.5	3.8	4.3	4.1	3.8	Absence is measured in hours. Calculated as a % of regular work time.
G4-LA6	Work-related absence due to illness, %	0.23	0.81	0.9	no info	no info	Work-related sickness absence is calculated from the first day. These measurements were introduced in 2015. Calculated as a % of total regular work time for the company. Part of the total sickness absence above.
G4-LA6	Occupational injuries	6	7	7	9	4	Occupational injuries owing to physical or psychosocial work environment. We had a total of 11 work-related injuries, of whom 5 were external consultants.
G4-LA6	Occupational illnesses	0	0	0	0	0	Ailments examined by a doctor and classed as occupational illnesses.
G4-LA6	Fatalities	0	0	0	0	0	
G4-LA7	Number of employees with a high risk of illness	21	18	19	no info	no info	According to research from recent years, shift workers run a greater risk of suffering from stress and stressrelated illnesses. We have 21 employees who work shift schedules. These measurements were introduced in 2015.
Skills development for employees							
G4-LA11	Percentage of employees receiving regular development reviews, %	100	100	100	100	i.u.	Every employee shall have a development review at least once per year with their line manager.
Diversity and equal opportunities							
G4-LA12	Diversity indicators among the Board, management and employees:						
	Per cent women / men	34/66	35 / 65	34 / 66	33 / 67	32 / 68	34.1 % of our employees are women.
	Per cent women / men managers	46/54	42 / 58	44 / 56	40 / 60	41 / 59	
	Per cent women / men among executives	43/57	50 / 50	50 / 50	44 / 56	44 / 56	
	Per cent women / men on the Board	31/69	40 / 60	47 / 53	38 / 62	40 / 60	



SOCIAL



GRI-indicator		2017	2016	2015	2014	2013	Measurement & calculation method /notes
Equal pay for women and men							
G4-LA13	Conditions for basic pay and remunerations between women and men	*	*	*	*	*	* Our employees' basic salaries are set by collective agreement and pay is the same for both genders. We apply individual salaries for other categories of personnel. The salary survey carried out in accordance with the Swedish Discrimination Act shows that there are no differences in salary due to gender.
Non-discrimination							
GA-HR3	Number of cases of discrimination and measures taken	0	0	0	0	0	We have had no reported cases of discrimination between 2013 and 2017.



Changes compared with previously submitted information regarding indicators



GRI-indicator	Definition	Notes
G4-EC8	No. of directly employed	Deleted: The information is based on an academic study from 2012, the company lacks annual statistics.
G4-EC8	No. of indirectly employed	See above.
G4-EC7	No. of direct links at the Port of Gothenburg	Deleted: Because the indicator is easily confused with direct routes or direct calls.
G4-S03	Risks related to corruption	Deleted: The company has chosen to only report indicators G4-S04 and G4-S05.
G4-EN19 G4-EN21	Proportion of trucks operating in the port area with EURO V class or higher, %	Deleted: Because there are no statistics.
G4-EN23	Polluted excavated soil, tonnes	Deleted: Data to be produced, so this indicator has been temporarily deleted.
G4-EN11	Port area, total hectares	Deleted: Not relevant as an indicator of biodiversity.
G4-EN11	Areas with port activity, hectares	See above.
G4-EN13	Green areas in the port area, hectares	See above.
G4-LA9	Education/training hours per employee	Deleted: The company has difficulty in finding a way of measuring the number of hours of education/training.
G4-LA10	Programme for competence and lifelong learning	Deleted: The company does not feel this indicator is relevant.
G4-EC7	No. of calls	New: Relevant indicator for a port.
G4-EN15 G4-EN16 G4-EN17	Emissions of greenhouse gases	Merged: These three indicators are presented in aggregated form for the Port of Gothenburg's total emissions of greenhouse gases instead of separately, thus following the company's goals set for this area.
G4-EN23	Port of Gothenburg, combustible commercial waste, tonnes	Merged: Internal and external combustible commercial waste is presented in aggregated form.
G4-EN24	No. of spills to ground outside safety systems and surrounding water	Merged: Number of spills to ground outside the safety system and number of spills to surrounding water are presented in aggregated form.
	Chemical products containing substances on the phase-out list	New: Important indicator for our own goal management.
G4-EN13	Protected areas	New: Added as a more specific indicator of biodiversity. Replaces those removed as above.
G4-EN13	Restored areas	See above.

GRI index

Standard disclosures

Indicator	Description	Page	Notes
Strategy and analysis			
G4-1	A statement from the CEO concerning the strategy for addressing sustainability	6–7	From the CEO
Organisational profile			
G4-3	Name of the organisation	*	Gothenburg Port Authority, company registration number 556008-2553.
G4-4	Primary brands, products and services	9, 34–35	
G4-5	Location of the organisation's headquarters	*	Amerikaskjulet, Emigrantvägen 2b, Gothenburg. Sweden. www.portofgothenburg.com
G4-6	Countries of operation	*	Sweden
G4-7	Ownership structure and legal form	9	The Gothenburg Port Authority is a wholly owned subsidiary of Göteborgs Stadshus AB, company registration number 556537-0888.
G4-8	Markets in which the organisation is active	*	The company is locally based in Gothenburg, but is active on the national and international markets with the goal of developing Scandinavia's largest freight hub.
G4-9	Scale of the organisation	43, 51	
G4-10	Number of employees	51	126
G4-11	Percentage of employees covered by collective agreements	*	Everyone apart from the CEO.
G4-12	Organisation's supplier and value chain	10–11	Our most important suppliers are within the construction and processing industries (technical consultancies and companies specialising in concrete, construction, piping, welding and diving equipment), since most of the company's procurement costs relate to the construction and maintenance of our infrastructure.

* See Notes column





Indicator	Description	Page	Notes
Organisational profile, cont'd			
G4-13	Significant organisational changes during the period regarding the organisation's size, structure, ownership and supplier and value chain	*	No significant organisational changes.
G4-14	Whether and how the organisation addresses the precautionary approach	*	Gothenburg Port Authority takes a preventive and risk-minimising approach to its work with issues concerning the environment.
G4-15	The organisation's subscription to external declarations, principles or other initiatives	*	<ul style="list-style-type: none"> – IAPH – World Ports Climate Declaration – Appeal for a fossil fuel-free Västra Götaland by 2030 – CSR Västsverige's Decent Workplace, Environmental Responsibility and Social Responsibility initiatives – Climate Neutral Now
G4-16	Membership of industry organisations etc. and national or international advocacy organisations	**	Active memberships.
Material aspects and limitations			
G4-17	Entities included in the sustainability report	*	Gothenburg Port Authority.
G4-18	The report's content and scope	3, 13–15	See sections: About our sustainability report, Long-term relations, Key sustainability aspects.
G4-19	Material aspects	14–15	See section: Key sustainability aspects.
G4-20	Internal impact	59–61	See GRI index, columns: Where the impact occurs/Notes.
G4-21	External impact	59–61	See GRI index, columns: Where the impact occurs/Notes.
G4-22	Explanation of changes to information provided in previous reports	55	No changes implemented.
G4-23	Significant changes to the scope, limitations or measurement methods	43–55	See column concerning the measurement and calculation methods in summary of key figures.

* See Notes column

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Indicator	Description	Page	Notes
Stakeholder relations			
G4-24	Stakeholder groups with which the organisation is in contact	13	See section: Long-term relations.
G4-25	Identification and selection of stakeholders with which the organisation communicates	13	See above.
G4-26	The organisation's approach to communication with stakeholders	13	See above.
G4-27	Important issues identified	14–15	See section: Key sustainability aspects.
Information about the report			
G4-28	Reporting period	*	2017 calendar year.
G4-29	Date of the most recent previous report	*	This is the third GRI G4-compliant report.
G4-30	Reporting cycle	*	Once annually.
G4-31	Contact person	*	Edvard Molitor, Senior Manager Environment.
G4-32	GRI index	56–61	Reported in accordance with the "Core" option.
G4-33	Policy and current practice with regard to external assurance	62	No parts of this year's sustainability report have been externally assured as per GRI4. The auditor's statement regarding the legislated sustainability report can be found on page 62.
Governance, undertaking and engagement			
G4-34	Governance structure of the company	9	See section: About the Port of Gothenburg.
Ethics and integrity			
G4-56	Values, codes and policy	9, 20, 27, 29, 36, 41	The Gothenburg Port Authority has had a code of conduct since 2012. For other relevant policy documents, see the sections under About the port of Gothenburg, Our environmental responsibility, Our social responsibility and Our financial responsibility.

* See Notes column

GRI index

Specific standard disclosures

Key sustainability issues*	Indicator	Description	Page	Where the impact occurs / Notes
Economic effect				
Economic impact	G4-DMA	Management of the sustainability aspect	17, 37–38	See sections: Targets and results, A stable economy.
	G4-EC1	Direct economic value generated and distributed	44	Internally in the company.
	G4-EC4	Financial assistance received from government	44	Internally in the company.
Indirect economic impacts	G4-DMA	Management of the sustainability aspect	34–38	See section: Our financial responsibility.
	G4-EC7	Investments in infrastructure and services	43–44	Society
	G4-EC8	Significant indirect economic impacts	44	Society
Impact on the environment				
Energy	G4-DMA	Management of the sustainability aspect	17, 20–24	See sections: Targets and results, Our environmental responsibility.
	G4-EN3	Energy consumption with the organisation	21, 47	Internally in the company.
	G4-EN5	Energy intensity	47	Internally in the company.
	G4-EN6	Reduction in energy consumption	47	Internally in the company.
Biodiversity	G4-DMA	Management of the sustainability aspect	24	See section: Our environmental responsibility.
	G4-EN13	Protected or restored habitats	50	In the port area.
Emissions	G4-DMA	Management of the sustainability aspect	17, 20–23	See sections: Targets and results, Our environmental responsibility.
	G4-EN15	Direct greenhouse gas emissions. (Scope 1)	48	Internally in the company.
	G4-EN16	Indirect greenhouse gas emissions. (Scope 2)	48	Internally in the company.

* GRI aspects





Key sustainability issues*	Indicator	Description	Page	Where the impact occurs / Notes
Impact on the environment, cont'd				
	G4-EN17	Other indirect greenhouse gas emissions. (Scope 3)	48	The terminal companies, internally in the company, shipping within the boundaries of the municipality.
	G4-EN19	Reduction of greenhouse gas emissions	48–49	The terminal companies, internally in the company, shipping within the boundaries of the municipality.
	G4-EN21	NO _x , SO _x and other significant pollutants	48–49	Shipping within the boundaries of the municipality.
Avfall	G4-DMA	Management of the sustainability aspect	20–21	See section: Our environmental responsibility.
	G4-EN23	Total weight of waste by type and disposal method	49	Internally in the port company and from shipping.
	G4-EN24	Number of significant spills	50	In the port area.
Working conditions				
Employment	G4-DMA	Management of the sustainability aspect	17, 26–28	See sections: Targets and results, Work environment, health and safety.
	G4-LA1	Employee turnover	51	Internally in the company.
	G4-LA2	Employee benefits	52	Internally in the company.
Employee health and safety	G4-DMA	Management of the sustainability aspect	17, 26–28	Current work environment plan. See sections: Goals and results, Work environment, health and safety.
	G4-LA6	Work-related illnesses, fatalities and absence due to illness	53	Internally in the company.
	G4-LA7	Employees with a high incidence or high risk of illnesses that are related to their occupation	53	Internally in the company.
Skills development for employees	G4-DMA	Management of the sustainability aspect	28	Current work environment programme. See section: Work environment, health and safety.
	G4-LA11	Percentage of employees receiving regular development reviews	53	Internally in the company.

* GRI aspects





Key sustainability issues*	Indicator	Description	Page	Where the impact occurs / Notes
Working conditions, cont'd				
Diversity and equal opportunities	G4-DMA	Management of the sustainability aspect	29–30	Current equal opportunities plan. See section: Inclusive workplace.
	G4-LA12	Diversity indicators among the Board, management and employees	53	Internally in the company and the Board.
Equal pay for women and men	G4-DMA	Management of the sustainability aspect	29–30	Current equal opportunities plan. See section: Inclusive workplace.
	G4-LA13	Conditions for basic pay and remunerations between women and men	54	Internally in the company.
Human rights				
Non-discrimination	G4-DMA	Management of the sustainability aspect	29–30	Current equal opportunities plan. See section: Inclusive workplace.
	G4-HR3	Number of cases of discrimination and measures taken	54	Internally in the company.
Society				
Anti-corruption	G4-DMA	Management of the sustainability aspect	41	Our code of conduct. See section: Strong business ethics.
	G4-S04	Communication and training on anti-corruption policies and procedures	46	Internally and externally.
	G4-S05	Confirmed cases of corruption	46	Internally and externally.
Product responsibility				
Marking of products and services (NKI)	G4-DMA	Management of the sustainability aspect	17, 39–40	See sections: Targets and results, Satisfied customers.
	G4-PR5	Results of surveys measuring customer satisfaction	46	Customers.

* GRI aspects



*Certified in quality (ISO 9001),
work environment (OHSAS 18001) and environment (ISO 14001).*



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