



PORT OF
GOTHENBURG

Sustainable Port

SUSTAINABILITY REPORT OF GOTHENBURG PORT AUTHORITY 2016

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About our sustainability report

SECOND YEAR IN ACCORDANCE WITH GRI G4

The Gothenburg Port Authority has issued an annual sustainability report, Sustainable Port, since 2012. This is the second time the report has been conducted in accordance with the Global Reporting Initiative (GRI) international Sustainability Reporting Guidelines (G4 Guidelines) "Core" option.

This year's sustainability report, which concerns the 2016 business year, 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 GRI index in this document indicates where the various parts of the report can be found. Explanatory notes on the measurement and calculation methods used are provided in the summary of the relevant key figures.

HOW WE CONTRIBUTE TO THE UN'S SUSTAINABILITY GOALS

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 nations of the world 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

In this year's sustainability report, we have therefore chosen to incorporate those UN sustainability goals on which we can have an impact and to which we can contribute.

➔ More information about the UN's sustainability goals can be found here:

www.globalgoals.org



The Port of Gothenburg was founded in

1620

The port is almost

400 years old!

Investment in 2016:



SEK 228 MILLION

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

Number of employees:



129

70%



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

8,000 people are directly
employed through the Port of Gothenburg;
14,000 indirectly

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

More than



40 million

tonnes of goods per year pass
through the Port of Gothenburg

Turnover:

SEK 742 MILLION

100%

self-financed company, owned
by the City of Gothenburg

70 goods trains to and
from the port every day



130

DIRECT CONNECTIONS
TO THE WORLD

We're growing – sustainably

2016 was an eventful year for the Port of Gothenburg. The new logistics park continued to expand, the importance of deeper fairways was spotlighted, and development of new terminals forged ahead. Having said that, the market offers a mixed message: industry and trade are working at full speed, while shipping lines and logistics companies are struggling with excess capacity and poor profitability.

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 – both in Gothenburg and throughout Sweden. We aim to 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.

THE HUGE LOGISTICS PUZZLE

In 2016 we focused on those pieces of the puzzle that have to be in place for the freight hub to continue to serve exports and imports in the best possible way. The most important issue is the fairways leading into the Port of Gothenburg, which need to be about four metres deeper to accept ever larger freight vessels and retain our direct routes to other continents. The current fairways are already an obstacle since the largest ships cannot call in at Gothenburg fully

laden and thus cannot serve Swedish industry. The Swedish Transport Administration's analysis reveals that investment here will have a considerable socioeconomic impact since it will secure Swedish industry's access to the all-important direct-destination routes.

Another piece of the puzzle that has been missing in the Port of Gothenburg is a logistics park for imported goods. That is why it is so gratifying to see the new, modern, eco-classified logistics buildings now being constructed after many years of planning. Together with other property owners, we are offering more than one million square metres of logistics facilities right beside the port. Here it will be possible to utilise the huge port cluster's various benefits, making our customers' operations both secure and long-term. The location is excellent for logistics services aimed at the automotive industry, and also for customers importing goods to the Scandinavian market. What is more, a total of more than 2000 new jobs will be created!

We are expanding not only inland but also out to sea.



Magnus Kårestedt, CEO, Gothenburg Port Authority

About a year ago we received an environmental permit to build a new port terminal at Arendal on Hisingen, marking the biggest port expansion since the 1970s. As always when we grow, we are compensating for our intrusion into our natural surroundings by replanting the same amount of eelgrass that is removed from Arendal Bay. Sweden has never before witnessed replanting on such a large scale.

One final piece of the puzzle that will soon fall into place is a large intermodal terminal for railway freight in the port area. It will open in December 2017, when the existing intermodal terminal beside the Gothenburg Central Station is relocated to the port. This means customers will be able to handle transshipment close to the port, which boosts their operational efficiency. Combined with shipping, container transport on trains has met with immense success over the past 15 years and saved many millions of tonnes of carbon dioxide emissions. Now we will also see increasing numbers of trailer freight trains handle transport to and from the port.





TECHNICAL CHALLENGES

Here in Scandinavia's largest port there are ambitious visions and expansion plans. At the same time, it is vital to focus on the maintenance of already existing facilities. The port's quays are constantly subjected to immense stresses from waves, wind, salt and ice so we are facing considerable maintenance needs. Right now work is under way on dealing with sulphate breakdown that has affected many of the port's quays and concrete piles. We are testing innovative methods of dealing with ettringite, a condition that weakens concrete.

CLEANER FUELS

Last year there was immense focus on new ship fuels and in September an important milestone was reached in the Port of Gothenburg's green development. The Ternsund was fuelled with natural gas at the port entrance. This marked the first time in Sweden that a tanker vessel was bunkered with this clean ship fuel. With our significantly discounted port tariff we are providing a major incentive to shipping customers to transition from oil to liquefied natural gas (LNG). Our vehicle fleet too is switching to more renewable fuels and our customers in the Energy Port are doing an important job by developing entirely new renewable products.

FROZEN PORT TARIFFS

Many of our shipping line customers are experiencing economic difficulties owing to global over-capacity. As a port company, we are doing our bit by keeping a lid on the cost of running shipping operations. For several consecutive years now we have frozen the port tariffs and streamlined operations to contribute to more profitable business for our customers.

DISRUPTION AT APM TERMINALS GOTHENBURG

For container terminal customers, that is to say a major portion of Sweden's commercial sector, 2016 was a tough year characterised by delays and disruptions. The problems were caused by upgrading operations and trade union conflicts between container operator APM Terminals and the Swedish Dockworkers' Union. The terminal is covered by a national collective agreement but is nonetheless impacted by industrial action, something that hits disproportionately hard at the port's customers.

"We aim at creating sustainable prerequisites for our customers and partners to grow together with us. This has to take place sustainably – from the viewpoint of all three dimensions of sustainability: economic, environmental and social responsibility."

SOCIAL RESPONSIBILITY ON MANY LEVELS

A few years ago, we carried out a study which revealed that 8000 people are directly employed in the Port of Gothenburg. It is all these people who make the port work – all year round. We focus actively on our work environment and safety so that employees, customers and partners can all feel safe.

In addition we want to offer our employees an inclusive workplace that contributes to good health and offers good scope for development. For the third consecutive year, we have been recognised as one of the top 100 most appealing employers.

For almost 400 years now Gothenburg has turned its face outward to the sea and the world beyond. Together with our partners we want to contribute to reduced exclusion in society. We do this by offering internships, mentorships and jobs to people who would otherwise be on the fringes of the employment market. In 2016 we offered internships to recent immigrants from Syria and Iran, leading eventually to permanent jobs. We have also received a direct competence boost from Panama in the form of an engineer with experience from the expansion of the Panama Canal.

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 Kärestedt, 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 freight hub, and our geographical 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.



Our foremost strength is our wide range of lines. This includes, for instance, 130 direct routes to destinations in Europe, Asia, the Middle East, Africa and North America. In addition to the direct routes there are frequent departures to the major transshipment hubs in Europe and a packed intra-European shipping schedule. Thanks to a well-established shuttle railway concept, every day large quantities of cargo from companies all over Scandinavia can use the Port of Gothenburg's wide range of routes to reach their markets.

“Gothenburg has been rated as Sweden's best logistics location – for the 15th consecutive year.”

WE STRENGTHEN SWEDEN'S COMPETITIVENESS

Swedish industry has traditionally depended on good maritime transport links – and history bears witness to this. The Port of Gothenburg has operated for 400 years. By growing and developing with consideration for people and the environment, we will continue to think long-term for the next 400 years and more.

The Gothenburg region has been rated Sweden's best logistics location for the 15th consecutive year, and this is a position we intend to keep. We are expanding to ready ourselves for future freight volumes, bigger vessels and the business community's demands for fast transshipment of freight close to the heart of the port. Together with our customers and other major port actors we are on site, offering all the joint expertise and competitiveness that only Sweden's biggest freight hub can offer.

For the sake of 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.

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 to 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.

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 with regard to 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 standpoint 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.

BOOSTING EMPLOYMENT OPPORTUNITIES

Port activities have always been viewed as important for a region's trading opportunities, which bring employment and growth. A study has shown that some 8,000 people are directly employed – and another 14,000 people indirectly employed – by the Port of Gothenburg. Helping to develop Scandinavia's biggest port generates pride among our employees. Today 129 people are employed in the port company.

VISION

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

BUSINESS CONCEPT

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

THE OPERATION'S CORNERSTONES

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're taking 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. Dare test uncharted waters. Dare succeed.

Reliability

Long history and solid expertise form the springboard to success in our work. As a result, our services are efficient and secure, making us a reliable partner.



The biggest
port expansion
since the 1970s
– plans grow in Arendal

GOTHENBURG

– Sweden's best logistics location –
for the 15th consecutive year



MAJOR DRIVE

to attract engineers
to our exciting
workplace

*Twin railway tracks now
operational across the river*



New port entrance
– safer and more efficient
for trucks

CONSTRUCTION BOOM

in the Port of Gothenburg
Logistics Park



Frozen port tariffs
in 2016

Total freight volume increased

– record in the Energy Port



Record year for cars
shipped via the
Port of Gothenburg



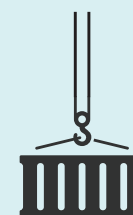
*Environmental
discount for one in
three calling vessels*

Social considerations
increasingly important in
our purchase contracts



Rated one of Sweden's
most attractive
workplaces – again!

*East Indiaman
Göteborg rescued and
remains in Gothenburg*



Major disruptions
in the Nordic region's
largest container
terminal

First tanker vessel
in Sweden
bunkered liquefied
natural gas, LNG, in
the Port of Gothenburg



Long-term relations

Our business both influences and is influenced by a range of stakeholders: everything from owners and employees to customers, suppliers and public agencies. By listening to our stakeholders, 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 different ways: through regular meetings with the Board, customers and public agencies, participation in trade organisations and expert panels, public consultations, annual customer and employee surveys (for more information see pages 22, 34–35), development reviews, workplace meetings, project meetings, study visits and more.



STAKEHOLDER DIALOGUE ON SUSTAINABILITY

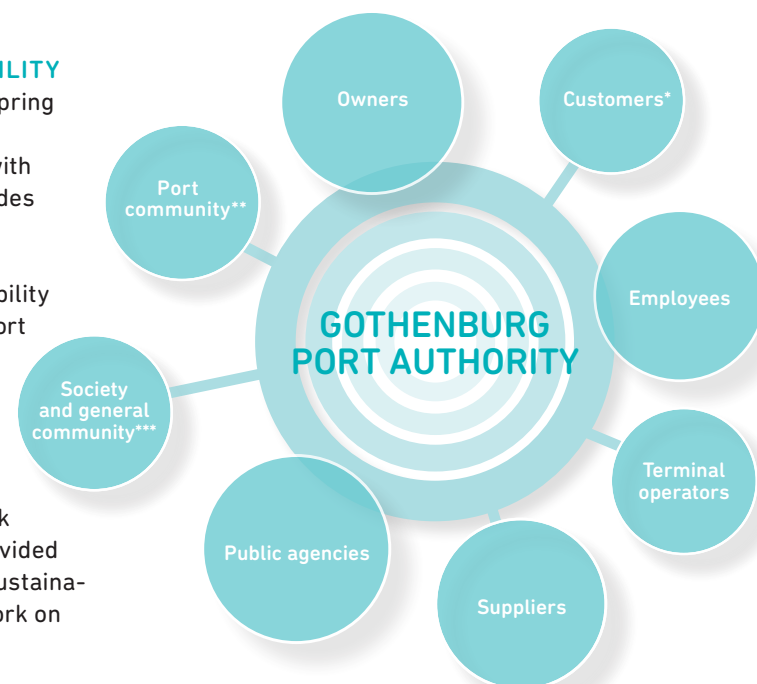
Over and above this ongoing cooperation, in spring 2015 a comprehensive stakeholder dialogue spanning more than 17 sessions took place, with the participation of the Board, employees, trades unions, customers, terminals, suppliers and relevant public authorities.

The aim was to understand which sustainability issues our stakeholders felt that Gothenburg Port Authority should prioritise, how our stakeholders perceive our work with different sustainability issues today, what they feel we as a company should be focusing on over the coming year, and the ways in which they would like to be part of our sustainability work moving forward. These dialogue sessions provided many valuable insights concerning both the sustainability report and our ongoing improvement work on these different issues.

Four to six people took part in each dialogue session, which lasted one to one and a half hours.

54%

of our customers associate our brand with social responsibility.



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.

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 49–55
 <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 (NKL)
	Development of the freight hub**	Indirect economic impact
	Stable economy	Financial result, indirect economic impact
	Strong business ethics	Anti-corruption

* Our own definition of the sustainability aspect linked to challenges in the local region and the aim of contributing to an Equal-Opportunities Gothenburg. See Index, page 39, under indirect economic impact.

** Our own definition of the sustainability aspect aimed at ensuring success in achieving our mission goals. See Index pages 39–41, indirect economic impact, production, range of lines 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 featuring important issues was drawn up 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, reduced 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.

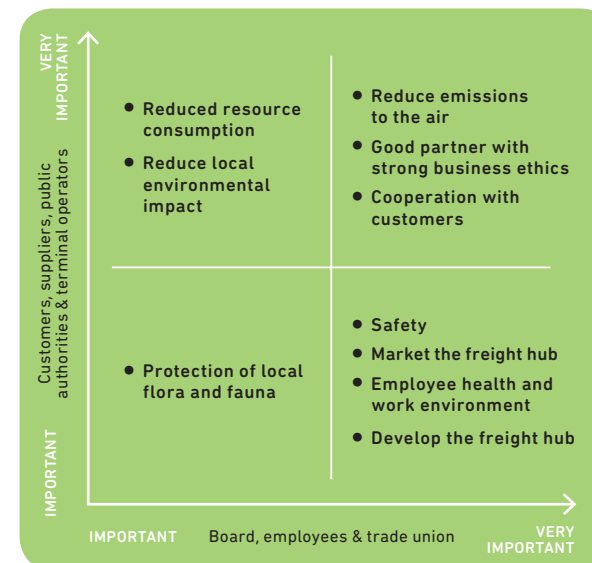
STEP 2. PRIORITISATION

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 relevant indicators in accordance with GRI4 (see the GRI index).

STEP 3. VALIDATION

The result of the previous steps was then agreed and determined by the Gothenburg Port Authority's top management. Regular meetings with relevant parties will take place to ensure that the Gothenburg Port Authority's priorities remain relevant.

THE HIGHEST-PRIORITY ISSUES FROM DIALOGUE WITH AFFECTED PARTIES



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*:

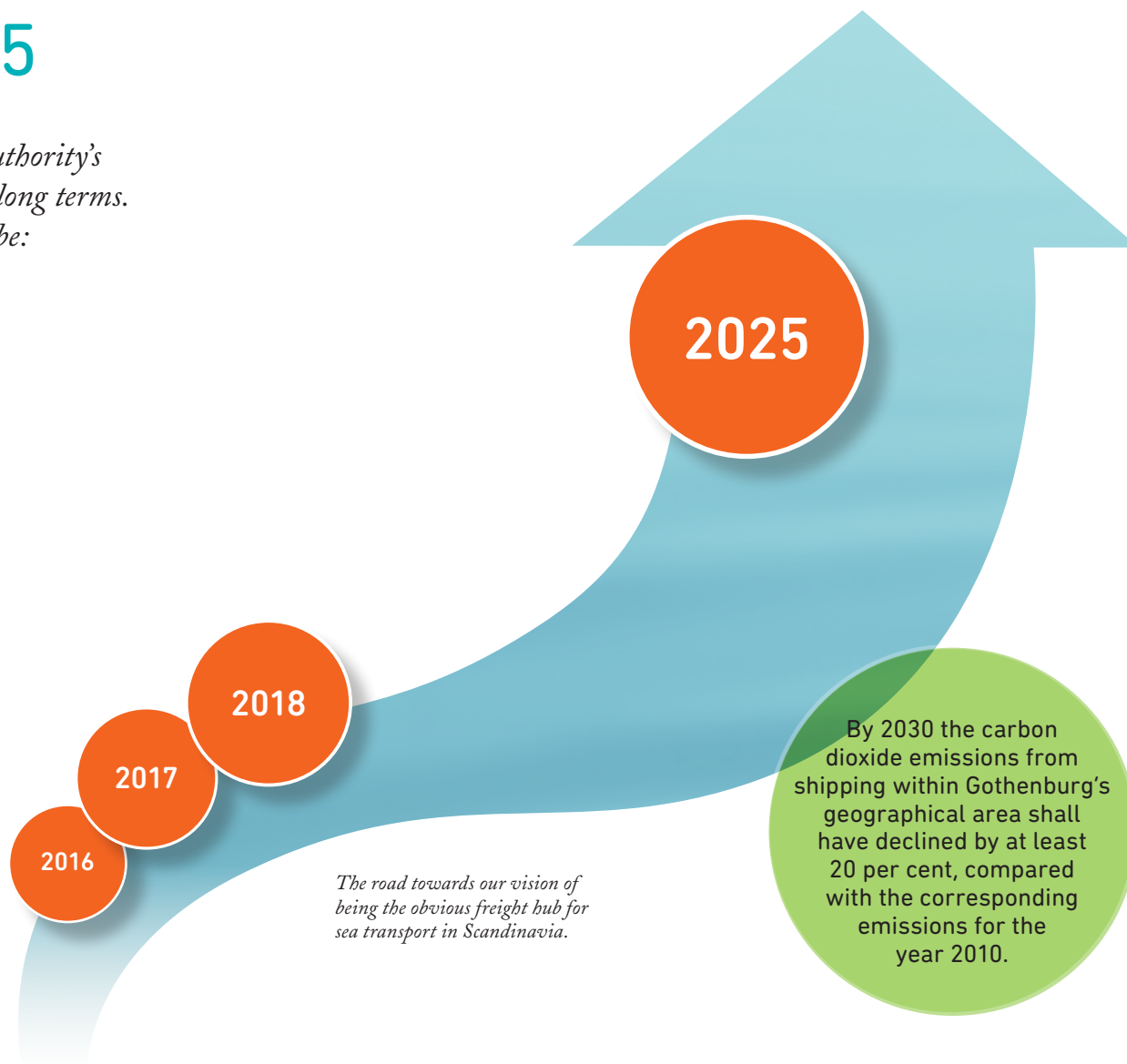
'Reduced exclusion' instead of 'Be a part of a solution to society's challenges', 'Satisfied customers' instead of 'Customer in focus', 'Stable economy' instead of 'Have good financial strength'.

*) 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 table below presents the status for the overall 2016 targets.
For more detailed information, see the Notes field and Key figures section on pages 38–48.

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

TARGETS AND RESULTS 2016

Area	Target	Result	Status	Notes
Environment	Gothenburg Port Authority's carbon dioxide emissions shall be less than 500 tonnes.	340 tonnes	●	In 2016 the goal was met by a wide margin. The result was 340 tonnes, which is 150 tonnes below target. This result represents a halving of emissions in two years, and a reduction of approximately 125 tonnes of emissions since 2015.
Environment	The total carbon dioxide emissions of operations and shipping shall be less than 163,000 tonnes.	188,000 tonnes	●	The target was not met in 2016 and emissions rose compared with 2015. This was a result of an increased number of port calls.
Employees	Employee Satisfaction Index score of at least 64.	61	●	Unfortunately the target was not met in 2016. Since the 2016 survey was somewhat revised compared with previous years, this is a weighted result for managers and staff.
Employees	No sickness absence resulting from our physical or psychosocial work environment.	5	●	Unfortunately we did not reach our "zero vision". In 2016, five people registered absent owing to illness as a result of our work environment.
Society	Social requirements to be set for at least 50 per cent of all framework agreement procurements/longer-term contracts.	60 %	●	We beat by a wide margin our target for social requirements in service procurements.
Customers	63 per cent of our customers shall give us an overall assessment of "quite good or very good".	63 %	●	In the 2016 customer survey, the overall assessment of the Gothenburg Port Authority increased from 61 to 63 per cent. The 63 per cent target was just met.
Finances	Operating profit of at least SEK 200 million.	218 MSEK	●	Profit for the Gothenburg Port Authority totals SEK 218 million, compared to SEK 206 million in 2015.
Finances	Financial solidity of at least 35 per cent.	49.4 %	●	Solidity has been strengthened in comparison with 2015 and beat the target of at least 35 per cent. This development in solidity was positively affected by the rate of investment being lower than planned.





The table below presents the preliminary figures for the 2018 goals.
For more detailed information see the Notes section and Key figures section on pages 40–41.

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

TARGETS 2018 AND PRELIMINARY RESULTS

Area	Target	Status	Notes
Energy	Increased profitability through lower costs. Increased profitability through new volumes. Overall assessment for Energy Port after completion of customer survey should be at least 73 per cent.	●	The target of lower costs was met by a wide margin, and 2016 showed a volume record with 23.7 million tonnes. The customer survey target was also reached.
Cruises	Be number two as a cruise destination in Sweden.	●	It is our assessment that there is a risk the target will not be reached owing to increased competition from Danish ports and because Visby is building two new cruise-ship quays, planned inauguration spring 2018.
Containers	Market share of 59 per cent (same as in 2012) in the container segment. Overall assessment for APMT in completed customer survey should be on a par with the 2012 result.	●	Major risk that targets for customer survey and market shares will not be reached. The reason is ongoing problems at APM Terminals Gothenburg.
Ro-ro	Ro-ro volumes to/from Gothenburg and Western Europe (including the UK) have increased as per established plans.	●	Work has resulted in increased shipping frequency and new destinations for both ro-ro and vehicular traffic. Prospects for 2017 continued positive.
Cars	Gothenburg is the market-leading port for Swedish automotive exports and rolling "high and heavy".	●	See above comment.
Ferries	Increased freight volumes to Germany and Denmark compared with 2015.	●	Our assessment is that the target can be reached by 2018.
Logistics-property	Maintain role as Sweden's best logistics location.	●	For the 15th consecutive year, Gothenburg was rated Sweden's best logistics location. Target assessed as reachable in 2018 too.



Our environmental responsibility

Proactive environmental work on an international level

The Port of Gothenburg works actively and sustainably to minimise the environmental impact of shipping and to develop sustainable transport, often in close cooperation with our clients – terminals, shipping lines and land-based transport operators. The port is internationally renowned for its proactive environmental work and is a world leader in this regard. The port was early to adopt initiatives including onshore vessel power supplies and rail shuttles to replace HGV transport. Since 2015 the port is a climate-neutral company.

ENVIRONMENTAL PERMIT AND ECOLOGICAL COMPENSATION

Operations in the Port of Gothenburg require a permit as per the Swedish Environmental Code. The Gothenburg Port Authority has overriding responsibility for this, coordinating the environmental efforts of the various terminal operators. The environmental permit sets high demands on operations not having a negative impact on the environment, and includes far-reaching expectations for continuous improvements in pro-environmental work.

The development of the port area with new terminals and logistics facilities brings consequences for existing natural surroundings. Compensation measures are implemented in order to reduce impact on biodiversity. Owing to construction of the new port terminal, existing eelgrass meadows are being compensated in a large-scale replanting project. This process got under way in 2016.

THE ENVIRONMENTAL PROGRAMME'S GOALS DRIVE OUR OPERATION

The Gothenburg Port Authority's annual environmental programme is based on the City of Gothenburg's environmental programme and includes three high-level goals: limited climate impact, reduced local environmental impact and reduced consumption of resources. The 2016 environmental programme also includes an action plan featuring more than 30 activities in which all employees are involved in helping to reduce the environmental impact of operations. The activities include for instance reduction of consumables, energy-efficiency projects, and development of measures for handling chemicals. One highly successful activity is our work on green meals. In 2016 the proportion of ecological and vegetarian food purchased for various events and meetings saw a significant rise.



→ To learn more, read our environmental reports on: www.portofgothenburg.com/documents

Positive customer incentives for a better environment

The Port of Gothenburg has long worked actively to help customers reduce their impact on the environment. This includes rewarding vessels with good environmental performance, and for almost 20 years now the Port of Gothenburg has used environmentally differentiated port tariffs. Another measure is the way we help more vessels connect to onshore power supply.

ENVIRONMENTAL DISCOUNT ON PORT TARIFFS

Two international environmental indexes form the basis of our environmental discount for port tariffs: the Environmental Ship Index (ESI) and the Clean Shipping Index (CSI). Vessels that have at least 30 points according to the ESI, or which are classed as green by the CSI, are offered a ten per cent discount on port dues based on GT (Gross Tonnage). For vessels that operate on LNG, a further discount of 20 per cent is offered.

ENVIRONMENTAL SHIP INDEX (ESI)

The Environmental Ship Index (ESI) has been developed by the International Association of Ports and Harbors (IAPH) and is used by about 50 ports throughout the world. By using an internationally recognised index we can also contribute to a better environment in other parts of the world. In 2016

we have been working with other actors to implement a merger of various indexes. The aim was to simplify usage and help ensure more widespread use in other parts of the world too, not least in Asia.

VESSEL CONNECTION TO ONSHORE POWER SUPPLY

Onshore connection means that vessels shut down their engines while at quayside and connect to an onshore power supply to operate their on-board functions. Connecting to an onshore power supply means a significant reduction in local air emissions, a quieter port and a better work environment on board the vessel. In 2016 we analysed new solutions and the future development of onshore power connections for ships. The aim is for more vessels to be able to hook up to onshore electricity at quayside.

29%

of vessel calls received an environmental discount in 2016.

35%

of vessel calls had the capacity to connect to onshore power supply in 2016.



With an ESI of 85.2 points, the Ternvåg had the best environmental performance among vessels calling in at the Port of Gothenburg in 2016.

POSITIVE INCENTIVES FOR ROAD TRANSPORTATION TOO

The Port of Gothenburg has long worked to transfer more traffic from heavy goods vehicles to trains, but there will always be some need for big trucks in the transportation chain. The Port of Gothenburg is reviewing how best to create positive inducements for environment-improvement measures in road transport operations to and from the port. This measure is included in the City of Gothenburg's environmental programme and it is part of the drive to find solutions that cut truck emissions.

Considerable dedication to climate issues in the port

The Gothenburg Port Authority works sustainably to reduce its impact on the climate. The focus is on both reducing our own emissions and on helping customers and terminal operators to reduce theirs. Our climate work is based on the City of Gothenburg's own environmental and climate strategy programme. The Gothenburg Port Authority's environmental programme includes a plan of action featuring a range of activities to reduce the company's climate impact every year. The company's own emissions have been cut by 60 per cent since 2010.

BIG INVESTMENTS IN ALTERNATIVE ENERGY SOURCES

Recent years have seen a transition to alternative energy sources for buildings as well as the Energy Port's pipe-heating system, which in 2016 began to have a significant impact on emission levels. The company is also working to reduce the climate impact of its production vehicles. Their diesel consumption has dropped steadily over the past five years as biogas and electricity have stepped in.

ONSHORE CONNECTIONS AND CHARGING STATIONS

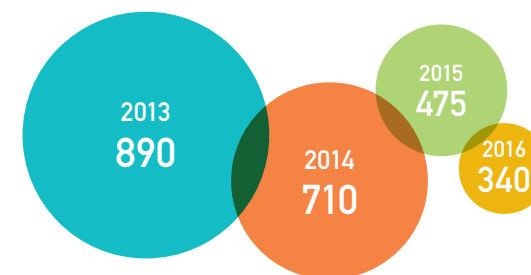
Onshore electricity hook-ups have been available for many years now at the Port of Gothenburg and in recent years charging stations for cars and cycles have been added. In 2016 additional charging stations for electric cars were installed and we can see continued strong demand for a wide variety of charging facilities for vessels and vehicles in the upcoming years too.

GOTHENBURG PORT AUTHORITY OFFSETS CARBON EMISSIONS

The Gothenburg Port Authority was a climate-neutral company in 2016 too, compensating for emissions of carbon dioxide equivalents generated by our activities during the year. This carbon dioxide offset is certified by the UN as per CDM Gold Standard, with high demands on implementation, social responsibility and contributions to sustainable development.

-60%

Reduced CO₂ equivalent emissions (in tonnes) from Gothenburg Port Authority 2013–2016.



Big and small – the Port of Gothenburg offers electricity connections for ships, cars and cycles.

Treatment of polluted soil

The Energy Port deals with large quantities of oil-based products, leading over the years to soil contamination. The Gothenburg Port Authority has therefore worked for many years together with other actors to contain such pollution and reduce its impact on the surrounding environment.

During excavation of soil in the port area, there are special procedures in the event of suspected pollution. Samples are taken, the County Administrative Board is contacted and polluted soil is not used for land refill. Through well-established cooperation with the

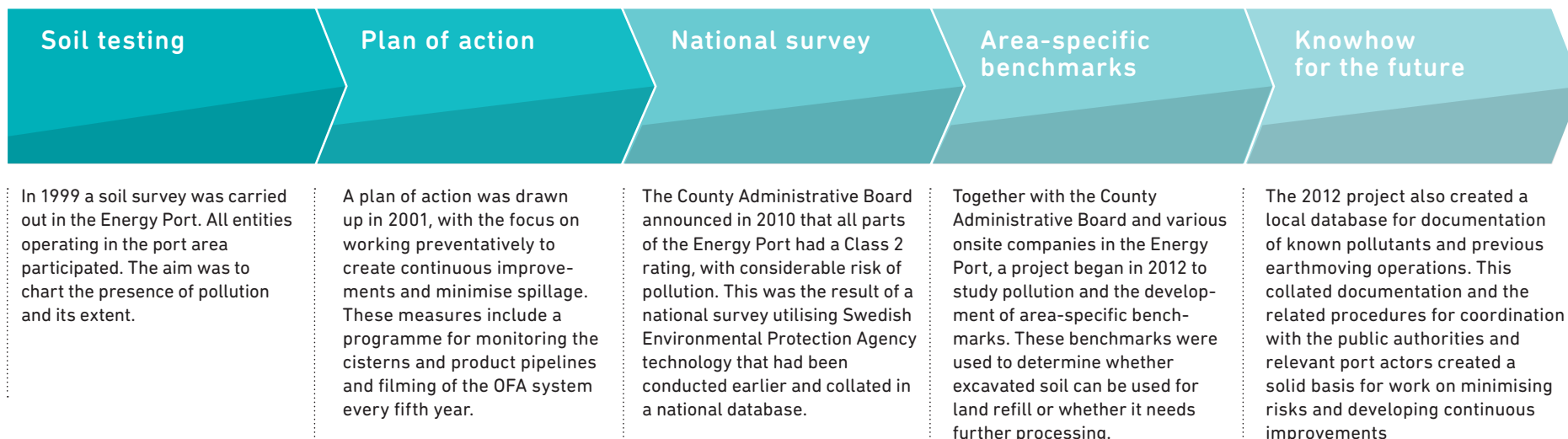
public authorities and other parties operating in the Energy Port, sustainable measures can contribute to more effective soil decontamination and enhanced resource management.

2016 saw the start of a major maintenance project in the Energy Port, involving the replacement of sewage pipes and linking of the district heating infrastructure to the pipe-heating system. As a result, large quantities of soil were excavated and removed, marking yet another step toward a cleaner local environment.



During the year, large quantities of contaminated soil, primarily from the Energy Port, were excavated and removed for treatment.

TOWARD REDUCED ENVIRONMENTAL IMPACT FROM POLLUTED LAND





Our social responsibility

Work environment and health

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. An important success factor for maintaining skilled and motivated employees – and attracting new ones – is to offer a stimulating workplace that provides an opportunity to develop. We focus on our employees' health.

SYSTEMATIC WORK ENVIRONMENT EFFORTS

Over a number of years, the port has worked systematically to improve its work environment and in October 2015 it received a renewed certificate in accordance with the OHSAS 18001 management system. In 2016 an internal and external audit was carried out and the Swedish Work Environment Authority undertook a scheduled inspection within the framework of the project to inspect companies dealing with chemicals and chemical processing. Recommended improvement areas included: measures and follow-up related to risk assessment, legal compliance inspections, and the way we work together with health and safety inspectors. As part of our systematic work environment operations we also carried out a fall hazard assessment in the Energy Port, and risk assessments for our safety coordinators in Skarvikshamn as well as for work on silica and stone dust.

NEW WORK ENVIRONMENT PROGRAMME

In 2015 a work environment programme was

launched to further strengthen our work environment efforts. The 2016 targets and activities were developed based on the most common physical and psychosocial risk factors within the company, identified through a range of risk assessments, our deviation management system, development reviews and the 2015 employee survey. The programme contains targets and activities which aim to minimise or completely eliminate identified risks.

MONITORING AND EVALUATION

The number of accidents not resulting in absence increased from one to seven, and those resulting in absence rose from one to two. The number of incidents rose by almost 26 per cent, totalling 44 last year. In 2016 we had 84 risk observations, up 79 per cent. One likely explanation for this increase is that we have become better at reporting incidents and risks. In 2017 too we will focus on improving the way we investigate incidents and accidents. All so as to obtain better knowledge about what causes such events and work out how best to avoid future occurrences.

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



The Port of Gothenburg shall be a workplace characterised by a good and safe work environment.

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 a number of focus areas based on the 2015 survey, such as stress and workload, organisation and leadership, and work satisfaction. In December 2016 a new survey was carried out, with an 86 per cent response frequency. It gave a somewhat poorer result compared with 2015, and indicated that one improvement area worth dealing with is to be an "attractive employer".





SKILLS DEVELOPMENT

We are always investing in employee development so employees will better be able to fulfil their current and future missions. Development reviews form the basis of employees' development, and these are carried out at least once per year with every employee. The development review results in an individual development plan that links firmly with the company's business plan. We conduct annual surveys to ensure that every employee has a development plan.

One step in securing an adequate supply of managerial material is to participate in the City of Gothenburg's "Tomorrow's Manager" programme. In 2016, three employees participated in the programme. Within the framework of our work environment programme, one of the subject areas last year was to provide training on the new regulations governing organisational and social work environments with special focus on early recognition of and response to signals that indicate stress. In addition, we provided CPR courses for 43 employees, and more such courses will be held in spring 2017. We also did a fall protection training course for employees in the Infrastructure department.



THE BATTLE FOR SKILLS

The ability to attract and keep highly educated, skilled employees is becoming an ever more important issue for many companies, including ours.

The main challenge lies in being able to recruit sufficient structural engineers to meet our development plans. In 2016 we conducted a major branding campaign entitled "Are you enough of an engineer?" primarily via social media. The campaign boosted awareness of the Gothenburg Port Authority as an employer and we were also able to fill a number of engineering vacancies.

In order for us to fulfil our mission and create a good and attractive work environment while doing so, the right staffing is crucial. Factors governing success in attracting potential employees include the way we recruit and how best to provide a good introduction to new employees. Our company offers a number of benefits such as a preventive health care subsidy, a grant for buying a cycle, subsidised public transport and health profile assessments, all so as to encourage and contribute to our employees' health and a better environment. Last year 56 employees utilised the preventive health care subsidy.

The Gothenburg Port Authority notes with pleasure that for the second consecutive year, it has been rated one of Sweden's most exciting employers.

In 2016 43 employees participated in CPR courses.



Sweden's top 100 most exciting employers:

"Through its drive to have equal numbers of men and women in its workforce, the Gothenburg Port Authority shows its dedication to gender equality. Diversity is also important in recruitment – recently a partnership was initiated with Open House, which runs mentor programmes. What is more, there is an ongoing project together with the Engineer to Engineer project, whose aim is to link immigrant engineers with vacancies in the labour market. Through mentorship and the "Tomorrow's Manager" programme, the Gothenburg Port Authority aims to identify potential leaders for the future. Add a corporate climate that actively promotes a healthy balance between work and free time, and it is clear that the Gothenburg Port Authority is one of Sweden's top 100 Career Companies in 2016."



Did you know that?

Every year, the lives of about 1300 people are saved in Sweden thanks to CPR training and defibrillators.

Safety work in the Energy Port

We run continuous and targeted safety projects with employees and other businesses at the Energy Port. Risk management and feedback are important aspects of our cooperation with all concerned. Our drive to continuously improve our safety record involves close contact with the relevant authorities.

HAZARD IDENTIFICATION AND RISK ANALYSES

The work routine includes identification of hazards and, when necessary, risk analyses. This takes place both in daily operations and in projects. Through planned safety inspections, shortcomings can be uncovered both in work methodology and in our technical equipment, for subsequent rectification. Last year eleven safety inspections were conducted in the Energy Port. Additional safety inspections were carried out during project installation. Other activities aimed at identifying hazards and risks included:

- updated marking of product pipelines
- installation of more and better security cameras
- updated ATEX classification of areas with explosive atmosphere
- new risk analysis carried out on operations in Torshamnen
- risk analyses of the most common tasks performed by shift staff

SAFE EQUIPMENT

Our equipment must be safe and offer high reliability and integrity. In 2016 we therefore conducted the following projects, among others:

- Replacement of fire alarm systems in Torshamnen and Skarvikshamnen
- Updating of firefighting pumps in Torshamnen to a modern control system, with redundancy in Skarvikshamnen
- Dismantling of obsolete product pipelines
- Replacement of sections of the freshwater pipes in Skarvikshamnen
- Reinforced concrete piles under quay 510/511

“Our equipment must be safe and offer high reliability.”



Risk handling and information feedback are important aspects of our cooperation with all relevant actors in the port area.

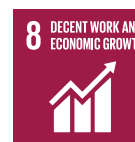
COOPERATION WITH RELEVANT PARTIES

In 2016 we carried out integration and coordination meetings with relevant instances in the Energy Port ahead of the safety report as per the new Seveso III. A risk and vulnerability analysis was also conducted for the Gothenburg Port Authority as a whole.

CONTRACTORS

2016 saw the implementation of extended checks of contractors' work permits, and when shortcomings were uncovered ongoing work was stopped. Continuous dialogue was conducted with the relevant contractors. Other relevant parties in the Energy Port were informed about the checks.

Our safety-related work contributes to UN sustainability goal number 8.



Inclusive workplace

Our vision is for the Gothenburg Port Authority to be seen as a workplace where equality and diversity prevail and where there is no discrimination or abuse. We aim to create an inclusive workplace where we can harness our employees' varied experiences and skills. We acknowledge and appreciate differences.



We aim to create an inclusive workplace free from discrimination.

INCREASED DIVERSITY

We pursue our diversity targets in every recruitment, but despite this we have relatively few employees from outside the Nordic region or with disabilities. In certain job categories, only one gender is represented because it is sometimes difficult to recruit for certain positions. As a result, our diversity has not increased

as fast as we would like. Our goal is equal gender representation in professions and departments where the skills available on the labour market are shared evenly between the sexes. The Gothenburg Port Authority has an Equal Opportunities Board that draws up an equal opportunities plan which is revised annually and set by the Board. Its objective is to present the measures that need to be taken to promote equal rights and prevent discrimination.

UNEQUAL AND EQUAL

We work to ensure that our employees have good knowledge of issues relating to diversity and equal opportunity. One of the ways we do this is through workshops on the theme of "Unequal & Equal", a dialogue about human rights, values and treatment. All employees are encouraged to take part in a variety of external events during the year, such as the West Pride Festival. In addition, various recruitment-related activities were carried out to review the equal opportunities perspective. The review's results were positive. We support and encourage parental leave and where possible we offer flexible working hours.

WE DO NOT TOLERATE ABUSE

The Gothenburg Port Authority has a zero-tolerance policy on abuse and discrimination, be it towards employees, jobseekers, customers or guests. This is stated clearly in our equal opportunities plan and applies to everyone in our area of operation. 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.

NO SALARY INEQUALITY

We conduct an annual salary survey to analyse the salaries of men and women. The 2016 salary survey has not yet been conducted but the 2015 survey was very positive, showing no unjustified differences in salary. Under no circumstances may salary differences be discriminatory. Salary determination and salary setting shall help us reach our operational targets and stimulate the business's efficiency, productivity and quality.



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

How we help reduce exclusion

We shall do what we can to be part of the solution regarding the challenges facing our society, both locally in Gothenburg and globally. It is important for us to contribute to a more socially sustainable Gothenburg that has a lower level of exclusion and narrower gaps in living conditions and health. How well we succeed and what we do influences many people in society.

DEMANDS ON SOCIAL CONSIDERATIONS IN PROCUREMENT

One of the City of Gothenburg's 2016 high-priority budget goals is that "the proportion of sustainable procurement agreements shall increase". This requires that 50 per cent of the city's overall service contracts must take social considerations into account. The Gothenburg Port Authority feels this is an important goal and over the past four years has developed and imposed social considerations in procurement procedures. Through these requirements, we have challenged contractors and suppliers to assume greater social responsibility.

For 2016 our goal was to apply social considerations to at least 50 per cent of all framework procurement agreements/contracts longer than three months. The result was that last year social considerations were applied to 60 per cent of such cases. In each procurement contract we assess the possibility of imposing demands on suppliers that encourage them to take social responsibility, among other things. Our aim is to continuously improve and develop the methods and models we use to apply social considerations in purchasing agreements, and this will continue to remain an important focal point in the future too.

One example of a longer contract was a comprehensive maintenance project for one of the port's quays. Through good cooperation with the successful contractor, we managed to create a job for at least one person who would otherwise be on the very fringes of the job market. All in accordance with the City of Gothenburg's prioritised targets for social consideration in the labour market. In this project, we received assistance from the City of Gothenburg's newly created department for social consideration.

EQUALITY IN GOTHENBURG

"Gothenburg shall be an equal-opportunities city that contributes to a good life for everyone!"

The Gothenburg Port Authority's contribution is primarily linked to the City of Gothenburg's focus area No 3, which deal with creating the foundations for jobs.

One example of how we impose social considerations in framework agreements for procurement is that suppliers are required to accept selected challenges in CSR Västverige's three responsibility-related initiatives: Decent Workplace, Social Responsibility, and Environmental Responsibility. We can see that over the past two years this work has created positive effects. For example, one of our suppliers has developed a mentorship and field trip programme together with Angered Upper Secondary School, and similar programmes will be introduced in other towns in Sweden. Another supplier has established a grant for schoolchildren living in underprivileged areas, and several other suppliers have started taking in interns or apprentices.



Our work on reducing exclusion contributes to UN sustainability goals 4, 8, 10 and 12.





FROM INTERSHIP TO EMPLOYMENT

Already back in 2015 work got under way to find ways of attracting and utilising the knowhow of immigrant engineers. In spring 2016 the Gothenburg Port Authority had the privilege of being able to contribute to speedier integration into the labour market by taking on Khaldon Saidan from Syria and Daniel Tafti from Iran as interns. Khaldon served his internship on everything from the Energy Port's OFA system, asphalt application and bridge maintenance in Ryahammen to a preliminary study of waste water from cruise liners. After a six-month internship, he was delighted to receive a job as project manager at our Infrastructure department.



It took Khaldon Saidan three and a half years to get a job, compared with the 7-year average.

PART OF "JOBBSPRÅNGET"

Last autumn we decided to participate in "Jobbsprånget", a cooperative venture between the government and Swedish employers with the aim of finding jobs for recently arrived academics. We are currently preparing to accept interns for spring 2017, and more than 50 people have already applied to serve their internship with us.

PARTNERSHIP COMPANY WITH OPEN HOUSE

Since 2015 we have supported Open House, a not-for-profit association whose foremost aim is to help young people of immigrant background to gain a foothold in the Swedish labour market. The Gothenburg Port Authority is a partnership company with Open House, which means we have promised that for three years we will support the association's operations financially and provide one or more mentors for young participants.

CORPORATE TWIN WITH RESCUE MISSION OF GOTHENBURG

Ever since 2014 the Gothenburg Port Authority has been twinned with the Rescue Mission of Gothenburg, 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.



Happy employees in the Rescue Mission's Christmas stall at the Liseberg amusement park.

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 vacation jobs, and offering the opportunity of job training. In 2016 we took on 10 trainees and six undergraduate students. Through these trainees and undergraduate students we have received many suggestions for improvements in the following areas, among others: ergonomics for the prevention of musculoskeletal disorders, handling of chemicals, internal control and purchasing.



Our financial responsibility

Development of Gothenburg as a freight hub

In an increasingly globalised world, the Port of Gothenburg has a central role to play in Swedish trade and industry. Swedish industry and welfare are based and dependent on trade with other countries, and given Sweden's geography, maritime freight traffic is crucial. The Port of Gothenburg is Scandinavia's largest freight hub and handles the quantities of freight needed for direct routes to other continents, with frequent departures to ports in Europe.

DEVELOPMENT OF CONTAINER AND RAIL TRAFFIC

In 2016 three oceangoing container lines called in at the Port of Gothenburg, two operating to and from Asia and one to and from the USA. The container volumes, that is to say the number of containers expressed as 20-foot containers (TEU) dropped by 3 per cent to 798,000 TEU compared with 2015. This is the fourth consecutive year of sliding container volumes. The negative trend continued last year and worsened. The main reasons for the loss of volume included the union conflict in the APM Terminals container terminal, and operational problems in conjunction with replacement of the terminals' IT system. Rail freight volumes expressed as the number of containers transported dropped by 8 per cent to 367,000 TEU over 2015 figures.

Focus for 2017:

- Increased number of routes, new destinations and increased frequency, both at sea and on land
- Increased proportion of rail traffic, both intermodal and conventional
- Continued research into deepening fairways

“In order to succeed in our mission to develop the freight hub, good cooperation and satisfied customers are of considerable importance, along with a stable economy and strong business ethics.”



Car exports increased to record levels in the second half of the year.



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

RORO, FERRIES AND CARS – A BRIGHT YEAR FOR AUTOMOTIVE EXPORTS

The number of units handled for ro-ro and ferry operations increased by two per cent to 538,000 units compared with 2015. This positive trend stems from increased freight volumes to/from Belgium, primarily owing to increased activity among the various Volvo companies and increased frequency at the three ro-ro operators working on these destinations. New cars passing through the Port of Gothenburg increased by 15 per cent in 2016 to 246,000 compared with 2015. This volume growth can primarily be attributed to increased car exports from Volvo, and increased import volumes.

Focus for 2017:

- Construction and completion of a new intermodal terminal
- Concept development and market contacts for increased volumes of cars and High & Heavy volumes
- Higher proportion of railway traffic, both intermodal and conventional





NEW LOGISTICS PARK

There has long been a shortage of logistics space near the port. Now however a park measuring one million square metres is emerging – Port of Gothenburg Logistics Park. Five landowners will together develop the property. The Gothenburg Port Authority has 400,000 square metres of this area, located about a kilometre from the port. Marketing and groundwork have started and the first tenants are expected to move in during 2018. More than 2000 new jobs are expected to be created in the new logistics park.

Focus for 2017:

- Continued efforts to locate strategic tenants
- Development of tailor-made and client-adapted logistics facilities

ENERGY – ALL-TIME-HIGH

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.

A good start to the year with healthy margins for refinery operations and a good market for oil storage meant record volume levels handled by the Energy Port. Increased distribution to other Nordic countries also contributed to greater movement. Volumes rose by 12 per cent to 23.7 million tonnes compared with 2015.

Considerable effort was made to boost cost efficiency, with the focus on the comprehensive investment and reinvestment programme. Since the utilisation rate at the most important quays was high virtually throughout the year, new opportunities and increased flexibility were created for instance by expanding the quantity of products handled via quay 551.

Focus for 2017:

- 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 accommodated 34 cruise ships over the year. Increased competition primarily from nearby Danish ports is challenging Gothenburg. During the year, a detailed market analysis was conducted, resulting in a new strategy for the coming years. A decision was taken to relocate from the downtown cruise-ship quay in Frihamnen, which will undergo urban redevelopment, to the America terminal.

Focus for 2017:

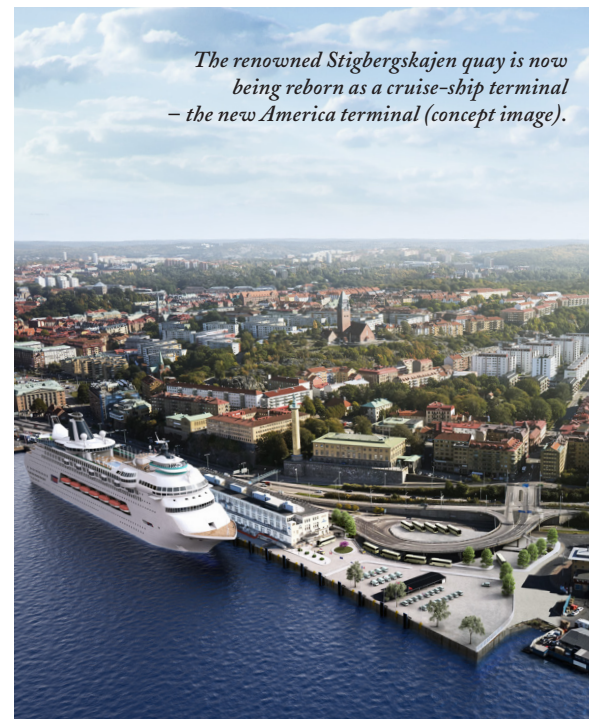
- Completion of the America terminal ahead of the 2018 season
- Continued market focus to encourage more calls



Did you know that?

Half of all the crude oil imported into Sweden enters via the Port of Gothenburg.

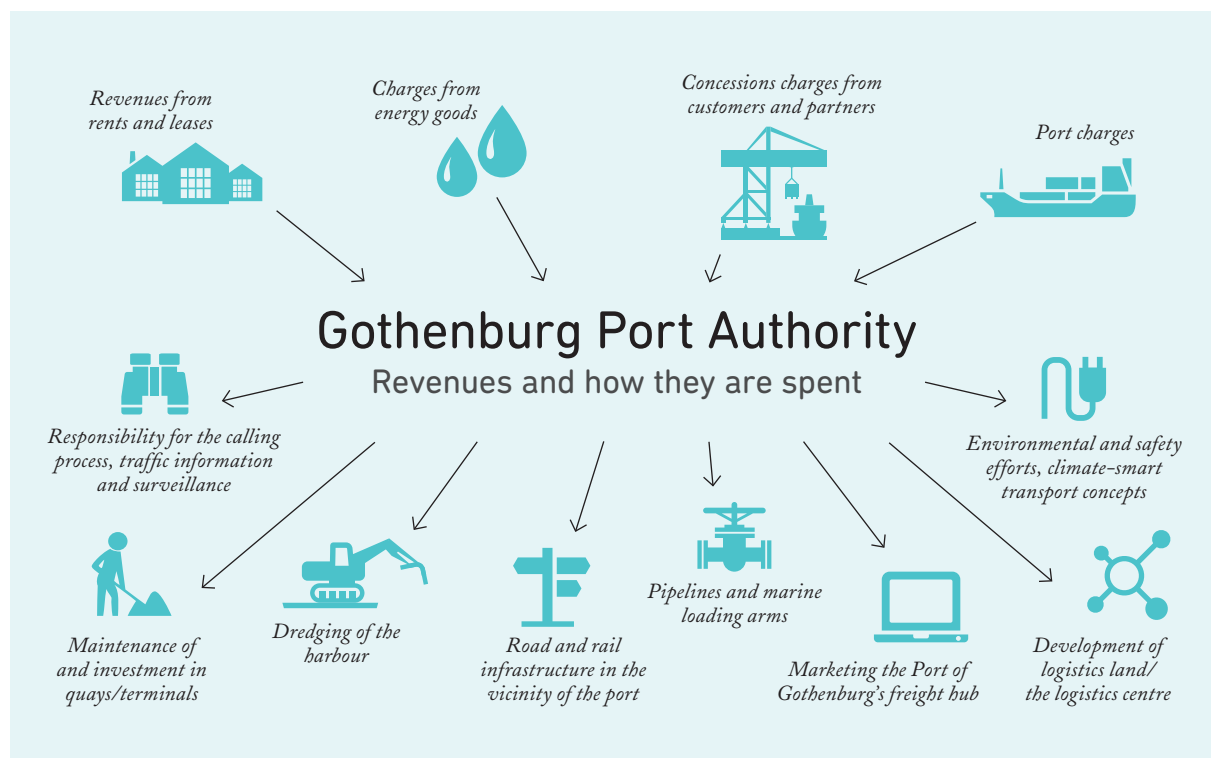
The renowned Stigbergskajen quay is now being reborn as a cruise-ship terminal – the new America terminal (concept image).



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.

“Planned investments for the coming ten-year period total SEK 4.3 billion.”



A SELF-FINANCED COMPANY

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 FINANCIAL RESULTS

The Gothenburg Port Authority's profits totalled SEK 218 million, compared with SEK 206 million in 2015. Turnover increased by 6 per cent. The main boost to revenues came from rising volumes in the energy segment and increased numbers of port calls. The company's main costs are operation and maintenance of the port infrastructure, personnel costs, and depreciation. During the year, the company had higher costs for planned maintenance, primarily for quays and land as the maintenance programme was carried out.

In 2017 the port tariffs will remain unchanged owing to continued cost-efficiency measures.





INVESTMENTS IN 2016

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.

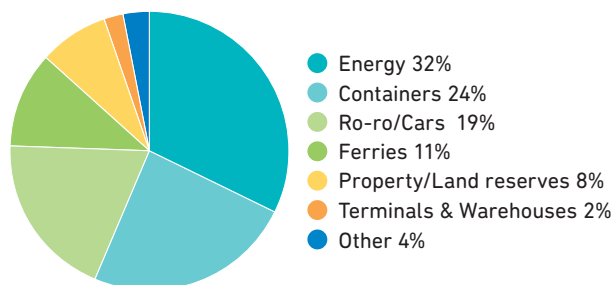
The main investments in 2016:

- Purchase of land for logistics facilities near the port – Halvorsäng
- Reinvestment in existing facilities
- Surface upgrades in the container terminal/car terminal
- Port Entry – new port entry for trucks

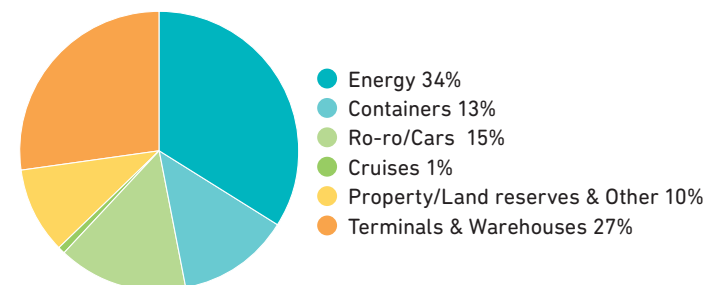
The main investments in 2017:

- Port of Gothenburg Logistics Park – new logistics area
- Dredging deposits and forthcoming port expansion in Arendal
- Arken intermodal terminal
- Reinvestment in existing facilities

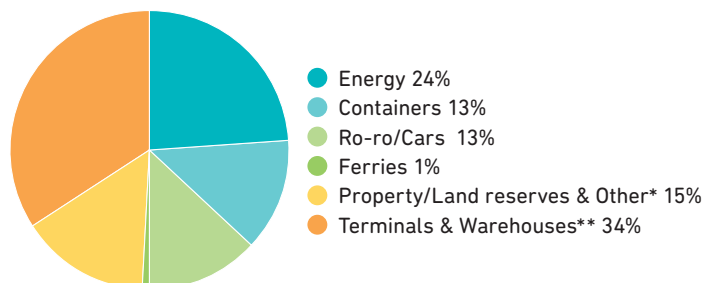
Turnover per business area 2016
(total SEK 747 m)



Investments per business area 2016
(total SEK 279 m)



Investments per business area 2017–2027
(total SEK 4 338 m)



* Primarily concerns investments in logistics properties.

** Primarily concerns investments in dredging deposits and the new terminal in Arendal.



Did you know?

We are a self-financed company with no financial support from our owner, the City of Gothenburg.





QUALITY ASSURANCE

The Gothenburg Port Authority's quality assurance efforts shall create the conditions for a strong, efficient and sustainable Scandinavian freight hub, with the focus on customer value and customer satisfaction. We have a three-pronged approach in our work: good knowledge of our customers' needs, the development of efficient processes that create value, and constant improvement. We use the LEAN approach in our operational development. The Gothenburg Port Authority's operations are certified in accordance with ISO 9001.

LEADERS IN THE SWEDISH PORT SECTOR

We are well aware of the status of our facilities thanks to our systematic, regular inspections. In this regard, we are leaders in the Swedish port industry. There is a documented account of how the status of the facilities has developed over the years. With this knowledge, we have every opportunity to plan our long-term maintenance so that measures are put in place at the right time. For the continued development of the freight hub, we view maintenance of facilities as an investment in the future rather than an expense. This requires us to increase our awareness and understanding of the status of facilities and develop our skills for managing that knowledge.

OUR RISK-ASSESSMENT WORK
ALWAYS IN FOCUS

Uncertainty is natural in all business ventures and can impact operations both positively and negatively. Proactive risk-assessment determines the company's ability to respond to the unexpected.

The Gothenburg Port Authority works in a structured way with risk assessment, and the key area of internal management and control undergoes continuous development. Over-riding corporate risks are analysed and evaluated on a continuous basis. The risk analysis and internal control plan established by the Board shows which risk-reduction measures are to be carried out. There is continuous monitoring throughout the year of the internal control plan integrated with the business plan.

“We have a three-pronged approach in our work; good knowledge of our customers’ needs, the development of efficient processes that create value, and constant improvement.”



*We adopt a LEAN approach
in our operational development.*

More satisfied customers in 2016 customer survey

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.

CUSTOMER SURVEY

In the 2016 survey, the overall assessment for the Gothenburg Port Authority as “quite good or very good” rose from 61 to 63 per cent. The port as a whole also received a higher overall assessment, 52 per cent compared with 43 per cent in 2015. In addition, the survey reveals that:

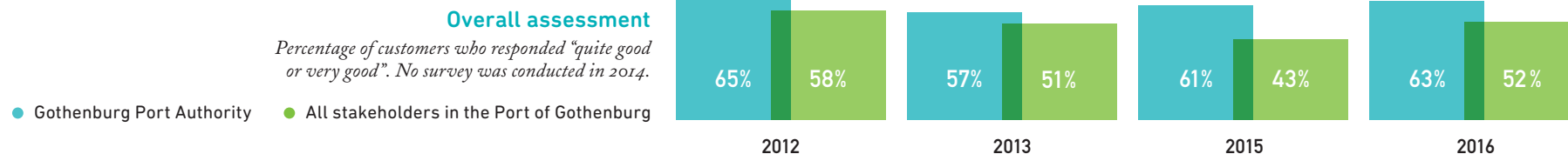
- Energy Port customers are more satisfied than customers at other terminals. 76 per cent of the Energy Port’s customers give the Gothenburg Port Authority, and the port as a whole, the “quite good or very good” rating.
- Gothenburg RORO Terminal customers reported major improvements as regards both the Gothenburg Port Authority and the port as a whole.
- The biggest challenge and improvement potential is still the container terminal run by APM Terminals Gothenburg. The overall assessment, with a “quite good or very good” rating for the terminal, nonetheless improved from 27 per cent in 2015 to 33 per cent in 2016.
- Marine operations (fairway navigation, quay-side depth, handling of refuse and sludge) still command a high rating and competence in technical administration at the Gothenburg Port Authority scored far higher than before.
- The Gothenburg Port Authority’s work on the environment, marketing, communication and safety receives consistently high ratings.
- The Gothenburg Port Authority continues to rate low regarding attention to customers’ strategic and long-term needs.
- In the sub-areas “being customer-oriented and taking care of customer relations” and “feedback regarding customer questions in general”, the Gothenburg Port Authority’s rating has improved considerably.

63% of our customers gave us an overall assessment of “quite good or very good”.

One of the Gothenburg Port Authority’s over-riding goals is:

MORE SATISFIED CUSTOMERS

Via an annual Internet-based customer satisfaction survey sent to about 190 customers, we find out our customers’ perceptions of the Gothenburg Port Authority as well as the port as a whole. Response frequency in 2016 was 55 per cent. The target for 2016 was for 63 per cent of our customers to give us an overall assessment of “quite good or very good”, which was the precise figure achieved.





OPERATIONAL DISRUPTIONS AND DELAYS

2016 too was a year characterised by production disruptions in the Nordic region's biggest container terminal, with a slower production pace resulting in delays for trucks and disruption for shipping. One major reason for these disruptions was that the Swedish Dockworkers' Union implemented several overtime blockades and work stoppages.

PRIORITISED IMPROVEMENT AREAS FOR 2017

- Improve attentiveness to customers' strategic and long-term requirements and wishes
- Improve cooperation with customers in conjunction with maintenance of facilities
- Help significantly improve the overall assessment of the container terminal

“One of the port's absolute strengths is that we have expansion potential.”



Magnus Kårestedt,
CEO, Gothenburg Port Authority

What is the Gothenburg Port Authority doing to significantly improve the overall perception of the container terminal?

We favour close dialogue with terminal operator APM Terminals Gothenburg on many different levels regarding the production disruptions that took place, both here in Gothenburg and with the APM Terminals top management in The Hague. This issue also has top priority for the port's Board, which is doing its utmost to impact the situation in a positive way. We are also supporting the terminal in its bid to elevate the trade union issue to national level. In addition, it is vital that we ourselves – the Gothenburg Port Authority – help ensure that the whole operation functions as well as possible. That is to say smooth vessel calls, sufficient capacity on roads and railways to and from the port, access to transshipment terminals close to the port, warehousing facilities and other aspects that are important for strengthening Gothenburg as a freight hub.



Arvid Guthed,
Manager, Port Development

What is the Gothenburg Port Authority doing to improve attentiveness to its customers' strategic and long-term requirements?

One of the port's absolute strengths is that we have expansion potential. We are facing an exciting future with investments including a new port terminal in Arendal, an intermodal terminal, terminal facilities, warehouses and a cruise liner quay. In order to ensure that development of the port reflects market needs in the short and long terms, we have continuous dialogue with the market's various actors as well as with city managers and relevant government departments.

The port must develop in relation to the city and the national infrastructure. That's why it is particularly gratifying, for instance, to see expansion of the port railway to a two-way track, and to create a new site in the port for the intermodal terminal which is relocating from near the city's central railway station. And not least, it is vital to work closely together with the Swedish Transport Administration and the Swedish Maritime Administration on dredging of the fairway.

Strong business ethics are important to us

Treating all customers and partners the same, without favouritism toward anyone, and respecting agreements and deals are of great importance to us. As such, we have a zero-tolerance policy towards bribes and corruption. This is a question of our credibility.

CODE OF CONDUCT SINCE 2012

Our operations involve many people. In order to succeed in our mission, it is important to be responsible and reliable in our contact with our different stakeholders. For this reason, a code of conduct was produced in 2012. This 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.

CHARTING OF RISK AREAS

In 2016 a survey was carried out to identify functions, areas and situations in the company where there is an enhanced risk of committing irregularities. The survey results prompted a review to verify whether existing in-house checks are satisfactory or whether additional measures or checks need to be implemented. In general, it is our assessment that in-house controls are good, but in certain areas improved procedures and controls will be implemented.

Our code of conduct features guidelines for the following areas, among other things:

- **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.



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

MONITORING

Every manager is responsible for the content of our code of conduct being known and applied by employees and temporary personnel. Observance of the code of conduct shall be monitored on an ongoing basis as a natural part of ongoing operations.

PLANNED FOR 2017

- Arrange training on the subject of bribes and corruption.

We contribute to UN Sustainable Development Goal 16:5, which focuses on reducing all forms of corruption and bribery.



➔ 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 shows the indicators we feel are relevant as per the current GRI index (see pages 49–55). The GRI indicator in question is provided in the left-hand column. Measurement and calculation methods and notes can be found in the right-hand column. The years featured are 2012–2016. Beyond the relevant GRI indicators, a number of key figures are also featured, which we have deemed worth monitoring and reporting.

FINANCIAL

GRI-indicator		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Key financial figures							
G4-EC1	Net turnover, SEK million	645	627	661	706	742	
G4-EC1	Profit/loss after financial items, SEK million	204	404	274	206	218	
	Operating profit, SEK million	214	140	192	245	255	
G4-9	Balance sheet total, SEK million	2,331	2,742	2,848	2,891	3,016	The company's assets.
G4-9	Equity, SEK million	857	1,202	1,113	1,146	1,273	
G4-9	Liabilities, SEK million	1,474	1,540	1,735	1,785	1,743	
G4-9	Return on total assets, %	9.4	5.6	7.1	8.5	8.6	Calculated from the profit/loss, excluding items affecting comparability.
	Equity/assets ratio, %	42.2	39	45.4	46.3	49.4	In the 2013 calculation adjusted for dividend of 299 MSEK.
	Investments	127	554	392	260	228	
	Cash flow from operating activities, SEK million	243	286	230	290	347	



FINANCIAL



GRI-indicator		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Key financial figures, cont'd							
G4-EC4	Financial assistance received from government, SEK thousand	4,019	32	586	-609	0	Between 2012–2014, EU grants were obtained for the following projects: Motorways of the Sea, Dryport, Food Port and a Methanol project. In 2015, a repayment was made in connection with Motorways of the Sea.
G4-EC1	Economic value generated, SEK million: Customers	652	634	667	715	758	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	-236	-252	-234	-243	-222	
	Employees	-58	-60	-65	-64	-65	
	Lenders	-3	-37	-45	-39	-36	
	Government (tax written off and national insurance contributions)	-25	-36	-22	-45	-47	
	Shareholders	-75	-49	-49	-102	-71	
	Economic value retained, SEK million:	254	200	251	223	317	
Indirect economic impacts							
G4-EC7	Investments, SEK million	127	554	392	260	279	
G4-EC8	Number of people directly employed	8,000	8,000	8,000	8,000	8,000	According to an academic study, Lund University. Concerns the Port of Gothenburg's entire freight hub.
G4-EC8	Number of people indirectly employed	14,000	14,000	14,000	14,000	14,000	See above.
	Number of degree project placements/ interns/labour market policy programme participants	4	11	16	20	17	
	Social requirements for service procurements, %	no info	50	50	50	60	Relates to all longer contracts (longer than three months) and all framework agreements.



FINANCIAL



GRI-indicator		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Production							
	Planned maintenance, SEK million	101	140	104	97	160	
Range of lines							
G4-EC7	Number of direct connections via the Port of Gothenburg	136	138	118	123	115	Information concerning traffic routes from the shipping lines that call at the Port of Gothenburg (websites).
G4-EC7	Number of direct vessel calls to other parts of the world, automotive and container	8	7	6	6	6	See above.
G4-EC7	Number of shipping lines calling at the port (excl. tankers)	23	19	24	24	20	Information on calls from the terminals, reported every month.
G4-EC7	Number of train operators in Railport Scandinavia	10	10	8	7	8	Information from the terminals concerning the rail operators, reported every month.
G4-EC7	Number of cruise vessels calling	69	39	73	50	34	Information retrieved from the calls system.
Volumes							
G4-EC7	Containers, TEU*	900,000	858,000	837,000	820,000	798,000	Official figures for the Port of Gothenburg, which are based on data submitted by the terminals.
G4-EC7	Million tonnes of cargo in total	41.7	38.9	37.1	38.2	40.9	See above.
G4-EC7	Ro-ro (rolling goods), units	538,000	531,000	541,000	527,000	539,000	See above.
G4-EC7	New cars, units	163,000	163,000	166,000	214,000	246,000	See above.
G4-EC7	Energy, million tonnes	22.2	20.4	19.2	21.1	23.7	See above.
G4-EC7	Passengers, millions	1.67	1.69	1.8	1.7	1.7	See above.
G4-EC7	Containers by rail, TEU	411,000	393,000	406,000	398,000	367,000	See above.

* TEU = converted to 20-foot containers



FINANCIAL



GRI-indicator		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Volumes, cont'd							
G4-EN27	Percentage of containers by rail to the container terminal	46	51	53	51	49	
	Percentage of total import/export respectively, full containers	46/54	46/54	47/53	46/54	49/51	Official figures for the Port of Gothenburg, which are based on data submitted by the terminals.
	Swedish market share containers, %	60	59	57	56	54	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, %	20	21	20	18	18	See above.
	Swedish market share cars, %	18	20	23	27	28	See above.
Satisfied customers							
G4-PR5	Our customers' overall assessment of Gothenburg Port Authority, %	65	57	no info	61	63	Concerns customers who answered "quite good or very good" in customer surveys conducted. No survey was conducted in 2014..
Strong business ethics							
G4-S03	Risks related to corruption	no info	no info	no info	no info	10	Based on the 2016 study, ten areas with heightened risk of irregularities were identified.
G4-S04	Communication and training on anti-corruption policies and procedures. number of employees	118	0	0	0	0	Training conducted in conjunction with the launch of our code of conduct in 2012.
G4-S05	Confirmed cases of corruption	0	0	0	0	0	



ENVIRONMENT



GRI-indicator		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Energy							
G4-EN3	Electricity, MWh	7,000	7,300	6,600	6,100	6,100	Indirect energy consumption per primary energy source. The electricity used is Good Environmental Choice-marked and is supplied by Göteborg Energi.
G4-EN3	District heating, MWh	1,100	1,000	900	1,000	1,000	Indirect energy consumption per primary energy source. The district heating has been Good Environmental Choice-marked since 1 July 2014 for buildings 036 and 035 and is supplied by Göteborg Energi.
G4-EN3	Pipe heating, MWh	2,000	2,000	2,000	2,000	2,700	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	1,600	1,400	1,000	1,100	1,200	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	no info	no info	140	142	139	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	57,300	61,700	52,000	52,900	48,000	Includes diesel and petrol for production vehicles, working vessels and fire pumps. The figures are compiled from supplier documentation from: Gothenburg RORO, Gatubolaget, Preem, OKQ8, Circle K, Shell and St1.
G4-EN3	Fuel, nm ³	5,400	9,300	9,900	8,800	11,000	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		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Emissions							
G4-EN15	Gothenburg Port Authority's total emission of greenhouse gases – direct tonnes of carbon dioxide equivalents	480	460	380	160	200*	Relates to reporting of Scope 1 as per GHG protocol. Encompasses working vessels, production vehicles, heating of buildings and fire pumps in Torshamnen. The data is based on consumption figures and emissions factors for fuels and gas heating, obtained from the suppliers (see the above section on Energy).
G4-EN16	Gothenburg Port Authority's total emission of greenhouse gases – indirect energy, tonnes of carbon dioxide equivalents	330	300	200	170	35*	Relates to reporting of Scope 2, as per GHG protocol. Encompasses electricity and district heating used in buildings, street lights and the heating of pipes in the Energy Port. The data is based on consumption figures and emissions factors provided by Göteborg Energi.
G4-EN17	Total emissions of greenhouse gases – other indirect, tonnes of carbon dioxide equivalents	no info	no info	169,000	169,000	188,000	Relates to reporting of Scope 3 as per GHG protocol. Encompasses maritime operations in Gothenburg Municipality, terminal companies: APM Terminals Gothenburg AB, Gothenburg RORO AB and Logent Ports & Terminals AB as well as loading of petrol to vessels in the Energy Port and Gothenburg Port Authority's business travel. Emissions from shipping are 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 2012–2013. The terminal companies show emissions for Scope 1+2 as per the GHG protocol. Consumption data and emissions factors for business travel are provided by the suppliers.
G4-EN15 G4-EN16 G4-EN17	Gothenburg Port Authority's total emissions of greenhouse gases	970	890	710	480	340*	Relates to reporting of Scope 1, 2 and 3 as per the GHG protocol.
G4-EN21	Sulphur dioxide, tonnes	no info	no info	330	91	100	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 2012–2013. The figures are thus not comparable with data from previous sustainability reports.

*These figures will be updated in March 2017, when final data will be provided.



ENVIRONMENT



GRI-indicator		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Emissions, cont'd							
G4-EN21	Nitrogen dioxide, tonnes	no info	no info	2,200	2,000	2,100	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 2012–2013. The figures are thus not comparable with data from previous sustainability reports.
G4-EN21	Particulates, tonnes	no info	no info	22	11	13	See above.
G4-EN17	Carbon dioxide, tonnes	no info	no info	150,000	150,000	170,000	See above.
G4-EN21	Hydrocarbons, tonnes	no info	no info	78	80	88	See above.
G4-EN21	VOC emissions in the Energy Port, tonnes	2,000	1,900	1,600	1,800	1,500	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	no info	no info	no info	28	29	The percentage is produced using calling 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	34	30	37	32	35	The percentage is produced using calling statistics for vessels equipped for quayside onshore power supply.
G4-EN19 G4-EN21	Percentage of trucks operating in the port area that meet Euro 5 or higher	no info	no info	no info	46	no info	This percentage was determined through an interview/study of truck drivers entering the Port of Gothenburg in 2015. The study was not conducted in previous years so there is no data for 2012–2014 and 2016.
Waste							
G4-EN23	Gothenburg Port Authority, combustible commercial waste, tonnes	no info	no info	139	153	157	Waste quantities and their sorting fractions are provided by Renova and Kretslopp & Vatten. Other quantities and sorting fractions are reported in detail for every year 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.



ENVIRONMENT



GRI-indicator		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Waste, cont'd							
G4-EN23	Shipping, combustible commercial waste, tonnes	no info	no info	261	221	242	Encompasses waste from vessels calling at Gothenburg Port Authority. Waste quantities and their sorting fractions are provided by Renova. Other waste quantities and sorting fractions are reported in detail in the Swedish Transport Agency waste report. 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	Polluted excavated soil, tonnes	no info	no info	85	82	17,950	Encompasses soil removed from polluted ground primarily in the Energy Port. This has been classed above the specified limits.
G4-EN23	Sludge, tonnes	9,700	8,400	7,600	7,400	8,044	Encompasses sludge from ships to all parts of the port. Waste quantity figures provided by Stena Recycling.
G4-EN24	Number of spills to ground outside of safety systems	3	2	1	1	2	"Safety systems" relates to reinforced areas linked to the water treatment plant. Covers Gothenburg Port Authority's activities and is based on reporting to the deviation management system.
G4-EN24	Estimated amount, oil products, litres	200	1,100	100	no info	no info	Encompasses the Gothenburg Port Authority's operations and based on reporting to the deviation management system.
G4-EN24	Number of spills to surrounding water	2	7	4	6	3	Encompasses the port area and is based on reporting to the deviation management system.
G4-EN24	Estimated amount, oil products, litres	1,000	80	1,000	135	no info	See above.
Biodiversity							
G4-EN11	Port area, total area in hectares	no info	no info	no info	584	584	Covers the entire port area in the Port of Gothenburg.
G4-EN11	Space used for port operations, area in hectares	no info	no info	no info	217	217	Covers all operational areas within the Port of Gothenburg.
G4-EN13	Green spaces within the port area, area in hectares	no info	no info	no info	367	367	Covers Torsviken, Svarte mosse and Rya Forest.



SOCIAL



GRI-indicator		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Employment							
G4-10	Total number of employees	121	130	130	123	129	
	of which men	85	91	89	81	84	
	of which women	36	39	41	42	45	
	of which fixed-term employees	3	6	6	7	7	
G4-10	Temporary employees	20	21	25	29	31	From employment agency, only white-collar staff. These figures do not include technical consultants or contractors.
G4-10	Number of permanent employees	118	124	124	115	121	
	of which men	84	85	83	74	76	
	of which women	34	39	41	41	45	
G4-10	Age structure, permanent employees, %						
	below 30 years	8	10	10	8	5	
	30–50 years	49	55	54	60	63	
	above 50 years	43	35	36	32	32	
G4-10	Average age	47	45	44	44	46	
G4-LA1	Total number who resigned	13	12	12	15	9	
	of which men	9	9	10	13	5	
	of which women	4	3	2	2	4	
	below 30 years	no info	3	1	3	0	2012: no data concerning age distribution (due to change of payroll system).
	30–50 years	no info	7	7	5	4	See above.
	above 50 years	no info	2	4	7	5	See above.
G4-LA1	Personnel turnover, %	11.4	6.0	6.3	7.9	7.6	
G4-LA2	Employee benefits, insurance						Through collective agreements, our employees have: Employment group life insurance, health insurance, occupational injuries insurance, salary supplement when on parental leave, readjustment insurance, occupational pension. We also offer an optional group insurance.



SOCIAL



GRI-indicator		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Employment, cont'd							
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 2017. Employees may spend up to SEK 2,000 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	59	0	53	78	0	
	Grant for wellness activities	41	69	41	57	56	
	Sponsorship of sports event starting fees	6	8	7	10	7	
	Cycle subsidy	0	6	1	2	0	
	Subsidised public transport	0	45	47	33	44	
G4-LA2	Other benefits						Cycle servicing, staff cycles (on lease), subsidised lunches, grants for glasses/contact lenses, organic fruit in the workplace.
	Employee Satisfaction Index	no info	67	65	63	61	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.
Employee health and safety							
G4-LA6	Total absence due to illness, %	3.2	3.8	4.1	4.3	3.8	Absence is measured in hours.
G4-LA6	Work-related absence due to illness, %	no info	no info	no info	0.9	0.81	Absence due to illness and work-related absence due to illness are calculated from the first day. These measurements were introduced in 2015. Counted as a percentage of the total contracted time for the company. Included in the total absence due to illness above.
G4-LA6	Occupational injuries	3	4	9	7	7	Occupational injuries due to the physical or psychosocial work environment. In addition to the seven with occupational injuries in 2016, there were 4 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	no info	no info	no info	19	18	According to research from recent years, shift workers run a greater risk of suffering from stress and stress-related illnesses. We have 19 employees who work shift schedules. These measurements were introduced in 2015.



SOCIAL



GRI-indicator		2012	2013	2014	2015	2016	Measurement & calculation method /notes
Skills development for employees							
G4-LA9	Training hours per employee	no info	no info	no info	no info	no info	These key figures need to be developed and no data is presently available.
G4-LA10	Programmes for skills management and lifelong learning to support continued employability of personnel and assist them in managing career endings	no info	no info	no info	no info	no info	See above.
G4-LA11	Percentage of employees receiving regular development reviews, %	no info	no info	100	100	100	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: Women/men in total, numbers Women/men of managers, numbers Women/men of executives, numbers Women/men on the Board, numbers	35 / 83 7 / 15 3 / 5 5 / 10	39 / 84 9 / 13 4 / 5 6 / 9	41 / 83 10 / 15 4 / 5 6 / 10	42 / 81 11 / 14 4 / 4 7 / 8	45 / 84 11 / 15 4 / 4 6 / 9	We have a few employees with disabilities. 34.8 % of our employees are women.
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. The 2016 salary survey has not yet been conducted.
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 2012 and 2016.

GRI index

Standard disclosures

Indicator	Description	Page	Notes
Strategy and analysis			
G4-1	A statement from the CEO concerning the strategy for addressing sustainability	5–6	From the CEO
Organisational profile			
G4-3	Name of the organisation	*)	Gothenburg Port Authority
G4-4	Primary brands, products and services	8, 29–30	
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	8	
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	38, 46	
G4-10	Number of employees	46	129
G4-11	Percentage of employees covered by collective agreements	*)	Everyone apart from the CEO.
G4-12	The organisation's supply chain	*)	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 changes to the organisation during the reporting period concerning the organisation's size, structure, ownership or supply 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	1)	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, 10–12	See sections: About our sustainability report, Sustainable relations, Key sustainability aspects.
G4-19	Material aspects	10–12	See section: Key sustainability aspects.
G4-20	Internal impact	49–55	See GRI index, columns: Where the impact occurs/Notes.
G4-21	External impact	49–55	See GRI index, columns: Where the impact occurs/Notes.
G4-22	Explanation of changes to information provided in previous reports	*)	No changes implemented.
G4-23	Significant changes to the scope, limitations or measurement methods	38–48	See column concerning the measurement and calculation methods in summary of key figures.



1) Aleförsstiftelsen • Bohuskustens vattenvårdsförbund • BPO, Baltic Ports Organization • Cruise Baltic • Cruise Europe • CSR Västsverige • ESPO, European Seaports Organisation
 Göta älvs vattenvårdsförbund • Hafen Hamburg Marketing e.V. • IAPH, International Association of Ports and Harbors • International Harbour Masters' Association • LTS, Logistik & Transport
 NTM Nätverket för Transporter och Miljö • PIANC, The World Association for Waterborne Transport Infrastructure • SMGF, Society of Marine Gas fuel • Maritime Forum • Sweden China Trade Council
 Sweden-India Business Council • Swedish Chamber of Commerce in Hong Kong • The Confederation of Swedish Enterprise • Ports of Sweden • Germany-Sweden Chamber of Commerce
 West Sweden Chamber of Commerce • Västsvenska Miljörättsföreningen

*) See Notes column



Indicator	Description	Page	Notes
Stakeholder relations			
G4-24	Stakeholder groups with which the organisation is in contact	10	See section: Sustainable relations.
G4-25	Identification and selection of stakeholders with which the organisation communicates	10	See above.
G4-26	The organisation's approach to communication with stakeholders	10	See above.
G4-27	Important issues identified	11–12	See section: Key sustainability aspects.
Information about the report			
G4-28	Reporting period	*)	2016 calendar year.
G4-29	Date of the most recent previous report	*)	This is the second GRI G4-compliant report.
G4-30	Reporting cycle	*)	Once annually.
G4-31	Contact person	*)	Susann Dutt, Quality Manager and sustainability specialist.
G4-32	GRI index	49–55	Reported in accordance with the "Core" option.
G4-33	Policy and current practice with regard to external assurance	*)	No parts of this year's sustainability report have been externally assured.
Governance, undertaking and engagement			
G4-34	Governance structure of the company	8	See section: About the Port of Gothenburg.
Ethics and integrity			
G4-56	Values, codes and policy	36	Gothenburg Port Authority has had a code of conduct since 2012. See section: Strong business ethics.

*) 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	14–15, 31–33	See sections: Targets and results, A stable economy.
	G4-EC1	Direct economic value generated and distributed	39	Internally in the company.
	G4-EC4	Financial assistance received from government	39	Internally in the company.
Indirect economic impacts	G4-DMA	Management of the sustainability aspect	29–32	See section: Our financial responsibility.
	G4-EC7	Investments in infrastructure and services	39–40	Society
	G4-EC8	Significant indirect economic impacts	39	Society
Impact on the environment				
Energy	G4-DMA	Management of the sustainability aspect	14, 17–19	See sections: Targets and results, Our environmental responsibility.
	G4-EN3	Energy consumption with the organisation	42	Internally in the company.
	G4-EN5	Energy intensity	42	Internally in the company.
	G4-EN6	Reduction in energy consumption	19	Internally in the company.
Biodiversity	G4-DMA	Management of the sustainability aspect	17	See section: Our environmental responsibility.
	G4-EN11	Operational sites in or adjacent to protected areas and areas of high biodiversity value outside protected areas	45	In the port area.
	G4-EN13	Protected or restored habitats	45	In the port area.

*) GRI aspects





Key sustainability issues ^{*)}	Indicator	Description	Page	Where the impact occurs/Notes
Impact on the environment, cont'd				
Emissions	G4-DMA	Management of the sustainability aspect	14, 17–19	See sections: Targets and results, Our environmental responsibility.
	G4-EN15	Direct greenhouse gas emissions. (Scope 1)	43	Internally in the company.
	G4-EN16	Indirect greenhouse gas emissions. (Scope 2)	43	Internally in the company.
	G4-EN17	Other indirect greenhouse gas emissions. (Scope 3)	43	The terminal companies, internally in the company, shipping within the boundaries of the municipality.
	G4-EN19	Reduction of greenhouse gas emissions	43–44	The terminal companies, internally in the company, shipping within the boundaries of the municipality.
	G4-EN21	NO _x , SO _x and other significant pollutants	43–44	Shipping within the boundaries of the municipality.
Waste	G4-DMA	Management of the sustainability aspect	17, 20	See section: Our environmental responsibility.
	G4-EN23	Total weight of waste by type and disposal method	44–45	Internally in the port company and from shipping.
	G4-EN24	Number of significant spills	45	In the port area.
Working conditions				
Employment	G4-DMA	Management of the sustainability aspect	14, 22–23	See sections: Targets and results, Work environment and health.
	G4-LA1	Employee turnover	46	Internally in the company.
	G4-LA2	Employee benefits	46–47	Internally in the company.

^{*)} GRI aspects





Key sustainability issues ^{*)}	Indicator	Description	Page	Where the impact occurs/Notes
Working conditions, cont'd				
Employee health and safety	G4-DMA	Management of the sustainability aspect	14, 22–24	Current work environment programme. See sections: Targets and results, Work environment and health, Safety work in the Energy Port.
	G4-LA6	Work-related illnesses, fatalities and absence due to illness	47	Internally in the company.
	G4-LA7	Employees with a high incidence or high risk of illnesses that are related to their occupation	47	Internally in the company.
Skills development for employees	G4-DMA	Management of the sustainability aspect	23	Current work environment programme. See section: Work environment and health.
	G4-LA9	Average hours of training per year per employee	48	Internally in the company.
	G4-LA10	Programmes for skills management and lifelong learning to support the continued employability of personnel and assist them in managing career endings	48	Internally in the company.
	G4-LA11	Percentage of employees receiving regular development reviews	48	Internally in the company.
	G4-LA12	Diversity indicators among the Board, management and employees	48	Internally in the company and the Board.
Diversity and equal opportunities	G4-DMA	Management of the sustainability aspect	25	Current equal opportunities plan. See section: An inclusive workplace.
	G4-LA13	Conditions for basic pay and remunerations between women and men	48	Internally in the company.

*) GRI aspects





Key sustainability issues ^{*)}	Indicator	Description	Page	Where the impact occurs/Notes
Human rights				
Non-discrimination	G4-DMA	Management of the sustainability aspect	25	Current equal opportunities plan. See section: An inclusive workplace.
	G4-HR3	Number of cases of discrimination and measures taken	48	Internally in the company.
Society				
Anti-corruption	G4-DMA	Management of the sustainability aspect	36	Our code of conduct. See section: Strong business ethics.
	G4-S03	Risks related to corruption	41	Internally and externally.
	G4-S04	Communication and training on anti-corruption policies and procedures	41	Internally and externally.
	G4-S05	Confirmed cases of corruption	41	Internally and externally.
Product responsibility				
Marking of products and services (NKI)	G4-DMA	Management of the sustainability aspect	14, 34–35	See sections: Targets and results, Satisfied customers.
	G4-PR5	Results of surveys measuring customer satisfaction	41	Customers

^{*)} GRI aspects



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



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