

# CSR REPORT 2023



Laura Møller, QHSE apprentice at Port of Grenaa, with her diploma, named by HK Østjylland as student of the year 2023 with specialization in administration.



**Port of Grenaa**  
Support your business

# Indhold

4	Preface
6	Strategy and partnerships
7	Sustainability strategy
9	The main activities of the Port of Grenaa <sup>1)</sup>
10	<b>Environment (E)</b>
10	Environmental management ISO 14001 <sup>1)</sup>
11	Focus areas <sup>1)</sup>
16	<b>Social (S)</b> <sup>1)</sup>
16	Occupational health and safety management ISO 45001 <sup>1)</sup>
17	Society and social responsibility <sup>1)</sup>
19	Focus areas <sup>1)</sup>
24	<b>Governance (G)</b> <sup>1)</sup>
24	Quality management ISO 9001
24	Human rights, anti-corruption and bribery <sup>1)</sup>
25	Focus areas <sup>1)</sup>
30	Development of South Harbour <sup>1)</sup>
33	Anholt Harbour
34	Digitization
35	Data ethics <sup>2)</sup>
36	Ambitions for 2024

1) Statement cf. Section 9a of the Annual Accounts Act

2) Statement cf. Section 99d of the Annual Accounts Act





DENMARKS  
MOST CENTRAL  
**DEEP WATER PORT**

The report has been reviewed in danish by Deloitte, Statsautoriseret Revisionspartnerselskab, March 2024.



# Preface

**This CSR report is our account of the Port of Grenaa's social responsibility. Initiatives and attitudes are reflected in the parent company, but naturally also in the group's subsidiaries. The report is an overall summary of our company initiatives and behaviour.**

In our strategic focus and daily work, we take responsibility for our impacts on people and the environment. Our goal is to be the driving force for prosperity, growth and employment in society. For us, this goes hand in hand with ambitions and efforts within both the environment, society and management – in our, now everyday speech, ESG (Environment, Social and Governance). Not least,

even do we wholeheartedly want to be a well-being-promoting work space for the port's most important resource, namely our coworkers.

With our accounts in this report, we will give concrete examples of how we practice running a responsible Corporation. We are well on our way to achieving some goals and others do we have a plan and direction for.

In 2023 the ownership strategy between Norddjurs Municipality and Port of Grenaa has been evaluated and approved in the municipal Board of Directors. The ownership strategy is evaluated once in each communal election period. Among other things, the ownership strategy describes how our owner Norddjurs Municipality and we

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Port of Grenaa has never been stronger as a modern port and infrastructure company



together will work to support the green transition by contributing to a climate-robust municipality that works for CO2 reduction and climate adaptation as well as supporting green solutions and green growth in society.

In January 2023, the Port of Grenaa was certified within quality, environment and working environment. Three ISO standards that we are proud of having received and now must continue working with.

Before the end of the year, the port carried out its follow audit. Over the year the port has made use of the important standards, which actually makes demands on both the Port of Grenaa as organization, but also to a large extent to our suppliers and business partners.

The Port of Grenaa has a strong focus on openness and through visibility. This applies both internally in the organization but also towards our surroundings.

With the content of the report, we provide insight into and concrete knowledge of many aspects of our company.

By sharing our knowledge, we also hope to inspire others to make an effort and make a difference for our common future – with ambitions for a greener one in particular.

Henrik Carstensen  
CEO, Port of Grenaa



Port of Grena works according to the strategy concept **Partnership port for a green world.**

# Strategy and partnerships

We believe that partnerships are essential to the realization of the port's major objectives and for our work with both CSR, ESG and ISO. A work that is also rooted in the organization with policies, including our CSR polithics. Our aim with the strategy is to create the foundation, which must, among other things, ensure a balance bet-

ween investment in a sustainable future and continued good competitiveness. Page 1 of the strategy house is our overall strategy house, which also presents our commercial focus areas. The Strategy House is published on our website [www.grenaahavn.dk/en/kontakt/publikationer/](http://www.grenaahavn.dk/en/kontakt/publikationer/) (See Figure 1)

Figure 1 - Strategy House, page 1



\*SMART-goals

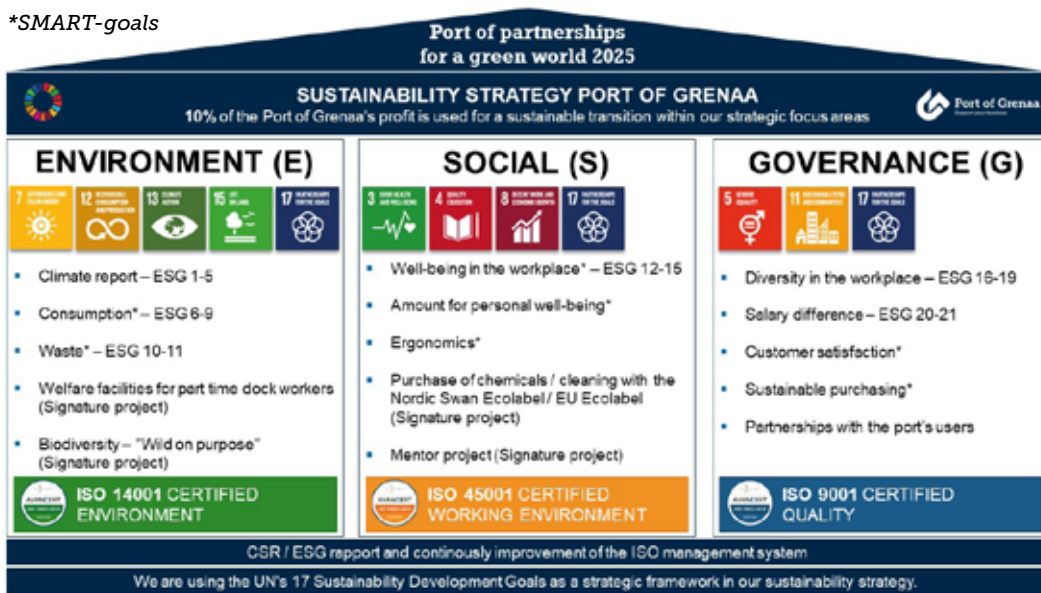


Figure 2 - Strategy House, page 2

# Sustainability strategy

Page 2 of our strategy house is our sustainability strategy. A strategy house that was "rebuilt" in 2023, and is now based on both ESG, ISO, SMART goals, global goals and a number of signature projects.

Prior to the updated strategy house, a great deal of work was carried out in the organization. The process began with a workshop where our environmental organization (MO) in collaboration with an external consultant prepared a first draft. Then our ISO consultant confirmed that the house, in addition to meeting the ESG standards, also lived up to our three ISO standards. After that, the strategy was presented to the management group and then shared for approval in the board.

Last but not least, the house was presented to all our employees in connection with a staff gathering.

The Sustainability Strategy House is thus introduced in the whole organization and the real work with the house content has begun - powered by our environmental organization (MO).

From the employees, it sounds like they feel that the Strategy House is a straight forward present way of describing and making the strategic efforts visible and that the house is used in many contexts in daily work.

## SMART-goals

The organization is already working according to the SMART goals, whereas the ESG goals will be defined and integrated to a greater extent in the years 2024-2025. The primary ESG work in 2023 was to collect data. Only when we have an overview over data, qualified ESG targets can be described.









# The main activities of Port of Grenaa

Port of Grenaa's main activities are construction and operation of the port infrastructure. The operation of port infrastructure means that Port of Grenaa can make land areas, quays, port basins and buildings available to the port's customers. In addition, cargo handling to and from ships and other port-related services can be carried out.

As one of Denmark's largest commercial and industrial ports our mission is to ensure optimal access for companies the blue highway. It must be done on a sustainable basis – economically, environmentally and socially. Through this we promote business development and create meaningful jobs in order to contribute to growth in Norddjurs Municipality and the entire Central Jutland Region.

Specifically, the Port of Grenaa has an ambitious goal that 10% of the port's profit must be used for sustainable restructuring within the group's strategic focus areas.

## **10% for sustainable transition**

In 2022, the group bought green electricity for DKK 1.39 million, corresponding to 14% of the group's profit in 2021.

In 2023, the group bought green electricity for DKK 1.20 million, corresponding to 10% of the group's profit in 2023.



# Environment (E)

## Environmental Management ISO 14001

Port of Grenaa has a goal of, and is working to reduce the port's environmental impact and that environmental improvements are continuously made. We want cooperation on the green solutions of the future and prioritise recycling and circular economy. ISO 14001 and the upcoming ESG goals are part of the foundation and important for us to fulfill our ambitions.

The work with environmental management is carried out on a day-to-day basis primarily by our Environmental Organization (MO), which is composed of members from the executive board, the management and employee-elected employee representatives.

In MO, work is mainly done with environmental mapping, risks and possibilities and prioritized action areas, including, among other things, the environmental related areas of action from our sustainability strategy.



## Focus areas

### Climate accounting

Port of Grenaa is working on the collection and structuring of climate data that can help us to set targets for e.g. our environmental impact and CO<sub>2</sub> consumption. In the mapping of our scope 1, we get to define our risks, which in general are impacts on the environment via CO<sub>2</sub> emissions with consumption of diesel, petrol, heating oil, district heating, electricity and water. The development of technological solutions will in the long run help us to make faster changes, but for now. We begin with conversion to electric-powered cars and machines among other things.

### Consumption (SMART-goal)

To reduce our consumption of electricity, water, heating oil and fuel for cars, vans and for machines in general are

SMART goals. In 2023, the process of collecting historical data has begun in order to be able to specify a future ESG target for consumption.

We recognize that Port of Grenaa's use of fossil fuels poses a significant risk of negatively affecting the climate and the environment. Therefore, we continue to focus on replacing the port's cars and machines with electric models and thus the opportunity to run on green electricity, rather than using fossil fuels. We have secured green power with the partnership agreement entered into with NRGi. The PPA agreement ensures a fixed price for electricity from wind turbines and solar cells over a ten-year period up to and including with 2031.



At Port of Grenaa you can charge your electric car with 100% green electricity. Six chargers at Havnecentervej 1 and four at Færgevej 2.



### Replacement for electric or hybrid cars

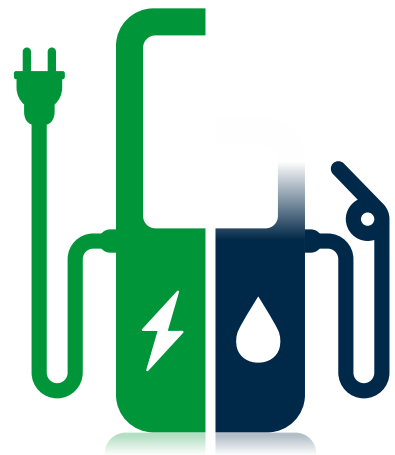
In recent years, we have significantly increased the number of electric cars. In 2023, the proportion of 100% electric cars was a remarkable 67%. A development we are satisfied with, but a percentage that must continue to increase. We are aware that the next interesting measure-point, becomes the operational equipment.

With the agreement of Port of Grenaå regarding green power, the port is guaranteed the supply of power from wind turbines and solar cells for ten years.



### CAR PARK

Cars and vans	2020	2023
Electric cars		
Hybrid		
Fossil fuel		
<b>Share 100% electricity</b>	<b>14%</b>	<b>67%</b>

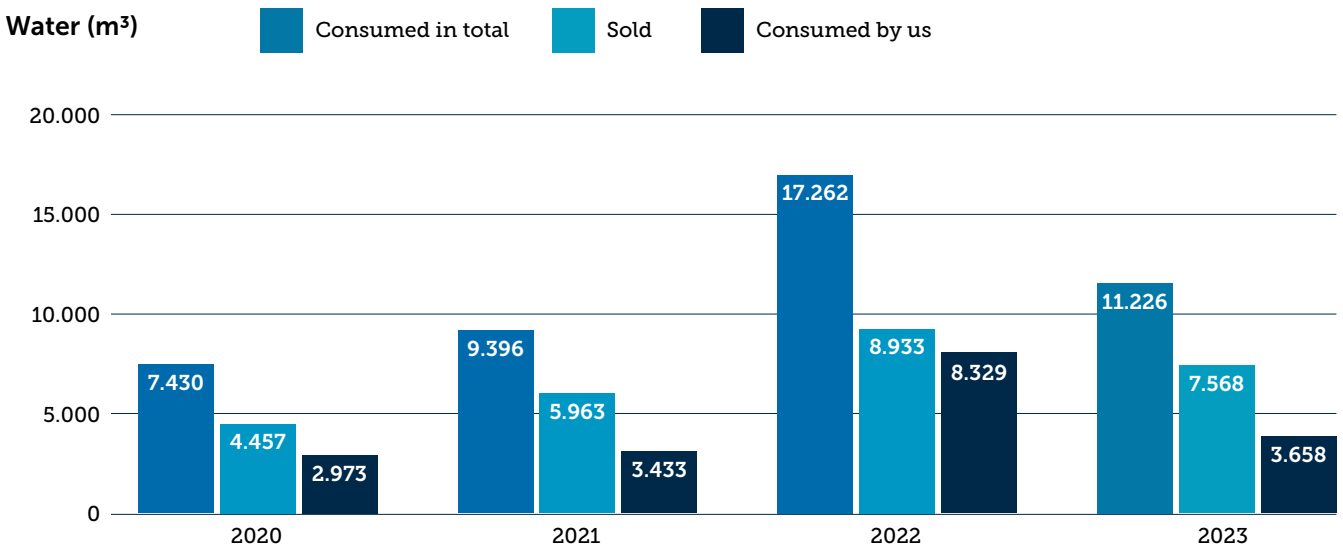


### Consumption of water

Clean drinking water is a scarce resource in many places worldwide. If we don't all contribute to taking care of it, there is a risk that we drain this resource. Therefore we wish to reduce our consumption of fresh water, which we have defined as a SMART goal. As a port, we sell fresh water in connection with ship arrivals. This is why this consumption is difficult to influence.

We have prioritized setting targets for reducing our own water consumption by 20% in 2024.

In 2023, compared to 2022, we have reduced our own consumption so much that we have already achieved our 2024 goal. We will continue focus on consumption, define procedures and preventive actions.





Based on the Executive Order of Waste from 1 January 2021, Port of Grenaa has established a specially designed container system for waste handling at the port.

### Waste (SMART-goal)

Another one of Port of Grenaa’s SMART goals is to reduce the amount of residual waste.

The efforts have initially been about optimizing waste sorting and thereby ensure the possibility of a larger degree of recycling of the sorted fractions. It is our assessment that there is a risk of futile driving and increased energy consumption if missorting is not optimized.

Over the year there has therefore been a great focus on determining the right framework for our waste sorting system. This has meant, among other things, entering into a new supplying agreement, so that we now collect the waste in the right fractions, just as we can now access a database in order to follow the collected quantities.

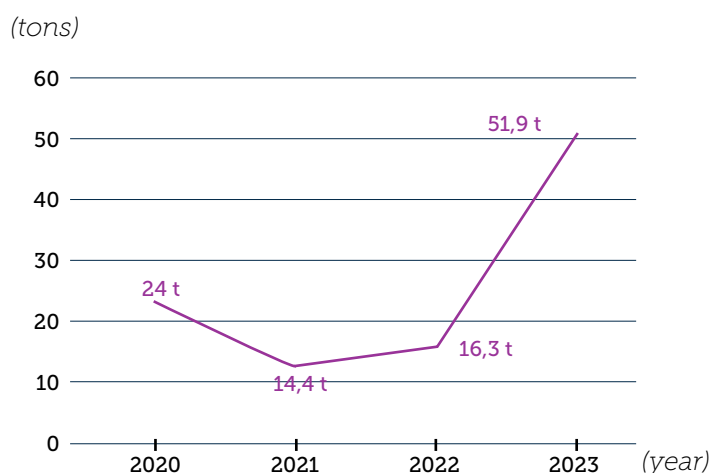
In addition, observations has been made regarding the users behavior with the consequent adaptation of placements and sizes of waste containers. We have also been testing how we can best handle signing as well as physical protection of the waste stations, since part of them, by nature, are placed in vulnerable places in relation to wind and weather.

We can be ascertain that the quantities of unsorted plastic from hips has increased quite considerably in 2023.

Plastic does not degrade easily and can remain in the environment for a long time and among other things, have negative impacts on our marine environment and nature. It is therefore positive that we see a trend in the increased amount of recycling.

Our preliminary data reflects that we are moving in the right direction in this area. However, we have also found that the area is complex both in terms of legislation and in terms of getting many actors to play together. The SMART goal is not yet fulfilled, but we continue our diligent efforts in 2024.

### Plastic from ships for recycling in 2023



### Signature projects

Within the theme of the environment, we have selected two exciting signature projects in the sustainability strategy. These are tasks that we already had intentions of starting, however from an ESG aspect, we now see a potential in making one larger project out of the tasks and promote more opportunities in both projects. Among other things it is our aim that the efforts become concrete and visible - not least in the organization.

### Sustainable welfare facilities for part time workers

The port is in the process of finding a suitable framework for expanding our offer of welfare facilities for e.g. the part time dock workers who are hired for the port operations ad hoc. The goal is for us to go all-in on setting up sustainable welfare facilities, preferably in existing buildings that will be the most sustainable choice rather than building new. The workers must be offered up-to-date facilities with changing rooms, bathrooms, canteen etc.

### Biodiversity – Wild on purpose

At South Harbour, bounded by the Port Center in the North and Kattegatcentret in the south, there is a strategic focus on the possibilities to beautifying the area. There is a desire to invite locals and guests to visit and use the area even more. Many areas are characterized by asphalt and concrete - a barren environment. The South Harbour is to set aside land for the first concrete project within biodiversity.

Two areas along Færgevej are transformed into "Wild on purpose", which means green areas planted with species that match the maritime environment. The signature project provides the opportunity to test which plants can best live in the sometimes harsh climate by the sea.

Port of Grenaa has several potential areas throughout the entire port, but defines this project as a beginning.





## Social (S)

### **Working environment management ISO 45001**

It is part of our value set to be able to offer a good physical and mental working environment for our employees. They are an absolutely crucial resource – both now and in the future. For us, the concept of social responsibility means, among other things, that we look after and develop our employees. With a certification in occupational health management, we have a good foundation for preventing the number of occupational accidents and creating safe and healthy workplaces.

Our established working environment organization AMO works according to a defined agenda and takes care of the company's working environment tasks, including ensuring employee involvement and participation in the treatment of working environment deviations and improvement proposals. Our work with APV and the questions therein constitute our risk analysis. The results here may vary from time to time, but





## Port of Grenaa values a good **physical and mental** working environment

it helps to focus on our risks. This is linked to the results of our employee satisfaction survey. We are aware of stress as being a major risk, as it can affect our employees, give absence from the workplace and have long-term human consequences. Port of Grenaa's most important points of attention in 2023 to optimize well-being, prevent stress and to have a focus on reducing work environment-related occurrences. Among other things, AMO also works with a new lifestyle policy, to be introduced in 2024.

### **Society and social responsibility**

We make a significant effort to promote the good life, among other things by contributing to the development of the local community and by supporting charitable or local initiatives. It is a particular focus area for us to of-

fer flex jobs, small jobs and internships for the purpose of clarification and upskilling of the unemployed. We take responsibility for helping young people as well as adults outside the labor market more closely on a job.

Port of Grenaa is the business center for the job center and collaborates with Code of Care, a non-profit organization, which works to ensure that more people with mental, physical or social challenges in life are included in Danish worklife.

In 2023, we included a small jobber, a person in flex clarification and a person in an unpaid internship in the everyday life at the port.



Laura Møller, QHSE-apprentice Port of Grenaa Havn, with her diploma, as student of the year 2023 with specialization in administration awarded by HK Østjylland.

Photo from left: Jann Guldhammer, HK Privat Østjylland - Laura Møller and Mette Klit, Port of Grenaa - Tina Bjerre Tørring, HK Privat Østjylland.

## Apprentices

We make a targeted effort to hire apprentices and students. Each year, we aim to employ one apprentice crane operator and one administrative student, so that students are recruited in continuous rolls for the port's operation and administration.

In 2022, Laura Møller was employed as a student at Port of Grenaa and works with a wide range of tasks within

administration, waste management, documentation regarding ISO certification etc. Her remarkable work effort was well marked when Laura Møller was appointed 'Administrative student of the year' by HK Østjylland, among a large field of other young students from all the East Jutland municipalities.

Laura will complete her education in May 2024.

### FACTS

21% of the total organization of 26 employees, in 2023 consisted of students, apprentices and flexible employees.



## Focus areas

### Well-being at work (SMART-goal)

Well-being forms the foundation for a healthy and productive working environment. We have initiated a number of activities and focus on this.

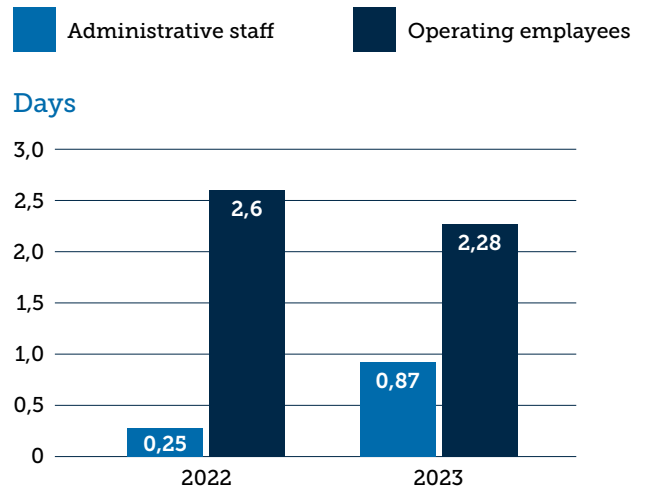
### Sick leave

We want our employees to thrive in a good work environment. We continuously assess the organization's performance sickness absence and always considers which measure is being assessed to be good in the situation for the individual employee. For example, sick leave interviews are held as needed.

In 2024, the management will work on how we as a workplace can become better at getting our employees back to work faster, as this will further contribute to ensure connection to the labor market.

We calculate sickness absence measured by the number of days on average per employee, per month. No matter how many hours the individual employee is employed.

### Sickness absence measured by number of days on average per employee per month



The table include occupational accidents and part time health reports, but excluding children's illness.

The 2022 figures include 2 long-term sick leaves and the 2023 figures include 4 long-term sickness absences.

In 2023, 1 person has switched to retention flex job and per 31 December 2023, all long-term sick people are back to work.

### Occupational accidents and safety

As a workplace, the port is in a high-risk industry. In the port operations, the day-to-day work takes place with heavy equipment and large units that must be handled at the quays and port areas.

One of our initiatives to avoid workplace accidents has been an increased focus on occupational safety and employee involvement via AMO. In connection with the workplace assessments there has been a further increased operational safety.

Our objective is to have zero occupational accidents. In 2022 we had one reportable occupational accident and the same in 2023. Notifiable means accidents at work with absenteeism more than the day of the injury itself.

We continue to focus on security and information about safety among other things via internal campaigns.

**Hazard!? campaign**  
completed at Port of Grenaa  
in December 2023



## Safety campaign

In the 4th quarter of 2023, we have carried out a targeted, internal campaign of so-called "Hazards". The aim was to make our employees more aware of potential risk of an accident occurring. This is with a view to remedying or preventing situations that may lead to accidents.

The advice was conveyed via both Teams messages, dialogue at morning meetings, "advertisements" on napkin holders, on TV screens and not least as edible "life savers". The campaign was launched on 1 December and vanilla butter cookies were the campaign's edible gimmick.

The increased focus meant that the number of reported hazards increased from approx. 1.5 per month to 7 in December 2023. It doesn't sound like much, but seen in relation to the number of employees, it is a clear expression that our employees in general have become more aware of risks and gladly takes responsibility for highlighting them.

In those cases where there may be a here-and-now risk, a corrective action is taken immediately, after which the case is handled in either AMO or MO, which prepares and implements a preventive action.



## Health and first aid

Our employees all have health insurance that can help with rapid treatment if the need arises. We believe that it is good for both employee and company, and that it can lead to increased health and less absenteeism. We encourage our employees to make use of the health insurance.

In 2023, all employees participated in a first aid course, which resulted in a strong desire to have two more defibrillators added to the port area. Although we already have a significant number of defibrillators located around the port and at the businesses there, it is crucial to have them readily available in the event of an emergency.

Therefore, steps were quickly taken to acquire and install the two new defibrillators at the Port Center and Port of Grenaa Logistic Terminal in November of the same year.



### Employee turnover rate

Our employees are our most important resource. We are careful to provide a thorough on-boarding for new employees and through all our efforts for employee well-being, try to take good care of and develop our staff.

We can state that our employee turnover speed is:  
 Number of registrations in the calendar year 2023: 1  
 Number of dismissals in the calendar year 2023: 3

### Employee satisfaction

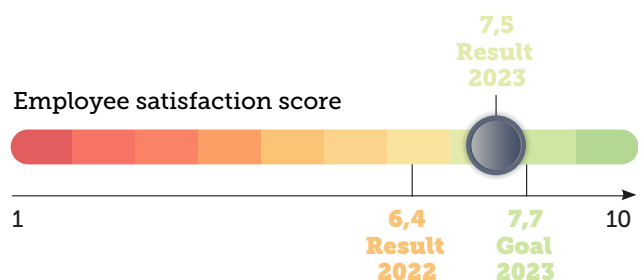
The organization's employee satisfaction survey and well-being map is prepared by AMO and contains questions related to information level, balance in number of tasks as well as the tone and atmosphere in the workplace.

We try to give employees a high degree of flexibility at work. This means, for example, that flextime and working from home is possible in relation to the performance of the job.

A workshop has been held with all employees with the theme: What is good well-being? Output from here was incorporated into the updated well-being policy. During 2023, there has been a particular focus on increased dialogue.

AMO has also carried out two mid-term satisfaction measurements to monitor the score. The result for 2023 was an overall score of 7.5 points out of 10, which is very close to our target of a 20% improvement with a score of 7.7.

**Port of Grenaa's employee satisfaction score is presented here on a scale from 1-10, where 10 is the best possible.**



We estimate that there is a nice increase from 2022 to 2023, which means that we are now only 0.2 points away from reaching our overall SMART goal for "Well-being in the workplace".

### Well-Being benefit (SMART-goal)

Our employees are all covered by a well-being fund, which can be used for health promotion measures. In general, in 2023 there has been a major focus on employees actually taking advantage of the offer. This via dialogue and advice from both managers and AMO out to the organization.

In 2023, 48% of the funds were used. It's a nice increase from 35% in 2022 and close to the 2024 target of 50% on average per employee. The focus will continue to be notification of use of the amount.

### Ergonomics (SMART-goal)

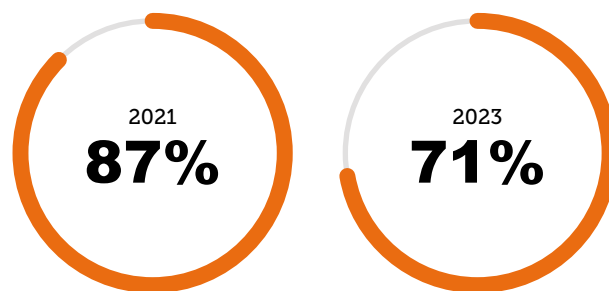
Our goal here is to improve our APV score. Internal studies have shown that both administrative staff and operating personnel assess that they sit down a lot.

Since the start of the project in 2022, there has, among other things, been focus on replacing seats in the ma-

chines and paying attention to not sitting in the same machine, nor sitting down all day. In practice, the tasks are planned so that the machine operators sit a maximum of four in the same machine at a time and are therefore moved around to other tasks.

Administratively, an initiative is planned where all writing tables are raised once a day in the middle of the day to motivate the individual employee to get up. Specifically, we have a helpful colleague who is coming around and remind us of it. The initiative continues until next APV measurement in the 3rd quarter of 2024.

### Do you often sit down for many hours in a row - sedentary work?



\* The lower % in this case is an expression of a positive development.

### Signature projects

Within the theme of society, we have also defined two exciting signature projects. These are tasks that we already had good intentions about, but where we now from an ESG aspect see a potential and greater opportunities. It is our intention that the efforts become practical and visible in the everyday life.

### Purchase of chemicals and cleaning products with Swan labeling / the EU flower

Selection of products with Swan labeling and/or the EU flower can help us make better informed decisions about purchases. The life cycle of the products and relevant environmental parameters are included when the products

are labeled. The Swan label is the official Nordic environmental label and one of the world's toughest and most ambitious environmental certifications. We work continuously with substitution for more sustainable products. This benefits both the environment and especially the employees who use the products.

### Mentor project

Our idea with the mentoring project is to enter into agreements with challenged young people with the ambition to inspire and boost the desire for education and jobs. The mentor project's final content will be determined in 2024.



## Governance (G)

### **Quality management ISO 9001**

With a certification in quality management, we commit ourselves to continuously optimize our processes in all stages of our organization. The goal is to constantly improve the quality of the services we provide to our customers and business partners.

### **Human rights, anti-corruption and bribery**

The Port of Grenaa has a goal of being a responsible, efficient and transparent company which prioritizes a high degree of openness towards its outside world. We work continuously with the area and distance ourselves from every form of bribery and corruption.

We will live up to UN human rights by running a responsible and incorpative company. Fortunately, we consider the risk of violating human rights to be minimal, since we live in Denmark under Danish conditions





## The word governance means **god** corporate management

and legislation. To prevent violations of human rights, bribery and corruption, we comply with applicable legislation.

On the one hand, we do legal compliance twice a year on current legislation. In part, we have voluntarily joined an anonymous whistle-blower arrangement, just as we have dealt with the core of the problem in the port's QHSE policy. The policy states specific obligations, such as notification of violations of human rights, justified suspicion of serious or critical conditions or attempted bribery.

There are rules described in our staff handbook for receiving gifts or participating in events paid for by external

collaborators. According to our belief, we have not had any forms of bribery or corruption in the financial year and there have been no inquiries to our whistleblower arrangement.

## Focus areas

### Gender diversity in the organization

The gender composition of the entire organization (employees, management and board) consists of 46% women and 54% men, which shows that there is fairly equal distribution of women and men in the group. However, the distribution is still skewed in some departments.



## Statement of the share of the underrepresented gender

Cf. Section 99b of the Annual Accounts Act follows Port of Grenaa's statement for equal gender composition in the board and other management levels.

### 5-YEAR OVERVIEW OF THE UNDERREPRESENTED GENDER

	2019	2020	2021	2022	2023
<b>Supreme governing level</b> (Total number of general assembly elected board members all A/S)	14	15	16	15	14
Underrepresented gender in percent	29%	33%	44%	47%	43%
Target achieved in percent* (2020 - 2023 fulfilled)	-	33%	33%	40%	40%
Year for meeting targets	-	2020	2021	2022	2023

\* As there are fewer than 50 employees in the group, the companies are exempt from setting a target.

Here, a choice has been made actively about target figures. Board members appointed by the owner Norddjurs Municipality is not included in the calculations.

<b>Other management level</b> (collectively for the executive board and persons with personnel responsibility)	3	3	4	6	6
Underrepresented gender in percent	33%	33%	25%	50%	50%
Year for meeting targets **	-	-	-	-	-

\*\* As there are fewer than 50 employees in the group, the companies are exempt from setting a target.

No target has been set for other management levels.

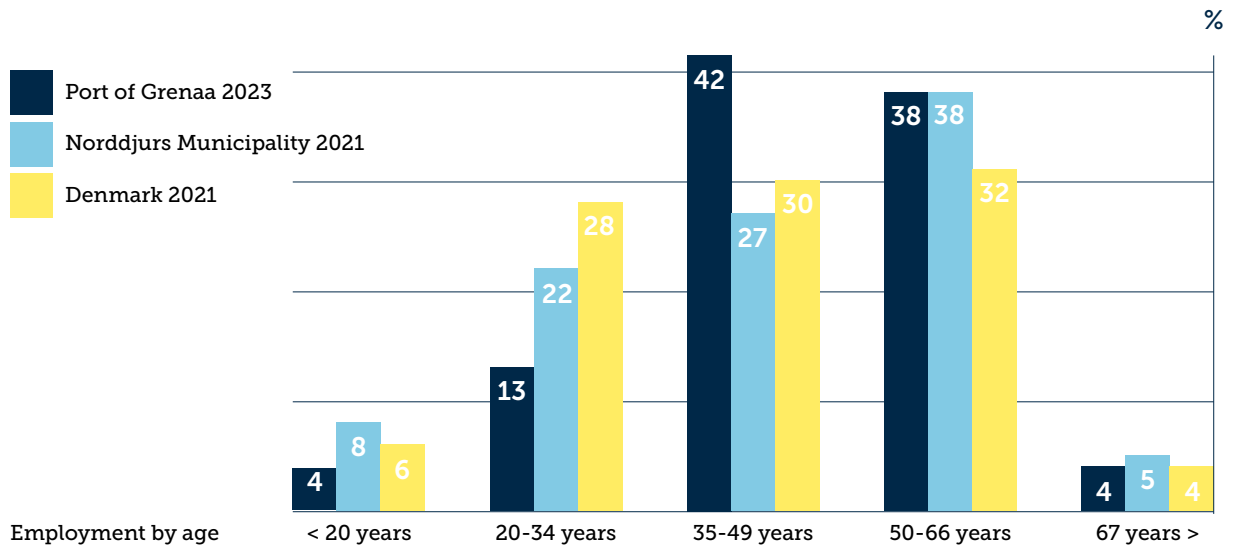
## Diversity

Port of Grenaa celebrates diversity. When we employ employees and appoint board members, it is done on the basis of their human and professional qualities, regardless of ethnic background, age, nationality, disability, religion or sexual orientation.

There is a gender distinction in relation to fulfilling Port of Grenaa's diversity policy.

The port's offer of flexible jobs, small jobs and internships is an expression that diversity also includes people with reduced working capacity and people with a challenged access to the labor market.

## Age composition among employees by age in percentage



Source: Statistics Denmark. Own figure.

## Age composition of employees

The graphic illustrates the age distribution in Port of Grenaa's organization, excl. board, compared to the surrounding community locally and nationally.

## Competence development

Since 2022, we have had an increased focus on assessing the employees' competence level for the purposes of development and training. We need to structure the work with competence development and create value for the individual employee and at the same time equip the company for the future receivables. We now have a good and complete matrix overview of our organization from which we work.



## Port of Grenaa wants transparency around the pay gap

### **Salary difference between CEO and employees**

The group's reporting on the pay gap between the CEO and employees is not yet a legal requirement. We want transparency in relation to our company to the extent that it is possible. Our statement for 2023 appears below and students are not included.

### **2023 result**

Employees earn an average of 37% of the CEO salary.

### **Gender pay gap**

The group's operating and service employees are employed under agreement, where there is no distinction between men and women in the functions. There is thus no difference between salary between the genders.

In addition, there are no men and women employed in the group with same work funktion, which is why a comparison is not relevant.

## Customer satisfaction

As a regular part of Port of Grenaa's dialogue with customers, an annual customer satisfaction analysis is carried out. The results from this are used to continually improve the port's service and offers to customers. As a concrete parameter for customer satisfaction, the number of issued credit notes is measured

A large and representative selection of the customer portfolio is asked 12 different questions. In 2023, 36% of the companies surveyed responded to our satisfaction survey. The satisfaction score has increased from 4.32 to 4.41 points out of a possible 5 - an increase of just over 2%.

## Sustainable procurement (SMART-goal)

Based on our sustainability strategy, we want to improve our sustainability score on purchases. A procurement policy with associated instructions are prepared for the purpose. The purchasers have a detailed schedule for evaluating the suppliers. It is a tool to ensure that suppliers are selected from a sustainable perspective and is assessed based on a set minimum score within strategy, quality, environment, working environment, local anchoring, apprentices and digitalisation. The respective subjects are assessed on a scale from 1-3, which together trigger a given score. Our goal for 2024 is defined as a minimum score of 23.

## Example of sustainable procurement

In 2023, it was decided that Port of Grenaa's quays 52 and 53 will be renovated with a total of just under 10,000 square meters of stone so-called Eco2 stones. The stones are produced with minimum 50% CO2 savings compared to traditional sf stones. After delivery, the port receives a

certificate for the coating climate benefits - a so-called EPD (Environmental Product Declaration). It is being investigated whether the replaced stones can be used on own areas.

## Deviation credit notes (SMART-goal)

The number of credit notes must be reduced with a 2024 target of minus 20% since the start-up year 2021. The amount of credit notes reflects both our supplier and customer cooperation.

The target is attractive because the number of credit notes is expected to affect general customer satisfaction, just as there internally are used a number of unnecessary resources on the handling of credit notes. It is administrative tasks, which can affect general well-being in the job.

## Partnerships with the port's users

The Port of Grenaa has started a process to build a network with the port's users. The members of the network must cooperate on preparedness, safety, traffic at the port, environmental prevention and attention to incidents of common interest. The initial meetings are scheduled for nearly 2024.

## ESG network

In collaboration with Danish Ports, Port of Grenaa has taken initiative to establish an ESG network for member ports. The core of the network is about the exchange of knowledge about ESG and sharing experiences with ESG. Port of Grenaa as the initiator, has delivered the first preliminary presentation on the port's journey towards ESG and preliminary experiences hereby.

### SMART-goal

Happy and satisfied customers most often come back - that's why Port of Grenaa measures various parameters to ensure the port's good service and offers to customers.



# Development of South Harbour

## **Recreational cultural and experience area**

South Harbour is generally faced with large development projects. The municipal board in Norddjurs Municipality adopted in June 2023 the project "Grenaa Næse for Vand" strategic developing plan, which is supported by Realdania and Coastal Directorate. Both South Harbour and Port of Grenaa have participated in the project "Næse for Vand".

The project is based on a strong partnership that must contemplate local business, citizens, port, utility companies, municipality as well as Realdania, Coastal Directorate and Nature Tourism. The project must be the good example of how to across municipalities, citizens and businesses handle water from all sides: Seawater, groundwater, streams, rainwater and waste water.

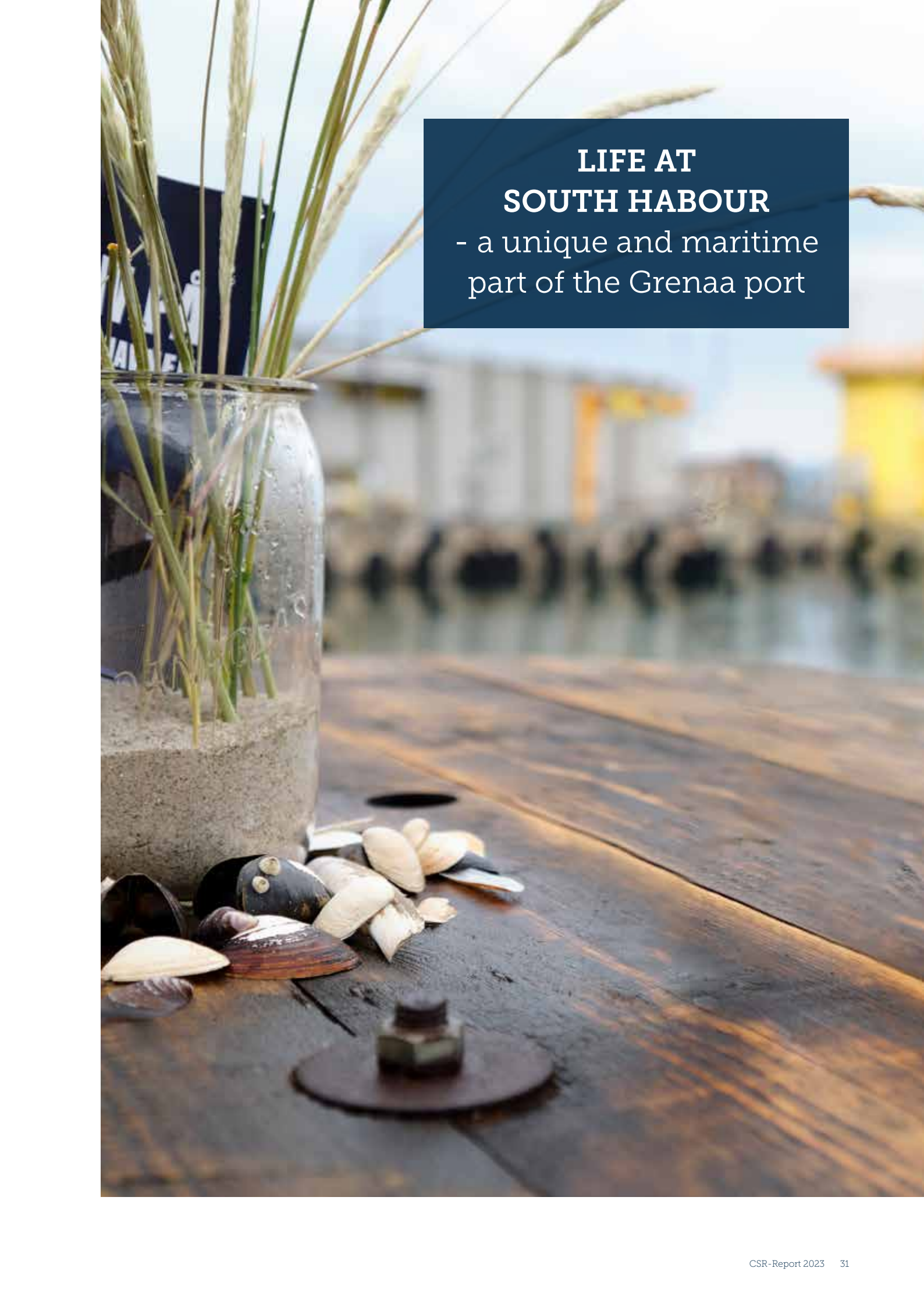
Next, the project depends first and foremost on Norddjurs Municipality preparing, among other things a financing strategy and clarifies legal aspects of the development plan's partial elements.

In 2023, the board of South Harbour completed a vision strategy for the port area. The board's superior vision is that South Harbour should be developed into a unique maritime district. A district that creates a strengthened relationship between the city and the harbor and offers a vibrant business, cultural and leisure landscape. The board will prioritize 2024 action areas according to the strategy.

## **Local communities and sponsorships**

Port of Grenaa is a significant and visible player in the local community. Therefore, we also find it natural to be active as sponsor for others who create and participate in local activity place Djursland on the map or for charitable purposes.

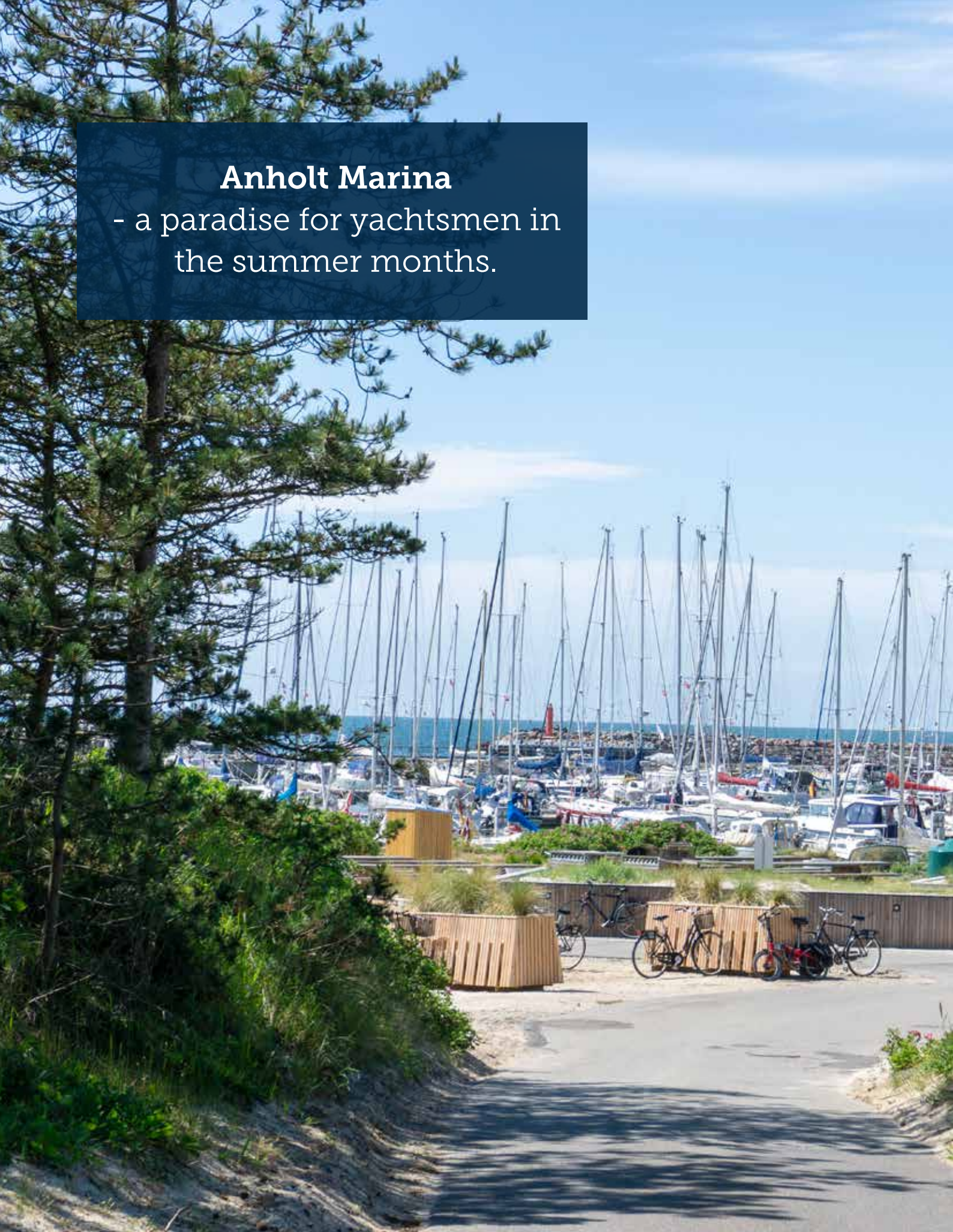
Among the recipients of Port of Grenaa's sponsorships are for example Grenaa Street Musician Festival, Grenaa Golf Club, Kattegatcentret, Knæk Cancer, Kulturhuset Pavillonen, Lions Club Olivia and Nørre Djurs Handball. Among the South Harbor's sponsors are Pure Algae and the project "Ruin".

A photograph of a glass jar with sand and dried grasses on a wooden pier, with a harbor scene in the background. The jar is filled with sand and has several dried grasses sticking out of the top. The pier is made of dark wood and has a metal cap on a bolt. In the background, there is a harbor with buildings and a yellow structure.

**LIFE AT  
SOUTH HARBOUR**  
- a unique and maritime  
part of the Grenaa port

## Anholt Marina

- a paradise for yachtsmen in the summer months.







# Anholt Marina

## **Popular tourist destination in the Kattegat**

Anholt Marina is also a subsidiary of the Port of Grenaa group. It's a cozy marina approx. 26 nautical miles off Grenaa's coast and one popular destination for yachtsmen, especially in the summer months.

Anholt Marina carries out new renovations and modernizations annually for the benefit for yachtsmen and other tourists on Anholt. In 2023, several new bridges were built and new electricity stands were installed, which deliver 100% green power.

The number of visitors to Anholt Marina is influenced by the weather. In the absolute height of the season the weather was very rainy, which had an immediate effect and influenced the sailors' desire for the long sailing trip out into the Kattegat.

# Digitization

The Port of Grenaa is continuously responding to the latest trends within digitization and technology. Especially in recent years has the implementation of new digital solutions has made our work processes more efficient.

The robots have long since moved in, and the new technologies gives our employees the opportunity to focus on more value-creating activities rather than routine marked tasks and at the same time reduces the risk of errors. Today, well over 100 administrative processes have been digitized.

One of the departments where digitization has had the greatest effect, is in the finance department but with branches to all other departments.

A derivative effect of digitization is, among other things, to bring down the amount of printed documents by changing analogue processes to digital.

Digital solutions are generally used (software programs) to the extent possible. Among other things in the form of a digital ISO tool for managing and reviewing documents including policies, a mobile application for time- and absence registration as well as, ex. registration of water consumption in connection with ship arrivals.

Newest in 2023, the Port of Grenaa has incorporated instructions for the use of AI, artificial intelligence, which we otherwise expect to benefit more in the future.



# Data ethics

New digital technologies place great demands on IT security, handling of data and protection of personal data. Therefore the Port of Grenaa has prepared an instruction for the use of IT and mobile devices as well as for how we handle the data protection regulation. Our instructions explain where we handle and use data.

We prioritize that employees are well informed about data ethics, data security and responsible handling of personal data and personally identifiable data.

It happens through continuous training and further education of the employees.

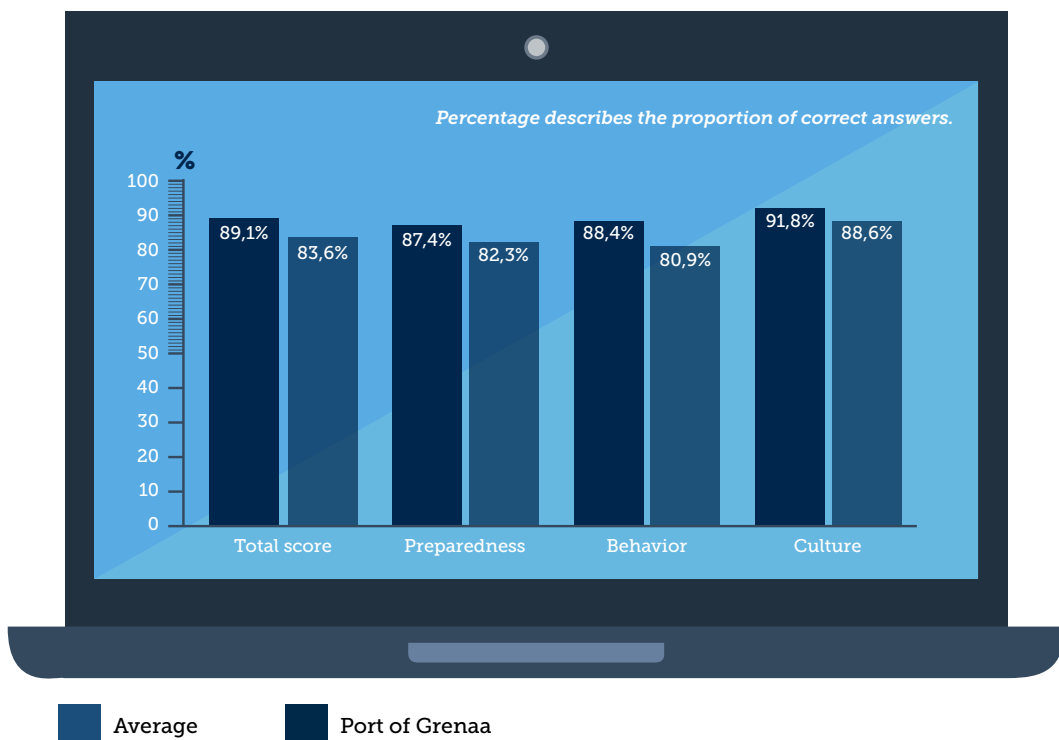
Employees' knowledge of data security and GDPR is tested regularly using realistic, digital exercises and on-line awareness training. A typical exercise in data security may be a fake phishing email where it is tested how many employees open the email, how many clicks on the link in the email and how many submit data via the link.

## Extraordinary IT security test

In autumn 2023, 14 of our employees took part in an extraordinary test. The purpose of the test was to assess the preparedness, behavior and culture of IT security. A further 600 employees from eight other companies participated.

Port of Grenaa was compared to the average, which showed a great result. On all scores, the port's employees were above average. The consciousness training seems to have an incredibly positive effect and the work with new readiness knowledge and tests continue in 2024.

### Result of extraordinary IT security test



# SUPPORT YOUR BUSINESS

the will to succeed...

## Ambitions for 2024

2024 will largely be about further data collection, description of qualified ESG targets and continued focus on employee involvement. It is crucial for the success rate that we are all committed and have the necessary knowledge of where we can each contribute to fulfilling the goals.

In addition, we continue with good and concrete initiatives where we consider our impacts on both people and the environment.

South Harbour's collaboration with the architects behind ro:collab takes off in 2024. A development project that is divided into four phases to developing South Harbour.

There is a particular focus on rethinking existing buildings, both as a basic element or by collecting material from buildings that are demolished, in order to later reuse the materials again.

In addition, green corridors and urban space upgrades are envisaged during the project. Sustainable measures for the benefit of both the eye and the environment.

The Port of Grenaa has decided to invest in a brand new, large hydraulic crane. The crane will be the largest of its kind that Mantsinen has delivered in Denmark. Naturally, we also have the green approach to things here - so the model is a plugin hybrid. We expect to see the new crane at the port in the beginning of 2025.

