

2022

Liseberg

SUSTAINABILITY REPORT

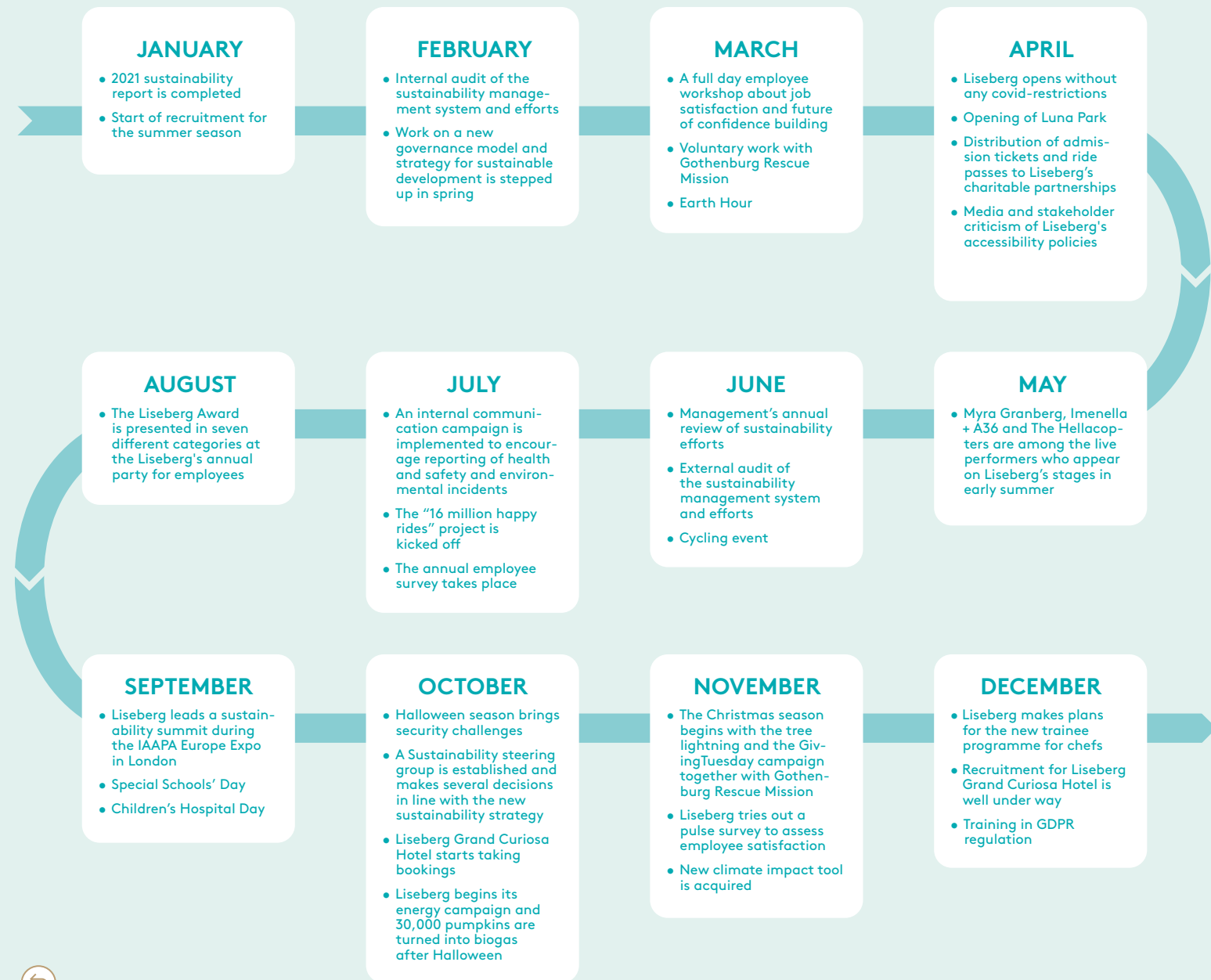


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Sustainability in 2022

Sustainability covers a wide range of topics and areas. For Liseberg it covers aspects such as employee engagement, guest satisfaction, energy efficiency, climate impact, job opportunities and charitable initiatives. The sustainability perspective is a part of everything we do. The time line below shows some of the events and initiatives during 2022.



FOUR QUESTIONS FOR THE SUSTAINABILITY MANAGER

HOW WOULD YOU DESCRIBE LISEBERG'S SUSTAINABILITY EFFORTS?

"Our sustainability work is made up of three main elements: compliance, development and culture. Compliance is about adherence to relevant regulation and other requirements. It can also involve various forms of certification that we voluntarily decide to meet in order to improve our sustainability work and our performance. Development is based on our ambitions and involves the measures and initiatives we take to become more sustainable. Culture is about the activities and dialogues that build pride, participation and engagement within our organisation."

WHAT PROGRESS HAVE YOU MADE?

"For several years Liseberg has been building the foundation that our sustainability work now stands on. We have structure, processes and routines, carried out training and other communication initiatives. This has helped us to work more efficiently and systematically, assess our progress, meet legal requirements and make continuous improvements. This work, which is based on our management system with its sustainability policy and instructions, is progressing well and has been certified to ISO 20121."

HOW DID YOU MONITOR PROGRESS DURING THE YEAR AND WHAT WERE THE RESULTS?

"We have carried out internal and external audits. Both audits revealed 10 minor non-conformities. This is an improvement over the previous year and shows that the organisation has made a lot of improvements with regards to sustainability and ISO 20121."

WHAT WILL YOU FOCUS ON IN THE FUTURE?

"The past year required some rethinking after the pandemic, and we realised that we need to give higher priority to development as well as culture if we are to become a leader in sustainability. We are in a good position now. A new governance model, a new steering group and a new strategy for sustainable development were introduced during the year. Several decisions were made on concrete measures for next year. For example, we intend to replace disposable items if possible, we will be installing water taps in the park so that guests can refill water bottles, we will set up a trainee programme for chefs, and we will also set out updated practices regarding accessibility. We are looking forward to continuing our sustainability journey."



Ylva Linder
Sustainability manager, Liseberg

The crisis as an opportunity

We will never really forget the years 2020 and 2021. Those years changed the way we look at life, our freedom, globalisation, trade, travel, work, loneliness and closeness. Our business, the tourism industry, faltered. People lost their jobs and businesses shut down, never to re-open.

But looking back on that time now, I can see how the pandemic actually did Liseberg a favour. It turned everything upside-down, and woke us up. After doing things in the same way for almost a century the pandemic gave us the courage to challenge aspects of our business we had previously taken for granted. The pandemic became a lever that nudged us out into the unknown. And after a relatively “normal” 2022, we can say that the changes we were forced to make were in many ways our salvation.

2022 will go down in history as the most profitable year in Liseberg’s history, and we are convinced that the changes we made have created a more sustainable financial foundation for Liseberg in the long term.

We can draw parallels with the transition brought on by this year’s energy crisis. Within a short space of time, countries that were previously dependent on imported oil, coal and gas succeeded in shifting their energy policies in favour of local producers. The crisis acted as an accelerator to speed up sustainable development. For Liseberg, the energy crisis has accelerated our efforts to save energy and re-invest in sustainable technology. When you are forced to prioritise and make choices, the route ahead suddenly becomes crystal-clear.

On the subject of clarity our management work has made strong progress over the year. A new governance model has been implemented and as a result we are now in a new and hopefully better position to forge ahead with our sustainability measures. A sustainability steering group with wide representation from across the organisation and a clear mandate for decision-making began its work in autumn. My hope is that these changes will allow us to take our sustainability efforts to the next level, not only by improving the ways we work but also by strengthening our sustainability culture. Because if Liseberg is to live up to its ambition to be a world

leader in sustainability, we all need to work together. At all levels of the organisation. And on the subject of being a world leader, or at least a Swedish leader, Liseberg took a decision in autumn to set up our own chefs’ academy in spring 2023. Liseberg’s trainee programme is designed to give people who enjoy cooking but lack formal training the opportunity of a paid job right from day one of training, and a recognised qualification as a chef around one year later. With this approach we believe we are not only giving more people access to work, but are also giving more people the chance to switch career and take the step into the currently understaffed restaurant industry. After years of real challenges in finding people with the right skills, our chefs’ academy could mean a new way of looking at professional development and training.

One example of where we failed to get things quite right was in spring 2022, when we decided to clarify our policies regarding accessibility, a change that was both necessary and carefully considered, but which nevertheless led to a media storm. In this case we chose to backtrack, engage in dialogue with several stakeholder organisations and then make a gentler transition to the new rules. In autumn, Liseberg hired its first accessibility specialist – a step that provides a good foundation for improving our accessibility work in the future. This is yet another example of the crisis serving as a lever. Or to quote Winston Churchill when he was involved in setting up the United Nations after the Second World War: “Never let a good crisis go to waste.” Liseberg’s business clearly cannot be compared to the work of the UN, but we do actually play a role in the sustainable transition, for both the tourism industry in Gothenburg and the global amusement park industry. And we have done our best to make 2022 the start of something new. Now we are looking ahead with high hopes for our centennial, when we also intend to step up our sustainability efforts.



Andreas Andersen
CEO & President of Liseberg



ANDREAS ANDERSEN

Age: 51

Job: CEO & President of Liseberg

The best part of Liseberg: My colleagues

Favourite attraction: I’m sure I will love our new attraction – Luna – which opens in 2023.

The most important question for the industry: Climate change, which is also the most difficult to tackle.

Our biggest sustainability step in 2022: An updated business model that will hopefully integrate sustainability even more firmly into our business.

What we could have done better: Communicated better externally, to gain a wider understanding and support for necessary changes in the policies around accessibility.

This is Liseberg

Liseberg exists so that people can experience joy together. This is the essence of Liseberg's mission. It is this desire to create unforgettable experiences for our guests, that guides our decisions and the way we organise and run the business.

Liseberg has been the heart and pride of Gothenburg ever since the park opened in 1923, as the city celebrated its 300th anniversary. For almost a hundred years, people have met, socialised and had fun at Liseberg, and we want this to continue for at least another hundred years. We say that we don't operate Liseberg to make money, we make money to be able to operate Liseberg. Liseberg's business model is to offer the people of Gothenburg and visiting guests entertainment experiences of the highest standard, all year round. Our vision is to be the most-loved entertainment experience in Europe.

Liseberg is currently one of the leading tourist attractions in Scandinavia and serves the Scandinavian market. Liseberg amusement park, situated in the heart of Gothenburg, has around 40 rides and attractions, games and wheels-of-fortune, shops, stages and a large number of restaurants and cafés in a green park setting. The amusement park has three seasons: the summer season, from late April until the end of September; the Halloween season during October and November; and the Christmas season, which starts in mid-November and ends around new year. Liseberg also runs the dinner show theatre Rondo and two camping facilities: Lisebergsbyn and Liseberg's Camping Askim Strand. Liseberg offers conferences and corporate events all year round. Next to the amusement park, Liseberg is building a themed experience hotel, Liseberg Grand Curiosa Hotel, which is scheduled to open in 2023, as well as Liseberg Oceana water park, which will open in 2024.

THE GROUP IS ORGANISED

The group is organised into three business areas: amusement park, hotel and water park. All the business areas are supported by seven corporate functions. The amusement park, which conducted most of Liseberg's business during the year, is organised into seven business units.

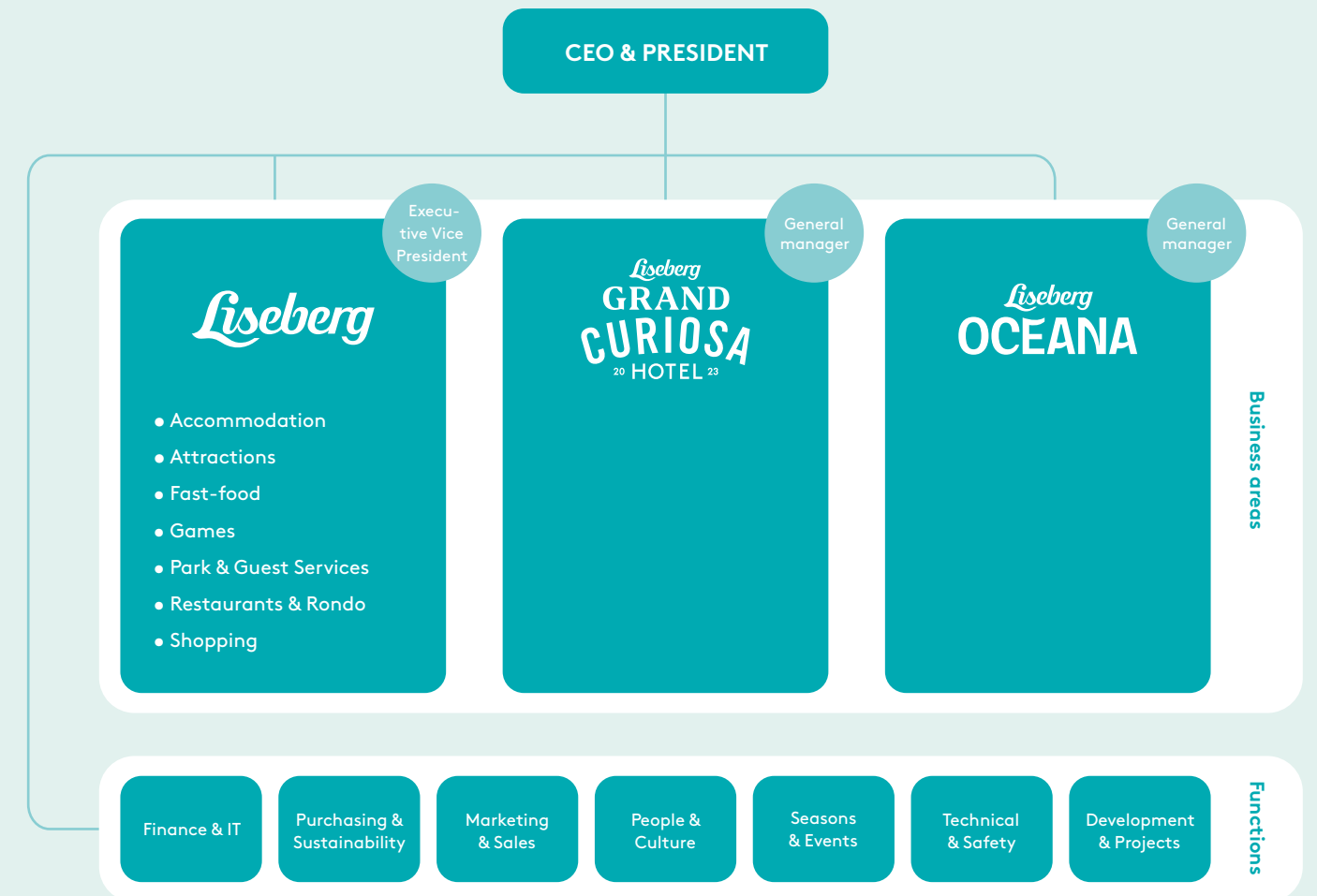
Liseberg's management organisation consists of group management (CEO, vice president and corporate function managers), park management (vice president and business unit managers) and a wider Liseberg management comprising all central managers of operations, including the sustainability manager.

During the year, Liseberg had a maximum of 3,475 employees. This includes both permanent and seasonal staff. The seasonal employees help to operate the business when the amusement park is in season. The process of reviewing the organisation's various interfaces and needs prior to the opening of the new hotel and water park has continued, and recruitment efforts have been stepped up. On the last day of the year Liseberg had ongoing employment agreements with 373 permanent staff, an increase of 18 over the previous year.

OUR VALUES

Liseberg is a service company, and the values of *Safety*, *Creativity*, *Quality*, *Consideration* and *Joy* form the foundation on which our corporate culture is built. We also believe there is a clear connection between satisfied employees, loyal guests and financial growth. We therefore focus on a positive and solution-oriented culture as the route to satisfied guests and Liseberg's long-term success.

LISEBERG'S ORGANISATION



LISEBERG'S SUSTAINABILITY CERTIFICATIONS	SCOPE	WHAT IS REQUIRED
ISO 20121	Liseberg	The organisation meets the requirements of this international standard on sustainability management systems for events
GPTW - Great Place to Work	Liseberg	The organisation is perceived by employees as a great place to work and achieves a score of at least 70 (on a scale of up to 100)
KRAV	Järnvägsrestaurangen	The restaurant uses at least 30% KRAV-certified, organic and/or MSC-certified produce
MSC	All units in the park that serve seafood	The restaurant or service point offers at least one dish made with seafood that meets the MSC (Marine Stewardship Council) eco-label requirements
BREEAM-SE, level: EXCELLENT ¹	Liseberg Grand Curiosa Hotel	The building meets the second-highest total points level, which includes assessment of project management, building materials, energy consumption, water saving and waste management
TRIPADVISOR GREENLEADER, level: PLATINUM	Lisebergsbyn	The facility meets the highest total points level, which includes assessment of energy consumption, water consumption, purchasing and waste management

¹ Final verification takes place at the start of 2023.

Liseberg in figures

For more information, see Liseberg's Annual Report*.

	2022	2021 ¹	2020 ¹	2019	2018
Number of employees (FTE) ²	1,008	776	442	1,112	1,112
Net sales, MSEK	1,381	879	43	1,257	1,229
Balance sheet total ³ , MSEK	3,521	2,973	2,468	2,124	1,918
Profit after financial items ³ , MSEK	221	483	-555	198	75
Number of guests in the park, full year (millions)	2.3	1.4	0	2.8	3.1
Total number of guests ⁴ , full year (millions)	2.7	1.7	0.1	3.3	3.4
Number of rides/visits to Liseberg's attractions (millions)	17.1	11.2	0	16.2	15.7

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.

² Number of full-year employees, i.e. the total number of hours worked, regardless of position, divided by an annual figure of 1,600 working hours per year.

³ A change of accounting method in 2022 means that figures for 2019-2021 have been adjusted.

⁴ Includes park guests, visitors to Lisebergsteatern, Rondo and other events in park, as well as accommodation guests.

* <https://www.liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/>

Governance and business management

For Liseberg, sustainability is about acting responsibly and with a long-term perspective. We govern and set goals for the business in order to achieve good results in line with the UN's global sustainability goals and our own ambitions for sustainable development.

NEW GOVERNANCE MODEL

During the year Liseberg has reviewed and implemented a new governance model for the entire business. The objective was to clarify the vision and direction, integrate sustainability more effectively, increase flexibility and adapt to our updated ownership directive and the changes resulting from integration of a new hotel and water park.

The overall goal is long-term financial sustainability, as Liseberg is on loan from future generations.

Minor adjustments were made to wording of Liseberg's purpose, mission and vision.

Central to the new governance model are six strategies that provide the framework for a series of initiatives, each of which represents an identified and necessary transition.

- Destination development
- Digital transition
- Workplace of the future
- Sustainable development
- Innovation and investments
- Brand development

NEW STRATEGY AND STEERING GROUP FOR SUSTAINABLE DEVELOPMENT

Liseberg's strategy for sustainable development means that we should manage the company from a broad perspective: socially, environmentally and economically. By building a responsible sustainability culture that is founded on pride and engagement among our management and employees we will achieve a sustainable transition for the entire business and inspire colleagues in the industry to make the same journey, while also strengthening Liseberg's brand as one of the most sustainable destinations in Sweden.

A new steering group has been set up as a step towards implementing this strategy and gaining better momentum in sustainability efforts. The steering group, which replaced a more informal sustainability working group, has representation from a wider cross-section of the business. The steering group has a clear decision-making mandate and began its work in autumn. Sustainability initiatives have been prioritised and are decided in conjunction with the budget and business planning process.

OUR MOST IMPORTANT MATERIAL TOPICS

Liseberg has analysed the impact of the business on people and the environment; we also know which material topics our stakeholders consider most

important, and we focus on the risks and opportunities that these aspects entail. On this basis we have been able to identify our five most important material topics, which form the basis of our priorities.

- A safe and secure environment
- Job satisfaction, service and equality
- Resource and climate efficiency
- Responsible purchasing
- Contributions to local community development

GOALS AND SUSTAINABILITY INITIATIVES

As a consequence of the new governance model, Liseberg's sustainability development plan has been replaced by the new strategy and its associated goals and initiatives. The objectives set out in the development plan since 2018 are still relevant and will be addressed in other ways or at a later date through various measures. Progress towards the objectives has been assessed one last time and is reported on pages 23, 29, 37, 41 and 45.

Sustainability initiatives linked to the following objectives have been prioritised for 2023:

- Calculate and reduce climate impact
- Reduce the amount of disposable items

- Improve energy supply and efficiency
- Improve accessibility for guests
- Strengthen Liseberg's employer brand, focusing on initiatives in employee engagement, social sustainability and long-term skills provision
- Improve engagement in sustainability efforts

GLOBAL CONTEXT

Liseberg's sustainability efforts cover a wide range of issues and there is a great deal of work involved in covering changes in the outside world relevant for the sustainability work. As well as monitoring developments and addressing changes that affect our organisation, such as new legislation, Liseberg also aims to inspire and influence others, particularly in our own industry.

Liseberg has been a member of the United Nations Global Compact since 2010. Its ten principles and the Global Goals will continue to provide a valuable foundation for our sustainability work, but next year we will focus our efforts on other sustainability initiatives – through the International Association of Amusement Parks and Attractions (IAAPA), the event industry's Greentopia climate initiative and the regional Gothenburg Green City Zone initiative, which promotes a shift to sustainable transport and zero-emission zones in Gothenburg.

AGENDA 2030 AND THE GLOBAL GOALS

The Global Goals for Sustainable Development, formulated by the UN, aim to eradicate extreme poverty, reduce inequalities and injustice in the world, promote peace and justice and resolve the climate crisis. Examining Liseberg from the perspective of the Global Goals helps us to understand the business in a wider context and identify what needs to be done.

Liseberg's responsibility and ability to contribute to the Global Goals cover the entire value chain and involve all key stakeholder groups. Most of the Global Goals that are relevant to the business are clearly addressed in Liseberg's current strategies, most important topics, governance and sustainability efforts.

Liseberg's most important positive contributions are linked to global goals 8, 10 and 11 and relate to sustainable tourism and sustainable safe experiences, our role as a youth employer and our work with equality and diversity.

Liseberg's most important focus areas for reducing negative impacts relate to health and safety, working conditions, resource use and climate impact, primarily linked to goals 8, 12 and 13.

The changing operational environment entails both risks and opportunities for Liseberg, with the potential to develop new ways of working and governance in several areas. This includes climate adaptation, resource efficiency and the circular economy, digital innovation and clarification of our role as a community stakeholder and sustainable model to the industry. Liseberg has varying potential to influence the identified risks and areas of improvement. In most areas, Liseberg has full or partial direct influence, taking into account available resources and priorities. These are areas that Liseberg will address further in the slightly longer term.



1 NO POVERTY 	2 ZERO HUNGER 	3 GOOD HEALTH AND WELL-BEING 	4 QUALITY EDUCATION 	5 GENDER EQUALITY 	6 CLEAN WATER AND SANITATION
7 AFFORDABLE AND CLEAN ENERGY 	8 DECENT WORK AND ECONOMIC GROWTH 	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	10 REDUCED INEQUALITIES 	11 SUSTAINABLE CITIES AND COMMUNITIES 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION 	14 LIFE BELOW WATER 	15 LIFE ON LAND 	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	17 PARTNERSHIPS FOR THE GOALS 	THE GLOBAL GOALS For Sustainable Development

Our stakeholders

Liseberg influences and is influenced by a variety of stakeholders. Listening to our stakeholders gives us a better understanding of which issues are important to our primary stakeholders, how we should prioritise them and where we need to improve.

The stakeholders who are considered most important to Liseberg with regard to sustainability are our employees, our guests, our owner, authorities, our various suppliers and industry colleagues. We interact and communicate continually in various ways and through different channels. We engage in dialogues to capture stakeholders' views on our sustainability efforts. Key issues for our stakeholders and ongoing dialogues are shown in the illustration on page 15.

Some issues that have engaged our stakeholders and have been particularly important during the year:

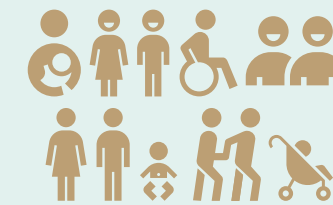
- Skills provision in the tourism industry
- Energy consumption and energy efficiency
- Accessibility and queue priority for disabled guests

Read more on pages 20, 24–25, 28 and 30–31.

Liseberg's CEO chairs the global sustainability committee of the industry association IAAPA. The committee works to support members by providing training, strategies and other sustainability initiatives.

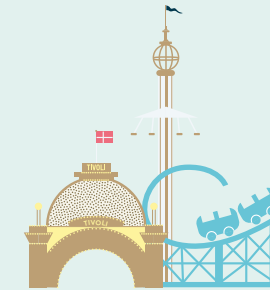
In 2022, Liseberg's sustainability manager and environmental specialist visited industry colleagues at the Tivoli amusement park in Copenhagen and Gröna Lund amusement park in Stockholm. The meetings provided a valuable exchange of knowledge and experience on various topics, including sustainability organisation, development work, climate action and accessibility issues. Liseberg values this type of exchange, as it benefits both its own operations and the industry as a whole.

The perspectives and expectations of stakeholders are central to how the business is conducted and developed. This is how we create value for our stakeholders and they create value for us.



GUESTS

- Service, equality and accessibility
- Atmosphere, offering and experience
- Safety
- Queues
- Climate impact, energy, disposable items and waste management



INDUSTRY COLLEAGUES

- Sustainable development for the industry
- Best practice
- Inspiration

Personal meetings and contacts
Study visits
Exchange of experiences
International Association of Amusement Parks and Attractions, IAAPA

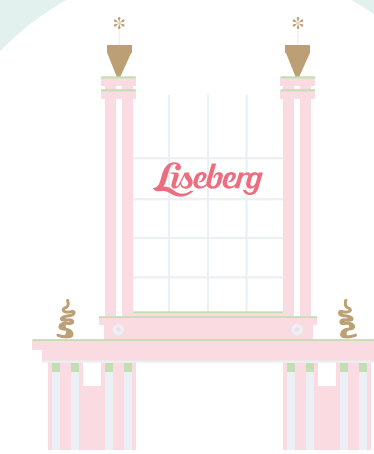
Contacts with authorities
Inspections and audits



AUTHORITIES

- Requirements for the business
- Legal compliance

Personal meetings and contacts
Guest Services
Guest survey
Focus groups
Social media
liseberg.se



Employee forum
Employee survey
Employee reviews
Suggestion box
Our Intranet



EMPLOYEES

- Working environment and conditions
- Ethics and values
- Equality
- Goals and results
- Opportunities to have influence
- Sustainability
- Procedures and responsibilities

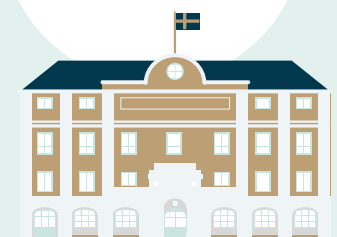
Purchasing and procurement
Contract review



SUPPLIERS

- Business opportunities
- Relevant sustainability requirements

Meetings with the Board of Directors, owner and representatives of the City of Gothenburg



OWNER

- Profitability
- Contribution to the city
- Sustainable business
- Resource efficiency
- Dynamic impacts

VALUES WE CREATE FOR OUR STAKEHOLDERS

EMPLOYEES

- Job opportunities and work experience
- Insights and lessons learned through meetings and relationships
- Community

GUESTS

- Sustainable experiences, products and services
- Joy and memories for life
- Service and accessibility
- Security

OWNER

- Reasons to visit
- Strengthening the City of Gothenburg's brand

AUTHORITIES

- Corporate responsibility

INDUSTRY COLLEAGUES

- Sparring partner
- Good examples
- Inspiration

SUPPLIERS

- Business opportunities
- Positive impact on brand

VALUES OUR STAKEHOLDERS CREATE FOR US

EMPLOYEES

- Workforce and competence
- Feedback and ideas for developing the business

GUESTS

- Feedback and ideas for developing the business
- Revenue and profitability

OWNER

- Stability and long term perspective on business
- Voice of the people of Gothenburg

AUTHORITIES

- Permits and legal requirements

INDUSTRY COLLEAGUES

- Sparring partners
- Best practice
- Inspiration

SUPPLIERS

- Goods and services
- Know-how

Our value chain

Liseberg's value chain addresses our business mission and how it then generates value for stakeholders. Our mission is realised through the unique and integrated experience we offer, consisting of rides, entertainment, food and beverage, shopping, games and themed accommodation, which varies over the different seasons.

Liseberg's value chain shows how the business, supported by various resources and assets, creates value for stakeholders through the offer we deliver based on our mission:

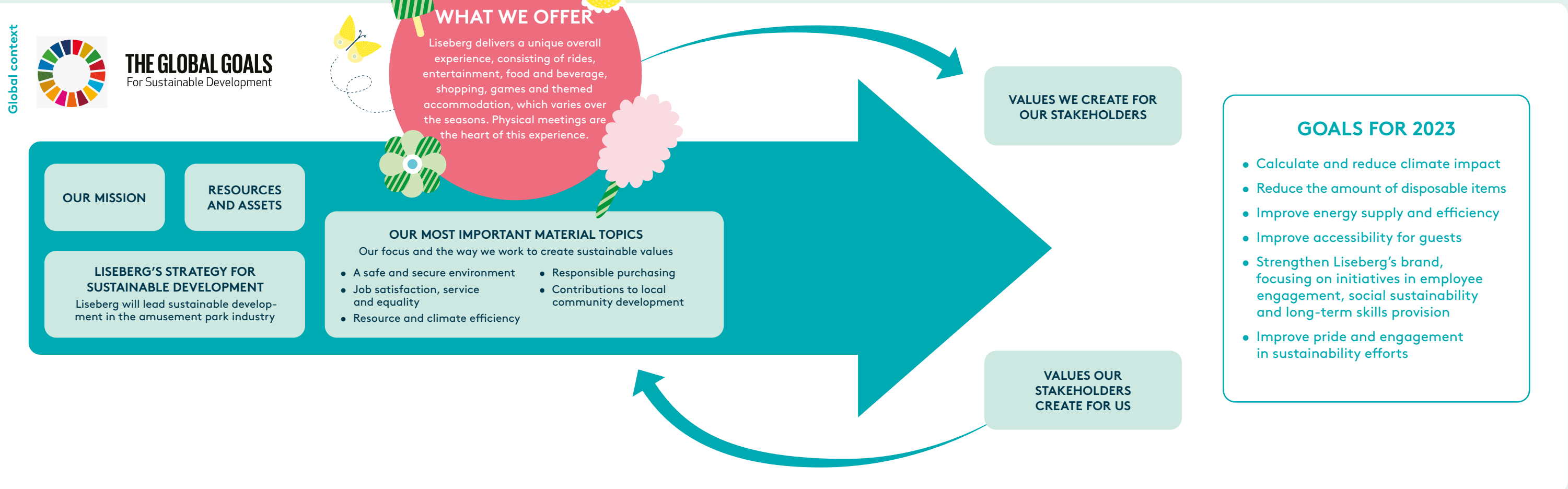
- Liseberg will be one of the leading amusement parks in Europe and the natural place to meet in Gothenburg, as well as offer city residents and visiting guests high-quality entertainment experiences all year round.

- Through its business, Liseberg will make Gothenburg an even more attractive destination.
- As a business, Liseberg will undergo constant renewal while also preserving its origins and its history.

The company needs resources, assets and a stable economy in which to conduct our business and enable the investments that are essential to preserve and

develop Liseberg. Other requirements are laid down by the relevant authorities. Competent employees with different backgrounds and experiences contribute with creativity and engagement. Loyal guests also contribute to our development by visiting us and sharing their opinions of the experience and the business. Industry colleagues all over the world constantly spur us on to do better. Having an owner with a long-term perspective and understanding of our unique business is another important factor for creating value. It is also important to have reliable suppliers to provide the goods, services and partnerships that are needed to run the business as effectively as possible.

Because Liseberg intends to operate responsibly and over the long term, we focus on addressing the impacts, risks and opportunities of the business. We do this through our sustainability efforts. The way we work and the goals we set affect the resources we use, the way we operate our business and the values we create.



A safe and secure environment

Liseberg aims to offer the safest possible leisure activity. As well as being able to offer a fantastic experience, it is very important for us that our guests feel safe and secure when they visit us. We ensure safety in the park by employing security staff and park hosts, carrying out comprehensive safety checks and technical maintenance on attractions, maintaining food safety and following systematic health and safety procedures.

SAFETY AND SECURITY IN THE PARK

Liseberg has taken numerous steps and preventive measures to ensure that visits to the park are safe and secure. These include a high presence of security staff and park hosts. These employees deal with everything from lost children and guests who fall ill, to guests who are rowdy or have over-indulged.

There has been a general increase in the need for risk analysis and preparedness in the society, and Liseberg is no exception. During the year, Liseberg has experienced more incidents than in previous years involving guests who have refused to accept height restrictions on rides, have jumped queues or otherwise acted in a hostile manner towards employees or other guests. More people have also tried to enter the park without valid tickets. This has prompted a number of measures, including special training initiatives.

Liseberg's security manager, together with two security coordinators, works proactively to ensure the park is a safe and secure environment. The park is staffed by up to 35 security guards depending on the season, event or concert. Our in-house security centre is staffed 24 hours a day, all year round.

In spring, a major training initiative was held for Liseberg's crisis management team and relevant managers. This focused on Liseberg's crisis management plan. Liseberg also takes ongoing measures to prepare our employees for possible crisis situations. In addition to training, Liseberg has invested in a new digital tool that is intended to help organise crisis management and document the course of events so that evidence-based decisions can be reached more easily based on a shared view and perception of the situation. Liseberg follows systematic fire safety procedures and offers annual fire training and training

in cardiopulmonary resuscitation. During the year, the emergency services carried out fire inspections at the restaurant '1923' without any remarks.

Liseberg also collaborated on crime prevention and security measures with other administrations and companies in the City of Gothenburg. Risk locations have been geographically mapped during the year, and this has enabled police and other stakeholders to implement extra measures.

There were no serious incidents related to park security during the year. Serious incidents refer to events that trigger the crisis management plan, which has three defined crisis levels: disruption, serious event and extraordinary event.

ATTRACTION SAFETY

Liseberg is proud of the systematic work with attractions' safety in the park. Liseberg complies with current safety standards for amusement park facilities and have comprehensive procedures for daily, weekly, monthly and annual inspections of rides. These procedures are followed carefully. Each day, before the park is opened, rides are inspected by our maintenance technicians and by attraction staff. If they discover a non-conformity or anything else that could pose a risk, the attraction is closed until the problem has been checked and rectified.

A new digital self-inspection tool was introduced during the year to facilitate monitoring and improve the efficiency of attraction checks.

All attraction staff attend several training sessions before they start working on attractions. These training sessions focus on safety and emergency operations. One challenge during the year was that



a large proportion of attraction staff had not worked in the park in previous seasons. The large number of new seasonal employees places greater demands on training measures and on those employees who have more experience. To safeguard skills provision in the longer term, the Attractions business unit will be allocated more resources in 2023.

Another challenge is the recruitment of maintenance mechanics. We are now investigating the possibility of offering internships in the hope that this will help Liseberg to attract people with the right skills.

No serious attraction incidents occurred during 2022. Those incidents that were reported involved minor slip and fall injuries.

FOOD SAFETY

All the restaurants, cafés and fast-food restaurants in the park are operated by Liseberg and we strive to ensure that all food and beverages offered are appealing, nutritious, varied, sustainable and, not least, safe. We strive to maintain the highest standards for the items we serve and the way we handle food items. Areas that we give particular attention to include premises and equipment, safe handling and storage, traceability, waste management, pest control, cleaning and disinfection, temperature control, personal hygiene and education. For example, we have a monitoring system for refrigerators and freezers to ensure that any faults are quickly rectified. All employees have received training in appropriate routines for food handling and food safety that are based on current legislation.

Our restaurants are inspected regularly by the Environmental Administration. A total of 42 inspection visits were carried out during the year and seven remarks were reported. These concerned shortcomings in following our rules for hygiene and cleaning, but all remarks were minor, and addressed promptly.

HEALTH AND SAFETY WORK

As a result of Liseberg's ISO 20121 certification, systematic health and safety management was monitored and reviewed in more detail than previously. This work is based on current legislation and is governed internally by our policy and our health and safety instructions. Risk analyses were documented and updated for each function and business unit. Risk identification and prevention is an ongoing process.

Several initiatives were taken during the year to improve health and safety processes and ensure that incidents and work-related injuries are correctly reported and managed. The process for handling health and safety incidents has been clarified. Managers received health and safety information during management workshops and were offered training in Liseberg's digital reporting tool for incidents and work injuries (DIA). Attention was drawn to current working practices and the importance of a safe and healthy working environment, with the aid of posters and other means of communication. Between the start of the health and safety campaign during the summer season and the end of the Halloween season, the number of reported incidents rose by 60 percent, due to higher awareness.

Incidents of employees experiencing harassment or discrimination were given a separate incident registration category in DIA during the year. This allows such cases, which Liseberg takes very seriously, to be reported separately. These reports go directly to HR for investigation, rather than to the line manager. A number of reports were received, but most concern guests who have verbally or physically treated employees in an inappropriate manner. One particular challenge was the health and safety of the Halloween cast members, since their role in the horror mazes and scare zones often brings them close to guests who sometimes react physically or in a hostile manner. During Halloween we had to assign extra security staff to the horror mazes and scare zones, and this is something we will look at during next year's planning.

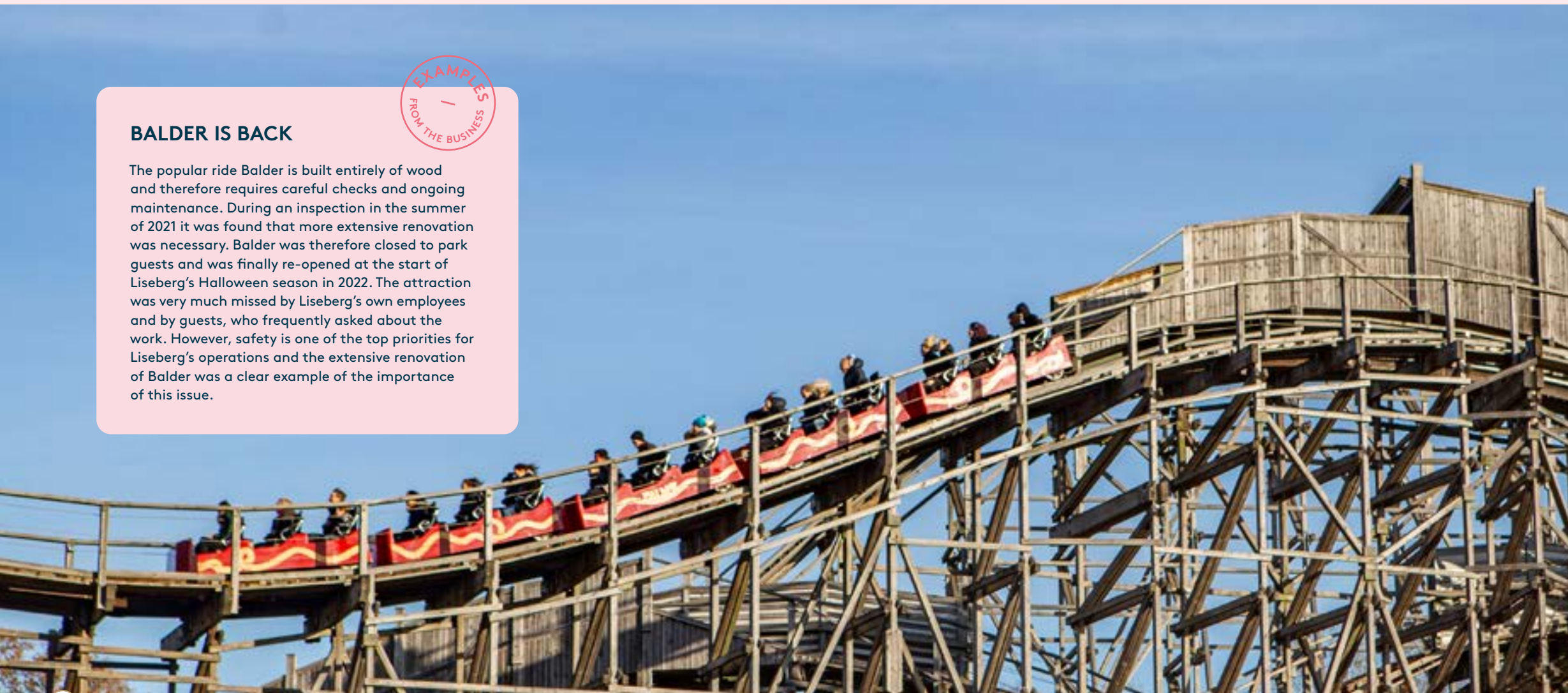
The total number of reported incidents during the year was 214, and the number of reported work-related injuries (accidents) was 240. An incident is defined as an event that could have led to an injury but did not. A work-related injury means that someone was injured, but it does not necessarily lead to sick leave or medical treatment.

Compared with the previous year the statistics show an increase in the number of incidents and work-related injuries. The main reason is probably the above-mentioned campaign to encourage more people to report events, and because 2022 was more like a regular year (following the pandemic) and the park was open for longer.

Common incidents that were reported include conflicts and harassment during interactions with guests, as well as slip and fall incidents.

BALDER IS BACK

The popular ride Balder is built entirely of wood and therefore requires careful checks and ongoing maintenance. During an inspection in the summer of 2021 it was found that more extensive renovation was necessary. Balder was therefore closed to park guests and was finally re-opened at the start of Liseberg's Halloween season in 2022. The attraction was very much missed by Liseberg's own employees and by guests, who frequently asked about the work. However, safety is one of the top priorities for Liseberg's operations and the extensive renovation of Balder was a clear example of the importance of this issue.



A more serious work-related injury occurred when an employee injured a foot on a flight of stairs. The stairs were modified to prevent recurrence. Other work-related injuries included burns, cuts and other minor injuries caused by hitting or running into various objects. Measures taken to prevent events of this type included training and the use of personal protective equipment.

Liseberg also monitors incidents and work-related injuries among enlisted contractors. A more serious work-related injury was suffered by a contractor in the park, when an employee was struck by an excavator.

The majority of incidents were reported from Liseberg's Expansion Project. The contractor, NCC, follows a health and safety policy and has a project-specific health and safety plan that new employees must read and sign. NCC employees also receive information about emergency assembly points, safety representatives in the workplace and contact details for health and safety managers. NCC conducts safety patrols every week, and before new duties are carried out, work plans are prepared and

checks are made to ensure everyone follows rules for safety and security. In 2022 a total of 26 incidents were recorded (of which 7 related to the hotel and 19 to the water park) and 15 work-related injuries or accidents were recorded (of which 8 were related to the hotel and 7 to the water park). Incidents that were dealt with included falling objects and minor collisions. Examples of work-related injuries include cuts and falls and problems due to noise.

Liseberg procured a new provider of occupational healthcare during the year. This gives us access to occupational nurses, behavioural scientists, doctors and health and safety engineers. The services used by Liseberg included medical checks and drug tests. With the aid of occupational healthcare we also reviewed occupational health risks due to noise, which led to reductions in noise levels at Helix and Underlandet. Noise measurements were carried out in all the horror mazes during Halloween.

During the year we had a higher level of absence due to sickness than in previous years. Liseberg focused particularly on identifying and understanding the reasons for the increase in short-term absence, particularly among seasonal employees. We believe this is partly related to the pandemic, as people are more aware of the symptoms of illness than in previous years. To address the high level of absence due to sickness, supervisors and managers followed up cases and offered individualised solutions to affected employees.

WELLNESS

All employees at Liseberg are also offered a wellness allowance that can be used for wellness activities in their free time. We also have an internal sports union that offers various sports and activities such as bowling, paddle, badminton and football, to suit employees' needs and wishes.



HEALTH AND SAFETY TRAINING FOR HALLOWEEN

During the 2022 Halloween season Liseberg employed 300 cast members to work in the park's various horror mazes and scare zones. The season has grown in popularity, but because of the rising number of visits there have also been some problems caused by rowdy guests. In response to this we decided that supervisors and operators should receive training in conflict management. The training led to greater awareness of the problem, as well as giving concrete advice on how to address it. As a result of continuing dialogue with all employees during the season the Attractions business unit now has a better understanding of how this work should proceed. The goal is that all cast members should have access to the training.



Employee absence due to sickness, work-related injuries and incidents

The table shows absence due to sickness and reported work-related injuries and incidents.

	2022	2021 ¹	2020 ¹	2019	2018
Absence due to sickness (time absent as a percentage of hours worked, %)	5.6	4.6	3.7	4.9	4.6
Number of work-related injuries employees, incl. seasonal staff	240	110	18	193	46
Number of incidents involving employees, incl. seasonal staff	214	146	23	161	349
Number of work-related injuries among enlisted contractors ²	17	27	-	0	-
Number of incidents among enlisted contractors ²	29	25	-	0	-

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² Data collected from our eight most-enlisted external contracting companies in the park. From 2021 the data also includes an additional contractor that was enlisted for Liseberg's Expansion Project (the construction of Liseberg's new hotel and water park).

Safety incidents

The table shows incidents on attractions, perceived safety in the park based on guest surveys, and inspections of food safety.

	2022	2021 ¹	2020 ¹	2019	2018
Serious attraction incidents ² (number)	0	0	0	0	0
Reportable attraction incidents ³ (number)	6	2	0	5	6
Perceived safety in the park (scores of 4 and 5) for whole year, (%)	95	88	-	94	94
Inspection visits for food safety ⁴ (number)	42	82	0	55	63

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² Injury that leads to a hospital stay longer than 24 hours, for reasons other than just medical observation, or which results in death (IAAPA definition).
³ Other attraction incidents that lead to injury (not serious) requiring medical treatment other than routine first aid (IAAPA definition).
⁴ Includes inspection visits to units in the park that handle and serve food.

HOW TO INTERPRET THE SYMBOLS

Liseberg adopted its sustainability goals in 2018. In this report, three symbols are used to assess the current status and measures that have been implemented:

- Work is ongoing and one or more improvement measures have been implemented with measurable positive results
Or
• Satisfactory progress has been made toward the objective

- Work is in progress but no measurable positive results can be shown
Or
• No progress has been made towards the objective

- Work has not started
Or
• Progress towards the objective is negative or too slow, despite the work that is under way

As a consequence of the new governance model that Liseberg introduced during the year, the sustainability development plan was replaced by a new strategy for sustainable development and a new way of working. Here is a final update on the goals from the development plan.

CURRENT SUSTAINABILITY GOAL 2022:

Liseberg delivers the safest leisure activity in Sweden

OBJECTIVES:

- Liseberg has the strongest safety profile in the industry
- No serious attraction incidents
- 100% of guests give a score of 4 or 5 when asked whether they feel safe at Liseberg
- 50% fewer work-related injuries compared to 2019

COMMENTS FROM OUR SUSTAINABILITY MANAGER

It is absolutely self-evident to us that Liseberg should be a safe place for our guests and our employees. We give safety a high priority in several different areas. Together, supported by established working methods and initiatives, we make every effort to maintain high standards. This applies to everything, from the park and the attractions to food and the working environment.

YLVA LINDER
SUSTAINABILITY MANAGER, LISEBERG



Job satisfaction, service and equality

Liseberg strives to create an inclusive and tolerant environment where everyone feels welcome. We offer a wide range of activities in the park and focus on guest satisfaction, accessibility and diversity. We believe that employee engagement is an important element in building job satisfaction, service and equality.

GUEST SATISFACTION

Liseberg has the ambition to be the most-loved meeting place in Gothenburg and the most longed-for destination in Sweden. The fact that guests care and long for Liseberg is not just nice to know, it is essential for Liseberg's long-term existence.

To find out what our guests feel about their visit to Liseberg, we gather results from several thousand guest questionnaires every year. Generally, the feedback from guests is that the things they like most about the park are the environment and the atmosphere. Safety, security and staff were also rated highly. Negative points were the queues, mainly for attractions and fast-food outlets. Virtual queues, which were introduced in 2021, were mentioned frequently in the other comments. Roughly equal numbers of guests like and dislike the virtual queuing system.

86 percent of guests in summer and 87 percent during Halloween reported that they were satisfied or very satisfied with their Liseberg visit. This overall rating can be compared with the corresponding figures of 90 percent in summer and 87 percent during Halloween for 2019, which is the last full year of reporting before the pandemic. During the Christmas season we scored the highest results on overall rating, environment, queues and safety.

The variation between seasons can be explained by the different offering and nature of the seasons. During Halloween, for example, there are extra attractions such as horror mazes and stalls, so queuing is shared between more units and there is less pressure on attractions and food outlets.

For the past year, Liseberg has also been monitoring the Net Promoter Score (NPS), which assesses customers' willingness to recommend the Liseberg experience. Our NPS score has varied considerably both during and between the three seasons of the year. There was a strong correlation between the NPS score and the number of guests in the park at any given time (the more guests, the lower the NPS). The focus going forward is to adjust our capacity and offerings in the park to meet future guest expectations, and to decide on the NPS score we should aim for.

To obtain better feedback on the restaurants in the park and improve our level of service a Mystery Shopper scheme has been introduced as a tool for assessing quality and guest satisfaction. Under this scheme each restaurant is visited by guests who rate their experience based on a standardised template – ranging from customer service to the taste of the food. After each visit, the restaurants were told what worked well and where they could make improvements.

ACCESSIBILITY

For Liseberg, accessibility means that everyone should feel welcome and enjoy a great experience during their visit. We want the park to offer a wide range of attractions as well as excellent service. From an accessibility perspective an amusement park such as Liseberg is a challenging environment. Parts of the park are noisy, hilly, cobbled or are rebuilt before each season. Each year, one or more



16 MILLION RIDES

To reduce queuing times for the park's rides and hence improve guest satisfaction, attraction employees took part in a new initiative for the summer season called 16 million rides. The initiative centred on employee involvement, training and improvement measures aimed at increasing the number of guests who ride on our attractions.

Employees attended workshops called innovation labs, where they could contribute their opinions and suggestions on how to achieve the goal. Their thoughts and ideas were compiled and formed the basis for the final strategy.

The high level of employee involvement led to strong engagement and enthusiasm to achieve the set goal. Unfortunately we did not quite make it, but we nevertheless reached 13.8 million rides during the summer. Efforts to increase ride numbers will continue next year, and with the added capacity of the roller coasters Balder and Luna we have a good chance of success.

new attractions are added to our offering. The safety regulations for our rides, which are defined and issued by each individual ride manufacturer, also determine to some extent who is allowed to go on the rides. Safety always comes first, which means that not all guests are able to ride everything.

In spring, Liseberg worked with several different stakeholder groups to review our accessibility processes and regulations, and to find a new queuing solution to give priority to guests with special needs. This led to the introduction of updated rules, and a new queue priority wrist band during the year. An accessibility specialist was employed in autumn to manage, improve and coordinate accessibility measures in five areas: seeing; hearing; moving; processing, interpreting



SERVICE TEAM OF THE YEAR

Each year Liseberg presents an award to recognise good work across the business. The Liseberg Award covers seven different categories, three of which relate to service: Service Team of the Year, Internal Service Team of the Year and Service Experience of the Year. The 2022 Service Team of the Year won for the following reasons:

"Because of the pandemic, Rondo's had a long and drawn-out wait until they were finally able open the doors to Nikos Taverna. But then it just took off. Night after night, Rondo's service team delivered unforgettable experiences for almost every guest who set foot in the Greek tavern. A massive 98 percent of guests at Rondo give the staff top marks, a figure that is nothing short of unprecedented and proves once again that we can deliver world-class service at Liseberg."

The Liseberg Award is presented at the annual Liseberg Party, at which permanent and seasonal employees celebrate the season.

and communicating information; and allergies. Priority tasks were to establish an accessibility advisory group, to evaluate and establish procedures and rules for priority queueing regulations, and to develop better guest communication tools. The current situation is also being mapped out to develop a long-term plan for future procedures, initiatives and concrete improvements.

Liseberg also had an inspection by the City Planning Office in spring following a complaint from a guest about one of the horror mazes during Halloween 2021. Following a site visit and review of procedures it was deemed that the amusement park and the area in question meet the applicable accessibility requirements. According to the assessment of the City Planning Office it is not necessary for every ride and every horror maze to meet accessibility requirements.

Results from guest surveys 2022

Percentage of guests who gave a rating of 4 or 5 (on a scale of 1 to 5), %.

	Overall (%)	Environment (%)	Queues (%)	Security (%)
Summer	86	94	42	94
Halloween	87	96	49	92
Christmas	93	98	76	97

During autumn, accessibility was improved in one of our horror mazes (Vinden) and in our offices. Contrast markings in the park are currently being reviewed and extended. This work will continue over the coming year as insight exercises and other measures are carried out for all employees, and the paths in the park will also be reviewed. Accessibility is also an important matter prior to the opening of Liseberg Grand Curiosa Hotel and Liseberg Oceana.

Liseberg primarily communicates with visitors on accessibility questions through *liseberg.se* and *liseberg.com*. We have previously used the Accessibility Database (TD)* web tool to list facilities and provide information but during the year we decided to replace this with other forms of communication. There are several reasons for this. TD is not suitable for Liseberg's business as it is not possible to describe all facilities accurately, and because the type of business changes several times each year it required new listings in advance of each season. TD is also seen by many users as difficult to navigate and too detailed.

Statistics confirm that it is not frequently used by Liseberg visitors.

DIVERSITY, EQUALITY AND NON-DISCRIMINATION

Liseberg aims to be a workplace that is inclusive and tolerant. In this year's employee survey, 87 percent agreed with the statement "I can be myself here", which is a very high score in comparison with other operators that use the same scoring system, and reflects an essential aspect of Liseberg's culture. An employer branding specialist was appointed during the year to analyse and develop our culture and employer brand.

Liseberg aims to promote diversity among its employees because we believe this creates the best foundation for job satisfaction and good interaction with our guests. However, it can be difficult to achieve this aim of diversity in practice. The recruitment process is our primary tool, and we continue to carry out recruitment based on tests that can be given in several languages and reduce the risk of subjective

judgements in the initial screening of candidates. In 2022, the seasonal recruitment organisation was also expanded to permit more strategic collaborations with external partners and increase the diversity of Liseberg's workforce.

Each year, Liseberg submits data to the Institute of Human Resource Indicators* for a comparison of gender equality with other businesses. Our latest results show, among other things, that Liseberg is among the most equal in the country in terms of occupational groups and that we have a high level of equality in top management.

No serious cases of discrimination were reported by guests or employees during the year. Serious cases are incidents that are passed on to the Swedish Equality Ombudsman or required special measures. Guest Services, or other managers in the organisation, have responded to guest complaints and continuously strive to ensure that guests enjoy the best possible service and experience. Complaints from employees are also addressed by the line manager or by HR. There were some situations in which employees felt unfairly treated, and this is also reflected in responses to certain questions in the employee survey.

EMPLOYEE ENGAGEMENT AND COMPETENCE

Liseberg aims to be one of the best workplaces in Sweden and we therefore believe it is very important to develop our employees' talents and build on their engagement. In 2022, the People & Culture corporate function, which is responsible for the entire employee experience – from awareness of Liseberg as an employer and throughout employment until the employee moves on to the next stage in their career – has been staffed in a way that best meets its mission. Over a period of two years the function has almost doubled in size, with managers and employees in the following departments: HR, Employee Journey, Employee Services and Liseberg Academy. It is expected to give Liseberg better opportunities to focus on the employee experience and build on employee engagement.

Liseberg has been assessing employee satisfaction and engagement for several years using Great Place To Work (GPTW)** – an annual employee survey that measures employee perceptions of leadership, pride and camaraderie, among other things. This year's survey was conducted in July and the results showed that our Trust Index – basically the overall score from the survey – had risen from 72 to 74 percent.

FREE PERIOD PRODUCTS

The idea of providing free period products in Liseberg's staff toilets has been raised by employees for several years.

At the end of the year we finally turned the suggestion into a reality. A HerBox was installed in several toilets in our staff areas and next to our various offices, giving employees access to free period products if required. Toilets equipped with a HerBox will have a sticker outside to highlight their location. The HerBox company is based in Gothenburg; the boxes are produced locally and the sanitary pads inside each box are made from organic cotton. One of the founders of HerBox is also a former seasonal employee of Liseberg.

The response rate over the last two years is significantly lower than in the past and this is probably because we did not hold as many employee events about the survey as we did in the past. This was a deliberate decision and on the whole we have obtained a reliable result, so we do not see the reduced response rate as being a problem. We also supplemented the latest assessment with pulse surveys.

Although the GPTW has been, and remains, an excellent tool for long-term development of the workplace at a strategic level, the organisation has lacked an assessment tool that can quickly assess how employees feel about a particular topic. A pilot project was therefore conducted in autumn by sending pulse survey questions to employees via their mobile scheduling app on two occasions. The main question in the pulse survey is the eNPS question "How likely are you to recommend Liseberg as an employer to a friend or acquaintance?". We have not yet been able to calculate an accurate eNPS score, but in the long term Liseberg would like to be able to use eNPS as a general indicator of employee satisfaction.

In parallel with the employee surveys, a number of focus and reference groups were set up during the year. The aim of these groups is to increase employee involvement on issues that affect their everyday lives.

TRAINING AND PROFESSIONAL DEVELOPMENT

Liseberg is a workplace that has two distinct professional categories: permanent employees, for whom Liseberg is their main occupation and livelihood, and seasonal employees, who combine work at Liseberg with another occupation, often studying.

INCLUSION AND PARTICIPATION

Liseberg's aim to clarify the rules on queue priority sparked many media headlines and expressions of outrage in spring. This was not our intention and we took the criticism on board, backtracked and reopened the discussion with relevant stakeholders. We initiated a dialogue with the relevant organisations and had an opportunity to communicate the challenges we faced in managing certificates and deciding who should be given priority in our queues. Over the past year we have continued to evaluate procedures and the feedback we have received, as well as trialling two new certificate templates and a new queue priority wrist band with a limit of three accompanying guests. An important element in the continuing work was Liseberg's appointment of an accessibility specialist – an entirely new role that involves managing, coordinating and developing accessibility at Liseberg, for guests and for employees. The task of reviewing queue priority will continue, and the ambition is to develop a solution that is as sustainable as possible, for Liseberg's guests and for its employees.



For seasonal employees, almost all training takes place on the job. They are hired on the basis of attitude, interest and personality, not on specific professional skills. Depending on where the employees will work, their induction packages include a variety of education and on-the-job training.

However, they all receive a general introduction and service training, which is provided online. The introduction aims to provide general knowledge about Liseberg, our goals, our history, our values, our sustainability work and our common rules, while the service training aims to provide the resources needed to interact with guests in the best possible way. Both forms of training are carried out during paid working hours and receive good feedback.

However, there is good potential for progress, especially in service training, where we see opportunities to further improve the skills of employees by offering more advanced training. To make use of this potential, the Liseberg Academy was established. The Academy allows Liseberg to unite all aspects of training and competence in order to offer relevant training and secure skills provision in the long term.

Liseberg also offers several other training courses for our employees. New supervisors receive training in labour law, health and safety at work, and diversity. Some training is needed to meet legal requirements, such as fire-fighting, lift truck operation, electrical safety and fall protection training. Other forms of training are also offered. One example is online sustainability training, which aims to give a better understanding of sustainable development, various material topics and Liseberg's own sustainability work. Another example is an online training in data privacy (GDPR) that took place during the year.

Assessments of the performance of permanent employees is conducted during the annual employee reviews. For seasonal employees, managers provide ongoing feedback on performance as part of the working routine.



NEW IN-HOUSE CHEF TRAINING

For many years Liseberg has faced challenges in recruiting qualified staff for various roles in the restaurant business. Finding qualified chefs has been the toughest challenge. As part of efforts to secure long-term skills provision, Liseberg decided in autumn 2022 to launch its own chef training programme. At the start of 2023, 15 trainees will be hired to train as chefs by Liseberg. They will all have a permanent position from the first day of training and will be assigned to one of Liseberg's restaurants after one year (or two years if they opt for additional training). As well as helping Liseberg to secure vital skills, the trainee scheme will enable more people to take up qualified roles in the labour market. An obvious benefit for Liseberg, in addition to skills provision, is that raising the level of skill in the kitchen will also raise the quality of food & beverage offerings and day-to-day sustainability efforts. Having qualified staff will help to reduce food waste and shift production from processed and semi-processed products to cooking from scratch, which will enhance guest's experiences.



INCLUSIVE WORKWEAR

When Liseberg developed its new workwear collection we chose to only order short-sleeved shirts for reasons of cost. When the amusement park opened in April 2022 and employees started to wear the new clothing, it became apparent that the new short-sleeved shirt did not work for those employees who, for reasons of faith, wished to wear long sleeves. Various solutions, such as sleeve extenders and long-sleeved undershirts, were considered, but following discussions with the employees who would be wearing the shirts it was decided instead to supplement the collection with a long-sleeved version of the work shirt. In 2023, all employees will be able to choose between work shirts with short or long sleeves, which is a more inclusive solution.

Employee satisfaction

The table shows the results from the annual employee surveys.

	2022	2021 ¹	2020 ¹	2019	2018
Number of employees who rated us 4 or 5 in the Great Place to Work employee survey (on a scale of 1-5), %					
Trust index	74	72	-	78	77
Overall I would say that this is a very good place to work	79	78	-	85	83
Response rate (%)	66	63	-	89	90

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.

Discrimination and equality

The table shows that Liseberg has not had any cases reported to the Swedish Equality Ombudsman in recent years. The table also shows the results from employee surveys regarding equality.

	2022	2021 ¹	2020 ¹	2019	2018
Number of cases with Swedish Equality Ombudsman	0	0	0	0	0

Number of employees who rated us 4 or 5 in the Great Place to Work employee survey (on a scale of 1-5), %

Employees are treated equally regardless of age	81	80	-	85	84
Employees are treated equally regardless of gender	87	86	-	90	88
Employees are treated equally regardless of ethnic origin	92	91	-	93	93
Employees are treated equally regardless of sexual orientation	95	94	-	95	95

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.

Gender and age distribution 2022

The table shows the gender and age distribution of the Board of Directors, company management and other employees.

	WOMEN	MEN	<24	25-39	40-54	55-59	>60
Company management	4	5	0	0	7	2	0
Board of Directors	6	6	1	1	4	3	3
Permanent, full-time	156	217	4	124	164	44	37
Permanent, part-time	23	19	6	25	4	1	6
Seasonal employee, temporary	1,995	1,065	2,249	631	109	26	45

As a consequence of the new governance model that Liseberg introduced during the year, the sustainability development plan was replaced by a new strategy for sustainable development and a new way of working. Here is a final update on the goals from the development plan.

CURRENT SUSTAINABILITY GOAL 2022:

Liseberg is a destination for everyone

OBJECTIVES:

- Liseberg is the best workplace in Sweden
- Liseberg is one of the ten most equal workplaces in Sweden
- >96% guest satisfaction score
- Liseberg has a strong accessibility profile and considers accessibility during all construction and building projects

- Liseberg's workforce reflects the local community

COMMENTS FROM OUR SUSTAINABILITY MANAGER

Happy guests and employees are vital to the business. Guest satisfaction varies but is generally at a good level. Looking at the results of the GPTW employee survey, we come in 15th place among large Swedish companies. Our comradeship is our real strength. It is also our aim that our workforce should reflect the local community, but this is not an area where we can give measurable results. We have taken several measures to improve inclusion and accessibility, and this gives us a good foundation to build on in the future.

YLVA LINDER
SUSTAINABILITY MANAGER, LISEBERG

Resource and climate efficiency

Liseberg wants to reduce the environmental impact of our business. We focus on resource and climate efficiency and want to inspire others to make good efforts. By working systematically and being committed to find better solutions we are taking steps in the right direction.

ENVIRONMENTAL MANAGEMENT

Our environmental work is governed by Liseberg's sustainability policy and procedures, and conducted in accordance with applicable legislation and relevant governance documents from the City of Gothenburg. Compliance with the city's instructions is monitored annually by the Environmental Administration and concerns systematic environmental management. This year's audit showed compliance without any non-conformities.

New legislation governing climate declarations for buildings and disposable items was introduced during the year. For Liseberg, this primarily means there is a requirement to prepare and submit climate declarations for applicable buildings. In the case of disposable items, it is now prohibited to distribute certain plastic products when serving food and beverages or to use plastic confetti outdoors. For several years Liseberg has been taking steps to reduce the number of plastic items in the park and was well prepared for the new legal requirements. Read more about disposable items on page 36.

Just one case concerning the external environment was reported to the authorities during the year. The case concerned a noise complaint from local residents regarding the construction site of Luna Park site. An internal investigation was carried out and it was concluded that we did not infringe any guidelines. The Environmental Administration closed the case without requiring further action.

A new digital tool for climate calculations was introduced during the year. The tool will enable Liseberg to produce a second-party audited climate statement each year. Read more about this year's results on pages 32–33.

A new digital tool for carrying out life cycle assessments was also introduced during the year.

This tool was used to produce a life cycle assessment of the rain-ponchos sold at Liseberg. The results show that the environmental impact of the product can probably be reduced by switching to other materials, such as recycled plastic instead of virgin plastic, as used today. The long-term ambition is to carry out more life cycle assessments to gain a clearer picture of Liseberg's product range and learn how we can make it more sustainable, for example by setting relevant environmental and performance requirements during purchasing and procurement.

ENVIRONMENTAL ASSESSMENT

Every three years, Liseberg produces an environmental assessment that maps out and evaluates environmental aspects, identifies possible environmental risks and highlights priority areas for further environmental measures. The results of this year's assessment corresponds to the previous one. Priority areas based on the significant environmental aspects, are as follows:

- Liseberg as a leader and inspiration in the sustainable transition
- Circularity and waste management
- Energy use
- Climate impact
- Environmental impact of food
- Environmental considerations in purchasing and procurement


ENERGY

Liseberg uses several different sources of energy. The largest share is electricity, followed by district heating. Smaller proportions come from district cooling and biogas. The business also has a number of vehicles that run on fossil fuels. Our vehicles range from delivery vehicles and passenger cars to lift trucks and bikes. Of the 165 vehicles owned by Liseberg, around 20 percent run on fossil fuels, but fossil fuel consumption makes up less than one percent of the total energy consumption of the business.

To understand energy use and where there are opportunities to improve energy efficiency, Liseberg regularly reviews energy data and conducts energy audits (most recently in 2020). Of the total energy use, just over 60 percent is used by Liseberg's buildings, and around 20 percent for our rides. The biggest potential for energy savings can thus be achieved by improving the energy efficiency of our buildings. This is a long-term process that is under way, although Liseberg has not been able to make any major efficiency improvements in recent years due to the financial impact of the pandemic. Liseberg has also carried out an assessment with help from external consultants to provide a basis for an energy procure- and supply strategy. This is long-term work that will continue next year.

The risk of energy shortages led to greater focus on reducing Liseberg's own energy use in autumn and winter. In collaboration with an internal working group, company management investigated the possibility of reducing the energy use of the business in the short term. Three scenarios were mapped out, based on the expected impact of the energy crisis on society, and a plan was drawn up to show how Liseberg would react to each of the scenarios.

Liseberg's long-term efforts to save energy is tracked by measuring energy use per hour the park



HOW LISEBERG HANDLED THE ENERGY CRISIS

In autumn it became clear that Sweden was entering an energy crisis with potentially severe impact on the public and organisations. Attention was immediately turned to Liseberg. The media and the public at large were keen to know how Liseberg would handle the situation. Since Liseberg has been addressing the use of energy for many years and regularly carried out energy audits, we had data and a good foundation to stand on. One of the first measures taken was to adjust the lighting in the park so that it was mostly switched off outside normal opening hours. It was also decided that targeted measures should be taken at Liseberg's restaurants and fast-food outlets to reduce energy use. For example, we adjusted the hours of use of kitchen equipment and the ventilation and heating settings when premises were closed. A plan with additional measures was also decided in case the situation worsened. In addition, an internal energy campaign was used to encourage everyone to help save energy at work and at home.

is open. It is difficult to draw any conclusion on trends as a whole, since the business is constantly changing.

Energy consumption

The table shows Liseberg's energy usage.

	2022	2021 ¹	2020 ¹	2019	2018
Electricity ² (MWh)	19,717	18,355	10,479	20,282	22,297
District heating ³ (MWh)	4,944	4,939	3,921	5,483	6,439
District cooling ³ (MWh)	1,195	876	524	940	1,125
Biogas (MWh)	279	288	182	361	93
Natural gas ⁴ (MWh)	0	0	0	0	322
Fuel ⁵ (MWh)	238	225	122	291	320
Heating oil ⁶ (MWh)	0	0	0	184	344
Total energy consumption (MWh)	26,373	24,683	15,228	27,541	30,940

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² 100% renewable energy. Since 2021 this includes Liseberg's new storage in Björred.
³ Generated and supplied by Göteborg Energi AB.
⁴ Natural gas was bought until 2018, thereafter 100% biogas.
⁵ Fuel for internal vehicles. Calculated from volume and energy content (petrol 8.94 kWh/litre, diesel 9.8 kWh/litre, CNG 13 kWh/kg).
⁶ The greenhouses were sold in 2019 and Liseberg therefore no longer uses heating oil. Calculated from volume (litres) and energy density (9.96 kWh/litre)

Energy intensity

The table shows various performance indicators for energy intensity.

	2022	2021 ¹	2020 ¹	2019	2018
Amusement park (MWh per hour open)	12.7	14.2	–	13.6	15.4
Amusement park (kWh/visitor)	9.1	14.3	–	8.0	8.6
Hotel Liseberg Heden ² (kWh/rented unit)	–	84	205	43	45
Lisebergsbyn and Askim Strand (kWh/rented unit)	24	29	40	27	28

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² The business has been run by a new owner since June 2022.

LISEBERG'S CLIMATE ACTION

Liseberg wants to contribute to the Paris Agreement on Climate Change and is aiming for the 1.5°C target*. Our ambition is to minimise our climate impact and offer our guests climate-neutral park visits. To achieve this, we calculate the climate emissions of our business and identify and implement measures to reduce climate impact.

CLIMATE IMPACT OF THE BUSINESS

Like everyone else, Liseberg's activities produce emissions that contribute to climate change. These emissions arise amongst others during the production and consumption of energy and fuels, during the production and transport of goods and services, during travel to and from Liseberg and from waste management.

Using a new digital tool, Liseberg's climate impact has been calculated in accordance with the GHG Protocol** and has been second-party verified. The results – from this year's Climate Report – are shown in the table below and cover Scope 1, Scope 2 and parts of Scope 3.

There are still some categories listed in the GHG Protocol that we have not yet calculated, such as the climate impact of building and construction work. We will gradually include more and more of our activities to provide a full picture of our overall climate impact.

Looking at the aspects covered in this year's Climate Report, guest travel is, as expected, the largest contributor to the total estimated carbon footprint of our business. It is important to remember that all guest travel is treated as if it is solely for the purpose of visiting Liseberg. This is probably not the case, as we know that a visit to Liseberg could be part of a longer stay in

Climate impact 2022

The table shows Liseberg's climate footprint within Scope 1, Scope 2 and parts of Scope 3, calculated according to the GHG Protocol (market-based methodology).

Aspects	Ton CO ₂ e (carbon dioxide equivalents)	Percentage of total climate impact (%)
Travel by guests ¹	36,328	67.5
Prizes, soft toys and souvenirs ¹	9,855	18.3
Food and beverage ¹	5,793	10.8
Energy and fuel ²	818	1.5
Commuting by employees ¹	562	1.0
Disposable items ¹	182	0.3
IT equipment ¹	156	0.3
Business travel ¹	125	0.2
Waste ^{1,3}	8	0.0
Other	0.7	0.0
Total	53,827	100

¹ Scope 3.
² Includes all emissions within Scope 1 and Scope 2 as well as upstream emissions (Scope 3) for purchased energy and fuel.
³ Includes transport of waste from Liseberg to first recipient.

Multi-year overview of climate emissions Scope 1 and Scope 2

Information for 2022 is produced using a new calculation tool based on different emission factors than for years 2018–2021 and calculated according to the GHG Protocol (market-based methodology).

Direct emissions, tons CO ₂ e (Scope 1)					
	2022	2021 ¹	2020 ¹	2019	2018
Refrigerants ²	96.4	–	–	–	–
Diesel	37.3	35.4	18.4	44.5	49.9
Coke ³	25.4	–	–	–	–
Petrol	6.1	3.5	2.2	4.2	4.2
CNG	0.2	0	0	0	0
Biogas	0.06	0.06	0.04	0.07	0.02
Heating oil	–	–	–	49.2	92.2
Natural gas	–	–	–	–	66.0
Total	165	39	21	98	212
Energy indirect emissions, tons CO ₂ e (Scope 2)					
	2022	2021 ¹	2020 ¹	2019	2018
District heating	272	326	259	362	425
Electricity	8.3	5.8	3.3	6.2	6.8
District cooling	0	0	0	0	0
Total	280	332	262	368	432

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² 2022 is the first year climate impact of refrigerants has been calculated. Estimated value (average of refrigerant refills for years 2019–2021).
³ 2022 is the first year climate impact of coke has been calculated.

Emission factors are presented on page 47. Liseberg's Climate Report can be read in full at www.liseberg.se/hallbarhet/

Gothenburg and the surrounding region. We will therefore take steps to obtain a more accurate result in 2023. The fact that guest travel accounts for such a large share of the total emissions of our business is a challenge, as we have limited control over this aspect. Read more on page 34.

CLIMATE-NEUTRAL PARK VISITS

Liseberg has specifically chosen to examine and calculate the climate impact of a park visit, from the time a guest passes through the gates until they leave the amusement park. Our goal is to offer climate-neutral park visits. Next year we will also set ambition levels for our new hotel.

For 2022, the climate impact of all park visits was calculated as 16,656 tons of carbon dioxide equivalents (CO₂e). This works out at 7.3 kg of CO₂e per park visit.

The climate impact of a park visit includes five aspects. These correspond to the climate impact

of the whole of Scope 1 and Scope 2, as well as parts of Scope 3. The pie chart shows how the climate impact is shared between each of the aspects.

The results for 2022 differ so significantly from those for 2021 that the two cannot reasonably be compared. This is mainly due to improvements in data quality for 2022. Chocolate production has been given a much higher emission factor than in 2021, which has a major impact on the result, since Liseberg purchased over 600 tons of chocolate during the year. We will continue to work on improving our data and calculations in the coming year.

By implementing various measures to reduce the business' climate impact, and making it easier for guests to make sustainable choices when they visit, we can reduce our total climate footprint. However, to make the park visit climate neutral we will also need to use carbon offsetting beyond our own value chain.

MEASURES TO REDUCE CLIMATE IMPACT

During the year, Liseberg phased out one fossil-fuelled vehicle and took steps to increase sustainable travel, but we will need to take more far-reaching measures in the future to reduce the climate impact of our business.

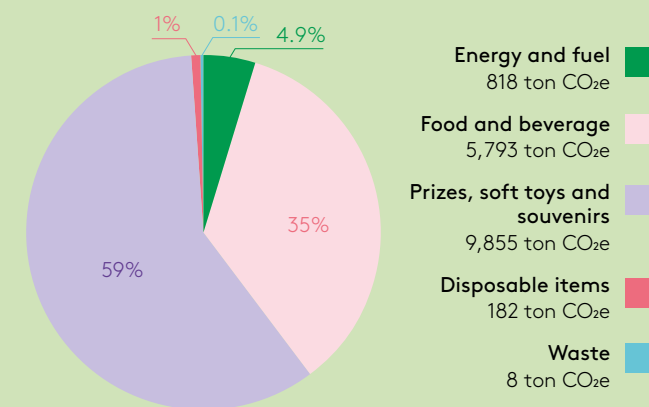
Aside from measures to reduce our climate impact, we will need to use carbon offsetting beyond our own value chain. Liseberg is already using carbon offsetting for some of its operations – for business travel by air, taxi and private car, fuel for Liseberg's vehicles, and for MAX restaurant sales.

CLIMATE CHANGE ADAPTATION

In addition to Liseberg's own climate impact, our business will be affected by climate change, both directly and indirectly. At present, the direct effects are mainly expected to arise from more extreme weather conditions. Work is currently being undertaken to protect Liseberg from flooding of the Mölndalsån river, which runs through the park. Indirectly, there is a risk that products and food purchased by Liseberg may be adversely affected by climate change in the future. Further investigations and measures need to be carried out in the long term to adapt the business to climate change.

Climate impact of park visits 2022

The diagram shows the climate impact of all park visits to Liseberg, totalling 16,656 tons of CO₂e, broken down into the various aspects and based on data for 2022. The calculations are based on purchased quantities for all aspects except waste. The climate impact of waste has been calculated based on treatment method.





TRAVEL AND TRANSPORTATION

Sustainable travels, which includes public transport, cycling and walking, to and from the park and our accommodation facilities is an important focus area. This is partly because travel makes up a large part of the climate impact of our business, and partly because Liseberg is located in the city centre meaning that many people can reach it by sustainable transport. For several years the area around Liseberg has been affected by major construction and infrastructure projects that make car journeys more difficult, which is another reason to encourage alternative transportation.

Liseberg has limited influence over the travel choices of its guests and employees, but because Liseberg had very limited car parking available in autumn, guests and employees were encouraged to use other means of transport. A cycling event was also held for employees to encourage them to commute by bike.

Despite the limited influence, sustainable travel among guests has increased since 2021. This year's

results show that 45 percent used sustainable means of transportation to and from Liseberg, which is in line with the years before the pandemic.

Since 2022, Liseberg has been part of the Gothenburg Green City Zone*, a project that aims to bring together various stakeholders to create solutions for zero-emission transport in the city centre of Gothenburg. The project addresses both freight and passenger transport, and is seen as an important platform for collaboration on sustainable transport and travel with similar stakeholders close to Liseberg, including the Swedish Exhibition & Congress Centre, the Universeum Science Centre and World of Volvo.

BIODIVERSITY

Liseberg impacts biodiversity directly, through the physical environment in the park and at our accommodation facilities, and indirectly through purchasing goods and services.

For many years we have been taking steps to improve biodiversity, for example by installing

green roofs, using less hazardous chemicals, and selecting plants and flowers that supports insect life. When we procure and purchase goods and services we set requirements wherever possible. One way we do this is by buying organic produce.

During the construction of the new hotel and water park, space is being made to extend the green belt along the Mölndalsån river as well as an ecological buffer zone on both sides of the river.

Liseberg also needs to acquire a better understanding of how the business interacts with the ecosystem, biodiversity and land-use. This work will start next year.

ECOLOGICAL OFFERINGS AND PRODUCT RANGE

Liseberg's guests should feel confident that the products we offer in the park are as sustainable as possible and that we are constantly improving our offering to meet sustainability requirements. This applies to goods, food and beverage.

The sale of food and beverages is an important part of our business, but what we offer also has an impact on climate emissions and biodiversity. Liseberg has been working with the MSC*, ASC** and KRAV*** labels for several years. In 2022, all outlets that serve seafood were MSC-certified and the Järnvägsrestaurangen also received KRAV (eco) certification. The current eco-labels were re-evaluated during the year, with the result that from 2023 Liseberg will continue to purchase MSC and ASC labelled seafood, but will no longer certify our outlets. However, KRAV certification will be extended to all restaurants in the long term.

In addition to external certifications, Liseberg has decided several of its own requirements on food and beverages. This includes offering at least two vegetarian or plant-based dishes and at least one sustainable option on all restaurant menus. Liseberg also has a list of non-permitted products. Examples of products on this list include uncertified palm oil and energy drinks with a high energy content.



* <https://www.businessregiongotteborg.se/innovation-samverkan/innovation-samverkan/hallbar-utveckling/gothenburg-green-city-zone-0>



* <https://www.msc.org/se>
 ** <https://www.asc-aqua.org/>
 *** <https://www.krav.se/krav-markt/>



DISPOSABLE ITEMS

Much of the food and beverages sold at Liseberg are served in disposable containers. We have been working for many years to reduce the use of these and switch to more sustainable materials. In 2022, it was mostly our coffee and beverage cups that contained a small amount of plastic. Otherwise, our disposable items are mostly made of paper.

From 2024, new legal requirements will come into effect that will require Liseberg to offer multi-use alternatives at all outlets where we serve food and beverages in disposable containers. To prepare for this we have decided to carry out a feasibility study next year to determine what we need to do to meet the new legal requirements, and whether we could replace some disposable items with returnable, multi-use containers.

WASTE

Liseberg has a diverse and wide-ranging business that produces large amounts of waste in various forms. Liseberg sorts waste into almost 60 fractions, which are then disposed of by our waste contractors. Almost everything is processed to recycle materials, recover energy or to produce biogas and bio-fertiliser. As in previous years, the largest fractions in 2022 were waste that is similar to household waste, food waste, waste for sorting, compostable garden waste and packaging waste, of which corrugated board and glass packaging make up the largest fractions. Construction and demolition waste were disposed of by procured contractors.



110 TONS OF PUMPKINS TURNED INTO 58,000 KWH OF BIOGAS

In preparation for the Halloween season the park is decorated with around 30,000 pumpkins. One of the most frequently asked question is what happens to all the pumpkins at the end of the season. Because the pumpkins are left outdoors for several weeks they do not meet hygiene requirements for food use by humans or for feeding animals. So all the pumpkins are disposed of as food waste and turned into biogas that can be used to run gas-powered vehicles, for instance. Liseberg buys in around 110 tons of pumpkins each year, which generates around 58,000 kilowatt hours of energy. This is equivalent to 400 fuel refills for an average gas-powered car.

In cases where we carried out own construction and demolition projects, the waste was sorted at our own recycling station. As part of the process of reducing food waste from the business, the Generation Waste* system was introduced at all the restaurants in the park during the year to monitor and track food waste in the kitchens. Because of the challenging staffing situation some of the restaurants have not started using the system yet, but this work is ongoing and will continue in 2023.

Amount of waste

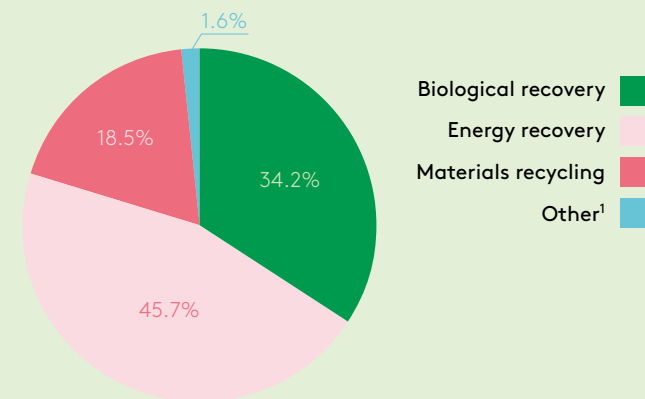
The table shows waste quantities and types of waste.

	2022	2021 ¹	2020 ¹	2019	2018
Total waste quantities ² (ton)	1,891	1,223	540	1,914	1,991
Waste per guest ³ (kg/guest)	0.7	0.7	-	0.6	0.6
Refunded deposits from cans/bottles for charity ⁴ (number)	207,241	122,655	33,833	173,771	129,835

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² Refers to all waste from Liseberg that is collected by: Stena Recycling, Renova and Gothenburg's Sustainable Waste and Water Administration. From 2022 this also includes sludge from grease traps.
³ Calculated based on total amount of waste and total number of guests.
⁴ Data from Returpack.

Waste treatment 2022

The pie chart shows the waste treatment of Liseberg's total amount of waste.



¹ Refers to landfill and treatment of hazardous waste.



As a consequence of the new governance model that Liseberg introduced during the year, the sustainability development plan was replaced by a new strategy for sustainable development and a new way of working. Here is a final update on the goals from the development plan.

CURRENT SUSTAINABILITY GOAL 2022:

Liseberg has the smallest possible negative environmental impact

OBJECTIVES:

- 30% lower energy consumption compared to 2015
- 100% of Liseberg's new buildings meet environmental certification requirements
- A park visit to Liseberg is 100% climate-neutral
- Sustainable travel to and from the park has increased
- >80% eco-labelled or sustainable products and food items
- 5% less food waste every year
- The use of disposable items decreases each year
- 50% less general, non-sorted waste than in 2018

COMMENTS FROM OUR SUSTAINABILITY MANAGER

The energy crisis brought the issue of energy supply sharply into focus and many initiatives were taken, both large and small. In other areas we have not made quite as much progress, partly due to the long-term effects of the pandemic on the business. Next year we aim to carry out more investigations and initiatives to reduce the impact of the business on the environment and climate. We look forward to the opening of our newly built hotel, which meets the BREEAM Excellent certification level.

YLVA LINDER
SUSTAINABILITY MANAGER, LISEBERG

Responsible purchasing

Liseberg works to ensure that guests can enjoy themselves with a clear conscience and feel confident that the experiences, accommodation and products that Liseberg offers are fairly sourced. We set appropriate sustainability requirements during procurement, but responsible purchasing is also about using the company's resources wisely, since good finances are vital for Liseberg's long-term survival.

PURCHASING

Liseberg's purchasing work is governed by an internal purchasing policy, purchasing procedures and manual, which were all updated during the year. Liseberg also complies with the relevant legislation, including the Swedish Public Procurement Act (LOU), and the City of Gothenburg's governance document for purchasing.

Liseberg's purchasing team was expanded during the year and now comprises five purchasing specialists and purchasers who support the organisation's managers. Framework agreements with the Gothenburg Municipality central Purchasing and Procurement Administration were utilised where they are relevant to Liseberg's needs and requirements. Major contracts that were signed during the year without using the city's framework agreements include those for general laundry and rental laundry, fish and seafood, meat and cold meats, and media agency.

Liseberg has started the process of uploading its own framework agreements digitally to Proceedo, which also hosts the city's other framework agreements. This will facilitate the purchasing process for the business in the long term by having all procured suppliers, goods and services in one place.

A new digital expenditure analysis tool was implemented during the year to provide a useful overview of what we buy, from whom and at what cost. The tool allowed us to analyse and act strategically on a variety of purchasing questions.

Liseberg was also involved in the city's various working groups and category management process.

LARGEST PURCHASING CATEGORIES

In 2022, Liseberg made purchases to a value of approximately SEK 789 million, including investment projects. This compares with SEK 286 million in 2021.

The increase is mainly because 2022 was more of a normal year (following the pandemic) and because Liseberg is in an expansive phase.

The largest purchase categories, based on the City of Gothenburg's category designations and value, were:

- Buildings (new construction, extensions and conversions)
- Food and meals (wholesalers, snacks and confectionery)
- Administrative and external services (marketing, PR and communications)
- Facility management and rental of premises (energy and cleaning)
- Technical facilities (rides)
- Technical consultants

LISEBERG'S SUPPLY CHAINS

Liseberg purchases a wide range variety of goods and services. All purchasing categories involve varying risks. Our purchasing specialists are trained to manage these and set relevant requirements for each category, taking into account the precautionary principle.

Liseberg made purchases from a total of 1,282 suppliers during the year. Understanding and managing the various supply chains, from wholesalers and manufacturers to suppliers of input materials and raw materials, is both complex and demands expertise and resources. This is a big challenge for Liseberg, as it is for many others. Liseberg does not currently have adequate knowledge of all the supply chains behind the products we purchase. The more complex goods are, the longer and more complicated their supply chain. There is always a risk that international conventions or national legislation will be ignored in some part of the chain. We take steps to safeguard the supply chain by setting requirements, drawing up agreements and monitoring them, but this process often only reaches as far as the next link in the chain.

REQUIREMENTS AND MONITORING

Before each procurement process we analyse our needs and the available suppliers to determine what requirements, including sustainability criteria, can be set and how they can have the greatest effect without raising prices excessively. Sustainability requirements are made up of environmental requirements and social requirements, including human rights. In the case of call-off orders or re-tendering under the City of Gothenburg’s general purchasing agreement, we apply the requirements that are set out in this agreement. The sustainability requirements in Liseberg’s own procurements processes are set on a case-by-case basis depending on the product or service. In addition, Liseberg’s Code of Conduct imposes general requirements on suppliers, which also cover business ethics. Suppliers are expected to take active measures to counter bribery and corruption.

Relevant sustainability requirements were set in all Liseberg’s public procurement processes during 2022. For example, in the procurement of skin and hair care products, requirements are based on the list of sustainability criteria set by the National Agency for Public Procurement, and the same applies to duvets,

pillows and staff clothing for Liseberg’s new hotel. Circularity was used as an evaluation criterion during procurement. In the procurement of meat and cold meats, a requirement was set for dialogue on social considerations. We have also signed agreements on the packing of prizes at our games with various stakeholders that employ people who are otherwise excluded from the labour market.

The requirements set during procurement are verified by ongoing monitoring. This can involve checking whether the supplier is still certified in various areas, or checking whether the information on the supplier’s website confirms that they meet the requirements. It may also involve interviewing the supplier to ask them to explain how they continue to meet requirements, or checking that the supplier actually delivers goods that are eco-labelled, for example.

Liseberg carried out a general review of 25 suppliers during the year. Suppliers were strategically selected based on assessed risk and the need for greater transparency.

There is no standardised model for risk assessment, but it is carried out on the basis of experience of both the market and Liseberg’s purchasing behaviour. Risk areas in the market tend to be cleaning services, construction services or wherever there is a long supply chain before the service/goods reach Liseberg.

One shortcoming noted during the supplier review was the need to clarify the purchasing process so that a link is established between each invoice and the specific contract used. This would allow us to track which contract and which prices apply. The issue will be addressed progressively by adding the contract number to invoices. It was also noted that some purchases were made on contracts that have expired and that some suppliers are approaching or exceeding the threshold for direct procurement, meaning that a public procurement process will have to be carried out for these goods and services.

In addition to the collective review, discussions about sustainability requirements are regularly conducted with suppliers during contract negotiations.

Liseberg has received an arbitration ruling in a dispute with a window cleaning company. The dispute concerned the termination of a framework agreement and the interpretation of framework agreement terms.

BUSINESS ETHICS AND ANTI-CORRUPTION

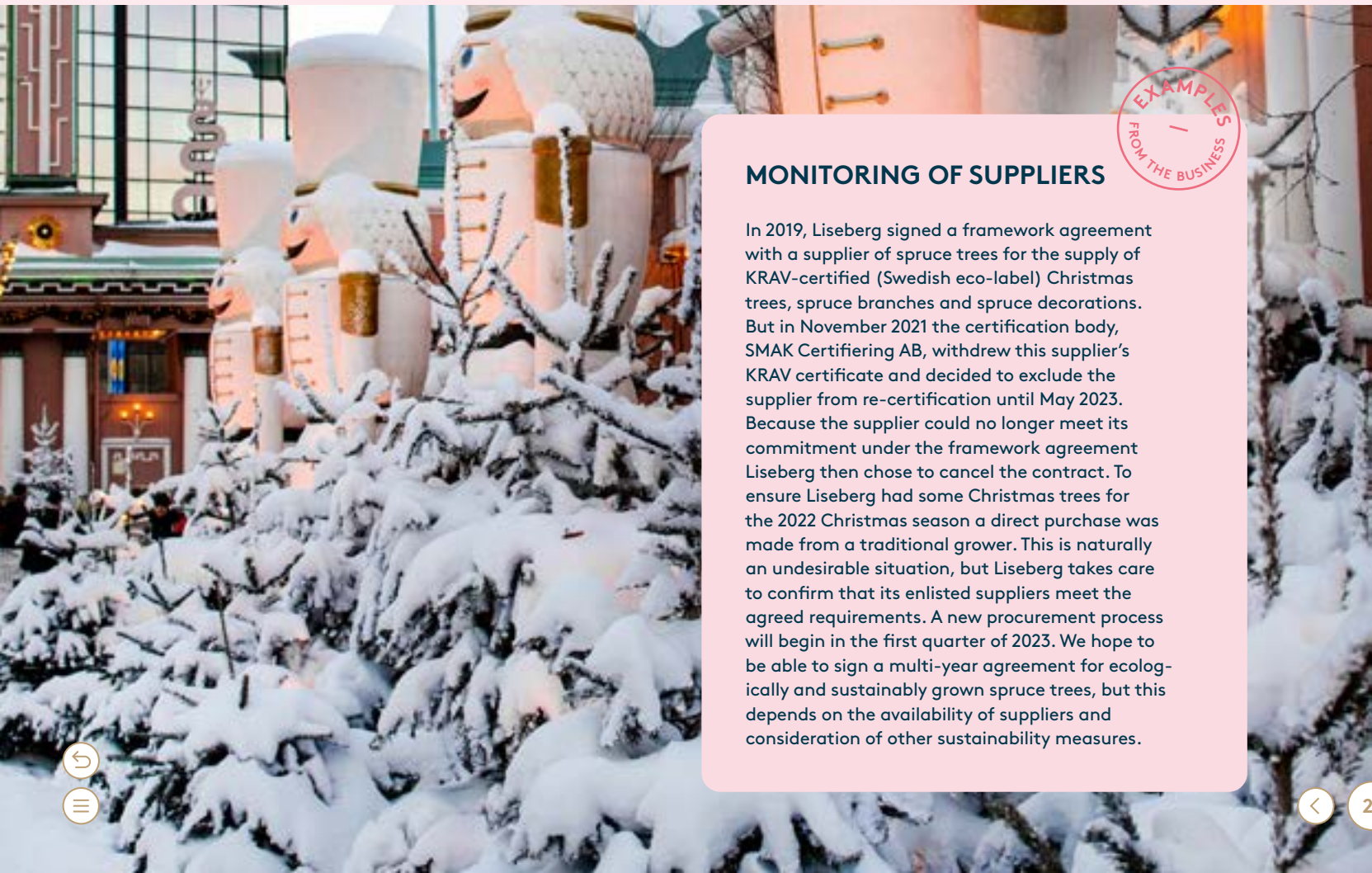
Liseberg follows the Swedish Anti-corruption Institute’s (IMM) Code to prevent Corruption in Business and have our own internal governance documents that cover business ethics and anti-corruption. The code supplements the legislation and provides requirements for preventing corruption and conflicts of interest.

Sanctions were issued against Russia in 2022 and Liseberg conducted an audit to ensure compliance with the sanction rules in relation to existing suppliers. The audit did not reveal any deficiencies; Liseberg’s purchases comply with the sanction rules. Information regarding the sanction rules has been incorporated in procurement documents to ensure that suppliers comply with the applicable rules.

In autumn, the Purchasing and Procurement Administration carried out an inspection of the construction site for Liseberg’s new hotel, Grand Curiosa, to check compliance with the specified requirements and rules. This revealed a number of non-conformities that were reported to Liseberg’s main contractor, NCC AB. The non-conformities

included the fact that some workers on the construction site were not recorded in the personnel register and some information was missing from the register of foreign companies. The inspection results will be reviewed by Liseberg in spring 2023.

All employees have the right to anonymously report irregularities through the City of Gothenburg’s whistleblower function. Employees are also encouraged to report any infringements they discover to management. If an infringement is discovered, measures are taken under employment law, and if Liseberg suspects a crime it is reported to the police. In 2022, no reports were made through the whistleblower system in connection with Liseberg’s purchasing operations. The three reports that were received related to personnel questions, but did not warrant any action by Liseberg.



MONITORING OF SUPPLIERS

In 2019, Liseberg signed a framework agreement with a supplier of spruce trees for the supply of KRAV-certified (Swedish eco-label) Christmas trees, spruce branches and spruce decorations. But in November 2021 the certification body, SMAK Certifiering AB, withdrew this supplier’s KRAV certificate and decided to exclude the supplier from re-certification until May 2023. Because the supplier could no longer meet its commitment under the framework agreement Liseberg then chose to cancel the contract. To ensure Liseberg had some Christmas trees for the 2022 Christmas season a direct purchase was made from a traditional grower. This is naturally an undesirable situation, but Liseberg takes care to confirm that its enlisted suppliers meet the agreed requirements. A new procurement process will begin in the first quarter of 2023. We hope to be able to sign a multi-year agreement for ecologically and sustainably grown spruce trees, but this depends on the availability of suppliers and consideration of other sustainability measures.



As a consequence of the new governance model that Liseberg introduced during the year, the sustainability development plan was replaced by a new strategy for sustainable development and a new way of working. Here is a final update on the goals from the development plan.

CURRENT SUSTAINABILITY GOAL 2022:

Liseberg guests can enjoy themselves with a clear conscience

OBJECTIVES:

Sustainability requirements are set for all public procurements

100% of suppliers are monitored to ensure they meet sustainability requirements

COMMENTS FROM OUR SUSTAINABILITY MANAGER

Responsible purchasing is about using Liseberg’s financial resources wisely, but also involves setting environmental and social requirements. This is an ongoing, long-term process and the biggest challenge is monitoring the specified requirements. Together, and with the aid of established procedures and initiatives, we aim to gradually raise the standard.

YLVA LINDER
SUSTAINABILITY MANAGER, LISEBERG



Contributions to local community development

Liseberg aims to make Gothenburg a better place to live, work and visit, and we do this by offering joyful experiences for guests, job opportunities for employees and social- and philanthropic initiatives for other stakeholders in the city. We contribute to the city and the destination as one of the main attractions for tourists and visitors, which benefits many different stakeholders in our region. We focus on the local community and act to safeguard long-term economic sustainability.

LISEBERG'S CONTRIBUTION TO GOTHENBURG

Contributing to the local community is one of Liseberg's primary roles. We do this directly, through financial contributions to activities in the city, but above all indirectly through Liseberg's role as an important reason to visit the destination. We know, for example, that visitors who come to Gothenburg to visit the amusement park also use the hotels, restaurants and shops. Their visits thus benefit other stakeholders as well as Liseberg, in and around the city.

The tourism revenue generated by Liseberg is a valuable measure of the added value that guests bring to the destination when they visit the amusement park. This revenue is estimated at SEK 3.5 billion, and almost 25 percent of all guest nights in Gothenburg are Liseberg guests, based on previous studies. A broader study is planned for next year to analyse and establish Liseberg's importance for Gothenburg.

Liseberg also contributes to job opportunities for young people by providing seasonal work during the park's three seasons. In 2022, a total of 9,386 employment contracts were signed for seasonal employment. These led to 2,469 people being offered regular seasonal employment. A further 580 people were offered temporary employment.

A more detailed description of the values that Liseberg creates and our value chain can be found on pages 14–17.

SEASONAL WORK AT LISEBERG

Liseberg employs approximately 370 permanent employees, supplemented each year by approximately 2,500 seasonal employees who work during the three seasons. For many of the seasonal employees, a job at Liseberg is the first step in their careers. They almost all encounter Liseberg's guests in one way or another during their work, so all new employees receive training in areas such as service and hospitality. The Great Place to Work employee survey showed largely positive results in 2022, with 83 percent of Liseberg's seasonal employees agreeing with the statement "Overall, I would say that this is a very good place to work". The best results from the survey were in the categories collaboration and camaraderie: *Employees care about each other (88%), You are made to feel welcome when you start here (87%) and I can be myself here (87%)*.

LISEBERG'S EXPANSION PROJECT

Liseberg's long-term investment in a themed experience hotel and water park is a way for us to broaden the business and our offering, and give guests a reason to extend their stay.

Construction work on the new hotel and water park continued as planned during the year. Liseberg Grand Curiosa Hotel, which opens in April in 2023, will attract both residents of Gothenburg and

long-distance guests, and will be open all year round. It will be completely unique and the most imaginative family hotel in Sweden. Key milestones during the year included the launch of a new website* and the opening of bookings for the hotel. The hotel itself is rapidly nearing completion. There has been some challenges with the supply of materials and goods due to the pandemic and other external events. No serious environmental incidents have occurred.

Like the hotel, Liseberg Oceana water park, which is scheduled to open in 2024, will have a unique theme. Important achievements during the year included the completion of the site-built concrete structure, the wooden frame and the installation of most of the roof over the pool. The 40-metre high attraction tower was also completed and construction work began on the changing rooms, staff facilities, kitchen, restaurant, etc. The main challenges encountered were major delays in the delivery of the roof structure, which led to technical challenges in assembly, since the assembly process is weather-sensitive. No serious environmental incidents occurred and there were

PREPARATIONS FOR THE CENTENNIAL

Liseberg will celebrate its 100th anniversary in 2023. The event will be marked with big and small celebrations, but also includes Liseberg's Expansion Project and the opening of *Liseberg Grand Curiosa Hotel* in April 2023 and the *Oceana* water park in 2024. The celebrations got off to an early start in the amusement park in 2022 with the opening of a new area, *Luna Park*, which has two new family attractions: *Turbo* – an interactive ride that puts guests in the seat of a motorcycle side-car. *Tempus* – a ride for the whole family that reshapes time and space. The four arms rotate in perfect harmony and with extraordinary precision, taking guests up and down and round and round. Another attraction will be added in 2023: the *Luna* roller coaster. The new area is a tribute to the development and confidence in the future that prevailed around the time when Liseberg was built, alongside world exhibitions, technological marvels and popular entertainments.



CHARITABLE INITIATIVES

Liseberg collaborates with several different organisations to provide charitable initiatives. The main aim is to offer park visits to people who without Liseberg's support would not be able to take part in the various experiences of the amusement park. These are mainly offered to children and families who face difficult financial, health or social circumstances. Social initiatives also include events in the amusement park, such as Compulsory School's Day and Children's Hospital Day, discounts, volunteer work by staff in work-hours, donations or fundraising events. All these initiatives are governed by agreements.

Liseberg collaborated with the following organisations during the year:

- The City of Gothenburg's social administrations for Centrum, Hisingen, Nordost and Sydväst
- The City of Gothenburg's Compulsory Schools Administration (special schools)
- The City of Gothenburg's Education Administration (special schools)

- The foundation for Queen Silvia's Children's Hospital
- Gothenburg Rescue Mission
- Human Bridge
- Vägassistans road assistance service
- Östhjälpen Second Hand

In 2022, more than 16,000 All-inclusive tickets, 900 admissions and 115 Liseberg Passes were donated. Most were distributed through the City of Gothenburg's various activities. A total of 3,500 admissions and 1,600 ride passes were distributed for Children's Hospital Day. And more than 2,000 people attended Compulsory School's Day. Collections of returnable bottles and cans resulted in a donation of SEK 203,764 to the foundation for Queen Silvia's Children's Hospital.

FINANCIAL PERFORMANCE AND PROFITABILITY

The 2022 financial year was the first year since the pandemic that Liseberg had a relatively normal operating year without restrictions. During its three seasons, the park welcomed 2.5 million guests including visitors to Lisebergsteatern, Rondo and

other events in the park. This is an increase of 1.0 million guests compared to 2021, but also around 20 percent lower than in pre-pandemic years, partly because Liseberg continued to limit the number of guests in the park at any given time in 2022. Those guests who came to the park were to a larger extent using the attractions, and the number of ride passes sold was 15 percent higher than before the pandemic. This also led to guests staying longer, thereby offsetting the loss of revenue from fewer guests with increased sales per guest. This demonstrates that Liseberg's strategy of a maintaining a well-balanced number of guests in the park improves guest satisfaction without necessarily reducing profitability.

The Accommodations business unit, which comprises Liseberg's campsites, performed very strongly in 2022. Occupancy averaged 61 percent (52 percent in 2021) with an average price level 30 percent higher than the previous year.

The Group's net sales for the year amounted to SEK 1,381 million (879) and profit after financial items was SEK 221 million (483). The 2021 numbers were influenced by two factors, a late opening and continued pandemic restrictions driving revenue down, and the sale of Liseberg's Hotel Liseberg Heden AB impacting profit positively.

Further financial information can be found in Liseberg's Annual Report*.

As a consequence of the new governance model that Liseberg introduced during the year, the sustainability development plan was replaced by a new strategy for sustainable development and a new way of working. Here is a final update on the goals from the development plan.

CURRENT SUSTAINABILITY GOAL 2022:

Liseberg makes Gothenburg a better place to live, work and visit

OBJECTIVES:

- 🌱 Tourism revenue generated \geq SEK 5 billion
- 🌱 5% of revenue is allocated to culture
- 🌱 2% of revenue is allocated to charitable donations

COMMENTS FROM OUR SUSTAINABILITY MANAGER

The amusement park attracts many visitors to Gothenburg, which has a positive impact on the tourism economy. Another contribution that has proven to be of great importance is our charitable initiatives, which give us the opportunity to offer valuable experiences for prioritized groups. Liseberg is also an important part of the cultural life of Gothenburg, with a wide range of stage performances during the year.

YLVA LINDER
SUSTAINABILITY MANAGER, LISEBERG

CHARITABLE INITIATIVES


Liseberg collaborates with several organisations, including Gothenburg Rescue Mission. Charitable work in 2022 included visits to Liseberg and other donations. Among other things, Liseberg donated a number of soft toy rabbits to children fleeing war-torn Ukraine.

"Liseberg is one of our biggest Strategic Partners and always shows a strong commitment to help in various ways, both big and small. In addition to its valuable commitment and donations to the Rescue Mission, Liseberg understood that at a time like this it is important to have a cuddly friend to hold onto when life feels difficult. The children who escaped from the war in Ukraine will naturally not be healed by a cuddly toy, but hopefully the gift will still bring some joy." – Johanna Salenfalk, corporate fundraising, Rescue Mission.

"This is an opportunity to create a bit of joy in a difficult situation. We hope it can bring some relief." – Karin Wikström, Business Unit Manager, Shopping Liseberg.

CHILDREN'S HOSPITAL DAY


Liseberg has worked for many years with the Queen Silvia Children's Hospital Foundation, and Children's Hospital Day has become something of a tradition. The day is held at Liseberg and aims to offer sick children and their families a day away from the hospital environment.

At the end of September 2022 it was once again time to welcome all the children and their families for a day filled with joy, rides and heart-warming encounters.

During the day they had the opportunity to ride the park's attractions, watch performances, meet and hug the Liseberg rabbits and other idols.

Children's Hospital Day is just one of several initiatives made possible by the collaboration. A variety of donations, raised by collecting returnable bottles and cans, for example, allow Liseberg to help create environments, experiences and activities for the children's hospital that bring joy and a better quality of life to children and their families.



Additional information

Further information is provided below about Liseberg's sustainability report and operations, our stakeholder and materiality analysis, risk management and human rights.

ABOUT THE SUSTAINABILITY REPORT

This is Liseberg's sixth sustainability report, which covers the financial year 2022. The report is prepared in accordance with the Swedish Annual Accounts Act and includes the statutory sustainability report. The sustainability report is part of the management report and is issued by Liseberg's Board of Directors and CEO.

Liseberg has previously reported in accordance with the Global Reporting Initiative's (GRI) standards for sustainability reporting. In this year's report we have chosen not to, instead we have been focusing on increasing its value for primary stakeholders. GRI continues to be used as a guide.

Liseberg continuously monitors developments and prepares for future reporting requirements under the Corporate Sustainability Reporting Directive (CSRD) and EU standards. As part of this process we have improved the way we report on climate impact and added information about biodiversity and human rights.

OWNER GOVERNANCE AND MISSION

Liseberg is owned by the City of Gothenburg through Göteborg & Co AB, which in turn is owned by Göteborgs Stadshus AB. Liseberg has a politically appointed Board of Directors consisting of ordinary members and staff representatives. The City Council's ownership directive determines the principles that govern the way Liseberg is managed. The City Council also takes a standpoint on issues that are of fundamental importance or of great significance to the company. In addition to the ownership directive, the business is governed by the Articles of Association and

governing documents, which apply to the entire city, as well as the goals in the City Council's budget.

Liseberg's mission is to contribute to Gothenburg's standing as a destination and to be an engine for growth in the tourism industry. By operating an amusement and theme park, restaurants, hotel and camping facilities, Liseberg will safeguard stable economic development and create the financial foundation for long-term, sustainable operations.

PERMITS AND NOTIFICATIONS

Liseberg's current operations are not subject to any permit or notification requirements under the Swedish Environmental Code. Business is conducted in accordance with the Public Order Act and local regulations, on the basis of a permit for Public Events and Public Gatherings, which is applied for and obtained annually from the Police Authority. In addition there are several other permits and notifications that impact parts of the park depending on the type of business and/or type of goods involved. Liseberg communicates and maintains dialogue with various authorities based on relevant topics and needs.

STAKEHOLDER ANALYSIS AND DIALOGUES

Liseberg's sustainability council has reviewed and updated the stakeholder analysis during the year. Stakeholders' influence on the business, Liseberg's influence on stakeholders and potential business benefits, opportunities and risks were each evaluated. The stakeholder analysis led to authorities being assigned greater importance than before and they are now among Liseberg's six most important stakeholders. Read more about our stakeholders on pages 14–15.

MATERIALITY ANALYSIS

Liseberg's first sustainability materiality analysis was conducted in 2017, when the most important material topics for the business were identified, based on what stakeholders feel is important, the actual impact of the business on people and the environment, and the opportunities and risks this presents. This work yielded five general areas of concern. You can find out what these are on page 10. The relevance of topics is reviewed regularly – most recently during management's annual sustainability review. An updated analysis based on new requirements and changes to the business will be carried out in 2023. You can read about how we tackle our most important material topics on pages 18–45.

RISK MANAGEMENT AND INTERNAL REVIEWS

Liseberg takes a systematic, ongoing approach to risk management that involves investigations, risk analyses and monitoring in several different areas, combined with internal reviews. Internal reviews are based on the City of Gothenburg's guidelines for governance, monitoring and control, which also ensures that financial reporting and the information used by the business are reliable. The purpose of risk management is to identify problems, shortcomings and other risks, and ensure compliance with the law. Liseberg conducts a general risk analysis each year. This analysis is divided into two parts; the first concerning the business in general, and the second concerning financial reporting. The first part is based, among other things, on Liseberg's mission and goals. The second part concerns items in the consolidated balance sheet and income statement. The overview of risks, the action plan and the internal review plan were reviewed by company management and then adopted by the Board of Directors. This work has taken place in parallel with budget preparation and a review of internal reviews for the current financial year. Many of the risks identified during the year are deemed manageable in the short or long term. Some risks are, however, beyond our control, but the risk analyses help us to prepare for them and outline strategies to managing these risks.

HUMAN RIGHTS

Liseberg supports and respects internationally declared human rights. In practice, this involves responsibility for our employees and guests, as well as people in the supply chain. Important human rights issues that we actively address include safety and security, accessibility, equality and non-discrimination, for employees and guests

alike. More information can be found in the section "A safe and secure environment" on pages 18–23 and "Job satisfaction, service and equality" on pages 24–29.

Liseberg also takes steps to address risks to human rights in the supply chain, for example by setting requirements for suppliers. These relate to anti-corruption, health and safety and social conditions, including freedom of association, working hours, wages, forced and punitive labour, child labour, discrimination and harassment, as explained in our Code of Conduct. We conduct supplier monitoring and audits to ensure compliance and to highlight risks. We expect our suppliers to act in the same way towards their employees and the people who are affected by their operations. You can find more information in the section "Responsible purchasing" on pages 39–41.

MORE INFORMATION

More information is available in Liseberg's Annual Report* and on Liseberg's website www.liseberg.se or www.liseberg.com

Scope 1 and Scope 2 emission factors

The following emission factors were used to calculate climate emissions under Scope 1 and Scope 2, see pages 32–33.

Sources of emissions	Sources of emission factors
Petrol	2022: Swedish Energy Agency 2022, Drivkraft Sverige 2022 2018–2021: Well-to-wheel (WTW) Swedish Energy Agency Fuel Quality Act (2019) and tank-to-wheel (TTW) Swedish Environmental Protection Agency emission factors and thermal values (2020)
Biogas	2022: BEIS 2022 2018–2021: Swedenergy (2019)
Diesel	2022: Swedish Energy Agency 2022, Drivkraft Sverige 2022 2018–2021: Well-to-wheel (WTW) Swedish Energy Agency Fuel Quality Act (2019) and tank-to-wheel (TTW) Swedish Environmental Protection Agency emission factors and thermal values (2020)
Electricity	2022: Obtained from UN 2022 and IPCC 2006 2018–2021: Vattenfall EPD (2020)
Fuel oil	2018–2019: Swedenergy (2019)
District cooling	2018–2022: Göteborg Energi
District heating	2018–2022: Göteborg Energi
Vehicle gas	2022: Swedish Energy Agency 2022, Drivkraft Sverige 2022 2018–2021: Svenska Miljöinstitutet AB (2018)
Coke	2022: BEIS 2022
Refrigerants	2022: BEIS 2022
Natural gas	2018: Swedenergy (2019)

Scope 3 emission factors

To calculate the climate impact under Scope 3, emission factors taken from the RISE Food Climate Database were used for food and beverages and for chocolate prizes and other foodstuff. For soft toys and souvenirs, emission factors were taken from a life cycle analysis for soft toys (Sweco, 2021). For other Scope 3 emissions, emission factors were taken from OurImpact** (Liseberg's climate calculation tool).

* <https://www.liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/>

** <https://www.uandwe.se/services/uppfoljning-och-utvardering/klimatredovisning-our-impacts/>



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