

2021

Liseberg

SUSTAINABILITY REPORT



CONTENTS

- 3 ABOUT LISEBERG'S SUSTAINABILITY REPORT
- 4 THE SUSTAINABILITY YEAR IN BRIEF
- 6 CEO'S INTRODUCTION
- 8 THIS IS LISEBERG
- 12 LISEBERG CREATES SUSTAINABLE VALUES
- 14 OUR VALUE CHAIN
- 16 A SAFE AND SECURE ENVIRONMENT
- 22 JOB SATISFACTION, SERVICE AND EQUALITY
- 28 RESOURCE AND CLIMATE EFFICIENCY
- 34 RESPONSIBLE PURCHASING
- 38 CONTRIBUTIONS TO LOCAL COMMUNITY DEVELOPMENT
- 42 GRI CONTENT INDEX



PLEASE HELP US MAKE LISEBERG MORE SUSTAINABLE

As you read this sustainability report you may have your own ideas and views on how to improve our sustainability efforts or the content of our report. Please contact our sustainability manager to share your views. You can reach her at ylva.linder@liseberg.se

Enjoy!

ABOUT LISEBERG'S SUSTAINABILITY REPORT

This is Liseberg's fifth sustainability report, which covers the 2021 financial year. The sustainability report includes our entire business and describes how we approach our most important material topics. This report has been prepared in accordance with the *GRI Standards: Core option*. The report also includes the statutory sustainability report in accordance with the Swedish Annual Accounts Act. The sustainability report is issued by the Board of Directors and CEO of Liseberg.

STAKEHOLDER ANALYSIS

To re-identify and assess which stakeholders are most important for the business, Liseberg's sustainability council conducted an updated 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 was extended to include new and temporary stakeholders, but the stakeholders that are considered most important to Liseberg are the same as before. You can read more about Liseberg's key stakeholders on pages 12 and 14.

MATERIALITY ANALYSIS

To ensure that we focus on the right material topics, a materiality analysis was conducted in 2017. This work was carried out as a workshop attended by representatives from Liseberg's sustainability council and company management. The materiality analysis first examined what our stakeholders think is important, the actual effects of our business on people and the environment, and what opportunities and risks this entails. This work yielded five general areas of concern – our most important material topics. You can find out what these are on page 13. The relevance of topics is reviewed regularly – most recently during management's annual sustainability review. You can read about how we tackle our most important material topics on pages 16–41.

HIGHLIGHTS OF 2021

Awards



EUROPEAN STAR AWARDS

Liseberg's new, themed indoor attraction *Underlandet* was voted the best new attraction in Europe. Visitors are taken on a tour of the Liseberg Rabbits' exciting underground world, which is enhanced by animations, sound, light, mechanical figures and special effects. The award is one of the most prestigious in the amusement park industry.



SUSTAINABLE BRAND INDEX

In 2021 Liseberg was voted Sweden's most sustainable brand in the travel and tourism category. The Sustainable Brand Index is Europe's largest independent brand survey on sustainability.

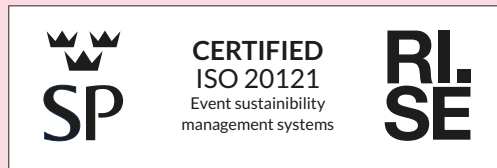
Charity



Charitable donations such as park visits, gifts and other donations were arranged for some of our beneficiaries, but to a limited extent as a consequence of the pandemic. The Liseberg Rabbits visited Queen Silvia's Children's Hospital on two occasions.

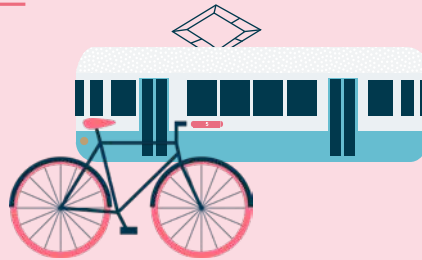
A number of soft toys were donated to the Swedish Transport Administration's road assistance service. The toys were used to comfort children who were involved in accidents.

Sustainability certification



Liseberg has gained certification to ISO 20121! The standard specifies requirements for event sustainability management systems. Certification is based on how well Liseberg manages and improves the amusement park in a sustainable way. The certificate is proof that our sustainability efforts and commitment meet ISO requirements and that an independent third party has deemed we have the appropriate working routines and requirements in place.

Travel survey



71% of Liseberg's employees commuted sustainably to and from work according to a travel survey in 2021. Sustainable travel refers to walking, cycling or using public transport. This result is comparable with the result of the last survey in 2018.

Employee survey

86%

A high proportion of Liseberg employees agreed with the statement: "At Liseberg I can be myself", which is a measure of how inclusive and tolerant the workplace is.

Park opening

The park was finally able to open on the third of June after being closed for 17 months. This was a big occasion and, more importantly, a necessity with regard to the economic dimension of sustainability.

Sustainable food

1923

Liseberg has opened a new restaurant that serves timeless classics. The restaurant serves organic, locally produced food. The menu also includes MSC-certified fish, plant-based dishes and a special sustainable option.

THE GREEN ROOM

Liseberg's greenest restaurant also re-opened in updated premises. The restaurant offers 100% plant-based dishes prepared from sustainable, seasonal ingredients based on availability.

Bergs Bistro

Rabbit Land has gained a new restaurant that offers healthy food for big and small appetites. The menu always includes a sustainable option and other green alternatives. All dishes are served in full or half portions.

PROGRESS DESPITE TOUGH CHALLENGES

Liseberg applies a systematic approach towards sustainability that is guided by its sustainability directive and associated management system. Although the pandemic has had a negative impact on the business and required adaptation of sustainability priorities to suit the circumstances, we completed many valuable initiatives during the year. Among other things we held a sustainability training course for managers and developed a digital sustainability training tool for all permanent employees. We implemented a digital platform for collecting and reporting sustainability data internally. We also had the business assessed against the Sustainable Development Goals of Agenda 2030, to examine how they affect Liseberg and how we can influence development in the right direction.

Over the course of the year we worked to certify the business to ISO 20121 – an international standard that sets requirements for event sustainability management systems. To ensure that we were well prepared and able to meet all requirements, an internal audit was carried out at the start of the year. This audit resulted in 13 non-conformities and 10 observations, which required efforts from many employees within the organisation to address and improve the way we manage and work with material topics. When our certification body carried out the certification audit in August they found just five minor non-conformities. In December, we received our ISO certificate, which confirms that our sustainability efforts and commitments meet the ISO requirements and that an independent third party has deemed that we have appropriate working

methods and conditions in place. One thing we are especially proud of, aside from our sustainability certification, is our strong ranking in the Sustainable Brand Index, which the Liseberg brand was included in for the first time in 2021. The survey is the largest independent brand study on sustainability in Europe, and Liseberg was ranked as industry leader in the travel and tourism category in Sweden. This is probably a result of our increased communication on sustainability during the year. Another reason is that for many years we have focused on sustainability trying to reduce our impact and at the same time increasing our positive contribution to sustainable development.

Ylva Linder
Sustainability manager, Liseberg



INFO!

UNITED NATIONS GLOBAL COMPACT

Liseberg supports the *United Nations Global Compact*, the world's biggest corporate sustainability initiative. Liseberg has been a member since 2010 and will remain committed to the initiative and its principles in the coming years. More information about the Global Compact can be found at: www.unglobalcompact.org



WE SUPPORT

»A FIRST STEP IN A CHANGING WORLD«

Change is never easy, whether it is voluntary or forced. After almost a century of doing things in much the same way, we have been forced to make as many changes and innovations at Liseberg over the past two years as in all the previous years put together.

Right up until May 2021, after the park had been closed for 17 months, it was still uncertain whether we would be allowed to open at all. And when we did get confirmation that we could re-open, it was with sharp restrictions, limits on guest numbers and a variety of measures that were more or less easy to implement.

In hindsight I can see we got a lot of things right. We forged ahead when we were able to, made bold decisions when needed and we bided our time when nothing could be done. I am incredibly proud of the way the Liseberg organisation has handled the enormous challenges of 2021. But at the same time, when you look back and recap such a journey – filled with

choices and prioritisations – it is easy to paint a rosy picture. To give the impression that the road was more linear than it actually was. That our strategy was more straightforward and planned, and that the sacrifices we made along the way were not so painful.

For there were definitely sacrifices this year. Our employees have been forced to live in greater uncertainty than ever before. Do I still have a job? If so, when can I start? How secure is my job? We have also had to push them hard. So many changes, new routines, previously unencountered risks, and on top of that a heavy workload.

As managers we have been totally preoccupied with navigating these uncertainties and have not been able to be as present as we would have liked. It has been difficult to point out the route ahead when we had to deal with new challenges and changing requirements on an almost daily basis. Our colleagues who had to leave us in 2020 and 2021 also left a big void behind them.

IN BRIEF

ANDREAS ANDERSEN**Age:** 50**Job:** CEO & President of Liseberg**The best part of Liseberg:** My colleagues.**Favourite attraction:** Lisebergbanan when I just want to enjoy the ride, and Loke when I want to challenge myself.**The most important question for the industry:** Climate change which is also the most difficult to tackle.**Material topic that offers the biggest opportunity for Liseberg:** Changing travel habits, the shift to local and regional destinations.**Material topic that poses the greatest risk to Liseberg:** That we fail to keep up with guests' changing expectations on sustainability.

When the results of our employee survey were presented at the end of November, it was with some relief as well as an urge for revenge we were able to report that employee satisfaction is at a relatively high level. But we know we can do so much better.

Our guests have at times also been far from happy with what we have been able to deliver. Congestion and queues for attractions have been recurring comments in our guest surveys, as guests expected so much more than Liseberg was able to offer.

But will I remember 2021 as a totally bleak year? Not at all. 2021 was the first step towards the future. The industry as a whole has had to rethink. We have seen glimpses of what it will take to navigate a post-pandemic world and we have had to reconsider what really makes a high-quality experience for guests. I can say with satisfaction that we now have better insights into new guest behaviours and employee expectations that will help us develop the Liseberg of the future.

One of the many insights into guests' expectations concerns our work with sustainability – a concept that has taken on a whole new dimension as a result of the pandemic. Our guests and employees alike expect and even demand that Liseberg acts responsibly, not just sometimes, but in everything we do. That is why I am especially proud of Liseberg, which completed ISO certification in the challenging year that was 2021. After months of hard work, we received our long-awaited ISO 20121 certificate in December. As far as I know we are the only amusement park in the world that is certified to this ISO standard, which sets out the requirements for management systems for sustainable events. This was a Christmas present that spread some extra warmth during the winter gloom and reinforces the belief in the future that, despite all the challenges, still burns within me.



Andreas Andersen
CEO, Liseberg

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 is owned by the City of Gothenburg and has been the heart and pride of Gothenburg ever since the park opened in 1923 during the celebrations of the city's 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 often say that we don't operate Liseberg to make money, we make money to be able to operate Liseberg. Liseberg's business concept 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 amusement park in Europe.

Today, the company Liseberg AB, situated in the heart of Gothenburg, operates Liseberg amusement park with its 40 or so 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, which in a normal year runs from late April until early October; the Halloween season during October and November; and the Christmas season, which starts in mid-November and ends around new year. Liseberg also operates accommodation in the form of hotels, hostels, cabins and camping facilities, as well as the Rondo Dinner Show Theatre. Liseberg is also open for conferences and corporate events all year round.

OUR ORGANISATION

In preparation for the addition of a new hotel and water park Liseberg was reorganised in 2021 (the process actually began in 2020) and now operates in three main business areas: amusement park, hotel and water park. All three business areas are supported by Liseberg's seven corporate functions:

- Finance and IT
- Purchasing and sustainability
- Commercial function
- People and culture
- Seasons and events
- Technology and safety
- Development

The amusement park business area, which conducted most of the company's business during the year, is organised into seven business units:

- Attractions
- Accommodation
- Admission and Guest Services
- Fast-food
- Restaurants and Rondo
- Shopping
- Games

The company management organisation consists of company 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.

OUR COMPANIES

Liseberg AB, which manages all our operations, is the parent company of the two real estate companies, Lisebergs Gäst AB and AB Liseberg Skår. In May, the Board of Directors of Liseberg decided to sell the camping business, including the real estate company Lisebergs Gäst AB. If the City Council approves the decision, the sale will be completed in 2022. The real estate company Hotell Heden AB



was sold to Higab AB in 2020, and the sale of the hotel business is ongoing.

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 the *Oceana* water park, which will open in 2024. This long-term investment is now considered more important than ever for Liseberg and the local community, as the tourism industry in Gothenburg has been hit especially hard by the pandemic. New reasons for visiting are expected to give the destination the fresh start that industry stakeholders so desperately need.

The construction of the new hotel and water park are managed by AB Liseberg Skår.

FORM OF COMPANY

Apart from two preference shares, Liseberg AB 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 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 must also

be consulted 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 objectives in the City Council's budget.

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 affect parts of the park depending on the type of business and/or type of goods involved. Liseberg communicates and maintains dialogue with various licensing and supervisory authorities.

OUR GUESTS

Liseberg is currently one of the leading tourist attractions in Scandinavia, normally attracting three million annual guests. Guest demographics comprise families with children, corporate guests, pensioners,

young adults and teenagers, all with different backgrounds and circumstances. The company operates in the regional market of West Sweden, from which around 60 percent of guests come, but visiting tourists from all over Sweden and the other Nordic countries are also an important part of Liseberg's visitor base. As a consequence of the pandemic Liseberg has had to make changes to its pricing and product model. Various solutions have been tested during the year and adjusted on an ongoing basis. In preparation for summer 2022 the plan is to introduce a longer-term pricing model that will safeguard profitability and guest satisfaction.

OUR COLLEAGUES

After the pandemic 2021 was a year of cautious return to normal for Liseberg's organisation. However, the extensive cuts that had been made have continued to affect the organisation, which has sometimes been under severe pressure, as uncertainty about the consequences of the pandemic and a higher workload due to a smaller workforce were the most influential factors.

In recent years, disregarding 2020, Liseberg has employed up to around 2,700 people. This includes both permanent and seasonal staff. Seasonal employees help to run park operations when the amusement park is open. On the last day of the year, Liseberg had ongoing employment contracts with 355 permanent employees (including people who had been notified of redundancy but continued to work their notice period).

In autumn, work began on reviewing the organisation's various interfaces prior to the opening of the new hotel and new water park. A plan is needed for skills provision and work has already begun on preparing this plan. The recruitment of certain key personnel took place during the year.

OUR VALUES

Liseberg is a service business, and the values of *Safety, Creativity, Quality, Consideration and Joy* are the foundations on which our business 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 corporate culture as the route to satisfied guests and Liseberg's long-term survival.

OUR GOALS AND GOVERNANCE

Liseberg manages and sets goals for the business based on five priorities:

- **Guests:** Liseberg will be the most highly recommended entertainment experience in Europe
- **Employees:** Liseberg will be the best workplace in Sweden
- **Brand:** Liseberg will be the strongest brand in the Scandinavian visitor industry
- **Sustainability:** Liseberg will be a world leader in sustainable park operations
- **Finance:** Liseberg will be visited by 4 million guests a year

All goals are set to 2025. Actions and initiatives are implemented in stages and over the course of several years. In order for Liseberg to achieve the goal of being a world leader in sustainable park operations, a sustainability strategy was adopted in 2018 with 5 sustainability goals and 22 objectives. You can read about our progress and achievements during 2021 on pages 16–41.

Liseberg is essentially governed by a long-term ownership directive. An updated ownership directive was adopted at Liseberg's Annual General Meeting in 2021. The biggest change compared with the previous ownership directive is more articulated requirements concerning profitability and financing.

Liseberg also worked on a review of the governance model for the business during the year. This will be based partly on the new ownership directive, and is partly intended to integrate sustainability more effectively. It is intended that the new governance model will be completed and introduced next year.

<i>Multi-year overview</i>	2021	2020 ¹	2019
Number of employees (FTE) ²	776	442	1,112
Net sales, MSEK	879	43	1,257
Balance sheet total, MSEK	2,981	2,471	2,125
Profit after financial items, MSEK	491	-553	199
Number of guests in the park, full year	1,446,877	0	2,768,528
Total number of guests, full year	1,727,075	106,000	3,273,528
Number of rides/visits to Liseberg's attractions (millions)	11,2	0	16.2

¹ Because the business has not operated normally this year, 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.

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. Due to the effects of the pandemic on resources for business, and the prioritisation of Covid-19 risk analyses, a simplified working approach was adopted. Five serious risks were prioritised and monitored through internal review, random sampling and interviews to ensure that they were resolved. 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.

As a result of the year's certification audit for ISO 20121, general risk analyses of the working environment were conducted and documented. Health and safety risks are also investigated and resolved on an ongoing basis in connection with organisational changes, new duties or other changes. Environmental risks are identified and evaluated regularly as part of the environmental impact assessment for the business. The last environmental impact assessment was carried out in 2019. Risks associated with the handling of chemicals are evaluated and documented in our digital chemical management platform and reviewed regularly.

More information about risk analyses can be found on pages 17 and 20.

Each year, a collective legal compliance check is carried out against relevant environmental legislation. For the first time a similar legal compliance check was carried out against relevant health and safety legislation. Liseberg has extensive business operations in a number of different occupational categories, which involve considerable variety in the working environment and the risks that em-



ployees encounter. During the compliance check, 12 non-conformities and 15 observations were noted. In summary, these concerned shortcomings in governance through directives, instructions and routines, meant that Liseberg's operations resolved their legal requirements through direct support from HR or through their own undocumented routines, or that there were shortcomings in legal compliance. Steps have been taken to rectify non-conformities and observations, and these will continue next year.

Significant sustainability risks are included in Liseberg's most important material topics and are addressed in Liseberg's sustainability strategy. The objectives in the strategy reflect topics that require specific governance or areas for improvement.

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 and outline strategies to managing these risks.

LISEBERG CREATES SUSTAINABLE VALUES

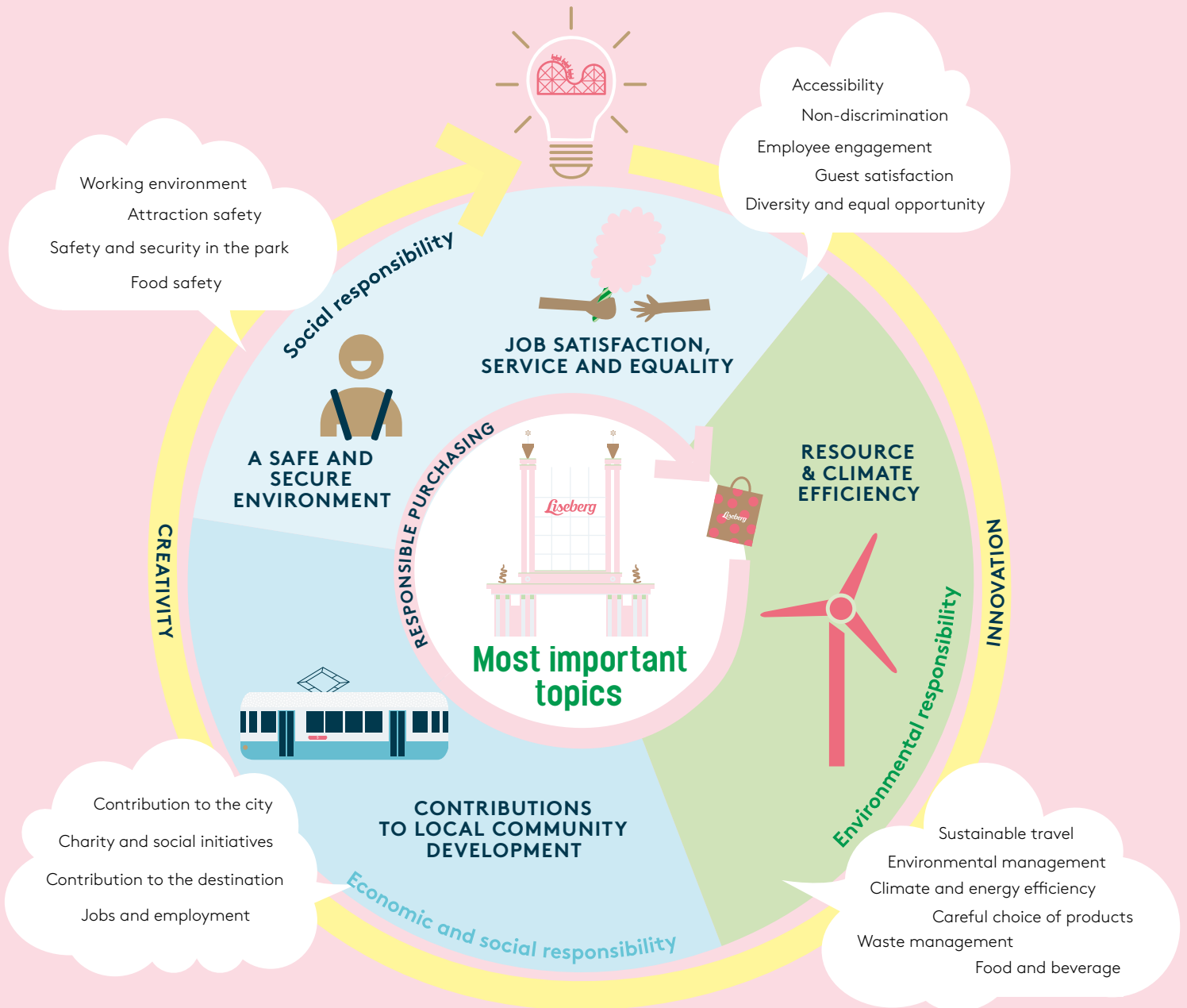
For Liseberg, sustainability is about acting responsibly and with a long-term perspective. We intend to manage and develop the business so that it continues to survive and flourish in the future. We intend to continue creating sustainable values and help make Gothenburg a good place to live, work and visit. We also want to lead the way in our industry and encourage other amusement parks to act more sustainably.

OUR STAKEHOLDERS

Liseberg's stakeholders influence and/or are influenced by the business. The stakeholders that are regarded as being most important for our commitment to sustainability are our guests, our employees, our owner, the residents of Gothenburg, our various suppliers and our colleagues in the industry. Their perspectives and expectations are central to how the

business is conducted and developed. Stakeholder dialogues have been conducted on an ongoing basis and sustainability has been an element in all our communications. Through various dialogues we capture the views of stakeholders on our sustainability efforts, together with other aspects that are linked to our most important material topics.

STAKEHOLDERS	IMPORTANT TOPICS	ONGOING DIALOGUES
GUESTS	<ul style="list-style-type: none"> • Service and equality • Atmosphere, offering and experience • Safety • Queues • Sustainable consumption • Climate impact, disposable items and recycling • Accessibility (from several perspectives) 	<ul style="list-style-type: none"> • Personal meetings and contacts • Guest Services • Guest surveys • Website • Social media • Focus groups
EMPLOYEES	<ul style="list-style-type: none"> • Working environment and conditions • Ethics and values • Equality • Goals and achievements • Opportunities to have influence • Material topics • Procedures and responsibilities 	<ul style="list-style-type: none"> • Employee survey • Employee workshops • Employee reviews • Suggestion box • Intranet
OWNER	<ul style="list-style-type: none"> • Profitability • Contribution to the city • Sustainable business • Resource efficiency • Goal and achievements 	<ul style="list-style-type: none"> • Meetings with the Board of Directors and owner
RESIDENTS OF GOTHENBURG	<ul style="list-style-type: none"> • Involvement in the local community • Job opportunities • Environmental concern 	<ul style="list-style-type: none"> • Through owner • Through the media • Guest Services • Social media
SUPPLIERS	<ul style="list-style-type: none"> • Business opportunities • Relevant sustainability requirements 	<ul style="list-style-type: none"> • Purchasing and procurement • Contract review
COLLEAGUES IN INDUSTRY	<ul style="list-style-type: none"> • Sustainable development for the industry • Good examples • Inspiration 	<ul style="list-style-type: none"> • Personal meetings and contacts • Exchange of experiences • Study visits • International Association of Amusement Parks and Attractions, IAAPA



OUR MOST IMPORTANT MATERIAL TOPICS

We have analysed the impact of the business on people and the environment; we also know which material topics our stakeholders feel are 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:

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

These topics are our focus and the way we work to create sustainable values.

OUR VALUE CHAIN

Liseberg’s value chain is about our business purpose, how it is realised and how it generates value for our stakeholders.

Liseberg’s purpose is formulated in the City Council’s Ownership Directive, which among other things says:

- Liseberg will be one of the leading amusement parks in Europe and the natural place to meet in Gothenburg, as well as offering city residents and visiting guests high-quality entertainment experiences all year round.
- Through its business, Liseberg will make Gothenburg an even more attractive destination, nationally and internationally.
- As a business, Liseberg will undergo constant renewal while also preserving its origins and its history.

Our purpose is reflected in the unique and integrated experience we offer, consisting of rides, entertainment, food and beverages, shopping, games and themed accommodation, which varies with the seasons.

A variety of resources are needed to deliver on our purpose. In addition to natural resources, we need a stable economy to conduct our business and enable the investments that are essential for our preservation and development. We also benefit from an owner with a long-term perspective and understanding of our unique business. Competent employees with different backgrounds and experiences who contribute with their own creativity and enthusiasm. Loyal guests also contribute to our development by visiting and sharing their opinions. Colleagues in the industry all over the world constantly spur us on to do better. Reliable suppliers and a supportive local community create the right foundations to operate the business in the best way.

Liseberg focuses on resolving 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.

VALUES WE CREATE FOR OUR STAKEHOLDERS

EMPLOYEES

- Job opportunities and work experience
- Professional development
- Friendship

GUESTS

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

OWNER

- Financial contribution to city services
- Pride

LOCAL COMMUNITY

- Joy – making Gothenburg a more enjoyable place
- Job opportunities
- Tourism revenue benefits
- Cultural integration
- Insights about future generations of employees

COLLEAGUES IN INDUSTRY

- 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
- Financial values

OWNER

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

LOCAL COMMUNITY

- Resources
- Space and infrastructure
- Context

COLLEAGUES IN INDUSTRY

- Sparring partners
- Good examples
- Inspiration

SUPPLIERS

- Goods and services
- Competence

SUSTAINABLE DEVELOPMENT GOALS

The 2030 Agenda for Sustainable Development, formulated by the UN, is an agenda aimed at all states, companies and individuals with the purpose of eliminating extreme poverty, reducing inequalities and injustices in the world, promoting peace and justice and resolving the climate crisis.

During the year, we conducted a detailed audit and evaluation of the business based on the Sustainable Development Goals (SDGs). The results showed that Liseberg’s responsibilities and opportunities to contribute to the SDGs cover the entire value chain and involve all important stakeholder groups. Most of the identified SDGs and targets that apply to the business are clearly addressed in Liseberg’s current material topics, goals and governance.

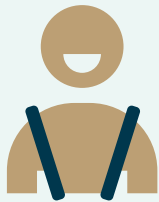
Liseberg’s most important positive contributions are linked to goals 8, 10 and 11 and relate to sustainable tourism and safe experiences, our role as a youth employer and our work with equality and diversity.

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

Global trends and social change entail 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 risk and development areas. In most areas, however, Liseberg has full or partial direct influence, taking into account available resources and priorities.

Examining Liseberg from the perspective of the SDGs helps us to understand the business in a wider context and identify what needs to be done. We plan to continue working on the results of this evaluation next year.





A SAFE AND SECURE ENVIRONMENT

HOW WE CAN BECOME A SAFE AND SECURE AMUSEMENT PARK

Nothing is more important than to ensure that Liseberg's guests feel safe when they visit the park, and this is where our security staff and park hosts play an important role. The behaviour of our attraction staff is also vital in creating safe experiences. We also carry out extensive safety checks and technical maintenance. Food safety and a safe working environment are further areas we focus on to create a safe and secure Liseberg.

SAFETY AND SECURITY IN THE PARK

Liseberg has taken many steps and preventive measures to ensure a safe and secure visit during the pandemic. Routines and working methods have had to be adapted and adjusted continuously during the year.

Because the park had been closed for over a year, both guests and employees were greeted by a park that did not look quite the same when we opened in June. The visible measures included social distancing markings, hand sanitiser dispensers, information signs about maintaining distance and hygiene precautions. The number of guests in the park was also severely limited and all guests had to pre-book their visits on the website. Liseberg's security staff and park hosts took on special responsibility for ensuring that our guests followed the instructions and signs that were posted. All employees were encouraged to help guests to minimise risks of infection and avoid congestion.

Liseberg has maintained close contact with the various authorities to make sure rules and restrictions arising from the pandemic were met. Several inspection visits, both pre-arranged and unannounced, were conducted in the park. The County Administrative Board was generally satisfied with Liseberg's efforts. The visits led to a number of minor improvement measures, such as better signage at our ticket machines to reduce congestion. At one point, at the end of the summer season, Liseberg chose to refund 14,000 tickets after consultation with the County

Administrative Board and in response to the challenges of queuing for our rides.

Read more about our responsible opening on pages 20–21.

ATTRACTION SAFETY

Attraction safety is fundamental to Liseberg and we follow current safety standards for amusement park rides. We are proud of our systematic safety measures at Liseberg, which include extensive routines for daily, weekly, monthly and annual checks on rides. These routines are followed very thoroughly.

Each day, before the park is opened, all rides are inspected by our maintenance technicians. If anything is discovered that could pose a risk, the attraction is closed until the problem has been rectified or eliminated. One attraction that received some extra attention during the year was Balder – a roller coaster built of wood. During the daily inspections some damaged sections of rail track were discovered. The tracks were removed and replacements were ordered. Due to long delivery times Balder remained closed for the entire year. In 2022, major renovation work will be carried out on the attraction to extend the life of the roller coaster.

Although closing an attraction while the park is open often has an impact on guest satisfaction, it is also proof that Liseberg does not take any risks. When an attraction is closed it is often due to a warning from a safety system, which needs to be checked before

the attraction can re-open. All attraction employees, operators and hosts must complete several training sessions before they start work, which focus on the operation and safety of the attraction. Liseberg also emphasises the importance of involving guests in securing a safe experience.

One of the challenges during Halloween at Liseberg was the health and safety of the actors, as their roles in the horror mazes often bring them close to guests. Due to the control measures the actors had less close contact with the guests, which improved the working environment but reduced guest satisfaction.

One challenge during Christmas at Liseberg was that the attractions were affected by low temperatures, snow and ice. To avoid any risks, this meant that certain attractions had to remain closed. One example is Lisebergbanan, which remained closed on days when the temperature was below zero centigrade.

No serious attraction incidents occurred during 2021. The incidents that were reported relate to guests who suffered back pain or neck pain after a ride, and minor falls and crushing injuries. There is an ongoing insurance claim linked to the Helix ride.

FOOD SAFETY

All the restaurants, cafés and fast-food restaurants in the park are run by Liseberg and we strive to ensure that all food and beverages they offer 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.

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 routines for food handling and food safety that are based on current legislation.

Our restaurants are also inspected regularly by the Environmental Administration. A total of 82 inspection visits were carried out during the year, but no serious remarks were reported. Minor non-conformities were rectified immediately.



WORKING ENVIRONMENT

Our systematic health and safety efforts are based on current legislation and are governed internally by our directive and our health and safety instructions. Both the directive and our instructions were revised in 2021 to provide better support. Health and safety is part of the ISO certification process that was carried out. During the annual internal audit and the ISO audit a few non-conformities were noted in health and safety work, including a lack of documentation of certain risk analyses. A concerted effort was made in autumn to address and rectify these non-conformities.

During the year we continued to work on the risk analyses that were carried out during the organisational review in 2020. Many measures have been implemented and followed up, but this work is still ongoing. We also made some further changes that have led to new risk analyses.

As a result of the pandemic, several risk analyses were carried out concerning the spread of infection. All units conducted their own risk analyses and adapted their operations to reduce the spread of infection among employees and in encounters between employees and guests.

Employees who were able to carry out their duties remotely have worked from home. The changes that were already implemented in 2020, for example in the staff restaurant to reduce the spread of infection, were kept in place as long as the restrictions applied.

To help us deal with incidents and work-related injuries, Liseberg uses a digital reporting tool known as DIA. The total number of reported incidents during the year was 146, and the number of reported work-related injuries (accidents) was 110. This represents an increase in the number of incidents and work-related injuries compared with the previous year. If we instead compare the results with those



for 2019, the number of incidents and accidents has decreased, from 161 incidents and 193 accidents.

Incidents during the year included 21 due to employees who caught Covid-19. None of these cases were shown to be the result of infection at the workplace. Apart from Covid-19, none of the incidents shared a common cause; instead they involved a variety of events in different parts of the business.

No serious work-related injuries or accidents occurred. Most injuries at work involved burns. Preventive actions were taken in the form of training and the use of protective equipment.

Liseberg also monitors incidents and work injuries among enlisted contractors. 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 inspections 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 order. In 2021 a total of 23 incidents were recorded (of which 10 were related to the hotel project and 13 to the water park project) and 25 work injuries or accidents were recorded (of which 14 were related to the hotel project and 11 to the water park project). Read more about Liseberg's Expansion Project on pages 38–39.

Liseberg has continued to work closely with occupational healthcare, which gives us access to a

team of occupational nurses, behavioural scientists, doctors and health & safety engineers for advice on various issues, and also provides help to employees who experience various difficulties. Occupational healthcare is also enlisted to provide training. A number of measures were taken during the year with the assistance of occupational healthcare, including noise measurements for the Valkyria and Slängungan attractions, an air quality and particle measurement in Ateljén as well as ergonomics training at Hotell Heden and a number of random alcohol and drug checks.

In collaboration with the City of Gothenburg, Liseberg also arranged a health and safety week in autumn with several different talks on health and safety.

MENTAL HEALTH

Because many employees have been furloughed or worked from home as a result of the pandemic, Liseberg has focused on reaching out with information and activities that contribute to a sense of community. The intranet has been valuable in enabling employees to read general directives, get tips about working from home and advice on staying positive despite the uncertainties the year has brought.

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

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

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

	2021	2020 ¹	2019
Absence due to sickness (time absent as a percentage of hours worked, %)	4.62	3.65	4.86
Number of work-related injuries employees, incl. seasonal staff	110	18	193
Number of incidents involving employees, incl. seasonal staff	146	23	161
Number of work-related injuries among enlisted contractors ²	27	-	0
Number of incidents among enlisted contractors ²	25	-	0

¹ Because the business did not operate normally during the year, 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, inspections of food safety and inspection remarks.

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

¹ Because the business did not operate normally during the year, 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's sustainability goals were adopted in 2018 and will apply until 2025. 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 towards 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 underway.

Liseberg's sustainability strategy includes a sustainability goal and a total of four objectives that are linked to "a safe and secure environment" – one of Liseberg's most important material topics.

CURRENT SUSTAINABILITY GOAL:

Liseberg delivers the safest leisure activity in Sweden

OBJECTIVES TO BE MET BY 2025 AT THE LATEST:

- 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

Safety is one of Liseberg's values and our safety work is the result of many joint efforts. This involves everything from preventive technical maintenance, effective safety systems and safe food handling to good hospitality and measures to reduce the spread of infection. We strive to maintain the best safety record in the industry and we assess this parameter in our brand surveys, in which we rank well in comparison with other amusement parks in Sweden and Denmark. We also assess whether guests feel safe at Liseberg, which most people do. This is one area, however, where we gained a lower result than in 2019, probably due to a change in the expectations as a result of the pandemic.

YLVA LINDER
SUSTAINABILITY MANAGER LISEBERG

RESPONSIBLE OPENING 2021

RESPONSIBLE OPENING

After the amusement park had been closed for 520 days, Liseberg was finally able to re-open in June. To meet the requirements of the operational environment created by the pandemic, we applied the results of a risk analysis that was produced in collaboration with the Swedish Amusement Park Association. This analysis showed that there were seven activities where normal procedures needed to be adapted or adjusted to meet the relevant rules and recommendations, and hence minimise the risk of infection. These were:

- Queues and general crowding
- Hygiene routines in public spaces
- Rides and attractions
- Food and beverage outlets
- Stage and concert activities
- Games, wheels-of-fortune and lottery activities
- Safety and health of employees

Liseberg has been a driving force behind the Swedish industry's response, and also had five internal working groups that drew up routines and practical solutions that were implemented to open the park in a safe and responsible manner. The measures Liseberg has taken to ensure guests have a safe visit can be read about below.

Liseberg has continually monitored developments and adapted to new or revised recommendations and rules such as the requirement to check vaccination certificates for guests to Rondo, Liseberg Theatre and Lilla Scenen in December in line with the government decision.

MEASURES TO REDUCE QUEUES AND CROWDING:

- The number of guests in the park each day was strictly limited.
- All guests needed to pre-book their visits on the website.
- Virtual queueing was introduced for our most popular attractions, using the Liseberg app.
- Social distancing signs and information were positioned where guests were likely to gather.
- Liseberg personnel were on hand to help prevent congestion.

MEASURES TO ENSURE GOOD HYGIENE:

- Additional cleaning routines were introduced in public areas and toilets and on attractions.
- Employees received online training about Covid-19 and hygiene.
- Hand sanitizer dispensers were placed in several locations around the park.
- Card payment was made the only form of payment accepted in the park, with the exception of our games and wheels-of-fortune.

ADAPTATION OF OFFERING AND PREMISES:

- Liseberg applied the Swedish Public Health Agency's restrictions in the park's shops, restaurants and attractions.
- The summer concerts, dance evenings and shows were all cancelled.

INFORMATION MEASURES:

- Information about the Swedish Public Health Agency's general advice for reducing the spread of infection was passed on to guests prior to their visits and posted in several locations in the park.
- Guests were advised to postpone their visit and stay at home if they had cold symptoms.





JOB SATISFACTION, SERVICE AND EQUALITY

WE WANT TO WELCOME EVERYONE

Everyone should feel welcome at Liseberg – guests as well as employees. Our basic philosophy is that the park should offer something for everyone and provide a tolerant and inclusive welcoming environment.

GUEST SATISFACTION

Liseberg will be the most-loved meeting place in Gothenburg and the most longed-for destination in Sweden. The fact that guests love and long for Liseberg is not just good to know, this is essential for Liseberg's long-term existence. To find out what our guests feel about their visit, we gather results from several thousand guest questionnaires every year. In 2021, we received just over 60,000 survey responses, about five times more than in previous years. The increase was due to the fact that because guests had to pre-book their visits to the park we had an opportunity to communicate with them and send a questionnaire to everyone who visited us. The surveys had a high response rate and the results were predominantly positive. However, results were less positive than previous years, mainly due to consequences of the pandemic. The aspect that guests appreciated most was the environment and our employees.

In 2021 we introduced the Net Promoter Score (NPS) as an additional performance indicator in the survey. NPS measures guests' willingness to recommend the Liseberg experience on a scale of 0 to 10. This measure of loyalty varied widely during and between Liseberg's three seasons. There was a correlation between the NPS score and the number of guests in the park at any given time (the more guests, the lower the NPS).

During the year, guests and employees had to face and adapt to the new requirements imposed by the ongoing pandemic. The biggest change for guests was having to pre-book their visits, which meant a loss of spontaneity. Virtual queueing was also introduced to supplement physical queueing.

The uncertainty that prevailed during the year regarding pandemic restrictions, guest expectations and how Liseberg should promote the park most effectively made it difficult at times to predict and plan

business. In many respects, company management had to follow a process of trial and error to find solutions or learn what works. Occasionally this led to a decline in guest satisfaction. Despite the new circumstances in 2021, the greatest dissatisfaction, as in previous years, was linked to queueing time. An important area for attention in the future is to establish a business model that meets future guest expectations and to adapt capacity and availability in the park accordingly.

ACCESSIBILITY

From an accessibility perspective an amusement park such as Liseberg is a challenging environment. Parts of the park are noisy, hilly, cobbled and are partly rebuilt every season. Each year, one or more new attractions are added to our offering. In addition there are safety regulations for each of the rides that make certain demands of those who ride, such as having enough strength in their legs or the ability to hold on with their arms. This means that some attractions will never be accessible to all our guests. Safety always comes first. Our philosophy is that "not everyone can go on all the rides, but we have rides for everyone". Obstacles cannot always be removed entirely or adapted to enable access, therefore we place strong emphasis on guest hospitality. Liseberg always tries to offer the best possible service.

Liseberg has instructions that guide its accessibility efforts and for some time we have been documenting large areas of the park, Lisebergbyn and Hotel Heden using the *Accessibility Database*¹ web tool, in which our guests can search for information about accessibility. Liseberg has identified a need to update the Accessibility Database or to find other ways to communicate. We also intend to work more systematically with accessibility matters, but due to the consequences of the pandemic we have been unable to allocate the required resources. Our ambition is to resume this work next year.

¹ <https://www.t-d.se/>



DIVERSITY, EQUALITY AND NON-DISCRIMINATION

Liseberg aims to promote diversity among our employees because we believe it creates the best conditions to thrive. However, the ambition to promote diversity can be difficult to realise in practice. Although we have adopted a directive and instructions on equal opportunity and diversity, the recruitment process is perhaps our most valuable tool. In preparation for 2020 a completely new recruitment model was introduced in which candidates submitting applications were allowed to take a test instead of sending in a personal letter and CV. The test, which can be completed in a choice of languages, has proven to be very accurate in selecting the right candidates and enables a more objective assessment of applicants.

Liseberg wants its workplace to be inclusive and tolerant. In this year's employee survey, 86 percent agreed with the statement "I can be myself", which is in line with the previous survey and represents a good result, although we naturally want everyone to

be able to be themselves. Each year, Liseberg submits its key performance indicators to *Nyckeltalsinstitutet*¹ for a comparison with other businesses regarding gender equality. This year's analysis shows, among other things, that Liseberg is one of the most equal in Sweden in occupational groups and that there is a high level of equality in company management. However, the analysis also shows that active efforts to improve equality can be improved, and this is something we need to look at more closely in the future.

No serious cases of discrimination were reported by our employees or guests during the year. Serious cases are cases that have been passed on to the Swedish Equality Ombudsman or required extensive measures. However, around 20 cases were reported where guests felt that they had been treated unfairly. The reasons vary, but the stated reasons include dissatisfaction with prices, pandemic measures, personal interaction or that attraction safety prevented someone from going on a ride. Guest Services or managers

THE CHALLENGE OF EQUALITY ON STAGE

» *Liseberg booked 15 white men and not a single woman* «

So ran the headline and the criticism when Liseberg released its bookings for concerts during Christmas. This was despite the fact that Liseberg for many years has focused to improve equality and achieve a 60/40 ratio in bookings of male/female performers.

Because Liseberg offers a variety of types of entertainment to different

audiences, and the ratio of male to female performers varies within these genres, we strive to achieve equality over the entire financial year. During this summer's Lotta at Liseberg performances, we achieved our goal. But the decision to arrange concerts during the Christmas season was made at short notice and the bookings were made based on the availability of touring performers, budget, audience and sales targets.

Despite good intentions, the result was that no female performers were booked for this particular set of concerts. The media and guests were quick to react, and the matter was highlighted again internally for further attention next year. Good intentions and goals do not always take us as far as we hope and occasionally an outside perspective is needed to see the question in a new perspective.

¹ <https://nyckeltal.se/>

in the organisation have responded to and closed these guest complaints, and continuously strive to ensure that guests have as good an experience as possible. There were also some situations where employees felt unfairly treated, and this is also reflected in responses to certain questions in this year's employee survey. Read more about our work on the employee survey on pages 26–27.

IMPORTANT PARTNERSHIPS

In order to appeal to young people with disabilities, Liseberg has collaborated with the Swedish Public Employment Service since 2013 on a project called *Jobbswinget*. This project provides support to applicants during the recruitment process and to make the working environment more accessible. Managers and supervisors also receive training on how to give the best support. The *Jobbswinget* initiative has been a big success for Liseberg, and young people who have been assisted by it now work in many parts of the organisation. The *Jobbswinget* project could not be completed as planned in 2021 as

a consequence of the pandemic, but previous participants who wanted to return were able to do so. Other collaborations and initiatives that are usually implemented to increase the diversity of Liseberg's workforce had to be postponed during the year, as there was great uncertainty whether we would re-open and under what circumstances.

EMPLOYEE ENGAGEMENT AND COMPETENCE

Liseberg aims to be one of the best workplaces in Sweden. Therefore, we believe it is very important to develop our employees' talents and build on their engagement. In November 2020, a reorganisation meant that the HR and Information departments merged into a new function: People and Culture. The role of this function is to monitor and promote the whole employee experience, and the engagement of employees plays a central role in this. The new organisation has been in the establishment phase during the year, but in readiness for 2022 several initiatives are planned to increase the involvement of employees.



Prior to the park opening in 2021 Liseberg implemented a new digital training platform. A digital service training course was developed, together with a digital introduction. All seasonal employees, including newcomers and those who have previously worked at Liseberg, had to complete the introduction and training package. The new approach to training employees worked out well, and after completing the training, the majority reported that they had a better understanding of service and a better knowledge of Liseberg.

Liseberg also offers several other training courses for its 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 hot work, fire-fighting, lift truck operation, electrical safety and fall protection training. But other training is also provided in sustainability. One example is the new digital sustainability course to increase understanding and knowledge of sustainable development, material topics and Liseberg's sustainability work.

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

Employee satisfaction

The table shows the results from the annual employee surveys.

	2021	2020 ¹	2019
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	72	–	78
Overall I would say that this is a very good place to work	78	–	85
Response rate (%)	63	–	89

¹ Because the business did not operate normally during the year, 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 completed employee surveys regarding equality.

	2021	2020 ¹	2019
Number of cases with Swedish Equality Ombudsman	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	80	–	85
Employees are treated equally regardless of gender	86	–	90
Employees are treated equally regardless of ethnic origin	91	–	93
Employees are treated equally regardless of sexual orientation	94	–	95

¹ Because the business did not operate normally during the year, some figures may be off-trend or missing completely.

Gender and age distribution

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	7	2	1	3	3	4
Permanent, full-time	127	200	3	94	153	45	32
Permanent, part-time	14	14	0	12	12	1	3
Seasonal employee, temporary	1,541	820	1,577	594	123	24	43

AIMING TO BE SWEDEN'S BEST WORKPLACE

To measure and assess our own development and how we compare with other workplaces, Liseberg participates in the *Great Place to Work*¹ global survey. This survey comes in two parts: an employee survey that measures employees' attitudes to their workplace, and a culture analysis that assesses ongoing efforts to create a good workplace. The results of each part are then merged and compared with other workplaces in Sweden that also take part in the survey. The most important thing is not the competition element, but the work that is done between the surveys to improve Liseberg's corporate culture and employee engagement.

In 2021 63 percent responded to the survey, in comparison with 89 percent in 2019. The lower response rate was expected, as Liseberg did not carry out the usual initiatives to persuade as many employees as possible to participate.

The Trust Index fell by 6 percentage points to 72 percent, which is seen as a reflection of the fact that many elements which normally contribute to employee satisfaction were put on hold in 2021 as a result of the pandemic. Despite this, Liseberg retained its Great Place to Work certificate (which requires 70 percent or higher). This certificate is proof that Liseberg is perceived as a good place to work, as confirmed by the fact that 78 percent of participants responded that they agree with the statement: "Overall I would say that this is a very good place to work."

Strengths that were identified in the survey included trust in colleagues, pride in Liseberg and security and a sense of community in the workplace. Areas identified for improvement include vision, goals, expectations and coordination, as well as health and safety and mental health. Results and comments show that Liseberg's employees have suffered stress as a result of the uncertainty surrounding the pandemic, by decisions made at short notice and by the extensive cutbacks that we have been forced to make.

LISEBERG PRIZE AND CELEBRATIONS






Every day, Liseberg employees deliver fantastic experiences for our guests. To highlight some of them, Liseberg set up the Liseberg Award in 2016, which is awarded in seven different categories. Unfortunately, no award ceremony was held in 2021 due to the pandemic.

Liseberg's sustainability strategy includes a sustainability goal and a total of four objectives that are linked to "a safe and secure environment" – one of Liseberg's most important material topics.

CURRENT SUSTAINABILITY GOAL:

Liseberg is a destination for everyone.

OBJECTIVES TO BE MET BY 2025 AT THE LATEST:

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

COMMENTS FROM OUR SUSTAINABILITY MANAGER

Job satisfaction, service and equality are important issues for Liseberg, but despite the work done during the year, the challenges of the pandemic have affected the development of set objectives. Liseberg has implemented many measures to open the park in a responsible way but guest satisfaction has still been impacted as a result of occasional congestion and queues. There has been a shortage of resources for accessibility work and it has not been possible to complete the planned measures. Managers and employees have felt stressed by all the uncertainty, by decisions made at short notice and by the extensive cuts that we have been forced to make, which has led to an increased workload. This was also reflected in the results of this year's employee survey.

YLVA LINDER
SUSTAINABILITY MANAGER LISEBERG



RESOURCE AND CLIMATE EFFICIENCY

HOW WE WILL REDUCE OUR ENVIRONMENTAL IMPACT

There are many challenges in our industry. Resource and climate efficiency is one of them, which is affected by aspects such as travels, supply of food and other products, energy consumption and waste generation. With support from our management system, measurable objectives and a broad commitment to reduce the environmental impact from our operations we are taking steps in the right direction.

ENVIRONMENTAL WORK

Liseberg's environmental work is part of our sustainability efforts as a whole. This environmental work is governed by Liseberg's sustainability directive and associated instructions, and conducted in accordance with the relevant legislation and the City of Gothenburg's instructions for systematic environmental management. In 2021 the Environmental Administration carried out an initial audit based on the instructions, which confirmed that Liseberg works accordingly.

Liseberg's sustainability strategy includes several objectives that are linked to resource and climate efficiency. The objectives cover areas where Liseberg wants to make improvements. Initiatives have been implemented, but due to the negative effects the pandemic has had on the business it has been necessary to adapt this work and the initiatives to current circumstances. In addition to the objectives, Liseberg has also identified a number of significant environmental aspects in the environmental impact assessment that is conducted every three years, most recently in 2019. These environmental aspects are managed and reviewed regularly.

AUTHORITY CASES

An environmental case related to the greenhouses in Mölndal, which Liseberg sold in 2019, remained active during the year, and a further soil survey was carried out. Based on the survey, the Environmental Committee has decided that as long as the existing greenhouses remain intact on the property it will not require Liseberg to take remedial action since the contamination is limited and there is no risk of exposure or spread.

Liseberg has handled further authority cases during the year. Two cases involved noise complaints, one from the construction of our new hotel, and one from the park. In both cases the Environmental Administration closed the complaints without requiring further

action. Another case occurred when the Swedish Chemicals Agency carried out an analysis and discovered elevated levels of a harmful substance in a keyring from our product range. The product was purchased in 2018 and because the relevant legal requirements did not take force until 2020 Liseberg was legally entitled to continue selling the product. However, Liseberg decided to withdraw the keyrings and a further six similar items, as company management agreed it was not in line with our sustainability efforts to continue selling goods that contain, or may contain, high levels of hazardous substances. The Chemicals Agency closed the case without requiring further action.

LISEBERG'S CLIMATE ACTION

Liseberg's most recent climate study according to the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard dates from 2019. The study showed that Liseberg's climate emissions, based on data for 2018, are approximately 44,500 tons of carbon dioxide equivalents (CO₂e). Indirect climate emissions (Scope 3) from activities such as guests' travels and food production, account for 98 percent of the total emissions.

Liseberg calculates its annual climate impact from direct emissions (Scope 1), and indirect emissions that include electricity generation, heating and refrigeration (Scope 2). Some indirect emissions (Scope 3) that are linked to guests' visits to the park are also calculated annually (with effect from 2021). Liseberg will continue to gradually extend climate data (Scope 3) to give an overall picture of Liseberg's total emissions throughout the value chain.

Liseberg's climate action focuses on being able to offer climate-neutral visits to Liseberg. The goal is to reduce the total climate impact of visits to the park to zero by 2025. To achieve this goal the method

below is used, which is based on the standard ISO 14021:

1. Definitions
2. Scope
3. Calculate climate impact
4. Reduce climate impact
5. Compensate for carbon emissions
6. Review

To ensure that the method is reliable, we enlisted independent consultants to evaluate the method. Their evaluation showed that Liseberg has a well-developed method that is viable for the future, provided that certain adjustments are made, including the use of “climate-neutral”.

There are certain challenges in climate work, in terms of the method, calculations and measures, as well as communication. Liseberg strives for clarity and transparency with the intention to avoid being misleading. The concept of climate neutrality is developing rapidly, and based on guidelines such as the Net Zero Standard¹ that was published in autumn 2021, it is likely that Liseberg will need to reformulate its goal for climate-neutral park visits in the future. Liseberg will continue to develop and adapt its own climate work in terms of methodology, action and communication.

Our first calculation of the climate impact of park visits in 2021 gives a total climate impact of 4,816 tons of CO₂e², see the diagram on the next page. When this is divided by the number of visiting guests it gives a figure of 3.3 kg of CO₂e² per park visit. A park visit refers to a guest’s physical visit to the park, within the park gates. The calculation includes the following aspects: energy and fuel, food and beverages, prizes, soft toys and souvenirs, disposable items and waste. This

is considered to represent the climate impact that can be traced directly to guests’ visits to the park. These aspects cover the whole of Scope 1, the whole of Scope 2 and parts of Scope 3, according to the definitions of the GHG Protocol. In general, calculations like this one involves some elements of uncertainty, for example in the emission factors that are used. These may be adjusted over time to improve accuracy. Measures to reduce the climate impact of the business and to decide what kind of climate offsetting that will be used to make park visits completely climate-neutral will continue next year.

Climate emissions

The table shows the climate impact of direct emissions (Scope 1) in 2021⁶ and indirect emissions that include electricity generation, heating and cooling (Scope 2).

Direct emissions, tons CO₂e (Scope 1)

Diesel ¹	35.35
Petrol ¹	3.53
Biogas ²	0.06
Vehicle gas ³	0
Total	39

Indirect emissions, tons CO₂e (Scope 2)

District heating ⁴	325.97
Electricity ⁵	5.77
District cooling ⁴	0
Total	332

¹Emission factors from 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)

²Emission factors from Swedenergy (2019)

³Emission factors from Fordonsgas AB (2020), 100% biogas

⁴Emission factors from Göteborg Energi (2020)

⁵Emission factors from Vattenfall EPD (2020)

⁶The burning of coke in braziers is not included in the table (Scope 1) for 2021.

LISEBERG’S CLIMATE ACTION

The illustration shows the three areas that make up Liseberg’s total climate impact and the aspects that are included in each area. Climate-neutral park visits include those aspects that could be traced directly to guests’ visits to the park.

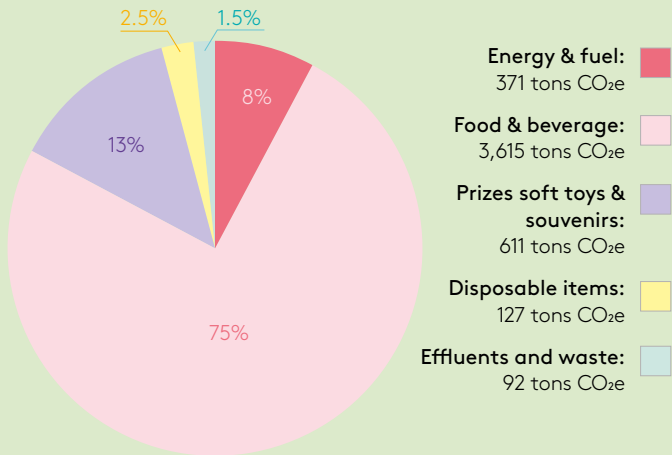


¹ <https://sciencebasedtargets.org/net-zero>

² Basis for calculations and further information are available on request.

CLIMATE IMPACT OF PARK VISITS 2021

The diagram shows the climate impact of all park visits to Liseberg, totalling 4,816 tons of CO₂e, broken down into the various aspects and based on data for 2021. The calculations are based on purchased quantities for all aspects except waste. The waste aspect only includes unsorted waste.



ENERGY CONSUMPTION

To get an overview of the operations use of energy and potential to improve energy efficiency, Liseberg regularly reviews energy data and conducts energy audits. A large proportion of the energy used in 2021 was electricity, but we also used district heating, district cooling and biogas. 100 percent of our electricity came from renewable wind power. Liseberg also owns its own wind turbine, which produced 953 MWh of electricity during the year. Fuel continued to account for a small proportion of Liseberg's total energy use. During the year Liseberg enlisted consultants to begin a study that will provide the foundation for our long-term purchasing and energy supply strategy. The aim is to identify the most economical and environmentally sustainable solution for the business.

Due to the pandemic and its economic consequences it was not possible to implement any energy efficiency measures, but there are plans to make the lighting in the park more energy efficient for next year.

LIFE CYCLE ANALYSIS KANINA

In autumn 2021 a life cycle analysis of an iconic product for Liseberg was carried out: a soft toy in the form of a Liseberg rabbit. The life cycle analysis was carried out by external consultants and has given Liseberg valuable information on the climate impact of this product from a life-cycle perspective, in this case for the production phase alone, since use and waste management are estimated to make up less than 1 percent of the product's total climate impact.

The results showed that polyester production accounts for about 86 percent of the total climate impact, while manufacturing and transport accounted for about 7 percent each.

The results also showed that the soft toy as a whole has a climate impact of about 6 kg of CO₂e per kg of soft toy. This means that the Kanina toy that is sold in our stores, an 18-cm-tall soft toy rabbit that weighs 80 grams, has a climate impact of approximately 0.5 kg of CO₂e. This is the same climate impact as 1 kg of oranges from southern Europe or as 0.5 percent of the climate impact from a car journey between Gothenburg and Stockholm.

This result will be used, among other things, as a basis for calculating climate impact and setting requirements for suppliers to reduce the climate impact of soft toys.

Energy consumption

The table shows Liseberg's energy usage broken down into sources of energy.

	2021	2020 ¹	2019
Electricity ² (MWh)	18,355	10,479	20,282
District heating ³ (MWh)	4,939	3,921	5,483
District cooling ³ (MWh)	876	524	940
Biogas (MWh)	288	182	361
Fuel ⁴ (MWh)	225	122	291
Heating oil ⁵ (MWh)	0	0	184
Total energy consumption (MWh)	24,683	15,228	27,541

¹ Because the business did not operate normally during the year, some figures may be off-trend or missing completely.

² 100% renewable energy. Since 2021 this includes Liseberg's new storehouse in Björred.

³ Generated and supplied by Göteborg Energi AB

⁴ Fuel for internal vehicles. Calculated from volume and energy content (petrol 8.94 kWh/litre, diesel 9.8 kWh/litre, vehicle gas 13 kWh/kg).

⁵ 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.

	2021	2020 ¹	2019
Amusement park (MWh per hour open)	14.2	-	13.6
Amusement park (kWh/visitor)	14.3	-	8.0
Hotel Heden (kWh/rented unit)	84	205	43
Lisebergsbyn and Askim Strand (kWh/rented unit)	29	40	27

¹ Because the business has not operated normally this year, some figures may be off-trend or missing completely.

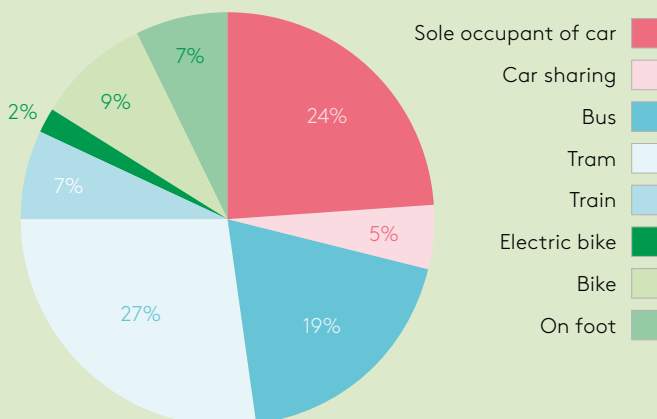
TRAVEL

Liseberg focuses on trying to increase sustainable travel to and from the park. This is important because guests' travel accounts for 75 percent of the total climate impact of the business according to the 2019 climate study. Sustainable travel includes walking, cycling and public transport.

Guests' travel is monitored annually through guest surveys. The proportion of guests who used sustainable travel to/from the park in 2021 was 30 percent. This applies to the whole year (all seasons) and can be compared with 2019 when 50 percent travelled sustainably. The large decline is believed to be due to the pandemic. An internal working group has during the year been focusing on finding collaboration partners to favour sustainable travel. While waiting for concrete collaboration and more proactive efforts to increase sustainable travel, Liseberg has highlighted how guests can travel to the park by public transport and bicycle on its website and in emails leading up to visits booked by guests.

The travel of employees (commuting trips) are also monitored through surveys. Liseberg conducted its first travel survey in 2018 and a follow-up survey was conducted in 2021. The results showed that 71 percent of all employees commute to work sustainably, and the single most widely used means of transport is by tram. Full-time employees travel more frequently by car and less often by public transport than seasonal employees, who largely travel by public transport. These results are in line with those of the survey in 2018.

EMPLOYEE TRAVEL 2021



OFFERINGS AND ASSORTMENT

Liseberg wants our offering to be as sustainable as possible and continually take steps to improve our sustainability performance. Our objective is that more than 80 percent of the product range should be eco-labelled or sustainable, including food, clothing and Christmas trees. During the year we were able to continue some of the work we started before the pandemic. For example, 100 percent of Christmas trees and spruce branches for Christmas at Liseberg were KRAV eco-labelled.

Liseberg has continued to face challenges in purchasing organic and smart food choice (i.e. buying and using food that is otherwise likely to become food waste for our suppliers). Availability has been limited, but nevertheless our share of eco-labelled or sustainable food reached an impressive 46 percent in 2021. In 2022, Liseberg needs to make a decision on its continuing work to improve food sustainability based on the current objective.

Aside from our ambition to sell more eco-labelled and sustainable food, Liseberg has a list of its own internal requirements for food and beverages. This includes offering at least two vegetarian or plant-based dishes and at least one environmental dish on all restaurant menus. Liseberg also has a list of prohibited products. Examples include non-certified palm oil and red-listed seafood¹.

DISPOSABLE ITEMS

Disposable items are used by both employees and guests. The guests' use accounts for the largest share of consumption. Liseberg's first priority is to phase out disposable plastic items in favour of other more sustainable materials. During the next procurement of branded disposable items, which will be completed before 2023. Liseberg is hoping to completely eliminate the use of disposable items containing

plastic. One step in this direction is that Liseberg will stop selling disposable ponchos in the park after the current stock has run out, and instead only offer reusable ponchos.

Liseberg is also striving to reduce the use of disposable items as a whole. This remains a big challenge, especially when serving food. The next step in the transition will require both resources and redevelopment work. This is considered and discussed in the annual budget process.

Of the disposable items used by employees, purchases in 2021 fell by 70 percent in comparison with 2019. The reduction is partly due to fewer employees 2021 but is largely a result of taking active steps to eliminate disposable items and carrying out a thorough review of the existing range, which led to the removal of several disposable items.

Eco-labelled assortment

The table shows the proportion of eco-labelled or sustainable products purchased by Liseberg.

	2021	2020 ¹	2019
Food ² (%)	46	–	33
Christmas trees ³ (%)	100	–	96
Workwear ⁴ (%)	97	97	97

¹ Because the business did not operate normally during the year, some figures may be off-trend or missing completely.

² From 2021 the data only applies to restaurants (not fast-food) and purchases of food and beverages from 13 larger suppliers. Applicable labels are: EU Organic, KRAV, Fair Trade, MSC, ASC, Rain Forest Alliance and Cocoa Life.

³ The figures cover all Christmas trees and spruce branches during the Christmas season. Applicable eco-label is KRAV.

⁴ The figures cover all types of workwear. Garments meet at least one of the following eco-labelling systems or requirements: BSCI, EU Organic, GOTS, Newlife Wool (recycled polyester) and/or Öeko-Tex 100.

WASTE MANAGEMENT

Waste is sorted into about 60 different fractions at Liseberg's own recycling station. Most of this is recycled. As in previous years, the largest fractions were waste that is similar to household waste (residual waste), as well as 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. In cases where we carried out our own construction and demolition projects, the waste was sorted at our own recycling station. The total amount of waste was 1,223 tons.

Waste quantities

The table shows waste quantities and types of waste.

	2021	2020 ¹	2019
Total waste quantities (tons)	1,223	540	1,914
Waste quantities per guest (kg/guest)	0.7	-	0.6
Food waste converted to biogas (% of total waste amount)	10	4	13
Hazardous waste (% of total waste amount)	2	2	2
Refunded deposits from cans/bottles for charity (number)	122,655	33,833	173,771

Source: Statistics from Renova AB, the City of Gothenburg's Sustainable Waste and Water Administration, and Returpack (refunds on cans/bottles).

¹ Because the business did not operate normally during the year, some figures may be off-trend or missing completely.

Recycling

The table shows how waste from Liseberg is managed and recycled.

	2021	2020 ¹	2019
Recycled materials (%)	50	65	52
Energy recovery (%)	29	16	29
Sorted at Renova facilities (%)	7	16	11
Biological treatment, digestion and composting (%)	11	0.1	5
Processing of hazardous waste (%)	3	2	3

Source: Annual statistics from Renova AB

¹ Because the business did not operate normally during the year, some figures may be off-trend or missing completely.

Liseberg's sustainability strategy includes a sustainability goal and a total of eight objectives that are linked to "resource and climate efficiency" – one of Liseberg's most important material topics.

CURRENT SUSTAINABILITY GOAL:

Liseberg has the smallest possible negative environmental impact.

OBJECTIVES TO BE MET BY 2025 AT THE LATEST:

-  30% lower energy consumption compared to 2015
-  A park visit to Liseberg is 100% climate-neutral¹
-  Sustainable travel to 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 year²
-  50% less general non-sorted waste than in 2018
-  100% of Liseberg's new buildings meet environmental certification requirements

¹ Previous formulation: Liseberg's operations are 100% carbon dioxide neutral.

² Previous formulation: No disposable plastic items.

COMMENTS FROM OUR SUSTAINABILITY MANAGER

Resource and climate efficiency are all about environmental responsibility and the efforts to reduce our environmental impact. This work is ongoing, but because of the pandemic we have not been able to complete all our planned initiatives. Opportunities to reduce unsorted waste exist, but efforts will probably be needed to change behaviour. The same applies to sustainable travel. Two objectives were reformulated during the year. Another objective that will need to be reformulated concerns the environmental certification of buildings. Although we are investing in BREEAM certification of Liseberg's new hotel, environmental certification is more difficult to apply to buildings in the amusement park. Instead we have reviewed our internal working methods to ensure that sustainability issues are handled systematically and in accordance with established working methods and criteria.

YLVA LINDER
SUSTAINABILITY MANAGER LISEBERG



RESPONSIBLE PURCHASING

HOW WE ENSURE THAT OUR GUESTS CAN ENJOY THEMSELVES WITH A CLEAR CONSCIENCE

Our guests should be able to enjoy themselves with a clear conscience and feel confident that the products and experiences Liseberg offers are fairly sourced. We set appropriate sustainability requirements during procurement, but responsible purchasing is also about using the company's resources wisely.

PURCHASING

Liseberg's purchasing work is governed by an internal purchasing directive, purchasing instructions and purchasing 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 policy for purchasing. Active involvement on working committees and other initiatives run by the Purchasing and Procurement Administration is also part of this work. Framework agreements with the administration are used where they are relevant to Liseberg's needs and requirements.

Liseberg's sustainability strategy includes two objectives on responsible purchasing. These objectives mean that by 2025 we will set sustainability requirements for all public procurement, and we will monitor all suppliers for compliance with the sustainability requirements in these documents. Work is in progress, but due to the impact of the pandemic on business, certain procurements and other measures have not been carried out as planned. When Liseberg was permitted to reopen several procurement processes were completed again. A small number of procurement processes were carried out by consultants due to a lack of resources or to ensure specific competence in a specific area.

The construction of Liseberg's new hotel and water park was not affected to the same extent by the pandemic and several procurements were carried out as planned for Liseberg's Expansion Project. A large number of purchases and procurements will continue next year. The scope of purchases ranges from furnishings for hotel rooms to plants for the water park.

THE LARGEST PURCHASING CATEGORIES

In 2021, Liseberg made purchases to a value of around SEK 285 million, including projects, of which the largest purchasing categories were as follows, based on the City of Gothenburg's category designations and values:

- Buildings (new- or reconstruction)
- Technical consultants
- Food and meals
- Technical facilities (attractions)
- Administrative and external services (marketing, PR and communications)
- Facility management and rental of premises (energy)

These purchasing categories all involve varying risks. Our purchasing staff are trained to manage these and set relevant requirements for each category, taking into account the precautionary principle.





LISEBERG'S SUPPLY CHAINS

Liseberg buys in an enormous variety of products and services, which makes it difficult to describe the supply chain. There is not just a single chain, but very many of them. Understanding and managing the entire supply chain, from wholesalers and manufacturers to suppliers is both complex and demands expertise and resources. This is a big challenge for us, as it is for many others. We currently lack 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, signing 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 these agreements. The sustainability requirements in Liseberg's own procurement 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 2021.

During the year, Liseberg carried out a manual collective review of its ten largest suppliers plus a further ten that were selected because they are less well known by Liseberg or because they belong to a segment that is considered to involve a potential risk. One of the findings of the review was that a certain category requires procurement, since the costs arising for one supplier exceeded the limit for direct procurement. This will be rectified by including this agreement category in the procurement process and adding it to Liseberg's procurement plan. It was also found that when making call-offs against the city's agreement for IT hardware it was difficult to make call-offs dynamically, due to the time-consuming nature of comparing several products from several suppliers.

In addition to the collective review, discussions about sustainability requirements are regularly conducted with suppliers during contract reviews. A need has been identified to improve efficiency in, and possibly automate, the reviewing of suppliers.

SUPPLIER DISPUTES

A dispute with a supplier concerning the delaying of the Valkyria ride continued during the year with a lawsuit in Gothenburg District Court. Summed up briefly from Liseberg's perspective, the case centres on incorrect construction documents which meant that tunnel work had to be interrupted, which led in turn to the delay of the project. The dispute has been settled by conciliation.

Another supplier dispute with a window cleaning contractor also continued during the year and is expected to be settled by arbitration in 2022.

BUSINESS ETHICS AND ANTI-CORRUPTION

Liseberg follows the Swedish Anti-corruption Institute's (IMM) Code to prevent Corruption in Business and has its own internal governance documents that

cover business ethics and anti-corruption. During the year Liseberg revised its own governance document in line with the City of Gothenburg’s governance documents and the Code to prevent Corruption in Business, which was updated the previous year. The code supplements the legislation and provides requirements for preventing corruption and guidance for dealing with benefits and intermediaries.

Liseberg has also conducted training on bribery, corruption and irregularities for managers, specialists and project leaders, among others. The purpose of the training was to increase understanding of this area and reduce the risk of irregularities in daily contacts with suppliers, guests and working partners. The training, which was adapted to suit Liseberg’s business, was provided by IMM, and the

participants took part in team work and discussed a number of scenarios that replicated the “dilemmas” they might encounter.

All employees have the opportunity to anonymously report irregularities through the City of Gothenburg’s whistleblower function, which is provided by an independent external party on Liseberg’s intranet. Employees are also encouraged to report any infringements they discover to their immediate manager or their manager’s superior. If an infringement is discovered, measures are taken under employment law, and if Liseberg suspects a crime it is reported to the police.


At the end of the year, new legislation came into force that aims to strengthen protection for those who report any irregularities in the workplace. Liseberg has begun the task of reviewing the need for any adjustments based on the new legal requirements, in line with the City of Gothenburg’s application of the legislation. In 2021, no reports were made through the whistleblower system in connection with Liseberg.


Liseberg’s sustainability strategy contains a sustainability goal and two objectives that are linked to “responsible purchasing” – one of Liseberg’s most important material topics.

CURRENT SUSTAINABILITY GOAL:

Liseberg guests can enjoy themselves with a clear conscience

OBJECTIVES TO BE MET BY 2025 AT THE LATEST:

 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 it also covers environmental requirements and social considerations. By setting sustainability requirements Liseberg can contribute to a wider selection of sustainable alternatives and improve its sustainability performance as a whole. However, there are challenges, especially in monitoring compliance with the set requirements. This is work that takes time and resources. Some follow-up work has been undertaken, but due to the pandemic we have not achieved as much as planned.

YLVA LINDER
SUSTAINABILITY MANAGER LISEBERG

Suppliers

The table shows the number of suppliers. Investment projects are excluded for easier comparison between years.

	2021	2020 ¹	2019
Total number of suppliers	950	645	1,048

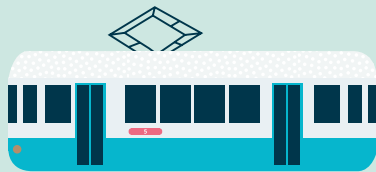
¹ Because the business has not operated normally this year, some figures may be off-trend or missing completely.

Monitoring of suppliers

The table shows the number of suppliers reviewed annually during the collective supplier review.

	2021	2020 ¹	2019
Number of suppliers reviewed (%)	2	0	2

¹ Because the business has not operated normally this year, some figures may be off-trend or missing completely.



CONTRIBUTIONS TO LOCAL COMMUNITY DEVELOPMENT

HOW WE CONTRIBUTE TO MAKE GOTHENBURG A BETTER PLACE

Gothenburg aims to be an attractive city where people enjoy living. It should also be a city where companies and other organisations want to establish their businesses. Liseberg can contribute by offering jobs opportunities and cultural experiences. The latter also attract tourists to the city, which benefits other stakeholders in the local community.

ECONOMIC PERFORMANCE AND PROFITABILITY

Liseberg strives to be a financially stable company in the long term and self-financed over a 10-year period. The pandemic has however impacted negatively on the company, as Liseberg, like other amusement parks, has been hit extremely hard by government restrictions. The effects included a ban on conducting business throughout 2020 and parts of 2021, and major financial consequences as a result of restrictions in general.

Liseberg's net sales totalled SEK 879 million in 2021, compared with net sales of SEK 42.5 million in 2020 when the park was closed. The financial result for the year was SEK 531 million, compared with last year's loss of SEK 553 million. This result includes short-term support and transition support totalling SEK 149 million. In addition to the above, assets were sold during the year to a value of SEK 327 million.

Further financial information can be found in Liseberg's Annual Report.¹

LISEBERG'S CONTRIBUTION TO GOTHENBURG

Liseberg contributes in various ways to the local community. We know, for example, that the people who travel to Gothenburg to visit the amusement park also use hotels and visit restaurants, shops and other businesses which benefits more people in and

around the city. In 2019, Liseberg contributed SEK 3.5 billion to the tourism revenue of Gothenburg. Due to the pandemic it has not been possible to calculate the tourism revenue for 2020 and 2021.

The goal is to increase this tourism revenue to at least SEK 5 billion by 2025. Liseberg's investment in a themed hotel and a water park is one of the reasons we dare to set such an ambitious goal. This long-term investment is now considered more important than ever, for Liseberg and the tourism industry in Gothenburg, which have been hit hard during the pandemic. The hotel and water park provide a way for us to broaden the business and our offering, and to give guests a reason to extend their stay in Gothenburg.

In addition to the tourism revenue benefits, Liseberg offers job opportunities for many young people in the form of seasonal work during the park's three seasons. In 2021, around 6,600 employment contracts were drawn up to cover seasonal and temporary vacancies. A total of 1,631 people were offered scheduled seasonal employment as a result. A further 772 people were offered temporary employment.

A more detailed description of the value that Liseberg creates and our value chain can be found on page 14.

¹<https://www.liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/>

THE LISEBERG EXPANSION PROJECT

Liseberg’s construction of the new hotel and a water park continued as planned during the year.

Liseberg Grand Curiosa Hotel, which is planned to open 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. There have been various challenges during the year, not least because of the pandemic, but we have generally maintained full employment on the project and made successful progress. There were some technical challenges at the point where the five wings of the hotel meet in the centre, partly due to the unconventional design, and partly due to the use of several different exterior materials.

Like the hotel, the water park *Oceana* that is planned to open in 2024 will have a totally unique theme. It will be a fantastic experience, unlike anything else available in Scandinavia today. Site decontamination, ground work and piling (all concrete piling and some of the steel piling) have been completed or almost completed. The challenges encountered here included discovering that parts of the site were more contaminated than expected. This included a small area with a risk of high levels of lead. The piling

requirements turned out to be more extensive than expected (requiring more piles of larger dimensions). Detailed design work is both time-consuming and resource-intensive. This has been progressing throughout the year. Design and production have been carried out in parallel. The need to hold all design meetings online with around 40 participants was a considerable challenge that we managed successfully thanks to effective routines, competence and a goal-oriented approach.

Contribution to the city

The table shows how Liseberg contributes in various ways to the city and destination Gothenburg.

	2021	2020 ¹	2019
Return on equity (%)	37.1	Neg.	16.4
Tourism revenue generated for Gothenburg (million SEK)	–	–	3,500
Tourism revenue generated ²	–	–	2.8

¹ Because the business has not operated normally this year, some figures may be off-trend or missing completely.

² The added value that guests generate for the destination during visits to Liseberg.

DESTINATION DEVELOPMENT SOUTH OF THE AMUSEMENT PARK

In 2013, Liseberg acquired the site of Saab’s former car manufacturing plant in order to expand southwards. Liseberg’s Expansion Project is now taking shape south of the amusement park. In addition to Liseberg’s own hotel and water park, the area will be home to a several new neighbours, including Volvo’s forthcoming World of Volvo centre and new hotel developments by Regio and Svenska Stadshotell. The Universeum Science Centre is also expanding in the area.

All the stakeholders are fully committed to making this new area attractive and sustainable. This includes space for an extended green zone along the Mölndalsån river, as well as a wildlife corridor on either side of the river. Discussions are also taking place about future sustainable transport options for getting to and from the area, such as autonomous electric buses and rental bicycles. When the Västlänken rail link is completed the area will

also have a combined underground station at Korsvägen.

The goal is to create a more vibrant and sustainable district. In collaboration with other stakeholders, and with Liseberg as the driving force, we want to create a cluster of unique experiences. This will be a destination and event area that provides yet another reason to visit and stay longer in Gothenburg. By doing so it will strengthen the tourism industry and local community.

CHARITY

Liseberg collaborates with several different organisations to provide charitable donations. All these donations are governed by agreements and intended to reach a wide circle of recipients with different interests.

Liseberg normally offers amusement park visits to children, families and others who due to reasons of finance, health or social disadvantage are unable to visit the park. Most admission and ride passes are usually distributed through the City of Gothenburg's various services and this enables us to reach people such as families that receive social welfare support.

As a result of the pandemic Liseberg was unable to carry out charity as planned. Apart from the delayed opening for the summer season and other restrictions, the pandemic has meant fewer opportunities for charitable donations and distributing admission and ride pass packages.

Charitable donations during the year were limited to 700 admission and ride pass packages for Gothenburg Rescue Mission and the fundraising foundation for Queen Silvia's Children's Hospital during Christmas at Liseberg as well as some other donations. In December, when many people cancelled their bookings for Christmas buffets at short notice, Liseberg donated the surplus food to Gothenburg Rescue Mission. Most of this food was received by the mission's Maträtt store – a social supermarket that sells surplus food, offers work experience and fights food poverty. The surplus food was roughly equivalent to Christmas dinners for 300 people and is a fine example of a charitable initiative with social and environmental benefits.


The estimated total value of charitable donations in 2021 is around SEK 4 million. This figure includes admission and ride passes donated to escorts of people with disabilities.


Liseberg's sustainability strategy includes a sustainability goal and a total of three objectives that are linked to "contributions to local community development" – one of Liseberg's most important material topics.


CURRENT SUSTAINABILITY GOAL:

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

OBJECTIVES TO BE MET BY 2025 AT THE LATEST:

 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

Liseberg makes positive contributions to the local community in many different ways. We know, for example, that our charitable donations bring joy to many people. One of our partner organisations gave us the feedback: "I don't think Liseberg can ever appreciate how happy our families will be when we hand these out". In terms of tourism revenue, we know that the amusement park is one of most important reasons for people to visit Gothenburg, and despite the restrictions that affected us, we still feel we have made good progress toward our objective. This was mostly since we were able to open the park again and because our Expansion Project to build a themed experience hotel and a water park was able to continue as planned. In the long run, this will have great benefits for tourism revenue.

YLVA LINDER
SUSTAINABILITY MANAGER LISEBERG

LISEBERG'S RABBITS DELIVERED JOY AND REASSURANCE

The Liseberg Rabbits have spread joy through our charitable donations during the year. The rabbits visited Queen Silvia's Children's Hospital twice during the year. They were greeted with delight, as the pandemic had prevented the planned visits for so long. The rabbits hugged and played with the children to spread optimism and give them a delightful break during their hospital stay.

This year Liseberg has also started collaborating with the Swedish

Transport Administration's road assistance service in Gothenburg. The service was given soft toy rabbits to distribute and comfort children who were involved in accidents. (Fortunately there were no serious accidents this year that involved children, but a few rabbits were distributed.) In difficult and stressful situations the rabbits have helped the road assistance service to comfort children and replace their tears with smiles and laughter.

GRI CONTENT INDEX

The GRI Content Index (Core) is reported below, with relevant remarks and page references. More information about GRI can be found at www.globalreporting.org.

GRI STANDARDS (CORE)	DESCRIPTION	REMARKS	REFERENCE
GRI 102 (2016)	General disclosures		
Organisational profile			
102-1	Name of the organisation:		Front cover, back cover
102-2	Activities, brands, products, and services		8–10, 14
102-3	Location of headquarters	Gothenburg	
102-4	Location of operations	Gothenburg	8
102-5	Ownership and legal form		8–10
102-6	Markets served		8–10
102-7	Scale of the organisation		10
102-8	Information on employees and other workers	Region not applicable	10
102-9	Supply chain		34–36
102-10	Significant changes to the organisation and its supply chain	No significant changes	
102-11	Precautionary principle or approach		28–37
102-12	External initiatives	Earth Hour, UN Global Compact, Giving Tuesday, Gothenburg Green City Zone, Green-topia, Hållbarhetsskivlet sustainability initiative, ISO 20121, KRAV, MSC, Resvinn waste reduction project	
102-13	Membership of associations	IAAPA, the Swedish Amusement Park Association/Visita, the Swedish Employers' Alliance, CSR Västsverige	
Strategy			
102-14	Statement from CEO		6–7
Ethics and integrity			
102-16	Values, principles, standards, and norms of behaviour		10
Governance			
102-18	Corporate governance		8–10, 14
Stakeholder engagement			
102-40	List of stakeholder groups		12
102-41	Percentage of workforce covered by collective agreement	100 percent	
102-42	Identifying and selecting stakeholders		3, 12
102-43	Approach to stakeholder engagement		12
102-44	Key topics and concerns raised		12–13
Reporting practice			
102-45	Entities included in the consolidated financial statements		Liseberg's Annual Report ¹
102-46	Defining report content and topic boundaries		3, 12–13
102-47	List of material topics		13
102-48	Restatements of information	No significant changes	
102-49	Changes in reporting	No significant changes	
102-50	Reporting period		3
102-51	Date of most recent report	February 2021	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions regarding the report		3
102-54	Claims of reporting in accordance with the GRI Standards		3
102-55	GRI content index		42–43
102-56	External assurance	Not externally assured	

¹<https://www.liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/>

² Deviation: Liseberg does not carry out annual calculations for the whole of Scope 3. Only emissions linked to guests' park visits are reported.

GRI STANDARDS (CORE)	DESCRIPTION	REMARKS	REFERENCE
Specific disclosures			
GRI 200	Economic impacts		
201 (2016) 103-1, 2, 3	Economic performance Governance	Boundary: Own activities	8-11, 14, 38-40 Liseberg's Annual Report ¹
201-1	Direct economic value generated and distributed		10, 38-40, Liseberg's Annual Report ¹
203 (2016) 103-1, 2, 3	Indirect economic impacts Governance		38-40, Liseberg's Annual Report ¹
203-2	Significant indirect economic impacts		38-40
205 (2016) 103-1, 2, 3	Anti-corruption Governance		36-37
205-2	Communication and training on anti-corruption policies and routines		37
205-3	Confirmed incidents of corruption and actions taken		37
GRI 300	Environmental impacts		
301 (2016) 103-1, 2, 3	Materials Governance	Boundary: Own activities	28-30, 32-33
Own infor- mation	Eco-labelled or otherwise sustainable products		32
Own infor- mation	Disposable items		32
302 (2016) 103-1, 2, 3	Energy Governance	Boundary: Own activities	28-30, 33
302-1	Energy consumption within the organisation		30-31
302-3	Energy intensity		31
302-4	Reduction of energy consumption		30
305 (2016) 103-1, 2, 3	Emissions Governance	Boundary: Own activities, suppliers and guests	28-29, 33
305-1	Direct (Scope 1) GHG emissions		28-30
305-2	Energy indirect (Scope 2) GHG emissions		28-30
305-3	Other indirect (Scope 3) GHG emissions ²		28-30
Own site 103-1, 2, 3	Travel habits Governance	Boundary: Employees and guests	28-31, 33
Own infor- mation	Sustainable travel to the park		31
306 (2016) 103-1, 2, 3	Effluents and waste Governance	Boundary: Own activities	28-30, 32-33
306-2	Waste by type and disposal method		33
308 (2016) 103-1, 2, 3	Supplier environmental assessment Governance	Boundary: Direct suppliers	34-37
308-1	New suppliers that were screened using environmental criteria		34-37
308-2	Negative environmental impacts in the supply chain and actions taken		34-37

GRI 400	Social impacts		
403 (2018) 103-1, 2, 3	Occupational health and safety Governance	Boundary: Own activities, contractors and guests	16-19
403-1	Occupational health and safety management system	ISO 20121 certified including health and safety	17
403-2	Hazard identification, risk assessment, and incident investigation		11, 16-20
403-3	Occupational health services		18
403-4	Worker participation, consultation, and communi- cation on occupational health and safety		17-18
403-5	Worker training on occupational health and safety		18, 26
403-6	Promotion of worker health		18
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		17-18
403-9	Work-related injuries	Also includes contractors' work-related injuries	17-19
403-10	Work-related ill health		17-19
Own site 103-1, 2, 3	Employee satisfaction Governance	Boundary: Own activities	24-27
Own infor- mation	Employee surveys		24-27
404 (2016) 103-1, 2, 3	Training and education Governance	Boundary: Own activities	26
404-3	Percentage of employees receiving regular performance and career development reviews	100 percent	26
405 (2016) 103-1, 2, 3	Diversity and equal opportunity Governance	Boundary: Own activities	24-27
405-1	Diversity of governance bodies and employees		26
Own infor- mation	Equal opportunity index		24
Own infor- mation	Workforce reflects the local community		26-27
406 (2016) 103-1, 2, 3	Non-discrimination Governance	Boundary: Own activities	24-27
406-1	Incidents of discrimination and corrective actions taken		24-25
414 (2016) 103-1, 2, 3	Supplier social assessment Governance	Boundary: Direct suppliers	34-37
414-1	New suppliers that were screened using social criteria		34-37
414-2	Negative social impacts in the supply chain and actions taken		34-37
416 (2016) 103-1, 2, 3	Customer health and safety Governance	Boundary: Own activities and guests	16-21
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		16-17, 19
Own infor- mation	Safety profile relative to industry		19
Own infor- mation	Guest survey, -satisfaction, -security		19, 22
Own infor- mation	Approach to accessibility issues		22

LISEBERG AB

Box 5053
SE-402 22 Gothenburg

Phone: +46 31-400 100

E-mail: kontakt@liseberg.se

Website: www.liseberg.se

Corporate ID no.: 556023-6811

Text, photography and production:
Liseberg and Welcom

Translation: Textforum AB

A part of Göteborgs Stad



**Göteborgs
Stad**