

2019

Liseberg

SUSTAINABILITY REPORT

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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. Reach her at ylva.linder@liseberg.se

Enjoy!

ABOUT LISEBERG'S SUSTAINABILITY REPORT

This is Liseberg's third sustainability report, which covers the 2019 financial year. The sustainability report covers our entire business and describes how we approach our most important sustainability 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.

STAKEHOLDER ANALYSIS

Liseberg has a variety of stakeholders who affect or are affected by our business. To identify these stakeholders, several workshops were held in 2015 for company managers, business area managers and other key personnel. The influence, risk and business value of stakeholders were assessed to highlight those that are most important. During the preparation of our first and second sustainability reports we carried out a reassessment of stakeholders. Last year, we added a new group of stakeholders: our colleagues in the industry.

MATERIALITY ANALYSIS

To ensure that we focus on the right sustainability topics, a materiality analysis was conducted in 2017. This work took the form of 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 impacts of our business on people and the environment, and what opportunities and risks this entails for the business. This work yielded five general areas of concern – our most important sustainability topics. The relevance of these issues is then assessed annually by the sustainability council. You can read about how we tackle our most important sustainability topics on pages 14–37.

THE SUSTAINABILITY YEAR IN BRIEF

Nudging

76%

In summer 2019, Liseberg carried out a project to improve the sustainable choices that guests can make when they visit restaurants in the park. Simply by making small changes, the project succeeded in increasing sales of vegetarian menu options at Café Taube by 76 percent.

Climate impact

44,500 tons

CO₂ EQUIVALENTS

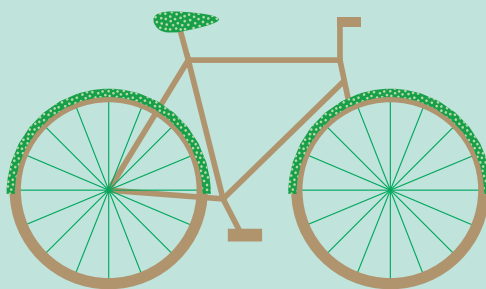
The estimated total climate impact of Liseberg based on a climate study carried out during the year. In addition to our own activities, this climate impact also includes aspects that Liseberg does not have full control over.

15 kg

CO₂ EQUIVALENTS

When the total climate impact of Liseberg is converted into greenhouse gas emissions for the average park visit, it corresponds to 15 kg CO₂ equivalents. This includes travel to and from the park.

Award



To encourage sustainable travel, Liseberg introduced two bike pools for shorter business trips during the year, organised a bike competition, and we also received an award for being a "Bike-friendly Workplace".

New focus for IAAPA

Liseberg is a member of the international trade organisation IAAPA and took the initiative during the year to set up a working committee on sustainability. This work resulted in a report that recommends ways in which the industry and its members can become more sustainable. IAAPA also decided to set up a permanent committee that will continue to work for sustainable development within the industry in the long term.

Employee survey

85%

OF LISEBERG'S EMPLOYEES AGREE WITH THE STATEMENT:

"Overall I would say that this is a very good place to work."

Social initiatives



A total of 32,250 admission and ride pass packages have been distributed by Liseberg's partners, giving more children, young people and their families the opportunity to visit Liseberg and have some fun together.

Step by step



During the year, collections of returnable bottles and cans rose by a full 34 percent, which meant that the Foundation for Queen Silvia's Children's Hospital received just over SEK 168,000 to support its work.



This year's Christmas market was decorated for the first time with KRAV eco-labelled Christmas trees and spruce branches.



All the incandescent bulbs in the Christmas lights have now been replaced with low-energy LED lights and a long-term improvement initiative has been completed.

TURNING WORDS INTO ACTION – IMPLEMENTING A PLAN

The photo shows Liseberg's sustainability council. The members of the council normally work in different areas. One tackles environmental issues, another is building a hotel and a third manages security. By representing the company's most important sustainability topics and various parts of the organisation, they are all important contributors to our sustainability efforts. The council's members are first-line ambassadors and their various assignments and connections give them a long reach.

For the past two years we have been working on establishing frameworks for Liseberg's sustainability work. We have focused on building a solid foundation for this work and agreed on a number of sustainability goals. We know what

we want to achieve and why. We even know what measures we need to take to get there. All that remains is to get on with it. To implement plans. To carry them out. And turn words into action.

But it is not enough to have a dedicated sustainability council, some proactive managers and employees and a dedicated sustainability manager to get the job done. Everyone needs to support Liseberg's sustainability efforts and everyone must be involved and contribute to this work. It is only when we all push towards the same goal that we can make a difference and achieve the necessary change.

Successful sustainability efforts require effective procedures and management systems. But they also requires

a corporate culture and leadership that lives and breathes sustainability. We have a vision of a culture in which sustainability is bred in the bone and influences every decision we make, whether we work on a wheel of fortune, make beds in a hotel or handle purchasing.

In 2019 we took the first steps to implement Liseberg's sustainable development plan. This work is long-term and requires endurance. We will not be able to take it easy, in fact we need to ramp up our efforts. But that's okay, because what could be more rewarding than ensuring that Liseberg – the pride of Gothenburg – continues to be a joy not just for our children and grandchildren, but for future generations too?

LISEBERG'S SUSTAINABILITY COUNCIL



WE SUPPORT

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 for years to come. More information about the Global Compact can be found at: www.unglobalcompact.org

LISEBERG'S SUSTAINABILITY COUNCIL (from top row, left)

Ebba Källeskog, PR and press manager
Sonja Jonasson, environmental specialist
Johanna Gårdsfors, project manager
Andreas Andersen, President, CEO
Anders Fridenhäll, security manager
Tina Resch, Vice president, COO
Maria Gimbro, purchasing specialist
Ylva Linder, sustainability manager
Mats Wittholt, CFO
Chatri Wihma, HR director
Julia Vasilis, director of communications
Jenny Claesson, hotel manager (not in photo)

»LISEBERG SETS COURSE TOWARDS A MORE SUSTAINABLE INDUSTRY«

When I wrote this piece last time, for our 2018 Sustainability Report, we were still at the drawing board stage. Sure, we had a series of sustainability initiatives under way, but it still felt as if we had just sketched out the final outlines of our sustainability strategy. Our sustainability development plan was brand new and global efforts under the framework of IAAPA (the International Association of Amusement Parks & Attractions) were still in their infancy.

We have come a long way since last year. Today, in late autumn 2019, we are facing completely different challenges than we did then. If our task in autumn 2018 was to formulate the plan, then the challenge now is to put into action the words and images we created at the drawing board (figuratively speaking of course; in fact a long series of formal processes led to the plan we have now adopted). Words must be translated into actions; strategies must become activities; initiatives and projects must become everyday practice. Within Liseberg this work is already under way. But to really get things moving we need to put efforts into adapting our corporate culture and our leadership, in parallel with our governance and monitoring activities.

When I look back on our sustainability efforts in 2019, there is no particular event or initiative that stands out – it is the overall effect of all our decisions that are taking us in the right direction. And that is precisely the essence of sustainability, that many different perspectives are united in a common ambition, to think long term and take broader responsibility.

Significant steps that are worth mentioning include the fact that all the park's restaurants that serve seafood are now MSC certified. And that we invested in KRAV eco-labelled Christmas trees during our Christmas season. Liseberg has also been recognised as a bike-friendly workplace and we have new bikes for travelling between meetings in the city. For the first time, we have also presented our value chain – a description of how Liseberg generates sustainable values (pages 12–13).

But there are other areas where we have not been quite

as successful. The travels our guests make account for the biggest share of Liseberg's climate impact and still present a challenge for us. It should feel easy to visit Liseberg, and for many vacationing families travelling by car is still the most convenient way to get here, but we currently have no fully satisfactory alternative to offer. The charging stations for electric cars that were installed when we moved our largest car park were not ready for use as expected this summer. At the same time, traffic changes and roadworks made it more difficult than usual to cycle or use public transport in Gothenburg. We will continue to work on these issues for many years to come. This requires cooperation between many different stakeholders and the ability to listen to the desires and needs of our guests.

Internationally, Liseberg has great ambitions. We want to be a world leader in sustainable park operations. In 2018 we took the initiative to establish a task force within IAAPA that would set a sustainability agenda for the industry worldwide. This sustainability task force has now developed into a permanent committee. Sustainability experts on the committee represent some of the world's top theme parks and have started drawing up guidelines on how IAAPA can support its members in the transition to a more sustainable business. Alongside Liseberg's sustainability manager I have been given the great privilege to lead this committee. Naturally it feels as if Liseberg has a great deal to contribute, even though we are not one of the largest operators in the industry. What we do have, nevertheless, is a level of knowledge and maturity in tackling sustainability issues. We may not always have the resources and financial muscles to accomplish everything we would like to do right away, but we can see the bigger picture and can explain why sustainability should be on the agenda. Not just for a while, but always.



Andreas Andersen, CEO



**ANDREAS
ANDERSEN**

Age: 48.

Job: President CEO.

**Favourite thing
at Liseberg:**

My colleagues.

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, danced, 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 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-plus rides and attractions, games and wheels-of-fortune, music stages, dance floors and a large number of restaurants and cafés in a green park setting. Close to the amusement park we offer convenient and practical accommodation in the form of hotels, hostels, cabins and camping facilities, as well as the Rondo Dinner Show Theatre. The amusement park has three seasons: the summer season, which runs from late April until early October; Halloween, during the school autumn holidays; and the Christmas season, which starts in mid-November and ends around new year. Liseberg is also open for conferences, performances and corporate events all year round.

LISEBERG AB which manages all our operations, is the parent company of the two real estate companies Hotel Liseberg Heden AB and Lisebergs Gäst AB, as well as the development company AB Liseberg Skår,

which is responsible for Liseberg's Centennial Project. The company is divided into seven business areas and is supported by seven corporate functions, in addition to executive management. Liseberg employs up to 2,600 people. Around 400 are employed all year round, while the rest are seasonal employees who help Liseberg operate its business when the amusement park is open. Management at Liseberg consists of company management and an operational management team.

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

Because Liseberg is a municipal company, the goals that are set out in the City Council's budget also govern Liseberg. These are covered in the Board's focus document, which forms part of the business plan and budget process.

In the case of sustainability, our overall goal by 2025 is to be a world leader in sustainable park operations. To achieve this aim we have adopted a development plan made up of several sustainability goals and objectives. Actions and initiatives will be implemented in stages and over the course of several years.



LISEBERG IS CURRENTLY one of the leading tourist attractions in Scandinavia, with three million guests annually. 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 they account for 60 percent of the company's total turnover. In 2019, the company had sales of SEK 1.26 billion and made a profit of SEK 199 million, which, apart from the dividend that is paid out to the owner, is reinvested in the business to maintain Liseberg's long-term attractiveness.

LISEBERG IS A service business, and the values of **Safety, Creativity, Quality, Consideration** and **Joy** form the foundation on which our business culture is built. The same culture that shapes the relationships between our employees, also shapes the relationships with our guests. We believe there is a link between satisfied employees, loyal guests and financial growth. We therefore believe that a positive,

<i>Multi-year overview</i>	2019	2018	2017
Number of employees	1,112	1,112	1,107
Net sales, thousand SEK	1,256,541	1,228,782	1,219,452
Balance sheet total, thousand SEK	2,124,939	1,917,690	1,673,957
Profit after financial items, thousand SEK	198,963	74,596	90,751
Number of guests in the park, full year (millions)	3.0	3.1	3.1
Total number of guests, full year (millions)	3.3	3.4	3.4
Number of rides/visits to Liseberg's attractions (millions)	16.2	15.7	15.9

solution-oriented corporate culture, which we are working towards, is the key to satisfied guests and Liseberg's long-term success.

AS PART OF THE MISSION set by its owners, Liseberg must offer something for everyone – a broad choice of experiences. Our ambition is that guests, regardless of their age, gender, ethnicity or level of disability, should find something appealing and accessible in Liseberg's offering. This ambition is also reflected in Liseberg's guest demographics, which include families with children, corporate guests, pensioners and young adults, from a wide range of backgrounds.

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, and ensure 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.

Environmental risks are identified and evaluated annually. Compliance with the relevant environmental legislation is also comprehensively reviewed each year. Health and safety risks are investigated and resolved in connection with organisational changes and the introduction of new duties. Risks associated with the handling of chemicals are evaluated and documented in our chemical management system and reviewed regularly.

An overall risk analysis is also conducted. This analysis is divided into two parts; the first concerning the business in general, and the second concerning financial reporting. The first part is based, among other things, on Liseberg's mission and goals. The second part concerns items in the consolidated balance sheet and income statement. The overall risk analysis was conducted at two workshops during the year, at which the managers of each business area

together identified the most relevant risks. An action plan and internal review plan were drawn up based on the overview of risks. The overview of risks, the action plan and the internal review plan are then reviewed by company management before being adopted by the Board. This work takes place in parallel with budget preparation and a review of internal reviews for the current financial year.

Significant sustainability risks are identified from Liseberg's most important sustainability topics and are partly addressed in Liseberg's sustainability development plan. The objectives in the development plan reflect risks that must be specifically managed, as well as areas for improvement.

Most of the risks identified during the year are deemed manageable in the short or long term. Some risks are, however, beyond our control, but the risk analyses help us to prepare for them and outline our approach to managing these risks.

FORM OF COMPANY

Apart from two preference shares, Liseberg is owned by the City of Gothenburg through Göteborg & Co AB, which in turn is owned by Göteborgs Stadshus AB. This means that Liseberg is working for a sustainable city, open to the world. Liseberg has a politically appointed board consisting of ordinary members and staff representatives. The City Council's ownership policy 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 policy, the business is governed by the Articles of Association and governing documents, that apply to the entire city.

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 thus encourage other amusement parks to act more sustainably.

Our stakeholders

Our stakeholders are the people and organisations that influence or are influenced by our business. The stakeholders we regard as most important for our long-term commitment to sustainability are our guests, our employees, our owner, the residents of Gothenburg, our various suppliers and our colleagues in the industry. The perspectives and expectations of our stakeholders are central in developing the business and driving it forward, and we maintain ongoing dialogue with them. Sustainability is part of all our communications and through various dialogues, we capture the views of stakeholders on our sustainability efforts, as well as other aspects that are linked to our most important material topics.

Our most important material topics

Dialogues with our stakeholders have enabled us to identify the sustainability topics that are important to them. We then combine these with our own knowledge of the impact of our business on people and the environment, as well as insights into how we can make the biggest difference. 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

STAKEHOLDERS	ONGOING DIALOGUES	IMPORTANT ISSUES
GUESTS	Personal meetings and contacts Guest Services Guest survey Social media Focus groups	Service and equality Atmosphere and experience Offers for everyone Safety Queues Accessibility (from several perspectives)
EMPLOYEES	Employee survey Employee workshops Career development talks Suggestion box	Working environment and conditions Ethics and values Equality Opportunities to have influence
OWNER	Meetings with the board and owner	Profitability Contribution to the city Sustainable business Resource efficiency Goal achievement
RESIDENTS OF GOTHENBURG	Through owner Through the media Guest Services Social media	Involvement in the local community Job opportunities Environmental concern
SUPPLIERS	Purchasing and procurement	Business opportunities Relevant sustainability requirements
COLLEAGUES IN INDUSTRY	Personal meetings and contacts Study visits Exchange of experiences IAAPA	Sustainable development for the industry Good examples Inspiration

OUR VALUE CHAIN

The values Liseberg creates originate in the unique overall experience we offer, consisting of rides, entertainment, food and drink, shopping, games and themed accommodation that change throughout the seasons. Liseberg's value chain is illustrated by our mission and how we realise that mission, as well as the resources we need and the values we create with them.

Our context: Liseberg is part of a larger context and what happens in the outside world affects our business in all stages of the value chain.

Our mission: Liseberg's mission is formulated in our ownership policy. Our overall mission is decided by the elected politicians on the City Council, and the business then interprets and implements this mission.

Resources: A variety of resources are needed to carry out our mission. If we do not have access to these resources, we cannot run the business.

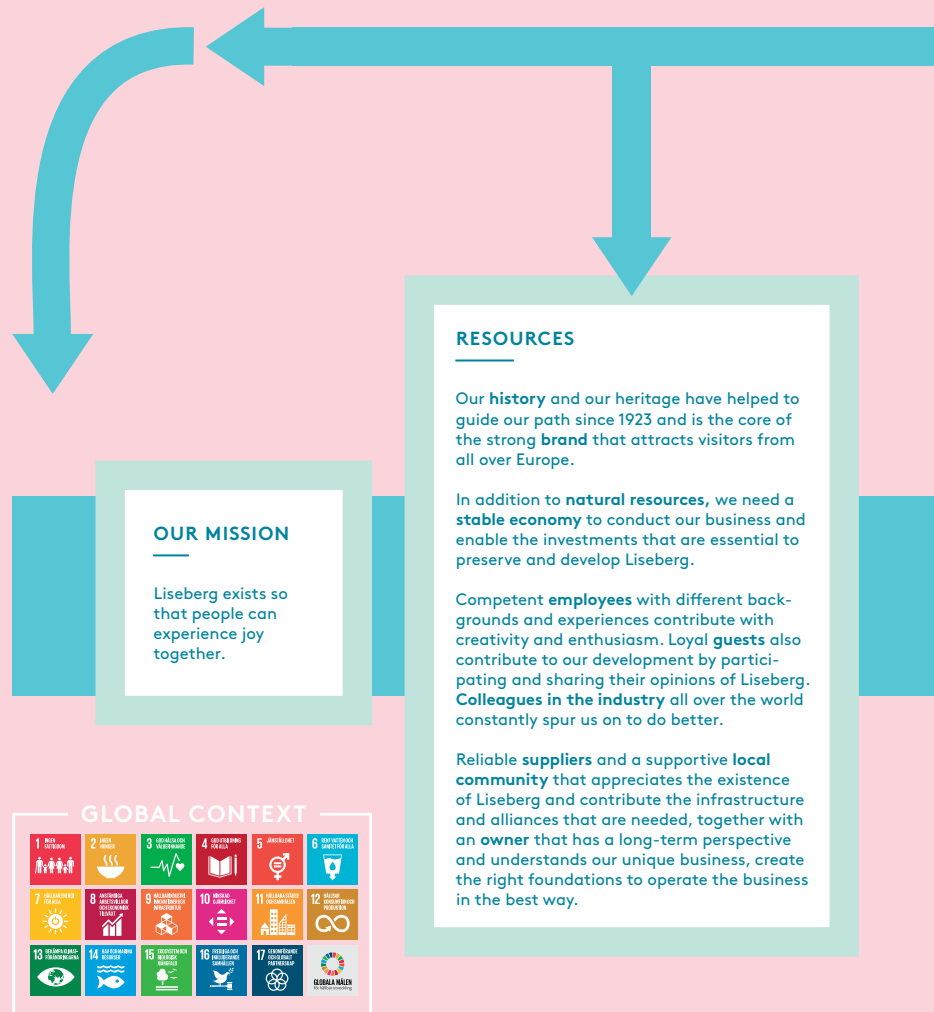
What we offer: Liseberg is a place that is set apart from everyday life. We offer entertainment experiences of the highest quality – all year round.

The values we create: Liseberg creates a range of values for our guests, employees and other stakeholders around us.

The values our stakeholders create: Our stakeholders also create various values for us, for example by sharing their opinions of the business and thus contributing to Liseberg's development.

Our most important material topics: Our five material topics are our focus when we create sustainable values.

Our sustainability goals: To develop the business and make improvements, we have adopted a sustainable development plan. The development plan sets out sustainability goals and 22 measurable objectives that are all linked to our most important material topics. You can read about our progress and achievements during 2019 on pages 14–37.



Global goals

The 17 Global Goals adopted by the UN set out the most ambitious agenda for sustainable development that the countries of the world have ever taken on. The purpose of the goals is to achieve the following overall objectives by 2030: to end poverty, to reduce inequality in the world, to promote peace and justice, and to take action to solve the climate crisis.

Looking at Liseberg from the perspective of the Global Goals helps us understand the business in a wider context and what needs to be done to contribute to sustainable development. It also helps us to identify our future business risks.

Through our sustainability efforts and the goals in our own development plan we support and contribute to the

Global Goals. Our internal governing documents and the objectives in our development plan are all linked to the UN Global Goals in different ways. Our work on chemicals, our purchasing processes and our objectives to use less energy, offer sustainable products and reduce food waste are all examples of how our work is linked to goal 12 for sustainable consumption and production. The fact that we offer work to young people and prioritise a safe working environment are further examples that show our work is in line with goal 8 for decent work and economic growth.

Next year we plan to do more work on the Global Goals – how they affect the business and how we can play a part and drive development in the right direction.





A SAFE AND SECURE ENVIRONMENT

How we can become a safe and secure amusement park

Nothing is more important to us than guest safety. Our security staff and park hosts play an important part in this. The attentiveness of our staff is vital to ensure that guests feel safe on our rides, but safety checks and technical maintenance must also be carried out thoroughly. 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 works continuously on fire safety and the personal safety of our guests and employees, so that everyone can feel safe and secure when they visit us. We always have a large number of security staff and hosts in the park. This staff handles everything from lost children and guests who fall ill, to thefts and restaurant guests who have over-indulged.

Liseberg's investment in Halloween, with new horror mazes and actors scaring guests, continues to pose a challenge for health and safety at work, although we can see a positive trend thanks to several improvements. It is mainly the actors who mingle with guests in the park's scare zones and the security staff who maintain order who have a more difficult time during the Halloween season, when the mix of guests is different to other Liseberg seasons, with more young people and larger groups of friends. Training designed to give actors the tools they need to feel safe while carrying out their duties is still included in their introduction during Halloween. Further measures are being planned for 2020 to increase the adult presence in the park during this season.

The need for risk analyses and preparedness has increased in society as a whole, and Liseberg has invested more to prevent violence and threats, and prepare employees for possible crisis situations. Our security staff now wear yellow vests to make them more visible.

There were no serious incidents related to park security during the year.

ATTRACTION SAFETY

Attraction safety is absolutely fundamental to Liseberg. We comply with Swedish law and all applicable safety standards regarding amusement equipment, which include comprehensive inspection procedures for our attractions. We are proud of our safety record, which ensure a high level of operational availability for our attractions. When there is a stoppage on an attraction it is often due to a warning from a safety system, which is good for our guests, as it means that we do not take any risks. Nevertheless, stoppages often have a negative impact on guest satisfaction.

In summer 2019 the safety of attractions fell under the media spotlight and reports of stoppages on Liseberg's attractions received a lot of attention for a few weeks. However, it was found that the frequency and duration of stoppages were no greater than in previous years; the attention was more the result of a lack of understanding by guests and the media about how the safety systems on attractions work. To avoid similar media attention in the future, and the risk that guests get a negative impression of something that is actually positive – that our safety systems work – an information initiative will be launched in time for the summer season 2020.

2019 was another year without any serious attraction incidents. The incidents that were reported relate to guests who suffered back pain or neck pain after a ride, and minor falls and crushing injuries.

FOOD SAFETY

Liseberg welcomes three million guests to the amusement park each year and serves a large number of these guests in the park's restaurants, cafés and fast-food restaurants. We strive to ensure that all employees are well-trained and understand our routines for food handling and food safety based on current legislation, and we strive to maintain the highest standards in the food we serve and the way we handle raw ingredients. Restaurants are also inspected regularly by the Environmental Authority.

During one such inspection in August, shortcomings were found at one of the Liseberg Max restaurants. The inspector noted that the use of employees' aprons did not meet food hygiene requirements, as the aprons were not always changed when an employee changed station, and clean aprons were not available. Liseberg took immediate action to rectify the procedures at all Max restaurants so that employees no longer have personal aprons but are able to change into clean aprons several times a day if needed.

Only a few other minor issues were noted during the year. These were rectified immediately by Liseberg. Where necessary, as in the case of the aprons, we have reviewed our methods.

WORKING ENVIRONMENT

Liseberg must be a safe and secure place to work. We comply with the relevant health and safety at work legislation, are committed to taking preventive measures and follow our own health, safety and environment (HSE) directive, but do not currently have a certified management system for the working environment. We carry out risk analyses and discuss current issues in the working environment committee, which meets regularly, and during workplace meetings. Risks that are identified as serious are managed and prevented. In an organisation that involves so many different occupations and services, it is natural that there are a variety of different risks in the working environment.

No serious work-related injuries or accidents occurred during the year. Most of the work-related injuries reported relate to minor burns and cuts. To help us deal with incidents and work-related injuries,

we use a digital reporting tool known as DIA. The total number of reported incidents during the year was 161, and the number of reported work-related injuries (accidents) was 193. This represents a reduction in the number of incidents and an increase in the number of work-related injuries compared with the previous year. The main reason for this lies in the way that incidents and work-related injuries are defined by employees when they are reported. In 2019, for example, cuts or burns were reported more often as work-related injuries, rather than incidents, than in 2018.

To prevent such injuries, safety training is included in the introduction at each workplace. We also conduct regular fire-fighting and CPR training. The training in ergonomics provided by occupational healthcare during the year includes sessions on health and how individuals can influence their own health. In 2019, training for supervisors was supplemented by a two-hour lecture and workshop on drugs.

For the first time we also monitored incidents relating to health and safety at work among our contractors. The purpose is to safeguard health and safety among these important stakeholders. No serious work-related injuries or accidents occurred at Liseberg during the year.

WELLNESS AND HEALTH

Liseberg works closely with occupational healthcare, which gives us access to advice from a team of occupational nurses, behavioural scientists, doctors and health & safety engineers to advise on various issues, and also provides help to employees at an early stage. We also have several visits from occupational healthcare each year to carry out random drug checks and give training sessions on employee health and well-being.

All employees at Liseberg receive a wellness allowance that can be used for leisure activities. We also have a sports association that enables employees to meet regularly and play football, badminton and bowling. The association organises a brännboll tournament (somewhat like baseball) and a football tournament each summer. Liseberg also has an agreement with Valhallabadet swimming pool that gives employees a discount on an annual pass.

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 sustainable development plan 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 sustainability 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



100% safety score in guest survey



No serious attraction incidents



50% fewer work-related injuries compared to 2019

COMMENTS FROM OUR SUSTAINABILITY MANAGER

Our top priority is that Liseberg is perceived as a safe place and that we do not have any serious attraction incidents. Effective working methods have been in place for a long time and give us a good starting position. We effectively have a zero vision for work-related injuries, but the nature of our work and our journeys to and from work entail some risks that are difficult to prevent and completely eliminate.

YLVA LINDER
SUSTAINABILITY MANAGER LISEBERG

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

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

	2019	2018	2017
Absence due to sickness (time absent as a percentage of hours worked, %)	4.86	4.59	4.48
Number of work-related injuries employees, incl. seasonal staff	193	46	53
Number of incidents involving employees, incl. seasonal staff	161	349	578
Number of work-related injuries among enlisted contractors*	0	-	-
Number of incidents among enlisted contractors*	0	-	-

* Data collected from our eight most-enlisted external contracting companies in each area (five in property including electrical, two in attraction technology and one in parks).

Safety incidents

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

	2019	2018	2017
Serious attraction incidents (number)*	0	0	0
Reportable attraction incidents (number)**	5	6	5
Perceived safety in the park (scores of 4 and 5) for whole year, (%)	94	94	92
Inspection visits for food safety (number)***	55	63	-
Serious remarks from food safety inspection visit (number)	0	0	3

* 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).

** Other attraction incidents that lead to injury (not serious) requiring medical treatment other than routine first aid (IAAPA definition).

*** Includes inspection visits to units in the park that handle and serve food.





JOB SATISFACTION, SERVICE AND EQUALITY

We want to welcome everyone

Everyone should feel welcome at Liseberg – guests and employees. Our basic philosophy is that the park should offer something for everyone and provide a tolerant and inclusive atmosphere so that everyone feels welcome at Liseberg.

DIVERSITY AND EQUALITY

Ensuring diversity among our employees is an important tool for creating a tolerant climate. We believe that by creating a diverse workplace, we can create the most welcoming atmosphere for our employees and our guests. However, the ambition to foster diversity can be difficult to realise in practice. Although we have adopted a policy for equal opportunity and diversity, the recruitment process is perhaps our most valuable tool. Each year we take a variety of initiatives to attract more applicants from ethnic backgrounds other than Swedish, and to increase the proportion of male applicants, which is usually significantly lower. One of Liseberg's objectives is that our workforce should reflect the local community, which give us a direction although it is difficult to measure. In preparation for summer recruitment in 2020, the recruitment procedure will be revised to give an even more objective assessment of applicants and their merits.

NON-DISCRIMINATION

Liseberg wants its workplace to be inclusive and tolerant. In this year's employee survey, 87 percent agreed with the statement "I can be myself". This is an increase of 1 percent over the previous year. The survey does not currently include any other questions to find out why 13 percent of our employees do not agree with the statement that they can be themselves, despite our ambitions to be inclusive.

No cases of discrimination were reported in 2019.

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 young people during the recruitment process and to make the working environment more accessible. Managers and supervisors who will work with these young people also receive training on how to give the best support to these employees. The Jobbswinget initiative has been a big success for Liseberg. Several of our Jobbswinget candidates are later able to take up regular seasonal employment. In 2019 a total of 12 young people worked at Liseberg as part of the Jobbswinget project.

Through a partnership with the Angered Challenge (Angeredsutmaningen) – an initiative to build bridges between schoolchildren, business and the public sector – students from Angered high school are offered internships and study visits each year.

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. One excellent example was when four of our supervisors jointly came up with the concept "Only happy days", in advance of the summer season. Using a combination of initiatives and challenges, they engaged their colleagues to deliver an even better service to our guests and, at the same time, have more fun at work.

Liseberg offers several different training courses for its employees. Some are needed to meet legal requirements, such as fire-fighting, lift truck operation and fall protection training. Training is also provided in sustainability. Liseberg's leadership programme is aimed at managers and specialists. Regular meetings are held for supervisors to support them in their roles and allow them to exchange experiences. New supervisors receive training in labour law, health and safety at work, and diversity.

New employees begin with a training package that includes workplace training and service training. Because Liseberg takes on around 600 new employees every year, this introduction is important for the satisfaction of our guests and our employees. Efforts to take this training to the next level continued during the year, as we have found that the process is too demanding in time and resources.

Assessments of performance and competence are conducted during the annual employee reviews.

AIMING TO BE SWEDEN'S BEST WORKPLACE

To measure our own development and to compare with other workplaces, Liseberg participates in the Great Place to Work 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 part is not the competition, but the efforts to improve Liseberg as a workplace. When the employee survey was conducted for the fifth time in summer 2019, 89 percent of Liseberg's employees took the opportunity to give feedback on their workplace.

The results show a very welcome improvement and we scored higher in almost every area. Liseberg's total Trust Index, in other words the overall score for employee satisfaction, rose by 1 percentage point to 78 percent. The main reason why employees enjoy working at Liseberg so much is the relationship with other employees. The workplace is perceived as friendly and inclusive, and people have fun together. 85 percent of participants reported that they agree with the statement: "All in all, I would say

that this is a very good workplace", an increase of 2 percent over 2018.

As in previous years, one of the areas that scored the lowest in the survey was wages. It is not entirely clear how we will tackle this challenge, however, as wages in the hospitality industry are generally low.

Based on the results, each department focuses on different improvements and initiatives by following its own action plan or other chosen working method.

LISEBERG AWARD 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. Individuals and departments are nominated for the Liseberg Award by their colleagues and to some extent guests, and at the end of the summer season the whole of Liseberg gathers for a party to honour the winners. As well as recognising exceptional service efforts, the party is a showcase for the energy and talents that exist within the organisation. Employees themselves are responsible for the production, opening number, acting as master of ceremonies and providing entertainment, and the results are magnificent.

The winners of the individual prizes are awarded a training trip to an amusement park somewhere in the world, while the winners of the team prizes get to do something fun and instructive closer to home along with their team. Read more about the award winners on pages 22–23.

ACCESSIBILITY

From an accessibility perspective an amusement park such as Liseberg is a challenging environment. The park is hilly, has lots of paving and is rebuilt for each season by adding or removing props and decorations. Then there are all the attractions and their specific safety provisions. Nevertheless, Liseberg is known for its good accessibility and for looking after guests who need special assistance during their visit. This is largely thanks to the talent of Liseberg's employees in assisting guests who need special help. Because we cannot remove every obstacle, this assistance becomes our most important tool.

In order to better understand guests and employees

who have disabilities, several training sessions were held in spring that combined theory with insight exercises. Approximately 90 employees from different units took part in exercises that included attempting various tasks while sitting in a wheelchair or when blindfolded. This gave participants better insights into the difficulties involved.

Because the safety precautions on rides place certain requirements on those who ride them, such as leg strength or the ability to brace with their arms, some attractions at Liseberg will never be accessible to all guests. Safety always comes first. Our philosophy is that “not everyone can go on all the rides, but we have rides for everyone”.

We have also worked to make things as accessible as possible at Liseberg’s concert stages. Next to Stora Scenen are two raised ramps with space for guests in wheelchairs, and every year there are several performances with narration and signing for guests with visual and hearing impairments at both Stora Scenen and Kaninscenen, the Liseberg Rabbits’ own theatre stage.

Large parts of the park, including Lisebergsgården and Hotel Liseberg Heden, are mapped out and reported in the Accessibility Database web tool¹, which allows our guests to search for information on accessibility and other aspects that are relevant to people with disabilities. A new version of the Accessibility Database was launched in 2019. This means that Liseberg needs to carry out a fresh review of accessibility, including threshold heights and door widths. To facilitate this time-consuming work we have reviewed our procedures, given training to those involved and developed a three-year plan. Once the reviews are complete we will also be able to use the Accessibility Database to identify easily rectified obstacles that need to be addressed.

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, it is essential for Liseberg’s long-term existence.

To find out what our guests feel about their visit to Liseberg, we gather results from several thousand guest questionnaires every year. An online survey asks guests what they felt was good about their visit and what aspects we could improve. The survey has a high response rate and the results are overwhelmingly positive, with 90 percent stating that they were satisfied or very satisfied with their Liseberg visit. The thing that guests appreciate most is the atmosphere in the park, but our staff also get high marks. The least satisfying aspect is the time that guests have to spend in queues.

One important area for attention in the future is to improve flow and logistics, with the help of digital solutions such as e-commerce and effective information before guests visit.

Liseberg’s sustainable development plan includes a sustainability goal and a total of five objectives that are linked to “job satisfaction, service and equality” – one of Liseberg’s most important sustainability topics.

CURRENT SUSTAINABILITY GOAL:

Liseberg is a destination for everyone

OBJECTIVES TO BE MET BY 2025 AT THE LATEST:



Liseberg is the best workplace in Sweden



Liseberg has a strong accessibility profile and considers accessibility during all construction and building projects



>96% satisfied guests



Liseberg’s workforce reflects the local community



Liseberg is one of the ten most equal workplaces in Sweden

COMMENTS FROM OUR SUSTAINABILITY MANAGER

Satisfied guests are essential for Liseberg, and 90 percent of our guests are very satisfied, even though we still have work to do to reach our goal. The main factor that impacts negatively on guest satisfaction is queues, but we can also see some room for improvement in attentiveness and service. With respect to how well our employees reflect the local community, we have been working for several years to increase diversity in recruitment and we work with a variety of organisations to improve access for people who have difficulty entering the labour market. It is difficult to find good methods for assessing goal achievement here, but this should not prevent us from making real efforts. No special measures were taken to improve equality during the year.

YLVA LINDER
SUSTAINABILITY MANAGER LISEBERG

¹ www.t-d.se

Employee satisfaction

The table shows the results from the annual employee surveys.

	2019	2018	2017
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	78	77	74
Overall I would say that this is a very good place to work	85	83	80
Response rate (%)	89	90	87



ALL
TIME
HIGH

Gender and age distribution

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

	WOMEN	MEN	<24	25-39	40-54	55-59	>60
Company management	5	6	0	0	10	0	1
Board of Directors	5	5	1	2	4	1	2
Permanent, full-time	168	221	10	119	188	46	26
Permanent, part-time	12	20	2	8	11	4	7
Seasonal employee, temporary	1784	1074	2034	642	128	21	33

Discrimination and equality

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

	2019	2018	2017
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	85	84	81
Employees are treated equally regardless of gender	90	88	87
Employees are treated equally regardless of ethnic origin	93	93	93
Employees are treated equally regardless of sexual orientation	95	95	95

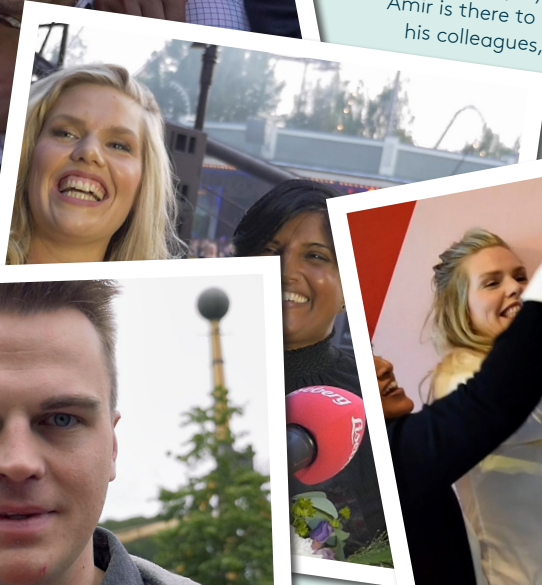
WE ARE ALL WINNERS!

The Liseberg Award is awarded to employees who have managed to go the extra mile during the year. They are ceremoniously invited on to the stage to receive the praise and applause of their colleagues at the end of the season. 2019 was no exception. Here are all the winners.



COLLEAGUE OF THE YEAR 2019
AMIR KHOSHNIAT ARAM

Motivation: Since 2013 our guests on attractions such as FlumeRide and Valkyria have been warmed by the big-hearted smile of Amir Aram. But it is not just our guests who are embraced by this happy and positive soul. Over the years, Amir has taken the whole of Liseberg into his arms and has become an extremely popular employee. Whenever someone is down or feeling drained, Amir is there to recharge them. Amir himself says that he loves all his colleagues, and you know what Amir? – they love you back!



IDEA OF THE YEAR: TOSCA
JOHAN THORELL

Motivation: For an initiative whose results reached far beyond his own scope of work and now makes life easier for hundreds of Liseberg employees. The brain behind this idea of the year is not only bold and inventive, he has also shown initiative and drive in realising an idea that has impressed managers and won cheers from his colleagues. Changing a workpass is no longer a tough chore, it is quick and straightforward.



BACK OFFICE SERVICE TEAM OF THE YEAR
HAPPY DAYS SUPERVISORS' INITIATIVE

Motivation: In 2019 there was only happy days at Liseberg. This is all thanks to an initiative by four dedicated Liseberg employees who are all supervisors. By bringing their supervisor colleagues together, sharing their knowledge and taking inspiration from each other, they created a combination of tips, competitions and assignments for their encounters with guests. The results were even better than expected. Amanda, Elisabeth, Hanne and Mirjam made colleagues and guests happier, and raised team spirits in the supervisor group. It doesn't get any better!



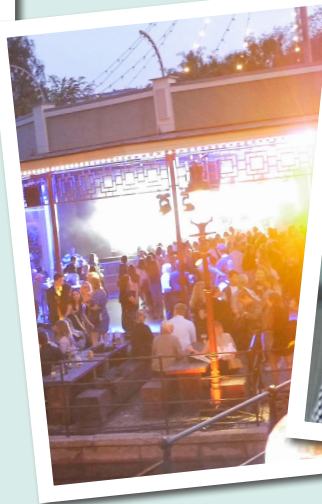
POWERHOUSE OF THE YEAR PETHER JOHANSSON

Motivation: After almost 25 years as a Liseberg employee, Pether still comes to work with the enthusiasm of a newcomer, which is a rare gift. But for Pether Johansson, Liseberg is more than just a job. This year, he has also doubled up as area manager for both Admissions and Tickets and Guest Services. Pether is always present, committed and ready to step in, whether it involves management or supervisor roles. And how many other Liseberg employees want to come to work on their birthday because, as Pether says: "You should do what you think is fun on your birthday."



SERVICE EXPERIENCE OF THE YEAR GABRIELLA HALL

Motivation: A temporarily removed teeth brace, wrapped up in a napkin at Chill Factory, was the start of a rather distressing moment for the Ermesjö family this summer. But fortunately for the family, Gabriella Hall was their guardian angel. She calmly reassured the family, and after searching through the waste bin, returned the brace, washed and undamaged, to a very grateful and happy family. It was an effort that made all the difference for the guests.



TEAM EFFORT OF THE YEAR BOOKINGS AND CUSTOMER SUPPORT

Motivation: 50,000 telephone calls and 32,000 emails have been handled by Bookings and Customer Service so far this year. But it is not the volume of work they handle that is exceptional for the team at the Hamnkontoret – these employees also know every square centimetre of our park. This year they faced even greater challenges, as they took over bookings for the camping sites and had to get to grips with a new booking system. But no task is too big for this team. With commitment and good humour they have fulfilled their assignment and the level of service has never been higher. Bookings & Customer Service is our rock in a stormy sea of inquiries.



FRONT LINE SERVICE TEAM OF THE YEAR ASKIM STRAND CAMPING HOSTS

Motivation: The camping hosts at Askim Strand gave gold-star service throughout summer this year. Or as the guests put it: "This is one of the cleanest service buildings in Europe." The team is independent and take their work very seriously but always have a glint in their eyes. Guests are their first priority, but the team is constantly on the lookout for ways to improve health and safety and boost team spirit. This strong teamwork is reflected in the warm treatment of guests and each other.





RESOURCE AND CLIMATE EFFICIENCY

How we will reduce our environmental impact

There are many challenges in our industry. Resource and climate efficiency is one such area, and among other things, it affects travel, the supply of food and other products, energy use and recycling. Thanks to an effective environmental management system, measurable goals and a broad commitment to reduce the environmental impact of our business, we are taking steps in the right direction.

ENVIRONMENTAL MANAGEMENT

Liseberg conducts active and continuous environmental efforts. Our entire operations have been environmentally certified to the Swedish Environmental Base system (Svensk Miljöbas) for several years.

During the year, internal audits were conducted for the first time and the results were positive. The organisation is working on relevant improvement measures, and everyone understands that we must focus on environmental matters. However, there are areas for improvement, such as working more systematically and clarifying the environmental responsibilities of managers.

Several site visits were made during this year's external audit, and we are especially proud of the verdict that we show strong commitment to environmental issues and there is a high level of ambition among our managers and employees. No issues were noted. One recommendation that Liseberg has been working on is to look at the possibilities of switching to ISO certification instead of continuing with existing system.

CLIMATE IMPACT

One objective that Liseberg is committed to in its development plan is to become carbon dioxide neutral. Carbon dioxide neutral means that a business does not generate any emissions of climate-impacting gases, also known as greenhouse gases.

The first step towards this objective was to pinpoint our current situation by investigating the

climate impact of the business. We enlisted the help of experts and followed the GHG Protocol Corporate Accounting and Reporting Standard. The results of the climate study show that Liseberg's climate emissions, based on data for 2018, are approximately 44,500 tons of carbon dioxide equivalents (CO₂e). Based on the number of visitors, this means that an average Liseberg visit corresponds to 15 kg of CO₂e, which means that an individual can make about eight visits to the park for the same climate emissions as a return flight between Gothenburg and Stockholm¹.

Liseberg's climate impact

The data is based on a climate study conducted according to the GHG protocol based on the 2018 data.

Category		Climate impact (tons of CO ₂ e)	Percentage of total (%)
Direct emissions (scope 1)	Energy use	168	0.4
Indirect emissions (scope 2)	Generation of purchased energy	818	1.8
Indirect emissions (scope 3)	Guests' travel, business travel, commuting, distribution of generated electricity, food production, fuel production, freight for purchased goods, transport of waste	43,541	97.8
Total		44,527	100

The investigation shows that direct climate emissions from the business account for less than one percent of total emissions. This means that our climate impact comes primarily from indirect emissions such as travel by guests and food production.

The next step will be to define what carbon dioxide neutral means for our business, what our objective should include, and what limitations need to be set.

TRAVEL

One of the objectives of our sustainable development plan is to increase sustainable travel to the park. This includes guests travelling to the park and commuting by employees. Guests' journeys are monitored through our surveys of guests, and the travel habits of our employees are measured through travel habit surveys every two years.

Our latest climate study shows that travel by guests is the single most influential factor in Liseberg's climate impact. Guests' journeys are estimated to contribute around 33,600 tonnes of CO₂e, which corresponds to just over 75 percent of the total climate impact. This year's guest surveys point to a slightly improving trend as the number of guests who say they drive to and from the park has fallen somewhat in favour of public transport and trains.

Although we do not have full control over this issue as an organisation, we want to encourage our guests and employees to travel more sustainably. We do this through various communication efforts and campaigns. One example is that we have updated our digital media with relevant information to make it easier for guests to travel to the park. Another example is the cycling challenges that our employees took part in, based on the cycling distance to a variety of other amusement parks, which not only contributed to better health and sustainable travel but also taught us more about our colleagues around the world. To determine whether our efforts are sufficient to reach our objective, we need to monitor travel habits and the measures taken over a longer period.

CAREFULLY SELECTED PRODUCTS

We are committed to make our guests feeling safe with our range of products and how we design the park. We are working to increase the proportion

of sustainable alternatives, with the goal that by 2025 more than 80 percent of our products should be eco-labelled or sustainable. This applies to everything from decorations to what we offer in our restaurants and shops. As a result of this work, we went from zero to almost 100 percent KRAV eco-labelled Christmas trees during this year's Christmas market. Another area is workwear for our employees. Our range of clothing has gradually become more sustainable. For example, the hat, scarf and green polo shirt for Halloween are made from 100 percent organic cotton. Several garments in our stores are also eco-labelled. About 70 percent of the garments sold in 2019 had one of the following labels: Öeko-Tex 100, 100 percent organic cotton, Fair Trade or EU Organic.

When it comes to organic and eco-labelled foods, we have encountered some obstacles. Several factors are involved, but one aspect is that more suppliers are investing in various environmental improvements in the value chain other than eco-labelling. This is good, but it is also more difficult to measure. Eco-labelled foods are generally more expensive, which means that we need to assess how much guests

Eco-labelled range

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

	2019	2018	2017
Food (%)	33	34	36
Christmas trees (%)	96	0	0
Workwear (%)	97	-	-

Food: Figures cover our three largest business areas in food and drink, and their purchases from 13 large suppliers. Applicable eco-labels are EU Organic, KRAV, Fair Trade, MSC, ASC, Rain Forest Alliance and Cocoa Life.

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

Workwear: 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.

¹ Calculated using ICAO calculator on Swedish Transport Agency website.

² Calculated from revenues of sold garments.



CASE

In summer, Liseberg set up a pilot project at Café Taube to increase the sustainable food choices available to guests. The purpose was to increase consumption of vegetarian and climate-smart dishes. To do so, a variety of nudging tools were used, based on analysis of behaviours and decision-making environments in the restaurant. These tools included renaming selected dishes and changes in placement and emphasis on the menu. By making small changes, the project succeeded in increasing total sales of vegetarian menu options by 76 percent.

WHAT IS NUDGING?

"An attempt to influence individuals' choices in a way that will put them in a better position as they perceive it," according to Cass R. Sunstein and Richard H. Thaler (Nobel Laureate in Economics 2017), who coined the term. Here are three guiding criteria for nudging:

- It must not restrict or remove an individual's free choice
- There must be no financial incentive
- Focus on behaviour, not attitudes

INFO

are prepared to pay. One big challenge in achieving a sustainable range of products lies in purchasing and procurement. Among other things this requires a knowledge of the environmental and social conditions in the supply chain.

We need to assess our suppliers and set sustainability requirements, as well as monitoring compliance with requirements. This is a difficult and time-consuming process. Despite carefully worded contracts and agreements, there is no guarantee that there are no problems somewhere in the supply chain or the end product. You can read more about our approach to responsible purchasing on pages 30–33.

DISPOSABLE ITEMS

Over the past year, Liseberg has taken a more active stance on disposable items – especially disposable plastic items. Our various FastFood, Restaurant, Shopping, Games and Accommodation units have made some improvements and plan to make more improvements in dialogue with our suppliers. At the same time, Marketing and Sales are making a positive development towards more digital solutions.

A number of disposable items have been replaced with more sustainable materials than plastics. Examples include paper straws, wooden coffee spoons and disposable plates made from palm leaves. We have also tried to reduce consumption generally, and our staff restaurant is now completely free from disposable items.

This is all a good start, but there is much more to do. There is a strong trend towards sustainability and the EU has decided to ban the most common disposable plastic items from 2021 onwards.

ENERGY USE

It takes a lot of energy to run an amusement park, hotels and campsites. The major part of energy used

Energy use

The table shows Liseberg's energy use broken down into sources of energy. Aside from energy-saving measures, the reductions in electricity and district heating consumption in 2019 are partly due to the demolition of Lisebergshallen arena during the year.

	2019	2018	2017
Electricity* (MWh)	20,282.4	22,297.3	22,358.1
District heating** (MWh)	5,483.2	6,439.0	6,300.2
District cooling** (MWh)	940.0	1,124.5	934.2
Natural gas (MWh)	0	322.1	426.3
Biogas*** (MWh)	360.5	92.8	0
Heating oil**** (MWh)	233.2	343.6	191.1
Total energy consumption (MWh)	27,299	30,619	30,210

* 100% renewable energy

** Generated and supplied by Göteborg Energi AB

*** New gas contract. The park has been using 100% biogas since November 2018, and the hotel since January 2019.

**** Calculated from volume (litres) and energy density (9.96 kWh/litre)

Energy intensity

The table shows various performance indicators for energy intensity.

	2019	2018	2017
Amusement park (MWh per hour open)	13.6	15.4	15.3
Amusement park (kWh/visitor)	8.0	8.6	8.5
Hotel Liseberg Heden (kWh/rented unit)	43	45	43
Lisebergsgården etc., (kWh/rented unit)	27	28	28

* Also includes Liseberg's camping Askim Strand

is electricity, but we also use other sources of energy, such as district heating, district cooling, biogas and oil-fired heating. All our electricity comes from renewable energy sources. Liseberg has its own wind turbine, which provides around five percent of our total electricity needs.

Liseberg conducts regular energy audits to get a clearer picture of energy use and areas where we can make energy savings.

One improvement measure that was introduced back in 2018 was to connect the existing control systems for utility services in our properties to a new master system. We also pay more attention to operating efficiency, and take action.

Two recent improvement measures to reduce energy use in 2019 were:

- The Amusement Arcade:

Action: Heat pumps to provide heating.

Reduced electricity in 2019 (compared to the period 2016–2018): 29%, corresponding to around 189,000 kWh¹.

- Storgatan Söder:

Action: Replacement of ventilation with recycling.

Reduced electricity in 2019 (compared to the period 2016–2018): 20%, corresponding to around 37,000 kWh¹ (this measure was only operational for part of 2019).

WASTE MANAGEMENT

Each year, Liseberg disposes of around 2,000 tons of waste generated by its operations and by guests. We sort waste into around 60 different fractions and most of it is recycled.

In the park, guests are able to recycle plastic, paper, glass and reusable bottles and cans. There are recycling points for further types of waste at our campsites. In preparation for the summer season, around 50 containers for reusable bottles and cans were installed around the park, resulting in a 98 percent increase in collections.

In addition to sorting and recycling waste, we also want to encourage reuse. By using Tage, the City of Gothenburg's own website for exchanging furniture and other items, we contribute to resource management, social value as well as reducing waste. Many of the items we donate go to schools and other municipal activities, which is very much appreciated.

We have two objectives that are linked to waste. One objective states that by 2025 we will have reduced the proportion of general, non-sorted waste by 50 percent compared to 2018, and the other that

we will reduce food waste by 5 percent each year.

One small step taken towards reducing general unsorted waste during the year was that we introduced the concept of "A minimal waste office".

Among other things, this involved removing all the waste paper baskets from offices and reducing the use of disposable items in our personnel areas. In addition to recycling more and reducing waste, we have also eliminated 78,000 plastic bags per year. We also tested a new method for measuring food waste at two of our restaurants during the year.

Waste quantities

The table shows waste quantities and types of waste. Demolition waste from Skår, arising from the Centennial Project, accounts for around 200 tons of the total amount of waste in 2018, hence the increase compared with the previous year. Effective from 2018, hazardous waste has been redefined to include additional waste fractions.

	2019	2018	2017
Total waste quantities (tons)	1,914	1,991	1,818
Waste quantities per guest (kg/guest)	0.6	0.6	0.5
Waste converted to biogas (% of total waste amount)	13	10	11
Hazardous waste (% of total waste amount)	2	4	0.5
Refunded deposits from cans/bottles for charity (number)	173,771	129,835	101,273

Source: Annual statistics from Renova AB and the Sustainable Waste and Water Administration, City of Gothenburg

Recycling

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

	2019	2018	2017
Recycled materials (%)	52	50	52
Energy recovery (%)	29	26	33
Recycled at Renova facilities (%)	11	12	8
Biological treatment, digestion and composting (%)	5	7	6
Processing of hazardous waste (%)	3	4	1

Source: Annual statistics from Renova AB

¹ Energy data has not been corrected for normal annual usage and includes business electricity.







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

CURRENT SUSTAINABILITY GOAL:

Liseberg has the smallest possible negative environmental impact.

OBJECTIVES TO BE MET BY 2025 AT THE LATEST:

-  >80% eco-labelled or sustainable products and food items
-  No disposable plastic items
-  30% lower energy consumption compared to 2015.

-  Liseberg's operations are 100% carbon dioxide neutral
-  Sustainable travel to the park has increased
-  50% lower general, non-sorted waste.
-  5% less food waste every year

-  100% of Liseberg's new buildings meet environmental certification requirements

COMMENTS FROM OUR SUSTAINABILITY MANAGER

Several positive measures have been taken and we know significantly more than we knew a year ago. We have a better understanding of our climate impact, we know more about the challenges surrounding disposable items and eco-labelled food, and the difficulties of reducing food waste. Further initiatives, greater commitment and more resources will be needed to achieve the necessary changes. Efforts on ensuring that new buildings meet environmental certification requirements have only begun for Liseberg Expansion Project.

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 being careful with the company's resources, since good finances are vital for Liseberg's long-term survival.

PURCHASING TODAY

For the last few years Liseberg has been working hard on revising the company's purchasing culture and working methods in order to become a professional, businesslike and competent buyer, making responsible purchases. This change also aims to create a foundation for making purchases in accordance with the Swedish Act on Public Procurement, LOU. In addition, our sustainable development plan includes two objectives for responsible purchasing. These objectives mean that by 2025 we will set sustainability requirements for all public procurement and that we will monitor all suppliers for compliance with these sustainability requirements.

This work is underway, but development of the purchasing process is far from complete. Different parts of the business have reached different stages, and not all purchases can be made in the same way. Liseberg's requirements for goods, services and sub-contracts are very diverse in nature and complexity. The priority today is to use the City of Gothenburg's general purchasing agreement where possible, and where this does not meet Liseberg's needs, to carry out our own procurement. This change is a learning experience for the organisation during which we increasingly see the need to clearly define our requirements and challenge our own practices.

Liseberg has a purchasing department that is made up of four employees with purchasing expertise, a corporate lawyer and a unit manager for purchasing and administration. The purchasing department is responsible for Liseberg's overall purchasing strategy, routines and tools, the implementation of procurement in line with LOU and the re-opening of competition under the City of Gothenburg's general purchasing agreement. The purchasing department manages the process of change in purchasing and gives support to the rest of the organisation. Commercial responsibility for purchasing nevertheless remains part of the organisation's operational responsibility.

LISEBERG'S SUPPLY CHAINS

Because of the range of its business, Liseberg buys in a wide variety of goods and services. Prizes for our games, decorations for Halloween and Christmas, food for the restaurants, skilled trade services and laundry services are just a few examples. We enlist a large number of suppliers, from small specialist companies to international groups. The largest purchasing categories (based on value) are construction, trade skills and technical consulting services, rides, food and drink, marketing and energy. This all makes it difficult to define the supply chain, since there is no single chain, but many of them.

The supply chain is the chain of distribution that includes all the parties involved in a purchase. The chain describes the path of a product or service from raw materials to finished product and recycling, including all the steps along the way. In some cases Liseberg is the end customer, but in other cases it is Liseberg's guests who are the end customers and hence the last link in the chain.

Understanding and gaining full control of the entire supply chain, from wholesalers and manufacturers to suppliers of input materials and raw materials, is both complex and demands expertise and resources. This is a big challenge for us, as it is for many others. We currently lack knowledge of all the supply chains behind the products we purchase. The more complex a product is, the longer and more complicated its supply chain. There is always a risk that international conventions or national legislation will be ignored in some part of the chain. We take steps to safeguard the supply chain by setting requirements, drawing up agreements and monitoring them, but this process often only reaches to 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. In the case of call-off orders or the re-opening of competition under the City of Gothenburg's general purchasing agreement, we apply the requirements (environmental, social consideration, code of conduct) that are set out in this agreement.

The sustainability requirements in Liseberg's own procurements processes are set on a case-by-case basis depending on the product or service. The main requirements cover environmental certification or environmental management system, as well as specific environmental criteria associated with the product or service. Where requirements involve social considerations, these vary depending on the labour market in the procurement area. Requirements for social considerations are applied where possible and relevant. 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.

In 2019, Liseberg's Code of Conduct was revised and improved. Liseberg's requirements and expectations have been reformulated and clarified. The code has been supplemented with relevant requirements that were previously missing, and the requirements are now described in a way that makes them easier to monitor. As before, the Code of Conduct is based on accepted international conventions and legislation, and includes requirements for employees' rights, working conditions, the environment, prohibition of human trafficking and anti-corruption.

Relevant sustainability requirements were set in all Liseberg's public procurement processes during 2019.

Liseberg carried out compliance monitoring on 20 randomly selected suppliers during the year. This monitoring revealed various issues, including the absence of written agreements, sustainability requirements that had not been applied and incorrectly invoiced prices. These issues were mostly found in older agreements and are rectified during new procurement of the relevant product/service category.

PROGRESS DURING THE YEAR

Despite the challenges in purchasing, we have made progress during the year. Because we set sustainability requirements we have been able to offer our guests better products. These include, for example, disposable items made from more sustainable materials, KRAV eco-labelled Christmas trees and spruce branches, organic sausages and palm-oil-free snacks. Examples of services where stricter sustainability requirements have been set include heavy lifting and lift truck training for Liseberg's warehouse staff. In the case of heavy lifting, stricter environmental requirements were placed on the vehicles (including fuel) used for lifting. In the case of lift truck training, the theoretical part can now be carried out online when it suits the trainee, which not only reduces environmental impact but also improves accessibility.

In a further step towards responsible purchasing, it is noted that the proportion of Liseberg's expenditure

that is procured in accordance with the Swedish Act on Public Procurement (LOU) is steadily rising.

During the year, Liseberg set up a system support project for the purchasing process; from receipt of request, to payment of the invoice after the order is fulfilled. In addition to improving profitability, the aim is to increase contract loyalty and facilitate monitoring and control of Liseberg's suppliers.

BUSINESS ETHICS AND ANTI-CORRUPTION

Liseberg follows the recommendations of the Swedish Anti-corruption Institute and has clear governance documents for business ethics and anti-corruption. The risk of any undue influence is considered greatest among individuals who work regularly with purchasing and supplier contacts. They therefore receive regular external training in this area.

If there is any suspicion that something is not right during purchasing or in some other context, all Liseberg employees can make an anonymous report to the whistleblower system set up by the City of Gothenburg, which is provided by an external, independent party. Information about the whistleblower system is available on the intranet. In 2019, one report was made to the whistleblower system concerning Liseberg. After Liseberg investigated and responded to the case, by answering a number of questions, the case was closed. No action was needed. Employees are also encouraged to report any infringements they discover to their immediate manager or their manager's superior. If Liseberg discovers an infringement, measures are taken under employment law, and in cases where a crime is suspected it is reported to the police.

Liseberg also has a chain of delegation that clarifies who has the authority to make purchasing decisions and sign purchasing contracts. All purchasing contracts that exceed SEK 100,000 in value must be signed by two people to reduce the risk of inappropriate behaviour. Routines and system support are also set up for processing invoices, which means that each invoice must be reviewed by at least three people before payment is made. Our invoicing system ensures that each invoice is first sent to the person who ordered the product or service, then to someone with authorisation rights and finally to the finance department for payment.

Liseberg follows the code of the Swedish Anti-Corruption Institute on gifts, rewards and other benefits in business. This is made clear in Liseberg's ownership policy, and in governance documents that are aimed at and binding on all Liseberg employees. All employees have access to these governance documents on our intranet.

Suppliers

The table shows the number of suppliers.

Investment projects are excluded for easier comparison between years.

	2019	2018	2017
Total number of suppliers	1,048	1,283	1,487

Monitoring of suppliers

The table shows the number of suppliers, enlisted through public procurement, for which Liseberg has examined compliance with the specified sustainability requirements.

	2019	2018	2017
Number of suppliers examined (%)	2	-	-

Liseberg's sustainable development plan includes a sustainability goal and two objectives that are linked to "responsible purchasing" – one of Liseberg's most important sustainability 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

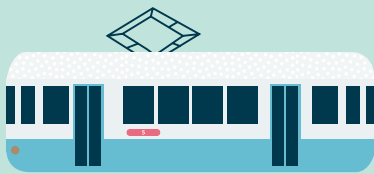
COMMENTS FROM OUR SUSTAINABILITY MANAGER

Responsible purchasing is a tool that assists Liseberg in achieving its goals in several areas. Through each procurement process that has clear sustainability requirements we contribute to improvements. However, there are considerable challenges in monitoring compliance with the set requirements. This is time-consuming work and more efforts are needed to achieve the objective.

YLVA LINDER

SUSTAINABILITY MANAGER LISEBERG





CONTRIBUTIONS TO LOCAL COMMUNITY DEVELOPMENT

How we contribute to make Gothenburg a better place

Gothenburg aims to be an attractive city so that people enjoy living here or choose to move here. The same applies to companies and other organisations that are welcome to set up business here. Liseberg can contribute by offering jobs and enjoyable experiences. The latter also attracts tourists to the city, which benefits other businesses as well as Liseberg. As a result, Liseberg adds value to the destination and to the local economy.

PROFITABILITY

Liseberg aims to be a financially strong company that grows and innovates. Liseberg welcomed a total of 3,274,000 guests in 2019, which is on a par with the years 2015–2018. Turnover was SEK 1.26 billion, which is also comparable with previous years. Earnings for the year were SEK 199 million, which means that Liseberg is again able to make a positive group contribution to its owner, Stadshuset AB. Further financial information can be found in Liseberg's Annual Report.

ECONOMIC VALUE OF TOURISM

Contributing to the city is one of the primary tasks of Liseberg, but we not only contribute directly, through our group contribution to the city's operations, but also indirectly. The people who come to Gothenburg to visit the amusement park also spend money on hotel accommodation, shopping and visits to restaurants, for example, and this is where the main dynamic economic effects of Liseberg's operations are created. The tourism revenue that Liseberg generated for Gothenburg is estimated at SEK 3.5 billion in 2019, which is on a par with the year before. The goal is to increase this tourism revenue to at least SEK 5 billion by 2025. Strong investment in Liseberg's Centennial Project, which will include a themed experience hotel and a water park, is one of the reasons why we are confident to set such an ambitious goal. The Centennial Project is a way to broaden the business, make it less weather-sensitive

and give guests a reason to extend their stay in Gothenburg. In this way, the Centennial Project is an investment that is intended to safeguard Liseberg's long-term existence.

EASY ACCESS TO CULTURE

Another important task for Liseberg is to deliver cultural experiences and make them accessible to as many people as possible. In this context, culture means concerts and performances on Liseberg's stages. One objective of our sustainable development plan is that culture that is accessible to as many people as possible should make up five percent of sales. We already meet this level today and it is important to maintain it. Every year Liseberg's stages host a large number of performances in the amusement park, all of which are included in the admission fee. With nothing more than an annual pass (also available on mobile phones), guests this year would have been able to see performances by Kraftwerk, Molly Sandén and Hurula. The concerts at Liseberg have no lower age limit, which means that children and young people can also enjoy the experience.

JOBS AND EMPLOYMENT

Liseberg is a big employer in the City of Gothenburg and the average number of full-time employees during the year was 1,107. We are also a workplace that offers jobs to many people who otherwise have difficulty accessing the labour market, including young people who get their first summer job here and



young people with disabilities (read more about the Jobbswinget initiative on page 18). We are also proud to have recently added an extra season, Halloween, to the park's annual offerings. This means that we are growing as an employer and offering more new jobs. This also helps to promote Gothenburg as an autumn destination for tourists. In 2019, the Halloween season once again drew a record number of visitors, as 351,000 guests visited the park over a 16-day period.

CHARITY AND SOCIAL INITIATIVES

Although Liseberg wants to be accessible to everyone, a visit to the park can be a distant hope for many children and young people. Often it is their parents' financial situation that limits them, and in other cases it may be illness or disabilities. To give more people the opportunity to enjoy Liseberg we have a number of social support initiatives. Through our partners we donate visits to Liseberg to families who normally wouldn't be able to visit the park. The support and initiatives can vary, but usually involves admission tickets and ride passes.

We collaborate with organisations with a long-term perspective and whose initiatives reach a diverse range of people and support varied groups. All these initiatives are governed by agreements. The organisations we support must meet the following criteria:

- They must support children and young people who are disadvantaged economically, socially or by health.
- They must be local and operate in accordance with Liseberg's overall values.
- They should be a public non-profit association, foundation or part of municipal operations.

In 2019, Liseberg collaborated with the following organisations:

- The Foundation for Queen Silvia's Children's Hospital
- Gothenburg Rescue Mission
- The City of Gothenburg's Arts and Cultural Affairs Administration
- The City of Gothenburg's Parks and Landscape Administration
- The City of Gothenburg Executive Office, Individual and Family Care
- The City of Gothenburg's Social Resources and Service Administration

The total value of Liseberg's charity and social initiatives was approximately SEK 17.1 million in 2019, which corresponds to 1.4 percent of turnover.

Contribution to the city

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

	2019	2018	2017
Return on equity (%)	16.4	6.8	8.8
Tourism revenue generated for Gothenburg (million SEK)	3,500	3,400	3,300
Tourism revenue generated*	2.8	2.8	2.7

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

Liseberg's sustainable development plan 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 sustainability 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 ≥SEK 5 billion
- 👉 5% of revenue is allocated to culture
- 👉 2% of revenue is allocated to charity and social initiatives

COMMENTS FROM OUR SUSTAINABILITY MANAGER

Our various seasons and range of rides and stage performances attract tourists and the residents of Gothenburg. Our investment in a new hotel and water park will attract even more, which will benefit the local community as a whole. We also provide charity and social initiatives so that more residents of Gothenburg can share the experiences we offer. Good progress is being made in this area.

YLVA LINDER
SUSTAINABILITY MANAGER LISEBERG

SOCIAL INITIATIVES



CITY OF GOTHENBURG

Various services in the City of Gothenburg meet with children, young people and families that are in vulnerable positions, financially, socially or healthwise. This is a group that Liseberg wants to support. We believe that a visit to the park not only creates moments of joy and fond memories, but also contributes to opportunities much later. We see the value of giving more people access to the same experiences as other residents of Gothenburg. That is why we collaborate within the City of Gothenburg, and donate admission and ride passes which can then be passed on. New Swedish citizens who are welcomed during the citizenship ceremony receive an annual pass to the park in the hope that they will feel welcome and included.



GOTHENBURG RESCUE MISSION

Liseberg donates admission tickets and ride passes to Gothenburg Rescue Mission, which are then distributed to children and young people who are marginalised in some way. A visit to Liseberg offers a chance to relax for many who normally have a tough everyday life. Liseberg employees are also given the opportunity to work as volunteers at the Rescue Mission café during working hours, where they serve breakfast to people who are socially excluded. During Christmas 2019, Liseberg expanded its charity and social initiatives in partnership with the Rescue Mission by distributing Christmas gifts that included a Christmas greeting, admission ticket, ride pass and free coffee.



CHILDREN'S HOSPITAL DAY

To provide a break from the hospital setting, Liseberg offers rides and laughter. The Children's Hospital Day is organised in partnership with the fundraising foundation for Queen Silvia's Children's Hospital, to support children who are patients at the hospital, together with their families. This initiative began several years ago. The Liseberg Rabbits also visit the hospital a few times a year. The Children's Hospital Day took place on 15 September 2019. The event enabled the fundraising foundation to distribute 3,500 admission tickets and 1,600 ride passes to families who wanted to participate.



SPECIAL SCHOOLS' DAY

Because of queues and other factors, students from special schools may find it difficult to visit the park during normal opening hours. Special Schools' Day therefore provides an opportunity for these students to enjoy Liseberg at their own pace and in a slightly calmer atmosphere with their escorts, teachers or relatives. The park is closed to the public and the students have the park to themselves. Refreshments are also provided to keep energy levels up. Special Schools' Day took place on 13 September 2019 and was attended by around 2,000 visitors.

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
102-2	Activities, brands, products, and services		8
102-3	Location of headquarters	Gothenburg	
102-4	Location of operations		8
102-5	Ownership and legal form		8, 10
102-6	Markets served		8–9
102-7	Scale of the organisation		9, 34, 36
102-8	Information on employees and other workers	Region not applicable	8–9, 21, 34
102-9	Supply chain		30–31
102-10	Significant changes to the organisation and its supply chain	No significant changes	
102-11	Precautionary principle or approach		24–28
102-12	External initiatives	UN Global Compact, Global Goals for Sustainable Development, KRAV, MSC, Swedish Environmental Base (Svensk Miljöbas), CSR Västsverige	
102-13	Membership of associations	IAAPA, the Swedish Amusement Park Association / Visita, the Swedish Employers' Alliance	
Strategy			
102-14	Statement from CEO		6
Risks			
102-15	Key impacts, risks, and opportunities		10
Ethics and integrity			
102-16	Values, principles, standards, and norms of behaviour		9
Governance			
102-18	Governance structure		8
Stakeholder engagement			
102-40	List of stakeholder groups		11
102-41	Collective bargaining agreements	100 percent	
102-42	Identifying and selecting stakeholders		3
102-43	Approach to stakeholder engagement		11
102-44	Key topics and concerns raised		11, 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		11
102-47	List of material topics		11
102-48	Restatements of information	Table of waste quantities ²	28
102-49	Changes in reporting	No changes	Liseberg's Annual Report ¹
102-50	Reporting period		3
102-51	Date of most recent report	February 2019	
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		38–39
102-56	External assurance	Not externally assured	

¹ <https://www.liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/>
² Volume of water added to food waste tank has been deducted this year

GRI STANDARDS (CORE)	DESCRIPTION	REMARKS	REFERENCE
Specific disclosures			
GRI 200	Economic impacts	Boundary: Own activities	
201 (2016) 103-1, 2, 3	Economic performance Governance		8, 34, Liseberg's Annual Report ¹
201-1	Direct economic value generated and distributed		9, 34, Liseberg's Annual Report ¹
203 (2016) 103-1, 2, 3	Indirect economic impacts Governance		34, Liseberg's Annual Report ¹
203-2	Significant indirect economic impacts		34-36
205 (2016) 103-1, 2, 3	Anti-corruption Governance		31-32
205-3	Confirmed incidents of corruption and actions taken		32
GRI 300	Environmental impacts		
301 (2016) 103-1, 2, 3	Materials Governance	Boundary: Own activities	24-25, 27, 29, 31
Own information	Eco-labelled or otherwise sustainable products		24-25, 27
Own information	Disposable items		27
302 (2016) 103-1, 2, 3	Energy Governance	Boundary: Own activities	24, 27-29
302-1	Energy consumption within the organisation		27-28
302-3	Energy intensity		27
302-4	Reduction of energy consumption		28
305 (2016) 103-1, 2, 3	Emissions Governance	Boundary: Own activities, suppliers and guests	24-25, 29
305-1	Direct (Scope 1) GHG emissions		4, 24
305-2	Energy indirect (Scope 2) GHG emissions		4, 24
305-3	Other indirect (Scope 3) GHG emissions		4, 24
305-4	GHG emissions intensity		4, 24
Own site 103-1, 2, 3	Travel habits Governance	Boundary: Employees and guests	6, 24-25, 29
Own information	Sustainable travel to the park		6, 24-25
306 (2016) 103-1, 2, 3	Effluents and waste Governance	Boundary: Own activities	24, 28-29
306-2	Waste by type and disposal method		28
308 (2016) 103-1, 2, 3	Supplier environmental assessment Governance	Boundary: Direct suppliers	30-32
308-1	New suppliers that were screened using environmental criteria		31-32
308-2	Negative environmental impacts in the supply chain and actions taken		31-32

GRI 400	Social impacts		
403 (2016) 103-1, 2, 3	Occupational health and safety Governance	Boundary: Own activities, contractors and guests	15-16
403-1	Occupational health and safety management system		15
403-2	Hazard identification, risk assessment, and incident investigation		10, 15
403-3	Occupational health services		15
403-4	Worker participation, consultation, and communication on occupational health and safety		15
403-5	Worker training on occupational health and safety		15
403-6	Promotion of worker health		15
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		15
403-9	Work-related injuries	Also includes contractors' work-related injuries	15-16
403-10	Work-related ill health		14-16
Own site 103-1, 2, 3	Employee satisfaction Governance	Boundary: Own activities	18-20
Own information	Employee surveys		4, 18-19, 21
404 (2016) 103-1, 2, 3	Training and education Governance	Boundary: Own activities	18-20
404-3	Percentage of employees receiving regular performance and career development reviews		19
405 (2016) 103-1, 2, 3	Diversity and equal opportunity Governance	Boundary: Own activities	18, 20
405-1	Diversity of governance bodies and employees		18, 21
Own information	Equal opportunity index		20
Own information	Workforce reflects the local community		18-20
406 (2016) 103-1, 2, 3	Non-discrimination Governance	Boundary: Own activities	18
406-1	Incidents of discrimination and corrective actions taken		18
414 (2016) 103-1, 2, 3	Supplier social assessment Governance	Boundary: Direct suppliers	30-32
414-1	New suppliers that were screened using social criteria		31-32
414-2	Negative social impacts in the supply chain and actions taken		31-32
416 (2016) 103-1, 2, 3	Customer health and safety Governance	Boundary: Own activities and guests	14-16
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		14-16
Own information	Safety profile relative to industry		16
Own information	Guest satisfaction and security		9, 14, 16, 18, 20
Own information	Approach to accessibility issues		19-20





LISEBERG AB
Box 5053
SE-402 22 Gothenburg
Phone: +46 31-400 100
Corporate ID no.: 556023-6811
Text, photography and production:
Liseberg and Trossa

A part of Göteborgs Stad



**Göteborgs
Stad**