



Liseberg

SUSTAINABILITY REPORT
2024

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Welcome to our sustainability report

The sustainability report describes Liseberg's sustainability work from a broad perspective – social, environmental and economic. The report covers the entire business and how we tackled our most important material topics during the year. The sustainability report has an updated heading compared to previous years.

You can find more information about our sustainability report on pages 52–55.

Please help us make Liseberg more sustainable

As you read this sustainability report you may have your own ideas and views on how to improve our sustainability efforts and the content of our report. Please share your views by emailing kontakt@liseberg.se.

Happy reading!

The sustainability year in brief

Liseberg OCEANA VATTENVÄRLD

OCEANA

Three months before its planned opening, Oceana was ravaged by a fire and the future of Liseberg's long-awaited water park changed dramatically. The period since the fire has been marked by sadness and hard work, but has also shown how strong we are together. In July 2024, a decision was taken to rebuild Oceana. Read more on pages 10–11.

BIODIVERSITY

Liseberg both influences and is influenced by biodiversity. A review was conducted in 2024 to evaluate how Liseberg can deliver the most benefit for biodiversity. The results show that the greatest risk of negative impact is related to goods purchase and due to climate impact from our operations, while the greatest opportunity to make a positive contribution is by developing our efforts related to circular economy. Read more on page 41.



DEPOSIT SYSTEM FOR CUPS

Since 2024, Liseberg has been offering the option of having, for example, drinks served in reusable cups at outlets covered by the new legal requirement that came into force at the start of the year. Tests have also been carried out to examine how Liseberg can encourage more guests to choose reusable alternatives. Read more on page 35.



EMPLOYEE SURVEY

In this year's employee survey, 83 percent of respondents agreed with the statement "Overall, I would say that this is a very good place to work". This is close to being Liseberg's best result. Unfortunately, the response rate was the lowest ever recorded. Next year we will focus on increasing the response rate. Read more on pages 31–33.



2914

was the number of garments mended at Liseberg's clothing department in 2024. These garments would otherwise have risked being thrown away. Read more about the clothing department's work on pages 42–43.

80.1

In September, a new world record was set at Liseberg for the highest average age on a roller coaster ride: 80.1! Read more about the SuperSeniors on page 26.



RBU DAY

In late August 2024, Liseberg welcomed hundreds of children in wheelchairs in connection with the annual family day of the Swedish National Association for Children and Young People with Disabilities (RBU). The day was packed with fun rides, lots of ice cream and, above all, happy children with their families. Read more on pages 26–27.

HALLOWEEN SWOP

After a fantastic response to the new 'Halloween Swop' initiative, more than 400 Halloween costumes changed hands at the end of October, which allowed outgrown costumes to be enjoyed by someone else. Read more on page 45.



CEO'S STATEMENT

Glimmers of light in the darkness

2024 was a challenging year. The tragic fire at Oceana on 12 February was one of the darkest days in our history. Three months before its planned opening, the future of our long-awaited water park suddenly changed dramatically. Above all, we lost a much-loved colleague – and this loss overshadows the material losses.

Several investigations were conducted during the year to determine the cause of the fire, and in July a decision was taken to rebuild Oceana. This will take time, effort and resources, but we are resolved to rebuild our water park. Read more on pages 10–11.

It was also a shaky year financially, during which challenges and uncertainties in our operational environment affected our business. After a weak start to the year, the trend turned in the middle of the summer and the amusement park started performing better than the previous year. Although sales didn't quite get up to speed during the summer season, Halloween 2024 was our best ever, and a strong Christmas season capped off the year.

Despite these significant fluctuations, we managed to maintain our targets. We have continued working hard to strengthen our position as a global, leading amusement park in the area of sustainability.

This means that many of Liseberg's sustainability initiatives provide important glimmers of light in the darkness. This shows that belief in the future remains strong in our business despite everything. All these initiatives have a long-term perspective – and point towards a horizon beyond crises and challenges.

With the **sustainability ambassador programme**, we aim to create greater understanding and pride in our sustainability work throughout the whole organisation. We build on our colleagues' engagement and knowledge to strengthen our internal sustainability culture.

Through **circularity** initiatives, we implement solutions to make our business more sustainable – using Liseberg as a platform for dialogue with our guests.

CEO'S STATEMENT



Andreas Andersen in brief

Age: 53

Job: CEO & President of Liseberg

The best part of Liseberg: My colleagues.

What was our most important social contribution in 2024?
We have improved guest perception of security in the amusement park.

What was our most important environmental contribution in 2024?
Our work on concrete climate goals and a transition plan for Liseberg.

What could we have done better?
Implementation of our management by objectives process. We will continue developing this process in 2025.

Our biggest challenge for 2025:
Our continued journey towards a sustainable financial business model and cost structure for Liseberg.

With focus on a **safe, secure and inclusive environment**, we have carried out initiatives to improve safety, security, accessibility and diversity for guests and employees alike.

In December, our former Head of Sustainability Ylva Linder left to take up a new, exciting position at the International Association of Amusement Parks and Attractions (IAAPA). We are grateful for the valuable work carried out under her management. Until a new Head of Sustainability has been appointed, our sustainability initiatives will continue under the leadership of our experienced team.

Liseberg has strong faith in the future. We look forward to welcoming new guests to an even better and more sustainable amusement park. Our organisation is healthy despite tough challenges, and we have a strong culture propelling us forward.

Andreas Andersen
CEO & President of Liseberg

This is Liseberg

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

Liseberg has been the heart and pride of Gothenburg ever since the park opened in 1923, as the city celebrated its 300th anniversary. For over a hundred years, people have met, socialised and had fun at Liseberg, and we want this to continue for at least another hundred years.

We don’t operate Liseberg to make money, we make money to be able to operate Liseberg.

Liseberg’s business model is to offer the people of Gothenburg and visiting guests entertainment experiences of the highest standard, all year round. Our vision is to be the most-loved entertainment experience in Europe.

Liseberg is currently one of the leading tourist attractions in Scandinavia and serves the northern European market. Liseberg amusement park, situated in the heart of Gothenburg, has around 40 rides and attractions, games and wheels-of-fortune, shops, stages and a large number of restaurants and cafés in a green park setting. Liseberg amusement park has three seasons: the summer season from mid-April to September, the Halloween season during weekends in October and the autumn break, and the Christmas season which starts in mid-November and ends after the first week in January. In 2024, new events were introduced in Kaninlandet during school breaks and holidays. These events will be further developed over the coming years.

Liseberg also operates a themed experience hotel: Liseberg Grand Curiosa Hotel, which opened in 2023, two camping facilities: Lisebergsbyn and Liseberg’s Camping Askim Strand, as well as the Rondo Dinner Show Theatre and Lisebergsteatern. Liseberg offers conferences and corporate events all year round. Liseberg Oceana water park is currently being built next to

Liseberg amusement park and Liseberg Grand Curiosa Hotel. Read more about the fire at Oceana on pages 10–11.

OUR ORGANISATION

The group is organised into two business areas: Liseberg amusement park and Liseberg Grand Curiosa Hotel. Liseberg amusement park has seven business units and Liseberg Grand Curiosa Hotel has two business units. The business areas are supported by seven corporate functions.

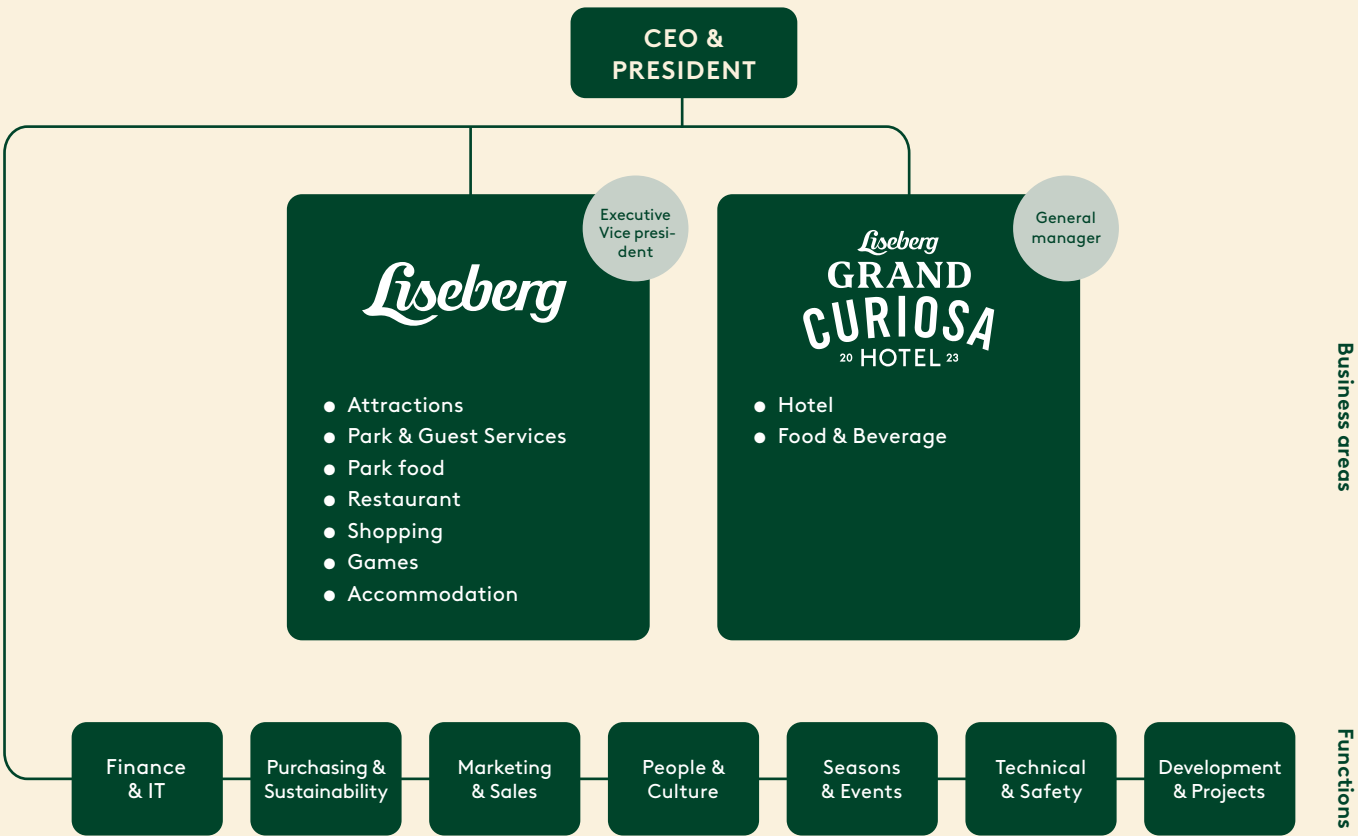
Liseberg’s management organisation consists of a company management (CEO & President, executive vice president, general managers and corporate function managers) and a wider Liseberg management that also includes all the department managers and business unit managers. On the last day of the year, Liseberg had ongoing employment agreements with 648 permanent staff.

An organisational review was initiated in the second half of 2024. Originally the review was planned on the basis that both Liseberg Grand Curiosa Hotel and Liseberg Oceana would be in operation, which would have entailed a need to transition from project organisation to operational organisation. The conditions changed after the fire at Oceana, but an organisational review was still needed. This applies not least to the business’ finances. Here, the organisation needs to be adapted to a market that has become much less predictable. The aim is to start the implementation of a new organisation in the first half of 2025.

OUR VALUES

Liseberg’s values of **Joy, Creativity, Quality, Consideration** and **Safety** are the foundations on which our corporate culture is built. We believe there is a clear connection between satisfied employees, loyal guests and financial growth.

We therefore value a positive and solution-oriented culture where employees enjoy their work and feel they can be themselves. We see this as the foremost tool for achieving customer satisfaction and Liseberg’s long-term survival.



Liseberg in figures

For more information on Liseberg’s financial development for the period 2020–2024, see each Annual Report*.

	2024	2023	2022	2021 ¹	2020 ¹
Number of employees ²	1 233	1 265	1 008	776	442
Net sales, thousand SEK	1 577 819	1 432 626	1 381 362	878 965	42 516
Balance sheet total, thousand SEK	4 528 850	4 321 018	3 520 938	2 973 153	2 467 773
Profit after financial items, thousand SEK	-486 025	-63 597	221 090	483 422	-555 371
Number of guests in the park, full year (millions)	2,4	2,2	2,3	1,4	0
Total number of guests ³ , full year (millions)	2,9	2,7	2,7	1,7	0,1

* www.liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/

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

² Total number of hours worked, regardless of position, divided by an annual figure of 1,600 working hours per year.

³ Includes park guests, visitors to Lisebergsteatern, Rondo and other events in the park, as well as accommodation guests.

The fire at Oceana

On 12 February, a fire broke out at the new Oceana water park just as construction was nearing completion. Needless to say, this had extensive consequences for Liseberg's business and left the whole of Gothenburg in mourning. There is much that is still unknown at the end of 2024, but the information available is summarised here.

WHAT HAPPENED

On the morning of 12 February, a fire broke out at Oceana's construction site. The fire developed very quickly. Shortly after the fire was discovered, a flashover occurred at the attraction tower and the area was shaken by a massive smoke gas explosion. A colleague was soon discovered to be missing. Liseberg's crisis management team was activated soon after the fire was discovered, and later that morning a decision was taken to close the nearby Liseberg Grand Curiosa Hotel.

The following weeks were largely dominated by crisis management and crisis support, while at the same time it was necessary to continue preparing for the imminent start of the season. For understandable reasons, the fire has impacted both Liseberg and Gothenburg enormously – both in and outside the tourism industry.

CONSEQUENCES OF THE FIRE

The fire at Oceana resulted in a tragic workplace accident including one death. Many employees witnessed the violent development of the fire. In total, 16 people – all of whom were working in the building where the fire occurred – received medical treatment. They all sustained mild injuries and were discharged from hospital the same day.

Although the physical injuries were few and mild, many Liseberg employees were deeply affected by the fire, concerns about its consequences and the grief of losing a much-loved colleague. Colleagues were offered crisis support at an early stage. Liseberg's crisis management

team, which included the company management, security manager and communication group, worked practically around the clock for a week after the fire started. Internal and external communications staff were also under strong pressure.

The fire not only caused shock and grief among Liseberg's employees, but among Gothenburg's residents in general. People felt a need to meet and grieve together. Liseberg met this need by opening part of the amusement park one evening during the week following the fire. Both Liseberg's employees and the general public were invited, an opportunity many took.

The fire caused significant environmental impact. Liseberg and the main contractor have jointly maintained continuous contact with the Environmental Administration. Oceana is immediately next to the Mölndalsån river. During the most acute phase of the rescue operation, extinguishing water may have leaked into the river before it reached the stormwater system. The emergency services were responsible for the fire and rescue operation, and did what was necessary to gain control of the fire.

Littering was initially a major concern, as smoke from the fire spread fibreglass debris in nearby areas. Liseberg ordered extra cleaning services for public areas from the City of Gothenburg. Private land was cleaned and decontaminated by the property owner as needed in compliance with relevant law.

Many other environmental issues also had to be addressed. These included treatment of the extinguishing water and pool water, soil sampling, management of waste from the fire, as well as demolition and decontamination of the construction site. With Liseberg's support, the main contractor has been responsible for the dialogue with the Environmental Administration and carried out various measures.

There are also significant financial consequences that will continue to impact Liseberg for a long time. The construction of Oceana was nearly completed when the fire occurred, and the facility suffered extensive damage. The most immediate financial consequence was that Liseberg was obliged to significantly write down Oceana's value. This write-down will be reflected in the Liseberg Group's Annual Report for 2024.

It quickly became clear that there was no question of not completing Oceana. Although the damage was extensive, the residual value was high enough for it to be deemed significantly less costly to finish building Oceana than to demolish it and start again from scratch with a different project.

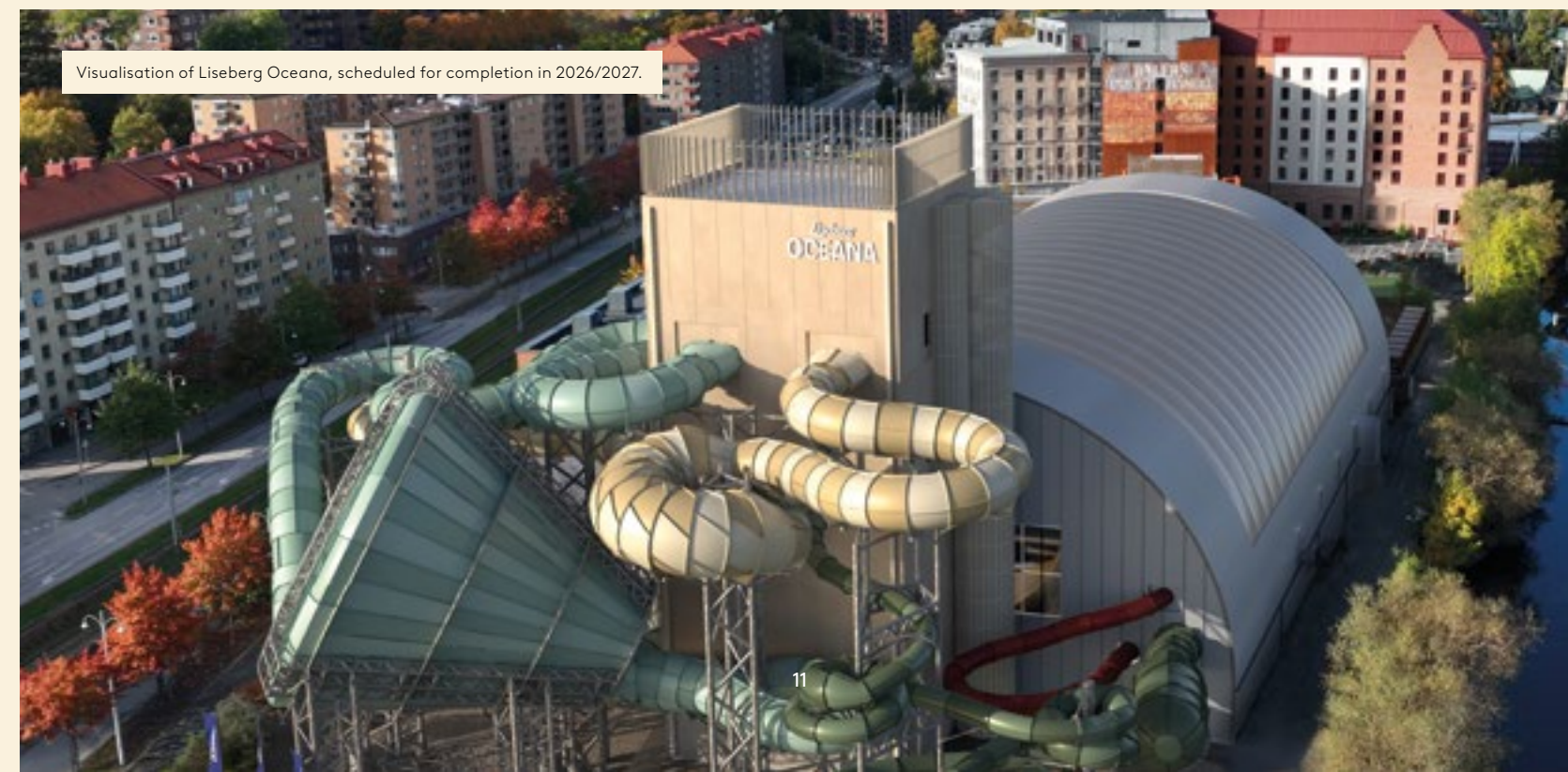
Liseberg has both insurance cover and agreements with contractors, which means there is a good chance of getting compensation for the damage. However, it will be some time before the the insurance and compensation claims are fully processed.

THE FUTURE OF OCEANA

On 17 July 2024, Liseberg's Board of Directors took the important decision to rebuild Oceana. The new project will be based on the previous design, although with some modifications. Liseberg has opted, for example, to invest in new technology for the fibreglass constructions, which will significantly improve the fire resistance rating and reduce the risk of similar fires in future. This technology was not available previously. Although it is not possible at the time of writing to determine whether Oceana had fire protection deficiencies, certain modifications could be needed in this regard, especially during the construction phase.

Numerous parallel investigations are under way regarding the fire. All these processes are still ongoing at the start of the year, and the findings from them are expected to provide guidance for both Liseberg and the wider industry. The aim is for Oceana to be ready to open in 2026/2027.

Although the fire will always remain a dark chapter in Liseberg's history, it will also be remembered as proof of how strong we are together. Everyone involved – from the emergency services and contractor to the crisis management team and all Liseberg's employees – took enormous responsibility for themselves and each other. The care, consideration, warmth and professionalism of everyone involved made this terrible event a little easier to bear.



Our stakeholders

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

The stakeholders who are considered most important to Liseberg are our employees, our guests, our owner, authorities, our suppliers, the local community and industry colleagues.

Liseberg collaborates and communicates continually with stakeholders in various ways and through different channels. We engage in stakeholder dialogues to capture their views on our business and our sustainability efforts. Read more in the illustration on page 13. The perspectives and expectations of stakeholders are central to how the business is conducted and developed. This is how we create value for our stakeholders and they create value for Liseberg. The ongoing work consists of reviewing communication channels and the possible need for supplementary dialogues.

Dialogue meetings with the disability rights movement

An advisory group was set up two years ago comprised of representatives from various organisations in the disability rights movement. The advisory group holds dialogue meetings 2–3 times a year. The purpose of this process is to improve the visitor experience at Liseberg for guests with disabilities. This enables Liseberg to find out more about this group's needs and test different improvement measures. On page 27 you can read about an example of a measure implemented in 2024 based on these meetings.

Liseberg's international engagement

Liseberg also wants to make a difference outside its own organisation, and aims to lead the sustainable development of the industry. One way to make a contribution is through involvement in relevant international contexts.

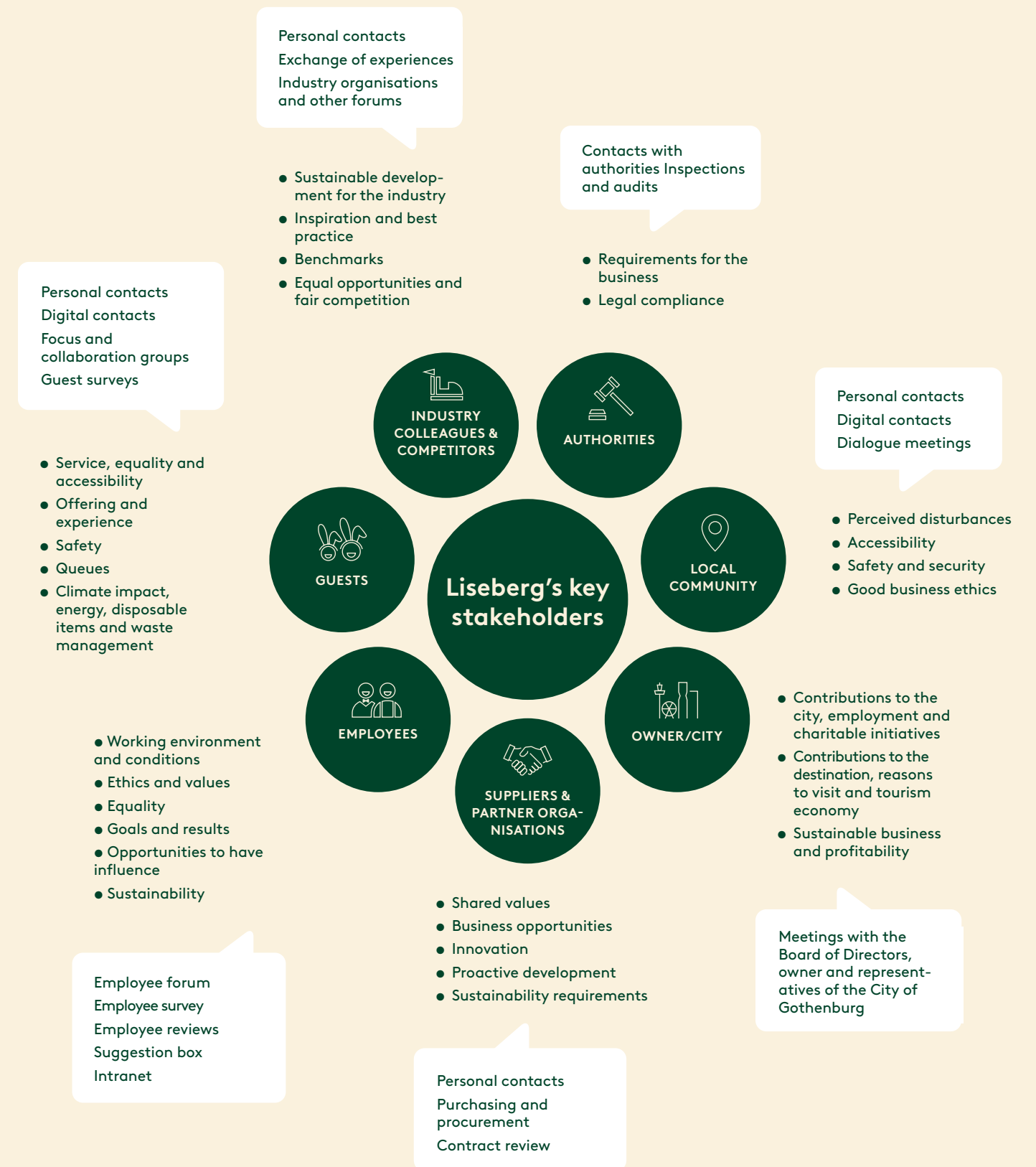
Liseberg's CEO chairs the global sustainability committee of the International Association of Amusement Parks and Attractions (IAAPA)¹. Among others, the committee works to support members by providing training, strategies and other sustainability initiatives. During the year, work began on implementing the ESG strategy that

was adopted in 2023. So far, this has resulted in the implementation of many sustainability initiatives at IAAPA expos in Bangkok, Amsterdam and Orlando.

During the year, Liseberg's CEO and Head of Sustainability were also involved in developing the global sustainability standards for attractions that have been established through the Global Sustainable Tourism Council (GSTC)². The aim of these criteria is to establish a global sustainability standard to provide guidance for companies in the industry.

¹ www.iaapa.org
² www.gstccouncil.org/gstc-criteria/gstc-attraction-criteria

OUR STAKEHOLDERS



The illustration shows the key stakeholders of Liseberg, outlining the various forms of dialogue engaged with each group, and highlights the primary topics discussed in these interactions.

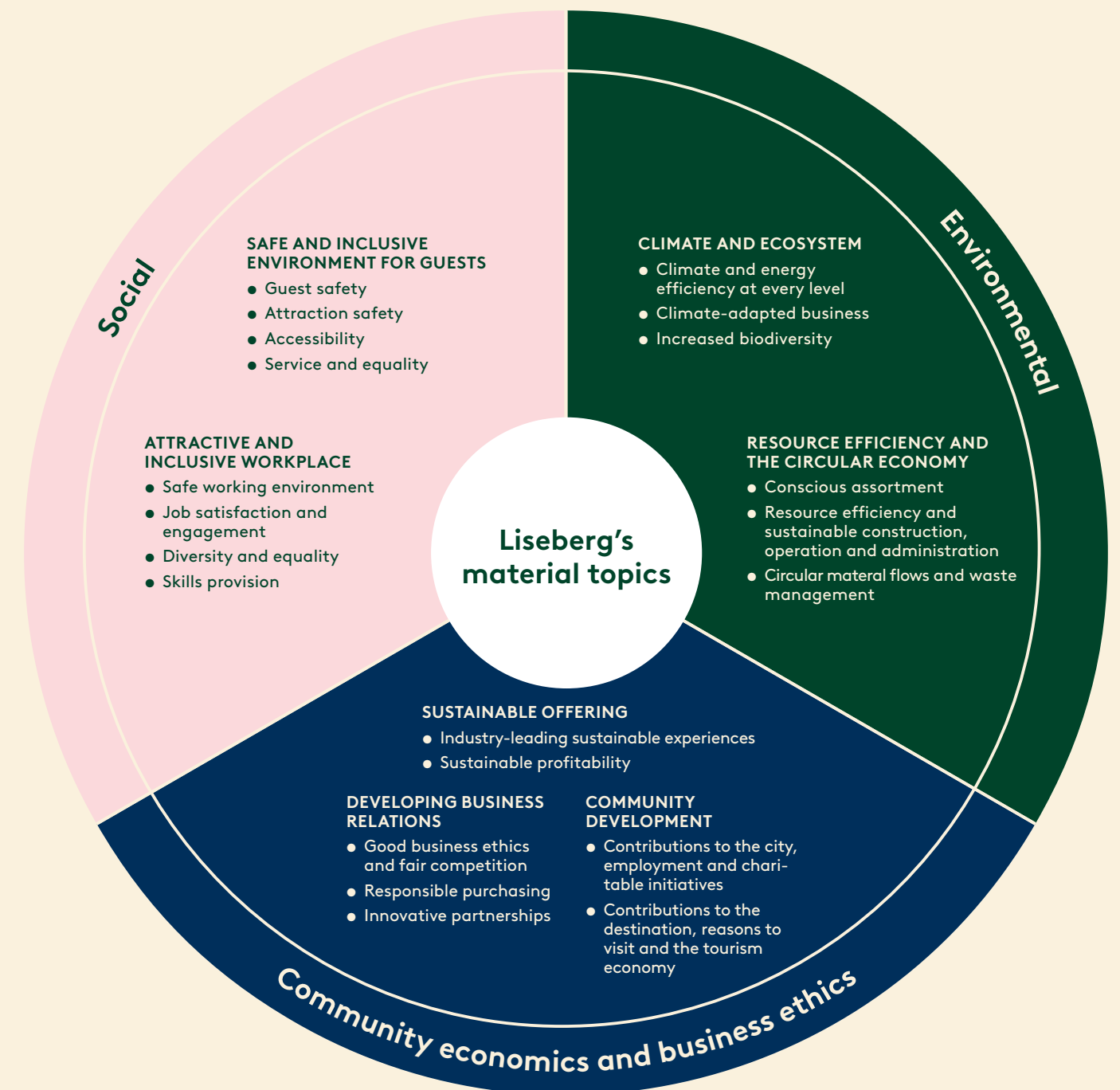
Our material sustainability topics

Liseberg sets high ambitions and works systematically towards sustainable development. By continuously identifying and prioritising key material topics, we ensure that our work focuses on areas with the greatest impact and significance for people and the environment.

Liseberg has high ambitions and a systematic work to achieve sustainable development. A materiality analysis is used to identify and prioritise material topics. This work is also ongoing and largely takes place as part of the routine processes of analysing risks and external factors, stakeholder dialogues, business monitoring and strategic planning.

The latest materiality analysis, as described on pages 52–53, resulted in a nuanced and well-established overview of material topics.

Topics that are prioritised as material are those where the business has the greatest actual or potential impact on people and the environment, and which pose significant risks or opportunities for the business. The summarised results of the materiality analysis and Liseberg's updated material topics are shown in the illustration on page 15. These topics provide the basis for the content of this sustainability report and future sustainability initiatives.



The illustration shows Liseberg's key material topics based on the our latest materiality analysis.

Our mission and value chain

Liseberg’s value chain addresses our business mission and how it generates value for stakeholders. The mission is realised through the unique and integrated experience that Liseberg offers, consisting of rides, entertainment, food and beverage, shopping, games and themed accommodation, which vary over the seasons.

LISEBERG’S MISSION

Liseberg’s mission is stated in Liseberg’s ownership directive:

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

This mission influences how Liseberg creates value for its stakeholders, which in turn helps create value for Liseberg through their different roles. By imposing requirements, giving feedback and expressing expectations, stakeholders contribute to development

and improvement in the business. The outside world also affects Liseberg in various ways and in every stage of the value chain. Changes in politics, legislation, technology, economics, environmental factors and global trends present challenges and opportunities. The business considers all these factors and needs to maintain flexibility and adaptability to enhance its prospects for success and long-term sustainability.

The figure on page 16–17 illustrates Liseberg’s value chain. In summary, the value chain starts upstream with the production of commodities and other resources, which are then delivered to Liseberg in the form of goods and services by various suppliers and experts. Among other things, Liseberg’s business involves offering guests unique experiences, contributing to Gothenburg’s tourism economy and creating jobs. Downstream values include guests’ consumption of Liseberg’s offering as well as the memories that are created.



Governance and goals

Sustainability is part of Liseberg’s strategic framework. By integrating sustainability into the governance model and decision-making processes of the company – and the environment in which we operate – we aim to achieve sustainable development.

LISEBERG’S GOVERNANCE MODEL

Liseberg is guided by a long-term ownership directive that provides the foundation for the company’s governance model; read more on page 52.

Mission: Liseberg exists so that people can experience joy together

Vision: Liseberg will be the most-loved entertainment experience

Business idea: Liseberg offers the people of Gothenburg and visiting guests entertainment experiences of the highest standard, all year round

The overall goal is long-term financial sustainability, based on six strategies that provide the framework for a series of initiatives, each of which represents an identified and necessary transformation.

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

STRATEGY FOR SUSTAINABLE DEVELOPMENT

Liseberg’s strategy for sustainable development involves offering sustainable experiences from a broad perspective – environmentally, socially and economically. By building a responsible sustainability culture that is founded on pride and engagement among our management and employees we will achieve a sustainable transition for the entire business and inspire colleagues in the industry to make the same journey,

while also strengthening Liseberg’s brand as one of the most sustainable destinations in Sweden.

SUSTAINABILITY ORGANISATION

Liseberg has a steering group with broad representation from across the business and with a clear decision-making mandate, which shares responsibility with company management for implementing the strategy.

The steering group has been headed by Liseberg’s Head of Sustainability, who was also responsible for the Sustainability department. This department, with overall responsibility for managing and coordinating the sustainability work, is comprised of an accessibility expert and two environmental experts, in addition to the Head of Sustainability. A sustainability administrator was also taken on during the summer, whose duties include coordinating the sustainability ambassador programme.

Sustainability work is also part of the duties of each manager and employee based on their role and responsibilities.

SUSTAINABILITY CERTIFICATIONS

Liseberg holds several sustainability certifications. They are shown in the table on page 19. ISO 20121 is based on how well Liseberg manages, controls and improves the business in a sustainable way. The certificate is proof that our sustainability work meets ISO requirements and that an independent third party has deemed we have the appropriate procedures in place. There are many benefits, including improved focus and prioritisation of sustainability internally, regular monitoring and identification of areas for improvement and greater credibility in the eyes of our various stakeholders.



LISEBERG’S SUSTAINABILITY CERTIFICATIONS	SCOPE	WHAT IS REQUIRED
BREEAM-SE, level: EXCELLENT	Liseberg Grand Curiosa Hotel	The building meets the second-highest total points level, which includes assessment of project management, building materials, energy consumption, water saving and waste management.
GPTW – Great Place to Work	Liseberg	The organisation is perceived by employees as a great place to work and achieves a score of at least 70 (on a scale of 0 to 100).
ISO 20121	Liseberg Grand Curiosa Hotel NEW! , Liseberg amusement park, Lisebergsgården, Liseberg’s Camping Askim Strand	The organisation meets the requirements of this international standard on sustainability management systems for events.
KRAV level: BRONZE, BASIC	Järnvägsrestaurangen (Bronze), Skeppsmagasinet	The restaurants use at least 30 percent (Bronze) or at least 20 percent (Basic) of KRAV-certified and/or MSC certified food.
TRIPADVISOR GREENLEADERS, level: PLATINUM	Lisebergsgården	The facility meets the highest total points level, which includes assessment of energy consumption, water consumption, purchasing and waste management.

INITIATIVES AND SPRINTS 2024

Based on Liseberg’s material topics, three priority areas were identified for sustainability projects and measures (sprints) ahead of 2024: Circularity, Climate & energy and Safe, secure and inclusive environment. The overall assessment is that Liseberg has taken steps forward and that several improvements have been made.

Examples of measures implemented in 2024:

Circularity – initiatives that contribute to circular solutions that eliminate the production of waste.

- Offered reusable F&B items and introduced a rotation system for Liseberg’s various units.
- Collected star prize cartons at wheels-of-fortune for recycling.
- Improved waste management – improved deposit refunds, separation of food waste, overview of waste separation in the whole park, signage, etc.
- Recycling of furniture for office conversions.
- Training of construction project managers in circular construction.

Climate & energy – measures that contribute to reducing climate impact and energy use.

- Improved collection of climate data.
- Developed proposals for climate targets and transition plan for Liseberg.
- Set up an internal internal working group to increase sustainable travel.
- Reduced food waste per guest by 24 percent.
- Carried out an internal energy-saving campaign.

Safe, secure and inclusive environment – initiatives to improve safety, security, accessibility and diversity for guests and employees.

- Improved the physical environment at Liseberg amusement park, e.g. by creating smooth walkways, improved signage at rides, contrast marking on stairs and glass surfaces and automatic door system at reception at Lisebergsbyn.
- Installation of assault alarm for staff at Liseberg’s Camping Askim Strand.
- Conducted an accessibility review of Liseberg’s website.
- Offered sign language interpreting of selected acts at Kaninscenen.

Other initiatives

- Extended ISO certification to include Liseberg Grand Curiosa Hotel.
- Strengthened sustainability culture through the year’s sustainability ambassador programme, which was completed by 17 employees.
- Strengthened employer brand through new steering group for Employer Branding work, activated communication concept, new employee survey model and new recruitment model aimed at ensuring impartial recruitment throughout the organisation.
- Strengthened external sustainability communication.

Further measures implemented and examples from the business are reported on pages 23–50.

KEY FIGURES – OUTCOME 2024

In addition to annual sprints, Liseberg sets long-term targets, or key figures that are monitored over time. Key figures are tracked in five areas: Finance, Guests, Employees, Environment & Climate and Brand. Not all key figures are reported externally, but some insight into development in these areas can be gained by reading the information in this sustainability report. This year’s outcome for the key figures for Environment & Climate are shown in the table below. Read more about Liseberg’s environmental and climate work on pages 34–43.

INITIATIVES AND SPRINTS 2025

The three priority areas that Liseberg focused on in 2024 continue to be relevant and are regarded as guiding criteria for sprints identified for 2025. Activities and measures that address these priorities have been included in this year’s budget and business plans. The box to the right shows some examples.

Circularity

- Centralise purchasing of office furniture.
- Impose circularity requirements in procurements.
- Reduce food waste from cooked food.
- Extend life of IT equipment.
- Maintain properties to extend their lifespan.

Climate & energy

- Implement energy rationalisation measures, e.g. regarding maintenance.
- Assess the possibility of increasing the vegetable content of certain meat dishes.
- Carry out a campaign or other initiative to encourage guests to travel sustainably.
- Carry out a pilot project aimed at reducing climate impact from goods transport.

Safe, secure and inclusive environment

- Enhance managers’ skills.
- Conduct skills-based recruitment.
- Work with the results of Great Place To Work.
- Carry out accessibility improvements at Spelhuset.



The table shows key figures for Environment & Climate 2024 and outcomes.

	KEY FIGURES – ENVIRONMENT & CLIMATE				OUTCOME			
	CLIMATE IMPACT	ENERGY USE	FOOD WASTE	MATERIALS RECYCLING	CLIMATE IMPACT	ENERGY USE	FOOD WASTE	MATERIALS RECYCLING
Liseberg park	≤ 4.8 kg CO ₂ e per park visit	8 kWh/guest	5% reduction	5% increase	5,1 kg CO ₂ e	8.7 kWh/guest	24 % reduction	2,6 % reduction
Liseberg Grand Curiosa Hotel	≤ 2.1 kg CO ₂ e per hotel guest	63 kWh/m ²	–	–	2,2 kg CO ₂ e	132,8 kWh/m ²	–	–
Accommodation	≤ 0.2 kg CO ₂ e per accommo- dation guest	23 kWh/booking	–	–	0,2 kg CO ₂ e	24,7 kWh/booking	–	–



Social perspective

Liseberg strives to create a safe and inclusive environment for all guests and employees. By putting focus on safety, accessibility and equality, we enhance the guest experience and develop a workplace where employees can thrive and grow.

GUEST SATISFACTION AND SERVICE

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

To find out what our guests feel about their visits to the park, the hotel and other accommodation, we gather results from several thousand guest questionnaires each year. At a general level, whether it concerns the park or any of our accommodation facilities, feedback about our staff has been positive. The environment, rides and atmosphere in the park received the highest ratings, while pricing and queues received the lowest. Liseberg Grand Curiosa Hotel, which opened in April 2023, got off to a good start and had many satisfied guests.

Among the free text comments from hotel guests were:

‘The overall experience – the whole atmosphere is cosy and luxurious and magical’, ‘Our child loved it, happy children = happy parents’ and ‘It’s pure magic from the moment you step into the lobby right up until you step out again’.

For some years now, Liseberg amusement park has been tracking the Net Promoter Score (NPS), which assesses customers’ willingness to recommend an experience. Our NPS score has varied during and between the three seasons of the year. Like previous years, there was a strong correlation between the NPS score and the number of guests in the park at any given time (the fewer guests, the higher the NPS). Work was conducted during the year, and will continue in 2025, to adapt capacity and offerings to meet guest expectations, and to define an appropriate NPS value that applies to the entire destination and its various operations.

Results from guest surveys Liseberg park 2024

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

	Overall (%)	Environment (%)	Queues (%)	Security (%)
Summer	91	96	57	94
Halloween	87	97	47	93
Christmas	91	98	76	96

Results from guest surveys Liseberg Grand Curiosa Hotel 2024

Average rating for service (on a scale of 0 to 10)

	Overall	Facility	Cleanliness
Liseberg Grand Curiosa Hotel	9,2	9,3	9,2

SAFE AND SECURE

Liseberg has taken numerous steps and preventive measures to ensure that visits to the park are safe and secure. These include a high presence of security staff and park hosts. These employees deal with everything from lost children and guests who fall ill, to guests who are rowdy or have over-indulged. Civilian surveillance is also employed to identify and address individuals causing disruptions or spoiling the experience for others. The results are positive. According to guest surveys, 95 percent rated perceived safety as 4 or 5 (on a scale of 1–5). At Liseberg Grand Curiosa Hotel and our other accommodations this work primarily involves ensuring guests have as safe a stay as possible while providing a high standard of service.

Liseberg’s security manager, together with two security coordinators, works proactively to ensure the park is a safe and secure environment. The park is staffed by up to 30 security guards depending on the season, event or concert. Liseberg security centre is staffed 24 hours a day, all year round. Liseberg also collaborated on crime prevention and security measures with other administrations and companies in the City of Gothenburg. Extra focus was also placed during the year on internal communication and training. Read more at the bottom of this page.

During the summer season, Liseberg had fewer incidents than in previous years involving guests who refused to accept height restrictions on rides, jumped queues or otherwise acted in a threatening way towards employees or others guests. In addition, fewer people tried to cheat on ride passes or to enter the park in other ways than through our entrances. All this means that we improved safety in the amusement park this year. Two main reasons for this are deemed to be that security guards

were more visible this year than previously, and that we have got better at monitoring which areas require the greatest security guard presence and have focused our work accordingly. This enabled us to work preventively to stop undesirable situations from occurring. Last year’s zero tolerance approach to disruptive behaviour and the breaking of site rules is also deemed to have had a positive effect on safety this year.

During the year, the Attractions, Communications and Sales departments participated in a crisis management exercise tailored to their roles in events at the amusement park. Liseberg also continuously trains managers and employees for potential crisis situations. In addition to this, Liseberg’s crisis management team got training in a real situation in connection with the Oceana fire. Read more about this on pages 10–11.

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

Liseberg also follows systematic fire safety procedures. All employees are regularly offered training in safety, fire safety and cardiopulmonary resuscitation.

Food safety is another important area. Systematic internal food safety procedures are inspected regularly by the Environmental Administration. During the year, a total of 37 inspection visits were carried out on Liseberg’s units at the amusement park and hotel. Two non-conformities were reported, both of which regarded inadequate cleaning of refrigerator sealing strips. Both non-conformities were quickly rectified.

ATTRACTION SAFETY

Liseberg is proud of the systematic work with attractions’ safety in the park. Liseberg park follows the relevant safety standards for amusement park attractions and has comprehensive procedures for daily, weekly, monthly and annual inspections of rides. These procedures are followed carefully.

Each day, before the park is opened, rides are inspected by maintenance technicians and attraction staff. If they discover a non-conformity or anything else that could pose a risk, the attraction is closed until the problem has been checked and rectified.

All attraction staff undergo thorough training following established procedures that are checked and documented.

All attraction training focuses on safety and operation, and work is continuously done to ensure that employees have adequate knowledge and skills. In 2023, the unit was expanded to include shift supervisors to support and assist employees at the attractions. This initiative produced good results and continued in 2024.

During the year, five incidents were reported on attractions involving guests. Read more in the table below.

Liseberg subjected to data breach – what we are doing to ensure it doesn’t happen again

In 2024, Liseberg suffered two data breaches that resulted in unauthorised parties gaining access to certain guest information. To reduce the risk of guests being subjected to fraud, Liseberg promptly informed and alerted those concerned about possible fraud attempts on both occasions. As of the end of 2024, these incidents had not led to any serious consequences.

Liseberg views these incidents extremely seriously. Despite our continuous IT security efforts, it is important to note that Liseberg is not exempt from fraud attempts. To prevent future incidents, further safety measures have been implemented, including reinforcement of safety layers and provision of staff training and information. With these measures, Liseberg strives to maintain a high level of data security and protect sensitive information from unauthorised access.

Crisis communication team presented with award at the Liseberg party

Both Liseberg’s crisis management team and crisis communication team were activated in connection with the fire at Oceana. The crisis communication team was one of the teams that came under tough pressure in an acute emergency situation. Through fast, transparent and honest communication, they successfully handled not only the internal communications but also the massive media pressure following the catastrophe. In recognition of their work, they were presented with the ‘Team effort of the year’ award at the year’s Liseberg party.

Increased focus on internal safety

During the year, additional focus was placed on improving safety communication and training internally for Liseberg’s employees. Liseberg has long offered fire safety and first aid training. However, this year an e-training course in fire and safety was introduced, which all Liseberg’s employees are required to complete annually.

An e-training course in digital security was also developed and implemented.

In addition to this training, focus was placed on internal safety communication during the year. Various announcements were posted via the intranet as well as in various places in the organisation.

Safety incidents

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

	2024	2023	2022	2021 ¹	2020 ¹
Serious attraction incidents ² (number)	0	0	0	0	0
Reportable attraction incidents ³ (number)	5	3	6	2	0
Perceived safety in the park (ratings of 4 and 5) for whole year, (%) ⁴	95	94	94	90	–
Inspection visits for food safety ⁵ (number)	37	37	42	82	0

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² Injury that leads to a hospital stay longer than 24 hours, for reasons other than just medical observation, or which results in death (IAAPA definition).
³ Other attraction incidents that lead to injury (not serious) requiring medical treatment other than routine first aid (IAAPA definition).
⁴ The percentage was adjusted for 2020–2023 due to a new calculation and follow-up method introduced as of 2024.
⁵ Also includes the hotel since 2023.

ACCESSIBILITY AND EQUALITY

For Liseberg, accessibility and equality means that everyone should feel welcome and have a good experience during their visit. We want to offer a wide range of attractions as well as excellent service. From an accessibility perspective, an amusement park such as Liseberg is a challenging environment. Parts of the park are noisy, hilly, cobbled or are rebuilt before each season. The safety regulations for our rides, which are defined and issued by ride manufacturers and authorities, also determine who is allowed to go on the rides. Safety always comes first, which imposes certain limitations, but our ambition is always that everyone should be able to ride some of the attractions that Liseberg offers.

Liseberg communicates with guests about accessibility through its website liseberg.se, both in Swedish and in English. Several updates were made during the year based on the changes and improvements carried out in Liseberg amusement park and our accommodation facilities. For instance, a report on Liseberg's digital accessibility was produced and published. The Bookings & Customer Service, Guest Services, and reception at each accommodation facility are also an important platform for communication with guests. The main questions during the year regarded personal attendant services and queue priority for guests with such needs, as well as accessibility in rooms and conference premises.

Liseberg's accessibility specialist has continued to improve and coordinate accessibility efforts in five areas:

difficulty seeing, difficulty hearing, difficulty moving, difficulty processing, interpreting and conveying information, and difficulty tolerating certain substances (allergies). Training was held throughout the organisation to raise staff awareness. Our accessibility specialist is also involved in contexts that call for specific expertise regarding accessibility, e.g. in connection with new build and conversion projects.

Discussions with the disability rights movement continued in Liseberg's accessibility advisory group. This group discusses issues and challenges that guests with disabilities may experience when visiting Liseberg. You can read about one result of this on page 27. Ongoing dialogue also takes place with industry colleagues regarding various issues.

A number of improvements and changes were made at Liseberg amusement park to improve orientation and accessibility for our guests. Smooth walkways were created in several strategic locations in the park. This will make it easier for guests with various needs to get around, e.g. with a pushchair, walking frame or wheelchair. In addition, among other improvements, contrast markings were added to stairs and glass doors and signage around attractions was revised and improved. Liseberg's guest surveys do not currently include specific questions concerning accessibility, but work is under way to include this in the future, in order to evaluate the effects and results of the measures carried out.

SuperSeniors broke world record

On 3 September, Liseberg invited adventurous seniors aged 70+ to try their hand at smashing the world record in the highest average age on a roller coaster. Interest was huge: over 200 seniors from around Sweden applied, and 18 of them were invited to take part in the event. As a result of the event, a new world record was set: the average age was an impressive 80.1 years, shattering the previous world record of 75.25 years set in Blackpool in 2003.

Of course, the purpose of the event wasn't only to break the world record. Senior guests, defined as 65 years and older, are an important target group for Liseberg. However, it is often assumed they don't use Liseberg's rides and attractions.

With this event, Liseberg wanted to show that nobody is too old to go on a roller coaster and that Liseberg really is for everyone.

There was no mistaking the participants' joy and euphoria after the record-breaking ride. Quotes from two participants: *'It was a mixture of terror and delight, an unbelievable experience. I've had so many happy days at this amusement park. It was fun to give something back by coming here and beating the world record'* and *'It was amazing. I wanted to get straight back on again. I'll have to bring my grandchildren here soon. It's such fun to be a world record-holder, but most fun of all was meeting lots of new friends riding on Valkyria!'*

SOCIAL PERSPECTIVE

Less queuing time for guests who need queue priority

During the year, guests with a right to queue priority and/or a personal attendant for rides and attractions at Liseberg amusement park were offered to have this right registered in their account in the Liseberg app. This is one result of Liseberg's dialogue meetings with the disability rights movement. Read more about this on pages 12 and 26.

After Guest Services registers the guest in the app, the guest can easily pick up their queue priority pass and/or personal attendant pass at one of the ticket offices without having to go through the certification process again. This means less queuing and a smoother experience for the guests concerned. The change has also eased the workload at Guest Services.

Fun on wheels

During the summer, the Swedish National Association for Children and Young People with Disabilities (RBU) opted to spend their annual family day at Liseberg amusement park. When the park opened a few hours before the standard opening time, hundreds of children rolled in with their families and headed for their favourite rides and attractions. They all enjoyed a fun-packed, sunny day at the amusement park along with all the other visitors.

In order to welcome as many guests in wheelchairs as possible on the same day, Liseberg needed to put extra staff in place, e.g. at entrances for guests with queue priority and entrances for guests in wheelchairs. RBU gave excellent feedback after the family day: Liseberg got a high rating for creating such a smooth visitor experience for people in wheelchairs despite the challenging physical environment, primarily thanks to friendly, service minded staff who went the extra mile.

HEALTH AND SAFETY WORK

Health and safety work is based on current legislation and is governed internally by our policy and our health and safety instructions. Risk analyses are documented for each corporate function and business. Risk identification and prevention is an ongoing process.

Liseberg’s diverse operations come with various health and safety risks, with the most frequent incidents being burns, interactions or conflicts with guests, and physical impacts. Liseberg has many restaurants and park food units that account for the incidence of burns, which do not generally occur in the rest of the organisation. The biggest challenge involves maintaining a good safety culture and clarity about what it means to work safely. This is especially difficult in Liseberg park where people work seasonally, rather than continuously and there are many new employees each year.

When needed, Liseberg engages occupational health services, including access to company nurses, behavioural scientists, doctors, and work environment engineers. Examples of services that Liseberg used during the year are training in ergonomics and chemical risk sources, noise measurement, drug testing and statutory surveys.

Information and documentation for systematic health and safety management was further developed during the year. In connection with this, process charts and templates were updated and new material for workplace meetings was developed.

During the autumn, managers and safety representatives received training in risk assessment of chemical risk sources. The training included a half-day of theory and a half-day of practical work with evaluation and risk assessment, as well as registration in our chemicals programme. This work will continue in 2025 with technical measurements in some locations.

The total number of reported incidents during the year was 240, compared with 192 in the previous year. An incident is defined as an event that could have led to an injury but did not. Examples of common health and safety incidents that are reported include minor burns in connection with kitchen work, as well as conflicts or threatening encounters with guests.

The total number of reported work-related injuries (accidents) during the year was 307, compared with 296 in the previous year. A work-related injury means that someone was injured, but it does not necessarily lead to

sick leave or medical treatment.

Besides the tragic fire at Oceana, the consequences of which are described separately on pages 10–11, one serious workplace injury occurred in 2024. The accident involved a small electric vehicle that overturned on a downhill slope. The cause of the accident is under investigation to assess whether preventive measures are needed. When the amusement park is closed to the public, a wide variety of work and preparations are carried out. Such work may include redevelopments, installations of various types, planting and cleaning, and can sometimes generate a lot of traffic. However, few incidents occur in connection with this at Liseberg. We have well established preventive measures in place to limit risks as far as possible, with regular risk assessment and follow-up. Examples of preventive measures include strict speed limits and ongoing training for staff who drive vehicles in the amusement park.

Both the number of reported incidents and the number of reported work-related injuries have increased in recent years. This is deemed to be due to a combination of greater encouragement to submit reports and a higher number of employees since the hotel opened in 2023.

Liseberg also monitors incidents and work-related injuries among enlisted contractors. The majority of incidents were reported by our security company. The incidents primarily regarded situations where guests were sent off the premises. The fact that our security company reported the most incidents during the year is contrary to the trend for the previous years, when most reported incidents related to Liseberg’s Expansion Project. The reason for this is that work on the project in 2024 was less intensive than the previous year, resulting in fewer incidents.

The newly established hotel organisation faced challenges during its first year relating to working environment and culture. A detailed review of the working environment was carried out in autumn 2023, which identified areas for improvement in management and cooperation. As part of the development work, an organisational review was initiated in 2024 with a focus on strengthening structures and clarifying roles. In parallel with this, measures were taken to promote leadership and strengthen the management team. This work is planned to continue into 2025.



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

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

	2024	2023	2022	2021 ¹	2020 ¹
Absence due to sickness (time absent as a percentage of hours worked, %)	4,8	4,3	5,6	4,6	3,7
Number of work-related injuries employees, incl. seasonal staff	307	296	240	110	18
Number of incidents involving employees, incl. seasonal staff	240	192	214	146	23
Number of work-related injuries among enlisted contractors ²	12	40	17	27	–
Number of incidents among enlisted contractors ²	10	43	29	25	–

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² Data collected from Liseberg’s eight most-enlisted external contracting companies.



SICK LEAVE AND WELLNESS

Absence due to sickness was slightly higher in 2024 than the previous year, but not as high as in 2022, when short-term absence due to sickness was relatively high. We did not see such a high level of short-term sickness absence in 2023 and 2024, which is positive. During the year, we worked on and clarified the processes and procedures regarding rehabilitation and follow-up of short-term sickness absence.

All employees at Liseberg have been offered a wellness allowance that can be used for fitness activities during

their free time. Liseberg also has its own sports club that offers various sports and activities, such as bowling, padel tennis, badminton and football, depending on the needs and wishes of employees. One of the more popular events during the summer is the football tournament that takes place during most of the summer season and attracts participants and supporters from the whole organisation. Eight teams in two leagues took part this year. During the summer, we also held a cycling challenge that was open to all employees. Read more on page 40.

SOCIAL PERSPECTIVE

DIVERSITY, EQUALITY AND INCLUSION

Liseberg aims to be a workplace that is inclusive and tolerant. In this year’s employee survey, 88 percent agreed with the statement ‘*I can be myself here*’, which is a very high score in comparison with other operators that use the same scoring system, and reflects an essential aspect of Liseberg’s culture.

Liseberg regularly submits key figures to the Institute of Human Resource Indicators¹ for a comparison of gender equality with other businesses. Liseberg scores particularly high for the ratio of women to men in top management, equality in management career progression, and small differences in wages and working hours. Areas for improvement include differences in the numbers of permanent employees (more men) and long-term sick leave (more women), as well as active measures.

No serious cases of discrimination were reported by guests or employees during the year. Serious cases are

incidents that are passed on to the Swedish Equality Ombudsman or required special measures. Guest Services, or other managers in the organisation, have responded to guest complaints and continuously strive to ensure that guests enjoy the best possible service and experience. During the year, guests reported 26 complaints related to discrimination, including employee or guest behavior, queue priority and personal attendants, incidents on attractions, and age. Employees can report perceived discrimination and harassment through the digital reporting tool. HR investigates these cases, assessing actions and follow-up. Of the 35 incidents reported in 2024, eight involve sexual harassment by employees or guests. One incident relates to harassment linked to other discrimination grounds. The remaining cases concern perceived harassment of other kinds which is either not linked to any specific discrimination grounds or is based on conflicts or other disagreements.

¹ www.nyckeltal.se

Discrimination and equality

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

	2024	2023	2022	2021 ¹	2020 ¹
Number of cases with Swedish Equality Ombudsman	0	0	0	0	0
Number of employees who rated us 4 or 5 in the Great Place to Work employee survey (on a scale of 1–5), %					
Employees are treated equally regardless of age	87	84	81	80	–
Employees are treated equally regardless of gender	92	90	87	86	–
Employees are treated equally regardless of ethnic origin	92	92	92	91	–
Employees are treated equally regardless of sexual orientation	95	94	95	94	–

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

Gender and age distribution 2024

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

	WOMEN	MEN	<24 YEARS	25–39	40–54 ÅR	55–59	>60
Board of Directors	2	5	1	1	0	1	4
Company management	5	5	0	0	7	3	0
Permanent, full-time	266	302	21	243	201	58	45
Permanent, part-time	167	74	97	79	49	6	10
Seasonal employee, temporary*	2 034	1 079	2 215	689	134	24	51

* This group includes nine people who do not identify as male or female.

JOB SATISFACTION AND
EMPLOYEE ENGAGEMENT

Liseberg aims to be one of the best workplaces in Sweden and we therefore believe it is very important to develop our employees’ talents and build on their engagement. Liseberg has been assessing employee satisfaction and engagement for several years using Great Place To Work (GPTW)¹ an annual employee survey that measures employee perceptions of leadership, pride and camaraderie, among other things.

This year’s survey was conducted in June to August. The results showed that our Trust Index – basically the overall score from the survey – was 78 percent for the second consecutive year, a very high result. On a less positive note, the response frequency was the lowest ever measured. 43 percent (1,092 people) of all Liseberg employees who received the questionnaire chose to respond. The previous year’s figure of 62 percent was also low, so this year saw a further decline. This is something that we will analyse and aim to improve by 2025.

The work with pulse surveys continued from May to September. On average, 450 employees responded to each pulse survey. These surveys were sent out a total of six times during the period. The surveys contained seven identical questions in order to quickly detect changes in the respondents’ answers. The pulse surveys were intended to supplement the annual employee survey in order to more quickly find out about employees’ needs and challenges. One of the questions in the pulse survey was ‘*I would recommend my workplace as a Great place to work*’. Nearly 89 percent of the respondents answered *Almost always true* or *Often true* to this question.

¹ www.greatplacetowork.se

Employee satisfaction

The table shows the results from the annual employee surveys.

	2024	2023	2022	2021 ¹	2020 ¹
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	78	74	72	–
Overall I would say that this is a very good place to work	83	85	79	78	–
Response rate (%)	43	62	66	63	–

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

The sustainability ambassador programme was carried out for the second consecutive year. The programme took place during the summer. As in 2023, it targeted seasonal employees in the park, but this year seasonal employees at the hotel could also apply. The purpose is to raise awareness about sustainability efforts, to create better opportunities for participation, and to harness ideas and commitment. In total, 17 employees completed the programme. Like last year, all of them answered *YES* to the question ‘*Would you recommend the sustainability ambassador programme to a colleague?*’. In addition, all participants felt that the programme had increased their skills and opportunities to take part in Liseberg’s sustainability work. Potential improvements identified by the participants included increased support from supervisors and managers and more time for the programme. The programme will continue in 2025.

TRAINING AND PROFESSIONAL
DEVELOPMENT

Liseberg is a workplace that has two distinct professional categories: permanent employees, for whom Liseberg is their main occupation and livelihood, and part-time employees, including seasonal and other temporary employees, who combine work at Liseberg with another occupation, usually studies.

However, all employees receive a general introduction and service training, which is provided online.

New changing rooms and offices

In 2024, some of Liseberg’s office and back office spaces underwent much-needed and long-awaited renovation and modernisation. The work has been carried out in four phases. It started in back in 2023, when employees were involved in developing a new concept and standard for the changing rooms and offices at Liseberg. The new changing rooms opened at the start of the year, and the first floor of the renovated office facility was ready for use in the autumn. The work will continue in the first half of 2025, when the remaining floors in the Spindeln office building will gradually be completed. Read more about reuse of office furniture and supplies in connection with the project on pages 42–43.

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

In the case of part-time employees, almost all training and learning takes place on the job. These employees are hired on the basis of attitude, interest and personality, rather than specific professional skills. Depending on where the employees will work, their induction packages include a variety of education and on-the-job training.

A new supervisor training was piloted in 2024. Part of the training, focusing on regulations and labour law, took place digitally. The other part consisted of an in-person meeting and workshop where the new supervisors deepened their knowledge and gained practical training in leadership aspects such as feedback, difficult conversations and motivation.

Liseberg also offers several other training courses for employees. One example is online sustainability training, which aims to give a better understanding of sustainable development, various sustainability topics and Liseberg’s own sustainability work. Other examples include two new e-training courses in purchasing and procurement, and an e-training course in information security that was offered to relevant employees during the year. Other courses are provided to meet legal

Reviewed introduction process
for seasonal employees

In 2023 and 2024, intensive work was carried out on harmonising internal processes as well as packaging and automating communication and information for seasonal employees in connection with their introduction process. The aim was to make employees feel even more safe, motivated and prepared before starting their job and make them more aware of how to get the most out of their employment at Liseberg. The initiative was very well received both by employees and the organisation, which has seen a reduction in questions and uncertainty and a higher proportion of people completing e-training before starting their employment.

requirements, such as fire safety, lift truck operation, electrical safety and fall protection.

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

SKILLS PROVISION

Attracting the right expertise is absolutely crucial to Liseberg’s business. Liseberg’s employer brand is generally strong, and there is a healthy volume of applicants for most positions. However, there are exceptions to this, and it is difficult to recruit staff to certain positions. The most difficult positions to recruit are restaurant staff and technical staff such as electricians and maintenance technicians. As a move to secure recruitment of qualified chefs, Liseberg decided to initiate a trainee programme for chefs in 2023. The first training cohort completed the programme in 2024, and most of them now work in restaurants at Liseberg. The trainee programme unfortunately had to be suspended for financial reasons in 2024, and has not yet started up again.

In addition to having difficulty recruiting certain professional groups, it can also be a challenge for Liseberg to recruit seasonal employees to work during low season. Read more in the box below.

Success with senior recruitment

During low season, there is a reduction in the availability of seasonal workers who are also students. For this reason, in 2024 Liseberg continued its efforts to recruit seniors (65+), who enjoy working at the amusement park in the low season and have valuable experience that both guests and colleagues appreciate. Efforts to recruit seniors take place both internally, e.g. by offering low-season schedules, and externally through participation in trade fairs and collaboration with associations.

From a diversity perspective, seniors also help to improve the age balance in a seasonal workforce that is traditionally dominated by younger people. Regarding the age difference, Liseberg has noticed a mutual mentorship situation where different generations learn from each other.

Environmental perspective

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

ENVIRONMENTAL WORK

Environmental work is governed by Liseberg's sustainability policy and associated procedures, and conducted in accordance with applicable legislation and relevant governing documents from the City of Gothenburg. Liseberg's environmental work is coordinated and developed by two environmental specialists in collaboration with managers and other key functions in the organisation.

Compliance with one of the city's governing documents is monitored annually by the Environmental Administration and concerns systematic environmental management. This year's audit showed good compliance without any non-conformities. The overall evaluation is that Liseberg demonstrates strong and effective environmental management.

Every three years, Liseberg produces an environmental assessment that maps out and evaluates environmental aspects, identifies possible environmental risks and highlights focus areas for further environmental measures. The latest environmental assessment for the entire business was developed in 2022, and Liseberg's hotel was added to it in 2023. The summary of results identified the following key areas for ongoing environmental work: Liseberg as a leader and inspiration in the sustainable transition, Circular material flows and waste management, Energy use, Climate impact, Environmental impact of food and Environmental considerations in purchasing and procurement.

As a consequence of the European Green Deal¹, focus was placed during the year on the EU regulations

applicable to Liseberg, such as CBAM² and the Deforestation Regulation³. In terms of national legislation, Liseberg is required to comply with the obligation to separate textile waste, which comes into force on 1 January 2025. Liseberg already has effective processes for managing textile waste, which were reviewed during the year to ensure that all textile waste is managed correctly. Disposable items also remained under focus during the year, as a requirement to offer reusable alternatives to certain disposable products came into force in 2024. A further pilot project was conducted to encourage guests to choose reusable alternatives. Read more on page 35.

During the year, Liseberg maintained ongoing contact with the Environmental Administration regarding environmental issues resulting from the fire at Oceana. Read more about this on pages 10–11. In addition, two regulatory environmental matters were addressed: a noise complaint relating to the demolition of Oceana and a complaint regarding the detection of contaminated stormwater adjacent to Liseberg's Camping Askims Strand. Following an internal investigation and reporting to the Environmental Administration, the noise case was terminated with no further action required. The second case, regarding stormwater contaminated with E. coli and intestinal enterococci, is still under investigation in dialogue with the Environmental Administration. As and when deficiencies are identified, measures will be planned to ensure that the contamination does not recur when the campsite opens for the 2025 season.

¹ https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/european-green-deal_sv

² https://taxation-customs.ec.europa.eu/carbon-border-adjustment-mechanism_en?prefLang=sv

³ https://environment.ec.europa.eu/topics/forests/deforestation/regulation-deforestation-free-products_en



Pilot projects continue at Mattorget

Under the project **Solutions for Climate-Smart Events**, in the summer of 2024 a new test was carried out at Mattorget, one of Liseberg's park food units. The aim was to examine how more guests can be encouraged to choose reusable instead of disposable cups.

The year's pilot tested different strategies for nudging guests to choose reusable cups. In the first part, information was provided verbally at the checkout,

and in the second part guests were offered the chance to win an annual pass to Liseberg if they chose a reusable cup.

The summary of results showed verbal information at the checkout to be most effective. However, the number of guests who chose reusable cups still remained low. Stronger measures are needed in order to meet the national target of cutting disposable cup use by 50 percent by 2026 compared to 2022.



LISEBERG’S CLIMATE ACTION

Liseberg wants to contribute to the Paris Agreement on Climate Change and is aiming for the 1.5°C target¹. The ambition is to have as little climate impact as possible. To achieve this, Liseberg calculates the climate emissions of its business and identifies and implements measures to reduce its climate footprint.

Climate impact of business

Liseberg’s operations result in direct and indirect climate emissions that impact climate change. These emissions arise, amongst others, during the production and consumption of energy and fuels, during the production and transport of goods and services, during travel to and from Liseberg and during waste management. Liseberg’s climate impact has been calculated in accordance with the GHG Protocol² and has been second-party verified. The results – from this year’s Climate Report – are shown in the table below and cover Scope 1, Scope 2 and parts of Scope 3. The majority of emissions fall under Scope 3 (99.6 percent), while Scopes 1 and 2 each account for a small fraction. For a detailed multi-year overview of Scopes 1 and 2, see page 55.

As of this year, the climate statement is presented in a new way that more clearly follows the GHG Protocol’s scope and categories. Based on the categories covered in this year’s Climate Report, guest travel in the downstream transport category is, as in previous years, the largest contributor to the total estimated climate footprint of our business. This is a challenge, as Liseberg has

limited influence to make positive changes here. The second-largest contributor is purchases of goods and services, with food and beverage purchases representing the largest share.

Compared to 2023, no calculation has been made of Scope 3, Category 2 – Capital Goods or Category 6 – Upstream Leased Assets. This is because no major construction work was carried out in 2024 and because calculations of leased assets need to be improved.

In addition to measures to further improve calculations, e.g. for food & beverage and workwear, work has begun on setting long-term climate goals and producing a transition plan. This work will be completed in 2025. The business will then have a target vision and a clearer plan for its environmental work.

Climate impact of park visits

The climate impact of all park visits during the year has been calculated as 11,981 tons of carbon dioxide equivalents (CO₂e), compared with 10,284 tons of CO₂e in 2023. This means 5.1 kg CO₂e per park visit compared to 4.8 kg CO₂e in 2023. This increase is primarily due to higher environmental impact from the category ‘Prizes, soft toys & souvenirs’. No specific part of the purchases could be identified as a dominant contributor to this. Instead, a general rise in purchases is deemed to have led to increased environmental impact. The climate impact of a single park visit is calculated on the basis of five different aspects. These correspond to the climate impact of the whole of Scope 1 and Scope 2, as well as parts of Scope 3.

¹ www.naturvardsverket.se/amnesomraden/klimatomställningen/det-globala-klimatarbetet/parisavtalet/
² www.ghgprotocol.org/

Climate Report 2024*

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

Scope/Kategori	Emissions, tons CO ₂ e	Emissions, share of total (%)**	Description
Scope 1 – Direct emissions	179	0,3 %	For a detailed multi-year overview of Scope 1, see page 55.
Scope 2 – Indirect emissions from purchased energy	28	0,1 %	For a detailed multi-year overview of Scope 2, see page 55.
Scope 3 – Indirect emissions in the value chain	53 211	99,6 %	For more details of categories included, see the following rows.
1. Purchased products and services	14 934		Scope 3. Purchases for the business, e.g. food, beverages, souvenirs and IT equipment.
3. Upstream emissions Scope 1 and 2	388		Scope 3. Upstream emissions related to Scopes 1 and 2.
4. Upstream transportation	763		Scope 3. Transport of goods etc. to the business.
5. Waste generated in operations	14		Scope 3. Waste management incl. transport.
6. Business travel	896		Scope 3. Business travel incl. hotel nights.
7. Employee commuting	605		Scope 3. Calculated based on survey of travel habits 2023
9. Downstream transportation and distribution	35 427		Scope 3. Guest travel to and from Liseberg.
15. Investments	184		Scope 3. Pension provisions before social contributions.
Total	53 418		

* Emission factors are presented on page 55. Liseberg’s Climate Report can be read in full at www.liseberg.se/om-liseberg/hallbarhet
**Rounded to one decimal place

Climate impact of accommodation

The climate impact of a single guest night at Liseberg Grand Curiosa Hotel, and at Lisebergsgbyn and Liseberg’s Camping Askim Strand, has been calculated for the second consecutive year. The calculation for the hotel includes the climate impact of energy use, breakfast service, souvenir sales and waste. The calculation for Lisebergsgbyn and Liseberg’s Camping Askim Strand includes the climate impact of energy use and waste. The results show that one guest night at the hotel corresponds to a climate impact of 2.2 kg CO₂e, while for Lisebergsgbyn and Liseberg’s Camping Askim Strand it corresponds to 0.2 kg CO₂e. This can be compared to the previous year when the climate impact was 2.1 and 0.2 kg CO₂e, respectively. These calculations have been carried out for the second time and the calculation method will be evaluated in 2025 and possibly adjusted to further improve reliability.

Measures to reduce climate impact

Liseberg can reduce its climate impact through various direct measures and by making it easier for guests to make sustainable choices. Examples of measures carried out during the year that reduced Scope 1 and 2 climate impact include using a new type of coal for our fire pits during Christmas at Liseberg, and replacing fossil diesel with fossil-free fuel in our internal filling station at the end of the year. This will primarily contribute to reducing climate emissions from 2025 onwards. In the area where Liseberg has the greatest climate impact (Scope 3), it is more difficult to achieve progress, partly due to limited influence. Initiatives have been carried out to increase sustainable travel and reduce the climate

impact of food and beverages, but more measures are needed. One measure to be evaluated next year is the possibility of increasing the vegetable content of certain meat dishes.

In addition to measures that reduce climate impact, Liseberg uses some carbon offsetting outside its own value chain for business travel, for fuel for on-site vehicles, and for sales from the park’s MAX restaurants. Carbon offsetting is used for a variety of measures, but complies with the regulations and initiatives of the City of Gothenburg and MAX.

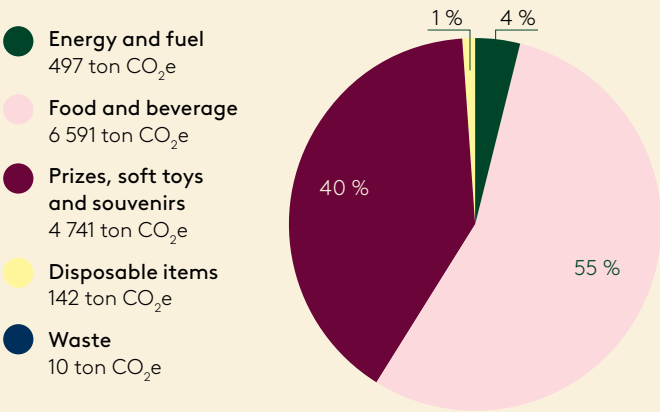
Climate change adaptation

In addition to Liseberg’s own climate impact, our business will be affected by climate change, both directly and indirectly. At present, the direct effects are primarily deemed to relate to more extreme weather conditions. Work is under way to prepare Liseberg for situations such as flooding from the Mölndalsån river, which runs through the amusement park. Indirectly, there is also a risk that products and food purchased by Liseberg may be adversely affected by climate change in the future.

During the year, the City of Gothenburg adopted a climate change adaptation plan, which affects all businesses in the city. Liseberg took part in the preparatory work in 2023, which involved analysing the consequences of various climate effects and developing proposals for measures for Liseberg’s business. To meet the requirements under the City of Gothenburg’s climate change adaptation plan, Liseberg has clarified in the relevant internal governance documents that climate change must be taken into consideration when carrying out new construction and conversions.

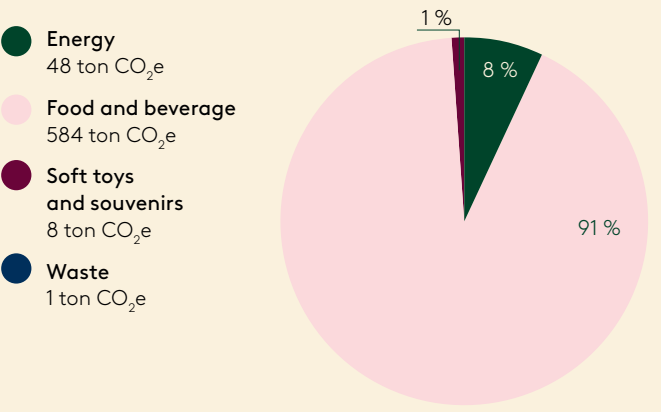
Climate impact of park visits 2024

The diagram shows the climate impact of all park visits to Liseberg, totalling 11,981 tons of CO₂e, broken down into the various aspects and based on data for 2024. Figures are rounded to whole numbers.



Climate impact of hotel visits 2024

The diagram shows the climate impact of all guest nights at Liseberg Grand Curiosa Hotel, totalling 641 tons of CO₂e, broken down into the various categories and based on data for 2024. Figures are rounded to whole numbers.



ENERGY

Liseberg uses several different sources of energy. The largest share is electricity (72 percent), followed by district heating (22 percent). Smaller proportions come from district cooling and biogas. For many years, all purchased electricity has been 100 percent renewable. Starting from May 2023, all the district heating we buy is labelled with Bra Miljöval (a Swedish eco-label).

The business has approximately 160 vehicles. Our vehicles range from delivery vehicles and passenger cars to lift trucks and bikes. Of these, nearly 20 percent run on fossil fuel. Fossil fuel consumption makes up less than one percent of the total energy consumption of the business.

To get a picture of energy use and where there are opportunities to improve energy efficiency, Liseberg regularly reviews energy data and conducts energy audits. A new energy audit period began in 2024, which means that Liseberg performed an updated energy audit of the business during the year. There have been some changes to property holdings since the previous audit. For instance, the hotel is now operational. Liseberg amusement park accounted for the use of just over 70

percent of total purchased energy. The hotel represented 11 percent, Oceana (construction site) 8 percent and the Accomodation business unit 7 percent. Buildings accounted for 48 percent of the amusement park’s energy use and attractions for 12 percent. It is not possible to determine whether the remaining 12 percent are ascribable to attractions or buildings.

A number of small energy efficiency measures were taken during the year, including replacement of light fittings with LED units, which gives an estimated annual saving of 25 MWh. In addition, Järnvägsrestaurangen upgraded its UV grease filtration system. The upgraded system only starts when it is really necessary. This reduces the system’s operating time and the frequency at which the UV fluorescent tubes need replacing.

Liseberg uses several key energy figures to allow easier monitoring and to draw conclusions about trends, although this is not always straightforward in a business that is constantly changing.

Energy consumption

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

	2024	2023 ²	2022	2021 ¹	2020 ¹
Electricity ³ (MWh)	21 162	21 551	19 717	18 355	10 479
District heating ⁴ (MWh)	6 426	5 806	4 944	4 939	3 921
District cooling ⁵ (MWh)	1 484	1 320	1 195	876	524
Biogas (MWh)	392	393	279	288	182
Fuel ⁶ (MWh)	286	273	243	225	122
Biochar ⁷ (MWh)	84	–	–	–	–
LPG ⁸ (MWh)	10	–	–	–	–
Coke (MWh)	–	103	58	–	–
Total energy consumption (MWh)	29 844	29 446	26 436	24 683	15 228

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² Liseberg Grand Curiosa Hotel in operation since April 2023.
³ Wind power since 2009 for the entire business.
⁴ Generated and supplied by Göteborg Energi AB. Bra Miljöval (a Swedish eco-label) since May 2023.
⁵ Generated and supplied by Göteborg Energi AB.
⁶ Fuel for internal vehicles. Calculated from volume and energy content.
⁷ Replaces coke from 2024.
⁸ Monitored for the first time in 2024.

Energy intensity

The table shows various performance indicators for energy intensity.

	2024	2023	2022	2021 ¹	2020 ¹
Liseberg amusement park ² (MWh/hour open)	12	12,2	14,1	13,1	–
Liseberg amusement park ² (kWh/visitor)	8,7	9,6	14,2	13,2	–
Liseberg Grand Curiosa Hotel ³ (kWh/rented unit)	39,5	55,1	–	–	–
Lisebergsbyn and Liseberg’s Camping Askim Strand ⁴ (kWh/rented unit)	24,7	24,4	27,5	29,1	39,5

¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² The figures for 2021 and 2022 have been adjusted due to recalculation.
³ Liseberg Grand Curiosa Hotel in operation since 2023.
⁴ The figure for 2022 has been adjusted due to recalculation.



Detailed energy audit 2024

The detailed energy audit focused on Liseberg amusement park’s base load power, which accounts for a significant share of total energy use. There is potential here for cost-effective measures. Two proposals have been developed to date for measures that together offer potential savings of 78 MWh/year. The first involves installing separate cleaning outlets in Spelhuset. At present, the cleaning staff start all games on all three storeys in the morning, which then continue running all day. With separate cleaning outlets, cleaning could be done without having the games running. The second is to create new processes that make it possible to only have the electric heating for Farfars Bilar on when the amusement park is open, not during the whole Christmas season.



TRAVEL AND TRANSPORTATION

Sustainable travels, which includes travels with public transport, cycling and walking, to and from the park and our accommodation facilities is an important focus area. This is partly because travel makes up a large part of our climate impact, and partly because for several years the area around Liseberg has been affected by major construction and infrastructure projects that make car journeys more difficult. Due to its location in central Gothenburg, Liseberg is deemed to have excellent potential for being reached by a wide public via sustainable transport. However, Liseberg has little control over guests' transport choices.

Monitoring of guests' travel behaviour this year shows that 38 percent used sustainable means of transportation to and from Liseberg, which is a slight decrease on the previous year. Approximately 15 percent of guests arriving by car drive an electric or electric hybrid car.

Although Liseberg has limited control over guests' and employees' travel, there are various ways to encourage and facilitate sustainable transport. For example, all guests who buy admission and ride products online are sent an email encouraging them to take public transport

to and from Liseberg, and employees who cycle to work were rewarded with a goodie bag on World Bicycle Day on 3 June. About 50 employees joined in our internal cycling challenge 'Around Europe on a Pink Bike'. Read more in the box below.

During the year, Liseberg continued to be part of the Gothenburg Green City Zone¹, a project that aims to bring together various stakeholders to create solutions for zero-emission transport in the centre of Gothenburg. The project addresses both freight and passenger transport, and is seen as an important platform for collaboration on sustainable transport and travel with similar stakeholders close to Liseberg. As a result of this, a pilot project relating to goods transport will be carried out in 2025. In this project, which is carried out in collaboration with the Swedish Exhibition & Congress Centre and RISE, some of Liseberg and the Swedish Exhibition & Congress Centre's deliveries will be sent to a shared transshipment location outside the city, where they will be repacked in shared vehicles. The purpose is to increase the fill level and reduce the number of transports, which is expected to rationalise deliveries and reduce climate impact from transport.

¹ www.businessregiongoteborg.se/naringslivsutveckling/hallbar-utveckling/gothenburg-green-city-zone

A virtual tour around Europe by bike

In the summer of 2024, all Liseberg employees were invited to join in the internal cycling challenge 'Around Europe on a Pink Bike'. In this challenge, everyone was offered the option to register their bicycle travel, for example trips to and from work or in their free time. The registered bicycle trips were added together so that the participants 'cycled' around Europe along a predetermined route. The route was around 10,000 km long, and was completed in less than three months. Along the way, virtual visits were made to Liseberg's industry colleagues through intranet posts including videos and information about the relevant park. This meant that besides the approximately 50 employees who took part in the challenge together, all employees were involved in the challenge by learning more about Liseberg's industry colleagues.



BIODIVERSITY

Liseberg affects biodiversity in two ways: directly through our physical environment and indirectly by purchasing goods and services.

For many years, Liseberg has been taking steps to improve biodiversity in its organisation, for example by installing green roofs, choosing chemicals that do the least harm, and selecting plants and flowers that favour insect life at different times of the year. During the construction of Liseberg Oceana water park, provisions are being made to expand the green belt along Mölndalsån river and establish an ecological buffer zone on both sides of the river.

Sustainability requirements are set wherever possible during the purchasing and procurement of goods and services. One way we do this is by buying organic produce.

An audit was carried out during the year to gain a clearer picture of how Liseberg influences and is influenced by biodiversity and what measures can be used to promote biodiversity. The audit show that Liseberg's greatest risk of negative impact is in connection with goods purchase and due to climate impact from our operations, while the greatest opportunity to make a positive contribution is through circular economy. Recommendations for strengthening biodiversity efforts have been produced, and an action plan for further work is under development.

² www.krav.se

Better soil for biodiversity

During the year, the gardeners at Liseberg's gardening department evaluated peat-free compost for planting spring and summer flowers. Peat-free compost is a better choice for the climate as well as for biodiversity. Peatlands are a unique and highly biodiverse living environment. They store greenhouse gases, which are released when the peat is extracted. The compost was used for planting in large urns and two large borders at Liseberg amusement park.

OFFERING AND PRODUCT RANGE

Liseberg's guests should be assured that our offerings are as sustainable as possible and that the offering is continuously being improved. This applies to goods and food throughout the business.

Sales of food and beverages are an important part of the business. What we offer also has an influence on the climate emissions and biodiversity. Liseberg has therefore imposed several of its own requirements for food and beverages. Just over 8.1 percent of purchased food in 2024 carried one of the following eco-labels: EU Organic, KRAV, MSC or ASC. Just over 10.2 percent carried one of the ethical labels Fair Trade or Rain Forest Alliance. During the year, a review was carried out of the labels carried by our purchased Food & Beverage products, which are divided between environmental and ethical labels. This results in a lower but fairer outcome than previously. In addition, two restaurants in the amusement park are KRAV certified².

To reduce the environmental and climate impact of other parts of the range, sustainability requirements are imposed during purchasing and procurement. Read more about sustainability with regard to purchasing on pages 48–50.



CIRCULAR ECONOMY AND WASTE MANAGEMENT

Several measures are being implemented to promote circular economy. For many years, Liseberg has been connected to Tage, the City of Gothenburg’s internal web-site for exchanging items such as furnitures. This allows Liseberg to donate furniture and items that it no longer needs, and to receive items from other operators in the city. Liseberg’s clothing department has been working for many years on extending the life of the shoes and clothes that Liseberg provides to employees. Liseberg’s tailors repair damaged workwear so it can continue to be used for a long time while reducing the volume of new purchases. In 2024 alone, our tailors mended nearly 3,000 garments that would have otherwise have risked being thrown away. Garments that are no longer used are donated as part of Liseberg’s charitable initiatives. Clothes that are worn out are collected for recycling by a supplier. The supplier works with the Swedish School of Textiles in Borås to find new solutions for separating textile fibres in order to produce new textiles. Several tests have been carried out to extend the life of work shoes. Read more on page 43. During the year, greater focus was placed on internal recycling in connection with the conversion of office spaces. Read more on page 43.

As a step towards reducing food waste, a system called Generation Waste¹ is used to monitor and track food waste in kitchens. All restaurants in the amusement park and hotel are connected, as well as two park food units and the kitchen at Lisebergsbyn.

¹ www.generationwaste.com
² www.naturvardsverket.se/data-och-statistik/avfall/avfall-mat/

Amount of waste					
The table shows waste quantities and types of waste.					
	2024	2023 ²	2022	2021 ¹	2020 ¹
Total waste quantities ³ (ton)	2 333	2 198	1 891	1 223	540
Waste per guest ⁴ (kg/guest)	0,8	0,8	0,7	0,7	–
Deposit refunds ⁵ (quantity)	347 827	246 720	207 241	122 655	33 833

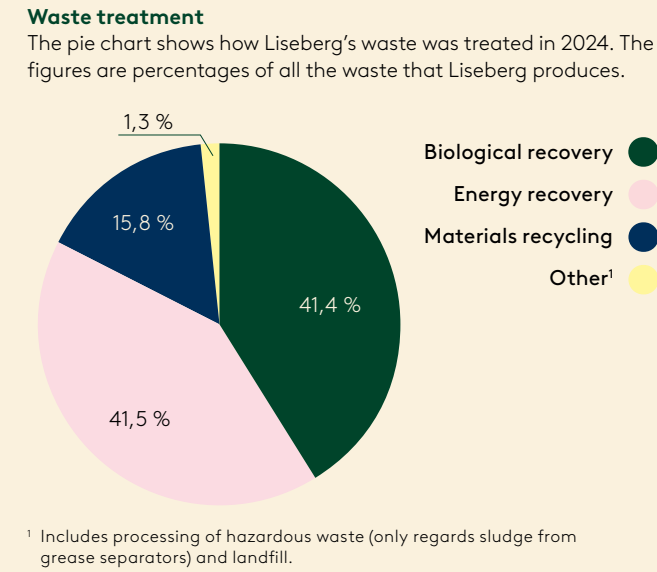
¹ The effects of the pandemic could mean that some figures may be off-trend or missing completely.
² The business was extended to include a new hotel in 2023, which led to larger volumes of waste.
³ Refers to all waste from Liseberg that is collected by: Stena Recycling, Renova, Gothenburg’s Sustainable Waste and Water Administration. From 2024 this also includes cooking oil from deep-fat fryers.
⁴ Calculated based on total amount of waste and total number of guests.
⁵ Data from Returpack.

Despite rising food waste in the restaurant industry², Liseberg is managing to buck the trend. Food waste per guest fell for the second consecutive year, and was 24 per-cent lower than in 2023.

Liseberg has a diverse and wide-ranging business that produces large amounts of waste in various forms. Liseberg’s own recycling station sorts waste into almost 60 fractions, which are then disposed of by our waste contractors. Almost everything is processed to recycle materials, recover energy or to produce biogas and bio-fertiliser. As in previous years, the largest fractions in 2024 were waste that is similar to household waste, food waste, compostable garden waste and packaging waste, of which corrugated board and glass packaging make up the largest fractions. Construction and demolition waste were disposed of by procured contractors. Where construction and demolition projects were carried out by Liseberg, the waste was sorted at our own recycling station.

Collection of returnable bottles and cans has increased in recent years, as shown in the table below. The rise in the past year was due to a significant growth in sales of drinks in cans and PET bottles compared to 2023, and to more dedicated collection bins being installed in the amusement park.

During the year, Liseberg conducted a review of guests’ waste collection. There are currently ten recycling stations in the amusement park where guests can separate their waste, and there are also waste paper bins for residual waste. To increase material recycling, Liseberg will offer more waste separation facilities as of the 2025 summer season.



Recycling in connection with office renovation

In one of Liseberg’s office renovation projects, the aim was to recycle as much as possible. Doors, fittings, floor mats, sanitary porcelain, desk bases, meeting tables and chairs were reused in the project. Storage units and meeting chairs were moved to other offices at Liseberg, and some items, such as light fixtures, were put in storage to be used when the need arises. Changing lockers were donated to a school in the Gothenburg area. The furniture and materials were for the most part cleaned and restored at Liseberg’s premises.

The biggest challenge was finding a way to store the items prior to use. This was solved by storing them at Liseberg’s premises and in a rented container. Something to bear in mind for future projects is that while reusing products is both fun and sustainable, it requires careful planning from the outset – especially regarding storage and logistics.

EXAMPLES FROM LISEBERG

Extended life for work shoes

Various methods were tested for increasing the life of work shoes supplied by Liseberg. The results showed that safety shoes used by employees at work can be washed and restored if necessary when someone’s employment contract ends. This means that the shoes can be used by someone else instead of being thrown away.

Shoe leasing was also tested during the year. In short, this meant that some employees were provided with two pairs of safety shoes. While one pair was being used, the other could be sent for washing or repairs when necessary. Alternating between two pairs of shoes can extend their lifespan. The aim is to have them last for three years.

EXAMPLES FROM LISEBERG

Community economics and business ethics

Liseberg wants to benefit Gothenburg by offering joyful experiences, job opportunities and charitable initiatives, and contributes to the city's tourism economy by being the most important reason for people to visit Gothenburg. To ensure that guests can enjoy themselves with a clear conscience, we strive for responsible purchasing by imposing and following up on sustainability requirements. Responsible purchasing is also about being careful with Liseberg's resources.

LISEBERG'S EXPANSION PROJECT AND BROADER OFFERING

Liseberg's long-term strategic investment in being a destination with a themed experience hotel and a water park will give Liseberg a broader and more attractive offering that gives guests a reason to extend their stay. The hotel opened in April 2023, and has attracted locals and long-distance visitors alike. Occupancy was 60 percent, which is within the forecast range. During the year, the hotel won no less than three prestigious awards in the World Luxury Hotel Awards: Sweden's Best Family Hotel, Northern Europe's Best Design Hotel and the World's Best Concept Hotel.

The construction of Oceana came to an abrupt halt in mid-February due to the tragic fire. In July, Liseberg's Board of Directors took the decision to rebuild Oceana. Read more about the fire and its consequences on pages 10–11.

In addition to Liseberg's Expansion Project, Liseberg is continuously developing its offering in Liseberg amusement park. There were some exciting changes during the year, including a number of new events during the summer season. These included a country week-end and the Latin Bash festival. Our new Sagoskogen attraction opened during the Halloween season, and the

Christmas season saw the launch of our new market, Tyrolermarknaden. The park also extended the opening times of Kaninlandet in the Easter and autumn breaks. In addition, we increased our offering of theatre performances and shows at the Rondo Dinner Show Theatre and Lisebergsteatern.

As in previous years, Liseberg offered an extensive stage programme ranging from rabbit theatre – 380 performances in all – to a host of music and events. During the summer there were about 40 concerts on Stora Scenen and Lilla Scenen, as well as about 20 dance evenings accompanied by some of Sweden's best-known dance and salsa bands. Traditional dance events were also held at 11 am on eleven Wednesdays, which were open to everyone and especially appealed to an older public.

In spring 2024, Liseberg amusement park was awarded the THEA Classic Award¹, which is conferred by the Themed Entertainment Association (TEA) for outstanding attractions, technologies and guest experiences that have stood the test of time and become much-loved classics in the amusement park industry.

LISEBERG'S CONTRIBUTION TO GOTHENBURG

The tourism revenue generated by Liseberg is an interesting measure of the added value that guests bring to the destination when they visit the Liseberg amusement



Halloween Swap

With the new 'Halloween Swap' initiative, Liseberg wants to give more children a chance to get dressed up for Halloween. Gothenburg locals were encouraged to swap their kids' old Halloween costumes for an admission ticket to Halloween at Liseberg. At the end of the initiative, a second-hand shop was set up at the hotel where all children were welcome to pick up a used Halloween outfit. The second hand shop was a huge success: After three hours, more than 400 costumes had found new owners, and ghosts and monsters were brought back to life after languishing at the back of wardrobes.

This initiative was a great example of how sustainability can be integrated into Liseberg's business. Liseberg gained positive publicity while social and environmental values were a natural part of the initiative.



¹ www.teaconnect.org



park. This revenue is estimated at SEK 3.5 billion (2019), and almost 25 percent of all guest nights in Gothenburg are due to Liseberg guests, based on previous studies.

Liseberg contributes to employment through a combination of permanent jobs and seasonal jobs during Liseberg's three seasons. In 2024, a total of 10,071 employment contracts were signed for seasonal and demand-driven employment. These led to 2,780 people being offered regular seasonal employment. A further 333 people were offered temporary employment.

A more detailed description of the values that Liseberg creates and our value chain can be found on pages 16–17.

CHARITABLE INITIATIVES

Liseberg collaborates with several different organisations to provide charitable initiatives. The main aim is to offer park visits to people who without Liseberg's support would not be able to take part in the various experiences the park offers. These are mainly offered to children, families and others who face difficult financial, health or social circumstances. Charitable initiatives can also include events in the park, such as a day for schools for children with disabilities, or for Children's Hospital Day. They also take the form of discounts, other donations or fundraising events. All these initiatives are governed by agreements.

In addition to the City of Gothenburg's social administrations, we work closely with other organisations such as Human Bridge, the Foundation for Queen Silvia's Children's Hospital, Gothenburg Rescue Mission, Vägassistans road assistance service and Östhjälpens Second Hand. In 2024, a total of 14,380 All-in-One admission and ride passes, 4,330 admissions, 1,600 ride passes and 140 Liseberg Passes were donated. Most were distributed through the City of Gothenburg's various operations. Collections of returnable bottles and cans from Lisebergsbyn resulted in a sizeable donation of SEK 38,058 to the Foundation for Queen Silvia's Children's Hospital.

The charitable initiatives that Liseberg offers have a string of positive effects. For those who take part, they provide an opportunity to experience Liseberg's offerings. They also contribute to reducing feelings of exclusion and isolation. For partner organisations this is also an opportunity to reach out to a wider public and raise awareness of their work. These initiatives may hopefully contribute to raising awareness of social issues and the needs that exist in society.

FINANCIAL PERFORMANCE AND PROFITABILITY

Liseberg as a destination, i.e. including the hotel, camping facilities and stages, welcomed 2.9 million guests in 2024. This is an increase of 0.2 million guests compared to 2023, half of which is due to the hotel having been open all year.

The fire at Oceana casts a shadow over most of the period (read more on pages 10–11). As a consequence of the fire, accrued project costs had to be written down. This was done in March in the amount of SEK 484 million, which was the estimated cost of the damage caused by the fire. Net sales for 2024 totalled SEK 1,580 million (compared to SEK 1,433 million the previous year). The Liseberg Group had a total profit after financial items of SEK -486 million (compared to SEK -64 million the previous year). Adjusted for the write-down of Oceana, the profit amounted to SEK -2 million.

During its three seasons, Summer, Halloween and Christmas at Liseberg, the amusement park welcomed 2.4 million guests, which included visitors to Lisebergsteatern, Rondo and other events in the park. This is an increase of 0.1 million guests compared to 2023. The summer season in 2024 got off to a weak start and was hampered by the macroeconomic situation. However, in August the trend turned and the number of guests increased year-on-year. Halloween was our second-best ever in terms of the number of guests, and during Christmas at Liseberg there was a 15 percent year-on-year increase in the number of guests. Sales per guest rose by 4 percent year-on-year.

The fire at Oceana also negatively impacted Liseberg Grand Curiosa Hotel. In 2024, occupancy was 60 percent (compared to 51 percent for the previous year), which is lower than if Oceana had opened according to plan. The average price of rooms is 14 percent down year-on-year. This is partly due to there having been no concerts at Ullevi stadium during the summer, which affected hotel prices in the whole of Gothenburg.

The Accommodation business unit, which comprises the two facilities Lisebergsbyn and Liseberg's Camping Askims Strand, had an occupancy of 58 percent, which was on a par with the previous year. However, average prices fell by 5 percent. This is largely due to the slumping construction market, which negatively impacted the number of contract customers.

Further financial information can be found in Liseberg's Annual Report¹.

¹ www.liseberg.se/om-liseberg/var-verksamhet/arsredovisningar

PURCHASING

Purchasing is governed by an internal purchasing policy, procedures and manual. Liseberg also complies with the relevant legislation, including the Swedish Public Procurement Act (LOU), and the City of Gothenburg's governance document for purchasing. Liseberg has been involved in the city's various working groups and category management process.

Framework agreements arranged through the Purchasing and Procurement Administration were used when they met Liseberg's requirements. Examples of Liseberg's procurements during the year include electricity, construction services, wholesale food, props, decor and fine carpentry, brewery products and customised disposables.

A further two e-training courses in purchasing were developed and implemented during the year. One was an introductory training in purchasing and procurement at Liseberg and the other was a supplier training course.

LISEBERG'S PURCHASING

In 2024, Liseberg made purchases to a value of approximately SEK 993 million, including investment projects. This compares with SEK 1,466 million in the previous year. This decline was partly due to several substantial investments relating to Liseberg Oceana water park.

However, operations-related purchases have become more costly due to inflation and general price increases.

For information on how purchases were distributed between different purchasing categories in 2024, see the diagram further down on this page..

BUSINESS ETHICS AND FAIR COMPETITION

Liseberg purchases a wide range of goods and services. All purchasing categories involve varying risks. Our purchasers are trained to manage these and set relevant requirements for each category.

Liseberg made purchases from a total of 1,197 suppliers during the year. Of these, 93 suppliers account for around 80 percent of the total purchasing volume.

Understanding and managing the various supply chains, from wholesalers and manufacturers to suppliers of input materials and raw materials, is both complex and demands expertise and resources. This is a big challenge for Liseberg, as it is for many others. Liseberg does not currently have adequate knowledge of all the supply chains behind the products it purchases. The more complex goods are, the longer and more complicated their supply chain. There is always a risk that international conventions or national legislation will be ignored in some part of the chain. Liseberg takes steps to safeguard

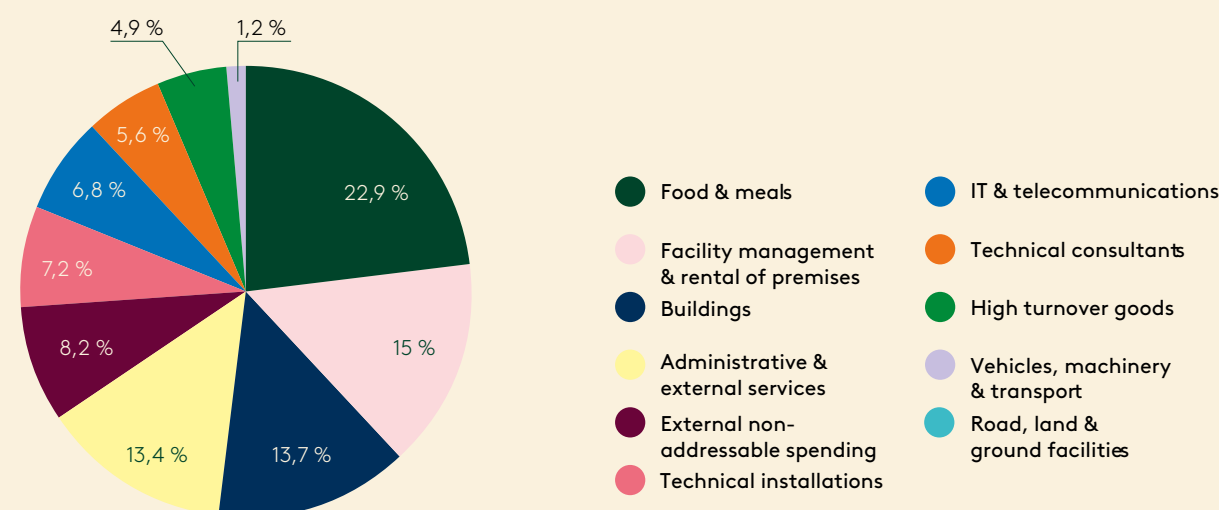
the supply chains by imposing requirements, drawing up agreements and monitoring them, but this process often only reaches as far as the next link in the chain.

During the year, Liseberg implemented a system for monitoring suppliers to ensure compliance with the grounds for exclusion under the Swedish Public Procurement Act (LOU). Such grounds may be, for example, various offences or failure to pay tax or social contributions on the part of a supplier or company representative. Liseberg also uses an external company to perform in-depth checks of suppliers or inspections of construction sites.

Many EU legal requirements regarding sustainability in connection with purchasing have come into effect in Sweden, or will do in the next few years. Liseberg introduced certain regulations during the year, and will monitor these issues and gradually introduce regulations. Next year we will begin implementing the CSDDD (Corporate Sustainability Due Diligence Directive).

Distribution of purchases

The diagram shows the distribution of purchases made in 2024 between purchasing categories, using the City of Gothenburg's category designations.



Innovative partnerships

In addition to always setting sustainability requirements in public procurements, some procurements were carried out during the year that called for various types of innovation in collaboration with the supplier. Examples of procurements with successful results were customised disposables, brewery products and wholesale food.

A requirement when procuring customised disposables was that the chosen supplier must produce a plan for minimising plastic waste. The chosen supplier has developed a plan, which will be implemented and developed during the contract period and monitored on an ongoing basis.

One of the requirements we imposed when procuring brewery products was that a tap system for still and carbonated water should be included, in order to replace bottled water as far as possible.

A food wholesaler is a very important supplier for Liseberg, so high requirements are placed on such suppliers to contribute to Liseberg's sustainability efforts, both in their own operations and in the value chain. Examples of requirements focusing on innovation are that the supplier must produce solutions to reduce food waste in the value chain and find transport solutions that reduced climate impact, e.g. through night-time deliveries.

REQUIREMENTS AND MONITORING

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

Additional sustainability requirements were set in all Liseberg's public procurement processes during 2024, totalling 17.

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

Liseberg carried out general monitoring of 37 suppliers during the year, strategically chosen on the basis of estimated risk and the need for increased oversight.

There is no standardised model for market risk assessment, but it is carried out on the basis of experience of both the market and Liseberg's purchasing behaviour. Guidance is also taken from the relevant authorities. Risk areas in the supplier market tend to be cleaning services, construction and craft services or wherever there is a long supply chain before the service/goods reach Liseberg. Risks in purchasing behaviour occur where we have not carried out public procurement, but the amounts we buy exceed the threshold for direct procurement.

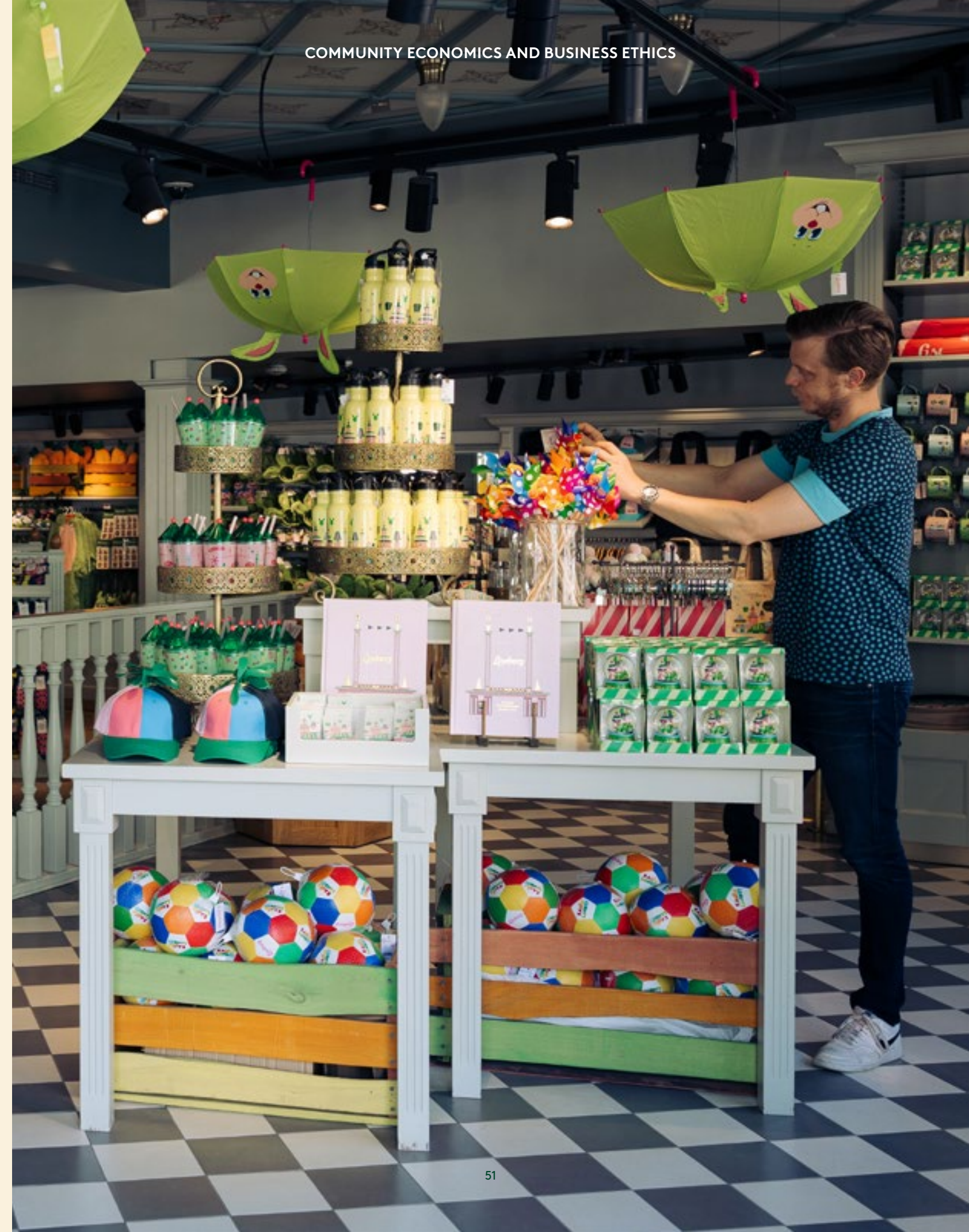
Five deficiencies were discovered during the monitoring of suppliers this year: three internal deficiencies and two deficiencies relating to suppliers. The internal deficiencies regarded one case of purchases made from a supplier who is no longer under contract with Liseberg. In two cases, the value of purchases from suppliers exceeded the direct purchasing limit. In one of these cases there were also shortcomings in the documentation. These internal deficiencies have been addressed or will be addressed next year. The deficiencies relating to suppliers regarded one case where the supplier had sent invoices to the wrong person and one case where a supplier had failed to provide transport that had been ordered.

Liseberg had no court disputes with suppliers during the year. On the other hand, at the end of 2024 Liseberg had a dispute in progress with a supplier whose contract was terminated when it became clear that Oceana would not open according to the original plan.

BUSINESS ETHICS AND ANTI-CORRUPTION

Liseberg follows the Swedish Anti-corruption Institute's (IMM) Code to prevent Corruption in Business and has its own internal governance documents that cover business ethics and anti-corruption. The IMM code supplements legislation and internal governance documents. These requirements for preventing corruption provide guidance for dealing with benefits and intermediaries.

All employees have the right to anonymously report irregularities through the City of Gothenburg's whistleblower function, which can be accessed via Liseberg's intranet. Employees are also encouraged to report any infringements they discover to their immediate manager or their manager's superior. If an infringement is discovered, measures are taken under employment law, and if Liseberg suspects a crime it is reported to the police. One report was made via the whistleblower system in 2024. This report was not related to Liseberg's purchasing work. The report did not result in any measures and was closed following an internal investigation.



Additional information

Further information is provided here about Liseberg's operation, sustainability report, the materiality analysis, stakeholder analysis, material topics, risk management and human rights.

ABOUT THE SUSTAINABILITY REPORT

This is Liseberg's eighth sustainability report, which covers the financial year 2024. The report is prepared in accordance with the Swedish Annual Accounts Act and includes the statutory sustainability report. The sustainability report is issued by the Board of Directors and the CEO & President of Liseberg.

Liseberg is part of the City of Gothenburg, and because the new EU Corporate Sustainability Reporting Directive (CSRD) with the associated European Sustainability Reporting Standards (ESRS) affects the Stadshus AB Group, Liseberg will report through them. The first report must be submitted for the 2025 financial year, which means that the first report will be carried out at the beginning of 2026.

The work that started in the Stadshus group in 2023 was intensified in 2024 by carrying out materiality analyses in different theme groups, such as identifying relevant reporting points in the standard. In addition, a GAP analysis was carried out where each company involved assessed each data point and the current possibility to develop and report data for it. The focus in 2025 is on implementing procedures in preparation for the first report in early 2026.

OWNER GOVERNANCE AND MISSION

Liseberg is owned by the City of Gothenburg through Göteborg & Co AB, which in turn is owned by Göteborgs Stadshus AB. Liseberg has a politically appointed Board of Directors consisting of ordinary members, deputies and staff representatives. The City Council's ownership directive sets out the purpose of Liseberg's business. The City Council also takes a standpoint on issues that

are of fundamental importance or of great significance to the company. In addition to the ownership directive, the business is governed by the Articles of Association and governing documents, which apply to the entire city, as well as the goals in the City Council's budget. Liseberg's mission is to contribute to Gothenburg's standing as a destination and to be an engine for growth in the tourism industry. By operating amusement and theme park activities, as well as restaurant, hotel, and camping services, Liseberg aims to ensure stable economic development and create financial leeway that facilitates long-term and sustainable actions.

PERMITS AND NOTIFICATIONS

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

MATERIALITY ANALYSIS AND STAKEHOLDER ANALYSIS

Liseberg conducted an updated materiality analysis in autumn 2023, partly to fulfil new reporting legislation and partly to align with changes and developments in the business. A central element of the legislation is that

sustainability reporting should be based on a robust materiality analysis from two perspectives: the consequences of Liseberg's business for people and the environment, and the financial risks and opportunities that sustainability creates for Liseberg. Liseberg's stakeholder analysis and the topics covered by the new EU reporting standards provided valuable baseline values for this work, in combination with other information and the expertise and experience of those involved in the business.

Work on the materiality analysis was coordinated by Liseberg's Head of Sustainability, with external procedural support and the active involvement of the sustainability steering group, including representatives from company management and specialists and other key personnel from various parts of the business. This process involved several workshops and meetings in which these contributors identified, evaluated and prioritised sustainability topics. The results were then validated with representatives of company management. When identifying potential material topics the starting point was the existing materiality analysis and gathered internal information, such as directives, instructions, analyses of risks and external influences, the results of industry and stakeholder discussions and management's annual review, combined with baseline values from external frameworks, requirements and sources such as the 2030 Agenda for Sustainable Development, industry and sustainability trends and sustainability legislation. The stakeholder analysis was also updated within the framework of this process, and the relevant key stakeholders and issues were defined in more detail. Read more about our priority stakeholders on pages 12–13.

Identification of potential material topics

On the basis of the gathered information and the topics in the EU reporting standards, changes, transitions and nuances were discussed in relation to Liseberg's sustainability topics. This was linked to a) actual and potential consequences for people and the environment through the value chain, as well as b) financial risks and opportunities for the business arising from impacts or dependencies. Both perspectives have a time horizon up to 2030. The availability of information and assessment data and possible knowledge gaps were also discussed.

Prioritisation and validation of material topics

On the basis of gathered baseline values and results of the identification exercise, a preliminary summary of material topics was drawn up from two perspectives

(external impact and impact on Liseberg). This then formed the basis for adjusting and establishing material topics at a prioritisation and validation workshop. During prioritisation, parameters such as probability, scope, scale and effect were weighed in, but without defining or quantifying thresholds.

Results

The results showed that Liseberg's previously identified material topics are largely still relevant, but that some have changed slightly and others have become more significant. These include the topics of climate change adaptation for the business, increased biodiversity, resource efficiency and circularity, accessibility and innovative partnerships.

RISK MANAGEMENT AND INTERNAL REVIEWS

Liseberg takes a systematic, ongoing approach to risk management that involves investigations, risk analyses and monitoring in several different areas, combined with internal reviews. Internal reviews are based on the City of Gothenburg's guidelines for governance, monitoring and control, which also ensures that financial reporting and the information used by the business are reliable. The purpose of risk management is to identify problems, shortcomings and other risks, and ensure compliance with the law.

Liseberg conducts a general risk analysis each year. This analysis is divided into two parts; the first concerning the business in general, and the second concerning financial reporting. The first part is based, among other things, on Liseberg's mission and goals. The second part concerns items in the consolidated balance sheet and income statement. The overview of risks, the action plan and the internal review plan were reviewed by company management and then adopted by the Board of Directors. This work takes place in parallel with budget preparation and the following up of internal reviews for the current financial year. Many of the risks identified during the year are deemed manageable in the short or long term. Some risks are, however, beyond our control, but the risk analyses help us to prepare for them and outline strategies to managing these risks.

HUMAN RIGHTS

Liseberg supports and respects internationally declared human rights. In practice, this involves responsibility for our employees and guests, as well as people in the supply chain. Important human rights issues that we actively address include safety and security, accessibility, equality and non-discrimination, for employees and guests alike. Read more about how we are addressing these issues on pages 23–33.

Liseberg also takes steps to address risks to human rights in the supply chain, for example by setting requirements for our suppliers. These relate to anti-corruption, health and safety and social conditions, including freedom of association, working hours, wages, forced and punitive labour, child labour, discrimination and harassment as explained in our Code of Conduct and requirements imposed in connection with procurements. Supplier monitoring and audits are carried out to ensure compliance and to highlight risks. Liseberg expects suppliers to act in the same way towards their employees and the people who are affected by their operations. Read more about how we are addressing these issues on pages 48–51.

¹ www.globalamalen.se/

GLOBAL GOALS

The 2030 Agenda for Sustainable Development including the Global Goals¹ are central to Liseberg’s sustainability work and help us to see the business from a wider perspective. Liseberg’s responsibility and ability to contribute to the Global Goals cover the entire value chain and involve all key stakeholder groups. Most of the Global Goals that are relevant to the business are clearly addressed in Liseberg’s current strategies, most important topics, governance and sustainability efforts.

Liseberg’s most important positive contributions are linked to goals 8, 10 and 11 and relate to sustainable tourism, safe experiences, our role as a youth employer and our work with equality and diversity. Liseberg’s most important focus areas for reducing negative impact relate to health and safety, working conditions, resource use and climate impact, primarily linked to goals 8, 12 and 13.

The changing operational environment entails both risks and opportunities for Liseberg, offering a potential to innovate in various domains of work and governance. This includes climate adaptation, resource efficiency and the circular economy, digital innovation and clarification of our role as a community stakeholder and sustainable role model to the industry.

CLIMATE INFORMATION

Supplementary information about climate emissions and emission factors to the section on Liseberg’s climate action on pages 36–37.

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

Figures for the last three years are obtained from a calculation tool using different emission factors than in 2020–2021 and are calculated according to the GHG Protocol (market-based methodology).

Direct emissions, tons CO ₂ e (Scope 1)					
	2024	2023	2022	2021 ¹	2020 ¹
Refrigerants ²	133,4	111,4	96,4	–	–
Diesel	38,7	37,2	37,3	35,4	18,4
Petrol	2,6	4,5	6,1	3,5	2,2
Biokol ³	2,4	–	–	–	–
LPG ⁴	2,2	–	–	–	–
Biogas	0,1	0,1	0,1	0,1	0
CNG	0	0,1	0,2	0	0
HVO100 ⁵	0	0	–	–	–
Coke	–	44,7	25,4	–	–
Total	179,5	198	165	39	21

Energy indirect emissions, tons CO ₂ e (Scope 2)					
	2024	2023	2022	2021 ¹	2020 ¹
District heating ⁶	19,3	23,2	272	326	259
Electricity	8,9	9,1	8,3	5,8	3,3
District cooling	0	0	0	0	0
Total	28,2	32	280	332	262

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

² Estimated figure (average refill, previous three-year period).

³ Replaces coke from 2024.

⁴ Monitored for the first time in 2024.

⁵ Monitored for the first time in 2023.

⁶ Since May 2023, all district heating purchases are labelled with Bra Miljöval (a Swedish eco-label).

Scope 1 and Scope 2 emission factors

The following emission factors were used to calculate climate emissions under Scope 1 and Scope 2.

Sources of emissions	Sources of emission factors
Petrol	2022–2024: Swedish Energy Agency 2022 and 2023, Drivkraft Sverige 2023 2020–2021: Well-to-wheel (WTW) Swedish Energy Agency Fuel Quality Act (2019) and tank-to-wheel (TTW) Swedish Environmental Protection Agency emission factors and thermal values (2020)
Biogas	2022–2024: BEIS 2022 and 2023 2020–2021: Swedenergy (2019)
Diesel	2022–2024: Swedish Energy Agency 2022, Drivkraft Sverige 2023 2020–2021: Well-to-wheel (WTW) Swedish Energy Agency Fuel Quality Act (2019) and tank-to-wheel (TTW) Swedish Environmental Protection Agency emission factors and thermal values (2020)
Electricity	2022–2024: Obtained from the UN 2022 and 2023 and IPCC 2006 2020–2021: Vattenfall EPD (2020)
District cooling	2020–2024: Göteborg Energi
District heating	2020–2024: Göteborg Energi
CNG	2022–2024: Energimyndigheten 2022, Drivkraft Sverige 2023, BEIS 2023 2020–2021: Svenska Miljöinstitutet (2018)
LPG	2024: SEPA 2022, BEIS 2023
HVO100	2023–2024: Swedish Energy Agency 2022, Drivkraft Sverige 2023
Coke	2022–2023: BEIS 2022 och 2023
Refrigerants	2022–2024: BEIS 2022 och 2023

Scope 3 emission factors

To calculate the climate impact under Scope 3, emission factors taken from the RISE Food Climate Database 2023 were used for food and beverages and for chocolate prizes and other foodstuff. For soft toys and souvenirs, emission factors were taken from a life cycle analysis for soft toys (Sweco, 2021). For other Scope 3 emissions, emission factors were taken from Our Impact (Liseberg’s climate calculation tool).

MORE INFORMATION

Liseberg’s Annual Report
www.liseberg.se/om-liseberg/var-verksamhet/arsredovisningar

Liseberg’s website
www.liseberg.se/en



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