

# *Liseberg*

SUSTAINABILITY REPORT 2023



## CONTENTS

- 3 The sustainability year in brief
- 4 CEO's statement
- 5 Introduction by the Head of Sustainability
- 6 This is Liseberg
- 7 Our stakeholders
- 8 Our value chain
- 10 Governance and goals
- 11 Contributions to local community development
- 13 A safe and secure environment
- 16 Job satisfaction, service and equality
- 19 Resource and climate efficiency
- 24 Responsible purchasing
- 26 Additional information

### 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 material topics during the year.

The sustainability report uses the same headings as in previous years for the material topics. Different headings will be used next year as a result of the updated materiality analysis and alignment with the EU's new reporting legislation.

You can find more information about our sustainability report on pages 26–28.

### 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 contact our Head of Sustainability to share your views. You can reach her at [yln.linder@liseberg.se](mailto:yln.linder@liseberg.se)

Happy reading!

# The sustainability year in brief



## EMPLOYEE SURVEY

85% of Liseberg's employees agree with the statement "Overall, I would say that this is a very good place to work". Camaraderie is one of the areas where Liseberg scores highest. 90% of employees agree with the statement "Employees care about each other". Read more on pages 17–18.

### 100-YEAR CELEBRATIONS

Liseberg celebrated its 100-year anniversary this year in many different ways – starting at the summer opening in April with a newly written anniversary book, the new Luna roller coaster and the opening of Liseberg Grand Curiosa Hotel. The Liseberg party for employees in August was another important event. When Liseberg park opened for the Christmas season in November, with a winter market and anniversary exhibition, it was announced that the season would be extended into January for the first time. Read more on page 16.



### TRAVEL SURVEY

Almost 70% of Liseberg's employees commuted sustainably to and from work according to a 2023 survey of travel habits. Sustainable travel refers to walking, cycling or using public transport. More than 85% also welcome the fact that Liseberg is an employer that is engaged in the subject of commuting. Read more on page 22.



### SUSTAINABILITY AMBASSADORS

18 seasonal employees completed Liseberg's new initiative for sustainability ambassadors. The programme included training, four workshops and individual work. The programme has been positively received and 100% responded "YES" when asked "Would you recommend the sustainability ambassador programme to a colleague?". Read more on page 17.



**"I've learned a lot about what we do at Liseberg and that makes me very proud. I feel more engaged in continuing our sustainability work."**

– ONE OF LISEBERG'S SUSTAINABILITY AMBASSADORS

### THREE STEPS FORWARD

1. During the year, training and insight exercises were completed on five key aspects of accessibility, which has raised awareness of the needs of people with various disabilities. Read more on pages 16–17.
2. In order to test and evaluate various reusable solutions for serving food and beverages and reduce the use of disposable items, Park Food has carried out a series of trials. The introduction of alternatives to meet new legislation will take place in 2024. Read more on pages 19.
3. A decision was made to only purchase district heating approved as Bra Miljöval (a Swedish eco-label) and an internal energy-saving campaign was held during the Christmas season. Read more on page 20.

### AUDITS AND CERTIFICATIONS

Two years ago Liseberg park became the first amusement park in the world to be certified to ISO 20121. In June 2023 the operations at Lisebergsbyn Camping and Liseberg's Camping Askim Strand were also certified without any nonconformities. Next in line is Liseberg Grand Curiosa Hotel.

Green, healthy and sustainable! Skeppsmagasinet, Järnvägsrestaurangen and The Green Room have been awarded KRAV certification (a Swedish eco-label). The restaurants make seasonal dishes using as many organic and KRAV-certified products as possible. Certification is monitored each year by external audit. The aim is that all restaurants should obtain certification. Read more on pages 10, 14 and 22.



CEO'S STATEMENT

# A time of change



2023 was a year of change. In the midst of Lisebergs centennial celebration and the biggest expansion in the history of the park, Liseberg was hit by the perfect storm.

From the perspective of the external environment in which we operate, 2023 was one of the rainiest summers in a century. In addition, the post-pandemic market had still not settled into its new normal state, and the pent-up demand of the previous years was starting to wane. The effects of inflation, higher interest rates and a cooling economy also affected the number of guests and how much they were willing to spend in the park. Lastly, a serious accident at one of our valued colleagues shook the reputation of the Swedish amusement park industry – an industry that is highly reliant on public trust.

At the same time Liseberg is in the middle of wide-reaching internal change. The completion and opening of our biggest ever expansion project – Liseberg Grand Curiosa Hotel (2023) and Liseberg Oceana water park (see information on major incident on page 26) – will

mark the final transition from a regional event to a multi-day destination, and from seasonal to all-year-round operation. This change is financially, organisationally and operationally complex – not least in light of the challenging and rather uncertain environment in which we operate.

But while Liseberg is experiencing change at the micro level, a much bigger and more fundamental change is happening at the macro level: Every company, in every industry, has to re-examine its business model and the way it generates value in order to achieve sustainable development. This also applies to the amusement park industry.

Historically, most companies in our industry have focused on shareholder value. Corporate results have been the only thing that mattered – and companies have privatised profits, while at the same time externalising the negative consequences of their operations.

Today, most well-run companies in our industry have shifted their focus towards shared value. Business still comes first, but negative effects are justified by doing good elsewhere – for example through climate offsetting or charity programmes.

But in the future, companies will need to adapt their business models to generate system value. This is where companies are used as active tools to spur on sustainable environmental, social and economic change. Creating value for stakeholders.

Liseberg's business model is complex and aims to generate value on multiple levels. This includes both short-term and long-term financial perspectives, as well as creating value for society and the next generation. Balancing these different perspectives is a challenge, especially in a time of change. But it is a challenge that Liseberg faces with commitment and optimism.

Andreas Andersen  
CEO & President of Liseberg

**Andreas Andersen in brief**

**Age:** 52

**Job:** CEO & President of Liseberg

**The best part of Liseberg:** My colleagues

**What was our most important social contribution in 2023?** A new and more ambitious integrated approach to improve accessibility in the park.

**What was our most important environmental contribution in 2023?** Much better data on Liseberg's climate impact.

**What could we have done better?** Our cultural journey is still the most challenging part of Liseberg's sustainable transition.

**Our biggest challenge for 2024:** Pursue our sustainability ambitions despite challenging times.

# Sustainability is joy, just like Liseberg – the joy of tomorrow

There have been several events during the year and reports about the situation around the world that present challenges and weigh us down. In spite of these, Liseberg chooses to focus on joy – the joy of tomorrow. There are many good initiatives that are taking us in the right direction, and many of us are working towards the sustainable transition in various ways, big and small.

For us, the concept of 'the joy of tomorrow' encapsulates our commitment to sustainability. Liseberg strives to inspire, generate interest, impress and invite others along to encourage more people to act sustainably! This is our way of creating ripple effect. This work is of course also a lot about accountability, responsible actions and about navigating complex challenges.

During the year we added another environmental specialist to our sustainability team, improved our climate calculations and began climate change adaptation measures. We have made preparations to offer more reusable options at our units that serve food and beverages. We have also completed an entirely new programme for sustainability ambassadors to enhance skills and engagement in sustainability work. Through this programme the ambassadors contributed to real improvements in recycling, energy saving and reducing the use of disposable items.

Did you know that all the electricity Liseberg purchases for its operations is generated by wind power and that the district heating we use is eco-labelled as Bra Miljöval (a Swedish eco-label). The new hotel has received BREEAM certification and three restaurants in the park are KRAV-certified (another Swedish eco-label), with an ambition to certify even more. To ensure that as many people as possible can enjoy the Liseberg experience we are continually improving accessibility for guests with special needs. We also share several thousand All-in-One packages among children and families who would other-

wise be unable to visit the park. This is arranged through close collaboration with a variety of local organisations.

To achieve our goals and contribute towards sustainable development we need to involve our stakeholders. Among other things this means encouraging guests to travel sustainably, choose reusable options and order vegetarian dishes instead of other options. Managers and employees also need to understand their role in the sustainable transition and make wise decisions in all aspects of sustainability.

What we do locally in and on behalf of Gothenburg is important, but equally important, if not more so, is the work we do through the sustainability committee of the IAAPA, which is led by Liseberg's CEO. An overall sustainability strategy was agreed by the industry this year, which will enable us to work together and take several concrete steps in the right direction. This is also in line with Liseberg's own strategy, which states that Liseberg will be a leader in sustainable development in the amusement park industry.

Despite the challenges we face, Liseberg will continue with unshakeable determination on its sustainability journey, with the focus on creating the joy of tomorrow and achieving sustainability.



Ylva Linder  
Head of Sustainability,  
Liseberg

# This is Liseberg

Liseberg exists so that people can experience joy together. This is the essence of Liseberg’s purpose. 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 a hundred years, people have met, socialised and had fun at Liseberg, and we want this to continue for at least another hundred years. We say that we don’t operate Liseberg to make money, we make money to be able to operate Liseberg. Liseberg’s business model is to offer the people of Gothenburg and visiting guests experiences of the highest standard, all year round. Our vision is to be the most-loved amusement park destination in Europe.

Liseberg is currently one of the leading tourist attractions in Scandinavia and serves the northern European market. Liseberg 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 park has three seasons: the summer season from mid-April to September, the Halloween season during weekends in October and the autumn break in November, and the Christmas season which starts in mid-November and ends after the first week in January. In autumn 2023, Liseberg park was voted Europe’s best amusement park in the Park World Excellence Awards.

Liseberg also operates a themed experience hotel – Liseberg Grand Curiosa Hotel – which opened in 2023, two camping facilities – Lisebergsbyn Camping 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.

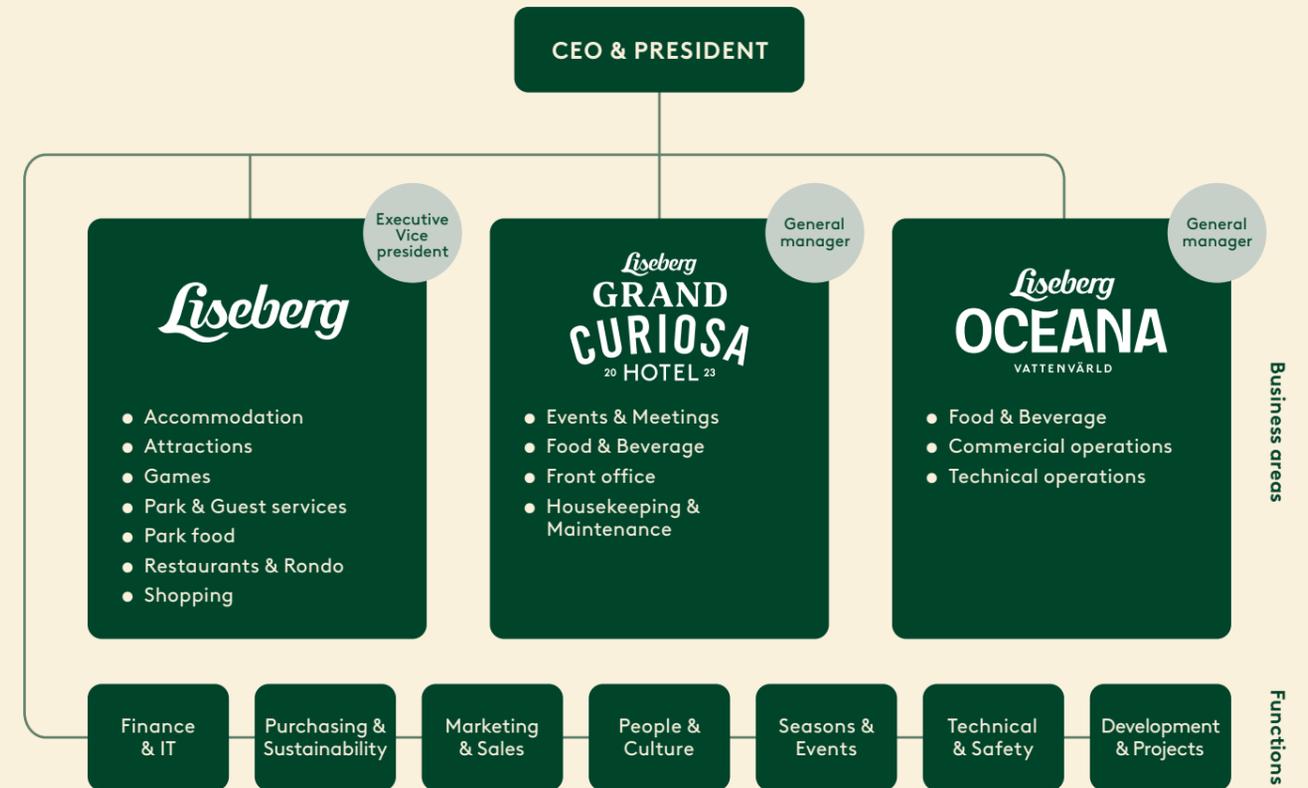
Liseberg Oceana water park is currently being built next to Liseberg park and Liseberg Grand Curiosa Hotel (see information on major incident on page 26).

## OUR ORGANISATION

The group is divided into three business areas – Liseberg park, Liseberg Grand Curiosa Hotel and Liseberg Oceana water park. All the business areas are supported by seven corporate functions. Liseberg’s management organisation consists of company management (CEO & President, Executive Vice President, General Managers and Corporate Function Managers) and a wider Liseberg management comprising all Central Managers of Operations, including The Head of Sustainability. On the last day of the year Liseberg had ongoing employment agreements with 524 permanent staff, an increase of 151 over the previous year.

## OUR VALUES

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



## Liseberg in figures

For more information, see Liseberg’s Annual Report\*.

	2023	2022	2021 <sup>1</sup>	2020 <sup>1</sup>	2019
Number of employees (FTE) <sup>2</sup>	1,265	1,008	776	442	1,112
Net sales, MSEK	1,433	1,381	879	43	1,257
Balance sheet total, MSEK	4,321	3,521	2,973	2,468	2,124
Profit after financial items, MSEK	-64	221	483	-555	198
Number of guests in the park, full year (millions)	2.2	2.3	1.4	0	2.8
Total number of guests <sup>3</sup> , full year (millions)	2.7	2.7	1.7	0.1	3.3

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

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

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

\* [liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/](https://liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/)

# 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 them and where we need to improve.

Based on the existing stakeholder analysis Liseberg has reviewed and updated its priority stakeholders during the year in relation to sustainability. This was done at the same time as the update of the materiality analysis; read more on pages 26–27. None of the previously prioritised stakeholders were removed, but the overview has been supplemented with additional groups and perspectives.

Liseberg collaborates and communicates continually in various ways and through different channels. We engage

in stakeholder dialogues to capture their views on our business and our sustainability efforts. The perspectives and expectations of stakeholders are central to how the business is operated and developed. In this way we create value for our stakeholders and they create value for us. The ongoing work consists of reviewing communication channels and the possible need for supplementary dialogues.

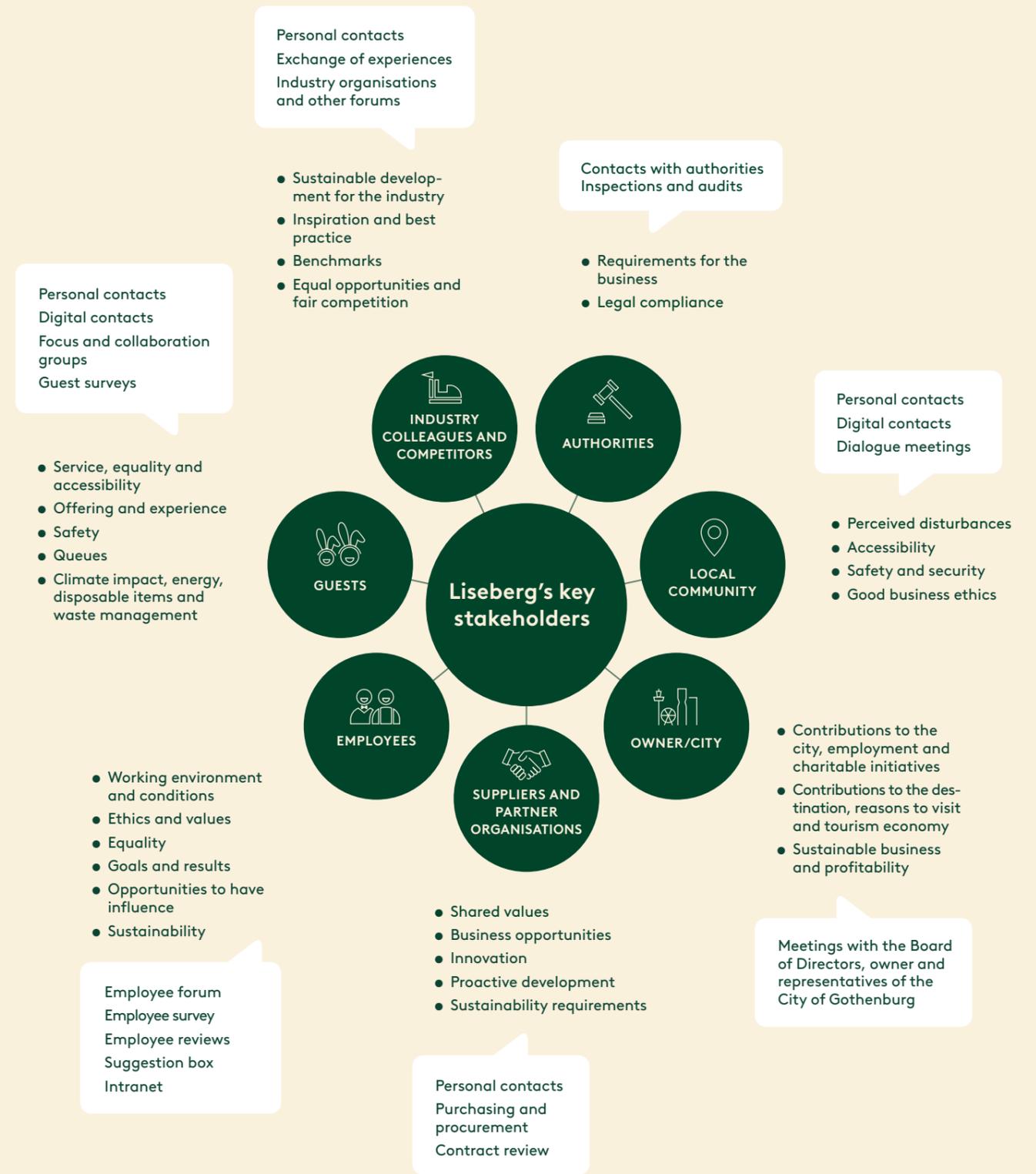
## Liseberg's international engagement

Liseberg's CEO chairs the global sustainability committee of the International Association of Amusement Parks and Attractions (IAAPA). Among other things, the committee works to support members by providing training, strategies and other sustainability initiatives. In autumn an ESG strategy was drawn up and approved by IAAPA's board of directors. ESG stands for Environmental, Social and Governance.

Comparisons between different industry actors show there are several leaders in sustainability, including Liseberg. IAAPA's ambition as an organisation is to set a good example and then to encourage members and others in the industry to be proactive.

There are currently several sustainability initiatives in the industry worldwide, but most do not have quantitative targets, priorities based on impact or an overall strategy. The most important areas for IAAPA, identified through a materiality analysis, cover emissions, waste, engagement, training, transparency and ethics. The strategy proposes clear definitions of targets and initiatives for each of these areas. It is worth noting that Liseberg's sustainability work already covers these important areas identified by IAAPA.

The strategy, which is the first of its kind, covers all ESG perspectives and will influence the future of the industry.



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 value chain

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

## GLOBAL CONTEXT

The global context is a dynamic and complex arena that affects Liseberg in various ways and in every stage of the value chain. Changes in society, politics, legislation, technology and economics present challenges and opportunities. The business needs to consider all these factors and maintain flexibility and adaptability to enhance its prospects for success and long-term sustainability.

## LISEBERG’S MISSION

Liseberg’s mission, which is the foundation of the value chain for the business, is stated in the company’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 high-quality entertainment experiences all year round.
- Through its business, Liseberg will make Gothenburg an even more attractive destination.
- As a business, Liseberg will undergo constant renewal while also preserving its origins and its history.

The mission influences how the organisation creates, delivers and communicates value to its stakeholders.

## RESOURCES AND ASSETS

The available resources and assets, such as labour, building materials and food, also play a decisive role in the value chain and directly affect Liseberg’s ability to generate value.

## STRATEGY FOR SUSTAINABLE DEVELOPMENT

For Liseberg, sustainability is about acting responsibly and taking a long-term approach – environmentally, socially and economically. By integrating sustainability in its governance model, working methods and decisions, the organisation aims to have a positive influence and at the same time reduce negative impact. One approach to achieving this involves grounding the business’s sustainability efforts in a strategy designed to lead sustainable development within the amusement park industry. Read more about governance and goals on page 10.

## MATERIAL TOPICS

In 2017, Liseberg conducted its first comprehensive materiality analysis, identifying the material sustainability topics for the business. This analysis was based on stakeholder priorities, the business’s actual impact on people and the environment, and the associated opportunities and risks. This work yielded five general areas that have formed the basis of Liseberg’s sustainability work since then. Read about governance, initiatives and results on pages 11–25.

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

## PRIORITIES

Based on the update of Liseberg’s material topics and existing work on governance and goals, a number of priorities have been agreed for 2024. It is within these areas that the organisation will take initiatives and make improvements for sustainable development. Read more on pages 10 and 27.

## LISEBERG’S OFFERING

Liseberg delivers a unique overall experience, consisting of rides, entertainment, food and beverage, shopping, games and themed accommodation, which vary over the seasons. Physical meetings are at the heart of the human experience.

## SUSTAINABLE VALUES

Throughout the chain, Liseberg creates a range of values for our guests, employees and other external stakeholders. Stakeholders also create value for Liseberg in their respective roles and by setting requirements and giving their feedback, and thus contribute to Liseberg’s development; read more on pages 7 and 9.





**Values that stakeholders create for Liseberg**

**GUESTS**

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

**EMPLOYEES**

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

**SUPPLIERS AND PARTNER ORGANISATIONS**

- Goods and services
- Competence

**INDUSTRY COLLEAGUES AND COMPETITORS**

- Sparring partners
- Best practice
- Inspiration and fresh ideas

**OWNER/CITY**

- Stability and long-term perspective on business

**AUTHORITIES**

- Permits and legal requirements

**LOCAL COMMUNITY**

- Feedback and ideas for developing the business

**Values Liseberg creates for stakeholders**

**GUESTS**

- Safe, secure and inclusive environment for guests
- Sustainable experiences
- Joy, encounters and memories for life

**EMPLOYEES**

- Attractive and inclusive workplace
- Job opportunities and work experience
- Camaraderie and lessons learned through meetings and relationships

**SUPPLIERS AND PARTNER ORGANISATIONS**

- Business opportunities
- Positive impact on brand

**INDUSTRY COLLEAGUES AND COMPETITORS**

- Sparring partner
- Best practice
- Inspiration and fresh ideas

**OWNER/CITY**

- Reasons to visit
- Stronger brand

**AUTHORITIES**

- Corporate responsibility

**LOCAL COMMUNITY**

- A more attractive city
- Job opportunities

**GLOBAL GOALS**

The 2030 Agenda for Sustainable Development including the Global Goals\* 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, material 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.



\* [sdgs.un.org/goals](https://sdgs.un.org/goals)

# 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 26.

**Purpose:** Liseberg exists so that people can experience joy together

**Vision** Liseberg will be the most-loved amusement park destination

**Mission:** 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 cultivating a culture of responsibility and sustainability, we aim to facilitate a sustainable shift across the entire business. This approach not only solidifies Liseberg’s reputation as one of Sweden’s most sustainable destinations but also serves as an inspiration for industry peers globally.

## 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 is led by Liseberg’s Head of Sustainability, who also manages the Sustainability business unit and has overall responsibility for coordinating sustainability work. In addition to the Head of Sustainability, the team includes one Accessibility Specialist and two Environmental Specialists.

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

## INITIATIVES AND SPRINTS 2023

In preparation for 2023, Liseberg’s management identified eight focus areas, one of which was that Liseberg should continue its sustainability journey. As a consequence, the following activities and measures (sprints) were set out:

- Calculate and reduce climate impact
- Reduce the amount of disposable items
- Improve energy supply and energy efficiency
- Improve accessibility for guests
- Strengthen Liseberg’s employer brand, focusing on initiatives in employee engagement, social sustainability and long-term skills provision
- Improve engagement in sustainability efforts

Examples of initiatives taken during the year to support long-term skills provision include Liseberg’s trainee programme for chefs and work on clarifying Liseberg’s employer value proposition, which is the foundation for a strong employer brand. We have also focused in employee engagement with ambitious events- and training programmes. This may be one of the reasons behind the record-high score in the Trust Index for employee engagement during this year’s employee survey.

Further initiatives and examples of activities that have been carried out are reported on pages 11–25. The overall assessment is that Liseberg has taken steps forward and that several improvements have been made.

## KEY FIGURES – OUTCOME 2023

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, but you can also read more about Liseberg’s environment and climate work on pages 19–23.

## INITIATIVES AND SPRINTS 2024

While preparing the budget and business plans, Liseberg’s management decided to improve the integration of sustainability in Liseberg’s strategy, governance model and operations. This will be done by calibrating the business model, extending ISO certification to Liseberg Grand Curiosa Hotel, preparing for and implementing new legislation, continuing the sustainability ambassador programme and other initiatives to reinforce the sustainability culture, and identifying how far sustainability

should be integrated in the brand governance. It was also decided that the organisation should prioritise sprint measures in the following areas:

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

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

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

## SUSTAINABILITY CERTIFICATIONS

Liseberg holds several sustainability certifications. These are shown in the table below. 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. There are many benefits with this certification, 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.

	KEY FIGURES – ENVIRONMENT & CLIMATE				OUTCOME			
	CLIMATE IMPACT	ENERGY USE	FOOD WASTE	MATERIALS RECYCLING	CLIMATE IMPACT	ENERGY USE	FOOD WASTE	MATERIALS RECYCLING
Liseberg park	≤ 7.3 kg CO <sub>2</sub> e per park visit	8 kWh/guest	5% reduction	5% increase	4.8 kg CO <sub>2</sub> e	9.6 kWh/guest	17% reduction	0.2% increase
Liseberg Grand Curiosa Hotel	≤ 6.8 kg CO <sub>2</sub> e per hotel guest	63 kWh/m <sup>2</sup>	–	–	2.1 kg CO <sub>2</sub> e	119 kWh/m <sup>2</sup>	–	–
Accommodation	≤ 4 kg CO <sub>2</sub> e per accommodation guest	23 kWh/booking	–	–	0.2 kg CO <sub>2</sub> e	24 kWh/booking	–	–

LISEBERG’S SUSTAINABILITY CERTIFICATIONS	SCOPE	WHAT IS REQUIRED
BREEAM-SE, level: EXCELLENT*	Liseberg Grand Curiosa Hotel <b>NEW</b>	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 park, Lisebergsbyn Camping <b>NEW</b> , Liseberg’s Camping Askim Strand <b>NEW</b>	The organisation meets the requirements of this international standard on sustainability management systems for events.
KRAV, level: BRONZE, BASIC	Järnvägsrestaurangen (Bronze), Skeppsmagasinet <b>NEW</b> , The Green Room <b>NEW</b>	The restaurants use at least 30 percent (Bronze) or at least 20 percent (Basic) of KRAV-certified, organic and/or MSC-certified food.
TRIPADVISOR GREENLEADERS, level: PLATINUM	Lisebergsbyn Camping	The facility meets the highest total points level, which includes assessment of energy consumption, water consumption, purchasing and waste management.

\* The certificate is expected in the first quarter of 2024.

# Contributions to local community development

Liseberg aims to make Gothenburg a better place by offering joyful experiences, jobs and charitable initiatives. Liseberg is the most important reason for tourists to visit the city and destination, which also benefits many other stakeholders in the region.

## LISEBERG'S EXPANSION PROJECT – FOR THE NEXT 100 YEARS

Liseberg's long-term strategic investment in a new themed experience hotel and a water park further strengthens Liseberg's appeal as a destination by creating a broader and more attractive offering that will also give guests a reason to extend their stay.

The construction of Liseberg Grand Curiosa Hotel is complete and final inspection resulted in around 50 remarks that were quickly addressed. The project should be considered a success as it was completed within budget and on schedule. The hotel, which has been BREEAM-certified\* as Excellent, opened in April 2023 and has attracted locals and long-distance visitors. Occupancy has been within the forecast range of around 50–60 percent, giving the organisation the opportunity to trim staffing and procedures and then gradually increase them. The hotel has already won the Wilhelmina Skogh award for "Best hotel for young and old".

Construction work on Liseberg Oceana water park continued as planned during the year (see information on major incident on page 26). Like the hotel, the water park will

have a completely unique theme. The most important milestone during the year was the completion of all construction and preparations for the testing phase. The main challenges were the airtightness of the building and the completion of all surface finishes, decorative concrete work and electrical work. No serious environmental incidents have occurred.

Liseberg Oceana water park will meet the Silver level requirements of the Miljöbyggnad\*\* environmental building standard (see information on major incident on page 26). Miljöbyggnad was chosen as part of the project's sustainability programme with the aim of making environmentally conscious choices throughout the project, primarily in energy use, the indoor environment and materials. A pre-classification report was used throughout the design and construction phase to ensure that all aspects, covering 15 indicators, meet the requirements.

In addition to Liseberg's Expansion Project, Liseberg is also developing its offering in Liseberg park to include new attractions and additional experiences. This year's new Luna ride, which was opened just in time for Liseberg's 100th anniversary, is a boomerang roller



CONTRIBUTIONS TO LOCAL COMMUNITY DEVELOPMENT

coaster which first carries guests forwards and then backwards during the same ride. At just over 64 metres above sea level, Luna is the highest and fastest of its kind in the world.

Several events were arranged during the anniversary summer, including an extensive stage programme with everything from rabbit theatre to a host of music performances. These included around 30 concerts on Stora Scenen and Lilla Scenen, sing-alongs with Lotta Engberg, as well as 20 or so dance evenings accompanied by some of Sweden's best-known dance and salsa bands. Four theme weekends were also held for various groups of guests. Humour, shellfish, hard rock and historical tours were among the themes.

## LISEBERG'S CONTRIBUTION TO GOTHENBURG

The tourism revenue generated by Liseberg is a valuable measure of the added value that guests bring to the destination when they visit Liseberg park. Liseberg's tourism revenue is around SEK 3.5 billion, and almost 25 percent of all guest nights in Gothenburg are due to Liseberg, based on previous studies. Liseberg's Expansion Project is expected to generate around SEK 500 million in additional tourism revenue for the City of Gothenburg. Liseberg had intended to carry out a new study to analyse Liseberg's importance to Gothenburg, but this has had to be postponed.

Liseberg also contributes to employment through a combination of permanent jobs and seasonal jobs

during Liseberg's three seasons. A total of 2,468 people were offered regular seasonal employment in 2023.

A more detailed description of the values that Liseberg creates and our value chain can be found on pages 14–16.

## 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, discounts, other donations or fundraising events. All these initiatives are governed by agreements.

In addition to the City of Gothenburg's social administrations we also work closely with other organisations such as Gothenburg Rescue Mission, Human Bridge, the Foundation for Queen Silvia's Children's Hospital, Vägassistans road assistance service and Östhjälpen Second Hand.

In 2023, a total of 16,710 All-in-One (admission and ride passes), 7,001 admissions, 4,196 ride passes and 115 Liseberg Passes were donated. Most were distributed through the City of Gothenburg's various operations. Deposits from returnable bottles and cans contributed to the Children's Hospital with SEK 269,884, which is an increase compared to last year.

\*sgbc.se/certifiering/breem-se/

\*\*sgbc.se/certifiering/miljobyggnad/



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

### FINANCIAL PERFORMANCE AND PROFITABILITY

During its three seasons, Liseberg park welcomed 2.3 million guests, including visitors to Lisebergsteatern, Rondo and other events in the park. This is 0.2 million guests fewer than in 2022. The reason for this is a combination of exceptionally poor weather in the summer and the general financial uncertainty. The tragic accident at Gröna Lund in June may also have contributed. The guests who visit the park are also choosing to spend less. The cumulative effect led to a decrease in revenue around 19 percent compared to last year.

Since its opening at the end of April, Liseberg Grand Curiosa Hotel has welcomed 208,626 accommodation guests, which represents an average occupancy of 54 per-

cent over the year. RevPAR (Revenue per available room) amounts to SEK 1,047, and in combination with other sales turnover totalled SEK 201.2 million. The hotel generally receives good to very good ranking from visiting guests.

The Accommodation business unit, which comprises two facilities – Lisebergsbyn Camping and Liseberg’s Camping Askim Strand – has had a good year despite the unfavourable weather during the high season. Average occupancy over the year was 59 percent (61 percent in 2022) and since prices were on average 9 percent higher than the previous year, total turnover was SEK 44.5 million (compared with 45.7 million in 2022).

Net group turnover for the year amounted to SEK 1,433 million (compared with SEK 1,381 million for 2022) and profit after financial items totalled SEK -64 million (compared with SEK 221 million for 2022). The main reason for the downturn in profit is the macroeconomic situation combined with one of the rainiest summers in a long time, causing guest numbers to fall. Liseberg lost sales and found it difficult to cut costs accordingly in the short term.

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



### Sustainable experiences

The Seasons & Events function, tasked with creating reasons to visit Liseberg with a focus on guest experience, naturally incorporates sustainability into its work.

During Halloween, the horror maze sets are primarily made with recycled furniture and items. When new purchases are essential, they’re selected for long-term, repeated use. Additionally, the decorative pumpkins are repurposed into biogas at the season’s end.

At Christmas, exhibitors in the park must meet stringent criteria, ensuring their products are high-quality and align with Liseberg’s sustainability policy. This year, two new exhibitors with strong sustainability profiles were added: one

offers organic, Fairtrade coffee, tea, and chocolate, while the other sells children’s clothing and shoes made from innovative recycled materials. Additionally, to save energy, market stalls were inspected and their cable entries sealed before the winter market. Recycling is also made easier with waste bins placed near the stalls.

At concerts, we use rechargeable batteries for equipment and ensure plant-based catering for performers. For any domestic travel funded by Liseberg, train travel is provided. These actions, among others taken by project managers and responsible staff, highlight the essence of our sustainability efforts: every contribution, big or small, is valuable.

\* [liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/](https://liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/)

# A safe and secure environment

Liseberg aims to be the safest leisure activity in Sweden. As well as being able to offer a fantastic experience, the most important thing for us is that our guests feel secure. We focus on safety in the park by employing security staff and park hosts, carrying out comprehensive safety checks and technical maintenance on attractions, maintaining food safety and following systematic health and safety procedures.

## 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 handle a range of situations including lost children, ill guests, and those who are rowdy or intoxicated. 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, 97 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.

During the summer season Liseberg had more 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 other guests. More guests also tried to cheat on ride passes or tried to enter the park without coming in through our entrances. This has prompted a number of measures, including special training initiatives.

Liseberg's security manager, together with two security coordinators, works proactively to ensure the park is a

safe and secure environment. The park is staffed by up to 35 security guards depending on the season, event or concert. Liseberg security centre is staffed 24 hours a day, all year round. One example where additional security measures were taken was during the Klubb Karusell event, when mobile crash barriers were positioned at temporary entrances. Liseberg also collaborated on crime prevention and security measures with other administrations and companies in the City of Gothenburg.

Throughout the year, all project managers in the Seasons & Events function participated in a crisis management exercise, tailored to their roles at concerts and park events. Additionally, Liseberg continuously trains managers and employees for potential crisis situations.

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

Liseberg also follows systematic fire safety procedures and offers annual fire training and training in cardio-pulmonary resuscitation.



**ATTRACTION SAFETY**

Liseberg takes pride in its diligent efforts to guarantee the safety of its attractions. The tragic accident at Gröna Lund's attraction impacted not just us but the entire industry. Nonetheless, Liseberg remains committed to its established methods, maintaining confidence in our procedures and routines. 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 our maintenance technicians and by attraction staff. If they discover a non-conformity or anything else that could pose a risk, the attraction is closed until the problem has been checked and rectified.

All attraction staff undergo thorough training following established procedures that are checked and documented. All attraction training focuses on safety and operation.

To safeguard and improve competence in the longer term, the Attractions business unit has employed four permanent supervisors. The purpose is to retain and safeguard specific skills and experience. The unit has also been expanded to include full-time shift leaders on the attractions to support and assist employees.

During 2023, three incidents were reported on attractions involving guests. Read more on page 29.

**FOOD SAFETY**

All the restaurants, cafés and fast-food units in Liseberg park and the hotel are operated by Liseberg and we strive to ensure that all food and beverages offered are appealing, varied, sustainable and, not least, safe. Areas which we give particular attention to include premises and equipment, safe handling and storage, traceability, waste management, pest control, cleaning and disinfection, temperature control, personal hygiene and education. Monitoring systems for refrigerators and freezers ensure that any faults are quickly rectified. All employees have received training in relevant routines for food handling and food safety that are based on current legislation.

Our restaurants are inspected regularly by the Environmental Administration. Liseberg park had 32 inspection visits during the year, without any remarks.

The restaurants at Liseberg Grand Curiosa Hotel had five inspection visits. One remark was reported. This concerned shortcomings in following our routines for hygiene and cleaning, but the remark was addressed promptly.

**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, behavioral scientists, doctors, and work environment engineers. Services used by Liseberg include ergonomic assessments and training, noise measurements, medical examinations, and drug testing.

During the year, further development of DIA – Liseberg's digital reporting tool for incidents and accidents – took place, along with the creation of a digital training program. Additionally, an internal work environment training was developed to enhance the knowledge of our managers and safety representatives about Liseberg's systematic approach to workplace safety.

Measures have been taken to review and improve the physical working environment. An ergonomics specialist from occupational health services has identified needs and provided training in several areas for housekeeping and porters at Liseberg Grand Curiosa Hotel, among others, and for parts of the Attractions business unit. General ergonomics training has also been offered widely through



**More eco-labelled restaurants**

An external third-party audit of compliance with KRAV eco-label requirements took place at three of Liseberg's restaurants during the year. Following the audits, Järnvägsrestaurangen received "Restaurant Bronze" certification and Skeppsmagasinet and The Green Room were both certified for the first time. Both these restaurants meet the criteria for "Restaurant Basic".

For Bronze certification, at least 30% of the produce must be eco-labelled, with a minimum of 20% certified by KRAV, a Swedish eco-label. The Basic level demands a minimum of 20% eco-labelled produce, with at least 10% being KRAV-certified.

These certifications are important as they demonstrate that the business is committed

to sustainable purchasing, that we can market and offer sustainable choices to our guests, and that we contribute to Liseberg's long-term ambitions to lead sustainable development in the amusement park industry.

The biggest challenges have been inflation and the increased prices of produce, as well as finding eco-labelled and KRAV-labelled groceries in the volumes we need so that we can offer them to our guests at reasonable prices.

In the longer term, the goal is that all our restaurants should be certified according to KRAV.



out the organisation. During the Halloween season noise exposure measurements were carried out at one of our restaurants, and new ear plugs have been purchased for the horror mazes to prevent the risks of high noise levels following the noise measurements made in 2022.

To improve health and safety for Halloween cast members, Liseberg has once again conducted training in conflict management to mitigate risks of threats and violence in the horror mazes. This training has also been extended to the Accommodation business unit.

The total number of reported incidents during the year was 192, compared with 214 in the previous year. An incident is defined as an event that could have led to an injury but did not.

The total number of reported work-related injuries (accidents) during the year was 296, compared with 240 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. One serious workplace accident occurred in 2023. This happened during an evacuation of guests from a Valkyria train that had come to a stop just before the station. An employee who was working at the station fell three metres through an opening in the heightadjustable floor onto the platform below. The employee was taken to hospital but did not suffer any serious injuries. Liseberg has adjusted and clarified the relevant procedures and the event has been reported to the Swedish Work Environment Authority. Liseberg also engaged support from the occupational health services.

Liseberg monitors incidents and work-related injuries among enlisted contractors, see next page. The majority of incidents were reported from Liseberg's Expansion

Project. The contractor, NCC, follows a health and safety policy and has a project-specific health and safety plan that new employees must read and sign. They also receive information about emergency assembly points, safety representatives in the workplace and contact details for health and safety officers. NCC conducts safety patrols every week, and before new duties are carried out, work plans are prepared and checks are made to ensure everyone follows rules for safety and security. A total of 19 incidents were reported in 2023 (of which 5 concerned the hotel and 14 the water park) compared with 26 the previous year, plus 16 work-related injuries (of which 1 concerned the hotel and 15 the water park) which is in line with the previous year. Incidents that were dealt with included falling objects and minor collisions. Examples of work-related injuries include crush injuries and cuts, none of which were serious in nature.

**SICK LEAVE AND WELLNESS**

Sick leave decreased in 2023, probably as a result of the measures taken to improve information to managers about dealing with sick leave (e.g. assigning other work duties and that there is no need to stay at home for minor cold symptoms).

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. In June, Liseberg also held a running race of 1923 metres in the park, with four people in each team, as part of its anniversary celebrations. Prizes were awarded for the first to finish and the best outfit.

**Safety incidents**

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

	2023	2022	2021 <sup>1</sup>	2020 <sup>1</sup>	2019
Serious attraction incidents <sup>2</sup> (number)	0	0	0	0	0
Reportable attraction incidents <sup>3</sup> (number)	3	6	2	0	5
Perceived safety in the park (scores of 4 and 5) for whole year, (%)	97	95	88	-	94
Inspection visits for food safety <sup>4</sup> (number)	37	42	82	0	55

<sup>1</sup> The effects of the pandemic could mean that some figures may be off-trend or missing completely.  
<sup>2</sup> 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).  
<sup>3</sup> Other attraction incidents that lead to injury (not serious) requiring medical treatment other than routine first aid (IAAPA definition).  
<sup>4</sup> Also includes the hotel since 2023.

**Sick leave, work-related injuries and incidents**

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

	2023	2022	2021 <sup>1</sup>	2020 <sup>1</sup>	2019
Absence due to sickness (time absent as a percentage of hours worked, %)	4.3	5.6	4.6	3.7	4.9
Number of work-related injuries employees, incl. seasonal staff	296	240	110	18	193
Number of incidents involving employees, incl. seasonal staff	192	214	146	23	161
Number of work-related injuries among enlisted contractors <sup>2</sup>	40	17	27	-	0
Number of incidents among enlisted contractors <sup>2</sup>	43	29	25	-	0

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



**Research carried out at Liseberg Grand Curiosa Hotel**

Liseberg took part in a research project during the year that focuses on hotel cleaning. Its results will give valuable insight into the health and safety work of Liseberg and others. It is part of a four-year project on the topic of tourism and social sustainability that began just over a year ago.

A researcher has spent time at Liseberg Grand Curiosa Hotel and worked with the staff during summer and the autumn break. It is still too early to draw any conclusions about hotel cleaning, but the researchers have already made some general observations. Cleaning is often a physically demanding job that must be completed within tight deadlines. Cleaning staff also feel that they should be seen and noticed as little as possible.

More results will follow and the researchers will make further visits to various workplaces in the coming years.

# Job satisfaction, service and equality

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

## GUEST SATISFACTION AND SERVICE

Liseberg has the ambition to be the best-loved meeting place in Gothenburg and the most longed-for destination in Europe. The fact that guests care and long to visit 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 for rides received the lowest. Liseberg Grand Curiosa Hotel, which opened in 2023, got off to a good start and had many satisfied guests. Among the comments from hotel guests were: "wonderful atmosphere in the hotel which is designed to suit all ages"; "the children loved the slide and carousel in the dining room"; and "impressive interior that shows strong commitment to design and quality".

### Results from guest surveys Liseberg park 2023

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

	Overall (%)	Environment (%)	Queues (%)	Security (%)
Summer	93	96	68	94
Halloween	91	98	63	94
Christmas	95	99	85	96

For some years now Liseberg park has also tracked 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. There was a strong correlation between the NPS score and the number of guests in the park. This correlation became very obvious in the park in 2023, when fewer guests resulted in a high NPS score. Going forward, the focus will be on adapting capacity and offerings to meet future guest expectations, and to define an appropriate NPS value that applies to the entire destination and its various operations.

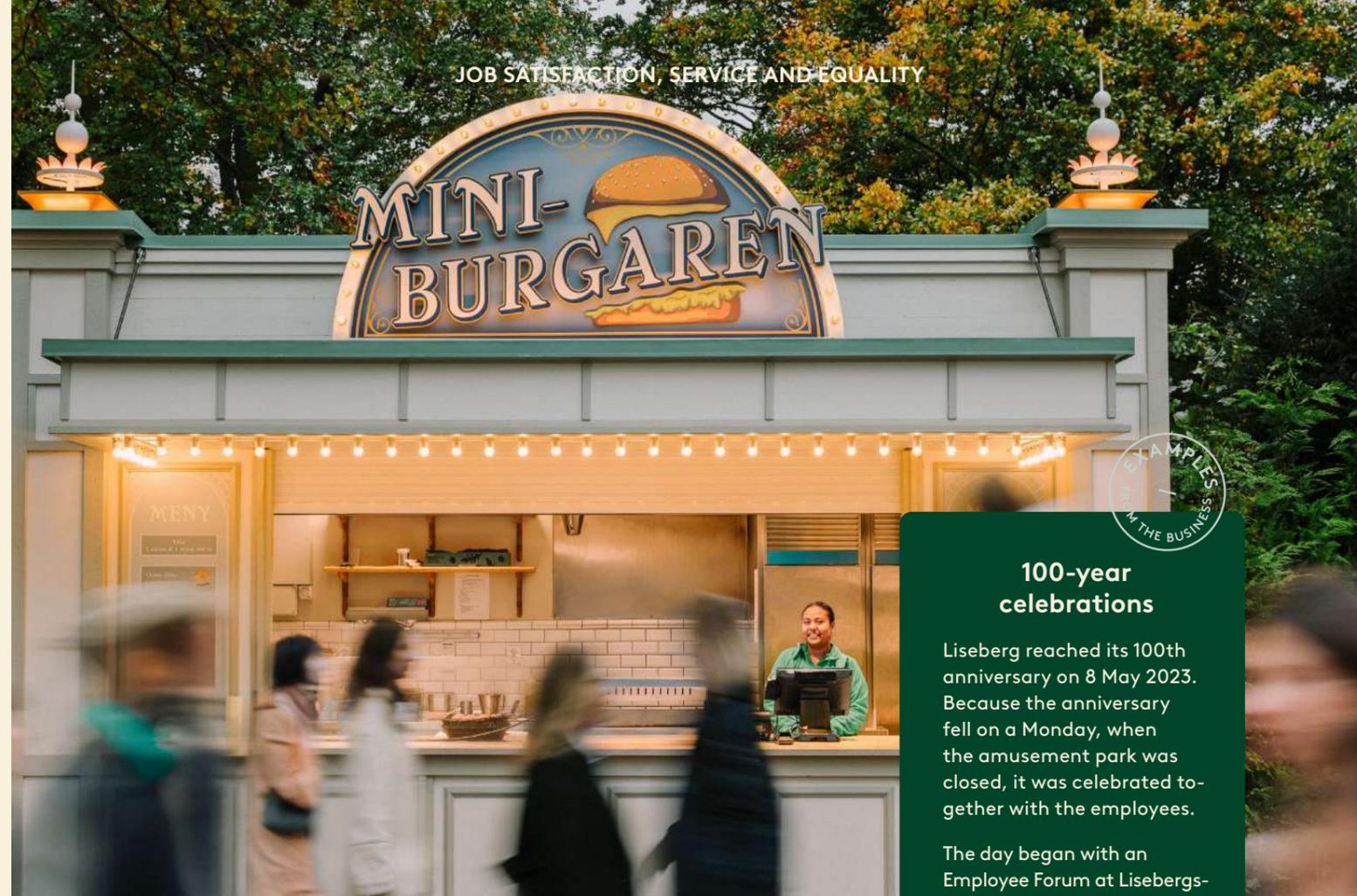
## ACCESSIBILITY

For Liseberg, accessibility 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 Liseberg is a challenging environment. Parts of the park

### Results from guest surveys Liseberg Grand Curiosa Hotel 2023

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

	Overall	Facility	Cleanliness
Liseberg Grand Curiosa Hotel	9.3	9.3	9.6



## 100-year celebrations

Liseberg reached its 100th anniversary on 8 May 2023. Because the anniversary fell on a Monday, when the amusement park was closed, it was celebrated together with the employees.

The day began with an Employee Forum at Lisebergs-teatern which looked back on Liseberg's century-long history. Performers, dancers authors and former employees took their turn on stage to tell their story or relate part of Liseberg's multifaceted history. It was a roller-coaster event, filled with laughter, tears and a large dose of pride.

The afternoon was dedicated to working across organisational boundaries as employees were divided into teams and asked to solve tasks and collect points in a giant treasure hunt in the amusement park.

The evening concluded with a glittering 1920s party at Rondo, where feathers, sequins, music and dancing brought Liseberg's first century to a close, and marked the start of the next.

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 websites: liseberg.se and liseberg.se/en. In 2023, we updated our online media and print materials, for example enhancing information about ride accessibility. Our Bookings & Customer Service, Guest Services, and reception teams have also been actively assisting and responding to inquiries. The main questions are about 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 measures in five areas: seeing, hearing, moving, being able to process, interpret and convey information, and communicating information about allergies. Training has been held throughout the organisation to raise accessibility awareness of staff.

Internally, the knowledge that guidance from our Accessibility Specialist is available has enabled better integration of these issues in everyday operations.



A number of discussions have been held with the advisory group that was set up last year. The group has broad representation from various disability rights organisations. Dialogue has also taken place within the framework of the Swedish Amusement Park Association and with various industry colleagues. While waiting for details of a forthcoming national system for coordinating certification of personal attendants and other assistance, accessibility issues have been discussed by these groups in order to reach wider consensus and find ways to make improvements for guests and visitors with special needs.

Liseberg’s guest surveys do not currently include any specific questions regarding accessibility. This is an area that will be reviewed in order to assess the effects and outcome of measures taken.

A decision was taken in autumn to improve accessibility in Liseberg park by creating smooth walkways and tactile paving. This is part of the strategic accessibility work and is partly a result of dialogue with the advisory group. The plan is to introduce smooth walkways during the course of next year. Improvements in contrast markings, signage and access to some of our attractions are also planned in order to improve orientation and accessibility for our guests. Accessibility was also a priority in preparation for the opening of Liseberg Grand Curiosa Hotel and Liseberg Oceana water park.

**DIVERSITY, EQUALITY AND INCLUSION**

Liseberg aims to be a workplace that is inclusive and tolerant. In this year’s employee survey, 87 percent agreed with the statement “I can be myself here”, which is a very high score in comparison with other operators that use the same scoring system, and reflects an essential aspect of Liseberg’s culture.

Liseberg regularly submits key figures to the Institute of Human Resource Indicators\* 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 21 complaints related to discrimination, including employee or guest behavior, queue priority and personal attendants, incidents on attractions, and age. Employees report

perceived discrimination and harassment through DIA. HR investigates these cases, assessing actions and follow-up. Of the 23 incidents reported in 2023, eight involve sexual harassment by employees or guests. Two incidents relate to harassment linked to other discrimination grounds. The remaining cases concern perceived harassment of a different nature, not tied to any specific discrimination grounds.

**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)\*\* – an annual employee survey that measures employees’ perceptions of leadership, pride and camaraderie, among other things.

This year’s survey was conducted in July and the results showed that our Trust Index – basically the overall score from the survey – had risen from 74 to 78 percent. Although the GPTW has been, and remains, an excellent tool for long-term development of the workplace at a strategic level, the organisation has lacked an assessment tool that can quickly assess how employees feel about a particular topic. Several pulse surveys were therefore conducted using the mobile scheduling app to ask employees brief questions on a variety of occasions. One of the questions in the pulse survey is the eNPS question “How likely are you to recommend Liseberg as an employer to a friend or acquaintance?”. We have not yet been able to calculate an accurate eNPS score, but in the long term Liseberg would like to be able to use eNPS as a general indicator of employee satisfaction.

The response rate in recent years is significantly lower than previously and this is probably because we did not hold as many events about the survey as we have in the past. This was a conscious decision. All in all, we have obtained a reliable result, so we do not see the reduced response rate as being a problem. Lately, we also supplemented with pulse surveys.

In parallel with the employee surveys, a number of focus and reference groups have also worked in areas such as developing new changing rooms, purchasing new back-office shirts and office development. The aim of

**A new initiative to strengthen the sustainability culture**

During the summer season Liseberg ran a sustainability ambassador programme for the first time. The aim was to raise awareness of sustainability efforts, to create better opportunities for participation, and to harness ideas and commitment.

A total of 18 seasonal employees completed the programme. They attended Liseberg’s digital sustainability training and took part in four workshops. Three participants also attended Greentopia’s climate summit during the Way Out West festival.

The programme helped the sustainability ambassadors to inspire employees and guests to act more sustainably and make sustainable choices. They identified opportunities and challenges in the business and contributed to positive development. One of the sustainability ambassadors was nominated for the Liseberg Award in the category Idea of the Year.

When the programme was evaluated, all the participants answered YES to the question “Would you recommend the sustainability ambassador programme to a colleague?”. Here are some of the comments: “It was incredibly rewarding!”, “It was very informative and will be very useful when we apply for other jobs in the future.” and “It’s a great initiative for generating interest in Liseberg’s sustainability efforts.”

Liseberg has decided to continue the programme next year and sees real value in engaging more people in sustainability work.



**Liseberg’s employer value proposition**

Liseberg’s new employer value proposition was set out in 2022 and can be summarised by the sentence: We build on joy for a happier society. The promise has three elements that define Liseberg’s strengths as an employer from three perspectives:

- 1. We build on joy (What? Our product)
- 2. We build on you (How? The way we work)
- 3. We build on a happier society (Why? Our purpose)

The annual employee survey cements each perspective based on employees’ own answers to the question “What do you like most about Liseberg?”

(1) “It’s a workplace that delivers joy and experiences as its product”, (2) “You feel safe thanks to helpful colleagues and managers”, (3) “We contribute to a warmer and happier society”.

The employer value proposition was introduced to Liseberg’s employees in 2023 through various communication channels. In the next stage, a communication platform will be developed to communicate the message even better, and beyond Liseberg.

A new steering group has been set up to bring employer branding into sharper focus and align it with Liseberg’s overall branding efforts.

\* nyckeltal.se

\*\* greatplacetowork.co/uk



these groups is to improve employee influence in issues that affect their day-to-day work.

**TRAINING AND PROFESSIONAL DEVELOPMENT**

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

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

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

aims to provide general knowledge about Liseberg, our goals, history, values, 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.

There is however considerable potential for improvement in both introductory and service training. Liseberg's deputy managers and the head of Liseberg Academy continuously strive to integrate and develop all aspects of training and competence in order to offer relevant training and secure skills provision in the long term. A review of Liseberg's introductory training and supervisors' training is planned in readiness for next year.

For many years Liseberg has faced challenges in recruiting qualified staff for various roles in the restaurant

business. Finding qualified chefs has been the toughest challenge. To ensure skill availability, Liseberg launched an in-house chef trainee program in 2023. All trainees received permanent employment from the start, contributing to skills development and facilitating more individuals' entry into the skilled job market. Other benefits include a reduction in food waste and a shift in production from processed and semi-processed products to cooking from scratch, which will enhance guests' experience and Liseberg's profits. Ten employees completed this training in 2023 and appear keen to stay on at Liseberg after their training and find positions at Liseberg's various restaurants.

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. Another example is a new digital training course in direct purchasing, which was developed and offered to interested employees during the year. Other courses are provided to meet legal 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.



**Theme weeks to improve guest satisfaction**

During the Halloween season, the Games business unit took special efforts to increase guest satisfaction. Games had already achieved good results based on guest surveys, but they wanted to see if they could do even better. The business unit aimed to increase the number of completely satisfied guests who award the highest satisfaction rating of 5 for staff service.

During the season the unit focused on Liseberg's values: Joy, Creativity, Quality, Consideration and Safety. One example was during the Joy theme week, when employees were asked to collect as many high-fives as possible. Another was during the Consideration theme week when employees were encouraged to write down positive things about themselves, their colleagues, and to go out of their way to help someone else. The results of the initiative included positive feedback from employees, who felt that the initiative had been worthwhile. Guests also appreciated the initiative, which resulted in improved satisfaction, as reflected in the guest surveys.



**Inclusion in focus at the hotel**

Liseberg Grand Curiosa Hotel opened its doors in April. Among those who greeted guests were 15 housekeeping employees and porters who until very recently had been excluded from the labour market, but had now been given probationary jobs together with six months' training. This was the result of a partnership between Liseberg and the municipal organisation Campus Mölndal.

After training, 14 participants continued working at the hotel and one of them was even nominated for a Liseberg Award in the category of Spreader of Joy. One of the managers who works most closely with the new employees reports that there were some language difficulties as most of them do not speak Swedish, or even English in some cases, but they nevertheless make a very positive contribution to the workplace.

Many have the most incredible life stories and are very grateful and happy to be working for their new employer. In the next step it has been decided to offer the employees training in occupational Swedish during paid working hours, which will take place in January-March next year. Overall this is a very positive outcome, for the participants and for Liseberg.

**Employee satisfaction**

The table shows the results from the annual employee surveys.

	2023	2022	2021 <sup>1</sup>	2020 <sup>1</sup>	2019
<b>Number of employees who rated us 4 or 5 in the Great Place to Work employee survey (on a scale of 1-5), %</b>					
Trust index	78	74	72	-	78
Overall I would say that this is a very good place to work	85	79	78	-	85
Response rate (%)	62	66	63	-	89

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

**Discrimination and equality**

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

	2023	2022	2021 <sup>1</sup>	2020 <sup>1</sup>	2019
<b>Number of cases with Swedish Equality Ombudsman</b>	0	0	0	0	0
<b>Number of employees who rated us 4 or 5 in the Great Place to Work employee survey (on a scale of 1-5), %</b>					
Employees are treated equally regardless of age	84	81	80	-	85
Employees are treated equally regardless of gender	90	87	86	-	90
Employees are treated equally regardless of ethnic origin	92	92	91	-	93
Employees are treated equally regardless of sexual orientation	94	95	94	-	95

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

**Gender and age distribution 2023**

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	55-59	>60
Board of Directors	3	6	1	1	2	0	5
Company management	5	6	0	0	7	4	0
Permanent, full-time	240	291	31	222	188	59	31
Permanent, part-time	62	26	16	42	24	1	5
Seasonal employee, temporary*	2,117	1,165	2,408	659	154	25	46

\* This group includes 10 people who do not identify as male or female.



# Resource and climate efficiency

Liseberg wants to reduce the environmental impact. 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 governance documents from the City of Gothenburg. Compliance with the city's instructions is monitored annually by the Environmental Administration. 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 conducts an environmental assessment to map and evaluate relevant aspects, identify potential risks, and pinpoint key areas for future efforts. In 2022, the latest environmental assessment took place, followed by an additional evaluation in 2023 to account for Liseberg's new hotel.

The assessment identified the following key areas: Liseberg as a leader and inspiration in the sustainable transition; circularity and waste management; energy use; climate impact; the environmental impact of food; and environmental considerations in purchasing and procurement.

Legislation on waste, producer responsibility and disposable items has been in focus during the year and

led Liseberg to improve the sorting of waste at Park food units and to submit reports to national authorities. From 2024, new legal requirements will come into force that will effectively require Liseberg to offer reusable alternatives at all outlets where food and beverages are served in disposable containers. A pilot project has been conducted in preparation for this, read more on the next page.

Liseberg has been working for many years to reduce the use of disposable items and switch to more sustainable materials. Today, most disposable items are made of paper.

In September, the Environmental Administration conducted an environmental inspection in accordance with the Environmental Code. The inspection covered chemicals, hazardous waste, water emissions, and tanks for flammable goods and waste oil. The inspection revealed a few remarks, which were promptly addressed.

Throughout the year, three regulatory environmental matters were addressed. Two involved complaints about high noise levels, and one concerned self-monitoring during events. Internal investigations and, in some cases, measurements were carried out and reported back to the Environmental Administration, which closed these cases without requiring further action.

## RESOURCE AND CLIMATE EFFICIENCY



### Klubb Karusell – a new concept and key lessons

On two weekends in September Liseberg held its new open-air event Klubb Karusell, during which part of the park was transformed into a nightclub. Guests were able to ride attractions, play games, listen to DJs and music, and dance under the open sky.

The concept was a success in many respects but also had some undesirable side-effects. On the first weekend, Liseberg received several complaints about high noise levels from local residents and hotel guests. Liseberg's local residents and guests are of course important stakeholder groups who we care about. Before the second weekend, a number of measures were therefore taken, including lowering the noise level and sending written feedback to local residents who had complained, which was well received.

In addition to carrying out self-monitoring by measuring sound levels in the park, during the second weekend sound measurements were also carried out in nearby residential areas. The results showed that sound from the club led to disturbance in certain locations, but generally did not exceed the background level in the city due to traffic.

Key lessons learned from Klubb Karusell include the importance of risk assessment and internal communication with everyone concerned, and of proactively informing local residents who may experience disturbance.

### Pilot project at Mattorget

During Halloween and Christmas at Liseberg, Park Food ran a pilot project at Mattorget food court where they offered guests reusable alternatives instead of disposable items. The pilot project was divided into three stages to evaluate various solutions as effectively as possible and prepare the business for 2024, when the use of disposable items will be governed by law in order to reduce littering.

In stage one, guests were offered reusable cups instead of paper cups when buying cold drinks. There was an SEK 10 deposit on the reusable cups, which was refunded when the cups were placed in the designated container. The cups were washed on site and then reused.

In stage two, all guests were given a reusable cup at no extra cost, which could then be placed in containers in the food court and were washed on site.

In stage three, Liseberg enlisted an external supplier and offered reusable cups and plates at no extra cost. After use, the cups and plates were collected on the premises but washed elsewhere.

Key lessons are that on-site dishwashing facilities are limited and it is difficult to get guests to actively choose reusable alternatives, but that they are happy to use them when the choice is made for them.

**ENERGY**

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

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

To understand energy use and where there are opportunities to improve energy efficiency, Liseberg regularly reviews energy data and conducts energy audits (most recently in 2020). Of the total energy consumption, just over 60 percent is used by Liseberg’s buildings, and around 20

percent by our rides. The biggest potential energy savings can thus be achieved by improving the energy efficiency of buildings. Liseberg is currently exploring how to purchase and ensure its energy supply in the long term.

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 4 MWh and the replacement of ventilation units, which gives an estimated annual saving of just over 80 MWh (depending on run time, i.e. days when the park is open). The use of a new refrigeration supplier for the ice rink has permitted better wash water temperature control and lower energy use.

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 use**

The table shows Liseberg’s energy usage broken down into sources of energy. Energy use increased in 2023, primarily due to the opening of Liseberg Grand Curiosa Hotel.

	2023	2022	2021 <sup>1</sup>	2020 <sup>1</sup>	2019
Electricity <sup>2</sup> (MWh)	21,551	19,717	18,355	10,479	20,282
District heating <sup>3</sup> (MWh)	5,806	4,944	4,939	3,921	5,483
District cooling <sup>4</sup> (MWh)	1,320	1,195	876	524	940
Biogas (MWh)	393	279	288	182	361
Fuel <sup>5</sup> (MWh)	273	243	225	122	291
Coke <sup>6</sup> (MWh)	5	3	-	-	-
Heating oil <sup>7</sup> (MWh)	0	0	0	0	184
<b>Total energy consumption (MWh)</b>	<b>29,348</b>	<b>26,381</b>	<b>24,683</b>	<b>15,228</b>	<b>27,541</b>

<sup>1</sup> The effects of the pandemic could mean that some figures may be off-trend or missing completely.  
<sup>2</sup> Wind power since 2009.  
<sup>3</sup> Generated and supplied by Göteborg Energi AB. Bra Miljöval (a Swedish eco-label) since May 2023.  
<sup>4</sup> Generated and supplied by Göteborg Energi AB.  
<sup>5</sup> Fuel for internal vehicles. Calculated from volume and energy content (petrol 8.94 kWh/litre, diesel 9.8 kWh/litre, CNG 13 kWh/kg, HVO 9.93 kWh/litre).  
<sup>6</sup> Monitored since 2022.  
<sup>7</sup> In 2019 Liseberg sold the greenhouses that used heating oil.

**Energy intensity**

The table shows various performance indicators for energy intensity.

	2023	2022	2021 <sup>1</sup>	2020 <sup>1</sup>	2019
Liseberg park (MWh per hour open)	12.2	12.7	14.2	-	13.6
Liseberg park (kWh/visitor)	9.6	9.1	14.3	-	8.0
Liseberg Grand Curiosa Hotel <sup>2</sup> (kWh/rented unit)	55.1	-	-	-	-
Lisebergsbyn Camping and Liseberg’s Camping Askim Strand (kWh/rented unit)	24.4	24.2	29.1	39.5	26.7

<sup>1</sup> The effects of the pandemic could mean that some figures may be off-trend or missing completely.  
<sup>2</sup> Liseberg Grand Curiosa Hotel in operation since 2023.



# Liseberg's climate action

Liseberg wants to contribute to the Paris Agreement on Climate Change and is aiming for the 1.5°C target\*. 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 Report 2023

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).

Categories	Tons CO <sub>2</sub> e (carbon dioxide equivalents)	Percentage of total climate impact <sup>1</sup>
Travel by guests	31,747	57.5%
Construction (Luna and Curiosa)	9,078	16.5%
Food and beverage	7,345	13.3%
Prizes, soft toys and souvenirs	3,545	6.4%
Transport	727	1.3%
Marketing	632	1.1%
Energy and Fuel <sup>2</sup>	631	1.1%
Commuting by employees	603	1.1%
IT equipment	190	0.3%
Business travel	188	0.3%
Disposable items	164	0.3%
Pension provisions	160	0.3%
Workwear	114	0.2%
Maintenance	38	0.1%
Waste	11	0.0%
Copying paper and printed matter	1	0.0%
<b>Total</b>	<b>55,174</b>	<b>100%</b>

<sup>1</sup> Rounded to one decimal place

<sup>2</sup> Also includes upstream emissions (Scope 3) in addition to Scope 1 and Scope 2 climate impact

Emission factors are presented on page 28. Liseberg's Climate Report can be read in full at [liseberg.se/om-liseberg/hallbarhet/](https://liseberg.se/om-liseberg/hallbarhet/)

\* [naturvardsverket.se/en](https://naturvardsverket.se/en)

\*\* [ghgprotocol.org/](https://ghgprotocol.org/)

## CLIMATE IMPACT OF THE BUSINESS

Liseberg's operations result in direct and indirect climate emissions that impact climate change. These emissions originate from for example the production and consumption of energy and fuels, the manufacturing and transport of goods and services, travel to and from Liseberg, and waste management.

Liseberg's climate impact has been calculated in accordance with the GHG Protocol\*\* and has been second-party verified. The results – presented in this year's Climate Report – are shown in the table on the left. 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 54.

This year's Climate Report covers all relevant categories, although not all categories have been fully calculated yet. Calculations this year include the climate impact of unique construction projects, marketing and workwear.

Based on the categories covered in this year's Climate Report, guest travel 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. In 2023, the quality of data on guest travel was improved thanks to some adjustments in data collection.

The construction of Liseberg's new hotel and the Luna attraction

account for the second-largest contribution, followed by the climate impact of purchased food and beverages. Compared with 2022, climate emissions arising from prizes, soft toys and souvenirs have decreased significantly. This is mainly because the emission factor for chocolate has been halved and the data for calculating the weight of chocolate has been improved.

The focus in 2023 has been on improving climate calculations. Next year, climate goals will be set and include our expanded operations.

## CLIMATE IMPACT OF PARK VISITS

The climate impact of all park visits during the year has been calculated as 10,284 tons of carbon dioxide equivalents (CO<sub>2</sub>e), compared with 16,656 tons of CO<sub>2</sub>e in 2022. This means 4.8 kg CO<sub>2</sub>e per park visit compared to 7.3 kg CO<sub>2</sub>e in 2022. The reduction is partly due to implemented improvements in operations and partly to improvements in the data on which calculations are based.

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.

## CLIMATE IMPACT OF ACCOMMODATION

The climate impact of a single guest night at Liseberg Grand Curiosa Hotel, and at Lisebergsbyn Camping and Liseberg's Camping Askim Strand, has also been calculated. The calculation for the hotel includes the climate impact of energy use,

breakfast service, souvenir sales and waste. The calculation for Lisebergsbyn Camping 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 2.1 kg CO<sub>2</sub>e, while for Lisebergsbyn Camping and Liseberg's Camping Askim Strand it corresponds to 0.2 kg CO<sub>2</sub>e. These calculations have been carried out for the first time and the calculation method will be evaluated next year 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. One important measure is that Liseberg decided to buy district heating labelled with Bra Miljöval\*\*\* (a Swedish eco-label). This has led to a reduction in climate emissions for district heating of over 90 percent compared to 2022. Additionally, Liseberg is progressing

towards a completely fossil-free vehicle fleet, aligning with Gothenburg City's decision, which will reduce emissions. By the end of 2023, only three fossilfueled vehicles remain, and they will be replaced as soon as possible. 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 taken to increase sustainable travel and reduce the climate impact of food and beverages, but more measures are needed.

In addition to measures that reduce climate impact, Liseberg uses some carbon offsetting outside its own value chain: for business travel, fuel for on-site vehicles and 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

Liseberg's operations will be impacted by climate change, both directly and indirectly. This year, we analyzed the

consequences of various climate effects and identified necessary adaptations for our operations. These findings contributed to the City of Gothenburg's climate change adaptation plan, set for adoption in 2024, which is likely to involve several actions for Liseberg's ongoing work.

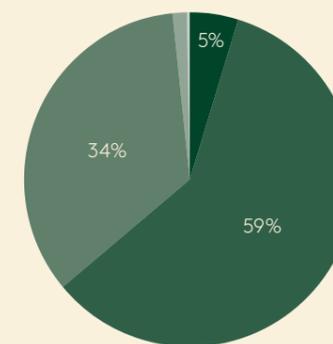
At present, the direct effects for Liseberg are mainly expected to arise from more extreme weather conditions. Work is currently being undertaken to protect Liseberg from flooding of the Mölndalsån river, which runs through the park. Indirectly, there is also a risk that products and food purchased by Liseberg may be adversely affected by climate change in the future.

Key personnel in the Development & Projects and Technical & Safety functions have received training in climate change adaptation to improve understanding and awareness of this issue. In the future, measures designed to climate-proof the business will be included in the ongoing maintenance and development of the business.

## Climate impact of park visits 2023

The diagram shows the climate impact of all visits to Liseberg park, totalling 10,284 tons of CO<sub>2</sub>e, broken down into the various categories and based on data for 2023. Figures are rounded to whole numbers.

- Energy and fuel 510 tons CO<sub>2</sub>e
- Food and beverage 6,069 tons CO<sub>2</sub>e
- Prizes, soft toys and souvenirs 3,544 tons CO<sub>2</sub>e
- Disposable items 152 tons CO<sub>2</sub>e
- Waste 9 tons CO<sub>2</sub>e

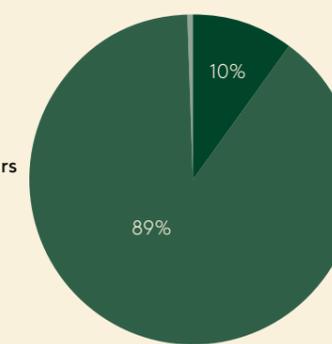


\*\*\* [bramiljoval.se/in-english](https://bramiljoval.se/in-english)

## Climate impact of hotel visits 2023

The diagram shows the climate impact of all guest nights at Liseberg Grand Curiosa Hotel, totalling 438 tons of CO<sub>2</sub>e, broken down into the various categories and based on data for 2023. Figures are rounded to whole numbers.

- Energy 45 tons CO<sub>2</sub>e
- Food and beverage 390 tons CO<sub>2</sub>e
- Soft toys and souvenirs 1 tons CO<sub>2</sub>e
- Waste 2 tons CO<sub>2</sub>e



**TRAVEL AND TRANSPORTATION**

Sustainable travel, which includes public transport, cycling and walking to and from the park and our accommodation facilities, is an important focus area. This is partly because travel makes up a large part of our climate impact, and partly because of Liseberg's central location in Gothenburg, which means that visitors can reach it by sustainable transport. For several years the area around Liseberg has been affected by major construction and infrastructure projects that make travels by car more difficult, which is another reason to encourage other modes of transport.

Monitoring of guests' travel behaviour this year shows that 44 percent used sustainable means of transportation to and from Liseberg, which is in line with 2022.

The travel habits of employees are also monitored regularly through surveys. This year's result showed that 69 percent commute sustainably, which is an increase from 2021, when 64 percent of employees travelled sustainably; see the bar chart below. Permanent employees travel more frequently by car and less often

by public transport than seasonal employees, who largely travel by public transport.

Since last year, Liseberg has been part of the *Gothenburg Green City Zone\**, a project that aims to bring together various stakeholders to create zero-emission transport solutions. 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 was conducted with the aim of testing night-time deliveries to Liseberg. In addition to reducing the internal workload during the day, the benefits of the project included reduced road congestion and faster deliveries, which have in turn reduced emissions.

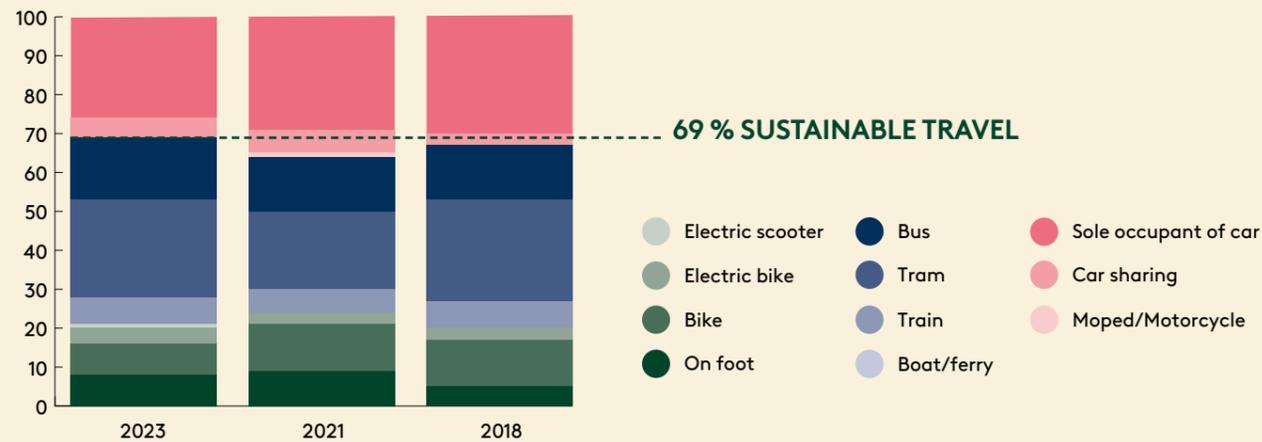
Liseberg also participates in the *Solutions for climate smart events* project\*\*, together with various other stakeholders. The purpose of this partnership is to develop and test innovations to reduce emissions during various types of event. The plan is to complete at least one pilot trial within the framework of the project in 2024.



**Travel habits Liseberg employees (%), multi-year overview**

The bars indicate how Liseberg's employees (permanent and seasonal) travelled to and from work, grouped by mode of transport. The percentage who travel sustainably is shown by the dotted line and includes walking, cycling and public transport. Around 75 percent of those who travel by car use petrol or diesel vehicles.

The weighting procedure was adjusted in the this year's survey. The percentages for each mode of transport have therefore also been recalculated for 2021 and 2018.



**BIODIVERSITY**

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

For many years the business has been taking steps to improve biodiversity, for example by installing green roofs, choosing less hazardous chemicals, 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 the river, Mölndalsån, and establish an ecological buffer zone on both sides of the river (see information on major incident on page 26).

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

Liseberg needs to gain a better understanding of how the business influences and how it is influenced by biodiversity, for example through various ecosystem services, land use and local ecosystems. A study is planned for next year.

**OFFERING AND PRODUCT RANGE**

Liseberg's guests should be assured that our offerings are as sustainable as possible. This applies to goods, food and beverages. Sales of food and beverages are an important part of the business, but what we offer also has an influence on climate emissions and biodiversity. Liseberg has therefore imposed several of its own requirements for food and beverages. Just over 20 percent of purchased food in 2023 carried one of the following eco-labels: EU Organic, KRAV, Fairtrade, MSC, ASC, Rain Forest Alliance and Cocoa Life. With effect from this year, all purchases of food and meals are included, which gives a lower, but fairer outcome than previously. In addition, three restaurants hold KRAV certification\*.

To reduce the environmental and climate impact of other parts of the product range, sustainability requirements are imposed during purchasing and procurement. The Games business unit has changed the design and reduced the size of star prize cartons so that they use less materials and less transport. The Shopping business unit has stopped selling disposable ponchos and has replaced most of its textile products with more sustainable, eco-labelled materials.

\* [ri.se/en/what-we-do/projects](https://ri.se/en/what-we-do/projects)

\*\* [ri.se/en/what-we-do/projects/solutions-for-climate-smart-events](https://ri.se/en/what-we-do/projects/solutions-for-climate-smart-events)

\* [krav.se/en/](https://krav.se/en/)

WASTE

Liseberg has a diverse and wide-ranging business that produces large amounts of waste in various forms. Liseberg sorts waste into almost 60 fractions, which are then disposed of by our waste contractors. Almost everything is processed to recycle materials, recover energy or to produce biogas and bio-fertiliser. As in previous years, the largest fractions in 2023 were waste that is similar to household waste, food waste, compostable garden waste and packaging waste, of which corrugated cardboard 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.

As a step towards reducing food waste, a system called Generation Waste\* is used to monitor and track food waste in kitchens. All the restaurants in the park, at the hotel and in Mattorget (the park's food court) are linked to the system. During 2023, food waste per guest was reduced by 17 percent, which is a good result. The biggest change is when the system is implemented, while the rest of the changes involve minor improvements. The greatest challenges are to get started and systematically weigh and record all food waste. The hotel has the most difficult task, as several of its restaurants share kitchen, dishwashing and recycling facilities. Once everything is up and running this work will have both ecological and economic benefits.

Amount of waste

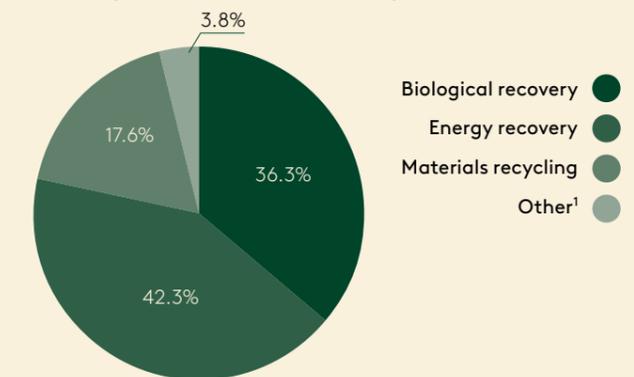
The table shows waste quantities and types of waste.

	2023 <sup>2</sup>	2022	2021 <sup>1</sup>	2020 <sup>1</sup>	2019
Total waste quantities <sup>3</sup> (ton)	2,198	1,891	1,223	540	1,914
Waste per guest <sup>4</sup> (kg/guest)	0.8	0.7	0.7	-	0.6
Refunded deposits from cans/bottles for charity <sup>5</sup> (number)	246,720	207,241	122,655	33,833	173,771

<sup>1</sup> The effects of the pandemic could mean that some figures may be off-trend or missing completely.  
<sup>2</sup> The business was extended to include a new hotel in 2023, which led to larger volumes of waste.  
<sup>3</sup> Refers to all waste from Liseberg that is collected by: Stena Recycling, Renova and Gothenburg's Sustainable Waste and Water Administration. From 2022 this also includes sludge from grease traps.  
<sup>4</sup> Calculated based on total amount of waste and total number of guests.  
<sup>5</sup> Data from Returpack.

Waste treatment 2023

The pie chart shows how Liseberg's waste is used. The figures are percentages of all the waste that Liseberg produces.



<sup>1</sup> Refers to landfill and treatment of hazardous waste.



Sustainable workwear

Staff in Liseberg's own clothing department have been working for several years to improve sustainability. The clothing department provides around 50 different uniforms for employees. To reduce the environmental impact, over 90% of all work clothes have at least one environmental label, and strict environmental requirements are set for the laundry service that washes the workwear. Liseberg's tailors repair damaged uniforms so they can continue to be used for a long time also reducing the volume of new purchases. Garments that are no longer used are donated as part of Liseberg's charitable initiatives, and garments that are worn out are sent to the Swedish School of Textiles in Borås for use in research in areas such as textile recycling.

# Responsible purchasing

Liseberg works to ensure that guests can enjoy themselves with a clear conscience and feel confident that the experiences, accommodation and products that Liseberg offers are fairly sourced. Sustainability requirements are set in purchasing and procurement, but responsible purchasing is also about using Liseberg's resources wisely.

## 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 significant contracts signed outside the city's framework include technical construction consultants, concept design, architectural services, project management, fruit and vegetables, bread and pastries.

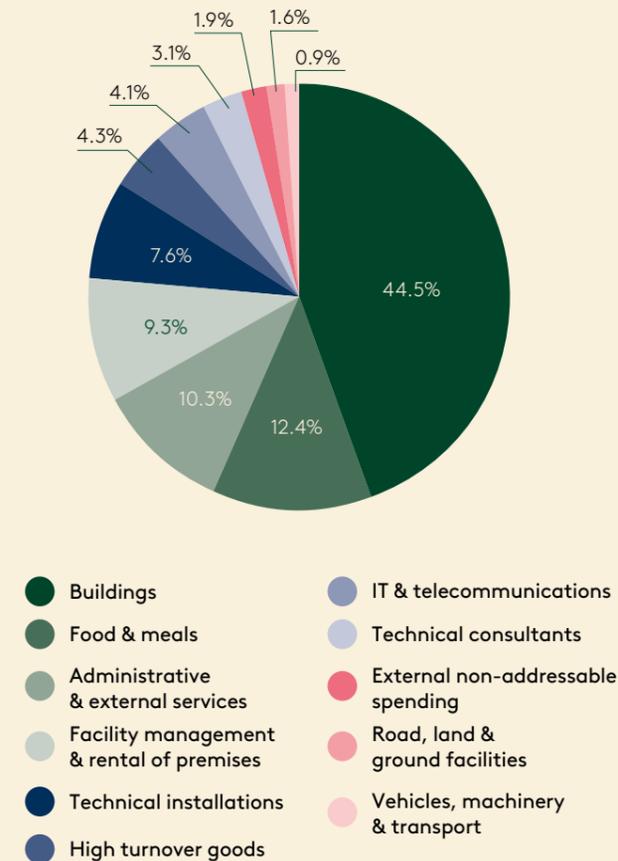
Additionally, a digital training program on direct procurement was developed and offered to internal purchasers this year, aiming to simplify and secure the process.

## LISEBERG'S PURCHASING

In 2023, Liseberg made purchases to a value of approximately SEK 1,466 million, including investment projects. This compares with SEK 1,365 million in the previous year\*. The increase is due partly to the construction of Liseberg Oceana water park, an increase in the number of employees as a result of opening Liseberg Grand Curiosa Hotel, and inflation and price increases.

### Distribution of purchases

The diagram shows the distribution of purchases made in 2023 between purchasing categories, using the City of Gothenburg's category designations.



## LISEBERG'S SUPPLY CHAINS

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 1,333 suppliers during the year. Of these, 60 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 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 chains. 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 setting requirements, drawing up agreements and monitoring them, but this process often only reaches as far as the next link in the chain.

Liseberg has monitored the development of future EU legal requirements under the Corporate Sustainability

Due Diligence Directive (CSDDD), a process that will continue next year.

## 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 both 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 procurement processes are set on a case-by-case basis depending on the product or service. In addition, Liseberg's Code of Conduct imposes general requirements on suppliers, which also cover business ethics. Suppliers are expected to take active measures to counter bribery and corruption.

Additional sustainability requirements were set in all Liseberg's public procurement processes during 2023, totalling 26.

The requirements set during procurement are verified by ongoing 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 a supplier and asking them to explain how they continue to meet requirements, or checking that a supplier actually delivers goods that are eco-labelled, for example.

Liseberg carried out general monitoring of 36 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 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 where the amounts we buy exceed the threshold for direct purchasing.

Certain deficiencies were discovered during the monitoring of suppliers this year. In two cases the value of purchases from suppliers exceeded the direct purchasing limit. In these cases there were also shortcomings in the documentation. In one case a call-off had been made using the wrong framework agreement. In the other case a call-off had been made on an agreement that had expired. These internal deficiencies have been addressed. No deficiencies were found in the work of suppliers or in deliveries.

Liseberg has not had any disputes with suppliers during the year.

## 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 the legislation and provides requirements for preventing corruption and guidance for dealing with benefits and intermediaries.

All employees have the right to anonymously report irregularities through the City of Gothenburg's whistleblower system, which is provided by an independent external party on Liseberg's Intranet. Employees are also encouraged to report any infringements they discover to their immediate manager or their manager's superior. If an infringement is discovered, measures are taken under employment law, and if Liseberg suspects a crime it is reported to the police. Two reports were made through the whistleblower system during the year, but they were not linked to Liseberg's purchasing work. Neither of the reports were of such a nature that they required reporting back to the city's whistleblower system. These cases were dealt with by Liseberg and then closed.

In spring there was a debate about Mondelez, which owns Marabou among other brands. The company's name was found on voluntary lists of companies that have business in Russia. As a result of pressure, the Board of Directors decided in June not to place any further orders with Mondelez. For sustainability reasons the existing stock was used up rather than being discarded. The Board of Directors also decided to carry out a more detailed review of suppliers linked to boycott lists. Following this review, the Board of Directors decided in December to adopt the City of Gothenburg's purchasing and procurement model for dealings with suppliers on boycott lists. In brief, this entails that existing agreements won't be canceled due to lack of legal basis. However, discussions with suppliers will aim to devise plans for ending such associations. Future purchasing contracts will include a clause requiring suppliers to disclose any direct or indirect links to boycott lists. Additionally, products bought from wholesalers will be reviewed to identify alternative options.

As a result of monitoring the construction sites for Liseberg's new hotel and water park, Liseberg has updated its general conditions and contract templates for contractors. In addition, specialists from the Purchasing and Procurement Administration have been enlisted to provide training and information.

## Sustainability requirements in purchasing and procurement

Some current examples of sustainability requirements from this year's procurements:

**Christmas trees:** Liseberg set a requirement that the number of sustainably grown Christmas trees, free from pesticides and artificial fertiliser, should increase steadily year on year with the aim that 100% of Christmas trees supplied should be organically labelled by 2028 at the latest. This encourages a sustainable transition.

**Staff clothing at Liseberg Oceana water park:** This purchasing assignment placed strict requirements on sustainability and circularity, which will result in an entirely new collection of workwear that is made from sustainable materials such as lyocell, organic

cotton and organic linen. Some fabrics are made from recycled plastics from the oceans. A large proportion of the purchased garments are made from single materials, which facilitates recycling when the garments are worn out. They are all manufactured in Europe to reduce climate emissions from transport.

**Fruit and vegetables:** Here, Liseberg applied requirements based on the sustainability criteria of the National Agency for Public Procurement, as well as a requirement to transition to fossil-free transport. This is in line with the City of Gothenburg's Environment and Climate Programme 2021–2030, which among other things states that 80% of produce should be organic and 100% of transport should be fossil-free by 2030.



# Additional information

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

## OWNER GOVERNANCE AND MISSION

Liseberg is owned by the City of Gothenburg through Göteborg & Co AB, which in turn is owned by Göteborgs Stadshus AB. Liseberg has a politically appointed Board of Directors consisting of ordinary members and staff representatives. The City Council's ownership directive 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 strengthen Gothenburg's standing as a destination and act as 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.

## ABOUT THE SUSTAINABILITY REPORT

This is Liseberg's seventh sustainability report, which covers the financial year 2023. 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 has previously (2017–2021) compiled the sustainability report with guidance from the Global Reporting Initiatives (GRI) standards for sustainability reporting and reported in accordance with their criteria. Because of the forthcoming transition to a new legal reporting standard, since 2022 Liseberg has not expressly applied GRI SRS, but instead chosen to focus on increasing value for primary stakeholders by placing emphasis on certain aspects and at the same time reducing and simplifying others.

## MAJOR INCIDENT AFTER FINANCIAL YEAR-END

On February 12, 2024, a fire broke out at the construction site of Liseberg Oceana water park, located on the property Krokslätt 150:15. At the time of this sustainability report, the cause of the fire and the allocation of responsibility are yet to be investigated. The consequences of the incident are not yet fully determined.

## MATERIALITY ASSESSMENT AND STAKEHOLDER ANALYSIS

In autumn 2023, Liseberg conducted an updated materiality analysis, 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 assessment, in combination with other information and the expertise and experience of those involved in the business.

Work on the 2023 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 as well as relevant legislation.

The stakeholder analysis was also updated within the framework of this process, and key stakeholders were defined in more detail. Read more on pages 7.

### 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, for both perspectives up to the year 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 show 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.

**IMPORTANT MATERIAL TOPICS**

Liseberg sets high ambitions and works systematically towards sustainable development. Work on identifying and prioritising material topics is ongoing and largely takes place as part of the routine processes of analysing risks and external factors, stakeholder dialogues, business monitoring strategic planning.

The revised materiality analysis provides a clear, detailed overview of key topics. Prioritized as material are topics where the business significantly impacts people and the environment, and which present major risks or opportunities. The summarised results of the materiality analysis and Liseberg’s updated material topics are shown in the illustration. These topics will provide the foundation for future reporting and future sustainability initiatives.

Liseberg is part of the City of Gothenburg, and because new EU legislation affects the Stadshus AB Group, various representatives from the organisation have also taken part in collective training and other preparatory activities during the year. This work will also continue in the coming year.

**RISK MANAGEMENT AND INTERNAL REVIEWS**

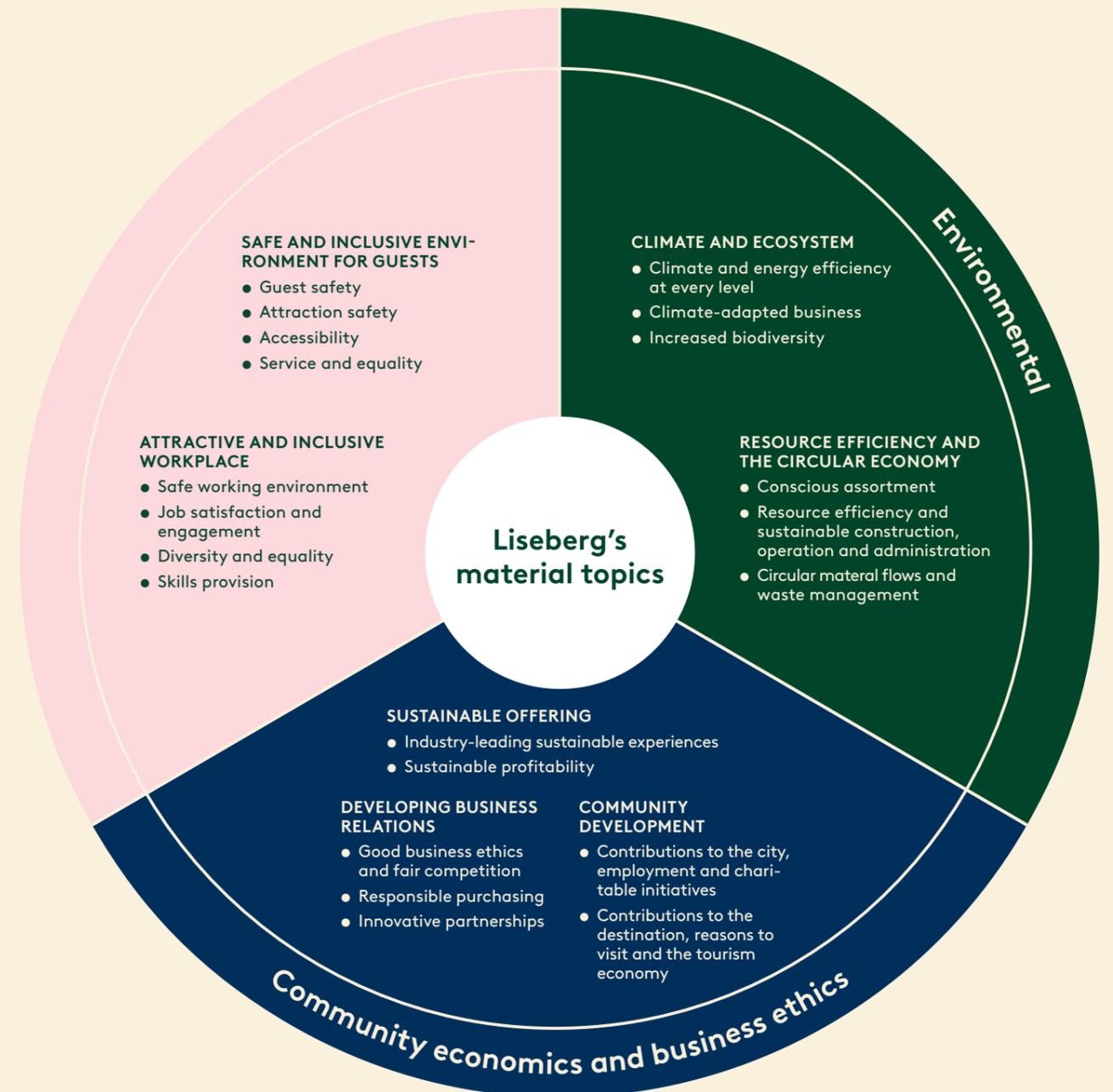
Liseberg takes a systematic and ongoing approach to risk management that involves investigations, risk analyses and monitoring in several different areas, combined with internal reviews. Internal reviews are based on the City of Gothenburg’s guidelines for governance, monitoring and control, which also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

purpose of risk management is to identify problems, shortcomings and other risks, and ensure compliance with the law.

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 prepare strategies to manage these risks.

**HUMAN RIGHTS**

Liseberg supports and respects internationally declared human rights. In practice, this involves responsibility for our employees and guests, as well as people in the supply chain. Important human rights issues that we actively address include safety and security, accessibility, equality and non-discrimination, for employees and guests alike. More information can be found in the section “A safe and secure environment” on pages 13–15 and “Job satisfaction, service and equality” on pages 16–18. 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. 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. You can find more information in the section “Responsible purchasing” on pages 24–25.



The illustration shows Liseberg’s material topics based on an updated materiality assessment.

**CLIMATE INFORMATION**

Supplementary information about climate emissions and emission factors to the section on Liseberg’s climate action on pages 21.

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

Figures for the last two years are obtained from a calculation tool using different emission factors than in 2019–2021 and are calculated according to the GHG Protocol (market-based methodology).

**Direct emissions, tons CO<sub>2</sub>e (Scope 1)**

	2023	2022	2021 <sup>1</sup>	2020 <sup>1</sup>	2019
Refrigerants <sup>2</sup>	111.4	96.4	-	-	-
Coke	44.7	25.4	-	-	-
Diesel	37.2	37.3	35.4	18.4	44.5
Petrol	4.5	6.1	3.5	2.2	4.2
Vehicle gas	0.1	0.2	0	0	0
Biogas	0.1	0.06	0.06	0.04	0.07
HVO100 <sup>3</sup>	0	-	-	-	-
Heating oil	-	-	-	-	49.2
<b>Total</b>	<b>198</b>	<b>165</b>	<b>39</b>	<b>21</b>	<b>98</b>

**Energy indirect emissions, tons CO<sub>2</sub>e (Scope 2)**

	2023	2022	2021 <sup>1</sup>	2020 <sup>1</sup>	2019
District heating <sup>4</sup>	23.2	272	326	259	362
Electricity	9.1	8.3	5.8	3.3	6.2
District cooling	0	0	0	0	0
<b>Total</b>	<b>32</b>	<b>280</b>	<b>332</b>	<b>262</b>	<b>368</b>

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

<sup>2</sup> Estimated figure (average refill, 2020–2022).

<sup>3</sup> Monitored for the first time in 2023.

<sup>4</sup> 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	2022–2023: Swedish Energy Agency 2022, Drivkraft Sverige 2022 2019–2021: 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	2022–2023: BEIS 2022 and 2023 2019–2021: Swedenergy (2019)
Diesel	2022–2023: Swedish Energy Agency 2022, Drivkraft Sverige 2023 2019–2021: 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	2022–2023: Obtained from UN 2022 and IPCC 2006 2019–2021: Vattenfall EPD (2020)
Heating oil	2019: Swedenergy (2019)
District cooling	2019–2023: Göteborg Energi
District heating	2019–2023: Göteborg Energi
CNG	2022–2023: Swedish Energy Agency 2022, Drivkraft Sverige 2023 2019–2021: Svenska Miljöinstitutet AB (2018)
HVO100	2023: Swedish Energy Agency 2022, Drivkraft Sverige 2023
Coke	2022–2023: BEIS 2022 and 2023
Refrigerants	2022–2023: BEIS 2022 and 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 OurImpact (Liseberg’s climate calculation tool).



**MORE INFORMATION**

**Liseberg’s Annual Report**

[liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/](https://liseberg.se/om-liseberg/var-verksamhet/arsredovisningar/)

**Liseberg’s websites**

[liseberg.se](https://liseberg.se) and [liseberg.se/en](https://liseberg.se/en)



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