

2020

*Liseberg*

SUSTAINABILITY REPORT





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## PLEASE HELP US MAKE LISEBERG MORE SUSTAINABLE

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As you read this sustainability report you may have your own ideas and views on how to improve our sustainability efforts or the content of our report. Please contact our sustainability manager to share your views. Reach her at [ylva.linder@liseberg.se](mailto:ylva.linder@liseberg.se)

Enjoy!

## ABOUT LISEBERG'S SUSTAINABILITY REPORT

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This is Liseberg's fourth sustainability report, which covers the 2020 financial year. The sustainability report includes our entire business and describes how we approach our most important sustainability topics. This report has been prepared in accordance with the *GRI Standards: Core option*. The report also includes the statutory sustainability report in accordance with the Swedish Annual Accounts Act. The sustainability report is issued by the Board of Directors and CEO of Liseberg.

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### STAKEHOLDER ANALYSIS

Liseberg has a variety of stakeholders who affect or are affected by our business. To identify these stakeholders, several workshops were held in 2015 for company managers, business area managers and other key personnel. The influence, risk and business value of stakeholders were assessed to highlight those that are most important. The list of key stakeholders is reviewed regularly – most recently during management's annual sustainability review. You can read more about our key stakeholders on pages 11–13.

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### MATERIALITY ANALYSIS

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

# THE SUSTAINABILITY YEAR IN BRIEF

## Believe in the future



Liseberg developed a new concept for sustainability communication during the year. By inspiring, motivating and inviting our guests to take part we can all contribute to meet the goal of becoming a world leader in sustainable park operations.

## Social initiatives



**250**  
PRIZES

Donations, voluntary aid and gifts in the form of sweets, clothing and annual passes have been sent to some of our beneficiaries during the year.

## The cycling challenge



25 amusement parks. Thousands of kilometres. *Around the World on a Pink Bike* was the name of the cycling challenge that encouraged employees to travel to and from work sustainably. Almost two years later we pedalled over the finishing line. Along the way, we have virtually visited amusement parks around the world and learned more about our industry colleagues.

## A sustainability initiative

**HÅLLBARHETS KLIVET**

*Hållbarhetsklivet* is an initiative by the tourism industry in West Sweden which Liseberg signed up to when it was launched during the year. The initiative builds on four principles and aims to inspire more companies to work sustainably by highlighting good examples.

## Guest survey

**92%**

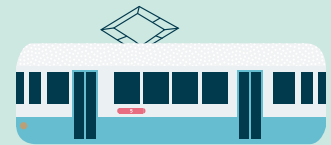
**OF GUESTS BELIEVE IT IS IMPORTANT OR VERY IMPORTANT FOR LISEBERG TO WORK TOWARDS SUSTAINABLE DEVELOPMENT ACCORDING TO A GUEST SURVEY.**

## Energy efficiency

**626**  
**MWh**

This is the amount of energy saved by the park in recent years thanks to various energy-saving measures, according to this year's energy audit.

## Liseberg Södra



The name of the tram stop by the south entrance was changed to Liseberg Södra during the year. The new name will make it even easier for guests to get to Liseberg by public transport.

## Award



*The Outstanding Service Award* was presented to Liseberg's CEO this year. The International Association of Amusement Parks and Attractions (IAAPA) gives the award to a leader who elevates and mentors others, who is dedicated to the attractions profession and who is committed to positive change to improve industry standards. One of the main topics that Liseberg's CEO has promoted in IAAPA is sustainability.





# A CLOSED PARK MEANT NEW SUSTAINABILITY PRIORITIES FOR LISEBERG

Due to the coronavirus pandemic, Liseberg was not granted permission to open the amusement park in 2020. Without guests or seasonal employees on site, our sustainability priorities changed massively. It was not possible to carry out several planned initiatives and measures, and much of the planned development work has been put on hold.

Liseberg follows a management system for sustainability, which had to be reprioritised as a result of the pandemic. But despite the fact that we did not see the development we had hoped for, we still carried out an energy audit, took initiatives linked to our target for climate action, contributed to the City of Gothenburg's efforts to develop a new environmental and climate programme, and took part in a project to reduce food waste together with other local stakeholders.

Other important steps included deciding to certify the business in accordance with ISO 20121 and developing a new concept for our sustainability communication.

In the case of sustainability reporting, we have chosen to maintain the layout we have used previously, centred on our most important sustainability topics. Goal achievement is a copy of the results we reported in 2019, as we were unable to carry out a new assessment due to the effects of the pandemic on the business this year. It has not been possible to report all information and all metrics in full.

Our hope is that 2020 is an exception and that in 2021 we can continue our efforts towards the overall goal of becoming a world leader in sustainable park operations.

YLVA LINDER  
SUSTAINABILITY MANAGER LISEBERG

## 2020 IN BRIEF

- Amusement park closed.
- Performances of *Mamma Mia! The Party* at Rondo postponed.
- Partial opening of the Amusement Arcade at the start of the year and during school autumn holidays.
- Take-away Christmas dinner at Hamnkrogen.
- Hotel Liseberg Heden closed since 10 July.
- Lisebergsbyn and Askim Strand campsites open throughout summer.
- Employees furloughed from March to December.
- 88 employees notified of redundancy.\*



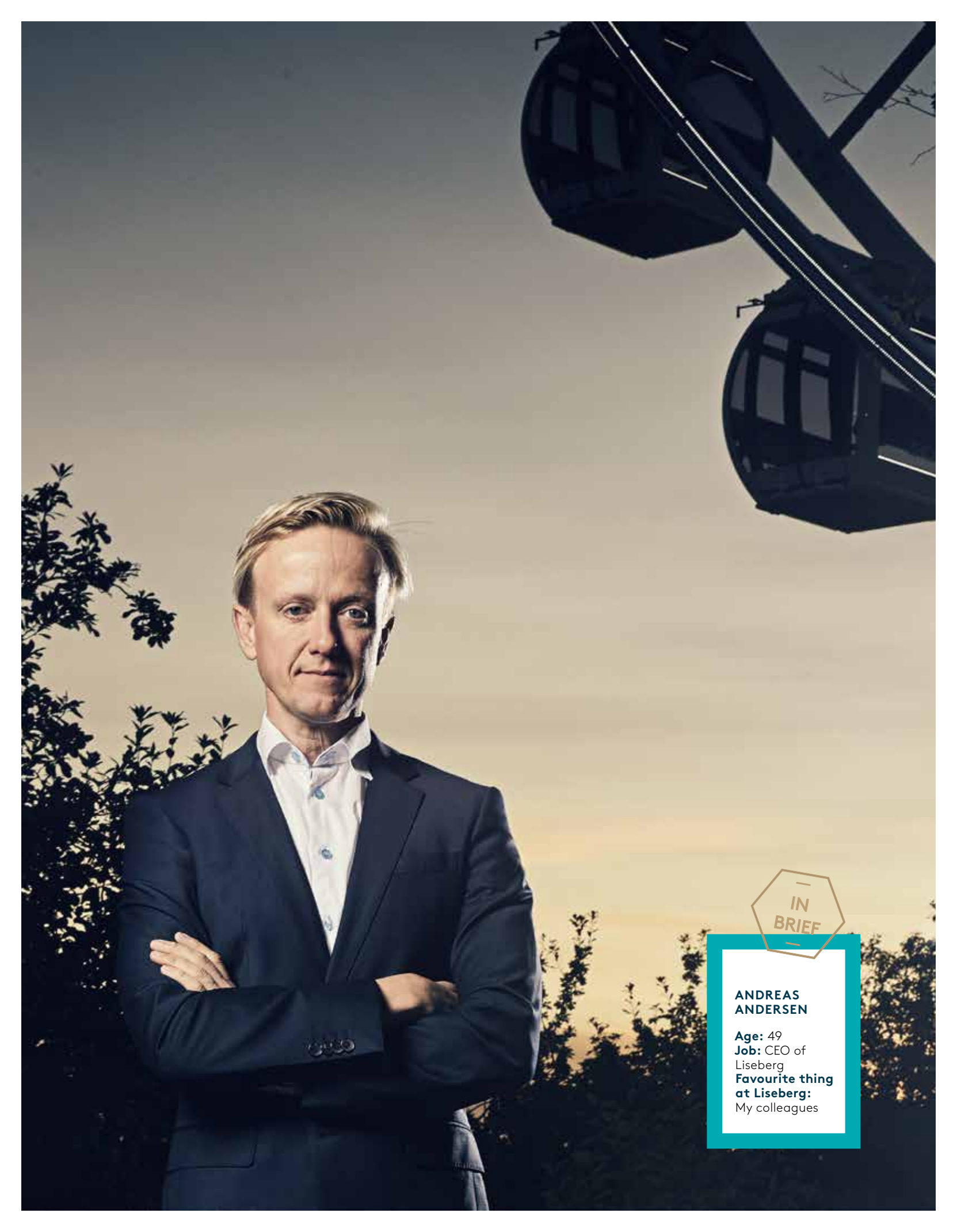
WE SUPPORT

## UNITED NATIONS GLOBAL COMPACT

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



\* Staff size reduced substantially because of park being closed.



—  
IN  
BRIEF  
—

**ANDREAS  
ANDERSEN**

**Age:** 49  
**Job:** CEO of  
Liseberg  
**Favourite thing  
at Liseberg:**  
My colleagues

## »A DARK YEAR«

**T**he year 2020 will go down in the archives as the darkest year in Liseberg's history. For the first time since the amusement park welcomed its first guests, on the 300th anniversary of the city in 1923, the park did not open. The coronavirus pandemic, which turned the world on its head, was especially tangible for Liseberg. Since the park's operations require a permit under the Public Order Act, and this act was one of the tools Sweden chose to use to limit the spread of infection, it became impossible for Liseberg to conduct any form of amusement park operations throughout 2020.

The consequences have been enormous. A large proportion of our permanent employees at Liseberg have lost their jobs. Of the more than 2,000 seasonal workers that Liseberg normally employs, none were employed this year. Hotel operations closed at the beginning of July when demand for hotel accommodation approached zero. Compared with almost SEK 1,4 billion in turnover that the company makes in a normal year, the total for 2020 is just a few million.

Summing up the year, Swedish amusement parks were the only ones in Europe that did not open at all in 2020. A dark year.

But there are glimmers of light even in the deepest darkness. For, despite everything, we have not shut down completely. And we have been forced to think outside the box. This is why I believe that 2020 has made us more creative. More solution-oriented. More on our toes and ready to handle unexpected situations. Maybe we have also dared to turn over stones that are rarely overturned in a century-old business.

And even though we have been forced to slow down our sustainability efforts, we have actually made some progress in line with our sustainability development plan. We have decided to proceed with ISO certifica-

tion, completed our energy audit as planned, we have continued to examine how to achieve climate-neutral operations, and we have taken steps to encourage guests to travel more sustainably to the park by reaching out to other stakeholders and laying a foundation for cooperation. We have also developed a concept for our sustainability communication, which I believe will be a key to the commitment needed among our employees and guests to achieve the maximum benefit from our efforts.

But much has also had to be put on hold. We have not been able to carry out the events for special schools and Queen Silvia's Children's Hospital that we traditionally do. We have not been able to donate over 30,000 admission tickets and ride passes to those in need, as we usually do. We have had to cancel and postpone performances, bookings and parties at short notice, which has left guests and employees disappointed and frustrated. Again – it has been a dark year.

As the world now looks back on 2020, the year of coronavirus, I hope we have learned something. About the forces of nature. About our own vulnerability. And about how valuable it is for us humans to be together. But most of all that we cannot take anything for granted.

And that this is actually the reason why we work with sustainability. It is to give future generations the same opportunities that we had, which means accepting our responsibility and making wise and sustainable choices here and now. This also applies in a year of darkness.



Andreas Andersen, CEO



# This is Liseberg

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

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

**TODAY, THE COMPANY** Liseberg AB, situated in the heart of Gothenburg, operates Liseberg amusement park with its 40 or so rides and attractions, games and wheels-of-fortune, shops, music stages, dance floors and a large number of restaurants and cafés in a green park setting. Close to the amusement park we offer convenient and practical accommodation in the form of hotels, hostels, cabins and camping facilities, as well as the Rondo Dinner Show Theatre. The amusement park has three seasons: the summer season, which in a normal year runs from late April until early October; the Halloween season, during the school autumn holidays; and the Christmas season, which starts in mid-November and ends around new year. Liseberg is also open for conferences and corporate events all year round.

**LISEBERG AB**, which manages all our operations, is the parent company of the three real estate companies Hotell Heden AB, Lisebergs Gäst AB and AB Liseberg Skår. Liseberg's Expansion Project, involv-

ing the construction of a themed experience hotel and a water park, is managed by AB Liseberg Skår.

The real estate company Hotell Heden AB was sold in 2020, and the sale of business operations at the hotel is planned for 2021. The possible sale of Lisebergs Gäst AB was also investigated during the year.

Liseberg's operations were reorganised at the end of 2020, and when the organisational review is completed, in early 2021, operations will be managed in three overall business areas – amusement park, hotel and water park – each of which includes a number of business units, plus seven corporate functions that are common to all three business areas.

In recent years, Liseberg has had a maximum of 2,600 employees. This includes both permanent and seasonal staff. Seasonal employees help to run park operations when the amusement park is open. This year's organisational review and notice of redundancies will continue and will also have consequences in 2021. On the last day of the year, Liseberg had ongoing employment contracts with 343 permanent employees (this figure includes people who have been notified of redundancy but continued to work their notice period). Management at Liseberg consists of company management and an operational management team.

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

- **Guests:** Liseberg will be the most highly recommended entertainment experience in Europe
- **Employees:** Liseberg will be the best workplace in Sweden
- **Brand:** Liseberg will be the strongest brand in the Scandinavian visitor industry





- **Sustainability:** Liseberg will be a world leader in sustainable park operations
- **Finance:** Liseberg will be visited by 4 million guests a year

Since Liseberg is owned by the City of Gothenburg it is also governed by the objectives of the City Council's budget.

In order for Liseberg to achieve the overall goal of being a world leader in sustainable park operations, a development plan was adopted in 2018 with 5 sustainability goals and 22 objectives. Actions and initiatives are implemented in stages and over the course of several years. All goals must be achieved by the year 2025 at the latest. The business is also governed by an internal sustainability policy and associated procedures. Because the park was forced to remain closed during the year, several of the planned sustainability measures were cancelled or postponed. As a result of the pandemic, Liseberg has not made the progress we had planned.

<b>Multi-year overview</b>	<b>2020<sup>1</sup></b>	<b>2019</b>	<b>2018</b>
Number of employees <sup>2</sup>	442	1,112	1,112
Net sales, MSEK	43	1,257	1,229
Balance sheet total, MSEK	2,471	2,125	1,918
Profit after financial items, MSEK	-553	199	75
Number of guests in the park, full year (millions)	0	3.0	3.1
Total number of guests, full year (millions)	0.08	3.3	3.4
Number of rides/visits to Liseberg's attractions (millions)	0	16.2	15.7

<sup>1</sup> Because the business has not operated normally this year, 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 the average of 1,600 working hours per year.

**LISEBERG IS CURRENTLY** one of the leading tourist attractions in Scandinavia, normally attracting three million annual guests. The company operates in the regional market of West Sweden, from which around 60 percent of guests come, but visiting tourists from all over Sweden and the other Nordic countries are also an important part of Liseberg's visitor base, as they account for 60 percent of the company's total turnover. In 2020, the company had sales of just SEK 42.5 million and a financial result of SEK -553 million. The loss arose since the amusement park was not permitted to open as a result of the restrictions imposed on public events and gatherings as a consequence of the ongoing pandemic.

**LISEBERG IS A** service business, and the values of **Safety, Creativity, Quality, Consideration** and **Joy** form the foundation on which our business culture is built. The same culture that shapes our relationships with our employees, also shapes our relationships with our guests. We believe there is a connection between satisfied employees, loyal guests and financial growth. We therefore believe that a positive, solution-oriented corporate culture, which we are working towards, is the key to satisfied guests and Liseberg's long-term success.

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

#### RISK MANAGEMENT AND INTERNAL REVIEWS

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

Environmental risks are identified and evaluated regularly as part of the environmental impact assessment for the business. The last environmental impact assessment was carried out in 2019. Compliance with the relevant environmental legislation is also comprehensively reviewed each year. Health and safety risks are investigated and resolved on an ongoing

basis in connection with organisational changes and the introduction of new duties. Risks associated with the handling of chemicals are evaluated and documented in our chemical management system and reviewed regularly.

Liseberg also 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. Because the business has not operated normally this year we have not used the same review process as previously. Efforts have instead been based on the previous year's risk identification work and this has been supplemented with specific risks linked to the opening of the park in 2021. An action plan and internal review plan were drawn up based on the overview of risks. The overview of risks, the action plan and the internal review plan were reviewed by company management and then adopted by the Board. This work took place in parallel with budget preparation and a review of internal reviews for the current financial year.

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

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

#### FORM OF COMPANY

Apart from two preference shares, Liseberg is owned by the City of Gothenburg through Göteborg & Co AB, which in turn is owned by Göteborgs Stadshus AB. This means that Liseberg is working for a sustainable city, open to the world. Liseberg has a politically appointed board consisting of ordinary members and staff representatives. The City Council's ownership directive determines the principles that govern the way Liseberg is managed. The City Council must also be consulted on issues that are of fundamental importance or of great significance to the company. In addition to the ownership directive, the business is governed by the Articles of Association and governing documents, that apply to the entire city.



# LISEBERG CREATES SUSTAINABLE VALUES

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

## Our stakeholders

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

## Our most important material topics

We have analysed the impact of the business on people and the environment; we also know which sustainability topics our stakeholders feel are most important, and we focus on the risks and opportunities that these aspects entail. On this basis we have been able to identify our five most important material topics:

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

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

## OUR VALUE CHAIN

Liseberg's value chain illustrates our business mission, how it is realised and how this generates value for our stakeholders. The values we create originate in the unique overall experience Liseberg offers, consisting of rides, entertainment, food and beverage, shopping, games and accommodation themed according to the seasons.

### OUR CONTEXT

Liseberg is part of a larger context and what happens in the outside world affects our business. In addition, there are laws and global goals that Liseberg needs to consider and work towards. The outside world affects all stages of the value chain.

### OUR MISSION

Liseberg's mission is formulated in our City Councils Ownership Directive. Because Liseberg is owned by the City of Gothenburg, our overall mission is decided by the elected politicians on the City Council, and the business then interprets and realises this mission.

### RESOURCES

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

### WHAT WE OFFER

Liseberg is a place that is set apart from everyday life where our guests can experience joy together. We offer entertainment experiences of the highest quality.

### THE VALUES WE CREATE

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

### THE VALUES OUR STAKEHOLDERS CREATE

Our stakeholders also create value for us, by setting requirements, sharing their opinions of the business, and thus contributing to Liseberg's development.

### OUR MOST IMPORTANT MATERIAL TOPICS

Because Liseberg wants to act responsibly and for the long term, we need to systematically address the impact of the business on the outside world and our stakeholders' most important questions. This is the reason behind our sustainability efforts. The way we work and the goals we set affect the resources we use, the way we operate our business and the values we create.

### OUR SUSTAINABILITY GOALS

Liseberg has adopted a sustainability development plan. The development plan sets out 5 sustainability goals and 22 measurable objectives that are all linked to our most important material topics. Actions and initiatives are implemented in stages and over the course of several years. All goals and objectives must be completed by the year 2025 at the latest. You can read about our progress and achievements during 2020 on pages 14–37.



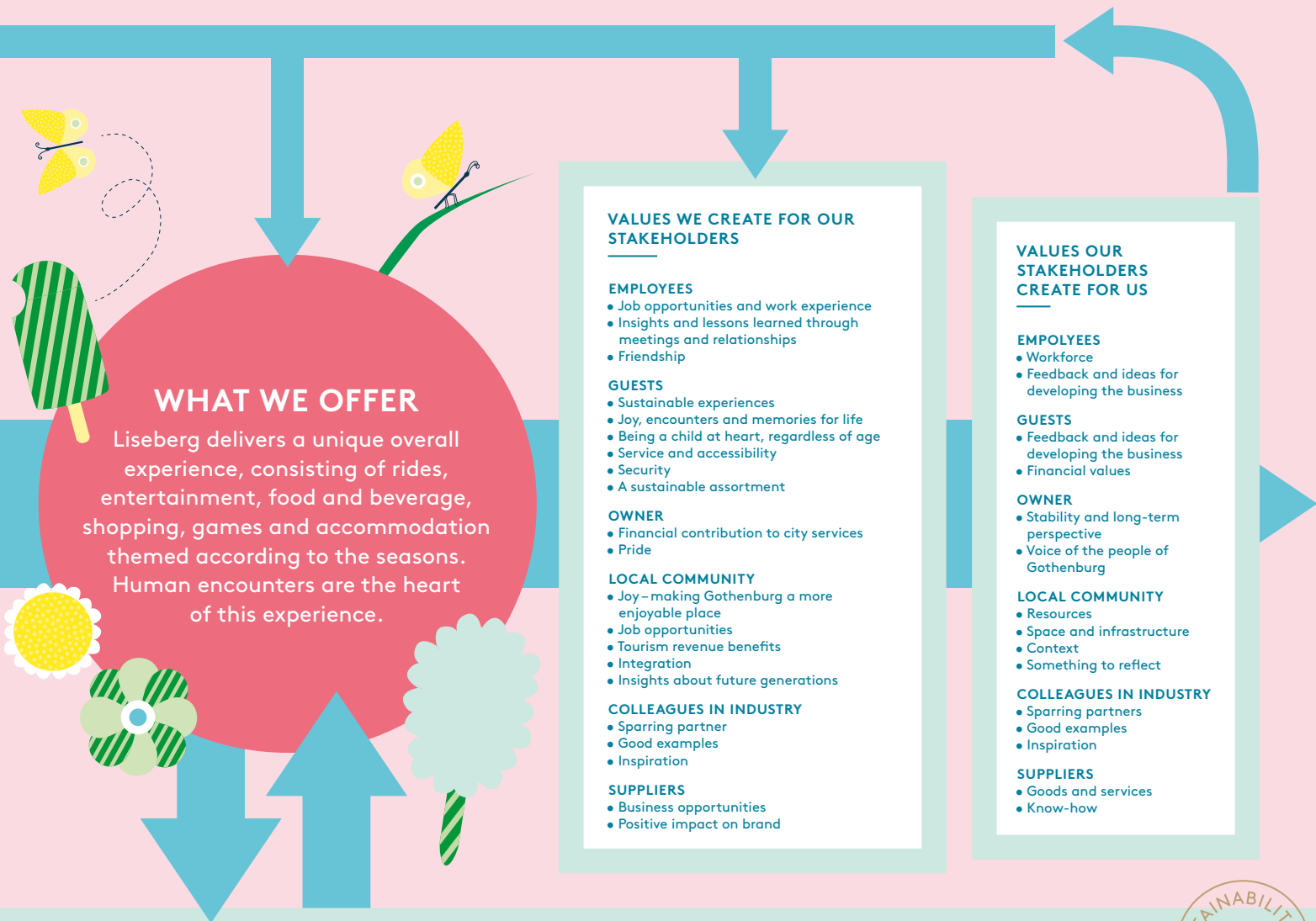


**GLOBAL GOALS**

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

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

Global Goals. Our internal governing documents and the objectives in our development plan are all linked to the UN Global Goals in different ways. Our work on chemicals, our purchasing processes and our objectives to use less energy, offer sustainable products and reduce food waste are all examples of how our work is linked to goal 12 for sustainable consumption and production. The fact that we offer work to young people and prioritise a safe working environment are further examples that show our work is in line with goal 8 for decent work and economic growth. As a result of the pandemic we have had to delay our plans, but next year we intend to continue working on the Global Goals – how they affect the business and how we can play a part and drive development in the right direction.



**WHAT WE OFFER**

Liseberg delivers a unique overall experience, consisting of rides, entertainment, food and beverage, shopping, games and accommodation themed according to the seasons. Human encounters are the heart of this experience.

**VALUES WE CREATE FOR OUR STAKEHOLDERS**

- EMPLOYEES**
  - Job opportunities and work experience
  - Insights and lessons learned through meetings and relationships
  - Friendship
- GUESTS**
  - Sustainable experiences
  - Joy, encounters and memories for life
  - Being a child at heart, regardless of age
  - Service and accessibility
  - Security
  - A sustainable assortment
- OWNER**
  - Financial contribution to city services
  - Pride
- LOCAL COMMUNITY**
  - Joy – making Gothenburg a more enjoyable place
  - Job opportunities
  - Tourism revenue benefits
  - Integration
  - Insights about future generations
- COLLEAGUES IN INDUSTRY**
  - Sparring partner
  - Good examples
  - Inspiration
- SUPPLIERS**
  - Business opportunities
  - Positive impact on brand

**VALUES OUR STAKEHOLDERS CREATE FOR US**

- EMPLOYEES**
  - Workforce
  - Feedback and ideas for developing the business
- GUESTS**
  - Feedback and ideas for developing the business
  - Financial values
- OWNER**
  - Stability and long-term perspective
  - Voice of the people of Gothenburg
- LOCAL COMMUNITY**
  - Resources
  - Space and infrastructure
  - Context
  - Something to reflect
- COLLEAGUES IN INDUSTRY**
  - Sparring partners
  - Good examples
  - Inspiration
- SUPPLIERS**
  - Goods and services
  - Know-how

**RESOURCE AND CLIMATE EFFICIENCY**

- Environmental management
- Sustainable travel
- Climate and energy efficiency
- Careful choice of products
- Food and beverage
- Waste management

**RESPONSIBLE PURCHASING**

- Requirements and monitoring
- Supply chains
- Business ethics and anti-corruption

**CONTRIBUTIONS TO LOCAL COMMUNITY DEVELOPMENT**

- Contribution to the city
- Charity and social initiatives
- Contribution to the destination
- Jobs and employment

**BY 2025 LISEBERG WILL BE A WORLD LEADER IN SUSTAINABLE PARK OPERATIONS**

- This means that:
- Liseberg delivers the safest leisure activity in Sweden.
  - Liseberg is a destination for everyone.
  - Liseberg has the smallest possible negative environmental impact.
  - Liseberg guests can enjoy themselves with a clear conscience.
  - Liseberg makes Gothenburg a better place to live, work and visit.





## A SAFE AND SECURE ENVIRONMENT

# How we can become a safe and secure amusement park

*Nothing is more important to us than guest safety. Our security staff and park hosts play an important part in this. The attentiveness of our staff is vital to ensure that guests feel safe on our rides, but safety checks and technical maintenance must also be carried out thoroughly. Food safety and a safe working environment are further areas we focus on to create a safe and secure Liseberg.*

### SAFETY AND SECURITY IN THE PARK

Liseberg was continuously over 2020 planning for the park to open, and in order to meet the challenges the business had to tackle as a result of the pandemic, a risk analysis was carried out jointly with the Swedish Amusement Park Association. This analysis showed that there are seven activities where normal procedures need to be adapted or adjusted to meet the relevant rules and recommendations, and hence minimise the risk of infection.

These are:

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

Liseberg quickly set up five internal working groups that drew up working methods that can be implemented to open the park in a safe and responsible manner.

Liseberg has followed the development of events surrounding the pandemic, but it is also extremely important to get the business up and running as soon as permitted. When this is possible, our guests will find that Liseberg has changed in some ways, and our employees will need to become familiar with new procedures and challenges. Liseberg believes

in a responsible re-opening and that we can make Liseberg safe even during the ongoing pandemic.

### ATTRACTION SAFETY

As the park has been closed during the year we have not performed safety checks on our rides to the same extent we do when the park is open. Nevertheless, we have conducted inspections and maintenance on an ongoing basis. We have tested the attractions regularly to maintain safe and reliable operations. No attraction-related incidents were reported in 2020.

### FOOD SAFETY

As a consequence of the park being closed, our restaurants, cafés and fast-food restaurants have not had any food safety inspection visits from the Environmental Authority.

### WORKING ENVIRONMENT

Our health and safety efforts are based on current legislation and are also governed by our internal health and safety policy. Liseberg does not currently have a certified management system for health and safety, but this will be a part of the ISO certification process that will be implemented in 2021.

Following the organisational review and redundancy notices issued during the year (read more on pages 8, 18–19), two rounds of risk analysis were carried out. Liseberg worked together with the various unions organising the staff. In summary, the risks that were identified for the organisation as a



whole were stress and mental health at work, due to increased workload as a result of reduced staffing, changes in duties and changes in the composition of teams. Additional risks, such as concerns about further redundancies and reduced motivation due to the uncertain situation – not knowing when the park can be re-opened – were also highlighted. Preventive measures that were requested included planning, prioritisation and division of labour, and in certain cases bringing in seasonal employees. Other measures that were highlighted include clarifying goals and expectations for the work performed, providing introductions and training for new duties, giving regular updates on the situation, and offering support through individual conversations with managers, safety representatives or occupational healthcare. Because many employees have been furloughed, we have not been able to fully implement these measures during the year, but this work is continuing and will be regularly reviewed to ensure that measures are effective. All employees who were made redundant have been referred to the Job Security Council for support. In some parts of the organisation we have worked on measures to improve and/or validate existing skills.

As a result of the pandemic, several risk analyses were carried out concerning the spread of infection. An overall risk analysis resulted in changes such as increased cleaning routines and information in public areas. Each unit has also conducted its own risk analyses and made changes to reduce the spread of infection. More employees are now working from home than before. This applies to employees whose duties can partially or entirely be performed remotely. Liseberg's own staff restaurant has made several changes, including serving plated dishes rather than offering a buffet, installing hand sanitiser stations, and socially distanced queuing. Employees have been given set lunchtimes based on office location, to reduce the risk of congestion and hence the spread of infection.

No serious work-related injuries or accidents occurred during the year. To help us deal with incidents and work-related injuries, Liseberg uses a digital reporting tool known as DIA. The total number of reported incidents during the year was 23, and the number of reported work-related injuries (accidents) was 18. This represents a reduction in

the number of incidents and work-related injuries compared with the previous year. The main reason for this is that the park has been closed. Three of the reported incidents relate to coronavirus infection and a joint incident where it was suspected that employees were infected by each other. In the other cases the reported incidents had no common cause, but involved different events in different areas of the business.

Liseberg also monitors incidents and work-related injuries that occur in connection with the construction of the new hotel (read more about the Expansion Project on page 36). The contractor, NCC, follows a health and safety policy and has a project-specific health and safety plan that new employees must read and sign. NCC employees also receive other safety related information and safety reviews are carried out every week. In 2020, 16 incidents and 6 work-related injuries were reported.

Liseberg continues to work closely with occupational healthcare, which gives us access to a team of occupational nurses, behavioural scientists, doctors and health & safety engineers for advice on various issues, and also provides help to employees who experience various difficulties. Occupational healthcare is also enlisted to provide training. For example, during spring, Liseberg's managers were offered training in leading change. In collaboration with the City of Gothenburg, Liseberg also arranged a health and safety week with several different talks on health and safety. Two other management training courses, on drugs and alcohol, and mental illness, were started but had to be postponed until next year.

#### WELLNESS AND HEALTH

During the pandemic and the fact that many employees have been furloughed, Liseberg has focused on reaching out with information and activities that contribute to a sense of community. The intranet has been a valuable tool that has enabled employees to read about public directives, information on furloughing and redundancy, as well as tips on working from home and various ways of coping with the crisis. Other initiatives include meetings, quizzes and a cycling challenge. Employees also had the opportunity to test-ride The Underland, the park's new dark ride. All employees at Liseberg receive a healthcare allowance that can be used for sports activities.

### HOW TO INTERPRET THE SYMBOLS

Liseberg's sustainability goals were adopted in 2018 and will apply until 2025. In this report, three symbols are used to assess the current status and measures that have been implemented:



- Work is ongoing and one or more improvement measures have been implemented with measurable positive results.

Or

- Satisfactory progress has been made towards the objective.



- Work is in progress but no measurable positive results can be shown.

Or

- No progress has been made towards the objective.



- Work has not started.

Or

- Progress towards the objective is negative or too slow, despite the work underway.

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

#### CURRENT SUSTAINABILITY GOAL:

Liseberg delivers the safest leisure activity in Sweden

#### OBJECTIVES TO BE MET BY 2025\* AT THE LATEST:

- Liseberg has the strongest safety profile in the industry
- 100% safety score in guest survey
- No serious attraction incidents
- 50% fewer work-related injuries compared to 2019

#### COMMENTS FROM OUR SUSTAINABILITY MANAGER

Our top priority is that Liseberg is perceived as a safe and secure park. We have reliable working practices that have been well established for many years. When the pandemic struck, we quickly developed appropriate procedures and measures to minimise the spread of infection. Unfortunately we never got the chance to open the park in a responsible manner, which has also impacted on our ability to pursue our objectives.

**YLVA LINDER**  
SUSTAINABILITY MANAGER LISEBERG

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

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

	2020 <sup>1</sup>	2019	2018
Absence due to sickness (time absent as a percentage of hours worked, %)	3.65	4.86	4.59
Number of work-related injuries employees, incl. seasonal staff	18	193	46
Number of incidents involving employees, incl. seasonal staff	23	161	349
Number of work-related injuries among enlisted contractors	-	0	-
Number of incidents among enlisted contractors	-	0	-

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

### Safety incidents

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

	2020 <sup>1</sup>	2019	2018
Serious attraction incidents (number) <sup>2</sup>	0	0	0
Reportable attraction incidents (number) <sup>3</sup>	0	5	6
Perceived safety in the park (scores of 4 and 5) for whole year, (%)	-	94	94
Inspection visits for food safety (number) <sup>4</sup>	0	55	63
Serious remarks from food safety inspection visit (number)	0	0	0

<sup>1</sup> Because the business has not operated normally this year, 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> Includes inspection visits to units in the park that handle and serve food.







JOB SATISFACTION, SERVICE AND EQUALITY

# We want to welcome everyone

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

## ORGANISATION

Because the amusement park remained closed during the year, Liseberg was forced to take drastic measures. Three rounds of cutbacks took place and a total of 79 permanent employees and 9 temporary employees, mainly in guest-related business units, received notice of redundancy and had to leave their jobs. A further eight people were laid off, but were given new permanent contracts on fewer hours.

An organisational review was also initiated in autumn. The aim is to create a more flexible organisation as well as an attempt to adapt the business to the future ahead, by creating a new hotel and water park. The ongoing organisational change and redundancies will also have consequences in 2021. Read more about our organisation on page 8 and about the Expansion Project on pages 36–37.

## DIVERSITY, EQUALITY AND NON-DISCRIMINATION

Liseberg strives to provide a workplace that is inclusive, tolerant and characterised by equality and non-discrimination. Ensuring diversity among our employees is an important tool for creating a tolerant climate. We believe that by creating a diverse workplace, we can create the most welcoming atmosphere for our employees and our guests. However, the ambition to foster diversity can be difficult to realise in practice. Although we have adopted a policy for equal opportunity and diversity, the recruitment process is perhaps our most valuable tool.

At the start of the year we began the recruitment process to fill just over 2,400 seasonal positions that are needed each year for Liseberg's operations.

A completely new system was tested this year, with the aim of achieving more objective recruitment. Candidates were asked to complete more tests at the time of application. They were then graded by the evaluation system based on their answers, as more or less suitable for different roles at Liseberg. The impression is that the process worked well and that the accuracy – in other words the ability to select suitable candidates – seemed to be good. However, as a result of the pandemic the new recruitment process did not lead to any employment, which makes it difficult to draw any actual conclusions about the outcome.

No cases of discrimination were reported in 2020.

## EMPLOYEE ENGAGEMENT AND COMPETENCE

Liseberg normally offers several different training courses for its employees, but in 2020 many training initiatives had to be cancelled. However, at the end of the year a comprehensive training package was implemented to offer meaningful employment for employees whose regular duties have not been needed, and to increase the level of competence in a number of selected areas, such as hygiene and service.

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

## AIMING TO BE SWEDEN'S BEST WORKPLACE

To measure and assess Liseberg's development and how we compare with other workplaces, we take part in the *Great Place to Work* global survey. This survey comes in two parts: an employee survey that

measures employees' attitudes to their workplace, and a culture analysis that assesses ongoing efforts to create a good workplace. Because employees were furloughed and we only had a few seasonal employees, no employee survey or culture analysis was conducted in 2020. Nevertheless, a simpler survey of well-being and the effects of the pandemic was conducted through the GPTW survey. One of the most positive results was that 73 percent agreed with the statement "Our managers keep me informed about the effects of the coronavirus crisis on our organisation".

When the organisational review began in autumn, the first step was to form a new function called *People & Culture*. This function incorporates the former HR and Information department, and its role is to lead efforts in workplace culture development, training, leadership and employeeship, in order to become Sweden's best workplace.

#### LISEBERG AWARD AND CELEBRATIONS

The annual prize-giving for the Liseberg Award, a competition that highlights extraordinary service efforts, was cancelled in 2020 because the business only operated to a limited extent. The annual Employee workshop was also cancelled as it was considered inappropriate to bring so many employees together in the same place, given the risk of infection.

#### ACCESSIBILITY AND GUEST SATISFACTION






No accessibility work was carried out in 2020. Similarly, no guest satisfaction surveys were conducted since much of the business was closed.

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

#### CURRENT SUSTAINABILITY GOAL:

Liseberg is a destination for everyone.

#### OBJECTIVES TO BE MET BY 2025\* AT THE LATEST:

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

#### COMMENTS FROM OUR SUSTAINABILITY MANAGER

Job satisfaction, service and equality are important concerns for Liseberg and satisfied guests are vital for our long-term survival. The task of achieving our objectives requires resources and efforts from various parts of the organisation, and since this has become much more difficult as a result of the pandemic we were unable to achieve the development we had hoped for during the year.

**YLVA LINDER**  
SUSTAINABILITY MANAGER LISEBERG

\* Goal achievement applies to 2019, as it was not possible to carry out a new assessment since the business was not operating normally during the year.

### Employee satisfaction

The table shows the results from the annual employee surveys.

	2020 <sup>1</sup>	2019	2018
<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	77
Overall I would say that this is a very good place to work	-	85	83
Response rate (%)	-	89	90

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

### Discrimination and equality

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

	2020 <sup>1</sup>	2019	2018
Number of cases with Swedish Equality Ombudsman	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	-	85	84
Employees are treated equally regardless of gender	-	90	88
Employees are treated equally regardless of ethnic origin	-	93	93
Employees are treated equally regardless of sexual orientation	-	95	95

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

### Gender and age distribution

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

	WOMEN	MEN	<24	25–39	40–54	55–59	>60
Company management	5	6	0	0	10	0	1
Board of Directors	5	5	1	2	4	1	2
Permanent, full-time	139	199	5	92	164	47	30
Permanent, part-time	13	13	0	9	11	1	5
Seasonal employee, temporary	97	88	49	100	22	6	8





Lysberg



## RESOURCE AND CLIMATE EFFICIENCY

# How we will reduce our environmental impact

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

### ENVIRONMENTAL MANAGEMENT

Liseberg is governed by a sustainability policy, which is supported by a number of well-defined procedures and processes. Our environmental efforts are part of our sustainability management system. Our development plan for sustainability includes a number of objectives that are linked to resource and climate efficiency. These objectives require different measures to be obtained.

As the park had to remain closed during the year, several initiatives, such as training, improvement measures and certain assessments, could not be carried out as planned. We have focused on legal compliance, but we have also been involved in the City of Gothenburg's efforts to establish a new environmental and climate programme, as well as a number of other initiatives.

Liseberg sold its greenhouses in Mölndal last year and, at the request of the Environmental authority, conducted a soil survey. The survey revealed soil contamination and the authority has set up a liability investigation. The consequences are expected to be clarified next year.

Another case concerning the greenhouses that also emerged during the year concerns a chemical product that was not documented and handled correctly. This issue was discovered during an inspection visit in 2019 and concerned the use of a pesticide that has recently been banned from use. The incident has led us to review our working methods.

The business has for several years held environmental certification according to the Swedish Environmental Base system (*Svensk Miljöbas*). This system is no longer considered appropriate, and company management has therefore decided that Liseberg will instead implement ISO 20121, which includes requirements for event sustainability management systems. Liseberg is aiming for ISO certification during 2021.

### CLIMATE IMPACT

Despite the pandemic, Liseberg has prioritised continued efforts to reduce climate impact. Last year we conducted a climate study based on the international *Greenhouse Gas Protocol Corporate Accounting and Reporting Standard*. This covers most of Liseberg's operations. The results of the climate study show that Liseberg's climate emissions, based on data for 2018, are approximately 44,500 tons of carbon dioxide equivalents (CO<sub>2</sub>e). Indirect climate emissions (scope 3) from activities such as travel by guests and food production, account for 98% of this climate impact.

Liseberg will not prepare annual climate calculations under the GHG Protocol. Our efforts will focus on offering our guests a climate-neutral Liseberg park visit, and increasing sustainable travel to and from the park. More information on increasing sustainable travel can be found on page 25.

Our efforts to achieve a climate-neutral Liseberg park visit follow the method below, based on the standard ISO 14021:

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

The work taken on during the year included steps 1-3. What we are focusing on is the visit itself, from the time a guest physically enters the park, until the guest leaves the park. The goal is that the total climate impact of a park visit should be zero – that the experience generates net-zero emissions – by 2025 at the latest. The aspects that will be covered by the calculation of climate impact are energy and fuel, food and beverage, prizes and soft toys, disposable items and waste. This work will continue in 2021, including data collection, continued discussions and details of how we can further reduce climate impact, and what climate compensation will be needed to ensure a park visit to be completely climate neutral.

#### ENERGY USE

The business uses several different energy sources, including electricity, district heating, district cooling and biogas. The electricity we use is 100-percent renewable wind energy. Liseberg has its own wind turbine, which provides around five percent of our total electricity needs. Fossil heating oil is no longer used.

Liseberg carried out an energy audit during the year in accordance with the *Swedish Act on Energy Audits in Large Enterprises*. The purpose of the audit was to give a detailed map of significant energy use, and to submit suggestions for cost-effective measures to improve energy efficiency. The results (which compiled energy statistics for the years 2015–2019) show that the amusement park accounts for a significant share of Liseberg's total energy use.

The energy audit is a tool for achieving the objective of reduced energy usage and provided 14 measures to make energy use more efficient. The largest identified energy efficiency potential is in the utility systems of buildings. There is also considerable potential in behaviour-related energy use.

The measures implemented since the previous energy audit have contributed to a theoretical reduction in energy usage of 626 MWh (the effect of certain energy measures has not yet been evaluated). The overall trend in recent years has been a reduction in electricity use, but there have also been

#### Energy consumption

The table shows Liseberg's energy usage broken down into sources of energy. A new addition this year is that fuel is also reported.

	2020 <sup>1</sup>	2019	2018
Electricity <sup>2</sup> (MWh)	10,479	20,282	22,297
District heating <sup>3</sup> (MWh)	3,921	5,483	6,439
District cooling <sup>3</sup> (MWh)	524	940	1,125
Natural gas (MWh)	0	0	322
Biogas <sup>4</sup> (MWh)	182	361	93
Heating oil <sup>5</sup> (MWh)	0	184	344
Fuel <sup>6</sup> (MWh)	122	291	320
Total energy consumption (MWh)	15,228	27,540	30,939

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

<sup>2</sup> 100% renewable energy

<sup>3</sup> Generated and supplied by Göteborg Energi AB

<sup>4</sup> The park has been using 100% biogas since November 2018, and the hotel since January 2019.

<sup>5</sup> The greenhouses were sold in 2019 and Liseberg therefore no longer uses heating oil. Calculated from volume (litres) and energy density (9.96 kWh/litre)

<sup>6</sup> Fuel for internal vehicles. Calculated from volume and energy content (petrol 8.94 kWh/litre, diesel 9.8 kWh/litre, vehicle gas 13 kWh/kg).

#### Energy intensity

The table shows various performance indicators for energy intensity.

	2020 <sup>1</sup>	2019	2018
Amusement park (MWh per hour open)	-	13.6	15.4
Amusement park (kWh/visitor)	-	8.0	8.6
Hotel Liseberg Heden (kWh/rented unit)	205	43	45
Lisebergsbyn and Askim Strand (kWh/rented unit)	40	27	28

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



## TAKE-AWAY SALES REDUCED FOOD WASTE

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1 ton of pickled herring, 250 kg of sweets, and lots more. This was the amount of food that Hamnkrogen, one of Lisebergs fine-dining restaurants, was left with when the Christmas buffet was cancelled due to the pandemic. Liseberg had planned to offer Christmas buffets at one of the restaurants in the park from November onwards. The Christmas buffets are very popular and are often fully booked as early as May, as was the case this year as well. Dishes such as pickled herring are prepared in early autumn, and several orders are placed as early as September to make sure everything is ready in time.

But when the infection rate rose in late autumn and restrictions were tightened, Liseberg decided to cancel the Christmas buffet and substitute a take-away Christmas dinner. The offer to conveniently order a Christmas dinner online and then collect it at a pre-booked time was greatly appreciated by Liseberg guests. The rearrangement also meant that all the Christmas food that had been bought and prepared was actually used, avoiding a large amount of food waste.

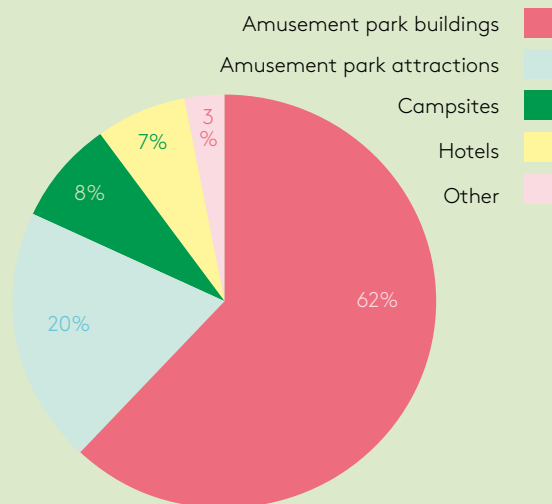


reductions in the usage of other forms of energy at Liseberg. Energy-saving measures, particularly more efficient lighting, ventilation measures and more efficient heating systems have contributed to this. Other factors have included the demolition and sale of buildings. The weather has also had some effect.

As a result of the park being closed in 2020, all utility systems have been adjusted to minimise running times in order to save energy and hence reduce costs. It was not possible to implement any new energy efficiency measures.

#### Liseberg's energy distribution

The pie chart shows how purchased energy is shared between the amusement park's buildings, attractions, camping facilities, hotels and other uses.



#### TRAVEL

Liseberg also focuses on trying to increase sustainable travel to and from the park. This includes travel by guests and employees. Guests' travels are normally monitored through guest surveys, and the travel behaviour of employees is monitored through travel habit surveys. This has not been possible to carry out as planned because the business has not operated as usual during the year.

Although we do not have full control over this area as an organisation, we want to encourage our guests and employees to travel more sustainably. In the case of guests' travels, we have set up an internal working group during the year and initiated a dialogue with three potential partners to explore opportunities to cooperate. In the case of employee travels, we have tried to encourage more cycling by setting up a cycling challenge. Everyone who has taken part has

contributed virtually to our cycle journey around the world, a journey that all employees have been able to follow on Liseberg's intranet. On the way we have virtually visited theme parks around the world and learned more about our industry colleagues.

#### OFFERING AND ASSORTMENT

Because the park was forced to remain closed much of the development efforts have been postponed, but Liseberg is working long-term to increase the proportion of sustainable alternatives in the park's offering and assortment. This applies in particular to the items we offer in our restaurants and shops. Measures already taken include offering vegetarian and sustainable dishes in all our restaurants, candy floss made from KRAV organic certified sugar, candy cables free from palm oil and a choice of eco-labelled clothing in our shops. We are also taking steps to eliminate disposable plastic items. Another area where we set high sustainability requirements is our workwear. We carried out a new procurement process during the year and selected a supplier of workwear with a strong sustainability profile.

#### WASTE MANAGEMENT

As Liseberg did not have any guests in the park during the year, the amount of waste has decreased compared with previous years and efforts have focused more on legal compliance and preventing waste internally. Among other things, Liseberg has applied for a new permit for the transport of waste and drawn up a business-specific waste plan.

Waste is sorted in about 60 different fractions at Liseberg's own recycling station. The largest fractions are usually waste that is similar to household waste (general waste, mixed waste and fine combustible waste), as well as food waste, waste for sorting, compostable garden waste and packaging waste, of which corrugated board and glass packaging generally make up the largest fractions. Construction and demolition waste is disposed of by a procured contractor. In cases where we carry out construction and demolition projects on our own, the waste is sorted at our own recycling station.

During the year, Liseberg participated in "Resvinn", a project set up by Chalmers Industriteknik, together with several different stakeholders. The project aims to develop efficient redistribution systems for food waste – from shops and wholesalers to restaurants. Liseberg has received food from a local grocery store as part of the project. The ingredients, which were otherwise at risk of being thrown away, were delivered by a local bicycle courier and then prepared and served in our staff restaurant.

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

#### CURRENT SUSTAINABILITY GOAL:

Liseberg has the smallest possible negative environmental impact.

#### OBJECTIVES TO BE MET BY 2025\* AT THE LATEST:

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

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

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

#### COMMENTS FROM OUR SUSTAINABILITY MANAGER

The objectives for reducing our environmental impact and improving resource and climate efficiency require resources and efforts from various parts of the organisation. Because the pandemic reduced opportunities for this work we were unable to make the progress we had hoped for. Some positive measures that were prioritised after all were for example an energy audit, the ongoing work to make Liseberg's operations climate-neutral and discussions about sustainable travel with several stakeholders.

**YLVA LINDER**  
SUSTAINABILITY MANAGER LISEBERG

#### Eco-labelled range

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

	2020 <sup>1</sup>	2019	2018
Food (%)	-	33	34
Christmas trees (%)	-	96	0
Workwear (%)	97	97	-

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

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

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

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

#### Waste quantities

The table shows waste quantities and types of waste.

	2020 <sup>1</sup>	2019	2018
Total waste quantities (tons)	540	1,914	1,991
Waste quantities per guest (kg/guest)	-	0.6	0.6
Food waste converted to biogas (% of total waste amount)	4	13	10
Hazardous waste (% of total waste amount)	2	2	4
Cans/bottles for charity (number)	33,833	173,771	129,835

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

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

#### Recycling

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

	2020 <sup>1</sup>	2019	2018
Recycled materials (%)	65	52	50
Energy recovery (%)	16	29	26
Sorted at Renova facilities (%)	16	11	12
Biological treatment, digestion and composting (%)	0.1	5	7
Processing of hazardous waste (%)	2	3	4

Source: Annual statistics from Renova AB

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







## RESPONSIBLE PURCHASING

# How we ensure that our guests can enjoy themselves with a clear conscience

*Our guests should be able to enjoy themselves with a clear conscience and feel confident that the products and experiences Liseberg offers are fairly sourced. We set appropriate sustainability requirements during procurement, but responsible purchasing is also about being careful with the company's resources, since good finances are vital for Liseberg's long-term survival.*

### PURCHASING TODAY

For the last few years Liseberg has been working on changing the company's purchasing processes and creating the foundations to conduct purchasing in accordance with the Swedish Public Procurement Act (LOU). Purchasing is governed by an internal purchasing policy and associated procedures. Our sustainability development plan also includes two objectives for responsible purchasing. These objectives mean that by 2025 we will set sustainability requirements for all public procurement, and we will monitor all suppliers for compliance with the sustainability requirements in these documents. This work is continuing, but different parts of the business have reached different stages, and not all purchases can be made in the same way.

Because the park was forced to remain closed during the year, Liseberg had to set priorities for purchasing work based on the prevailing circumstances. Among other things, this meant that fewer purchases were made.

### LISEBERG'S SUPPLY CHAINS

Liseberg purchases a wide range of goods and services, which makes it difficult to map the supply chain, as there is not a single chain, but many of them. The largest purchasing categories (based on

value) are normally construction, trade skills and technical consulting services, rides, food and beverage, marketing and energy.

Understanding and managing the entire supply chain, from wholesalers and manufacturers to suppliers of raw materials, is both complex and demands expertise and resources. This is a big challenge for us, as it is for many others. We currently lack knowledge of all the supply chains behind the products we purchase. The more complex a product is, the longer and more complicated its supply chain. There is always a risk that international conventions or national legislation will be ignored in some part of the chain. We take steps to safeguard the supply chain by setting requirements, drawing up agreements and monitoring them, but this process often only reaches as far as the next link in the chain.

### REQUIREMENTS AND MONITORING

Before each procurement process we analyse our needs and the available suppliers to determine what requirements, including sustainability criteria, can be set without raising prices excessively. Sustainability requirements are made up of environmental requirements and social requirements, including human rights. In the case of call-off orders or re-tendering under the City of Gothenburg's general



purchasing agreement, we apply the requirements that are set out in this agreement. The sustainability requirements in Liseberg's own procurements processes are set on a case-by-case basis depending on the product or service. In addition, Liseberg's Code of Conduct imposes general requirements on suppliers, which also cover business ethics. Suppliers are expected to take active measures to counter bribery and corruption. Relevant sustainability requirements were set in all Liseberg's public procurement processes during 2020.

Because of the effects of the pandemic, Liseberg was unable to prioritise the annual compliance review of suppliers. Discussions about sustainability requirements are however regularly conducted with suppliers during contract reviews.

#### CURRENT SUPPLIER DISPUTES

Liseberg dealt with two supplier disputes during the year. One case concerns the delay in completion of the Valkyria ride. The case is complex, but summed up briefly from Liseberg's perspective it centres on incorrect construction documents which meant that a tunnel work had to be interrupted, and led in turn to the delay of the project. Liseberg and the consultant hired for construction services have not been able to resolve the dispute, and a legal process has now been initiated at the Gothenburg District Court.

The second case is a dispute with a window cleaning supplier that was enlisted for many years. Liseberg conducted a procurement process for window cleaning in 2020 and the contract was awarded to another supplier. The former supplier, who used to carry out window cleaning in April prior to the opening of the park, carried out window cleaning on its own initiative during March, and then sent invoices to Liseberg. Although Liseberg took action, preventing access to the park and pointing out that the supplier was no longer needed for this service, the supplier is demanding full payment. This case is now also being processed by Gothenburg District Court.

#### BUSINESS ETHICS AND ANTI-CORRUPTION

Liseberg follows the recommendations of the *Swedish Anti-corruption Institute (IMM)* and has its own governance documents for business ethics and anti-corruption. Everyone who makes purchases or has contact with suppliers in some other way receives training in these matters.

During the year, IMM produced a new code against corruption in business. The code, which supplements the legislation, sets requirements for preventing corruption and gives guidance for dealing with benefits and intermediaries. As a result of the new business code, Liseberg has begun the process of updating its

own governing documents to ensure compliance with the code.

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

In 2020, three reports were made to the whistleblower system concerning Liseberg. All the cases have been investigated, documented and reported back to the whistleblower function. Two of the cases could be closed without the need for further action. One of the cases was handed over to HR for further action, which resulted in three employees deciding to leave the company. As a result of this case, Liseberg will provide further training initiatives in business ethics and anti-corruption in 2021.

#### SUSTAINABLE RELATIONSHIPS WITH SUPPLIERS

As a large purchaser, Liseberg has a responsibility to ensure sustainable purchasing. We also have a responsibility for sustainable relationships with our suppliers. Cancellation of the Halloween season meant that one supplier was left without a buyer for the 30,000 pumpkins that had been cultivated for Liseberg. Thanks to dialogue, the news did not come as a shock, and by accepting mutual responsibility the solution was to share the cost of the pumpkins that could not be used in the park.

Almost all the pumpkins, plants and vegetables that Liseberg had planned to use to decorate the Halloween park were instead used to benefit the residents of the city, with assistance from other stakeholders. The pumpkins adorned the streets of Gothenburg, and kale, black cabbage and chard were used to decorate the Garden Society of Gothenburg in autumn. Effective dialogue and creative solutions meant that the vegetables were not wasted and the financial damage was limited for both Liseberg and its suppliers.




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

**CURRENT SUSTAINABILITY GOAL:**

Liseberg guests can enjoy themselves with a clear conscience

**OBJECTIVES TO BE MET BY 2025\* AT THE LATEST:**

 Sustainability requirements are set for all public procurements

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

**COMMENTS FROM OUR SUSTAINABILITY MANAGER**

Responsible purchasing is a tool that assists Liseberg in achieving its goals in several areas. Through each procurement process with relevant sustainability requirements we contribute to improvements. However, there are considerable challenges, especially in monitoring compliance with the set requirements. This is a process that requires resources, and because of the pandemic we were unable to achieve the development we had hoped for during the year.

**YLVA LINDER**  
SUSTAINABILITY MANAGER LISEBERG

**Suppliers**

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

	2020 <sup>1</sup>	2019	2018
Total number of suppliers	645	1,048	1,283

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

**Monitoring of suppliers**

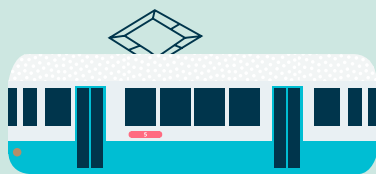
The table shows the number of suppliers, enlisted through public procurement, for which Liseberg has reviewed compliance with the specified sustainability requirements.

	2020 <sup>1</sup>	2019	2018
Number of suppliers reviewed (%)	0	2	-

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

\* Goal achievement applies to 2019, as it was not possible to carry out a new assessment since the business was not operating normally during the year.





CONTRIBUTIONS TO LOCAL COMMUNITY DEVELOPMENT

# How we contribute to make Gothenburg a better place

*Gothenburg aims to be an attractive city so that people enjoy living here or choose to move here. It should also be a city where companies and other organisations want to establish themselves. Liseberg can contribute by offering jobs, entertainment and experiences. The latter also attract tourists to the city, which benefits other stakeholders in the local tourism economy.*

**PROFITABILITY**

Liseberg strives to be a financially stable company in the long term and self-financed through cash-flow generated by the business. In 2020, however, the pandemic had a negative effect on the company. Like other amusement parks, Liseberg has been hit extremely hard by the government’s restrictions, the consequences of which effectively meant a direct ban on conducting business. The shutdown has had major financial consequences.

Liseberg had sales of just SEK 42.5 million in 2020, compared with SEK 1.26 billion the previous year. The financial result for the year was a loss of SEK 553 million, compared with last year’s profit of SEK 199 million. However, Liseberg has a strong balance sheet, which means that in purely financial terms the company is able to cope with this negative result.

During the year, Liseberg received redundancy support, adjustment support and other financial support from the Swedish Arts Council. Further financial information can be found in Liseberg’s Annual Report.

**CONTRIBUTION TO THE CITY**

Liseberg contributes in various ways to the local community. A general description of Liseberg’s value chain and the values we create can be found on pages 12–13.

One of the objectives in the sustainability development plan is to increase tourism revenue. We know that people who come to Gothenburg to visit the amusement park also use hotels and visit restaurants and shops, which benefits several different

stakeholders in and around the city. The fact that the amusement park has now been closed all year has negatively impacted the tourism industry, and it is difficult to foresee the long-term financial consequences at present.

Another negative aspect is that Liseberg has been unable to offer any job opportunities, in the form of seasonal employment, as we normally do during each of our three seasons. One glimmer of light in the darkness was that Liseberg was instead able to help other organisations in the city to organise work for the young people who were given municipal summer jobs in 2020. When the usual opportunities to find summer work in the healthcare and welfare

**Contribution to the city**

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

	2020 <sup>1</sup>	2019	2018
Return on equity (%)	Neg.	16.4	6.8
Tourism revenue generated for Gothenburg (million SEK)	-	3,500	3,400
Tourism revenue generated <sup>2</sup>	-	2.8	2.8

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

<sup>2</sup> The added value that guests generate for the destination during visits to Liseberg.





sector were no longer available as a result of the pandemic, young people were offered jobs in other organisations. However, these organisations lacked the resources and frameworks for supervision – which was something that Liseberg and its talented junior managers could help out with. By lending a number of junior managers to other organisations, the young people were able to get summer jobs as promised, despite the exceptional situation.

Liseberg has also tried to help keep Gothenburg going in other ways, including offering safe entertainment for city residents and visitors by opening the Amusement Arcade during the autumn school holiday, which could also be booked for children’s parties during the year. The camping facilities at Lisebergsbyn and Askim Strand remained open as planned and Hotel Heden was open for the first few months of the year.

#### CHARITY AND SOCIAL INITIATIVES

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

As a result of the pandemic Liseberg was unable to carry out support initiatives as planned. Liseberg normally offers amusement park visits to children, families and others who due to reasons of finance, health or social disadvantage are unable to visit the park.

Because the park has remained closed, no admission or ride pass packages were distributed. Similarly, it was not possible to host the Children’s Hospital Day or Special Schools’ Day. Liseberg was however able to donate 3,767 Liseberg passes to new Swedish citizens through the Cultural Affairs Administration. This year’s charity and social initiatives were limited to a few fundraising events, volunteer efforts and the donation of surplus goods to some of our partner organisations. The organisations that Liseberg has agreements with concerning charitable initiatives are:




- The Foundation for Queen Silvia’s Children’s Hospital
- Gothenburg Rescue Mission
- Östhjälpen
- The City of Gothenburg Executive Office, (financial support and family care)
- The City of Gothenburg’s Social Resources and Service Administration
- The City of Gothenburg’s Arts and Cultural Affairs Administration
- The City of Gothenburg’s Compulsory Schools Administration (compulsory special schools)
- The City of Gothenburg’s Education Administration (upper secondary special schools)

Liseberg’s sustainability development plan includes a sustainability goal and a total of three objectives that are linked to “contributions to local community development” – one of Liseberg’s most important sustainability topics.

#### CURRENT SUSTAINABILITY GOAL:

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

#### OBJECTIVES TO BE MET BY 2025\* AT THE LATEST:

-  Tourism revenue generated ≥SEK 5 billion
-  5% of revenue is allocated to culture
-  2% of revenue is allocated to charity and social initiatives

#### COMMENTS FROM OUR SUSTAINABILITY MANAGER

Liseberg’s Expansion Project, including the construction of a themed hotel and a water park, has continued as planned during the year. This long-term investment will benefit the local community and especially the tourism industry, which have been hit hard during the pandemic. It is considered that the Expansion Project offers strong economic value for tourism in the long term.

Social support initiatives and culture in the form of stage performances and other entertainment could not be offered because the park remained closed.

**YLVA LINDER**  
SUSTAINABILITY MANAGER LISEBERG

\* Goal achievement applies to 2019, as it was not possible to carry out a new assessment since the business was not operating normally during the year.





## LIGHTING THE CHRISTMAS TREE FOR EVERYONE IN THE CITY

In October it became obvious that Christmas at Liseberg also had to be cancelled. This meant that there would be no 116 meter high Christmas tree in the Liseberg Tower. Nor would there be any admission tickets and ride passes for Liseberg's beneficiaries.

But it turned out that the people of Gothenburg were so keen to see the Liseberg Christmas tree lit up that they contacted the media and made efforts to help Liseberg. Accepting donations as a municipal company was out of the question, but the public campaign was instead directed towards one of Liseberg's beneficiaries.

In collaboration with *Gothenburg Rescue Mission*, the Christmas tree could be lit up and seen from all over Gothenburg. Its mission was to spread light and hope to all residents of the city. A donation campaign was also set up to support the work of Gothenburg Rescue Mission, and when the donations were totalled at the end of the year, the final sum was SEK 68,201. In this way, the people of Gothenburg and Liseberg were able to share light, hope and warmth in a dark time.

*» Even though Liseberg park remained closed to visitors in 2020, it felt as if Liseberg was more open than ever. Thanks to good will and creative ideas, our cooperation during this extraordinary year resulted in much-needed support for the socially disadvantaged, poor and lonely people that we meet through our organization every day. «*

**GOTHENBURG RESCUE MISSION**



# THE LISEBERG EXPANSION PROJECT

**DESPITE THE PANDEMIC** Liseberg's Expansion Project, which includes the construction of a themed hotel and a water park, continued as planned during the year. This long-term investment is now considered more important than ever, as the tourism industry in Gothenburg has been hit hard during the pandemic.

**IN AUTUMN 2019** the ground works were started for the hotel. Work began on the foundations in early 2020, and in March building permission was granted. By the end of the year two of the wings had reached the seventh floor out of a total of nine. All construction documents have been reviewed and completed.

**IN PARALLEL WITH** this large construction project, a test room has been built as a full-scale model of a standard room in the hotel. Its purpose was to identify at an early stage any clashes between installations and find the right technical solutions, while also getting feedback on the interior design and making final decisions on colours and patterns.

**LISEBERG HAS DECIDED** that the hotel in the Expansion Project should meet the *Excellent* rating for BREEAM certification, which is the second-highest rating and requires that design and production must meet extensive sustainability requirements. The requirements cover several different categories, which are in turn sub-divided into a number of assessment issues. The following categories are evaluated in BREEAM certification: management, health and wellbeing, energy, transport, water, materials, waste, land use, pollution, innovation.

**FOR EACH ASSESSMENT ISSUE** there are targets or benchmarks that must be met in order to gain credits. The categories are weighted in relation to each other to give a total score. For each of the rating levels, minimum requirements are set for a number of the assessment issues. Depending on the number of credits scored (in percent), the building is given a rating of *Pass*, *Good*, *Very Good*, *Excellent* or *Outstanding*.

**IN THE CASE OF** the water park, a review was required to ensure that plans and finances would fall within

the established framework. New design documents were prepared in spring, and in September the Board agreed that construction should go ahead. A contract was signed with NCC, and Liseberg is now using the same contractor for both projects.

**IN PARALLEL WITH** the Expansion Project, the organisation has also considered plans for other areas south of the amusement park. A zoning plan, east of the Mölndalsån river, has received legal approval, which gives Liseberg an additional site of 130,000 square metres for development in the future. Negotiations with Volvo have also been successful for this site. An experience centre called *World of Volvo* will be built here and will add further scope and interest to the area. In addition to these initiatives, the nearest tram stop to the Expansion Project was renamed Liseberg Södra (Liseberg South) during the year – which will make it easier for guests to find their way there.

## LISEBERG GRAND CURIOSA HOTEL

- Total area 29,900 m<sup>2</sup>
- 457 rooms, all with at least 5 beds
- Restaurant with seating for 790, plus terrace seating for 130
- Roof bistro with seating for 220, plus terrace seating for 180
- Conference facility and gym



## OCEANA

- Approx. 13,600 m<sup>2</sup> of indoor space, of which the pool hall area is 5,600 m<sup>2</sup>
- 14 water attractions
- Family river and wave pool
- Water play for all ages
- Restaurant
- 1,750 guests can visit the water park at the same time in summer and hang out in the outdoor area. At other times of the year the guest capacity is 1,250





# GRI Content Index

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

GRI STANDARDS (CORE)	DESCRIPTION	REMARKS	REFERENCE
<b>GRI 102 (2016)</b>	<b>General disclosures</b>		
<b>Organisational profile</b>			
102-1	Name of the organisation:		Front cover
102-2	Activities, brands, products, and services		8–10
102-3	Location of headquarters	Gothenburg	
102-4	Location of operations		8
102-5	Ownership and legal form		8–10
102-6	Markets served		8–10
102-7	Scale of the organisation		9
102-8	Information on employees and other workers	Region not applicable	8–9
102-9	Supply chain		28–30
102-10	Significant changes to the organisation and its supply chain	No significant changes	
102-11	Precautionary principle or approach		22–25, 28, 29
102-12	External initiatives	The UN Global Compact, Hållbarhetsklivet, KRAV, MSC, Resvinn	
102-13	Membership of associations	IAAPA, the Swedish Amusement Park Association/Visita, the Swedish Employers' Alliance, CSR Västsverige	
<b>Strategy</b>			
102-14	Statement from CEO		7
<b>Ethics and integrity</b>			
102-16	Values, principles, standards, and norms of behaviour		8–10

<b>Governance</b>			
102-18	Governance structure		8–10
<b>Stakeholder engagement</b>			
102-40	List of stakeholder groups		11
102-41	Collective bargaining agreements	100 percent	
102-42	Identifying and selecting stakeholders		3
102-43	Approach to stakeholder engagement		11
102-44	Key topics and concerns raised		11–13
<b>Reporting practice</b>			
102-45	Entities included in the consolidated financial statements		Liseberg's Annual Report <sup>1</sup>
102-46	Defining report content and topic boundaries		3, 11
102-47	List of material topics		11–13
102-48	Restatements of information	Table of energy consumption <sup>2</sup>	23
102-49	Changes in reporting	No significant changes	
102-50	Reporting period		3
102-51	Date of most recent report	February 2020	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions regarding the report		3
102-54	Claims of reporting in accordance with the GRI Standards		3
102-55	GRI content index		38–39
102-56	External assurance	Not externally assured	

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

<sup>2</sup> Incorrect figure for heating oil 2019 has been corrected. Fuel added, compared to previous sustainability reports.

<sup>3</sup> Deviation: Liseberg does not carry out annual calculations in accordance with GHG Protocol.



GRI STANDARDS (CORE)	DESCRIPTION	REMARKS	REFERENCE
<b>Specific disclosures</b>			
GRI 200	<b>Economic impacts</b>	Boundary: Own activities	
201 (2016) 103-1, 2, 3	Economic performance Governance		9–10, 32, Liseberg's Annual Report <sup>1</sup>
201-1	Direct economic value generated and distributed		9–10, 32, Liseberg's Annual Report <sup>1</sup>
203 (2016) 103-1, 2, 3	Indirect economic impacts Governance		32–35, Liseberg's Annual Report <sup>1</sup>
203-2	Significant indirect economic impacts		32–34
205 (2016) 103-1, 2, 3	Anti-corruption Governance		29
205-3	Confirmed incidents of corruption and actions taken		29
GRI 300	<b>Environmental impacts</b>	Boundary: Own activities	
301 (2016) 103-1, 2, 3	Materials Governance		22–30
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Own information	Disposable items		25
302 (2016) 103-1, 2, 3	Energy Governance	Boundary: Own activities	22–23, 25–26
302-1	Energy consumption within the organisation		23, 25–26
302-3	Energy intensity		23
302-4	Reduction of energy consumption		23, 25–26
305 (2016) 103-1, 2, 3	Emissions Governance	Boundary: Own activities, suppliers and guests	22–23, 26
305-1	Direct (Scope 1) GHG emissions <sup>3</sup>		22–23
305-2	Energy indirect (Scope 2) GHG emissions <sup>3</sup>		22–23
305-3	Other indirect (Scope 3) GHG emissions <sup>3</sup>		22–23
Own site 103-1, 2, 3	Travel habits Governance	Boundary: Employees and guests	22, 25–26
Own information	Sustainable travel to the park		25
306 (2016) 103-1, 2, 3	Effluents and waste Governance	Boundary: Own activities	22, 25–26
306-2	Waste by type and disposal method		26
308 (2016) 103-1, 2, 3	Supplier environmental assessment Governance	Boundary: Direct suppliers	28–30
308-1	New suppliers that were screened using environmental criteria		28–30
308-2	Negative environmental impacts in the supply chain and actions taken		28–30

GRI 400	<b>Social impacts</b>	Boundary: Own activities, contractors and guests	
403 (2018) 103-1, 2, 3	Occupational health and safety Governance		14–16
403-1	Occupational health and safety management system		14–15
403-2	Hazard identification, risk assessment, and incident investigation		15–16
403-3	Occupational health services		15
403-4	Worker participation, consultation, and communication on occupational health and safety		15
403-5	Worker training on occupational health and safety		15
403-6	Promotion of worker health		15
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		15
403-9	Work-related injuries	Also includes contractors' work-related injuries	14–16
403-10	Work-related ill health		14–16
Own site 103-1, 2, 3	Employee satisfaction Governance	Boundary: Own activities	18–20
Own information	Employee surveys		18–20
404 (2016) 103-1, 2, 3	Training and education Governance	Boundary: Own activities	18–20
404-3	Percentage of employees receiving regular performance and career development reviews		18–19
405 (2016) 103-1, 2, 3	Diversity and equal opportunity Governance	Boundary: Own activities	18–20
405-1	Diversity of governance bodies and employees		18, 20
Own information	Equal opportunity index		20
Own information	Workforce reflects the local community		18–20
406 (2016) 103-1, 2, 3	Non-discrimination Governance	Boundary: Own activities	18
406-1	Incidents of discrimination and corrective actions taken		18
414 (2016) 103-1, 2, 3	Supplier social assessment Governance	Boundary: Direct suppliers	28–30
414-1	New suppliers that were screened using social criteria		28–30
414-2	Negative social impacts in the supply chain and actions taken		28–30
416 (2016) 103-1, 2, 3	Customer health and safety Governance	Boundary: Own activities and guests	14–16
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		14–16
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Own information	Guest satisfaction and security		14–16, 19
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**LISEBERG AB**

Box 5053  
SE-402 22 Gothenburg

Phone: +46 31-400 100  
E-mail: kontakt@liseberg.se  
Website: www.liseberg.se  
Corporate ID no: 556023-6811

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Liseberg and Trossa

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Stad**