

# SUSTAINABILITY



SUSTAINABILITY  
REPORT 2017



**Building the Future  
by empowering the Present**

# **SUSTAINABILITY REPORT 2017**

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## Cecilia Eckelmann Battistello

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*Sustainability is climbing the top of businesses' strategic agendas. Companies acknowledge more than ever before that their mission goes beyond their core business to include taking responsibility for the social and environmental effects of their activities.*

*For Contship Italia Group, sustainability has always been a question of efficiency - a set of practices and investments in staff training, process continuous improvement and economic resources, to be competitive and to grow along with the regions and communities where we invest most heavily.*

*Contship's first sustainability report is an opportunity to take stock. We trust that it will give all stakeholders a clearer picture of Contship's diverse initiatives over many years backed by a strong product offering in the terminal-container and intermodal-transport arenas, all in pursuit of ever more sustainable growth.*

*Now, 50 years after the group was founded, demand for stevedoring services is increasingly concentrated on a handful of global operators, and there is a need for greater balance between different modes of transport - especially road and rail haulage and better supply chain risk management for the benefit of the cargo owners.*

*Strategic challenges like these underline the vital role of an independent and private operator like Contship.*

*Our investments generate opportunities and drive competitiveness in the economies, markets and industries that we serve.*

*We have always championed excellence and innovation through effective sustainability practices, which are the key to assuring an ever-improving quality of life for future generations. We are guardians of a world that we must pass on to them; we are committed to leave it better than we found it.*

# NOTE ON THE METHODOLOGY AND SCOPE OF THE REPORT

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This report by Contship is referring to year 2017.

It is an important tool to measure the Group's performance with respect to environmental, social and economic sustainability.

This report has been prepared in accordance with the GRI<sup>1</sup> Standards: core option and with the fundamental principles of balance, comparability, accuracy, clarity, timeliness and reliability.

The themes included in the report provide a concise but exhaustive picture of Contship's approach to and strategy for sustainability. The topics were selected through a materiality analysis which highlighted significant issues relating to Contship's activities and stakeholders.

The first step was to select significant topics, taking into consideration the context of the sector in sustainability terms and using the 2016 Eurogate Sustainability Report as a benchmark, with adaptations as appropriate to draw a representative picture of the Contship reality.

The second step was to assess the significance of each topic from a dual perspective. First, the company's perspective, through the views of management. And second, that of stakeholders, through questionnaires administered to various managerial functions that have regular contacts

with and direct knowledge of the different categories of stakeholder.

The materiality matrix was then checked and further validated by the team involved in the reporting process.

The scope of the report includes Group companies consolidated in the financial statements of the holding company, Contship Italia S.p.A., and operating in the maritime terminals of La Spezia, Gioia Tauro and Cagliari and the inland logistics terminal at Melzo, in the province of Milan.

To provide a more complete picture of the Group, in the case of container handling we decided to also include the performance of the sea terminals of Salerno, Ravenna and Tangiers, which are operated by Group companies that are not included in the consolidated financial statements.

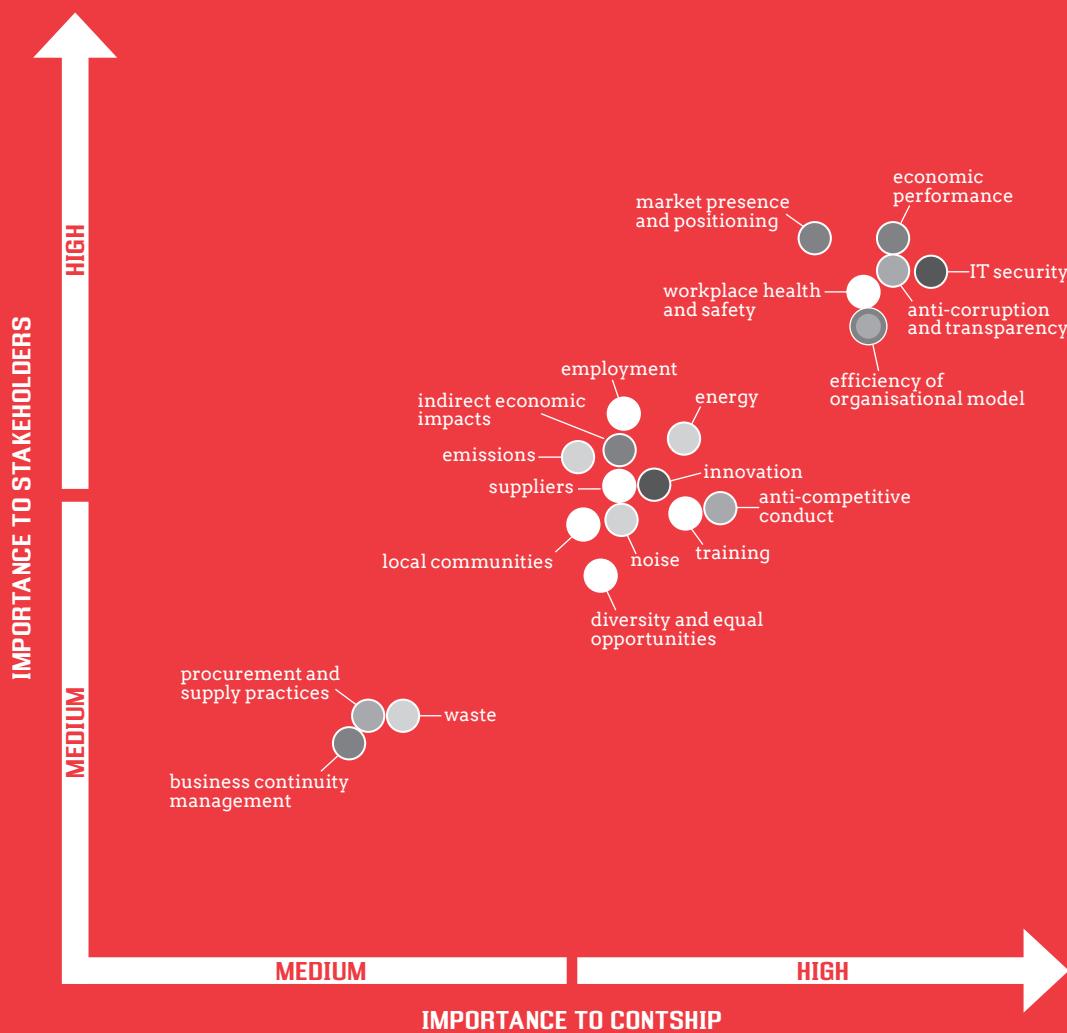
The data presented refer to 2017, with a comparison with one or more previous years where this was deemed useful to illustrate significant trend lines.

The report consists of four chapters outlining the Group's profile and its performance with respect to environmental, social and economic sustainability.

The annex contains a table showing the correlation between the GRI indicators and the content of the report.



# MATERIALITY MATRIX



- Social topics
- Environmental topics
- Governance topics
- Economic topics
- Others topics

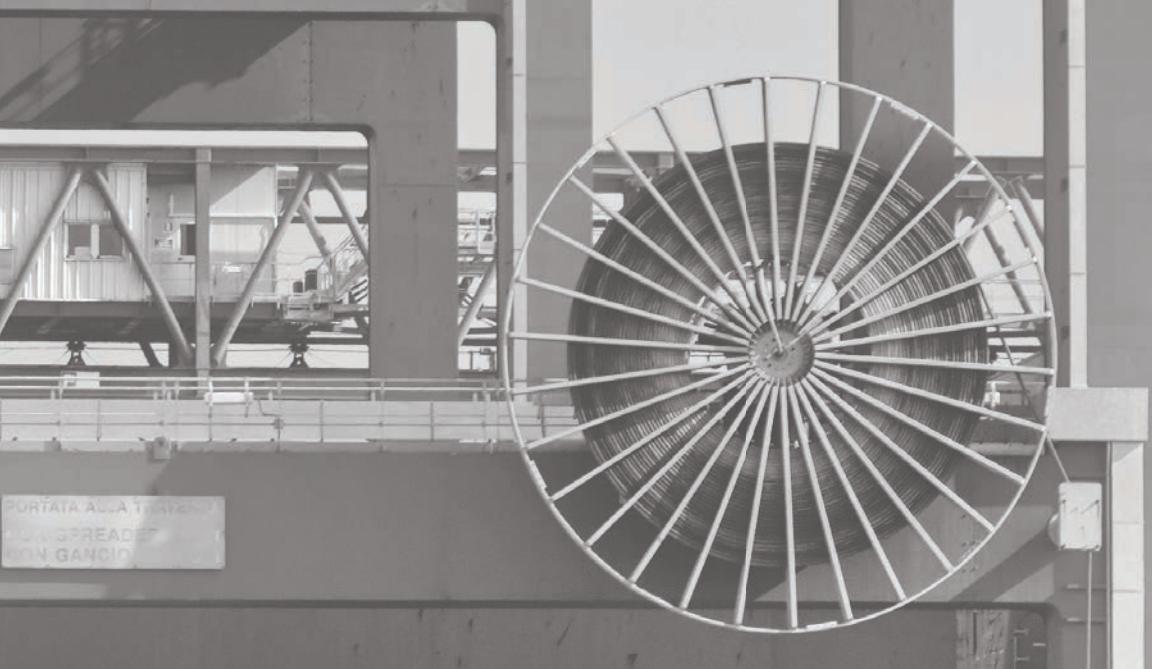
<sup>1</sup>The Global Reporting Initiative (GRI) is a non-profit organisation based on a network of thousands of experts and industry players at international level. It promotes the use of sustainability as an instrument to enable businesses and organisations to reduce their impact on the environment, and contribute to the sustainability of the global economy.



# THE GROUP

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# MISSION

In Contship, we always strive for excellence, creating value for our customers, our employees, our suppliers and the territories in which we work. We will maintain and develop our leadership position in the global supply chain as **Your Italian Partner of Choice**

by improving the efficiency and quality of maritime terminals and intermodal transport services. We are committed to providing integrated European solutions, extending the reach of Contship Italia Group in the global supply chain.





# OUR APPROACH TO SUSTAINABILITY

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Contship Italia Group is committed to developing long-term sustainable supply-chain solutions by enhancing and mitigating port activity impacts in the territories and championing

a more intense use of "smart" intermodal transport for the "port to door" and "continental" transport processes.

## OUR PRIORITIES



**A commitment to sustainable logistics through innovating goods-distribution processes in line with changing market demand**



**Energy efficiency**



**Monitoring and containing environmental pressures (noise pollution, atmospheric emissions, discharges and wastes)**



**Safeguarding air quality**



**Partnering with other organisations for continual improvement and to spread best practices**



**Devising and developing projects to benefit communities and the local area**



**Putting the employees, their families and related work balance needs at the center of companies' values.**

# WHO WE ARE

Contship Italia S.p.A. is the holding company of a group established in 1969, and today communicating to the global supply chain its key aspiration

to be considered as the Italian partner of first choice for maritime container terminals, intermodal transport and other value added logistic services.

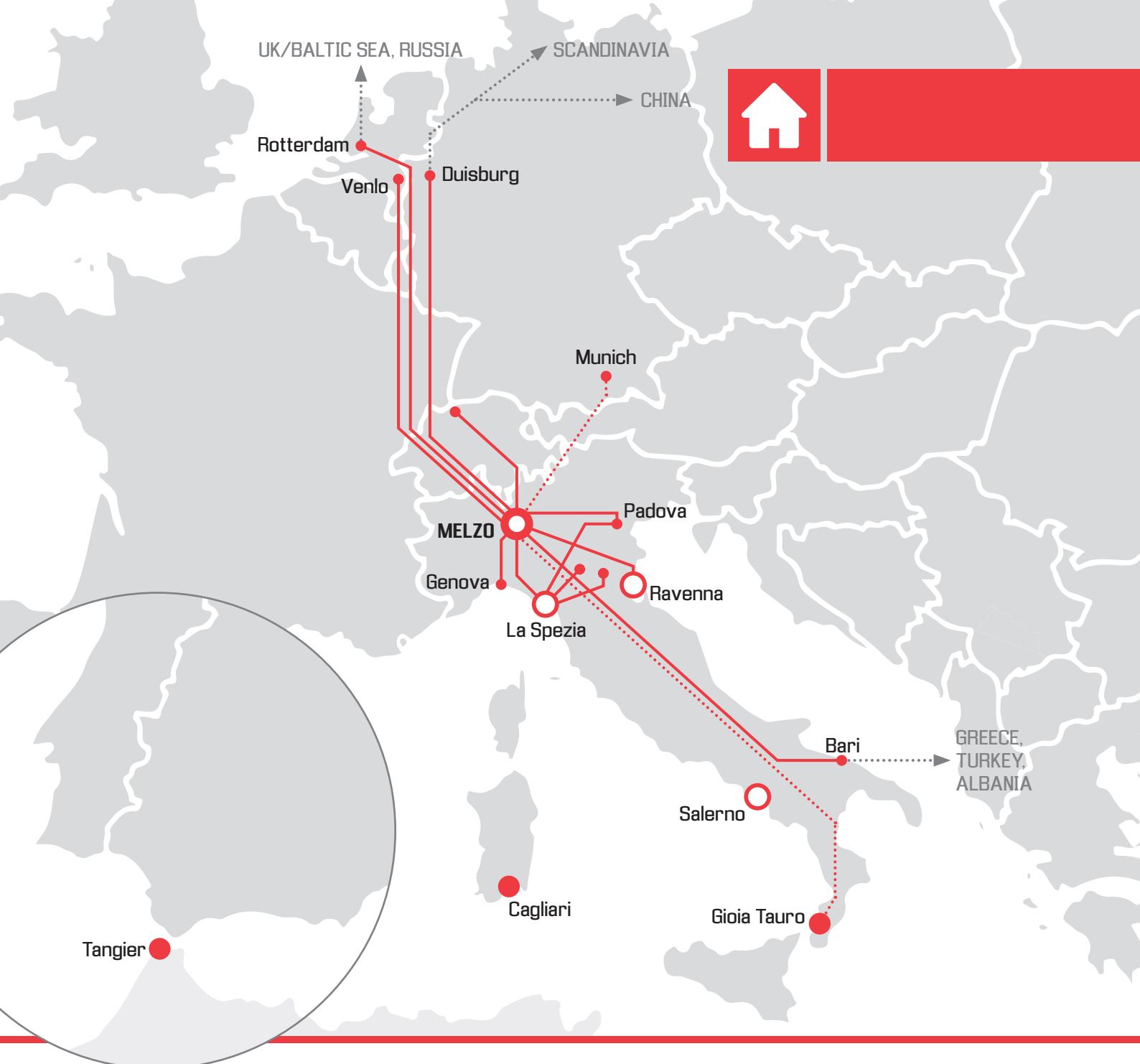
## WE BRING THE SHIP TO YOUR FACTORY



Contship Italia Group is more than a container terminal operator. We operate through directly participated subsidiaries in the ports of La Spezia, Gioia Tauro, Cagliari, Ravenna, Salerno, Tangier and in the Rail Hub of Milan, Melzo.

Our vertically integrated transport solutions are provided through fully

owned service providers, which further extend the business and geographical scope in connecting additional ports in Italy. We offer a vast network of rail and road connections between the main Italian ports and the key economic regions and markets in Italy, and extending into South, Central and North Europe.



- INTERMODAL & RAIL SERVICES // SUPPLY CHAIN – VERTICAL INTEGRATION
- GATEWAY // DIRECT ACCESS TO MULTIPLE MARKETS
- TRANSHIPMENT HUB // MINIMAL DEVIATION FROM MAIN E-W ROUTE
- INTERMODAL LINKS

## INTERMODAL SOLUTIONS, TRANSHIPMENT & GATEWAY

# OUR HISTORY



Angelo Ravano establishes Contship. The first liner service is operated from Fos Sur Mar to Casablanca.

Contship establishes the first ever container line service from Europe to India.

Sogemar is acquired and merged with Intermodal Italia thus creating the largest private multimodal transport operator in Italy.

**1969**

**1977**

**1990**

**1971**

**1982**

Contship operates the first private container terminal in Italy (La Spezia)

In Australia with Eagle Containerlines.





Contship Containerlines is acquired by CP Ships. Eurokai becomes the main shareholders of Contship.

North Africa start up of operations at Tangier.

Contship establishes Oceanogate Italia, as a Group rail traction company.

In Melzo, Contship establishes Rail Hub Milano. Gioia Tauro welcomes 20000 TEUs containership.

**1997  
1999**



**1995**

**2008**

**2012**

**2016**

**2001  
2003**

**2011**

**2015**

**2017**

Operations commence at Medcenter Container Terminal (MCT) in Gioia Tauro.

Terminal Container Ravenna and Cagliari International Container Terminal join the Group's terminal network.

La Spezia is the first gateway in Italy to operate ULCC 14000 TEUs class.

La Spezia is the first Italian gateway to deploy 23 row cranes. Gioia Tauro and La Spezia welcome the 16600 TEUs containership.

Contship welcomes in Melzo (RHM) the first Workshop for rolling stock maintenance. La Spezia is voted Best Container Terminal in Europe at AFLAS.



# FACTS & FIGURES

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The Group<sup>2</sup>, headed by Cecilia Eckelmann-Battistello, has over 2,600 employees. In 2017, Contship container terminals operated 6980 ship calls, handling 6.2 million TEUs (Twenty Equivalent Unit). The Group Intermodal & Logistics companies

transported 301,000 TEUs, with the rail traction company operating in excess of 1 million trainkilometers. Rail Hub Milano, the Group's inland and cross-docking platform in Milan, handled 5,715 block trains domestic and international.

## **Snapshot of the bodies included in the 2017 Sustainability Report (consolidated subsidiaries)**

NAME	<b>Contship Italia S.p.A.</b>
HEADQUARTERS	<b>Via I Maggio 1 - Melzo (MI) - Italy</b>
OWNERSHIP STRUCTURE	<b>Eurokai 66,6% Eurogate 33,4%</b>
GROUP COMPANIES WHOLLY OWNED BY THE HOLDING COMPANY, CSI	<b>LSCT SpA, MCT SpA, Porto Industriale Cagliari SpA, Sogemar SpA, Hannibal SpA, Oceanogate SpA, RHM SpA</b>
CONTAINER TERMINALS	<b>La Spezia, Gioia Tauro, Cagliari</b>
RAIL HUB	<b>Melzo (Milan)</b>
EMPLOYEES 2017	<b>2043</b>
REVENUE 2017	<b>Euro 343 million</b>
CONTAINER HANDLING (TEUs) 2017	<b>4,220,000</b>

<sup>2</sup>Numbers include all the companies of the Group.



# GOVERNANCE

A new Group governance was introduced in September 2016 with the objective to simplify and speed

up the Group's responses to the changes in the industry and its rapid evolution.



Back in 2012, Contship adopted a Code of Ethics setting out the core values underpinning the group's work. All activities must be legally compliant, informed by principles of fair competition, honesty, integrity, propriety and good faith. They must have proper regard for the legitimate interests of customers, employees, shareholders, commercial and financial partners, and the associations of which Contship Italia group companies form part.

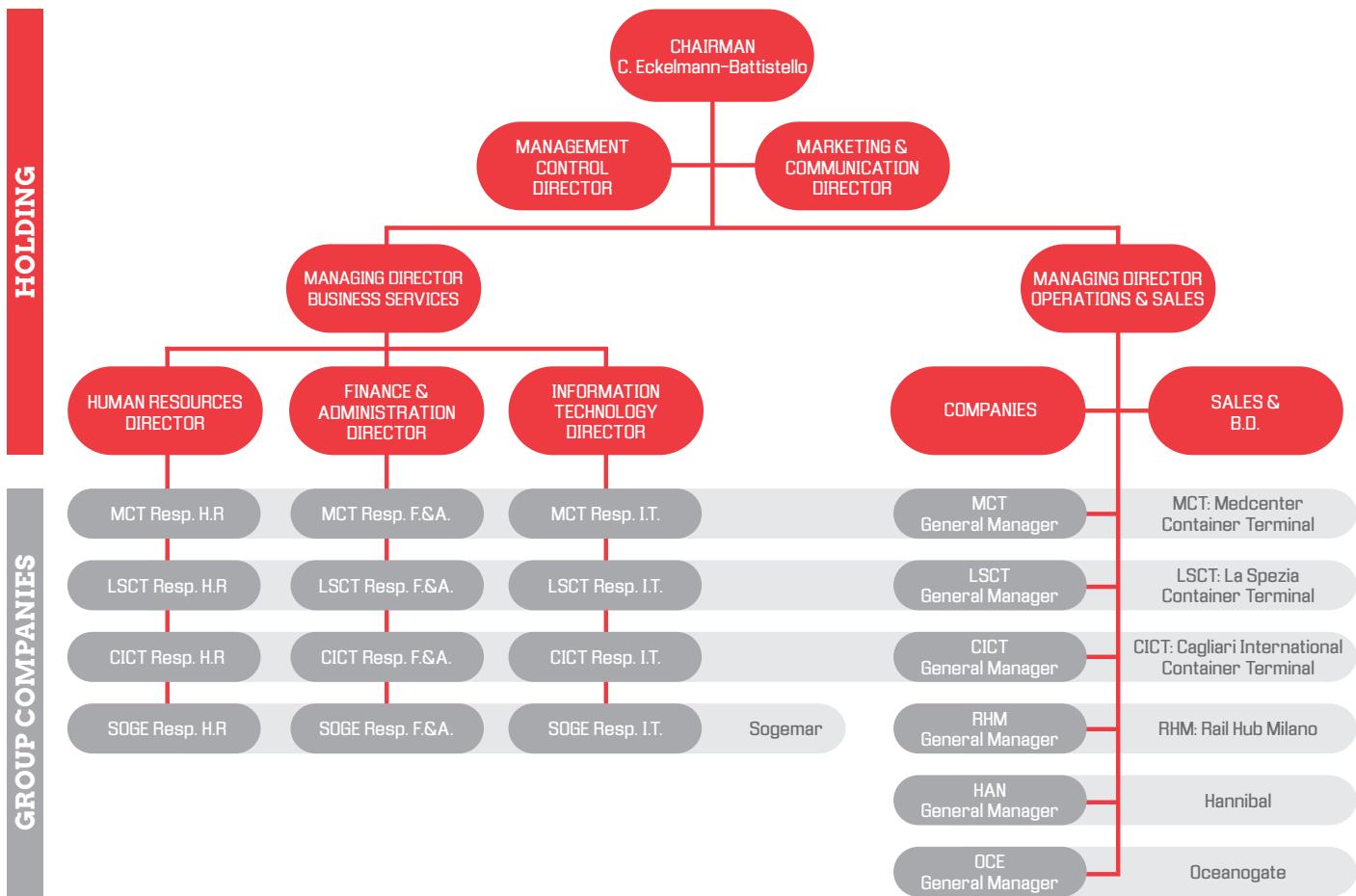
Although not every group subsidiary yet has an organisation, management and control model under Legislative Decree 231/2001, the new governance scheme has also involved an overhaul of the group's procedures.

These now take a consistent group-wide approach to prevent criminal offences in the following areas:

- **Purchasing**
- **Sponsorships, gifts and donations**
- **Recruiting, selecting, hiring and managing staff**
- **Salaries & Wages**
- **Refuelling company vehicles**
- **Employee expenses reimbursement.**

All the authorisation processes in these areas, for example, require multiple signatures to ensure transparency and prevent offences and abuse.

# FUNCTIONS CHART



**Sogemar - (Melzo) Milano.** Sogemar with over 50 years' experience in the sector, acts as a sub-holding company for the group's specialist intermodal and logistics companies. It coordinates the work of Hannibal, Oceanogate and RHM.

**RHM - Rail Hub Milano - (Melzo) Milano.** RHM is a modern logistics platform specialising in intermodal transfer and handling unitised cargo. It serves a variety of customers as a one-stop shop providing complete supply-chain control.

**Oceanogate Italia - (Melzo) Milano.** The Contship group rail operator offers reliable, integrated and efficient traction and marshalling services for block trains.

**Hannibal - (Melzo) Milano.** Hannibal is the Contship group Multimodal Transport Operator (MTO) offering flexible intermodal solutions for nationwide and international freight transport.

**LSCT - La Spezia Container Terminal - La Spezia.** LSCT is Contship's regional Gateway Container Terminal in La Spezia, since 1987: evolving as a modern infrastructure, ready to accommodate the latest generation of container carriers, and handling a record for Italy of more than 30% of its throughput via rail, with more to come.

**MCT - Medcenter Container Terminal - Gioia Tauro.** MCT is, since 1995, Contship Transhipment Hub in Gioia Tauro: a Megaport ready to receive and operate on the largest ULCCs that call at Mediterranean ports.

**CICT - Cagliari International Container Terminal - Cagliari.** CICT is, since 2003, Contship Sardinian transhipment hub, dedicated to large scale hub and spoke and relay operations. CICT is also acting as the regional gateway port of Regione Sardegna, as well as the extended homeport for North Africa economies.



# OUR STAKEHOLDERS



Contship stakeholders are internal or external groups of individuals who are directly or indirectly impacted by the Group's business activities or have the possibility to influence them. Contship deals with every stakeholder in a continuous and fully transparent way. Contship deals with each type of stakeholder on different occasions - listening and engaging through dialogue, personal contacts, trade fairs, press

releases, staff meetings, projects and outreach events with communities and citizens. Contship recently launched a new digital communication strategy improving the exchange of information through a brand new website and covering all the main social media. Contship is member of several associations which are active in the range of logistics, economic development, gender balance and sustainability.



# ECONOMIC

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# ECONOMIC

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The Contship Italia Group provides integrated solutions for intermodal transport and the loading and unloading of containerised goods to its market of shipping companies, shipping agents and logistics operators. The group operates in Italy and Morocco through shareholdings in container sea terminals and dry port storage facilities and through direct control of intermodal and rail freight transport companies. These companies provide their own business solutions to the maritime and continental transport sectors thanks to a network of services that help direct customers (shipping companies and agents) and indirect customers (shippers, traders and the owners of the goods) deal with the complexity of the global supply chain. Contship provides solutions that help customers successfully manage the transportation of growing volumes of goods while reducing their environmental impact and inventory costs. All of the Group's companies operate with high levels of productivity, technology and know-how, strategic factors that have been developed over 50 years of experience in the containerisation sector.

The Group's investments have always focused on creating a network of gateway ports, intermodal centres and intermodal transport solutions to access the main markets in Italy and in southern, central and northern Europe. To these should be added investments in transhipment hubs: large ports specialising in container transhipment, equipped with high-capacity infrastructure and reachable with minimal deviation from the main route linking Suez and Gibraltar.

The Contship network is structured with a view to providing its customers with independent, targeted solutions to reduce distribution costs and improve risk management along the supply chain and to foster the development of increasingly sustainable logistics operations, thanks to the extensive and industrial use of rail freight transport.





To offer customers reliability, control and high quality services, Contship has invested in its own assets with regard to both hard factors (infrastructure) and soft organisational factors, with cutting-edge technologies and high performance information technology (IT) systems. In this context, IT security is a priority. At Group level the IT infrastructure and data flows are constantly monitored to prevent cyber attacks and take rapid action in case of need.

The market in which the Contship Group operates is highly competitive. Demand is becoming highly concentrated in a small number of big global operators which exert increasing pressure on rates and seek high quality and reliability for transport and port management solutions.



In this market context, a strategic geographical position and good technical and infrastructure standards are no longer sufficient to ensure commercial success. The market requires increasingly integrated and flexible freight management tailored to the specific needs of the various types of goods. This can only be provided by developing suitable infrastructure networks and dry ports that are equipped to handle the new dimensions and capacity of freight transport.

Contship Italia competes in Italy and the Mediterranean with other important international groups and several local operators. The challenge is to provide the market with fully integrated and competitive port-to-door services by extending competition to markets north of the Alps. At present these are served, for nearly all maritime shipping flows, through the port and intermodal transport systems provided by the ports of northern Europe.

# TOTAL MOVES (TEU)<sup>3</sup>

*The number of moves made by the Contship Group's subsidiaries but not included in the scope of economic-financial consolidation is shown in brackets.*

Maritime Hubs	2017	2016
MCT – Medcenter Container Terminal	2,449,000	2,797,000
CICT – Cagliari International Container Terminal	433,000	671,000
(EGT – Eurogate Tangier)	(1,438,000)	(1,167,000)
Maritime Gateway	2017	2016
LSCT – La Spezia Container Terminal	1,378,000	1,172,000
(TCR – Terminal Container Ravenna)	(185,000)	(204,000)
(SCT – Salerno Container Terminal)	(420,000)	(375,000)
Group intermodal logistics	2017	2016
Hannibal (transported TEU)	301,000	271,000
Oceanogate Italia (operated trains km)	1,073,000	1,158,000
Rail Hub Milano – Melzo (operated trains)	5,715	5,896



Market demand for goods loading and unloading in gateway ports in which the Contship Group has holdings continues to grow (+13.2%, +232,000 TEUs<sup>4</sup>). However, transhipment activities fell by 6.8% (-315,000 TEUs) in 2017 with respect to the previous year.

<sup>3</sup>Total moves: consolidated + terminals in which the Contship Group has minority holdings.

<sup>4</sup>Including access points in which Contship Group has a minority holding.



# MARITIME TERMINALS

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**La Spezia Container Terminal** (LSCT), gateway for southern and central Europe, continued to grow, notwithstanding the volatility of the container sector in 2017. The Group expects LSCT volumes to continue growing, thus consolidating La Spezia's role as the principal access port for southern Europe's Markets. LSCT gives customers the opportunity to diversify risk and inventory costs for container-transported goods, thanks to its integration with Hannibal intermodal services. In what was a highly successful year for Contship's biggest terminal, at the 2017 Asian Freight, Logistics and Supply Chain Awards the leading international players also voted LSCT as the best container terminal in Europe.

**Medcenter Container Terminal** (MCT), Contship's principal transhipment hub, is located in Gioia Tauro. In spite of the fall in volumes handled, in 2017 it welcomed another 20,000 TEU container ship, thus confirming its major infrastructure role after hosting, in 2016, the biggest container ship ever to dock in an Italian port.

**Cagliari International Container Terminal** (CICT), Contship's transhipment hub in Sardinia, remains one of the most important hubs in the central Mediterranean with the capacity to provide reliable and highly flexible services.



# INTERMODAL TRANSPORT

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With regard to **intermodal transport** provided to the maritime and continental freight transportation sectors, the Group continues to grow through the development of new services and integration with the network of Italy's main ports and inland terminals.

**Hannibal**, Contship's intermodal services provider for maritime and continental transport, reported growth of 11% (+30,000 TEUs transported) and achieved increased volumes for the second year running. To meet the strong market demand, Hannibal continues to develop new services and increase the frequency of existing ones at both the domestic and international levels.

**Rail Hub Milano** (RHM) is the heart of Contship's intermodal network located east of Milan. It was affected by a major interruption of the Rastatt railway line, between Basel and Karlsruhe, in last August. The two-month closure of this crucial part of the Rhine-Alps corridor caused a stoppage of rail freight traffic between western Europe and Italy. This resulted in a reduction of 181 units in the total number of trains handled at the terminal with respect to 2016 (-3.0%). In 2017 RHM opened a new rolling stock workshop inside the rail hub. This structure, operated by Bombardier, makes it possible to provide 24 hours assistance to ensure that maintenance and repair operations can be carried out with the utmost speed and efficiency.

**Oceanogate Italia**, the Contship operator providing rail traction and shunting services, completed its training programme for new staff in 2017. This investment is part of a broader strategic plan designed to train new resources and expert operators, with a view to increasing the performance of the railway system and further expand the network of services.

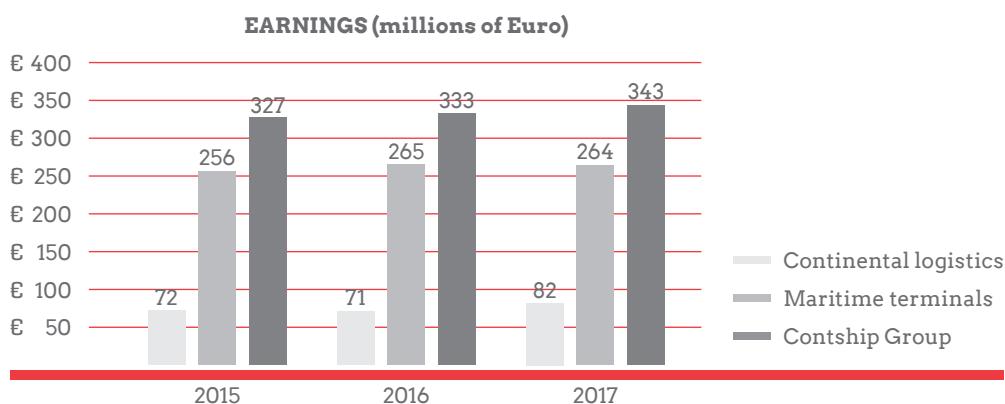




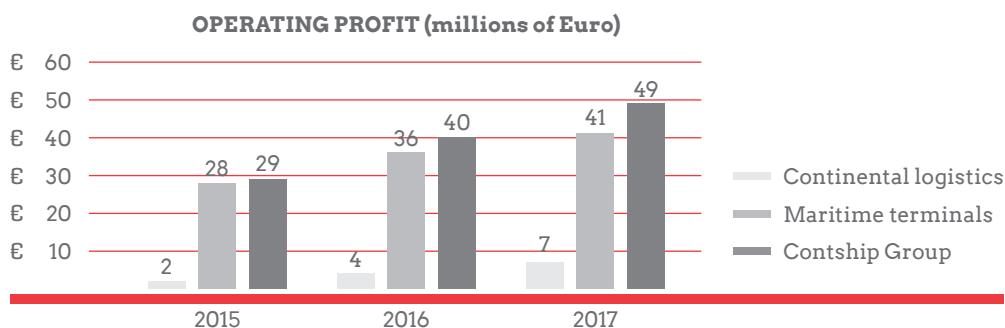
# EARNINGS AND OPERATING PROFIT

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In this market scenario, the Contship Group generated **earnings** of 343 million Euro in 2017, an increase of 3.1% on the previous year. This rise was driven by the logistics/continental terminal sector (+16.8%), while the maritime terminal sector showed earnings largely in line with previous years (-0.5%).



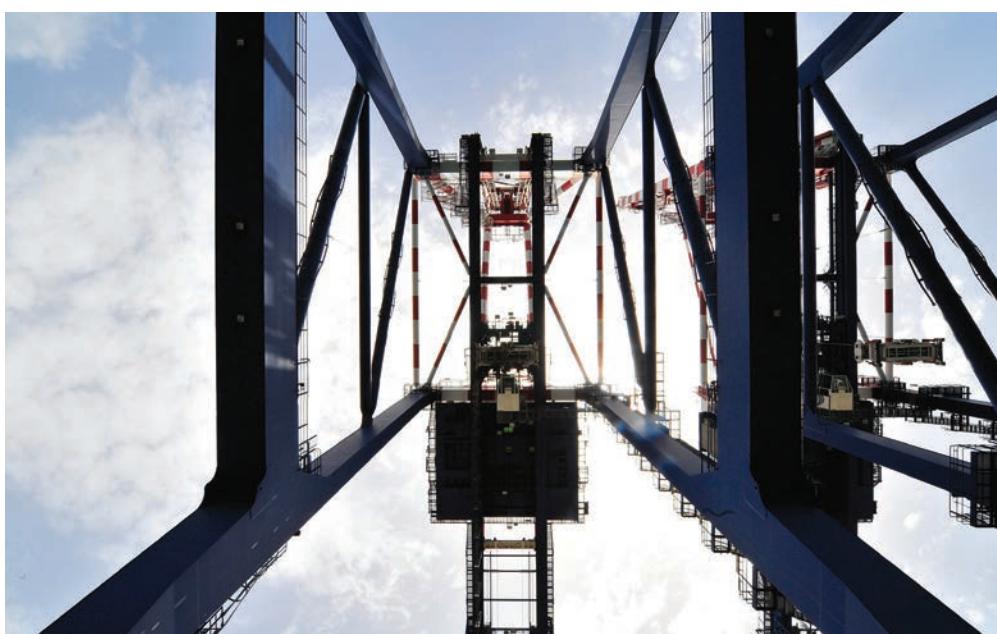
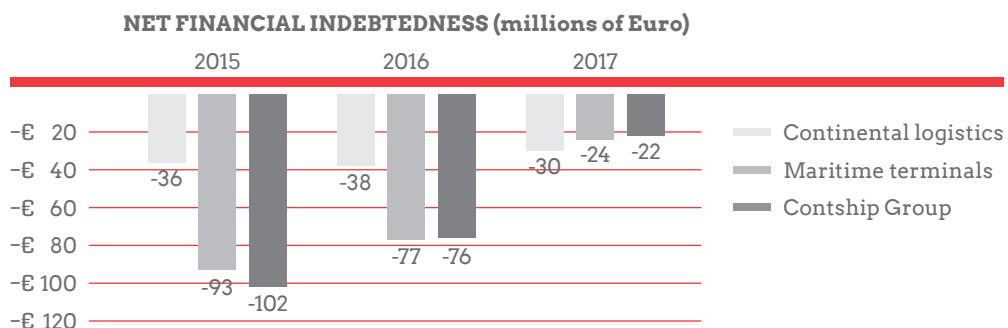
The **operating profit** of 48.8 million Euro grew by 22.4%. This increase was found in both the maritime terminal sector (+13.1%) and the continental terminal sector (+70.2%). The trading margin rose to 14.1% from the 12.0% recorded in 2016 and net profit amounted to 39 million Euro, up 38.9% with respect to 2016 (28.1 million Euro).



# INDEBTEDNESS

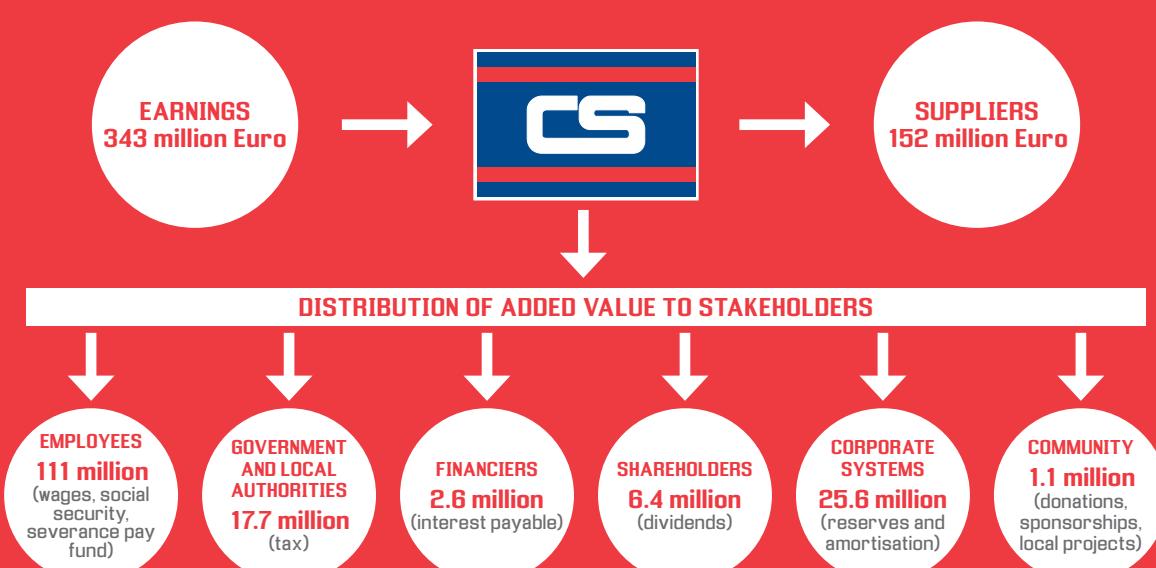
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The Group's **financial indebtedness**, at 21.7 million Euro, showed a 71.5% improvement on 2016 (+55 million Euro), mainly as a result of cash flows generated internally.



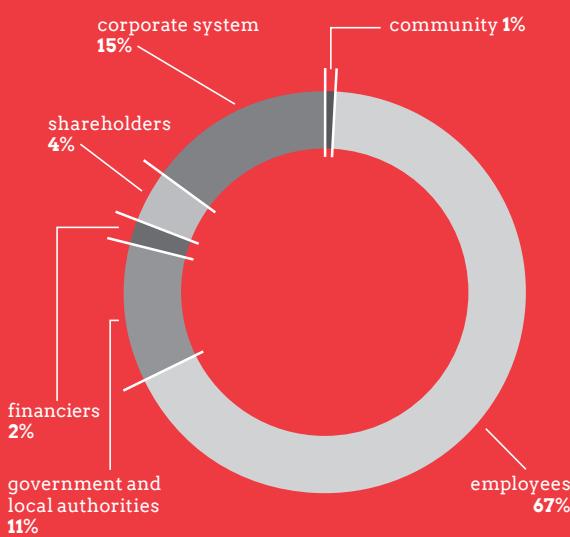


# ADDED VALUE DISTRIBUTION



Economic sustainability is achieved through an organisation's ability to **produce value in the medium-long term**. The concept of "value" has a broader significance than that of profit. For this reason, moving beyond the focus on economic performance and the situation recorded in the financial statements to rather determining the "**value added**" produced, we are able to quantify the contribution generated by Contship to stakeholders in numerical terms.

If we reclassify the income statement using the criterion of determining the **value added**, the classification of cost and income factors produces different groupings from those typical of statutory accounting procedures. By expressing value added, we can identify the resources that make it possible to remunerate individual production factors, which are fundamental components of the production of services.



# ENVIRONMENT

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# ENERGY MANAGEMENT

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In 2016, Contship Group issued an Integrated QSE (Quality, Safety and Environment) Policy not only for legal-compliance purposes but also to underpin the sustainable development of our business. The Policy seeks to prevent accidents and pollution, monitor and manage our environmental impact, and use resources sustainably, with a view to continually improving our processes and performance.

Our maritime terminals were among the first in the industry to adopt integrated quality, safety and environmental management systems; they are certified to the ISO 9001, OHSAS 18001 and ISO 14001 standards and monitored for effectiveness in regular third-party audits.

Contship Italia is committed to operating in an environmentally sustainable way.

We are now **focusing** on increasing ENERGY EFFICIENCY, reducing NOISE IMPACT and safeguarding AIR QUALITY. We are also partnering with other bodies and associations (Assologistica, Confindustria, Feport, SOS Logistica and Fercargo) as part of our CONTINUAL IMPROVEMENT efforts.

**Energy management is a key issue with direct impact on the environment and on the group's economic sustainability.**

Minimising energy wastage is essential, which is why we are investing in new energy-efficient systems and revamping our existing ones for enhanced effectiveness.

A major expansion project is under way at the La Spezia terminal to enable us to handle ever-growing volumes more efficiently and sustainably in our day-to-day operations while enjoying added environmental benefits.

An array of innovative high-energy-efficiency equipment has been installed, and the internal network of rail tracks and sidings will also be implemented, to boost rail volumes to up to 50% of quay traffic.





# BEST PRACTICE

## CICT

**Our Cagliari terminal was the first in Italy with 100% LED lighting.** All the lighting units were replaced with latest-generation LEDs between 2015 and 2017 in a major project representing an investment of **over 1 million Euro**.

This included not only the 22 floodlight towers lighting the container storage and handling yard and Cagliari Canal Port quay but also all the lights on the yard cranes (RTG) and quay cranes (QC), those in the workshop and the warehouse, and all the office lighting systems.

This investment **immediately cut the terminal's electricity consumption - and with it the associated CO<sub>2</sub> emissions - by over 20% in 2017, year-on-year.** Although the consumption depends on the volumes handled, we estimate that this efficiency initiative will save 40-45% on the standard energy charges for lighting the yard and quay.

Converting to LED lighting offers additional **workplace-safety benefits**, with better visibility, including improved colour perception and sharper details, for drivers and yard workers.

LED technology also helps to **enhance performance**. Not only do LEDs come on immediately even when cold but their longer life also helps to spread maintenance costs over a longer timeframe. (A blue LED lamp lasts for 50,000 hours and a monochromatic one for 10,000, compared with 750 hours for incandescent lamps and 7,500 for fluorescent tubes.)

From a **design** perspective, LED lighting allows us to modulate the emission spectrum for different operational needs and to use renewable-energy sources, thanks to the lamps' low power consumption.



# ENERGY CONSUMPTIONS

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Another key component of our environmental-protection and efficiency strategy is our **investment in renewable energy**.

In expanding our logistics centre

and intermodal terminal at Melzo (the Milan Rail Hub), we installed 1,000 metres of solar panels, which generated over 140 MWh of clean energy in 2017.

*Table 1 - Energy production (solar)*

	2017	compared to 2016
Energy production	141,577 Kw/h	510 GJ + 23%
CO <sub>2</sub> emission saving	75 t	+ 33%

We consumed electricity to power our vehicles, equipment, offices, lighting systems and reefer towers. Diesel consumption is largely due

to refuelling of operating vehicles and is directly determined by the volumes handled at the various terminals.

*Table 2 - Energy consumption*

	2017	compared to 2016
Fuel consumption (diesel)	64,844,511 Kw/h	233,440 GJ -7%
Electricity consumption	48,590,937 Kw/h	174,927 GJ +0.5%
> of which renewable	1,023,892 Kw/h	3,686 GJ +5.4%
> of which non-renewable	47,567,045 Kw/h	171,241 GJ +0.4%
Total energy consumption	113,435,448 Kw/h	398,367 GJ -4.4%

*Table 3 - GHG emissions (tons of CO<sub>2</sub> equivalent)*

	2017	compared to 2016
Direct GHG emissions (Scope 1)	27,882 t	-9%
Energy indirect GHG emissions (Scope 2)	24,276 t	-0.7%
Total GHG emissions	52,158 t	-5%



Electricity consumption has risen because traffic has increased at some terminals and because part of the diesel-vehicle fleet has been replaced with electrically powered equipment with reduced air-quality

impact. Although overall electricity consumption has risen, CO<sub>2</sub> emissions have been offset by a greater use of renewables, part self-produced, part bought-in.



# AIR QUALITY MANAGEMENT

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Safeguarding air quality is a key priority in the sustainable operation of our business. **We are reducing our carbon footprint by investing in quality transport and the best technology on the market.**

Intermodal goods transport combines various modes (sea, rail and road) to optimise the carriage of goods and containers from origin to destination, thus reducing energy consumption and CO<sub>2</sub> emissions.

In particular, rail plays an essential role in a sustainable logistics strategy. In recent years, rail freight traffic in Italy has experienced an upturn, growing 4 times faster than GDP (+8.9% against +2%) between 2014 and 2017. This is partly thanks to government efforts to revitalise the sector. However, private operators have an increasingly vital role in this context: 10 years ago the state railway had a virtual monopoly (95%) on freight transport by rail while in 2017, out of an estimated 51 million train kilometres travelled, 45% was attributable to the private sector.

The importance of **air quality** and **noise impact** in maritime terminals depends on their proximity to residential centres. Indeed, at

Gioia Tauro Medcenter Container Terminal and Cagliari International Container Terminal, both situated in industrial areas, no additional measures are required beyond compliance with local and national environmental law.

La Spezia Container Terminal (LSCT), however, with its urban setting, has taken a series of measures to monitor and mitigate the impact on local communities.





# BEST PRACTICE

## RHM

The group's main logistics centre and intermodal terminal is in Melzo, east of Milan. **Rail Hub Milano** (RHM) links the maritime terminals with the main destinations in Italy and throughout Europe. **Melzo intermodal logistics centre has benefited from considerable investment (around 30 million Euro) to increase the operating area by 100,000 m<sup>2</sup>** (in addition to the 160,000 m<sup>2</sup> already in use) and to extend four internal rail tracks to the requisite 750 m under international rail standards.

In 2013, **Sogemar** signed a programme agreement with the Lombardy regional government, Milan province, Parco Agricolo Sud Milano (a rural park south of Milan) and Melzo, Vignate and Liscate town councils to carry out mitigation, landscaping, environmental and infrastructure-development work in exchange for release of the relevant areas by the rural park for the rail-hub extension. Over 2 million Euro was invested in planting 40,000 m<sup>2</sup> of tall trees, creating over 3 km of cycleways and installing 1,000 metres of solar panels.

The Melzo extension project is a win-win solution. From a purely productive standpoint, the capacity boost offers a timely, efficient response to market demand. And with the mitigation and redevelopment initiatives, the environmental benefits are clear not only for the local area, but also on a global scale, as the rail-transport investment has had a major impact in slashing CO<sub>2</sub> emissions. **Hannibal** and **Oceanogate** have over 300 railway wagons between them, around half of which are fitted with low-environmental-impact brake shoes for reduced noise and dust emissions. In 2017, our 5,715 trains travelled 1,110,035 km and saved around 13,000 tons of CO<sub>2</sub> emissions.



# BEST PRACTICE LSCT

In 2014, LSCT conducted a study with a Florence university spin-off company to assess the direct and indirect impact of the terminal's activities on the environment around the port area.

The terminal's carbon footprint was also evaluated, by calculating the equivalent CO<sub>2</sub> emissions from the various sources (direct and indirect)<sup>5</sup>.

The study considered measurements and estimates of noise levels and air quality (particulates, carbon monoxide, sulphur dioxide and nitrogen dioxide). The study zone was mapped, first by defining various categories of impact "receptors", then evaluating their vulnerability to the combined air-quality and noise components. The study team thus identified the most critical areas, devising and implementing mitigation initiatives that also took into account the terminal expansion project.

Regarding atmospheric-pollutant emissions, the La Spezia terminal is pioneering the use of a bio fixative to apply regularly along the roads in the operating areas to reduce dust volatility and enable the aromatic components in the air to decompose. Combined with daily sweeping of the yards and a focus on the likely emission sources (vehicle maintenance, etc.), this treatment helps to reduce dust production and its impact.

LSCT has also made a systematic effort to manage noise emissions, tailored to the dynamics of the business, the type of service offered, and the changing scenarios, places and equipment.

## Actions:

- an annual campaign to measure noise emissions on the terminal perimeter
- monitoring subcontractors installing and maintaining anti-noise devices (silent blocks on trailers)
- research and analysis of new acoustic devices to fit to the machines for better performance
- installing noise-absorbing barriers around the operating area perimeter.

<sup>5</sup>Even though the local impact is not significant, assessing the carbon footprint is important on a global level, as it directly affects the climate.





# WATER AND WASTE MANAGEMENT

**Water and waste-water management** is a topic that we take very seriously throughout the Group.

It is especially important at the maritime terminals, which follow targeted strategies to conserve this precious resource and to reduce discharges, by improving process efficiency and re-using waste water.

At La Spezia, for example, a closed-

cycle biological plant for re-using purified water and for treating rainwater and the waste water from vehicle washing has enabled us both to save water and to cut our waste and waste-water output.

In 2017, average water consumption across the group fell by 13% year-on-year.

Water Consumption	Total Italy		Maritime Terminal		Intermodal	
	2017	2016	2017	2016	2017	2016
m <sup>3</sup> /year	41224 m <sup>3</sup>	47192 m <sup>3</sup>	35388 m <sup>3</sup>	40136 m <sup>3</sup>	5836 m <sup>3</sup>	7056 m <sup>3</sup>
m <sup>3</sup> /day	118 m <sup>3</sup>	135 m <sup>3</sup>	130 m <sup>3</sup>	148 m <sup>3</sup>	19 m <sup>3</sup>	2 m <sup>3</sup>

Throughout the Group, **waste** is separated out by EWC code, and the material (iron, copper, oils, etc.) is partially recovered. Recycled waste thus becomes a resource, yielding not only environmental benefits but also economic value, in line with the main principles of an

effective circular economy, which is increasingly necessary.

Total waste production rose in 2017 compared to 2016, on account of non-hazardous wastes (+13%) and the volumes handled, while hazardous-waste output fell (-3%).

Waste Management	Total Italy		Maritime Terminal		Intermodal	
	2017	2016	2017	2016	2017	2016
hazardous (kg)	557.667	572.865	512.307	550.605	44.360	22.260
not hazardous (kg)	2.120.823	1.845.894	1.888.773	1.657.533	232.050	188.361
Total Waste (kg)	2.678.490	2.418.758	2.402.080	2.208.137	276.410	210.621





# SOCIAL ASPECTS

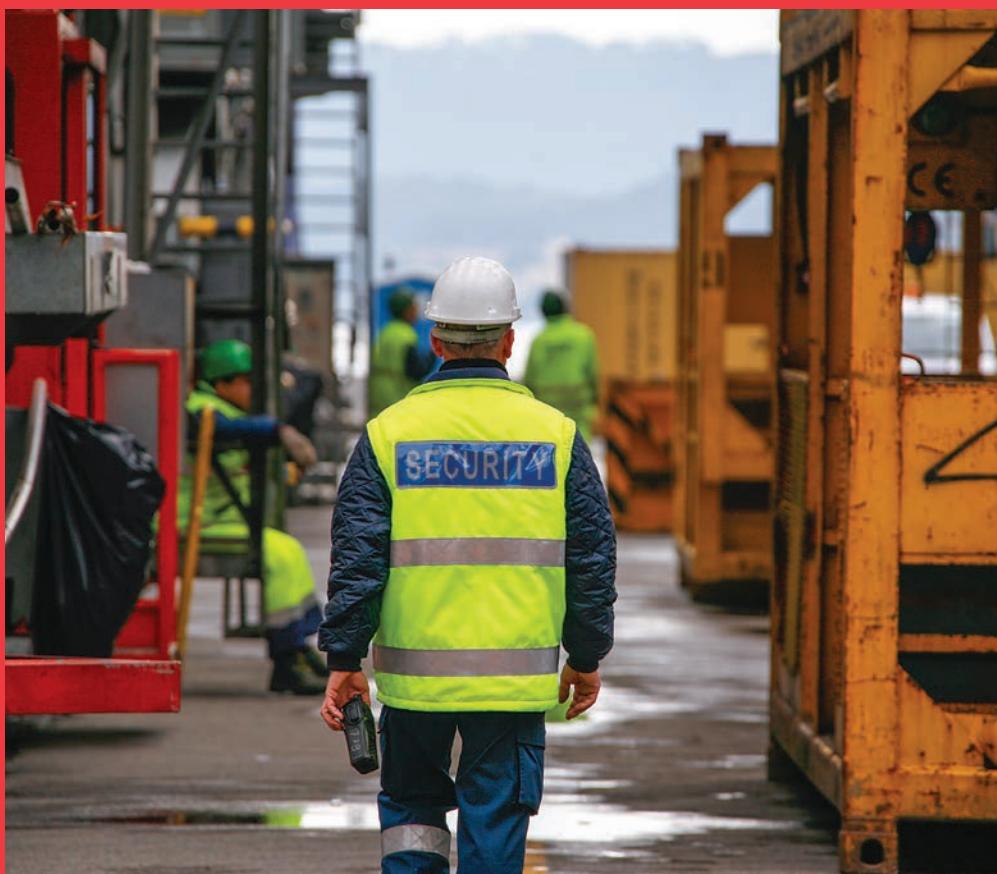
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# PEOPLE

## THE GROUP WORKFORCE

On December 31<sup>st</sup> 2017, Contship Group had 2,043 employees; counting the 633 employees of the investee companies operating in the maritime terminals in Ravenna, Salerno and Tangier, the total workforce comes to 2,676 people. Over 65% of the staff cover operational roles. Most operatives are employed on

full-time permanent contracts based on different collective-bargaining agreements, depending on their company – respectively the national collective-labour agreements for ports (maritime terminals), for vehicle, train and tram drivers (Oceanogate), and for logistics (the other companies).





#### STAFF BY GENDER

	Male	Female	Total
Senior Managers	26	1	27
Managers	43	4	47
Office Workers	472	166	638
Manual Workers	1,328	3	1,331
<b>Total</b>	<b>1,869</b>	<b>174</b>	<b>2,043</b>

#### STAFF BY AGE AND LENGTH OF SERVICE

	Average age	Service (year)
Senior Managers	55	15
Managers	49	15
Office Workers	46	17
Manual Workers	42	14
<b>Total Avg.</b>	<b>44</b>	<b>15</b>

#### STAFF BY EDUCATIONAL LEVEL

Degree	155
High-school diploma	1,388
Middle-school diploma	472
Other	28
<b>Total</b>	<b>2,043</b>

#### STAFF BY CONTRACT, EMPLOYMENT TYPE AND COMPANY

	Permanent contract	Fixed-term contract	Apprentice	Part-time	Total
La Spezia Container Terminal S.p.A.	566	3	20	32	621
Medcenter Container Terminal S.p.A.	904	0	0	7	911
Cagliari International Container Terminal S.p.A.	215	0	0	0	215
Contship Italia S.p.A.	17	0	2	0	19
Sogemar S.p.A.	29	0	3	4	36
Oceanogate S.p.A.	67	0	33	1	101
Hannibal S.p.A.	39	0	8	2	49
RHM S.p.A.	79	1	9	1	90
Industriale Canaletto S.r.l.	1	0	0	0	1
<b>Total Contship Italia Group</b>	<b>1,917</b>	<b>4</b>	<b>75</b>	<b>47</b>	<b>2,043</b>
Investee companies (TCR, Ravenna, SCT, Salerno, EGT, Tangier)					633
Grand Total (consolidated + others)					2,676

# PEOPLE

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Company	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
LSCT	426	462	456	465	474	471	475	624	632	624	621
MCT	1,081	1,161	1,079	1,071	1,061	1,290	1,305	1,303	1,302	1,293	911
CICT	202	229	227	223	206	218	225	225	222	218	215
CSI	17	18	18	20	20	19	6	8	12	15	9
SOGEMAR	162	162	152	148	159	151	132	134	68	34	36
OCEANOGATE	-	-	-	1	23	41	54	68	82	80	101
HANNIBAL	4	6	8	10	10	11	11	11	42	42	49
RHM	-	-	-	-	-	-	-	-	60	87	90
CANALETTO	1	1	1	1	1	1	1	1	1	1	1
<b>Total Contship Italia Group</b>	<b>1,893</b>	<b>2,039</b>	<b>1,941</b>	<b>1,939</b>	<b>1,954</b>	<b>2,202</b>	<b>2,209</b>	<b>2,374</b>	<b>2,421</b>	<b>2,394</b>	<b>2,043</b>

Employment, on the maritime terminal side, is gradually growing in La Spezia as a direct result of both the rising volumes over the years and its positioning as a gateway for central and southern Europe.

Numbers are stable in Cagliari, reflecting the type of market served (transhipment), which supports fewer jobs in allied industries than gateway services do.

As regards transhipment, the Gioia Tauro terminal saw a significant headcount reduction in the last year due to a progressive decline in volumes handled and a manpower reorganization, where surplus staff were re-employed at a port

manpower and worker retraining agency set up by Gioia Tauro Port Authority.

The logistics sector has enjoyed constant growth over the years, in line with trends in the market, which sees intermodal transport as key to competitiveness for the ports served. Over the last decade, Contship Group has invested heavily in developing its services and infrastructure for land-based logistics.

A visible product of this strategy has been the creation of dedicated companies to provide intermodal-transport and rail-traction services and run intermodal terminals, employing over 400 staff between them as of December 2017.



#### NEW EMPLOYEES HIRED, BY AGE GROUP, GENDER AND COMPANY

Company	under 30 years old		30-50 years old		over 50 years old		Total by company
	male	female	male	female	male	female	
La Spezia Container Terminal S.p.A.	2	1	1	-	2	1	7
Medcenter Container Terminal S.p.A.	-	-	-	-	-	-	-
Cagliari International Container Terminal S.p.A.	-	-	-	-	-	-	-
Contship Italia S.p.A.	1	-	1	2	2	-	6
Sogemar S.p.A.	2	-	1	1	-	-	4
Oceanogate S.p.A.	21	1	4	-	-	-	26
Hannibal S.p.A.	3	5	1	-	-	-	9
RHM S.p.A.	4	-	1	-	3	-	8
Industriale Canaletto S.r.l.	-	-	-	-	-	-	-
<b>Grand total</b>	<b>33</b>	<b>7</b>	<b>9</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>60</b>
Total <30	40						40
Total 30-50							12
Total >50	8						8
Total male							49
Total female							11

#### NEW EMPLOYEE HIRES AND TURNOVER BY COMPANY

Company	Staff at 31/12/17	New hires	Resigned, retired, dismissed	Variazione %
La Spezia Container Terminal S.p.A.	621	7	12	-0,8%
Medcenter Container Terminal S.p.A.	911	-	394	-43,2%
Cagliari International Container Terminal S.p.A.	215	-	4	-1,8%
Contship Italia S.p.A.	19	6	2	+21,1%
Sogemar S.p.A.	36	4	3	+2,8%
Oceanogate S.p.A.	101	25	8	+16,8%
Hannibal S.p.A.	49	8	3	+10,2%
RHM S.p.A.	90	5	5	0%
Industriale Canaletto S.r.l.	1	-	-	0%
<b>Grand Total</b>	<b>2.043</b>	<b>55</b>	<b>431</b>	<b>-18,6%</b>

# PEOPLE

The shipping sector is changing radically, and terminal operators must adapt their organisations and facilities accordingly.

In this context, Contship *people* are a vital strategic asset. Their motivation, professional growth and

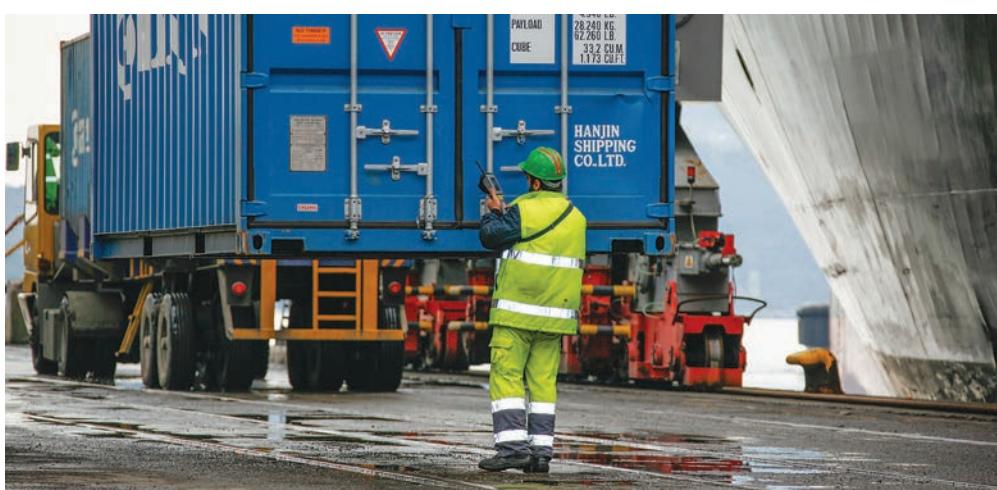
adaptability are cornerstones of the Group's business. Every individual is a unique cell in the corporate body and, with today's new media technologies, the company and its brand are embodied in the way all employees conduct themselves.

## WHY

- increasing competitiveness and innovation
- creating value for the company by leveraging employee satisfaction and commitment
- creating advocates

## HOW

- helping to develop a good working climate
- facilitating work-life balance
- enabling employees to be more agile and flexible
- spreading the company culture and enhancing staff welfare





## CONTSHIP PEOPLE: THE EMPLOYEE SERVICE DESK

We believe that our group's success hinges on sharing and disseminating our culture and values: the watchwords are communication and commitment. Every Contship subsidiary now has a service desk for its employees. This is a coordinated network of helpdesks that handle welfare services and internal communications by using local and group-level tools, sharing know-how and good practices, and offering easy access to personal and professional information.

- 2006** — [Beginning of the activities dedicated to CS people and their families (get-together events).]
- 2008** — [Activation of services concerning balance between professional and family life.]
- 2010** — [Activation of LSCT service center.  
Launch of the service center web portal and of the HR Dept. online services.  
Activation of news monitor in LSCT]
- 2012** — [Activation of MCT news monitor, CONTSHIP and SOGEMAR news monitor.]
- 2013** — [Activation of TCR news monitor.  
Creation of MCT service center.]
- 2014** — [Creation of CICT service center.  
Launch of the local company network for business welfare (10 companies, 1.244 people)]
- 2017** — [Creation of CS and SOGEMAR service center.  
Launch of the new welfare platform and App.]

# PEOPLE

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## MULTIPLE DEVICES: CONTSHIP ITALIA GROUP INTERNAL-COMMUNICATIONS SYSTEM

- Online platforms and multimedia totems with touchscreens in several common locations around the terminals facilitate internal communication and information-sharing about all the available services at work and at home.
- Monitors and displays improve communication, offer up-to-date information in real time about performances, KPIs and business targets. Specifically designed systems involve staff in company life and keep them informed about the available welfare services.
- Smartphone apps make all the services available anytime, anywhere.





# OCCUPATIONAL HEALTH AND SAFETY

Workplace health and safety is worker wellbeing and service quality. crucial, as it is closely linked to

Table 1 - Accidents

Indicators	Total Italy			Maritime terminals			Intermodal		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Hours worked	2,998,272	271,824	3,270,095	2,645,826	176,688	2,822,513	336,346	84,444	420,790
Absentee rate	8.19%	4.77%	7.91%	8.68%	3.57%	8.68%	4.63%	7.77%	4.63%
Work-related injuries	76	1	77	70	1	71	6	0	6
Work-related fatalities	0	0	0	0	0	0	0	0	0
Safety accidents in transit	18	2	20	18	2	20	0	0	0
Safety near misses	60	0	60	60	0	60	0	0	0
Total days lost for accidents	2,402	23	2,425	2,329	23	2,352	73	0	73
Occupational-disease rate	1	0	1	1	0	1	0	0	0
<b>Total accidents/injuries</b>	<b>94</b>	<b>3</b>	<b>97</b>	<b>88</b>	<b>3</b>	<b>91</b>	<b>6</b>	<b>0</b>	<b>6</b>
Effect index	3.66%	0.59%	3.43%	3.77%	0.88%	3.60%	2.96%	0.00%	2.35%
Frequency index	25.35	3.68	<b>23.55</b>	26.46	5.66	<b>25.15</b>	17.84	0.00	<b>14.26</b>
Seriousness index	0.80	0.08	<b>0.74</b>	0.88	0.13	<b>0.83</b>	0.22	0.00	<b>0.17</b>

The headline accident rate is greater in maritime terminals than in land-based logistics and intermodal companies. Indeed, in port terminals, about 70% of staff are operational, with handling duties on board ship and in the yard and are therefore

exposed to a greater accident risk. All the group's maritime terminals have adopted the OHSAS 18001-certified Safety management system, with procedures promoting a safety culture to prevent accidents and protect staff.



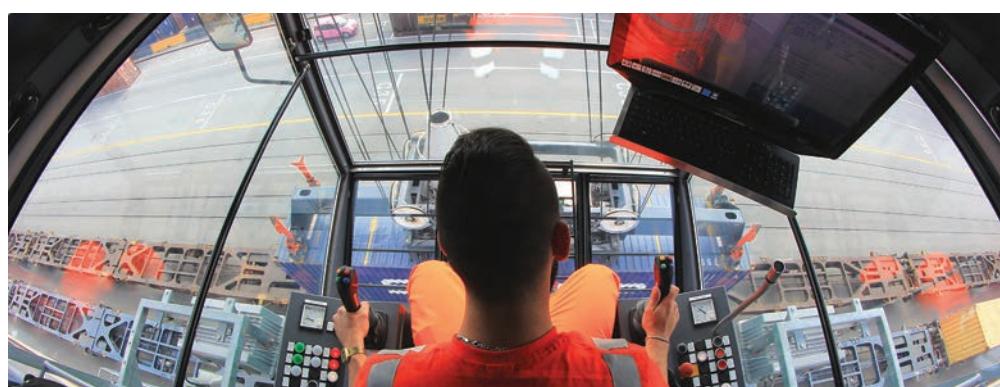
# TRAINING

**Training plays a vital role in workplace safety.** Accordingly, the group companies have active training programmes working towards specific objectives set in annual improvement plans.

*Table 2 – Training hours*

2017		Total Italy				
		Training hours (male)	Training hours (female)	Training hours (total)	Staff	Average
Senior Managers		218	54	272	27	10
Managers		133	16	149	47	3
Office workers		3,150	610	3,760	638	6
Manual workers		9,005	5	9,010	1,331	7
<b>Total</b>		<b>12,506</b>	<b>685</b>	<b>13,191</b>	<b>2,043</b>	<b>6</b>

2017: detail	Maritime terminals			Intermodal			CSI		
	Staff	Training hours (male)	Average	Staff	Training hours (female)	Average	Staff	Training hours (total)	Average
Senior Managers	12	24	2	7	218	31	8	30	4
Managers	27	48	2	19	101	5	1	0	-
Office workers	500	3,616	7	128	128	1	10	16	2
Manual workers	1,209	9,010	7	122	0	0	0	0	-
<b>Total</b>	<b>1,748</b>	<b>12,698</b>	<b>7</b>	<b>276</b>	<b>447</b>	<b>2</b>	<b>19</b>	<b>46</b>	<b>2</b>





# BEST PRACTICE MCT, GIOIA TAURO

## REFRESHER TRAINING: IT'S ABOUT PREVENTION

The Refresher Training project was devised in July 2012 under the auspices of the OHSAS 18001 management system to tackle a surge of accidents (affecting workplace safety) in the first half of 2012 that was entirely out of kilter with the previous four years' figures. An in-depth analysis of the accidents in 2012 and those in previous years showed that accident scenarios were repeating cyclically, especially those due to "incorrect worker behaviour", i.e. a failure to properly apply the procedure governing a given work phase.

### WHAT IT COMPRISES

The project is a communication tool that educates shift-workers about risk awareness very quickly, reaching large numbers of them (30–700) in just a few weeks. It involves bite-size

training sessions (15 mins max) for classroom groups, on-the-job training (e.g. on-board ship or by the quayside) or information provision through leafleting.

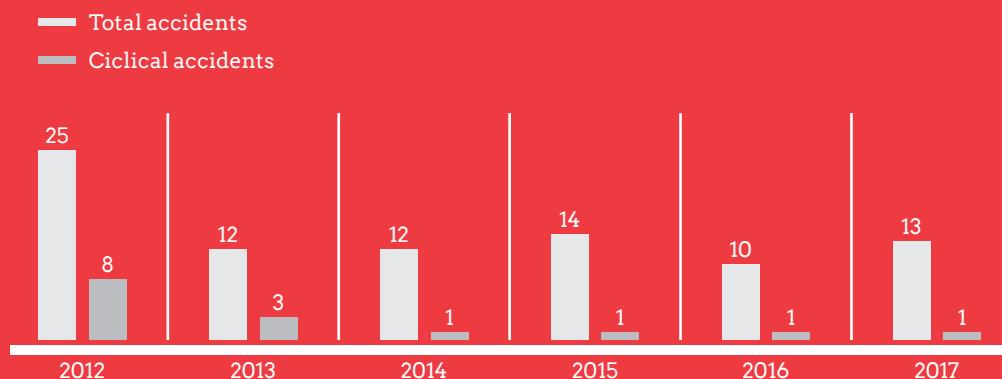
### HOW IT WORKS

Training is provided when an accident occurs, to break the cycle of recurrence for a known event.

Purely preventive training is also given, independently of any accidents. Short sessions are scheduled regularly, based on the accident history or on specific requirements arising from time to time.

### BENEFITS

The Refresher Training programme has been in constant use since 2013. From 2014, the incidence of **repeated cyclical events** has fallen to 1 per year (against 8 in 2012).



# COMMUNITY RELATIONS

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In accordance with the Contship Italia mission – “we create value for our employees and for the communities where we operate” – Contship’s subsidiaries are involved in a range of projects focusing on local communities through corporate social initiatives.

## **PORTOLAB**

Contship offers primary schools the chance to use the port and the rail hubs as innovative workshops to learn about geography, maths, history and many other subjects, by looking at trade, vessel routes, yard dimensions, etc. The PortoLab project also involves many local-community partners (port authorities, customs offices, harbour police, etc.) directly and online at [www.portolab.it](http://www.portolab.it) with the aim of opening the terminals up to the general public.



## **A HAVEN OF ART**

Contship Italia terminals regularly host local artists and temporary exhibitions open to the public.

## **SPORTIVAMENTE**

This project creates interactive relationships between sports clubs, schools and Contship subsidiaries.

## **SCHOOL WORK EXPERIENCE**

This educational project for local high schools seeks to raise the group’s profile while strengthening links with local communities. It shares Contship Italia Group’s culture and values while providing general and cross-functional skills and useful information to introduce students to a potential future career.



# BEST PRACTICE CONTSHIP ITALIA

## PORTOLAB: A UNIQUE EDUCATIONAL EXPERIENCE

The PortoLab project was set up in 2006 to educate the public about what happens in ports and intermodal centres and what it is like to work in these little-known, inaccessible, traditionally closed worlds.

Every Tuesday and Thursday from March to May, the La Spezia, Gioia Tauro, Ravenna and Cagliari maritime terminals and Melzo intermodal centre open their gates to visiting primary-school parties. The children enjoy a unique guided experience with an innovative, stimulating approach that shows them what people do, and the skills and values that go into their work.

The container terminal becomes a workshop to support the schools' classroom teaching. The ships' routes offer a lead-in to geography, while the containers can be likened to the amphoras used to transport goods back in the mists of history. Every year, over 2,000 children – armed with hard hats, personalised badges and high-vis jackets – visit the Contship Italia Group terminals under the watchful eye of the PortoLab tutors. This direct experience, backed by the stories of the professionals involved, helps the youngsters discover a sector that is vital for the development of the communities where it operates.

The programme opens pupils' eyes to the container world and to the contribution that transport makes to their lives with all the things that they and their families use every day.

The tutors, together with representatives of many other organizations working in the ports and the intermodal centre (the customs office, finance police, harbourmaster, port authority, port chemist, etc.), enthusiastically dedicate part of their working lives to this initiative. Every year, school leaders, project partners and the science educators who look after the teaching content join Contship for the PORTOLAB ACADEMY, to share their personal experience, ideas and feedback on the PortoLab activities, to come up with new ways to bring the port to life, and to support the children and schools in their learning programmes. More information: [www.portolab.it](http://www.portolab.it)

### POROLAB IN FIGURES

- **12 editions**
- **22,000** pupils aged 8–10 involved
- **870** classes from over 110 schools Italy-wide
- **10,000** Contship Diaries distributed every year in schools
- **20** in-house tutors

# **STRATEGIC PARTNERSHIPS: OUR SUPPLIERS**

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Suppliers play an essential role in our business. In some arenas, they impact directly on the performance and services offered by the group companies. It is vital, therefore, to have strong, reliable supplier relationships with an eye for innovation and market conditions, to ensure sustainable, high-quality procurement.

Areas in which suppliers play a key role in the services provided by Group companies include activities on board ship, transportation inside our production sites, the collection and delivery of goods, and maintenance activities.

In the case of Contship, the employment impact of Group activities, in terms of the direct supply chain of products and services, translates into more than 1000 jobs.

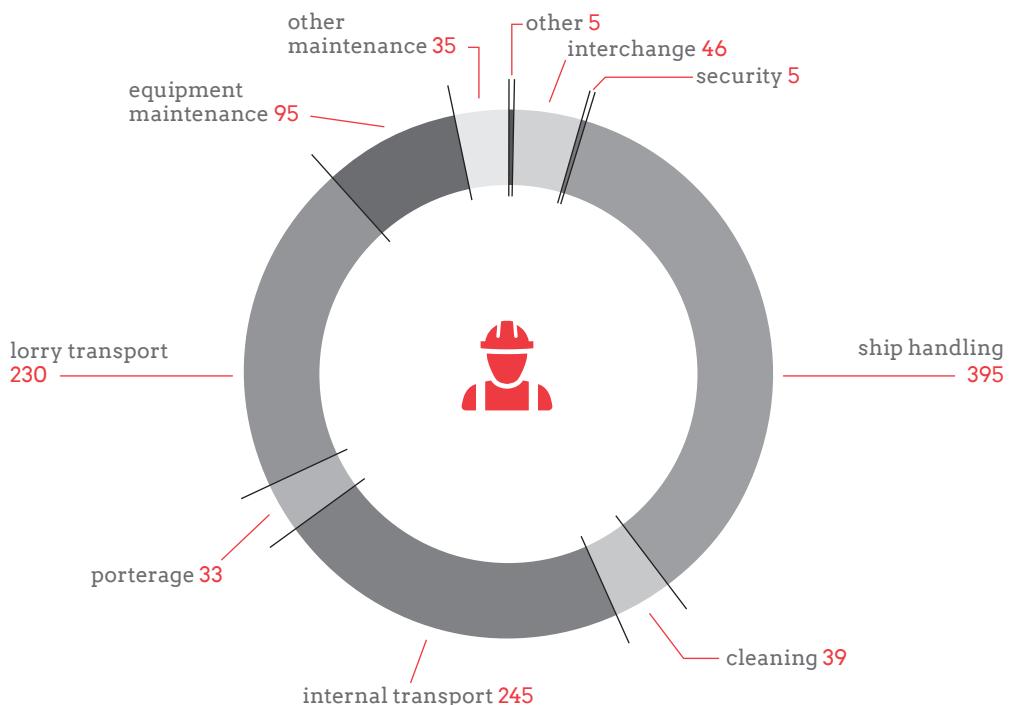
Activities related to port and land logistics do not only play a significant role in creating employment opportunities, but they do make an important contribution to the creation of added value and to the GDP of their local economic systems.

To optimise costs, the Group draws up standardised processes supported by targeted IT instruments and encourages framework agreements to promote long-term relationships. Suppliers are categorised and monitored regularly through specific procedures established as part of the quality, safety and environment (QSA) management system, with the aim of ensuring an effective and transparent procurement policy, high-quality service to customers and compliance with the laws governing workplace health and safety, environmental protection and administrative accountability.

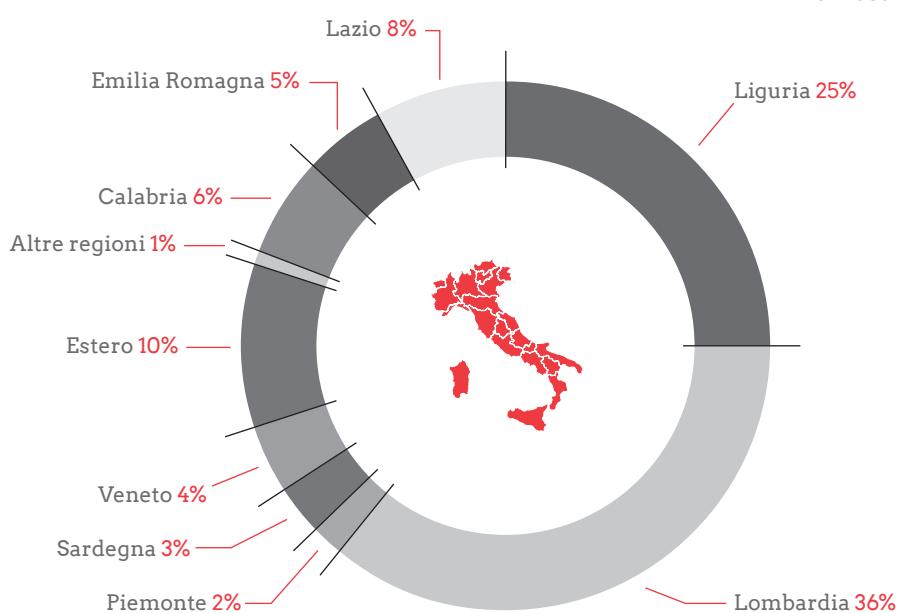
The categorisation criteria are different for suppliers of goods/products and suppliers of services. In addition, a classification has been drawn up by category (primary, secondary and generic) and by level of criticality, based on the degree of direct influence on the service provided to final customers.



"Supply chain" workforce  
by sector of activity



Breakdown by region of Contship expenditure  
on local suppliers



# GRI CONTENT INDEX

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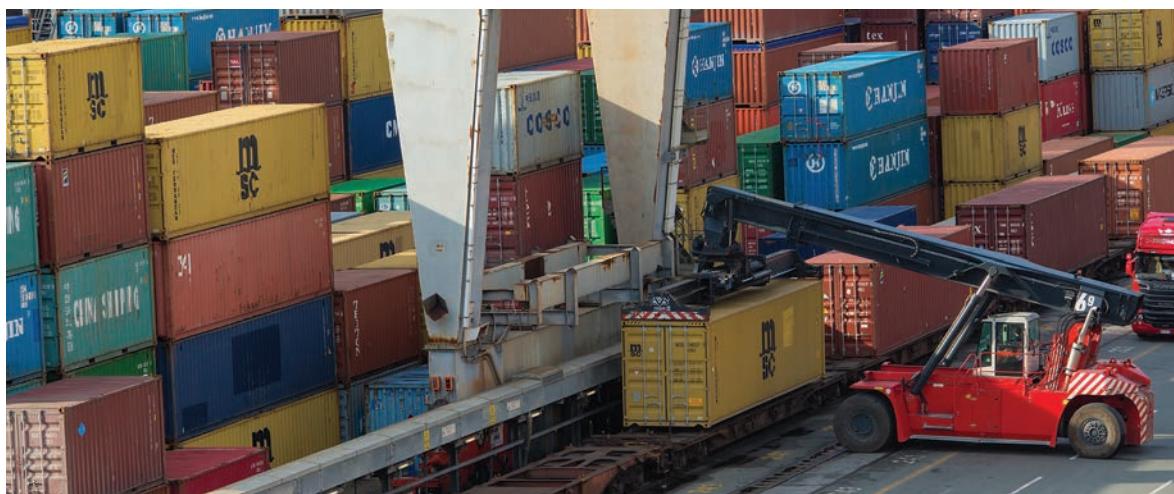
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