



ACT

ΑQΑΒΑ Container Terminal

The Most Sustainable Gateway to Jordan and Beyond

2012 Sustainability Report

TRANSPARENCY IN REPORTING

This report is a follow-up to ACT's baseline sustainability report launched in 2011, and covers the company's performance on the material issues that mattered most to stakeholders in the year of 2012.

ACT believes that sustainability reporting is a key tool to help set goals, measure progress and manage sustainability within the organization. ACT is committed to fostering transparency and accountability with all stakeholders through this annual reporting process.

The report uses the Global Reporting Initiative (GRI) G3.1 guidelines, widely used around the world and developed by thousands of organizations and experts through a multi-stakeholder process.

To ensure correct application of the guidelines, the report was submitted to the GRI which checked the report and confirmed that it achieved an application level B for transparency and disclosure.

An official statement from the GRI can be found in Appendix E.

ACT invites all stakeholders to read this report and submit their views on the company's approach to sustainable development.

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FOR MORE INFORMATION
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CHIEF EXECUTIVE OFFICER'S FOREWORD



Aqaba Container Terminal plays an important role for Jordan and the international transportation industry serving the needs of the wider Levant region.

We aspire to be the sustainable gateway and terminal of choice for Jordan, Iraq, and the Levant Region – today and for the many future generations to come. Recognizing our important role in our local environment we remain committed to embracing sustainability in everything that we do.

Our 2012 performance continued the positive development of the port.

Despite the global financial situation and challenging markets for the shipping industry our throughput increased 16% for the year, reaching a record-breaking 817,434 TEUs (Twenty-foot equivalent unit).

This remarkable achievement is a testament to the focused improvements and dedicated work delivered to our customers during the year. It supports the need for the substantial investments we have made to upgrade our facility with significant additional capacity coming online during 2013.

In recognition of our unwavering commitment to offering employees and clients safety and security ACT received the 2012 Social Security Excellence Award for Occupational Health and Safety.





Among the most notable safety numbers was a reduction of 50% in Lost Time Injury Frequency Rate (LTIFR) in 2012 and no fatalities recorded in the terminal since 2006.

In addition to our safety efforts, we continued with our commitment towards the environment and conducted a range of initiatives to safeguard the marine biodiversity in the port area. We have also supported the local community by creating employment opportunities and being a driver of economic development in Aqaba as well as supporting local schools and providing free medical assistance to underprivileged villages.

Going forward, we believe Aqaba Container Terminal is looking at a bright future with the port taking a larger regional role in the transportation industry, and seeing its facilities almost double once the terminal's berth expansion project is completed.

Our dynamic and employee-driven approach to sustainability helps us set the foundation for the terminal's long-term success, both in business and in the interactions with our stakeholders.

This means keeping all our stakeholders at the forefront of our consciousness, not just our traditional stakeholders - investors and the Jordanian government - but rather all parties that have a stake in our success. This includes our employees, our neighboring communities, the local environment, as well as the many businesses that rely on products and materials that come through the terminal.

Rather than a final destination, sustainability is a journey and we invite you to engage with us on our aspirations, achievements and challenges.

Yours Sincerely,
SOREN HANSEN
ACT'S CEO



ABOUT ACT

The Aqaba Container Terminal Pvt. Co. (ACT) is a joint venture between the Aqaba Development Corporation (ADC) and APM Terminals - **the leading global provider of advanced logistics services** - operating a 25-year build-operate-transfer agreement signed in 2006.

The terminal is located in the city of Aqaba, in the Hashemite Kingdom of Jordan, and constitutes one of the logistic and economic backbones of the Aqaba Special Economic Zone Authority (ASEZA), serving as the preferred gateway to the region for many active markets around the world.

During its very short lifetime ACT has grown from a feeder facility into a main liner port. ACT is a shining example of a large-scale establishment operating under a progressive leadership with an uncompromising dedication to sustainable growth.



شركة تطوير العقبة
AQABA Development Corporation



50% - 1 share

APM TERMINALS

50% + 1 share

VISION

ACT's Vision is to be the sustainable gateway to Jordan and beyond.

MISSION

To develop and upgrade a sustainable, modern, transparent, competitive, reliable, and profitable supply chain component in Jordan, Iraq and the Levant region.

VALUES

Our values stem from our beliefs and guide us in the way we do business. We share understanding by:

- Uprightness
- Constant care
- Humbleness
- Our employees
- Our name



CURRENT TERMINAL STRUCTURE AND LOCATION

Area 500,000 m²	Stacking Area 450,000 m²	Total Berth Length 540 m <small>In 2013, 1000 m</small>
In Gates/Out Gates 4/4	Annual Capacity 850,000 <small>In 2013, 1.5m TEU</small>	Tidal Range & Flow <small>The tidal range is</small> 1.2 meters ST
Dock Water Density <small>Density:</small> 1.025	Geographical location <small>Latitude: 29° 31 min. N</small> <small>Longitude: 35° 01 min. E</small>	Load Line & Time Zone <small>Load Line Zone: Tropical</small> <small>Time Zone: GMT + 3</small>



SUSTAINABILITY COMMITMENT AND STRATEGY

Maritime shipping is one of the most energy-efficient ways of transporting goods—despite its association with unwanted side effects ranging from emissions of greenhouse gases to waste and chemicals that can end up in the oceans.

Over the year the global shipping industry has undergone significant changes in efficiency of cargo transportation as a result of technological developments. It is now beginning to look closer to customers' demand for sustainability performance throughout the supply chain.

As the keepers of a vital gateway through which goods reach the Levant ACT believes that only through long-term sustainable planning can the terminal fulfill its potential and serve Jordan and the region for generations to come.

Sustainability management has the potential to reduce costs through increasing efficiency, fuel innovation, setting a new bar for competitors, and enhancing employee retention.

In 2012, ACT created a CSR committee comprised of ten employees, including the chairman, who meet on a monthly basis to discuss the company's overall sustainability direction.

Planning ahead, ACT is implementing a long-term sustainability strategy and is committed to further disclosing its performance against these targets to promote transparency to all stakeholders.

“Our plan is for ACT to be the sustainable gateway to Jordan and beyond, with a view to working closely with the entire supply chain for the Levant and Iraq markets in facilitating a fast, efficient, safe, secure, and transparent service to customers.”

RICHARD DAVIDSEN
ACT's Chief Commercial Officer

SUSTAINABILITY GOVERNANCE

Sustainability is a responsibility of everyone in the organization from the CEO to the day-to-day worker.

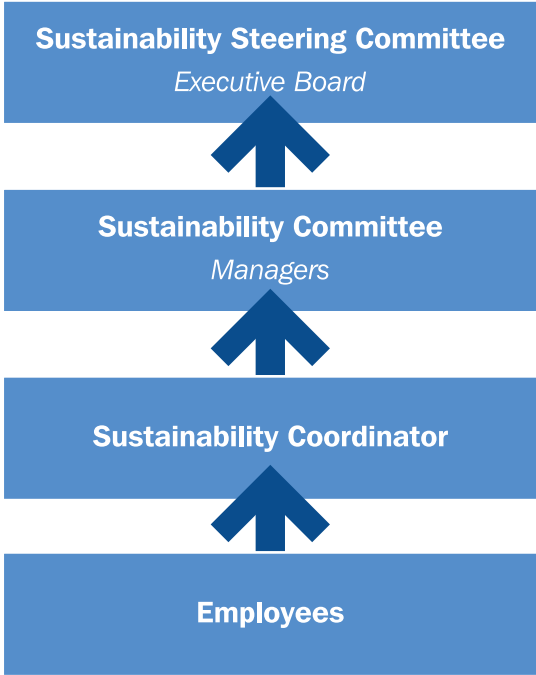
“Our dynamic and employee-driven approach to sustainability helps us set the foundation for the terminal’s long-term sustainable success, both in business and in the interactions with our stakeholders.”

HM KING ABDULLAH II RECEIVES ACT’S BASELINE SUSTAINABILITY REPORT

ACT CEO, Mr. Soren Hansen, hands ACT’s Baseline Sustainability Report to King Abdullah following an invitation to the Royal Court for a special investors meeting in Jordan in February 2012.

Mr. Hansen took the opportunity to discuss with His Majesty the potential benefit for the Jordanian economy through ACT’s focus and commitment to developing the supply chain and establishing Aqaba’s position as a sustainable gateway to Jordan and beyond.

Published in December 2011, the Sustainability Report provides a comprehensive update on key areas that ACT is actively involved in, including the company’s performance in the areas of environment, safety, innovation, and the community.



SUSTAINABILITY FRAMEWORK

ACT’s current sustainability framework is comprised of seven focus areas.

It promotes sound environmental and social practices, combined with positive economic impact while encouraging transparency and accountability.



STAKEHOLDER INVOLVEMENT

By understanding stakeholder expectations ACT will be able to continue holding itself accountable to their needs, while ensuring a source of feedback for continual improvement of its business strategy.

In 2012 ACT conducted a stakeholder mapping exercise to identify its main stakeholders, channels of engagement, their needs and expectations and how ACT is accommodating those interests.

As indicated by this mapping exercise ACT's major stakeholders are customers, employees, the community, shareholders, the government, customs and the media.

These groups represent individuals that interact directly or indirectly with ACT's operations. For more information on frequency and type of engagement please refer to Appendix B.



Furthermore, ACT has recently implemented an application service geared towards enhancing communication and interaction between the terminal and its various stakeholders, especially its shipping lines and agents as phase one.

The web-based system called "TERMVIEW" comes as part of ACT's continued efforts to join the ranks of other terminals in the APMT network and is the first terminal to test this application in the Middle East.

ACT IN SOCIAL MEDIA

Stakeholders can follow ACT's latest initiatives on Facebook, Twitter, and LinkedIn and watch episodes of ACT TV on YouTube.



THE SUSTAINABLE GATEWAY TO JORDAN AND BEYOND

In recent years, ACT has processed an increasing volume of goods whose final destination is within and beyond Jordan's borders.

ACT's strategic plan is to continue being a key player for the development of Jordan and the region by modernizing and expanding its facilities to better accommodate the new businesses resulting from growing import and export volumes.

2012 HIGHLIGHTS

15.8% Increase in total throughput (TEUs)

2% Increase in transit (TEUs)

14.5% Increase in imports

FACILITATING REGIONAL DEVELOPMENT

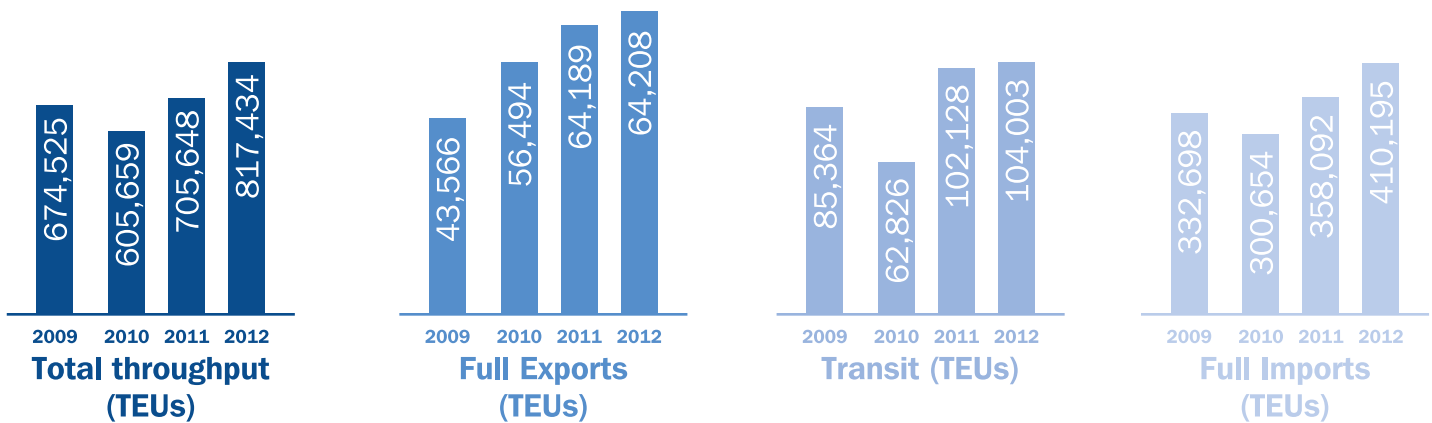
ACT has been growing steadily, with more shipping companies and businesses recognizing the strategic value of its location and its regional reach.

This was reflected in the 2012 end-of-year figures, with container throughput reaching 817,434 – thus translating into a 15.8% growth compared to 2011.

The month of December 2012 reached the highest monthly throughput of 79,000 TEUs, mainly driven by imports including Iraq as a final destination.

“The expansion of the port is strategically critical in catering for continued growth as we expand on markets beyond Jordan. Every single additional container that comes through not only benefits Aqaba but the Jordanian economy as a whole. We will continue to work closely with our customers and partners in the entire supply chain to expand our market coverage for the overall benefit of Jordan.”

RICHARD DAVIDSEN,
ACT's Chief Commercial Officer



HIGHLIGHT: AQABA TRADE MISSION IN DUBAI

As part of its strategy to secure commercial expansion within the region ACT organized a two-day Aqaba Trade Mission in Dubai in April 2012.

The event, operated in conjunction with the Aqaba Special Economic Zone Authority, the Aqaba Development Corporation (ADC), APM Terminals, and Arab Trans aimed to build ties with the regional business community in order to promote Aqaba as the ideal regional gateway for the Levant and Iraq.



MODERNIZING AND EXPANDING FACILITIES

To meet forecasted traffic growth the ongoing \$235 million berth expansion project made steady progress in 2012. The project will expand wharf length from 540 meters to 1,000 meters.

Upon its completion the project will not only increase ACT's annual container throughput capacity from 850,000 to 1.5 million TEUs but will help reinforce Jordan's strategic position as a key port to the Levant and Iraqi markets.

ACT's future comprises of increasing its inventory of Ship-to-Shore (STS) cranes to a total of seven including two new STS cranes with 41-meter above-rail cranes and 22 wide rows cranes. More plans are also underway to add four Rubber-Tyred Gantry (RTG) cranes to the existing reserve in addition to 16 more truck heads and 16 trailers.

\$235

million invested in the
Port Expansion Project

Wharf length to expand
from 540 meters to

1000
meters

1.5

million TEUs
projected container
throughput capacity

HIGHLIGHT: TERMINAL EXPANSION PROJECT

The expansion project remains one of the most defining endeavours in ACT's history.

The 2009-2013 master plan includes an increase in the terminal's length by 460 meters which, upon completion, will almost double its present wharf length extending it to 1,000 meters.

An environmental impact assessment was conducted as per government requirement and contractors are obliged to comply and submit monthly reports to both ACT and ASEZA on the ongoing process of the project.



PROMOTING SUSTAINABLE TRADE

ACT is looking at a range of initiatives that will integrate the supply chain and lead to environmental efficiencies and incentives.

The terminal has been benchmarking the sector's best practices in sustainable management and is starting its journey towards becoming a benchmark itself.

This means the terminal will be open to collaborative partnerships across the supply chain that can help tackle these challenges and enhance the logistics industry performance.

ACT believes that engaging in joint sustainability dialogue with its key stakeholders will ultimately promote opportunities for collaboration and support the adoption of sustainable practices in the supply chain.

ENSURING SAFETY AND SECURITY

As container handlings increase, safe working practices and procedures are of paramount importance to avoid potential for work-related accidents. ACT strives to provide a safe work environment and is committed to developing a culture of the terminal and beyond.

“We place the health and safety of our employees at the top of our priorities by ensuring a safe working environment that is aligned with global safety standards.”

FERAS ALTAWEIL,
ACT's HSSE Manager

2012 HIGHLIGHTS

50% Decrease in LTIFR

0 Fatalities since 2006

100% of employees inducted in health and safety practices

INTERVENTION FOR SAFETY

	2009	2010	2011	2012
Lost Time Injuries Frequency Rate (per million man-hours)	3.2	2.33	1.52	0.78
Fatalities	0	0	0	0
Percentage of employees trained in health and safety practices	100%	100%	100%	100%
Percentage of contractors trained in health and safety practices	New Indicator	New Indicator	New Indicator	100%

The year 2012 marked an emphasis upon the concept and practice of ‘intervention’.

Employees were trained and encouraged to intervene in unsafe situations created by co-workers or truck drivers as a way to foster a proactive attitude towards eliminating the risk of worksite accidents.

The focus on the importance of intervention came to complement ACT’s ongoing efforts towards a safer working environment.

At ACT employees are constantly encouraged to submit new ideas and suggestions on health and safety. Newsletters are distributed on a monthly basis providing

employees with the latest safety, health and environmental updates.

In 2012 all of ACT’s employees were trained in Health and Safety measures as well as 70% of its contractors. As a result, the Lost Time Injury Frequency Rate (LTIFR) declined to 0.78 from 1.52 per million man-hours worked, while productivity increased.

ACT is proud of maintaining an impressive safety record and has not recorded a single employee fatality since 2006.

"As a yard clerk, when I witness unsafe practices by public truckers, it is my duty to intervene and ensure a safe working environment."

MOHAMMAD ALZUHAIRY
Clerk, ACT Operation

"We all have to intervene whenever any unsafe situations are identified and the intervention needs to be applied in an appropriate way. As an operator, I work in the quayside and have intervened in unsafe cases."

SUHAIB ALQATAMEIN
Clerk, ACT Operation

HIGHLIGHT: HEALTH AND SAFETY COMMITTEE

ACT’s Health and Safety Committee is a communication link between the workforce and management. Its purpose is to promote awareness and interest within the company in health and safety at the work site. Committee members work together to identify and solve health and safety concerns. Meetings are conducted on a monthly basis and chaired by ACT’s CEO and all employees are equally represented.

SEPARATING MAN FROM MACHINE

In order to keep the terminal's good record of no severe injuries or fatalities in the last 7 years ACT implemented the 'Man from Machine' project.

This new initiative is aimed at physically separating man from machine by installing modular concrete barriers in specific areas of the terminal, booths for security guards, bumps, electrical booms and fencing for inspection areas.

This project represents another proactive measure taken by ACT to ensure safety for employees and visitors by reducing the contact between them and any equipment, machines or vehicles.



HIGHLIGHT: 'OCCUPATIONAL HEALTH AND SAFETY AWARD FOR EXCELLENCE'

In recognition of its high local and international safety standards ACT received the 2011 Social Security Excellence Award for Occupational Health and Safety. This is the only safety award of its kind to be offered to companies in Jordan by the Social Security Corporation.

The award was received on July 19th, 2012 during an award ceremony held under the patronage of HE Minister of Labour Dr. Atef Otheibat at the King Abdullah II building of the Social Security Corporations.

ACT was selected after a comprehensive audit of ACT's safety standards and procedures by the Social Security Corporation, Ministry of Labour, Ministry of Health, the private sector and university professors.

ACT scored top points amongst its peers in the categories of transportation, logistics, warehousing and communications.



"Our employees are the terminal's real champions against hazards and this award is a recognition for their hard work."

FERAS ALTAWEIL
ACT's HSSE Manager

CELEBRATING GLOBAL SAFETY DAY

ACT celebrated Global Safety Day on the 16th of October 2012 focusing its agenda on the theme of intervention and highlighting every team member as a responsible party in the overall safety of the workplace.

This annual occasion was honored in an interactive celebratory event held under the patronage of the ASEZA Chief Commissioner HE Mr. Kamel Mahadin.

The day's agenda featured a session on traffic and routine inspection for trucks alongside a session on intervention in the field of workplace safety, a department equipment display, and an award ceremony for Safety Heroes, trainers, and safety quiz winners.

To ensure that all sectors of the community are included in the Safety Day celebrations the event also included a demonstration on the safe lashing procedure, a video and presentation on safety interventions in the workplace, a storytelling session for



kids about safety in the home and a firefighting training session for women.

From his end, HE Mr. Kamel Mahadin thanked the ACT team for the great efforts they had made in compiling an interactive program for this day.

He further expressed his hopes that the day presented a prelude for making employee and environmental safety a main pillar in the corporate culture across the Kingdom.

120
women
attended home
safety training

90
employees
attended a
session on
intervention
in the field
of workplace
safety

450
**external
truck drivers**
engaged in
safety
awareness
sessions
and safety
vests distributed

90
employees'
children
participated
in a safety tour
around the
terminal

90
women
participated
in firefighting
training

“We put a lot of effort into this day considering how important the health and safety of our staff and business partners are to us. We hope to set the example for other companies with the hope that employee safety becomes a major part of corporate culture in Jordan.”

HE DR. KAMEL MAHADIN
Chairman of ACT



"Every member of our team is important to us, as it is the people at ACT who primarily contribute to its success. This is why we at APM Terminals put safety at the forefront of our priorities, making safety reinforcements and trainings a regular fixture in our corporate culture."

PETER JAKOBSEN
Regional Manager of HR & Training

IMPROVING TERMINAL SECURITY

ACT's approach to security is part of a continuous improvement process to ensure seamless operations.

The security infrastructure includes a closed-circuit TV coverage of the terminal with a dedicated security control room manned by two operators 24 hours a day using 50 cameras, motion sensors and scanners.

In addition, new shift patterns and an increase in vehicular patrols enable the security section to respond to any intrusion or incident.



HIGHLIGHT: THE MEGAPORTS INITIATIVE

On the global partnerships front the terminal signed a partnership agreement with the Second Line of Defense Megaports Initiative, becoming the first official regional gateway in the Levant for containerized cargo destined for the United States.

The Megaports Initiative is a key component of a multi-agency, multilayered, defensive network that strengthens the overall capability of its partner countries to detect and deter illicit trafficking of special nuclear and other radioactive materials at key international seaports.



INCREASING OPERATIONAL EFFICIENCY

Operational efficiency at ACT is the result of the right combination of people, process, and technology to enhance productivity and reduce operational costs.

Since 2006, ACT has been able to overcome major operational efficiency obstacles through superior operational performance, and is committed to continue on its journey to increase efficiency levels and ensure sound and reliable operations.

“Our facility is an efficient, cost-effective option for businesses moving cargo in the Levant.”

MR. SOREN HANSEN
ACT's CEO

2012 HIGHLIGHTS

9% Increase in berth moves per hour

95% in equipment reliability 2012

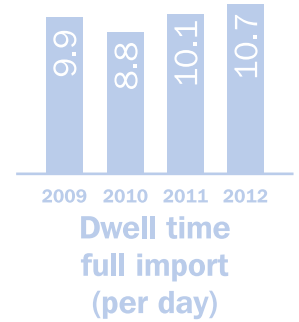
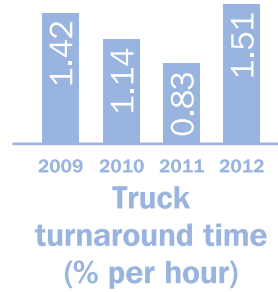
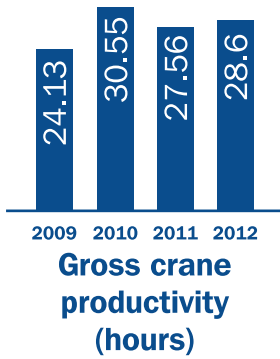
8.7% Customer satisfaction score (0-10 points)

SMOOTH HANDLING

ACT's unwavering commitment to excellence translates into continued revisions made to procedures to ensure smooth and effective operations.

However, operations can be affected by external forces like strikes conducted by public truck drivers, such as the strikes in 2012 that affected the operational productivity of the terminal.

At year-end 2012, truck turnaround time for loading and unloading operations increased to around 1.51 in 2012, compared to 0.83 in 2011.



Seasonal high traffic periods, especially during the 'Eid' holiday can bring about the high utilization of the terminal's facilities, which in turn leads to backlog of containers nominated by customs for inspection.

In 2012, ACT deployed many resources to maintain the agreed maximum of 250 containers undergoing inspections each day, in addition to setting up a dedicated team to address related issues.

Actions taken included: the testing and production of new ramps for wheeled inspections, the mobilization of all available in-house and external resources to cater for the surge in workload, and an engagement with all key stakeholders in the process.

ACT is committed to continue to engage with other members of the supply chain to find collaborative solutions for this recurring problem.

HIGHLIGHT: 'ZAITOUNAH' PROJECT – TOTAL PRODUCTIVE MAINTENANCE (TPM)

TPM is a holistic approach to equipment maintenance that strives to achieve perfect production.

Currently under implementation at ACT, the program is internally known as 'Zaitounah', and emphasizes proactive and preventive maintenance to maximize the operational efficiency of the terminal's equipment.

The traditional approach to TPM was developed in the

1960s and consists of 5S as a foundation and eight supporting activities (sometimes referred to as pillars) mostly focused on proactive and preventative techniques for improving equipment reliability.

By investing in this program, ACT is expecting an increase in productivity and quality, while reducing costs and enhancing employee safety and morale.



Zaitounah

Sustainable Gateway to Jordan and Beyond

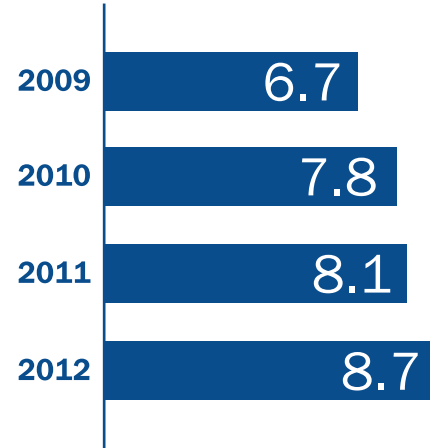
SERVICE EXCELLENCE

ACT has made an ongoing commitment to customer service excellence and conducts annual customer satisfaction surveys to ensure close engagement and obtaining relevant feedback.

In 2012 measured customer satisfaction increased 7.4% and ACT is committed to continue working hard to meet customers' needs.

The terminal continues to receive positive feedback on the web-based portal "TERMVIEW", and arrangements are being made to further train customers on how to use the portal in order to enhance customer experience.

Customer Satisfaction Score (0-10 points)



INNOVATIVE OPERATIONS

ACT remains at the forefront of investment in innovative equipment and technology.

Innovative equipment currently in use includes the use of six ecologic RTG cranes that employ a variable speed drive and a hybrid energy management system that reduces fuel consumption by 40% while increasing handling efficiency.

The reduction in diesel fuel consumed produces commensurately reduced level of CO₂ as well as particulate and other harmful emissions.



MITIGATING ENVIRONMENTAL IMPACT

As a company operating in a sensitive area for marine biodiversity, actions to mitigate and minimize environmental impacts of ACT's operations are crucial to avoid any negative impacts within Aqaba.

Efforts are being directed towards reducing impact on the coral reefs, developing an efficient waste management system as well as initiatives for reducing water and energy consumption and reducing carbon emissions.

2012 HIGHLIGHTS

76% of waste generated was recycled

2% Decrease in total greenhouse gas emitted per move

20 m² of coral reefs transplanted

MARINE BIODIVERSITY

In 2012 ACT conducted a number of actions for managing impacts on the marine ecosystems and biodiversity of Aqaba and its surrounding areas.

Most notably, the translocation of 20 m² of rare coral species from the terminal expansion area to the Marine Science Station, and volunteer cleaning campaigns conducted throughout the year targeting the shoreline and seabed.

Furthermore, ACT encourages vessels to comply with ASEZA's 'zero discharge policy' which prohibits the discharge of ballast water in the coastal waters, avoiding the introduction of non-native species that could cause damage to the local ecosystem.

HIGHLIGHT: CORAL TRANSLOCATION

In partnership with the Marine Science Station, BAM International, and the Barracuda Diving Centre, ACT coordinated the translocation of rare coral species from the new berth area to the Marine Sciences Station aquarium located near the terminal.

A total area of 20 m² of rare corals was transferred successfully in 2012, helping to protect the living organisms.



ENERGY CONSUMPTION

Since 2009, total electricity consumption as well as diesel and liquid gas have been slightly increased, mainly due to the terminal's berth expansion project. Power generators were used more often due to power cut offs registered during the year, causing diesel consumption to increase by 14%. Despite the increase, electricity consumption per TEU, decreased during 2012. ACT is seeking to decrease consumption through using renewable energy in the future.

	2009	2010	2011	2012
Electricity (GJ)	47,646.54	48,143.08	50,047.20	57,860.28
Electricity consumption per employee (GJ)	68.06	68.77	69.50	72.14
Electricity consumption per TEU (GJ)	0.0706	0.0794	0.0709	0.0707
Diesel (GJ)	N/A	115,406.41	129,255.40	147,635.49
Liquid Gas (GJ)	2.96	3.48	3.48	3.55

GHG EMISSIONS

Despite an increase in total combined greenhouse gas emissions from 8,846 tonnes to 10,038 in 2012, total greenhouse gas emitted per TEU decreased from 12.54 to 12.28 (kg).

ACT employs greener yard equipment to conserve fuel and reduce energy consumption such as Eco- Rubber-Tyred Gantry Cranes (RTGs) which save up to 40 percent on fuel and emissions through more efficient engine operation and improved conservation of kinetic energy.

	2009	2010	2011	2012
Total greenhouse gas emitted (tonnes)	18,320	17,322	8,846	10,038
Total greenhouse gas emitted per TEU (kg)	27.16	28.6	12.54	12.28



WATER CONSUMPTION

ACT saw its total water consumption increase in 2012 due to the construction activities of the berth expansion project.

Water is supplied by the municipal distribution network which comes from 17 wells in the Disi area, over 63 km away from Aqaba. After use it is channelled through the urban sewage network.

Water Consumption	2009	2010	2011	2012
Water consumption (gallons)	70,000	72,000	59,000	121,521
Water consumption per TEU (gallons)	0.10	0.12	0.08	0.15
Waste water generated (m ³)	New Indicator	New Indicator	4,534	9,699
Diesel (liters)	N/A	2,981,578	3,339,373	3,814,231
Liquid Gas (m ³)	80	94	94	96



WASTE MANAGEMENT

As of December 2012 total waste recycled achieved 76.21% of total waste segregated, compared to only 5.4% in 2011.

As part of its commitment to reduce the waste generated within its facilities and increase the percentage of waste segregated and recycled, ACT distributed 60 recycle bins in different areas of the terminal.

Awareness sessions are constantly held and posters and brochures distributed to educate employees on the importance of proper segregation.

Collected paper and cardboard is sent to ASEZA which ensures the proper final destination.

	2009	2010	2011	2012
Total waste segregated (kg)	460	466	246,861	4,357,795
Waste recycled (%)	New Indicator	0%	5.4%	76.21 %
WASTE BY TYPE				
Solid waste (wood, plastic, container seals, tires) (kg)	New Indicator	New Indicator	53,429	87,058
Organic waste (kg)	New Indicator	New Indicator	159,000	940,000
Medical waste (kg)	New Indicator	New Indicator	21	38.4
Paper and cardboard (kg)	New Indicator	New Indicator	13,432	3,321,000

OIL SPILLS

ACT applies preventive measures to avoid spilling any chemicals or other agents in the terminal area as well as ensuring a quick response to any potential spill.

On June 17th 2012, two minor incidents were reported in the terminal area one of which involved pipes that are part of the expansion project.

ACT mobilized a contingency team and both events were handled within the same hour. This included containing the leak and using special oil absorbers.

	2009	2010	2011	2012
Total volume of significant spills (liters)	New Indicator	3,474	N/A	3,772

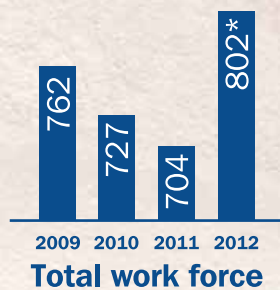
ENGAGING OUR EMPLOYEES

Employees are the most valuable asset of our company and are crucial to effectively and successfully running the business.

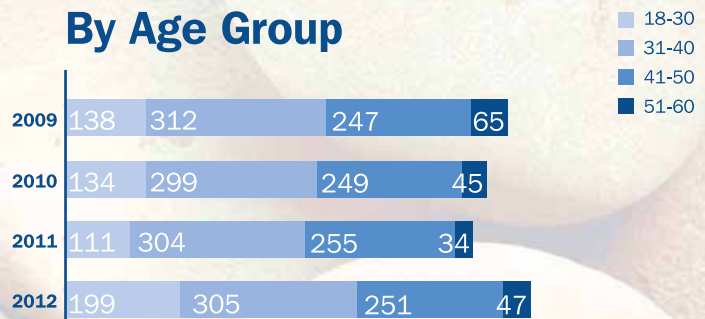
ACT is perceived as one of the best places to work in Aqaba by its employees and the company is committed to becoming the employer of choice by continuing to attract, retain and motivate its employees.

As of December 2012 ACT's workforce was comprised of 709 employees and 93 young trainees.

	2009	2010	2011	2012
BY EMPLOYMENT LEVEL				
Senior management	6	6	6	6
Middle management	21	22	24	20
Staff	735	699	674	776



By Age Group



*with 93 being young trainees

2012 HIGHLIGHTS

107% Increase in total amount spent on employee training

0 Incidents of discrimination

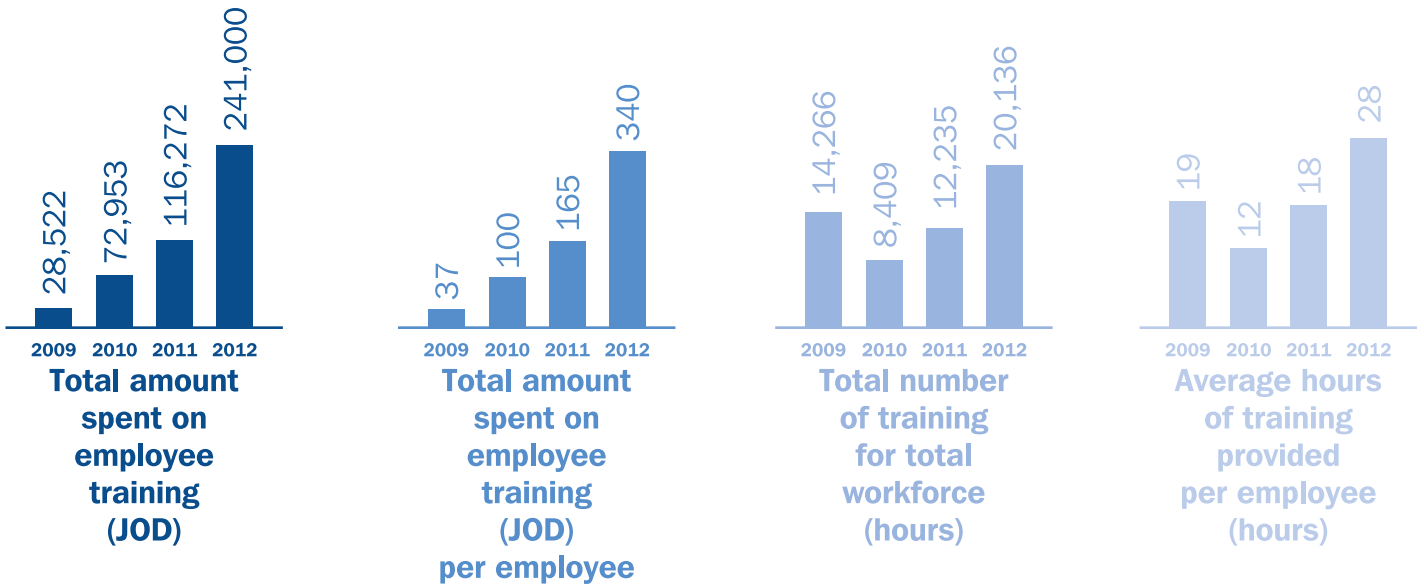
100% of employees receiving regular performance and career development reviews

2% Workforce turnover rate

TRAINING AND ENGAGEMENT

It is the company's policy to improve the knowledge, skills and abilities of all its employees by identifying training needs and ensuring proper implementation.

Training programs are designed to meet the present and future manpower needs and operating requirements, and are available for all types and number of employees.



Programs fall within the areas of soft skills, technical skills and job rotation.

Total investment in employee training reached JOD 241,000 in 2012, an increase of more than 100% compared to 2011.

As a result, average training investment per individual increased from JOD 37 in 2009, to JOD 340 in 2012.

“We always seek to employ Jordanians and to help our local workforce realize its full potential. We continually train, rehabilitate, and reinforce their skills and competencies as part of our ongoing commitment to sustainable development in the Kingdom.”

ALI FREIHAT
ACT's GM HR

HIGHLIGHT: YOUTH LOCAL TRAINING

ACT believes in the importance of empowering local youth by providing training and job opportunities.

In 2012 the company welcomed 93 young local professionals from the local community, providing them with all current employee benefits.

Selected by local educational centers, these young professionals are training during a one-year period and some are expected to become new hires at ACT.

“The youth of the Aqaba governorate – especially those who have recently completed university studies – have great potential. We believe that for many of them this program will be a great step towards realizing this potential.”

SOREN HANSEN
ACT's CEO

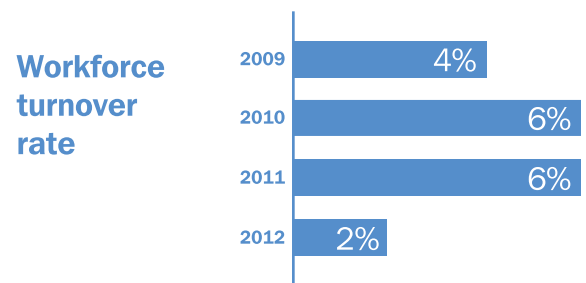
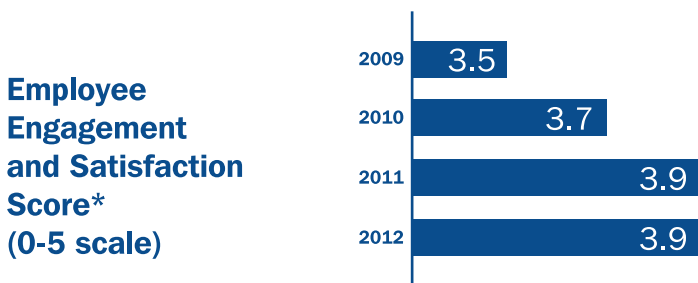
EMPLOYEE SATISFACTION

ACT's employees benefit from a range of advantages such as transportation to and from the terminal, health insurance extended to family members, social security, special plans for personal leave as well as a recreation club available for employees and their families.

Employee engagement and satisfaction surveys are conducted annually and numbers show a consistently high and stable rate of satisfaction of 3.9 points on a 0 to 5 point scale.

At ACT all employees receive regular performance and career development reviews, reflecting ACT's approach to monitoring and enhancing the skill sets of its employees.

The turnover rate recorded for 2012 was 2% compared to 6% in the previous year.



	2009	2010	2011	2012
Employees receiving regular performance and career development reviews	100%	100%	100%	100%
Total number of employees who left the organization	28	45	40	12

*Average score between white and blue collar employee surveys

HEALTHY WORKFORCE

The company is engaging with all its employees in activities that help them address personal health and well-being. 100% of ACT's employees receive annual medical check-ups and results are used to determine if the employee is able to work under the conditions posed by the position, such as heavy equipment and crane operators.

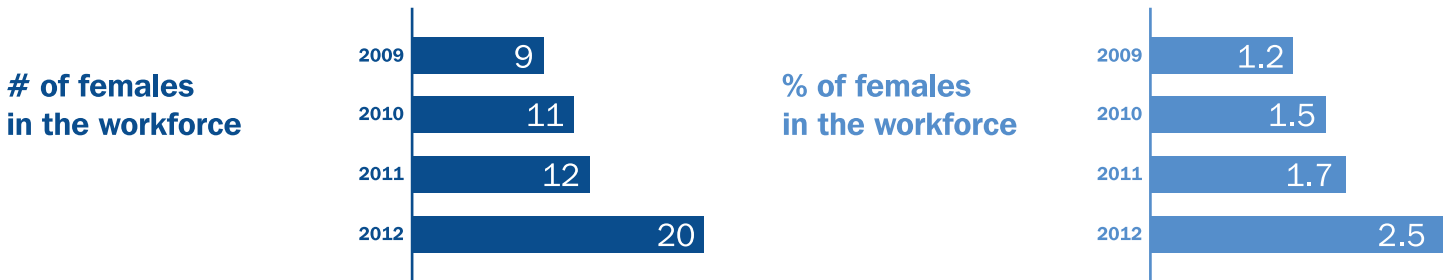
For serious injuries, a modern and well-equipped clinic and a newly purchased ambulance capable of full life support and trauma care, are available.

A dedicated doctor and nurse are available 24 hours a day and the clinic staff continues to provide excellent health care as well as preventative treatment.

VALUING DIVERSITY

ACT provides equal opportunities to all regardless of gender, ethnicity, age or religion and uses various means to attract and retain the best candidates.

Due to the nature of the terminal's operations the current workforce is mainly comprised of male employees with females representing 2.5% of the total workforce in 2012 – an increasing figure.



	2009	2010	2011	2012
Total number of incidents of discrimination	0	0	0	0

UNION RELATIONS

The terminal witnessed substantial developments in the arena of workers' rights in 2012.

ACT's Code of Conduct stresses open communication between the various parties involved in the terminal's operations, in addition to outlining a legal framework to be adopted during the implementation of procedures and policies.

At ACT all employees are covered by collective bargaining agreements.

The successful implementation of a new 4-shift system in 2012 increased productivity and performance, promoting a positive work-life balance.

	2009	2010	2011	2012
% of employees trained on policies and procedures concerning HR relevant to operations	16%	15%	46%	57%
Total number of incidents of discrimination	0	0	0	0
% of employees covered by collective bargaining agreements	100%	100%	100%	100%



SUPPORTING THE COMMUNITY

ACT's biggest contribution to the community and society is the positive impact of the business itself. This means that by increasing container handling volumes, ACT is directly and indirectly helping to create jobs such as clearing agents, truckers, customs dues, and shipping agents in Aqaba and its surrounding communities.

In addition, ACT has supported numerous community activities in the areas of education, environment, health, and safety and community development through its CSR committee.

2012 HIGHLIGHTS

43% Increase in community investment

150% Increase in number of volunteering hours provided to the community

1800 Children impacted by community programs supported by ACT

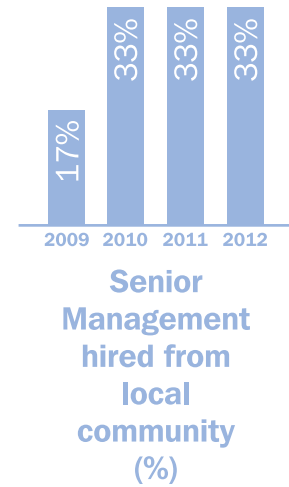
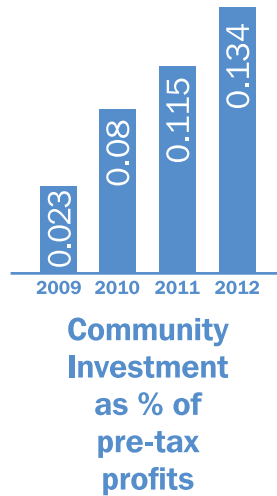
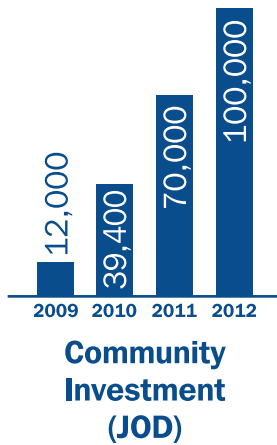
43% of procurement spending going to locally-based suppliers

COMMUNITY INVESTMENT

ACT invested JOD 100,000 in the community in 2012, and more than JOD 220,000 since 2009 including sponsorships and donations.

As of 2012 Jordanians represented 99.1% of ACT's total workforce and 33% of Senior Management is represented by local residents.

Diversity within the management team and the inclusion of members from the local community helps ACT understand local needs, enhance human capital, and benefits the economy of Aqaba.

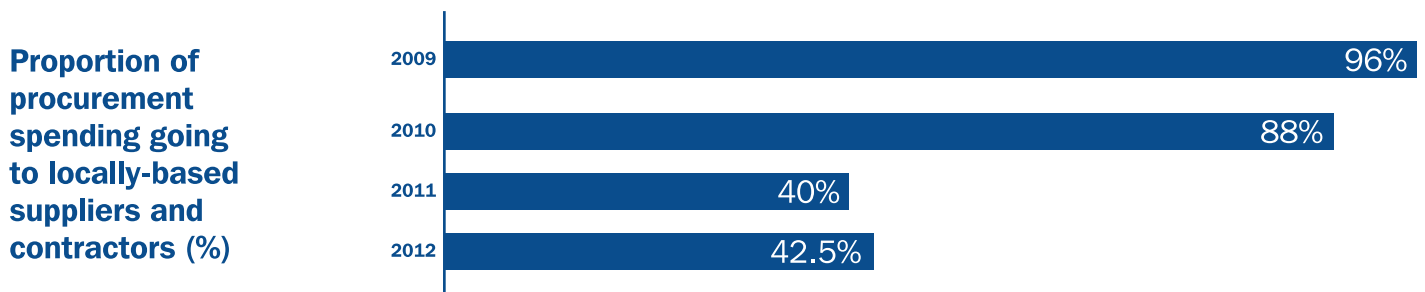


LOCAL PROCUREMENT

ACT is committed to reaching out to local suppliers as a way to support local enterprises and drive Aqaba's economic and social development.

However, with the berth expansion currently under way, specific machinery was imported since it was not available at the local market, decreasing the final percentage from 96% in 2009 to 43% in 2012.

ACT also ensures that suppliers and contractors abide to Jordanian labor laws before any purchase is made.

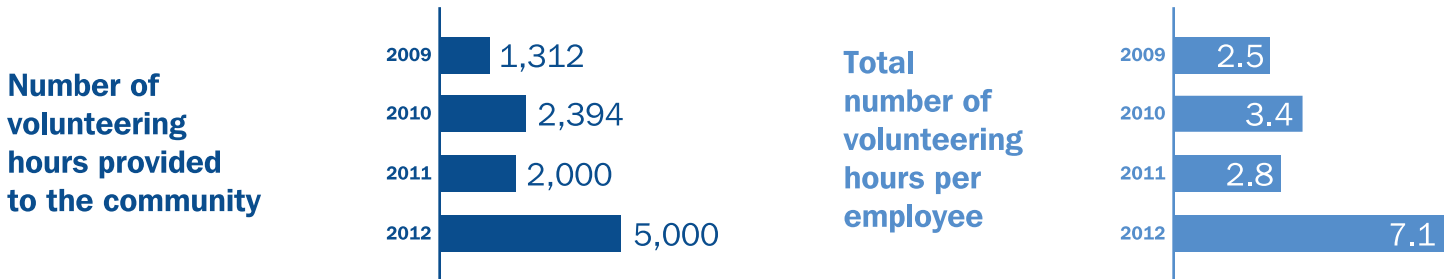


	2009	2010	2011	2012
Total expenditures on procurement going to locally-based suppliers and contractors (JOD)	8,446,932	6,115,492	4,307,856	3,030,045

VOLUNTEERING ACTIVITIES AND CAMPAIGNS

ACT also contributes to the community through collaborative and engagement work in the areas of education, environment and health and safety. These activities are planned and executed by ACT's CSR committee.

During 2012, ACT provided 5,000 volunteering hours to the community.



AHL AL KHAIR (PEOPLE OF CHARITY) CAMPAIGN

ACT launched the second phase of its Ahl Al Khair (People of Charity) initiative in 2012 aimed at alleviating the hardship of Aqaba's less fortunate communities. The initiative included the City of Aqaba and the surrounding villages, where food packages were delivered to the underprivileged families across the city's surrounding areas.

The campaign's implementation followed a preparatory step taken by ACT's employees to gather the monetary donations necessary for organizing the charity program. ACT's management then proceeded to double the total amount of donations.



“On this occasion I would like to thank our team members for all the efforts they made. Without their hard work and dedication this campaign wouldn't have been a success. It is this sense of belonging that transcends company headquarters to benefit communities at large.”

IHAB TAHER ALRAWASHDEH
ACT's Communications and Public Relation Manager

EDUCATION

“EKFAL TALEB” CAMPAIGN



The campaign, launched by ACT, was aimed at supporting members of the local community, especially less fortunate families facing financial challenges at the start of the academic school year.

More than 400 students across schools in Aqaba and its surrounding villages had their tuition fees secured for the academic year of 2012/2013, while also receiving school uniforms, school bags, stationary and books.

ENVIRONMENT HEALTH AND SAFETY

FREE MEDICAL DAY AT DISI PROVINCE



In line with its unwavering commitment towards the local community ACT held a free medical day at four unprivileged villages located in the Disi province.

Held on the 17th of April 2012, the activities included scheduling regular check-ups and medical examinations to more than 4,000 people, as well as providing specialized medical consultancy on various diseases.

The event was held under the patronage of Mr.Thamer Alfayez, Aqaba Mayor, and in collaboration with the medical center at Al Munsheer village, Arab Orient Insurance Company, Hikma Pharmaceutical Company, in addition to a number of specialized doctors.

“CYCLE FOR GREEN” CAMPAIGN



As part of its efforts to promote greener living, ACT launched a pro-cycling campaign which was organized in line with World Environmental Day celebrations around the globe in June 2012.

The campaign was aimed at bolstering the role each individual plays in safeguarding the environment for future generations, in addition to raising awareness of key environmental issues and challenges in Aqaba’s local community.

"In promoting greener lifestyle habits such as replacing gasoline-dependent vehicles with bicycles in order to reduce air pollution and greenhouse gas emissions, we help plant the seeds of a more conscious future for our communities. Our activities are organized with the notion of developing the collective sense of responsibility, encouraging people to adopt more sustainable habits and to set examples for others."

SOREN HANSEN
ACT's CEO



CLEANING CAMPAIGN FOR THE SHORELINE

ACT launched a cleaning campaign in 2012 targeting the shoreline and seabed of the diving area within the Aqaba Marine Park.

The task force collected 50 bags containing hard waste scattered across the shoreline and the seabed.

The campaign was organized in collaboration with the Royal Marine Conservation Society of Jordan, the Aqaba Diving Association and the marine park itself.

The campaign brought together 37 divers from several diving schools, the Marine Science Station and the Royal Marine Forces, in addition to 40 students from Al-Shamila School for Girls and a number of independent volunteers.



ACHIEVING SUSTAINABLE FINANCIAL PERFORMANCE

ACT is committed to the continued improvement of its financial performance by maintaining a focus on operational efficiency while investing in infrastructure to help develop the economy of both the community and the country.

ACT believes that running the business in a sustainable way will guarantee long-term financial results.

2012 HIGHLIGHTS

22% Increase in employees wages and benefits

22% Increase in revenues

DIRECT AND INDIRECT ECONOMIC IMPACT

Strong financial performance is essential for a sustainable future.

ACT's increasing revenues are allowing the terminal to reinvest profits in the expansion of its facilities and productivity improvement initiatives, hence benefiting the end-customer and the community as a whole.

Figures show a 22% increase in total revenues in 2012 which was achieved while simultaneously raising employee wages and benefits by 22% and investing JOD 100,000 in the local community.

	2009	2010	2011	2012
DIRECT ECONOMIC VALUE GENERATED				
Revenues (JOD)	51,034,248	49,084,571	60,696,029	74,262,738
ECONOMIC VALUE DISTRIBUTED				
Operating costs (JOD)	27,314,489	25,881,571	33,672,348	40,119,732
Employee wages and benefits (JOD)	10,455,814	11,217,811	12,435,516	15,123,184
Payments to providers of capital (JOD)	10,403,473	8,633,942	19,233,858	21,947,447
Payments to government (JOD)	New Indicator	New Indicator	New Indicator	173,727

“These positive results demonstrate ACT’s continued growth and the effectiveness of its expansion strategy in spite of the socio-political and economic unrest currently afflicting the region.”

DONOVAN BUBB
CFO



TRANSPARENCY AS A FORM OF ACCOUNTABILITY

ACT is currently the most transparent port in the region and one of the most transparent companies in Jordan.

The company ensures sound relations with its main stakeholders through continuous discussions and regular meetings at various levels, building trust and strengthening communication.

This report represents an exercise of providing accurate and up-to-date information, building transparency and connecting the company with the local community.

GOVERNANCE

BOARD OF DIRECTORS

The ACT Board of Directors (BoD) provides governance, guidance and insight and is the overall leadership of the company.

The board is composed of 7 non-executive male members with equal representation from ADC and APMT Finance B.V. Board members are selected according to appropriate degree of management and technical expertise.

The BoD has an open and unrestricted communication with all company personnel, including the internal auditors, external auditors and corporate lawyer.

The BoD reports to the shareholders directly and through the company's Interim and Annual Reports.

One of the main roles of the BoD is approving the delegation of power and authority to the Senior Management.

	2009	2010	2011	2012
Independent directors on the board (%)	100%	100%	100%	100%
Total number of business units analyzed for risks related to corruption (%)	New Indicator	New Indicator	100%	100%
Employees trained in the organization's anti-corruption policies and procedures (%)	New Indicator	2%	10%	19%

BOARD OF DIRECTORS

HE DR. KAMEL O. MAHADIN <i>Chairman - Representative of Aqaba Development Corporation (ADC)</i>	
MR. PEDER SONDERGAARD Vice-Chairman/Representative of A.P. Moller Finance S.A.	HE GHASSAN GHANEM Representative of Aqaba Development Corporation (ADC)
MR. BASHAR ABU RUMMAN Representative of Aqaba Development Corporation (ADC)	HE DR. UMayya TOUKAN Representative of A.P. Moller Finance S.A.
MR. PHILIP M ENGLISH Representative of A.P. Moller Finance S.A.	MR. PETER FORD Representative of A.P. Moller Finance S.A.

SENIOR MANAGEMENT TEAM

SOREN HANSEN <i>Chief Executive Officer</i>	
RICHARD DAVIDSEN CCO – Chief Commercial Officer	DONOVAN BUBB CFO – Chief Financial Officer
ALI FREIHAT GM HR – General Manager Human Resources	FERAS AL TAWEIL HSSE MNG – Health, Safety, Security and Environment Manager
Head of Organization Improvement	Robert Snow COO – Chief Operations Officer



APPENDICES

APPENDIX A: CONSOLIDATED PERFORMANCE

	2009	2010	2011	2012
THE SUSTAINABLE GATEWAY TO JORDAN AND BEYOND				
Total throughput (TEUs)	674,525	605,659	705,648	817,434
Transit (TEUs)	85,364	62,826	102,128	104,003
Exports (TEUs)	43,566	56,494	64,189	64,208
Imports (TEUs)	332,698	300,654	358,092	410,195
ENSURING SAFETY AND SECURITY				
Lost time injuries frequency rate (LTIFR)	3.2	2.33	1.52	0.78
Fatalities	0	0	0	0
Percentage of employees trained on health & safety practices	100%	100%	100%	100%
Percentage of contractors trained on health & safety practices	New Indicator	New Indicator	New Indicator	100%
INCREASING OPERATIONAL EFFICIENCY				
Gross crane productivity (hours)	24.13	30.55	27.56	28.60
Berth moves (per hour)	37.63	47.83	42.61	46.33
Truck turnaround time (% per hour)	1.42	1.14	0.83	1.51
Dwell time full import (per day)	9.9	8.8	10.1	10.7
Customer satisfaction score	6.7	7.8	8.1	8.7
MITIGATING ENVIRONMENTAL IMPACT				
Electricity (GJ)	47,646.54	48,143.08	50,047.20	57,860.28
Electricity consumption per TEU (GJ)	0.0706	0.0794	0.0709	0.0707
Diesel (GJ)	N/A	115,406.41	129,255.40	147,635.49
Liquid gas (GJ)	2.96	3.48	3.48	3.55
Total greenhouse gas emitted (tonnes)	18,320	17,322	8,846	10,038
Total greenhouse gas emitted per TEU (kg)	27.16	28.6	12.54	12.28
Water consumption (gallons)	70,000	72,000	59,000	121,521
Water consumption per TEU (gallons)	0.10	0.12	0.08	0.15
Waste water generated (m ³)	New Indicator	New Indicator	4,534	9,699
Total waste segregated (kg)	460	466	246,861	4,357,795
Waste recycled (%)	New Indicator	0%	5.4%	76.21%
Total number and volume of significant spills (liters)	New Indicator	3,474	N/A	3,772
ENGAGING OUR EMPLOYEES				
Total workforce	762	727	704	802
Total amount spent on employee training (JOD)	28,522	72,953	116,272	241,000
Total amount spent on employee training (JOD) per employee	37	100	165	340
Total number of training for total workforce (hours)	14,266	8,409	12,235	20,136
Average hours of training provided per employee (hours)	19	12	18	28
Employee engagement and satisfaction score (0-5 point scale)	3.54	3.72	3.95	3.90
% employees receiving regular performance and career development reviews	100%	100%	100%	100%
Workforce turnover rate (%)	4%	6%	6%	2%
% of females in the workforce	1.2%	1.5%	1.7%	2.5%
% of employees trained on policies and procedures concerning HR relevant to operations	16%	15%	46%	57%
Total number of incidents of discrimination	0	0	0	0
% of employees covered by collective bargaining agreements	100%	100%	100%	100%
% of employees trained in anti-corruption policies and procedures	New Indicator	2%	10%	19%
SUPPORTING THE COMMUNITY				
Community investment (JOD)	12,000	39,400	70,000	100,000
Community investment as % of pre-tax profits	0.023%	0.080%	0.115%	0.134%
% of Jordanians in the workforce	99%	99%	99%	99%
Total expenditures on procurement going to locally-based suppliers and contractors (JOD)	8,446,932	6,115,490	4,307,856	3,030,045
% of spending on locally-based suppliers at significant locations of operation	96%	88%	40%	43%
Number of volunteering hours provided to the community	1,312	2,394	2,000	5,000
Total number of volunteering hours per employee	2.5	3.4	2.8	7.1
Proportion of procurement spending going to locally-based suppliers and contractors (%)	96%	88%	40%	43%
Total expenditures on procurement going to locally-based suppliers and contractors (JOD)	8,446,932	6,115,492	4,307,856	3,030,045
Senior management hired from local community (%)	17%	33%	33%	33%
Achieving Sustainable Financial Performance				
Revenues (JOD)	51,034,248	49,084,571	60,696,029	74,262,738
Employee wages and benefits (JOD)	10,455,814	11,217,811	12,435,516	15,123,184
Payments to government (JOD)	New Indicator	New Indicator	New Indicator	173,727
Independent directors on the board (%)	100%	100%	100%	100%
Total number of business units analyzed for risks related to corruption (%)	New Indicator	New Indicator	100%	100%
Employees trained in organization's anti-corruption policies and procedures (%)	New Indicator	2%	10%	19%

APPENDIX B: STAKEHOLDER TABLE

Stakeholder	Methods of engagement	Stakeholder needs	ACT's response to those needs
Customers (shipping lines, clearance and trucking companies, end-users and consignees)	<ul style="list-style-type: none"> - Web-based communication system - Trade missions - Customer satisfaction surveys - Annual sustainability report - Website 	<ul style="list-style-type: none"> - Transparency and accountability - Operational efficiency - Service excellence 	<ul style="list-style-type: none"> - Sustainability report - Sustainability strategy - Port Expansion Project
Employees	<ul style="list-style-type: none"> - Direct meetings - Intranet - Engagement workshops - Team buildings - Annual sustainability report - Website - ACT TV - Volunteering activities 	<ul style="list-style-type: none"> - Learning and development programs - Reward and recognition initiatives - Competitive salary packages - Competitive benefits - Open communication channels - Health and safe working conditions - Work-life balance - Labor-management relations - CBA 	<ul style="list-style-type: none"> - Close relationship with Union - Performance management - Health and safety policy - Learning and development policy - In-house & on-job training - APM Global Terminal Development Programme (GTDP) - Medical check-ups - Transportation, health insurance, social-security, employees club, annual leave - Superior compensation packages
Community (Local community, suppliers, Union)	<ul style="list-style-type: none"> - Direct communication - Participation in events - Annual sustainability report - Website - CSR Committee and man hours 	<ul style="list-style-type: none"> - Local development - Job creation - Volunteering activities - Sponsorships - Good citizen 	<ul style="list-style-type: none"> - In-kind contributions - Volunteering activities - School refurbishments - Local procurement - Support on safety emergencies - Health and safety awareness - Local community engagement
Shareholders (APM, ADC)	<ul style="list-style-type: none"> - Annual sustainability report - Website 	<ul style="list-style-type: none"> - Sustainable profits - Transparency and accountability - Good governance - Business ethics - Risk management - Cost reductions 	<ul style="list-style-type: none"> - Creation of a corporate sustainability committee - Sustainability strategy - Sustainability report - Port Expansion Project
Government and Regulators (ASEZA, Customs)	<ul style="list-style-type: none"> - Direct communication - Meetings - Annual sustainability report - Website 	<ul style="list-style-type: none"> - Transparency and accountability - Good governance - Economic value - Job creation - Compliance to policies & standards 	<ul style="list-style-type: none"> - Web-based communication system - Regular meetings
Media	<ul style="list-style-type: none"> - Press releases - Press conferences - ACT's website - CSR activities - Tours inside the terminal - Invitation for the major ACT events - Keep in touch with the CEO on desk interview 	<ul style="list-style-type: none"> - Clear and transparent information - Close relationship - Regular information on a monthly basis - Press conferences for more engagement with the company 	<ul style="list-style-type: none"> - Annual sustainability report - New website

APPENDIX C: REPORT PARAMETERS

REPORTING GUIDANCE FOR DEFINING CONTENT

Materiality

ACT conducted a materiality assessment to identify the topics and indicators that align with its business strategy, as well as stakeholder concerns and broader community expectations. In addition, the company applied the GRI G3.1 guidelines.

Stakeholder Inclusiveness

ACT believes in building a two-way dialogue between itself and its stakeholders – this report represents an example of ACT's commitment to ensuring high levels of business transparency and accountability to all those – directly or indirectly – impacted by the business. A stakeholder table can be found on Appendix B, identifying ACT's main stakeholders, methods of engagement, their needs, and how ACT is responding to their needs.

Sustainability Context

ACT's corporate vision is to be the preferred gateway and terminal of choice for Jordan, Iraq, and the Levant region. ACT is committed to achieving this vision by embedding a culture of sustainability in all facets of its operations. Planning ahead, the terminal will keep benchmarking itself with best practices of sustainability in the sector, and is currently putting a sustainability strategy in place.

Completeness

ACT believes that the sum of topics and indicators in this report cover the company's economic, environmental, and social impacts. In addition, this follow-up report represents an evolution in the number of GRI indicators disclosed, if compared to the 2006/2011 baseline sustainability report.

Assurance

ACT has declared this report to have achieved the requirements for a GRI Application Level B. Upon submission to the GRI, the institution confirmed that the report achieved Level B. This report is not externally assured.

REPORTING PRINCIPLES FOR DEFINING QUALITY

Balance

Data is presented in a format that allows readers to see both positive and negative trends in performance on a year-to-year basis.

Comparability

Four years of comparable data (2009-2012) is covered, with a focus on key stories and milestones from 2012. To ensure that information and comparisons are both reliable and meaningful over time, ACT has selected a set of key performance indicators that are most relevant to its operations and hence the sector. When comparing performance with other container terminals, ACT encourages all stakeholders to take into consideration factors that can influence the differences in performance such as the size of the organization, as well as regional contexts.

Accuracy and Reliability

This report was developed after engagement meetings with all departments concerned, and all quantitative and qualitative information provided were double-checked to ensure accuracy.

Clarity

More than just purely disclosing its performance, ACT wanted to make sure that the language used in the report was understandable and accessible to all its stakeholders. Besides using tables, graphics and maps to facilitate understanding, ACT has framed the report's chapters on the seven pillars of its sustainability framework. This should help stakeholders locate information without unreasonable effort.

APPENDIX D: GRI Index

Standard Disclosures Part 1 – Profile Disclosures		
STRATEGY AND ANALYSIS		
1.1	Statement from the most senior decision-maker of the organization	Pages 3,4
1.2	Description of key impacts, risks and opportunities	Pages 3,4; 7
ORGANIZATIONAL PROFILE		
2.1	Name of the organization	Page 5
2.2	Primary brands, products and/or services	Pages 5; 11
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures	Page 5
2.4	Location of organization's headquarters	Page 5
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Pages 5,6
2.6	Nature of ownership and legal form	Page 5
2.7	Markets served	Pages 5,6
2.8	Scale of the reporting organization	Pages 5; 20; Container loading and unloading services
2.9	Significant changes during the reporting period regarding size, structure or ownership	No significant changes
2.10	Awards received in the reporting period	Pages 3; 15
REPORT PARAMETERS		
3.1	Reporting period	Pages 1; 43
3.2	Date of most recent previous report	Pages 1; 43
3.3	Reporting cycle	Page 1
3.4	Contact point for questions regarding the report or its contents	Page 1
3.5	Process for defining report content	Page 43
3.6	Boundary of the report	Page 43
3.7	Specific limitations on the scope or boundary of the report	Page 43
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations	Pages 1; 43
3.9	Data measurement techniques and the basis for calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report	Page 43
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	Page 43
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	No significant changes in reporting scope, boundary or measurement methods
3.12	Table identifying the location of the Standard Disclosures in the report	Page 41
3.13	Policy and current practice with regard to seeking external assurance for the report	Page 43
GOVERNANCE, COMMITMENTS AND ENGAGEMENT		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	Pages 38,39
4.2	Whether the chair of the highest governance body is also an executive officer	Page 38
4.3	For organizations that have a unitary board structure, the number of members of the highest governance body that are independent and/or non-executive members	Page 38
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Page 38
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives	Page 38
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Page 38
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental and social topics	Page 38
4.8	Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental and social performance and the status of their implementation	Page 5
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles	Pages 7,8
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance	Pages 7,8
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Pages 3,4; 7,8
4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses	None
4.13	Memberships in associations	None
4.14	List of stakeholder groups engaged by the organization	Pages 9; 42
4.15	Basis for identification and selection of stakeholders with whom to engage	Pages 9; 42

4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Pages 9; 42
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	Page 42
DMA (EC)		
DMA (EC)	Disclosure on Management Approach Economic (EC)	Pages 10,11; 31-35
DMA (EN)	Disclosure on Management Approach Environment (EN)	Pages 22-26
DMA (LA)	Disclosure on Management Approach Labour Practices (LA)	Pages 13-18
DMA (HR)	Disclosure on Management Approach Human Rights (HR)	Pages 27-30
DMA (SO)	Disclosure on Management Approach Society (SO)	Pages 38,39
DMA (PR)	Disclosure on Management Approach Product Responsibility (PR)	Page 21
Standard Disclosures Part 3 - Performance Indicators		
ECONOMIC		
EC1	Direct economic value generated and distributed	Page 37
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Pages 3,4; 7,8; 22
EC4	Significant financial assistance received from government	No financial assistance received from the government
EC6	Policy, practices and proportion of spending on locally based suppliers at significant locations of operation	Page 32
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	Page 32
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement	Pages 10-12
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Page 37
ENVIRONMENT		
EN3	Direct energy consumption by primary energy source	Page 24
EN4	Indirect energy consumption by primary source	Page 24
EN5	Energy saved due to conservation and efficiency improvements	Page 24
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	Pages 24,25
EN8	Total water withdrawal by source	Page 25
EN9	Water sources significantly affected by withdrawal of water	Page 25; Water provided by public supply network
EN10	Percentage and total volume of water recycled and reused	Pages 25,26
EN11	Location and size of land owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected areas	Pages 6; 23
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Page 23

EN13	Habitats protected or restored	Page 23
EN14	Strategies, current actions and future plans for managing impacts on biodiversity	Page 23
EN16	Total direct and indirect greenhouse gas emissions by weight	Page 23
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Page 24
EN19	Emissions of ozone-depleting substances by weight	ACT's activities do not generate significant emissions of these substances
EN20	NOx, SOx and other significant air emissions by type and weight	
EN21	Total water discharge by quality and destination	Page 25
EN22	Total weight of waste by type and disposal method	Page 25
EN23	Total number and volume of significant spills	Page 26
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported waste shipped internationally	ACT's activities do not produce hazardous waste
EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff	None. After use, water is channeled through the urban sewage network
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Pages 22-26
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	Page 22
LABOUR PRACTICES		
LA1	Total workforce by employment type, employment contract and region	Page 27
LA2	Total number and rate of employee turnover by age group, gender and region	Pages 28,29
LA4	Percentage of employees covered by collective bargaining agreements	Page 30
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	Page 14
LA7	Rates of injury, occupational diseases, lost days, absenteeism and number of work-related fatalities by region	Page 14
LA8	Education, training, counselling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases	Pages 14-18; 34
LA10	Average hours of training per year per employee by gender, and by employee category	Page 28
LA12	Percentage of employees receiving regular performance and career development reviews, by gender	Page 29
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity	Pages 27; 30; 38,39

HUMAN RIGHTS		
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	Page 32; ACT ensures that suppliers and contractors abide to Jordanian labour laws before any purchase is made
HR4	Total number of incidents of discrimination and actions taken	Page 30
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	Page 30
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour	Page 23; ACT ensures that suppliers and contractors abide to Jordanian labour laws before any purchase is made
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	Does not apply to the company business
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	None
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms	None
SOCIETY		
S02	Percentage and total number of business units analyzed for risks related to corruption	Page 39
S03	Percentage of employees trained in organization's anti-corruption policies and procedures	Page 39
S06	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country	None
S07	Total number of legal actions for anti-competitive behavior, anti-trust and monopoly practices and their outcomes	None
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	None
S09	Operations with significant potential or actual negative impacts on local communities	Zero
PRODUCT RESPONSIBILITY		
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	No incidents
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	No incidents
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Page 21
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	None

APPENDIX E: GRI APPLICATION LEVEL STATEMENT



Statement GRI Application Level Check

GRI hereby states that **Aqaba Container Terminal** has presented its report "The Most Sustainable Gateway to Jordan and Beyond" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level B.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 7 March 2013

A handwritten signature in blue ink, appearing to read "Nelmara Arbex".

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 28 February 2013. GRI explicitly excludes the statement being applied to any later changes to such material.

APPENDIX F: ACRONYMS AND GLOSSARY

ACRONYMS

ACT Aqaba Container Terminal

GRI Global Reporting Initiative

TEU Twenty-foot equivalent unit

CEO Chief Executive Officer

ADC Aqaba Development Corporation

CSR Corporate Social Responsibility

CCO Chief Commercial Officer

RTGs Rubber-Tyred Gantry Cranes

ASEZA Aqaba Special Economic Zone Authority

HSE Health, safety and environment

LTIFR Lost time injury frequency rate

HE His Excellence

HH His Highness

HR Human Resources

CCTV Closed-circuit television

TPM Total Productive Maintenance

kWh kilowatt-hour

JOD Jordanian dinars

GM General Manager

BoD Board of Directors

GHG Greenhouse gas

CBA Collective Bargaining Agreement

GLOSSARY

Sustainability: Is an attempt to provide the best outcomes for the human and natural environments both now and into the indefinite future.

Sustainability Management: The integrated management of economic, environmental, and social factors for the benefit of all key stakeholders.

Stakeholders: Stakeholders are those groups who affect and/or could be affected by an organization's activities, products, or services and associated performance. Organizations will have many stakeholders, each with distinct types and levels of involvement, and often with diverse and sometimes conflicting interests and concerns.

Global Reporting Initiative (GRI): Is a long-term multi-stakeholder, international process which has a mission to develop and disseminate globally-applicable Sustainability Reporting Guidelines.

G3.1 Reporting Guidelines: Is a framework for reporting on an organization's economic, environmental, and social performance.

Greenhouse Gas Emissions: A gas, such as carbon dioxide, methane, or hydro fluorocarbons, which contributes to climate change.

Ballast Water: Water taken from coastal port areas and transported with the ship as ballast to adjust the ships positions and stability.

FEEDBACK FORM

ACT encourages all stakeholders to carefully read this Sustainability Report and provide thoughts and ideas on its sustainability activities and ambitions.

Your feedback is important and most welcome.

IHAB TAHER ALRAWASHDEH

Communications and Public Relation Manager

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- Reader Stakeholder Group

I belong to the following stakeholder group:

- Government representative
- Suppliers or Contractors
- Employees
- Shareholders
- Customer/ Service Receiver
- Member of Local Community
- Other (please specify)

- Rating ACT's 2012 Sustainability Report, please place a tick (✓) in front of the level each element expresses:

	Poor	Average	Good	Excellent
Transparency				
Clarity/Understood				
Informative/ Interesting Reading				
Visual Appearance/ Design/Layout				
Communicates sustainability performance				

- Which section(s) did you find most useful?

- Where did you find/get the sustainability report?

- What would you improve in the report? How?

- Additional comment?



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