

Making a positive impact



About this Report

Welcome to our 12th annual sustainability report, which includes our Environmental, Social, and Governance (ESG) activities, efforts, accomplishments, and outlook.

Aqaba Container Terminal (ACT) is dedicated to promoting economic diversification, prosperity, and sustainable growth in the Kingdom of Jordan as the logistical and economic backbone of the Aqaba Special Economic Zone Authority (ASEZA). In pursuit of this mission, ACT aspires to become the leading green trade hub for Jordan and the Levant, deliver an unparalleled port experience for shipping lines and landside customers, and foster community prosperity in Aqaba through meaningful outreach and engagement by our stakeholders.

To achieve our sustainability goals, we prioritize transparency and dialogue about our business practices, with the aim of setting the standard for the industry by integrating sustainable business considerations into our daily operations and decision-making. The highest senior management team is responsible for reviewing and approving the sustainability report including the material topics.

Previous years' reports and data are available online. Please visit ([our website](#)) to access these reports.

Scope of the Report

Reporting Period

This report covers the calendar year from 1 January 2022 to 31 December 2022 and focuses on the company's activities during this period. Information from previous years is provided, wherever necessary.

Reporting Guidelines

This report has been developed in accordance with the GRI standards. It reflects our commitment towards the United Nation's Sustainable Development Goals (SDGs), Jordan Vision 2025, as well as Jordan's Economic Modernization Vision 2030.


Report Boundaries

The scope and topic boundaries defined in this report reflect the information that is available to ACT at the time of production. ACT includes the performance of contractors where possible. ACT is committed to extending the reporting scope to include further information on stakeholders, supply chain, and contractors in the future based on the availability and relevance of data. Further engagement with stakeholders, both external and internal, will influence how ACT defines report content and boundaries in the future.

For feedback and suggestions on our Sustainability Report, please write to us at:

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 **Google Plus:** [Aqaba Container Terminal-Act](#)

 **YouTube:** [AqabaContainerTerminal](#)

Cautionary Message

This report contains statements that may be deemed as "forward-looking statements" that express how ACT intends to conduct its activities. Forward statements could be identified by the use of forward-looking terminology such as "plans", "aims", "assumes", "continues", "believes", or any variations of such words that certain actions, events, or results "may", "could", "should", "might", "will", or "would" be taken or be achieved.

ACT has made every effort to ensure the report is as accurate and truthful as possible. However, by their nature forward-looking statements are qualified to inherent risks and uncertainties surrounding future expectations that could cause actual results to differ materially from these projected or implied statements. Such statements are subject to risks that are beyond ACT's ability to control and therefore do not represent a guarantee that events implied in these forward-looking statements will actually occur.

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CEO Message

Dear Stakeholders,

I am delighted to introduce ACT's 12th annual Sustainability Report for 2022, showcasing our steadfast dedication to a sustainable future. At ACT, we take pride in our role as a corporate citizen, striving to set the standard for sustainability practices in our region.

In line with our ongoing commitment to sustainability, ACT has updated its materiality matrix this year to ensure that our priorities accurately reflect the most pressing issues and opportunities. Furthermore, we have enhanced our sustainability framework by fine tuning the 6 pillars' names to better represent the company's commitments and efforts. These revisions demonstrate our dedication to staying current with evolving trends and challenges while continually striving for excellence in our sustainability endeavors. This updated framework ensures that ACT remains at the forefront of industry best practices, enabling us to effectively address the needs of our stakeholders and deliver on our sustainability goals.

Delivering a superior port experience has been our primary focus at ACT. Our dedication to the region was reinforced by unveiling the Future Vision for Aqaba in collaboration with APMT, which presents an ambitious plan for the Aqaba Container Terminal and a 15-year partnership extension. By investing in

state-of-the-art technologies and equipment, we continuously strive to improve operational efficiency while minimizing our environmental impact. These efforts have led to significant progress in the Container Port Performance Index (CPPI) rankings, with ACT now securing the 35th place out of 370 global container ports. This achievement underscores our commitment to providing exceptional service to our customers while maintaining operational efficiency. As a leading global container port, we will persist in exploring opportunities to enhance our port's performance.

Corporate governance and economic vitality underpin our sustainability efforts. In 2022, despite global challenges, we remained steadfast and resilient, achieving a remarkable 24% revenue increase from the previous year. Embracing digital transformation, we invest in technologies promoting efficiency and growth. We developed a Business Intelligence framework that harnesses cutting-edge technology to create informative dashboards, reports, and charts, enabling inventive solutions across our operations. Our Information and Communication Technology (ICT) systems integrate with Jordan Customs and Nafith, enhancing operational efficiency by reducing manual transactions and optimizing workforce utilization.



In 2022, despite global challenges, we remained steadfast and resilient, achieving a remarkable **24% revenue increase** from the previous year

Enhancing our employee engagement and talent development are vital to our success. In 2022, 100% of our employees received a performance review, and achieved a 4.14 employee engagement and satisfaction score. Our "Way of Working" transformation strategy emphasizes people as our most valuable asset, fostering a highly motivated and dedicated workforce. We expanded training opportunities, resulting in a 6-fold increase in training hours, and offered a blend of in-house and external programs covering crane management, inventory, planning, and workshops. By investing in our employees, we strengthen our business, create value for our customers, and strive to become a world-class organization together.



Decarbonization and environmental stewardship lie at the heart of ACT's sustainability strategy, as we remain committed to minimizing our environmental impact

The health, safety, and security of our employees

remain at the forefront of our priorities. In 2022, we successfully maintained zero employee fatalities and ensured that 100% of our workforce and contractors received comprehensive training in health and safety practices. As part of our ongoing commitment to enhancing our emergency response capabilities, we collaborated with government organizations on Global Safety Day and participated in a valuable one-month knowledge exchange program with Bahrain port. These initiatives have allowed us to continuously elevate our safety standards, fostering a secure and healthy work environment for all our valued team members and stakeholders.

Decarbonization and environmental stewardship

lie at the heart of ACT's sustainability strategy, as we remain committed to minimizing our environmental impact. In 2022, we proudly published our first Decarbonization Report and disclosed our net zero commitments. Our dedication to upholding the highest environmental standards has been

recognized with the award of verification for Port Environmental Review (PERS). This achievement highlights our ongoing efforts to protect both the local environment and the communities that rely on it. Furthermore, we continue to invest in climate change solutions by implementing initiatives aimed at reducing energy consumption. We plan to increase our solar capacity in the upcoming years to cover some of ACT's annual energy needs through renewable sources. As we embrace our responsibility towards the environment, we will keep exploring new avenues to minimize our environmental footprint in the coming years.

Development and empowerment of the community

are at the heart of ACT's success. As a responsible corporate citizen, we are committed to making a positive impact through various education, health, and environmental initiatives. This year, we invested in 10 corporate social responsibility (CSR) initiatives, increasing our community program investment by 38%. Our 543 dedicated volunteers have contributed to a range of projects, and we have continued collaborations with organizations like the King Hussein Cancer Foundation (KHCF) and Tkiyet Um Ali. Additionally, our team members trained 65 teachers on crucial school safety topics. We take pride in our efforts to develop and empower the community and remain dedicated to supporting the communities we serve as we continue to grow and expand our operations.

I encourage you to read this report to gain insight into our unwavering commitment to sustainable development and the significant progress we achieved in 2022. Our sustainability commitments serve as the foundation for building a better future. By focusing on creating value for all stakeholders, we contribute positively to the well-being of the environment and the communities we serve.



Harald Nijhof
ACT CEO

A Gateway for Trade

Aqaba Container Terminal (ACT) was established in 2006 and is located at the intersection of 3 continents and 4 countries, in the Hashemite Kingdom of Jordan, serving as a pivotal hub for the region. We are the gateway for import and export cargo trading between the Levant region and the rest of the world. ACT is a joint venture between Aqaba Development Corporation (ADC) and APM Terminals (APMT) and is known by the Jordanian Government as:

“A model privatization venture”

Since its conception, ACT has consistently demonstrated its ability to serve the broader Levant Region, even amid the unpredictable geopolitical climate. ACT possesses the necessary capacity, infrastructure, and resources to facilitate the Jordanian export industry, as well as to cater to the anticipated robust growth in the historic import markets of Iraq and Syria following their reconstruction. Leveraging the natural deep waters of Aqaba and ACT’s outstanding operational performance, we, together with the leading global shipping lines are linking the Levant region to the rest of the world.



ACT Value Chain

Inputs

FINANCIAL CAPITAL

The financial capital provided by our shareholders delivers necessary funding for our business.

APM Terminals

50% + 1 share

Aqaba Development Company

50% - 1 share



SKILLS AND EXPERTISE

The individual skills, competencies, and experience of our people is the engine of our success.

ACT's unique partnership with APM brings incomparable international expertise and best-practices to the table.



NATURAL RESOURCES

We use energy and water in order to run our operations.

160,149 GJ

of energy consumed

29,186 m3

of fresh water consumed



SOCIAL AND RELATIONSHIPS

Maintaining quality relationships with our stakeholders, particularly our customers, suppliers, employees, unions, regulatory and local communities are fundamental for growing and sustaining our business value.



Business Activities

- Aqaba Container Terminal Pvt. Co. (ACT) is a transit and cargo terminal located on the Red Sea in Aqaba, Jordan.
- As Jordan's only container terminal, ACT plays a vital role in supporting the national and regional economies through the import and export of goods.



Mission

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



To learn more about ACT's aspiration, read page xxx

Vision

To be the sustainable gateway for Jordan and beyond.



Outputs

Over

JOD 117m

total revenue



852,554

TEUs total throughput



Outcomes

FINANCIAL CAPITAL

JOD 36,160,733
Royalties

50.7%
Return on Invested Capital

SKILLS AND EXPERTISE

919
Total workforce

24,455
Total training hours for our workforce

99.7%
Jordanian rate

NATURAL RESOURCES

9.48
Total Greenhouse Gas emitted per 1,000 TEU (metric tonnes of CO2e)

298,684 Kg
Total waste generated

SOCIAL AND RELATIONSHIPS

+80%
Spending on local procurement

+50,000
In Total CSR Beneficiaries

Through our ambitions, ACT is supporting the UN Sustainable Development Goals



Investing in Jordan

ACT is a vital international import-export hub for Jordan and beyond. With a nationalization rate of more than 99%, we prioritize local suppliers for goods and services to uphold our corporate responsibility. We invest in the terminal's capabilities and in our people to bolster the Jordanian economy, environment, and society.

ACT serves as a model for other terminals with its operational excellence and continuous innovation, catalyzing growth and sustainable development in Jordan and the region. Managed by APM Terminals, ACT adheres to leading operational and commercial standards, and has invested over USD 320 million to increase capacity and enhance operations. Furthermore, APMT remains committed to investing in Jordan while collaborating with supply chain stakeholders to generate greater value.

The timeline is presented on a light blue background with a horizontal line. Above the line, from left to right, are a location pin icon, a bar chart with four bars of increasing height (colored blue, yellow, red, and green), another location pin icon, a third location pin icon, and a red forklift carrying a green container. Below the line, six vertical panels contain the years and their corresponding events.

2003

- Major operation meltdown resulting in severe congestion crisis

2005

- Congestion-free with abolishing the congestion charge.
- Named as one of the top 3 terminals in the Middle East and the Indian Sub-Continent by Lloyd's

2010

- Starting the "Operational Excellence" program
- Installing new STS and RTG cranes, and H.M King Abdullah II of Jordan inaugurates ACT's berth expansion

2004

- ADC and APM Terminals sign a 2-year management contract, and APM Terminals takes over the management of ACT

2006

- ADC and APM Terminals sign 25-year Joint Venture

2008

- Becoming a gateway to the Levant and Iraq with the best international standards

2011

- Introducing sustainability excellence through adopting sustainability reporting and a new sustainability framework

2012

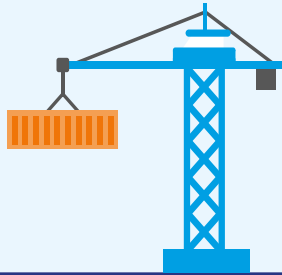
- Adopting the journey to safety to develop a positive safety culture

2013

- Reaching 872,810 TEUs throughput and berth expansion to 1,000 meters

2014

- ACT is a model privatization venture within its category, according to a report issued by the Jordanian government



2016

- ISO 14001 certification
- Recognition by the Jordanian Social Security Corporation for exceeding all health and safety standards.
- The APMT Global Safety Performance Award
- Final nominee for the Lloyd's Middle East and Indian Subcontinent "Safety" Award, "HPH Environment" Award, and "Port Operator" Award



2018

- Hosting the 2018 Trans Middle East Exhibition and Conference
- Getting the Terminal Operator Award at Lloyds South Asia, Middle East & Africa Award ceremony



2020

- 857,283 TEUs Throughput
- The 2020 Occupational Health and Safety Excellence Award from the Social Security Corporation
- WOW Hero Award from APMT
- Outstanding COVID-19 emergency preparedness and response

2021

- ACT won "AME Customer Focus Terminal of the Year 2020" for outstanding customer service during the pandemic



2015

- ACT is the most sustainable gateway to the Levant region with strong export capability.
- ACT is shortlisted for the Lloyd's Port Operator Award and HPH Environment Award

2017

- Final nominee for the Lloyd's Port Operator Award and HPH Environment Award and Safety Award
- The "Most Sustainable Port Development" by the Transport Arabia Excellence Awards

2019

- ISO 14001:2015 renewal
- Final nominee for Lloyd's "Port Management and Infrastructure" Award
- The 2019 Workplace Health and Safety Award
- Installing the first Solar System

2022

- ACT was the first port outside of Europe (see here) to obtain the EcoPorts PERS Certificate
- ACT and APMT announces the Future Vision of Aqaba
- ACT publishes its first decarbonization report and net-zero strategy

As a testament to our commitment, in 2022 APMT and ADC have announced the Future Vision for Aqaba ([learn more](#)). We have outlined our ambitious plans for ACT, including a 15-year extension of our partnership to ensure that the necessary transformational investments are made for ACT to maintain its leadership in the region.

The Future Transformation

Our plans include ambitious decarbonization goals with a net zero emissions target for 2040, alongside the modernization and expansion of ACT.

ACT commits to a fast pace of decarbonization to reduce emissions by

70% 

by the end of this decade and become net-zero by 2040.



Sustainability at ACT

ACT believes that success is not only measured by our economic value but also by the positive impact created for our employees, shareholders, and the communities in which we operate. As a responsible corporate citizen, we understand the importance of safeguarding the environment and contributing towards creating a sustainable future.

This year ACT has updated its materiality matrix and sustainability framework to reflect changes across our business and the world. Through stakeholder engagement, analysis, and research, we identified the most relevant sustainability issues for our business and stakeholders. These updates will guide our sustainability efforts and decision-making, enabling us to focus on critical issues and create meaningful impacts in the short and long term.

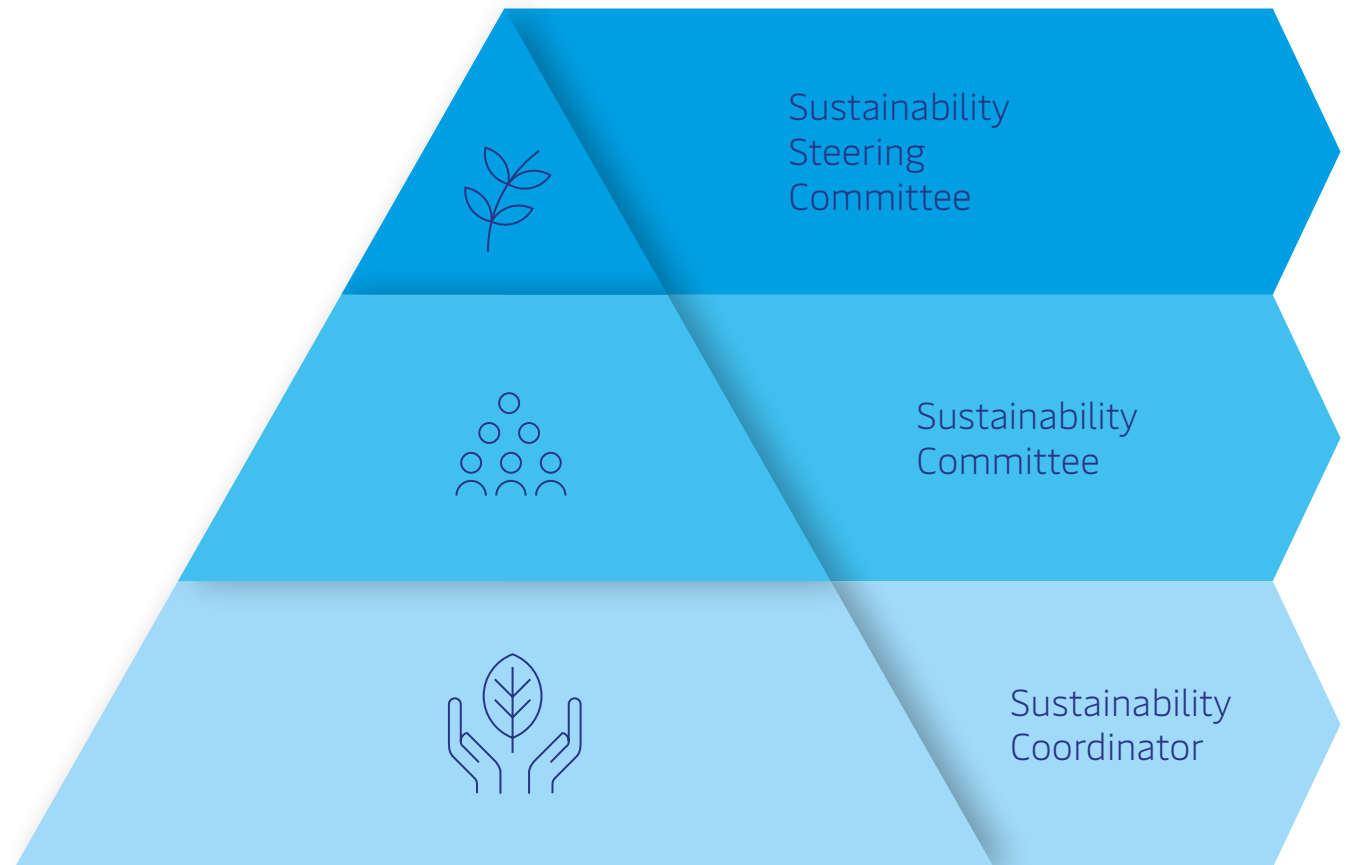
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Our Sustainability Governance Structure

ACT believes that having a sustainability governance structure is essential for embedding sustainability into the organization's culture and decision-making processes. Our structure, which was established in 2012, consists of a sustainability committee that tracks and analyzes ACT's sustainability-related performance and oversees the development of our annual sustainability report.

In addition, the committee ensures that we are up to date with industry sustainability trends by taking part in national and international events. Moreover, the sustainability steering committee consists of executives and come from the commercial, operations, human resources, finance, and Health, Safety, Security and Environment (HSSE) divisions.

Our structure helps to provide a clear framework for identifying, prioritizing, and managing sustainability risks and opportunities, which in turn helps ACT to achieve its long-term sustainability goals.



Stakeholder Engagement

ACT's sustainability management program aims to integrate input from all stakeholders. We understand that open and transparent communication is paramount to continued positive relationships with our stakeholders.

This year ACT has prioritized 5 stakeholder groups, encompassing all those who may have an impact on, or be impacted by our business activities. Through a detailed survey and regular engagement, we were able to articulate the important topics to each of them and update our materiality matrix.



Employees

All employees including executive management.



Customers

Shipping lines, clearance, trucking companies, end-users, and consignees.



Regulatory bodies/ Local governments

ASEZA and Customs.



Investors and shareholders

AMPT and ADC.



Local community

NGOs, academic and charity institutions, suppliers and unions.

Expectations and priorities	<ul style="list-style-type: none"> Personal and career development. Reward and recognition initiatives. Competitive salary packages and compensation. Open communication channels. Equal opportunities. Health and safe working conditions. Work-life balance. Human rights. 	<ul style="list-style-type: none"> Transparency and accountability. Operational efficiency. Service excellence. 	<ul style="list-style-type: none"> Transparency and accountability. Good governance and business ethics. Economic value. Job creation. Compliance with rules and regulations. 	<ul style="list-style-type: none"> Sustainable profits. Transparency and accountability. Good governance. Business ethics. Risk management. Economic performance. Allocation of capital. Compliance with laws and regulations. 	<ul style="list-style-type: none"> Local development and investment. Job creation. Volunteering activities. Sponsorships. Education and knowledge transfer.
Methods of engagement	<ul style="list-style-type: none"> Direct meetings. Internal communications (intranet and newsletters). Engagement workshops. Team building. Performance reviews. Annual sustainability report. Press releases. Internal screens. Volunteering activities. Employee engagement survey. 	<ul style="list-style-type: none"> Web-based. Communication system. Trade missions. Customer satisfaction surveys. Annual sustainability report. Press releases. Industry related events. 	<ul style="list-style-type: none"> Direct communication Meetings. Annual sustainability report. Press releases. Joint programs and partnerships. 	<ul style="list-style-type: none"> Sustainability report. Press releases. Annual General Meeting. 	<ul style="list-style-type: none"> Direct communication. Participation in events. Annual sustainability report. Press releases. Community partnerships and sponsorships.

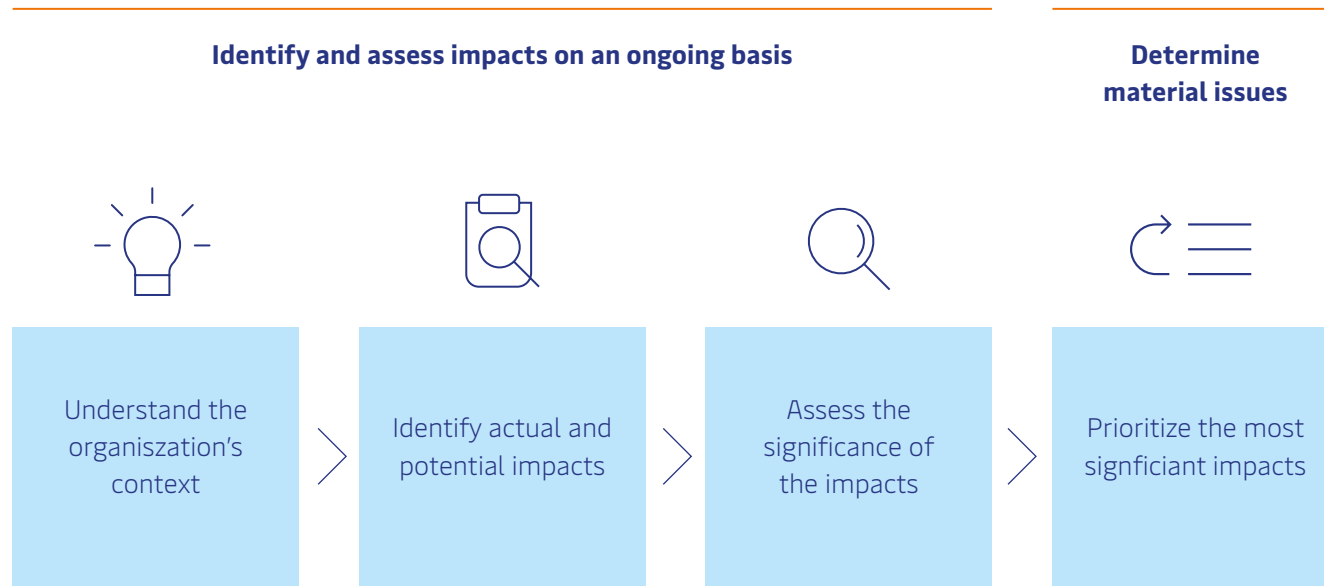
Materiality Matrix

ACT understands that the sustainability landscape is constantly evolving, and that we need to remain up to date with these changes to effectively manage our sustainability risks and opportunities.

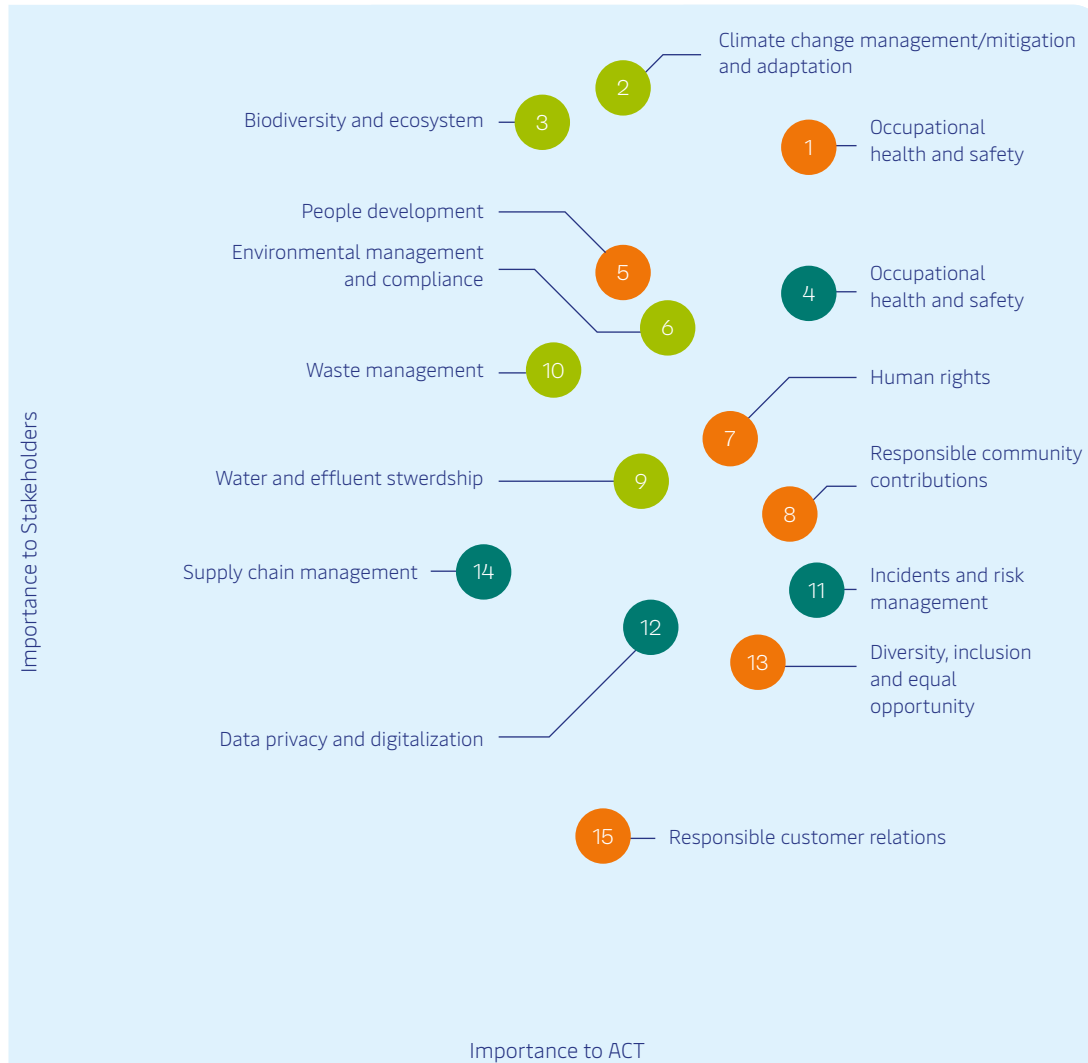
Through extensive stakeholder engagement and rigorous analysis, we have identified the most relevant sustainability issues for our business and our stakeholders. This updated materiality matrix and sustainability framework will guide our sustainability ambitions and decision-making processes, enabling us to focus on the most critical issues and create meaningful positive impacts on the economy, society, and the environment.

Our assessment was informed by global sustainability frameworks and guidelines like SASB, GRI Sustainability Reporting Standards, and the United Nations Sustainability Development Goals (UN SDGs). It also considers trends and global pressing issues all while accounting for the national content by considering Jordan Vision 2025 and the Economic Modernization Vision 2030 of the Kingdom. Read more about our efforts to prioritize national and international sustainability-related agendas in the next section on page 17.

ACT's materiality assessment followed the 4-step approach recommended by the 2021 updated GRI standards.



The new materiality matrix includes 15 material topics that highlight the relative significance of these sustainability-related issues to our business and stakeholders. The topics are categorized into 3 levels of importance and cover relevant ESG issues.



Very High Priority	1	Occupational health and safety	
	2	Climate change management/mitigation and adaptation	
	3	Biodiversity and ecosystem	
	4	Corporate governance and business ethics	
	5	People development	
High Priority	6	Environmental management and compliance	
	7	Human rights	
	8	Responsible community contributions	
	9	Water and effluent stewardship	
	10	Waste management	
	11	Incidents and risk management	
Medium Priority	12	Data privacy and digitalization	
	13	Diversity, inclusion and equal opportunity	
	14	Supply chain management	
	15	Responsible customer relations	

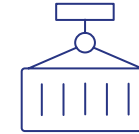
Environment Social Governance

Sustainability Framework

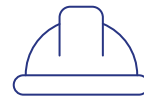
After the materiality assessment, ACT designed a comprehensive sustainability framework to formalize and concentrate our efforts on promoting sustainable development. The framework includes 6 main pillars that highlight efforts and aims to create long-lasting shared value. Each of the pillars addresses specific sustainability-related areas such as decarbonization efforts and taking care of our people, the local communities, governance efforts as well as our approach to ensure a superior port experience.



Decarbonize operations and environmental stewardship



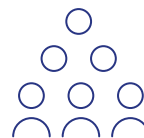
Deliver a superior port experience



Ensure employee health, safety and security



Enhance employee engagement and talent development



Support community development and empowerment



Promote corporate governance and enhance economic vitality

Our Aspiration

- Position ACT as the leading green hub for trade for Jordan and the Levant.
- Deliver a superior port experience for shipping lines and landside customers.
- Foster community prosperity in Aqaba through impactful outreach and engagement from our employees.



Alignment with National and International Standards

ACT is committed to both national and international sustainability agendas and guidelines. At the national level, we closely align with Jordan's National Vision 2025, the Economic Modernization Vision 2030, and the national focus on energy efficiency.

ACT also participates in relevant industry associations and engages with key stakeholders to ensure that our approach is consistent with national sustainability standards and expectations. At the international level, ACT supports the UN Global Compact, and the Sustainable Development Goals. We regularly report on our progress and challenges in achieving our sustainability targets and strive to continuously improve our performance. By staying committed to these sustainability agendas and guidelines, we aim to make a positive impact on both society and the environment.



Contribution to the UN SDGs

Goal	Target	Goal	Target
3 GOOD HEALTH AND WELL-BEING 	TARGET 3-9 REDUCE HAZARDOUS WASTE AND DEATH FROM HAZARDOUS CHEMICALS AND POLLUTION	8 DECENT WORK AND ECONOMIC GROWTH 	TARGET 8-5 FULL EMPLOYMENT AND DECENT WORK WITH EQUAL PAY TARGET 8-6 PROMOTE YOUTH EMPLOYMENT, EDUCATION AND TRAINING TARGET 8-7 END MODERN SLAVERY, TRAFFICKING AND CHILD LABOUR TARGET 8-8 PROTECT LABOUR RIGHTS AND PROMOTE SAFE WORKING ENVIRONMENTS
4 QUALITY EDUCATION 	TARGET 4-4 INCREASE THE NUMBER OF PEOPLE WITH RELEVANT SKILLS FOR FINANCIAL SUCCESS TARGET 4-A BUILD AND UPGRADE INCLUSIVE AND SAFE SCHOOLS	10 REDUCED INEQUALITIES 	TARGET 10-3 ENSURE EQUAL OPPORTUNITIES AND END DISCRIMINATION
5 GENDER EQUALITY 	TARGET 5-1 END DISCRIMINATION AGAINST WOMEN AND GIRLS TARGET 5-5 ENSURE FULL PARTICIPATION IN LEADERSHIP AND DECISION MAKING	11 SUSTAINABLE CITIES AND COMMUNITIES 	TARGET 11-5 REDUCE THE ADVERSE EFFECTS OF NATURAL DISASTERS
7 AFFORDABLE AND CLEAN ENERGY 	TARGET 7-2 INCREASE GLOBAL PROPORTION OF RENEWABLE ENERGY TARGET 7-3 DOUBLE THE AMOUNT OF INVESTMENT IN ENERGY EFFICIENCY TARGET 7-A PROMOTE ACCESS TO RESEARCH, TECHNOLOGY AND INVESTMENTS IN CLEAN ENERGY		

Goal **Target**

12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	TARGET 12-2 SUSTAINABLE MANAGEMENT AND USE OF NATURAL RESOURCES	TARGET 12-5 SUBSTANTIALLY REDUCE WASTE GENERATION
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13 CLIMATE ACTION 	TARGET 13-2 INTEGRATE CLIMATE CHANGE MEASURES INTO POLICIES AND PLANNING
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14 LIFE BELOW WATER 	TARGET 14-1 REDUCE MARINE POLLUTION
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16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	TARGET 16-5 SUBSTANTIALLY REDUCE CORRUPTION AND BRIBERY
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17 PARTNERSHIPS FOR THE GOALS 	TARGET 17-11 INCREASE THE EXPANSION OF DEVELOPING COUNTRIES	TARGET 17-16 ENHANCE THE GLOBAL PARTNERSHIP FOR SUSTAINABLE DEVELOPMENT	TARGET 17-17 ENCOURAGE EFFECTIVE PARTNERSHIPS
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2022 Performance Highlights

Deliver a superior port experience

11% 
increase in total
throughput

24% 
increase in NPS
landside rating

439,975 
TEUs full import

18% 
increase in NPS
shipping line rating

35th 
place in CPPI's
latest report

100% 
customer issues
resolution rate



Customer Journey Mapping (CJM)
activated to enhance
customer experience

Decarbonize operations and environmental stewardship

Awarded certificate of verification for Port Environmental Review (PERS)




Successfully renewed our ISO 14001:2015 certificate covering 100% of our operations

JOD 53,871
on environmental
protection expenditure




346.7 hours
of training on
environmentally
responsible practices

853 
employees, contractors
and suppliers attending
environmental
awareness sessions



Published our first
Decarbonization Report

32% 
recycled waste

86.7% 
drop in total
volume of oil spills

Ensure employee health, safety, and security


Zero 
fatalities

87 
emergency
response drills

5 
successful external
safety audits

100% 
of employees and
contractors trained
in health and safety
practices

5 
refreshment training
sessions on ISO
45001:2018 (Health
and Safety)

knowledge exchange program with Bahrain port 


\$60,000 
in specialized
investment in
equipment and training




Updated our **Port Facility Security Plan (PFSP)**

Highlights continued

Enhance employee engagement and talent development

99%+ 
nationalization rate

11.40% 
Female representation
in middle management


100% 
of our employees
received performance
reviews

100%
return rate after
parental leave
reviews

4.14 
out of 5 average
score in employee
satisfaction surveys

25 m 
JOD in wages
and benefits


24,455
total training
hours provided


Enabling Training
Within Industry (TWI)
and Job relations
initiatives

Support community development and empowerment

10 
different
CSR projects

**Renewed partnerships
with the King Hussein
Cancer Foundation
(KHCF)**

JOD 79,838
in community
investment 

**Renewed
partnerships** with
Tkiyet Um Ali 

543 
employee
volunteers

Kick started
**Safety at
School program** 


2,335 
volunteering
Man-hours

Promote corporate governance and enhance economic vitality

JOD + 117m
revenues 

+ 80% 
Proportion of spending
on local suppliers


50.7% 
return on
invested capital

Successfully
implemented
a **Power BI tool** 

24% 
More employees
trained on the **Code of
Conduct** as a refresher

Scheduled to
**launch Crane Optical
Character Recognition
(OCR)** initiative in 2023 

New **"Internal
Audit Administrator"**
position


Scheduled to launch
**Gate automation using
Optical Character
Recognition (OCR)**
in 2023

Awards and Certifications

ACT has received numerous awards and nominations in recognition of its achievements in the areas of sustainability, operations, environment, and health and safety. ACT is committed to further progress in ESG areas, as well as improving other important aspects of its business.

In 2022 ACT was the first port outside of Europe ([see here](#)) to obtain the EcoPorts PERS Certificate which was through commitment to environmental aspects, housekeeping, legal requirements, and policy statements and after providing over 59 proofs of our practices during a 5-hour audit ([learn more](#)).



Nominated finalist for Lloyd's List "HPH Environment" Award for 3 years in a row



Nominated finalist for Lloyd's List "Safety" Award: For 3 years

Year	Award
2022	<ul style="list-style-type: none"> The Port Environmental Review System PERS Certificate Lloyd's certificate of verification for Port Environmental Review (PERS)
2021	<ul style="list-style-type: none"> AME Customer Focus Terminal of the Year 2020
2020	<ul style="list-style-type: none"> APMT 2020 WOW Hero Award Occupational Health and Safety Excellence Award
2019	<ul style="list-style-type: none"> Safety award for excellence Lloyd's List finalist for the "Port Management and Infrastructure" Award
2018	<ul style="list-style-type: none"> Lloyd's List Terminal Operator Award
2017	<ul style="list-style-type: none"> Most Sustainable Port Development Award

Deliver a Superior Port Experience

As the demand for efficient and sustainable port operations continues to grow, ACT must adapt and implement strategies that deliver superior customer experiences while also promoting sustainability. This chapter focuses on the efforts of ACT to deliver a superior port experience while prioritizing sustainability.

Material topics covered

Responsible customer relations

Alignment with National Vision 2025

Support the Business pillar

Alignment with the Economic Modernization vision 2030

Support the Economic Growth pillar goals

Alignment with UN SDG

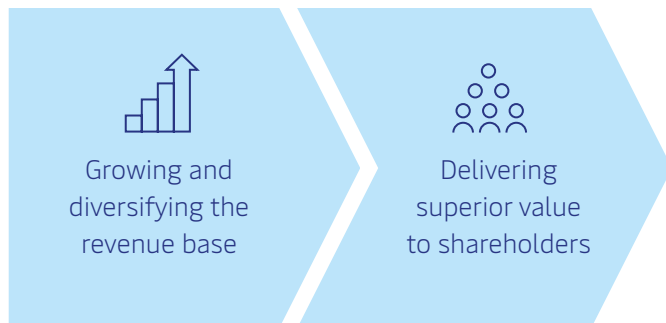


Making Jordan the Transport Hub of Choice	23
Operational Efficiency	25
Responsible Customer Relations	26

Making Jordan the Transport Hub of Choice

As a major modern mainliner port, ACT has the capacity to handle the largest container ships. To enhance our position as a gateway to Iraq, Syria, and Palestine, ACT has collaborated with partners across the entire supply chain to promote and establish a more streamlined process for regaining transit cargo.

Looking ahead, ACT is well-prepared to serve the rest of the Levant region, including the Northern region of Saudi Arabia, Syria, Iraq and the West-Bank. To achieve this, the company has established a 3-year plan (2021-2023) with two key objectives:





Spotlight 🔍

At ACT, we have implemented several strategies to attract transit cargo and provide value-added services. Firstly, we offer direct access to the market with the top 10 global carriers making direct calls at our port, establishing connections to and from key markets. This enables efficient and convenient shipping options for our customers. Additionally, for shipments arriving from the Far East, we provide competitive freight rates, ensuring cost-effective transportation solutions.

Furthermore, we have significantly lower port charges for transit cargo, with reductions ranging from 40% to 75%. To enhance affordability, we also offer special discounts for transit cargo, making us an attractive choice for businesses looking to streamline their logistics operations.

Speed and efficiency are crucial in cargo transit, and we prioritize these aspects. Through close collaboration with all parties in the supply chain, we have established direct cooperation to reduce the transit time from discharge to reaching the borders of neighboring countries. We pride ourselves on our efficient operations and transparent service charges. Our best operational practices, such as trucking and serving shipping lines with optimized turnaround and berth on arrival times, contribute to a streamlined and effective service.

Finally, we offer a pre-clearance service, allowing the clearance process to be finalized before the cargo's arrival. This service comes with special conditions in place, facilitating smoother customs procedures and reducing the time required for cargo handling.

Operational Efficiency

ACT strives to provide excellent service while continuously expanding and enhancing its terminal operations. We have made significant investments in strategic projects that have led to substantial increases in productivity, and efficiency. You can read more about our automation efforts on page 37. In 2022, our total throughput increased by around 11%.

Spotlight

In our pursuit of best-in-class warehousing operations and safety, we have successfully implemented a comprehensive warehouse transformation strategy. This initiative involved identifying improvement areas, adopting best practices, and focusing on safety and store procedures. As a result, we achieved a rate of 4.3, optimized inventory performance, integrated automation, and enhanced our storage and racks system. With ongoing efforts, we aim to continue advancing our warehousing standards, prioritizing safety, efficiency, and sustainability.



Moreover, ACT has climbed to 35th place among 370 global container ports listed in the latest report by the Container Port Performance Index (CPPI), up 6 places from the previous year. The ranking reflects investments in upgrading ACT’s facilities and technology, improving efficiency, and boosting in-transit volumes. The CPPI report aims to identify opportunities for improvement and stimulate key stakeholders to cooperate on development.

In our continuous pursuit of excellence in asset management and sustainability, ACT will be conducting a Gap Analysis or Self-Assessment Methodology (SAM) in 2023 to evaluate our current asset management level against the ISO 55000 55001, and 55002 Asset Management standards. This analysis will provide a roadmap for future action plans, ensuring that we adhere to internationally recognized best practices in asset management, further solidifying our commitment to long-term sustainability.

Container movement	Unit	2020	2021	2022
Full export	TEU	117,856	125,753	120,743
Full import	TEU	433,493	391,526	439,975
Transit	TEU	19,126	13,549	40,653
Total throughput*	TEU	857,283	765,662	852,554
Gross crane productivity**	Hours	32.36	34.28	35.32
Truck turnaround time	Hours	0.63	0.53	0.51
Dwell time for full import***	Days	10.44	6.80	8.71

*Total throughput contains both full and empty containers, while export, transit, and import performance represent full containers only.

**The Gantry Crane Moves Per Hour (GMPH) for the terminal has been impacted over the years due to external influences. The reported number is the gross value prior to any adjustments for Force Majeure events. Despite this, the performance of the terminal is still improving.

***We report a dwell time value, but it is not a measure of ACT performance. Rather it is an indicator of the use of the terminal as a storage facility due to clearance processes and customer choice. Higher dwell times lead to higher utilization of the terminal, reducing efficiency and limiting the throughput capacity of the terminal.

Responsible Customer Relations

ACT is dedicated to managing client relationships and fulfilling their requirements and expectations. One important tenet of our sustainability approach is how we address and resolve customer concerns while maintaining a high level of customer satisfaction.

Our vision is to be a **one-stop shop** that offers **value-added services** to enhance the overall customer experience.

At ACT, we consider client input to be a crucial component of our ongoing development. We consistently use best practices to understand our customers' needs and expectations to provide the best services and sustain positive customer relationships. As part of our efforts to enhance customer experience, we activated the Customer Journey Mapping (CJM) exercise in 2022, to help better understand the overall customer experience and to identify and iron out any inconsistencies in the process. The output of the CJM exercise includes customer pain points, gains, and development opportunities. This builds on

our efforts from 2021 which included the launch of the "Sales Force", a Customer Relationship Management (CRM) application, to address customers' complaints and queries.

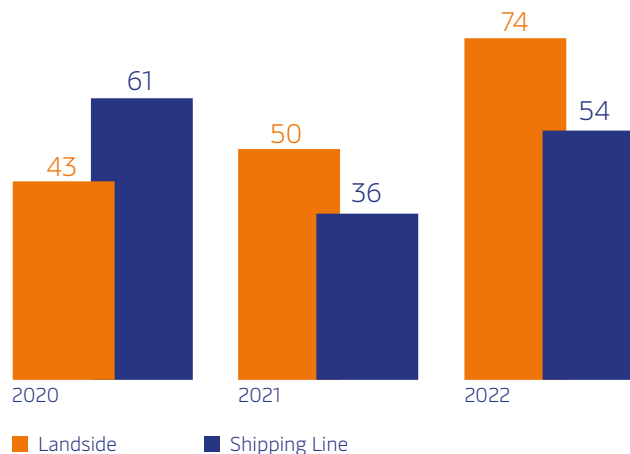
ACT has enhanced its ticketing system in 2022 to streamline services to its customers which helps to keep direct channels of communication open with ACT's revenue department.

All of these have helped to increase the Net Promoter Score (NPS). The rating for landside services rose by 24% compared to 2021. Similarly, the NPS rating for the shipping line component has gone up from 36% in 2021 to 54% in 2022.

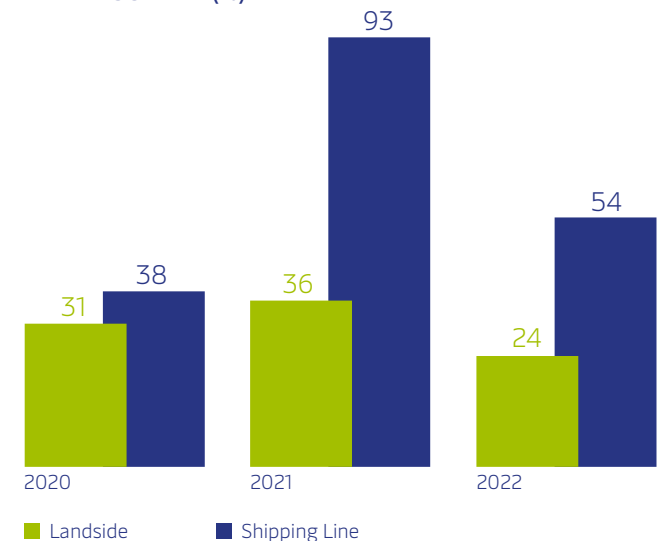
54% 

NPS rating for the shipping line component

NET PROMOTOR SCORE (NPS) (%)




TOTAL NUMBER OF PARTICIPATING CUSTOMERS IN THE SURVEY (%)



Our customer service desk system has been highly effective in resolving issues, with a 100% resolution rate in 2022, a 2% increase from the previous year. We aim to increase customers' satisfaction by offering value-added services for both landside and shipping lines, providing a one-stop-shop experience that enhances the overall customer experience.

PERCENTAGE OF RESOLVED ISSUES THAT WERE RAISED THROUGH THE ACT CUSTOMER SERVICE DESK SYSTEM



100% 
issue resolution rate in 2022

In line with our commitment to sustainability, ACT has outlined several strategic initiatives for the next one to two years to enhance operational efficiency, customer satisfaction, and embrace automation.

These commitments include:



Expanding services with Roll-on/Roll-off (RORO) cargo handling capabilities and Out-of-Gauge cargo (OOG).



Enhancing Salesforce capabilities for improved customer satisfaction.



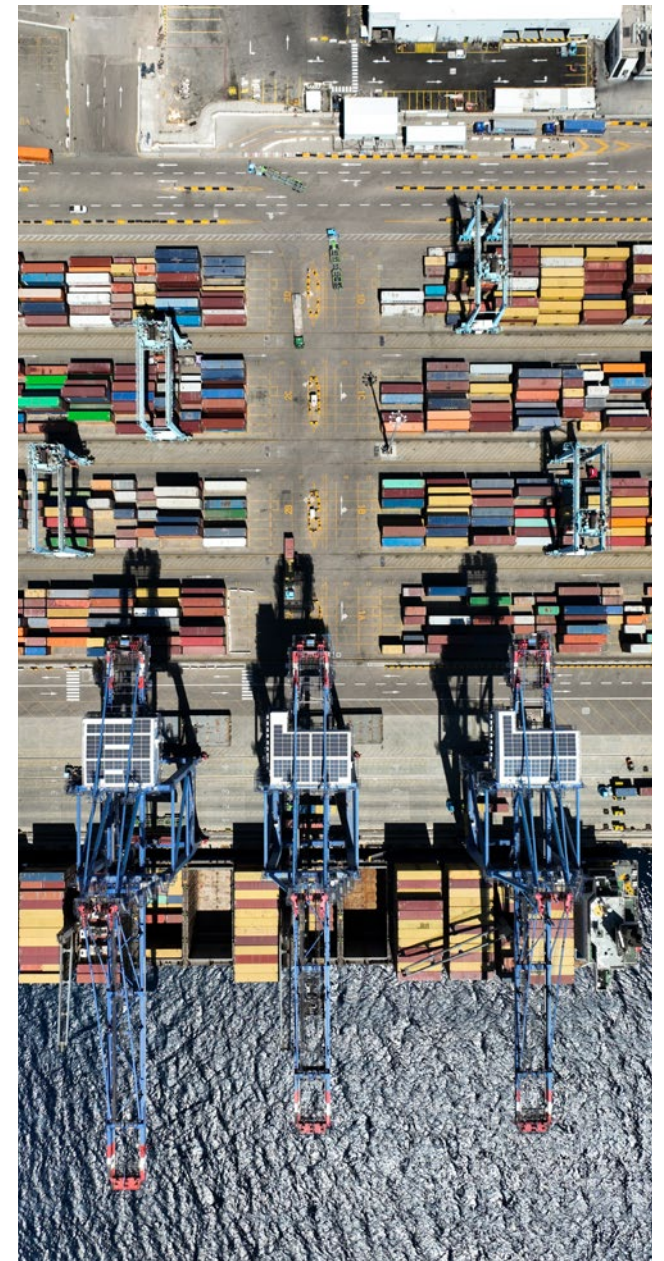
Introducing new value-added services for customers to support the one-stop-shop vision.



Initiate and start implementing Gate and Crane Optical Character Recognition (OCR).



Implement a truck alignment system.



Promote Corporate Governance and Enhance Economic Vitality

In today’s business landscape, companies are expected to not only deliver profitable returns to shareholders but also to act responsibly and sustainably towards their stakeholders. ACT knows that corporate governance, data privacy, and digitalization are crucial aspects that shape a company’s practices and reputation. Moreover, we endeavor to uphold the highest standards when it comes to responsible relationships with our suppliers through transparency and ethical business practices.

Material topics covered

- Corporate governance and business ethics
- Data privacy and digitalization
- Supply chain management

Alignment with National Vision 2025

Support the Business pillar

Alignment with the Economic Modernization vision 2030

Support the Economic Growth pillar goals

Financial Performance	29
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Business, Ethics and Compliance	32
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Alignment with UN SDG

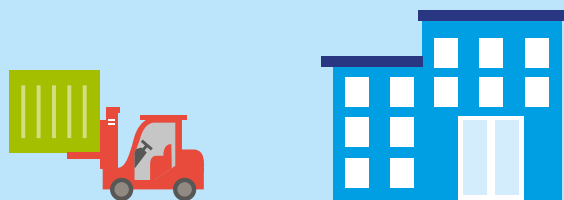


Financial Performance

The financial performance of any company is an indicator of its overall business well-being and its impact on the economic prosperity of the country where it operates.

Spotlight

This year ACT successfully integrated the Operating System (OS) system with IFS10, overcoming the challenge of manual data upload. We followed a 6-step approach that resulted in us achieving benefits such as transparency, reliability, consistency, and comparability of financial statements, and automation of accounting processes. With this integration, we can provide detailed information to auditors, and regional and headquarter functions, and gain analytical possibilities to extract statutory and internal gaps.



GRI [2-4]

In 2022, our company experienced significant growth in its financial performance compared to the previous year. Our revenues increased by 24% in 2022, compared to 2021. Moreover, our operating costs also increased significantly by 26% in 2022 compared to the previous year. This increase can be attributed to rising fuel prices, volume growth, and other operational costs.

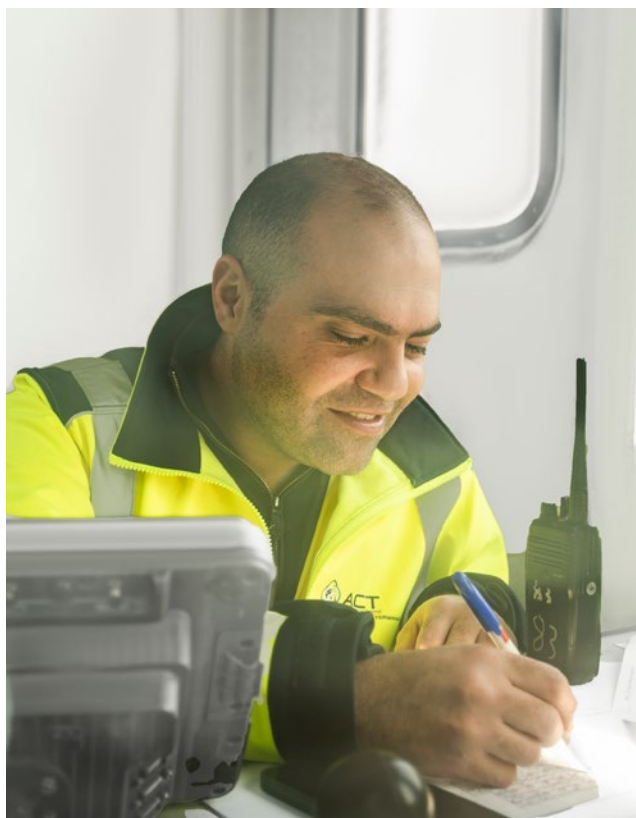
As a responsible corporate citizen, ACT takes pride in contributing to the economic welfare of our country. Through the payment of royalties, taxes, and profit shares, ACT makes substantial direct contributions to the national economy. We also make important indirect contributions through the payment of wages and income tax.

Financial performance	Unit	2020	2021	2022
Revenues	JOD	112,052,516	94,800,154	117,164,749
Year-to-year variance (of revenues)	%	14	-15	24
Operating costs	JOD	63,018,777	59,428,616	75,100,619
Year-to-year variance (of operating cost)	%	9	-6	26
Cost per container moved	JOD	140.58	142.63*	156.45
Total payments to providers of capital	JOD	35,281,053	29,000,000	35,800,000
Royalties paid to the Hashemite Kingdom of Jordan	JOD	32,329,910	23,292,539	36,160,733
Taxes paid to the Hashemite Kingdom of Jordan	JOD	1,704,712.02	1,930,463	2,163,074
Depletion, depreciation & amortization	JOD	11,423,205	9,263,336	8,542,003
Return on invested capital	%	29.3	29.8*	50.7

*Values have been restated

Corporate Governance and Business Ethics

In light of ACT's mission to always operate with the highest levels of transparency and reliability, we prioritize adopting the best-in-class governance framework with a structured and well-monitored reporting system to prevent any form of corruption, fraud, or illegal actions.

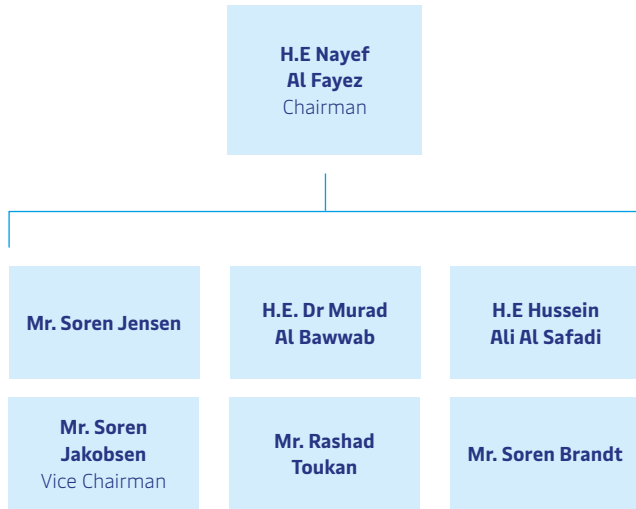


Board of Directors

Our Board of Directors consists of 7 non-executive independent members, with 3 representatives from Aqaba Development Corporation (ADC) and 4 representatives from A.P Moller Finance S.A. Every quarter, the Board of Directors meets to determine the company's overarching aims and directions and ensure ACT's compliance with corporate governance.

Board	Unit	2020	2021	2022
Independent directors	%	100	100	100
Total number of board members	#	7	7	7
Remuneration of board members	JOD	57,050	55,685	64,351
Breakdown by age				
30-50	#	4	2	1
> 50	#	3	5	6
Breakdown by gender				
Male	#	7	7	7
Female	#	0	0	0

Board of Directors Members



H.E. Nayef Al Fayeze has been replaced by H.E. Nayef Alfayez
 Mr. Soren Jensen replaced Mr. Frederik Klinke
 H.E. Dr. Murad Al Bawwab replaced H.E. Dr. Mahmoud Khailafat

Board Committees

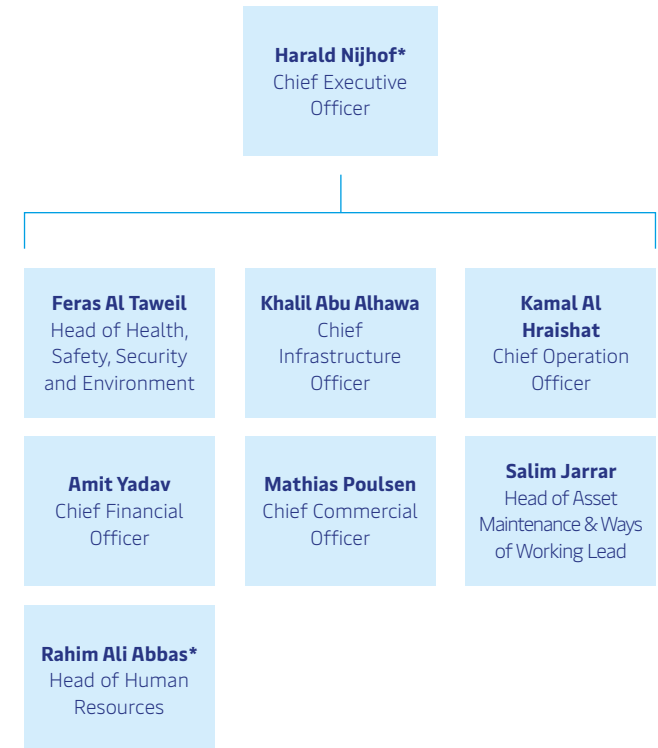
The Audit Committee is a permanent sub-committee of the Board, that meets twice a year to ensure that the internal control systems, compliance and legislative requirements, risk management, internal audit, and compliance are all working in harmony. Moreover, the committee performs annual reviews of the company's risk file and assesses the adequacy of the risk management efforts and processes.

Moreover, the Board of Directors Committee is primarily tasked with evaluating ACT's performance to determine if the business aligns with its objectives and adheres to relevant laws and regulations. This is achieved through the implementation of robust internal control systems, which establish clear guidelines for responsibility, delegation, authority, planning, and follow-up.

Senior Management Team

The Senior Management Team at ACT has an average of 20 years of experience in the shipping and logistics sector, making them uniquely suited to carry out their work fulfil the company's vision. It is led by our CEO Mr. Harald Nijhof, who is responsible for the day-to-day management of ACT's business.

The management approach at ACT revolves around "Engagement", creating an open-door policy where any employee can communicate directly with relevant parties from line management up to the CEO.



* Joined 2023



Business, Ethics and Compliance

At ACT, we believe in upholding the highest ethical standards and guidelines. Our workforce is guided by our core values of constant care, humbleness, and honesty. ACT has adopted APMT’s Code of Conduct and have made sure to integrate it throughout our company. We are committed to conducting business with integrity and transparency and strive to ensure that our actions are always in alignment with the company’s wider values.

Our Code of Conduct serves as a framework for all of business activities and helps us to maintain our commitment to ethical behaviors. It includes clauses covering financial controls such as anti-fraud and anti-money laundering as well as the company’s stance on working with integrity with topics such as:

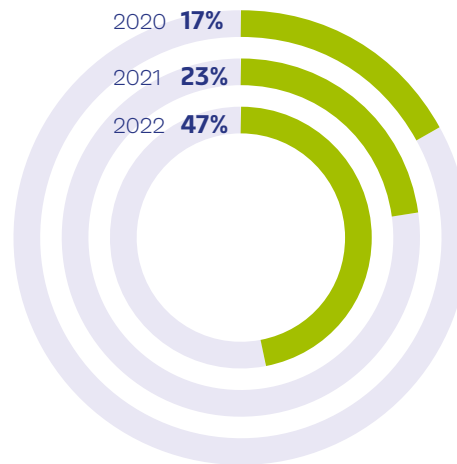
- Anti-corruption
- Gifts and hospitality
- Donations, sponsorships, and charitable contributions
- Sanctions
- Conflict of interest

24% 

more of our employees, this year, were trained on the Code of Conduct as a refresher

Business ethics and compliance	Unit	2020	2021	2022
Number of significant risks related to corruption identified through the risk assessment	#	1	1	1
Total number of confirmed incidents of corruption	#	0	0	0

PERCENTAGE OF EMPLOYEES WHO RECEIVED ANTI-CORRUPTION TRAINING



Effective June 2022, we established a new position which was designated as the “Internal Audit Administrator” as part of the updated organization chart in the Executive/Internal Audit department and an employee was appointed for this role. In 2023 we aim to build further on our achievements and are planning to conduct risk assessments for various departments.

Spotlight

Educating employees on the Maersk Code of Conduct

In November 2022, the Internal Audit Department launched an awareness campaign as part of a global campaign initiated by Maersk.

The campaign focuses on educating employees on various topics mentioned in Maersk Code of Conduct, such as information privacy, racism, harassment, and bullying in the workplace.

The campaign will continue until January 2023, targeting 181 employees from different departments.

Lean Ambassadors

Internal Auditors at ACT are also Lean Ambassadors or “Change Agents” who drive the implementation of lean practices across the organization. Several Kaizen projects have been initiated by the Internal Audit Department, including systematic payroll confirmations and systematic HSSE store management, resulting in enhanced process efficiency and cost savings.



Whistleblowing and Grievance Mechanism

ACT places great importance on transparency and good governance. To achieve this, we have established a robust whistleblowing system that enables our employees to report any potential or confirmed threats to our operations or any illegal practices that conflict with our Code of Conduct. This system allows us to proactively address such risks and prevent any associated costs that may result from such incidents.

Our internal anonymous whistleblowing system has been in place for several years now and has been successful in enabling our employees to report any concerns or issues they may have. This year, there were 9 cases mostly related to HR policies, all of which were properly addressed.

ACT believes that the whistleblowing system is a crucial element of our governance framework and demonstrates our commitment to upholding the highest standards of ethics and transparency.



Data Privacy and Digitalization

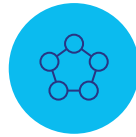
ACT has long included digitalization in its overall business strategy in an effort to draw business to the Kingdom. Since the digital revolution is inevitably spreading across every industry in this technological era, ACT has greatly increased its digital innovation initiatives as part of its digital transformation plan with the aim of improving our operational efficiency, sustainability, and profitability, and automating the terminal by incorporating the best technologies.

The main strategy of ACT's digital transformation plan is focused on our service core while leveraging technology to enhance operations and services. By prioritizing customer value, cross-functional integration, high-quality service delivery, and effective IT management and governance, the port aims to stay competitive and future-ready in an increasingly digital world.

Moreover, we conduct yearly external audits to assess and evaluate the effectiveness of our privacy and security management systems. ACT also runs yearly Black Box penetration testing to help identify any vulnerabilities and to evaluate the functionality, security, and performance of our systems.

In 2022, we have continued to pursue business enhancements, building on our efforts from last year. The 4 main focus areas of our digital transformation plan and what ACT has done in 2022 under each of which are shown here:

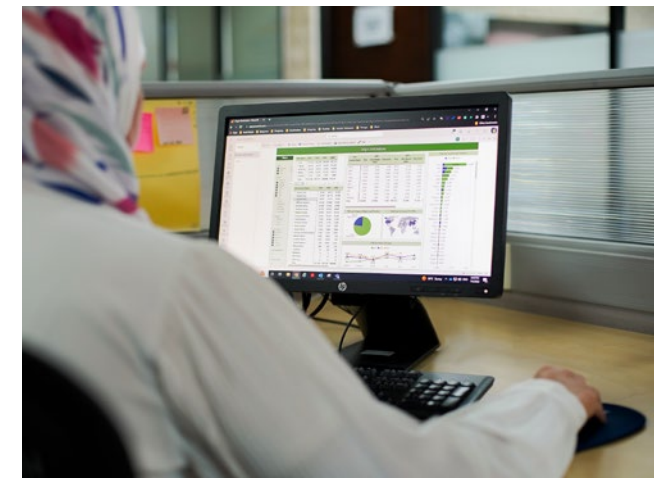




Stakeholders & Customers	Cross Functional Integration	IT Service Delivery	IT Management & Governance
The objectives of each of these focus areas:			
<ul style="list-style-type: none"> In this area, ACT seeks to increase customer value by providing e-services that cater to their needs. By providing digital-driven services we aim to improve customer experience and satisfaction while also increasing efficiency and reducing costs. 	<ul style="list-style-type: none"> ACT aims to facilitate better communication and collaboration between different departments and stakeholders. By enabling cross-functional dialog, the port aims to improve decision-making, optimize processes, and enhance overall performance. 	<ul style="list-style-type: none"> With this pillar, ACT aims to continue to drive high-quality service with the latest technology. The port also invests in cybersecurity measures to ensure the security and privacy of its data and systems. 	<ul style="list-style-type: none"> ACT aims to ensure that its digital transformation efforts are managed effectively and efficiently, and this is our core aim with digitalization. This may involve implementing governance structures and policies that promote responsible and ethical use of technology.
A glance on our efforts in each of these areas in 2022:			
<ul style="list-style-type: none"> At ACT, we utilize a digital platform, Community Access Portal (CAP), to enable all our customers to query for any container and create a pre-arrival transaction to start the process easily and with the least amount of friction. 	<ul style="list-style-type: none"> ACT has implemented several technological solutions to enhance our supply chain and operations management, such as Power Automate and Power BI. Cyber-resilience is also essential to our company, thus our Security Operations Center (SOC) team is using an actively Managed Detection and Response (MDR) service, which is a fully managed service that detects and responds to cyberattacks. Moreover, to address data security incidents or trends, ACT promptly applies the latest patches and updates, as recommended by APMT SOC, to ensure the security of its platform. 	<ul style="list-style-type: none"> In 2022 we have optimized our IT policies and undergone an organizational restructuring to ensure alignment with the national vision. 	
<ul style="list-style-type: none"> This year ACT has enhanced the integration of eFAWATEERcom integration for invoice payments, and e-invoicing to elevate the customer experience. 	<ul style="list-style-type: none"> We have worked on automating some of our operations like the crane, gate, and process automation to help enhance our operational efficiencies. 	<ul style="list-style-type: none"> ACT is aiming to assure that the Global Strategic Road Map Project will be implemented, and deployed for all aspects that will improve customer satisfactions 	

At ACT, we have developed a Business Intelligence strategy that harnesses top-of-the-line technology to convert wide-ranging data sets into informative dashboards, reports, and charts. These tools help us implement inventive solutions across all our operations. Additionally, we have established Information and Communication Technology (ICT) systems that integrate with Jordan Customs and Nafith to enhance operational efficiency by reducing manual transactions, enhancing data accuracy, and optimizing workforce utilization. With these digital solutions in place, ACT has emerged as a trailblazer in the realm of digitization.

ACT's future commitments aim to enhance various aspects of the business, through key initiatives such as upgrading the Terminal Operating System (TOS) core, digitizing assets, improving Wi-Fi, implementing, establishing a central data hub, and automating paper forms and processes.



Spotlight

Power BI tool

A Power BI tool has been successfully implemented for operations, especially for commercial purposes, to provide real-time status updates and keep the entire ACT team aligned with the activity. Previously, the lack of analytical tools made it difficult to manage such reports on the spot.

This approach involved gathering data from different departments to obtain the necessary results. The outcome was the creation of a data warehouse that enables teams to generate reports on the spot. Going forward, the team will be trained to develop their skills to ensure the sustainability of this activity.



Spotlight

Gate Automation through Optical Character Recognition (OCR)

The implementation of gate automation through Optical Character Recognition (OCR) is scheduled for 2023 with the aim of enhancing the precision of container details updates at the gate. There was a collaboration with the APMT automation team in the approach, and civil work has begun in the gate locations. The initiative will ensure that containers are correctly updated with the right truck, validated for seal presence, IMDG details, ISO types, and checked for damage both inside and outside of the container.

The next steps include installing hardware, commissioning the Gate OCR, testing the system, training the relevant staff, and setting the go-live date.

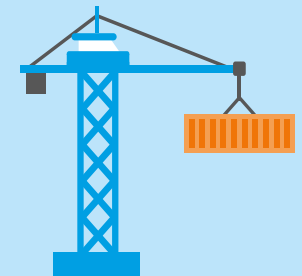


Spotlight

Crane OCR initiative

The Crane OCR initiative was launched in 2022 and is to be executed in 2023 to improve container handling. This initiative tackles issues such as updating important import and export containers on the system without the tally clerk's intervention and the lack of a reference to check the container's condition during handling for claim purposes. The solution involved working with the APMT automation team, agreeing on the system requirements and design, and installing crane hardware. The outcomes included correct updates on discharged containers, validated seal presence, and many others.

Next steps include commissioning cranes, testing the OCR system, training staff, and setting a go-live date.



Supply Chain Management

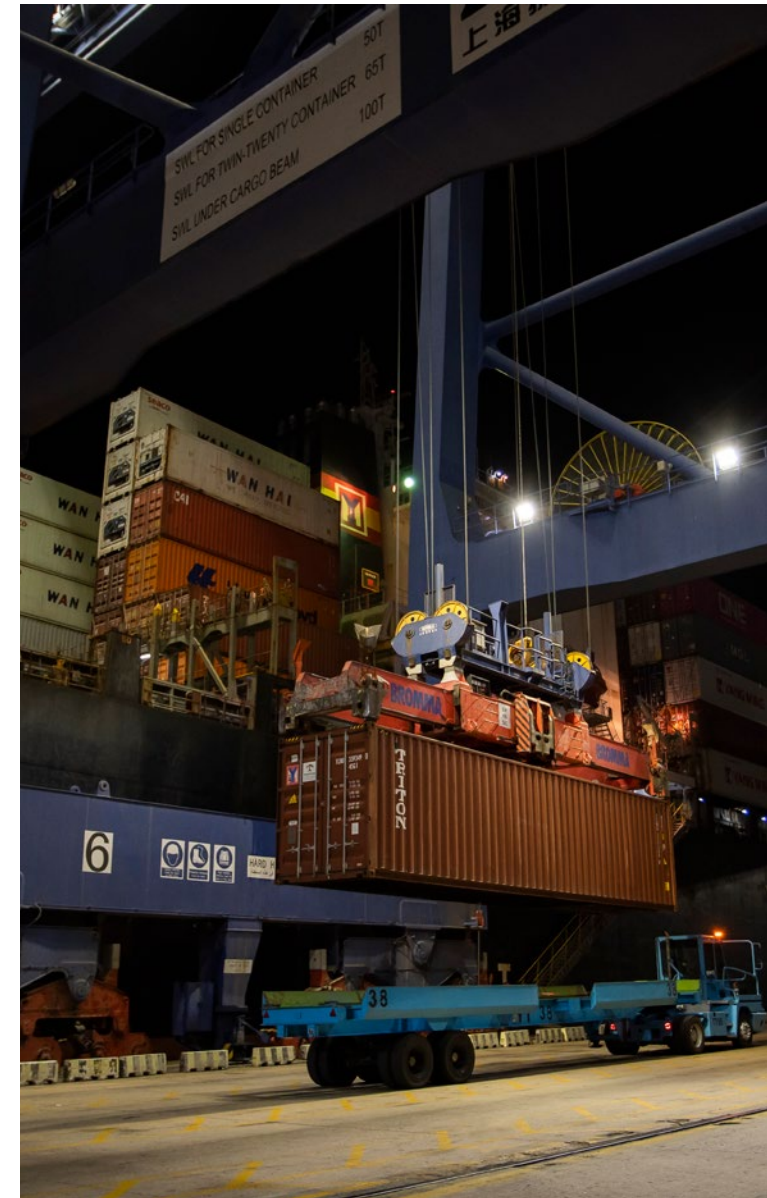
ACT realizes the importance of managing our relationships with stakeholders along the supply chain to ensure efficiency and mitigate negative impacts where possible. Our suppliers need to abide by Maersk's Supplier Code of Conduct which covers a wide range of topics such as business ethics, health and safety, working conditions, and employment practices covering child labor and freedom of association as well as environmental considerations.

Our commitment to achieving high standards of environmental performance, preventing pollution, and minimizing the impact of our container handling and storage business is clear in our Environmental Policy. Although ACT has no stand-alone human rights policy, but abides by Maersk's Compliance Program, which includes labor and human rights matters, and involves ACT's policies, employees, suppliers, and other stakeholders. For the second consecutive year, we were able to screen all of our new suppliers based on our supplier environmental criteria. This year, 2% of our suppliers were subject to an environmental audit. All of them passed the audit and none were identified as having negative environmental impacts and no suppliers were terminated as a result.

Due to the nature of our business and the industry we operate in, our value chain depends on a broad range of suppliers. ACT provides preference to local suppliers in the procurement process, which reflects our obligation to promote the local economy in support of the Jordanian National Vision 2025. In 2022, our commitment to strengthening the local content in our value chain was evident through maintaining the percentage of our procurement spending around 81% for the past 3 years.

Spotlight

ACT's Sustainable Procurement Program promotes ethical and sustainable standards throughout the supply chain, in alignment with the Maersk Supplier Code of Conduct. Our supplier questionnaire assesses business practices, identifies strengths or areas for improvement, and fosters transparency and open dialogue. In some cases, this process may lead to further clarification, onsite assessments, or improvement plans of our suppliers. All responses to our questionnaire are treated confidentially, encouraging suppliers to be honest about their challenges and facilitating constructive collaboration.



Enhance Employee Engagement and Talent Development

At ACT, we understand the importance of creating an inclusive and supportive work environment that upholds the human and labor rights of all employees. We strive to foster a workplace culture that encourages open communication, collaboration, and professional growth. Our employees are our most valuable asset, and we believe in investing in their well-being and development through various training and development programs. Our engagement initiatives aim to provide a safe, inclusive, and respectful workplace that values and respects every employee's unique skill, experiences, and perspectives.

Material topics covered

- Human capital management
- Human rights
- Diversity, inclusion, and equal opportunity

Alignment with National Vision 2025

Support the Society pillar

Alignment with the Economic Modernization vision 2030

Support the Economic Growth pillar goals

Alignment with UN SDG



People Development	40
Diversity, Inclusion, and Equal Opportunity	46



People Development

ACT prioritizes building strong relationships with our employees. Investing in our people is key to creating a positive impact in the community of Aqaba and beyond.

Moreover, ACT abides by Maersk's Global Employee Relations Commit Rule which sets out the outline for our commitments towards our workforce and solidifies our efforts to ensure that we are providing good and fair employee conditions to all employees. Our Global Employee Relations Commitment covers the following topics:

- Health, Safety and Security
- Equal Opportunity and Diversity
- Child Labor
- Forced Labor
- Freedom of Association and Rights to Collective Bargaining
- Working Hours
- Compensation
- Fair Procedures

Our Workforce

In 2022, our total workforce was comprised of 919 employees, the majority of which were in the 31- 40 age group. Our nationalization rate in 2022 was 99.7% which reaffirms our position in creating job opportunities and contributing to the local economy and the community's development.

Our workforce	Unit	2020	2021	2022
Total workforce (full-time employees)	#	979	938	919
Workforce by employment level				
Senior management	#	4	6	7
Middle management	#	29	30	35
Staff	#	946	902	877
Workforce by age group				
18-30	#	218	106	91
31-40	#	394	432	431
41-50	#	268	286	279
51-60	#	99	114	118
Workforce by gender				
Female	#	20	20	20
Male	#	959	918	899
Nationalization				
Jordanian rate	%	99.9	99.8	99.7

In the coming years, ACT is committed to enhancing leadership capabilities, optimizing labor costs and resource utilization, developing employee skills based on comprehensive training plans, and maintaining positive employee engagement. We will also focus on improving HR process efficiency and actively supporting various business transformation programs to drive continuous growth and success.

Employee Attraction and Retention

As a sustainable company, we are committed to creating a healthy and positive work environment that encourages employee retention. ACT recognizes that employees are our most valuable asset and that their satisfaction and well-being directly impact the success of our organization.

Employee retention and attraction are crucial aspects of maintaining a sustainable workforce. In 2022, our organization experienced a total turnover of 20 employees and the workforce turnover rate has decreased by 2.2% since 2021. Moreover, this year we have welcomed 1 new member to our team. We have also filled several positions through internal promotions and provided valuable support to other terminals by sending our team, contributing to global exposure and people development.

We value our employees and recognize the importance of providing regular feedback and support for their growth and development. To achieve this, ACT conducts periodic performance reviews for all employees. These reviews are designed to evaluate employee performance, identify areas of improvement, and provide feedback and support to help employees reach their full potential. Accordingly, a customized individual performance management plan is created for each employee to address any skill gap with clear objectives that support ACT's corporate goals. In 2022, 100% of our employees received performance reviews.

Turnover and new hires	Unit	2020	2021	2022
Total turnover workforce	#	21	43	20
Workforce turnover rate	%	2	4	2
Turnover by employment level				
Senior management	#	2	1	0
Middle management	#	0	0	0
Staff	#	19	42	20
Turnover by age group				
18-30	#	0	2	2
31-40	#	0	2	0
41-50	#	7	9	9
51-60	#	14	30	9
Turnover by gender				
Female	#	0	0	0
Male	#	21	43	20

WORKFORCE RECEIVING A PERFORMANCE REVIEW



Through these reviews, the aim is to create a culture of continuous learning and improvement, where employees are empowered to develop their skills and contribute to the success of the organization.

Employer of Choice

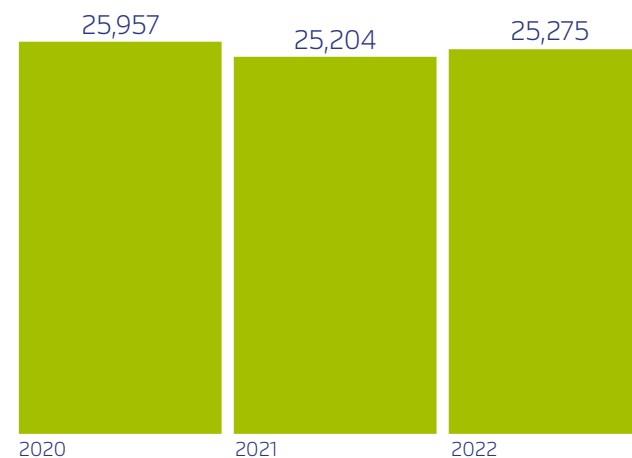
As a leading employer in Aqaba, ACT is committed to maintaining our position as the employer of choice in Jordan. To achieve this, we prioritize providing competitive pay and benefits to our employees, along with a range of incentive programs to recognize and reward their achievements. By doing so ACT aims to attract and retain top talent, creating a sustainable workforce that drives the success of our organization.

ACT understands that our employees have diverse needs and priorities, and we are committed to providing them with the support and resources they

need to succeed both personally and professionally. ACT offers a competitive salary to help support employees' basic requirements and we are committed to paying at least the minimum wage and statutory benefits required by local legislation.

It is our company's policy to compensate our workers for overtime hours according to individual terms of employment, applicable regulation, and relevant collective agreements.

EMPLOYEE WAGES AND BENEFITS ('000 JOD)



ACT understands that **our employees have diverse needs and priorities**, and we are committed to providing them with the support and resources they need to succeed both personally and professionally

Compensation and Benefits

At ACT, investing in our employees and providing them with a comprehensive range of benefits is a must. These benefits include, but are not limited to:

- Housing allowance
- Transportation
- Class A medical insurance
- Inflation adjustment and merit increase
- Saving allowance
- Life and cancer insurance
- Social fund
- Profit share
- Shift allowance
- Eid reward
- Ramadan bonus
- Hot seat overlap
- ACT Club activities
- Annual Omra trip
- Nursery allowance
- Call out allowance
- Heavy equipment allowance
- Education support
- 14th months' pay
- Performance bonus
- Early retirement program
- Internal job transfer, rotation, and development opportunities
- 'Employee Personal Loan' for financial funds

Employee Engagement and Satisfaction

ACT prioritizes the appreciation and respect of our employees by regularly engaging with them through performance evaluations, personal development plans, and an annual employee survey to gather their ideas and feedback. Our goal is to foster a workplace culture that values employee input and promotes growth and development.

We conducted 2 satisfaction surveys this year, with an average score of 4.14 out of 5, which is a 7.5% increase over 2021. This was a result of proper communication with our employees through awareness and team building sessions, focus on action plans, and follow up aided by management visibility through GEMBA which is a workplace walkthrough which aims to observe employees, ask about their tasks, and identify productivity gains.

This year, ACT has initiated the process of enabling Training Within Industry (TWI). This initiative involved having our employees from different departments

EMPLOYEE ENGAGEMENT AND SATISFACTION SCORE (0-5 SCALE)



undergo training on developing work instructions and imparting standards to enhance efficiency. Although the program primarily emphasizes the process, it encompasses additional pillars, one of which is "TWI Job Relations." This pillar assists management in achieving results through people by enhancing work relationships. It is founded on the principle of leading with respect for employees, building trust, and promoting a sensible, people-centered approach to addressing issues. The program involves 2 main parts, Job Relation Basic Training, to enable the leaders to use the TWI Job Relation foundations, and the Job Relation Facilitator Training, to teach the participants how to facilitate their team or coach individual team members in applying the Job Relations methods. The first phase of the program will be rolled out in 2023.

Spotlight

Job Relations enable the supervisors to grow their leadership capabilities achieving the business objectives through company values and high engagement. The job relations initiative involves top management and ensures to cascade the company's commitments with regards to its employees properly.

A total of 13 days of different trainings to different employees' levels were carried out to ensure the program is well understood and executed. The training sessions were a blend of lectures, discussion, and practical exercises.

Spotlight

Our people are our key assets, and recognizing their success and achievements is vital to our organization. In response to employee feedback, we implemented a structured recognition program to celebrate success stories and create visible role models. The program aims to drive performance and motivate employees by acknowledging their contributions in areas such as safety, cost efficiency, behavioral modelling, and operational efficiency.

A committee, comprising HR and Senior Management Team members (SMT), designed a quarterly and yearly program that recognizes both individuals and teams. So far, ACT has run 3 quarterly recognitions, and the results have been positive. The events and communication channels have generated excitement among employees, leading to increased motivation, a sense of appreciation, and an improved team culture.

Upon completing the fourth quarter and selecting yearly winners, ACT will evaluate the program's effectiveness and identify areas for improvement.

As Motasem Darweesh, an employee, states, "Motivation is the basis of successful management, and it encourages employees to work more efficiently, creating a creative and positive work environment that enhances teamwork and communication."

Training and Development


ACT strives to foster a culture of progression and advancement for its employees, where continuous learning and development are crucial for professional and personal success. Our training and development policy outlines the main staff training objectives which are:

- Increase individual effectiveness and efficiency by encouraging and supporting staff to achieve individual and career goals.
- Assess employees to achieve the aims and objectives of the job.
- Investing in staff training and development will enhance the commitment of staff.
- Promote the culture of sharing knowledge and best practice across organizations.
- Build effective leadership that drives for change and equipped team to deal with changes.
- Building strong and effective teams.
- Increased motivation and job satisfaction for individuals.

ACT continuously develops learning policies to support individual and collective growth. These policies aim to involve senior management in guiding learning activities, establish connections across various operational levels and functions for experience exchange and best practice sharing, and foster internal relationships within learning groups to enhance performance and system thinking.


OUR 3-DIMENSION FOCUS IS ON:

01




Driving individual and collective learning and steering learning activities by senior management.

02



Establishing relations with different operational levels and functions of the company, in addition to exchanging employees within APMT, to share experiences and best practices and enhance creativity in alignment and system thinking.

03



Establishing internal relations within learning groups so that they can perform its functions and boost performance.



Moreover, ACT provides a wide range of in-house training programs that cover both technical and soft skill development. In addition, we also have a voluntary job rotation program that involves the temporary assignment of an employee to another position or department for a period to perform a set of specific duties thus expanding the employee's set of knowledge.

ACT also provides regular external trainings and arranges visits to other terminals to share knowledge and enhance employee exposure. Read about our 2022 employee exchange opportunity for the Health and Safety team on page 51. Finally, and as part of our emergency response and business continuity plans, outsourced labor is adequately trained according to ACT's standards and ready to support whenever needed.

It is worth noting that the Corona pandemic resulted in a postponement and freeze of most training activities, which led to a significant increase in training activities after the lifting of the pandemic restrictions,

represented in almost a 6-fold increase in total training hours compared to 2021. Moreover, we are pleased to report that invested in our Lean Academy and providing external training opportunities for our employees.

Moreover, the primary focus of our transformation strategy "Way of Working" is on people as a key asset for our business. By developing our employees' skills, we are strengthening our business and creating more value for our customers, ultimately aiming to become world-class together. In 2022, ACT has emphasized the importance of both internal training through the Lean Academy and external training. The trainings provided were a blend of in-house and external trainings covering several categories including Crane management, Inventory, Planning, Way of Work and Workshop.

Training and development	Unit	2020	2021	2022
Total number of training hours for all employees	Hours	2,193	4,117	24,455.2
Total training hours for female employees	Hours	72	115	532.20
Total training hours for male employees	Hours	2,121	4,002	23,923
Total cost of training	JOD	6,000	1,050	108,405
Total average number of training hours for each employee	Hours	2.24	4.39	26.61
Average cost of training per employee	JOD	6.13	1.12	118

Human and Labor Rights

ACT respects its employees' right to associate freely with and to join organizations of their choosing and to participate in collective bargaining in accordance with local regulations. The collective bargaining agreement period is 2 to 3 years according to the Jordanian labor law in force and negotiations are specified in collective agreements for 6 months from the date of submitting a demand.

ACT does not tolerate any form of forced or child labor. We communicate our stance on human rights with our employees and third parties through our regular ACT compliance training. There is a formal grievance mechanism for internal and/or external stakeholders to help them report any human rights-related incidents.

Zero 

incidents of harassment or discrimination reported in 2022.

ACT has implemented significant improvements in its internal regulations to enhance the benefits provided to employees, including paternity leave and nursery allowance, along with enhancements to strengthen the company's commitment to safety and corrective actions taken against safety violations, thus improving overall safety measures.

Diversity, Inclusion, and Equal Opportunity

ACT is committed to fostering diversity and equality in the workplace. We believe that a diverse workforce provides a greater variety of skills while enhancing employee creativity and productivity, making the workplace a better place.

ACT has a zero-tolerance policy for any type of discrimination. Applicants of any nationality, religion, or gender are welcome to apply for any position at ACT, and our hiring procedures are well-defined, allowing us to select the greatest fit for each position.

Female Employment

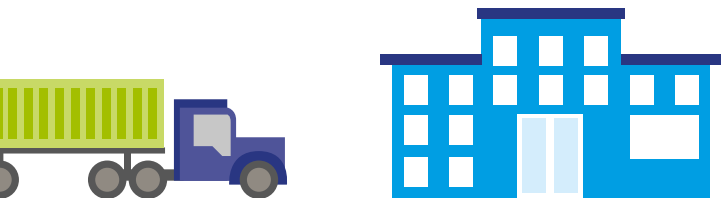
Our goal at ACT is to establish a safe and nurturing work environment for our female employees. Discrimination and harassment of any type are forbidden, and we reiterate our commitment to protecting our female employees by taking appropriate action against perpetrators whenever such occurrences occur at the terminal.

In 2022, we were able to retain all of our female employees, with a rate of 2.13% of the total workforce, and with 11.40% in middle management positions. Furthermore, this year we have provided 532 training hours to our female employees with equal average training hours of 26.61 for both our male and female employees.

Parental Leave

It is important to maintain a balance between professional and parenting responsibilities. Therefore, ACT encourages its employees to take parental leaves to look after their children.

Last year, 4 female employees and 104 male employees were entitled to and took parental leave, and 100% of these employees came back to work after the end of their leave.



Ensure Employee Health, Safety, and Security

ACT places occupational health and safety at the forefront of our operations. Our unwavering commitment to excellence in this area is evident through our incident and risk management protocols and our health and safety procedures and policies. ACT's safety and environmental programs are rooted in a foundation of risk management, employee training, and visible leadership.

Material topics covered

- Occupational health and safety
- Incidents and risk management

Alignment with National Vision 2025

Support the Citizen pillar

Alignment with the Economic Modernization vision 2030

Support the Quality-of-Life pillar goals

Alignment with UN SDG



Occupational Health and Safety	48
Incidents and Risk Management	52



Occupational Health and Safety

ACT recognizes that the safety and well-being of our employees are critical to the company's success. Therefore, we remain dedicated to continuously enhancing our occupational health and safety programs to ensure the highest levels of protection for all.

Our health and safety management system, which complies with the Jordanian legal requirements as well as the Global APMT standards, has been updated in 2022 to be more focused on embedding global standards alongside our locally adopted standards and procedures. Our approach focuses on 3 main thematic areas which are:

1. Empowering employees, as experts in their fields, to find solutions and improve safety standards.
2. Building and strengthening the capacities necessary for dealing with emergencies through training and development.
3. Maintaining open communication with the company's experts on the front lines and ensuring its responsiveness to employees' needs.

Moreover, this year the system has been enhanced to better utilize visual management systems in our daily tasks and activities as well as increasing our focus on leader-led activities and embedding the Kaizen mindset further to improve safety performance.

All our workers are covered by both our health and safety management system, and we respect the confidentiality of our employees' health and safety information.

There is also a health, safety, and environment policy in place that covers not only our employees but also our external parties and contractors as well. This outlines our company's commitments towards health and safety and highlights that the overall responsibility of Health, Safety and Environment (HSE) at ACT lies directly with the CEO.

To further institutionalize health and safety throughout our business we have a Health and Safety (H&S) committee with about 60% representation of the workforce.

ACT adheres to the FATAL 5 Standards of APM Terminals as well and we remain committed to eliminating operational risks, applying the best safety practices, and spreading awareness on health and safety. All of our employees and contractors are trained in health and safety practices.

Zero

fatalities reported for the sixth year in a row





Health and safety	Unit	2020	2021	2022
Man-hours	Million hours	1,920,650	2,525,565	2,511,991
Total number of recordable work-related injuries	#	30	18	24
Total Lost Time Injuries Frequency Rate (TLIFR) (contractors and employees)	Per Million Man Hours	2.6	0.79	3.18
Fatalities (contractors and employees)	#	0	0	0
Sick leave	Days	8,140	6,422*	6,868
Near miss incidents		17	15	20
Safety observations reported (unsafe acts and unsafe conditions)	#	2,907	2,407	922
External safety audits	#	0	1	5

*Value has been restated.

In 2022, 922 observations were reported through GIZMO incident reporting tool (read more about it in our 2021 Sustainability Report [here](#)), and 85% of them were resolved. To identify work-related hazards and assess risks on a routine and non-routine basis, we conduct safety inspections, GEMBA walks, meetings, and risk assessments. In addition, ACT encourages its workforce to report any unsafe acts and conditions through available means of communication. These observations are verified for validity, are tracked using the GIZMO system, and the results are used to evaluate and improve our occupational health and safety management system.

ACT proactively aims to prevent any inherent occupational health hazards by mandating that all its personnel undergo regular medical checks. The checks are intended to enable ACT to determine whether the employee is capable of executing their job responsibilities without jeopardizing their health. Additionally, it empowers ACT to carefully track and manage any potential health threats that may arise.

85%

of the 922 observations in 2022 were resolved

Health and Safety Training

ACT has made remarkable strides this year in the area of health and safety. To begin with, we have conducted 5 rigorous refreshment training sessions on ISO 45001:2018 (Health and Safety) rigging and slinging with a total of 1,304 hours of theoretical and practical sessions for all key personnel involved in the handling processes. These training sessions were conducted by a certified Lloyds trainer, with a significant investment of \$60,000 in purchasing equipment and training of our employees to equip them with the necessary skills to mitigate incidents related to spills and other waste management issues. Additionally, we provided safety inductions to everyone who entered our premises to ensure that they were aware of the safety protocols in place.

In keeping with our commitment to safety, we have provided various training sessions throughout the year, including vessel safety inspection training to handle any unsafe conditions on vessels, working at heights training for employees working at heights, general safety awareness sessions, first aid training, life buoy use, and firefighting using portable fire extinguishers. These training sessions are geared towards ensuring that our employees are adequately trained in handling any hazardous situations that may arise while performing their duties. ACT's goal is to create a safe and secure environment for all its employees, and these training sessions are just one of the many ways we are achieving this.

In 2022, ACT has trained all its employees and contractors on health and safety practices. Moreover, we have provided 87 emergency response drills though there is about a 10% decrease in the number of drills provided it was a result of our commitment towards our employees' skill development, as we have focused on delivering higher quality rather than higher quantity drills and optimizing the overall processes.

In 2022, ACT coordinated a significant safety and security drill involving multiple local authorities. The primary objective of the exercise was to assess the readiness levels of all participants and familiarize them with the emergency procedures and protocols that are required to be followed during such situations. The drill was executed in collaboration with the Public Security Police, Civil Defense, Gendarmerie, and Royal Marine Forces, and all parties demonstrated a high level of preparedness and cooperation throughout the exercise. The ACT emergency team was also present and conducted the initial response to the simulated emergency situation.

Following the initial response, the Civil Defense assumed control of the scene and effectively managed the situation in accordance with the established procedures. The successful outcome of the drill serves as a testament to the commitment and professionalism of all participating entities and reaffirms their ability to effectively respond to any emergency situations that may arise ([learn more](#)).

87



emergency response drills

Health and safety	Unit	2020	2021	2022
Employees trained in health and safety practices	%	100	100	100
Contractors trained in health and safety practices	%	100	100	100
Number of emergency response drills conducted	#	48	96	87

In addition to ACT's commitment to promoting health and safety, we are constantly looking for ways to enhance our employees' knowledge and skills. One way we achieved this was through a 1-month knowledge exchange program that we conducted in 2022, in collaboration with Bahrain port. This program provided a unique opportunity for our health and safety personnel to share their expertise and experience with their counterparts in Bahrain, while also gaining new insights and learning about best practices in the field. Through this exchange, our team members were able to broaden their horizons, expand their networks, and enhance their capabilities. The employees who took part in this program were able to impart their new knowledge to their colleagues and the management through exchange program report sharing.



Spotlight

Global safety day

Aqaba Container Terminal (ACT) conducted a joint training exercise with government organizations to commemorate Global Safety Day. The exercise aimed to assess the company's responsiveness to emergencies and improve the efficiency and effectiveness of its health, security, and environmental management systems. ACT also participated in various activities that shed light on particular aspects that could be developed to maximize operational accuracy.

The celebration of Global Safety Day is an annual tradition at the company, organized by A.P.M Møller – Maersk, for the group and its companies, to ensure a safe and productive work environment for employees. (Read more about this event [here](#))

"Conquip" training program

ACT has joined the global "Conquip" training program, which offers a standardized educational framework for all equipment to enhance safety, behavior, and operational performance. The program focuses on competency-based training, aligning with the company's goal of establishing world-class operations across all APM Terminals.

Incidents and Risk Management

At ACT, risk management and incident mitigation are key priorities. We are committed to implementing measures to reduce potential risks across all areas of our operations. With a strong emphasis on safety, ACT has established robust emergency preparedness and response systems. These systems are regularly tested and refined to ensure that the terminal is equipped to effectively manage any potential incidents that may arise.

The main risk factors have been identified and we work diligently to manage and mitigate any expected negative impact that might arise as a result of them. Some of these risks include:



Landside points of entry, accessible by water and land



Close proximity to the city and other terminals



Large volume of cargo and HAZMAT



A big volume of trucks moving in and out



Fishing and recreation boats

ACT has adopted the unified international maritime security framework (ISPS Code) for maritime security by the International Maritime Organization (IMO). In addition, this year we have reviewed, updated, and approved our Port Facility Security Plan (PFSP) by the Jordanian Maritime Commission (JMC).

To ensure the safety of our employees, ACT invests strategically in equipment and training programs that minimize occupational hazards. Additionally, ACT upholds the highest standards of incident and risk management, which includes thorough investigations and implementation of corrective actions to prevent future incidents. This year, 25 Kaizen projects were implemented to improve HSSE in the workplace including reducing traffic incidents, reviewing risk assessments, optimizing traffic layouts in yards, and addressing issues with leaking contaminant tanks. Furthermore, new Standard Operating Procedures (SOPs) and tariffs have been developed for handling dangerous goods (DG) cargo, such as chlorine tanks/containers, supplying fuel for vessels, and handling IMO class 1 containers.

Finally, ACT conducted a major safety and security drill with all local authorities in September 2022 to ensure preparedness and improve response times in case of an emergency.

Spotlight

In June 2022, a chlorine gas leak incident occurred at Aqaba Port Company for Operation and Management (APCOM) near ACT operations during the loading of a pressurized chemical storage container onto a container ship. The incident resulted in 13 deaths and 265 injuries at the port. ACT promptly activated its emergency plan and sent its ambulance and emergency response team to assist Aqaba port and civil defense in evacuating the injured and affected people to hospitals.

As a result, ACT reviewed and improved its emergency response plan and handling dangerous cargo SOP, communicated the incident findings, outcomes, and recommended actions with related employees, and sent an official communication to all vessel agents to remind them of the importance of DG declaration before vessel arrival.

Additionally, ACT ensures to conduct regular thorough examination tests for all lifting tools, accessories, and equipment and conducted a refresh training on rigging & slinging for all key personnel involved in the handling processes, to ensure no such incidents are expected at our operations.

Decarbonize Operations and Mitigate Negative Impacts

ACT's strong environmental management approach is centered on reducing the environmental footprint of its activities. By conducting operations with a lower impact, ACT aims to optimize its environmental footprint while reducing energy and resource consumption and waste management costs. Moreover, ACT is committed to decarbonizing its operations over the next two decades. This aligns with the climate ambitions of APMT and Maersk and will benefit not just the local port ecosystem but also the larger community. ACT's decarbonization efforts are an essential step towards a more sustainable future.

Material topics covered

- Environmental management and compliance
- Climate change management
- Water and effluent stewardship
- Waste management
- Biodiversity and ecosystem

Alignment with National Vision 2025

Support the Government pillar

Alignment with the Economic Modernization vision 2030

Support the Sustainability pillar goals

Alignment with UN SDG



Environmental Management and Compliance	54
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Biodiversity and Ecosystem	61

Environmental Management and Compliance

ACT is dedicated to being an environmentally conscious organization. We aim to protect the environment in all our activities and as such we have an established environmental policy (available [here](#)). ACT is proud to announce that we have been awarded the Lloyd's certificate of verification for Port Environmental Review (PERS), indicating that our operation is in accordance with the highest standards in the region and highlights our efforts as a sustainable EcoPort, which is applicable to all of our port's activities, products, and services. Additionally, we have successfully renewed our ISO 14001:2015 certificate covering 100% of our operations, which aligns with our commitment to being eco-friendly.

As part of our ongoing efforts to maintain our high standards, our International Ship and Port Facility Security (ISPS) code was still valid in 2022. Furthermore, our environmental management system (EMS) has undergone an external auditor assessment to ensure that we are meeting the assessment criteria and certification scope of Société Générale de Surveillance (SGS), which resulted in the renewal of our ISO 14001:2015 certificate, mentioned above, for 3 years. ACT also aims for its activities to comply with all applicable local and international, laws, regulations, and ethical standards. To learn more about our environmental activities you can read our [environmental report](#).

This year our expenditure on initiatives and programs related to environmental protection have increased by almost 16% since 2021 due to oil spills in another port affecting ACT's berth quayside and beaches, where new oil spill tool kits and other environmental tools were purchased. Learn more on page 61.

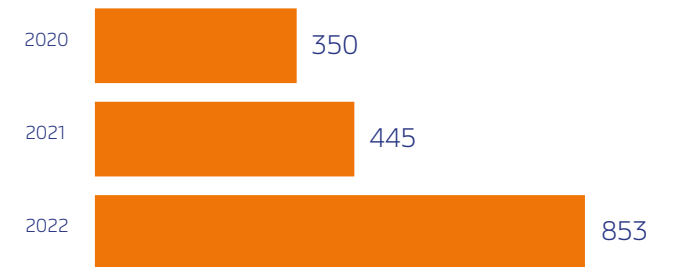
ENVIRONMENTAL PROTECTION EXPENDITURE (JOD)



ACT has implemented a range of initiatives aimed at educating and engaging our employees and contractors in environmentally responsible practices. This year, the company has provided 346.7 hours of training to 853 employees and contractors, which represents a 90% increase in the total number of trainees compared to the previous year. By empowering our workforce with the knowledge and skills to make more sustainable choices, ACT is demonstrating its ongoing commitment to environmental stewardship and contributing to a more sustainable future.

The substantial 91% increase in attendance at our environmental awareness sessions in 2022 can be attributed to our heightened commitment to promoting sustainability and raising environmental consciousness among employees, contractors, and suppliers. Recognizing the urgent need for collective action to address pressing environmental challenges, we have intensified our efforts to deliver comprehensive educational sessions that foster a deeper understanding of key issues, such as climate change and decarbonization. Around 400 employees, contractors, the Aqaba Engineering Association, and external truckers attended these sessions.

TOTAL NUMBER OF EMPLOYEES, CONTRACTORS AND SUPPLIERS ATTENDED ENVIRONMENTAL AWARENESS SESSIONS (#)



Furthermore, in 2023 we aim to assemble an Environmental Steering Committee to help manage ACT's environmental-related activities, assure objectives are met, and to identify risks to help mitigate them.

Climate Change Management

Climate change sits high on local, regional, and global agendas, exactly where it should be, as climate indicators from around the globe, represented by floods, heat waves, droughts, wildfires, and storms signal the urgent need to act as a global community to ensure we are not surpassing environmental boundaries. Thus, a global effort to fight against climate change, on all levels; individuals, governments, and businesses, is a must.

Energy Management

Several initiatives and measures were implemented in 2022 to reduce energy consumption and increase efficiency. A Lean Management System (LMS) was implemented to focus on gaps in operations and reducing fuel consumption through waste

elimination. Moreover, Engineering’s Idle System was put into action. Other measures were implemented such as administrative control over operator’s performance, equipment fueling and refueling control, and analysis through our own developed system TEMS.

In 2022, our electricity consumption and total fuel consumption have increased by 19.7% and 7%, respectively. The addition of around 15 heavy equipment vehicles to our operations, increased reliance on power generators during power outages, and higher fuel consumption in RTGs contributed to this uptick. Additionally, administrative departments provided transportation for shift managers, finance teams, engineers, and supervisors to Aqaba downtown, further increasing fuel usage. Lastly, yard activities, such as shifting and loading approximately

400 longstanding containers, also led to increased fuel consumption.

Regarding electricity consumption, several factors contributed to the increase in 2022. A higher volume of reefer containers and increased dwell time, along with changes in customs inspection processes for exported reefer containers, resulted in greater electricity usage. Climate change impacts, such as extended periods of hot weather, led to increased air conditioning use in buildings, offices, and reefer containers. Furthermore, we expanded lighting across all ACT yards and implemented various projects and maintenance activities involving RTG welding, which also contributed to higher electricity consumption.

Energy intensity	Unit	2020	2021	2022
Electricity intensity	kWh/TEU	14.7	12.8	13.7
Energy intensity	GJ/TEU	0.20	0.19	0.19
Fuel intensity	liters/TEU	3.7	3.7	3.6
Electricity consumption	kWh	12,570,330	9,767,892	11,691,084
Total fuel consumption	liters	3,193,943	2,849,998	3,050,670
Total energy consumption	GJ	168,858.78	145,459.33	160,148.83



A Lean Management System

(LMS) was implemented to focus on gaps in operations and reducing fuel consumption through waste elimination

ACT's Decarbonization Targets

ACT is taking a firm stand to mitigate our carbon footprint. As a result, we have set a long-term strategy and outlined the road map to achieving our targets. Our ambitions, which are aligned with APMT and Maersk's broader targets and existing commitments, are embodied in our targets to reduce CO2 emissions by at least 70% by 2030 and become carbon-neutral by 2040.


Our goals will have us meet, and even exceed, decarbonization targets set at corporate, national, and SBTi levels, surpassing the timeline set by the Paris Agreement and Jordan's National Vision.

In 2022, our first [Decarbonization Report](#) was published which emphasizes ACT's strong commitment to decarbonization, marking a huge step forward and a first of its kind project in our industry in the region. This report is intended to share ACT's ambitions, solicit feedback, and identify prospects for working with authorities, stakeholders, clients, and partners on our decarbonization commitments and targets.


70% 

carbon reduction target by 2030


ACT'S MAIN DECARBONIZATION LEVERS:

- 01


Energy consumption optimization

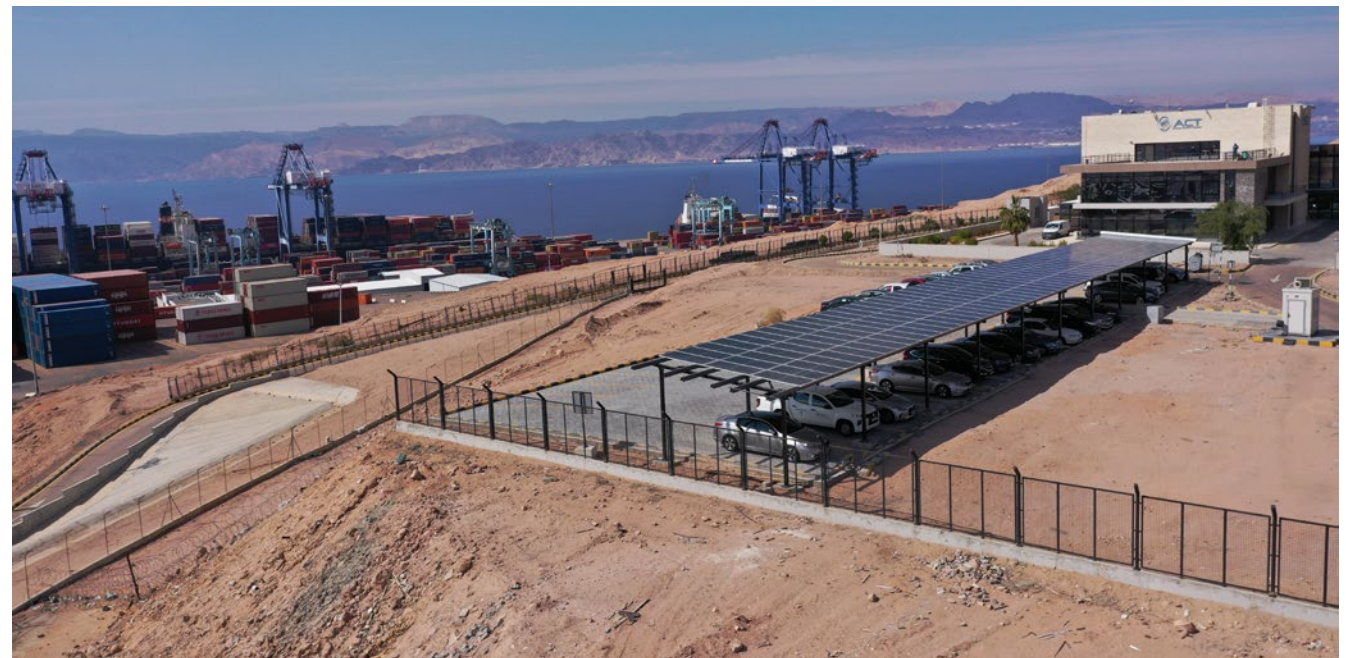
ACT will deploy technology and industry-leading best practices to continuously optimize the way it consumes fuel and electricity across the entire terminal and all major energy consumers.
- 02


Electrification

ACT will plan and execute the electrification of (eligible) equipment and new assets for either replacement or growth purposes will be electric.
- 03


Renewable energy

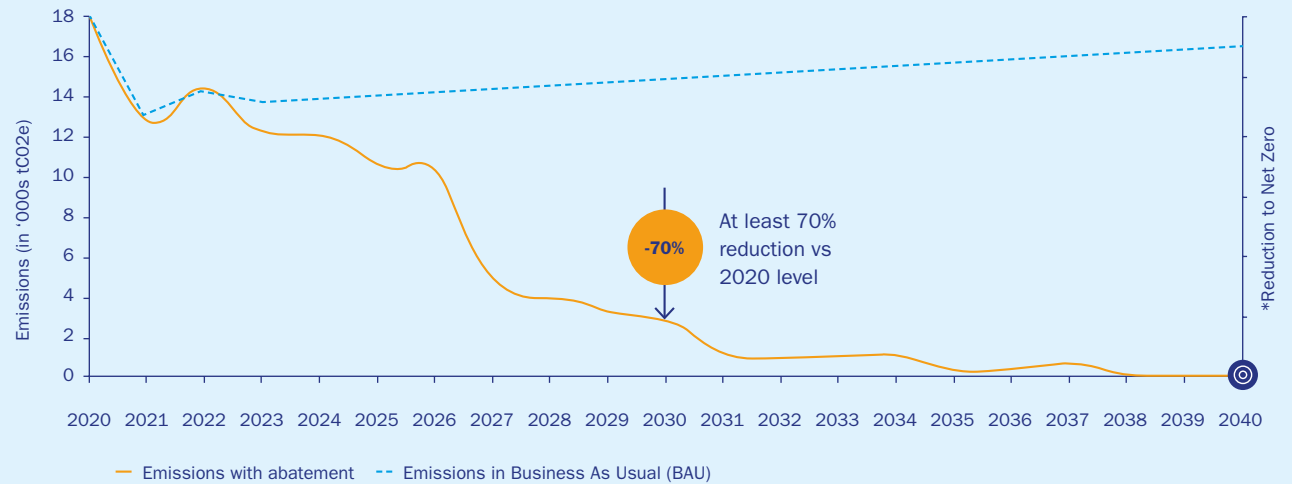
ACT will seek to expand onsite renewables and will secure a local supply of clean energy; this is needed owing to network supply shortfalls.



In order to implement all decarbonization levers, ACT has estimated a high-level CAPEX investment plan of around 129m USD for the duration until reaching net zero by 2040.



TERMINAL TOTAL EMISSIONS (BAU VS. WITH ABATEMENT)



GHG emissions	Unit	2020	2021	2022
GHG emissions from fuel consumption (Scope 1)	tCO2e	8,458*	7,547*	8,078
GHG emissions from electricity consumption (Scope 2)	tCO2e	2.64	2.26	2.33
Total GHG emitted per 1,000 TEU	tCO2e/1,000TEU	9.87	9.86	9.48
Other air emissions				
NO2	PPM	62.67	11.33	7.97
SO2	PPM	329.00	0.00	4.17
TVOC	PPM	6.36	4.00	0.00
CO	PPM	0.25	0.24	0.39

*Values have been restated.

Water Management and Effluent Stewardship

ACT sees water management as one of its highest priorities, considering Jordan is one of the most water scarce countries in the world. Therefore, we are committed to managing our water effluents responsibly. Through our cleaning company, we have agreements in place with authorized internal contractors to collect all water effluents from our yards, including sewage water from a concrete pit inside ACT.

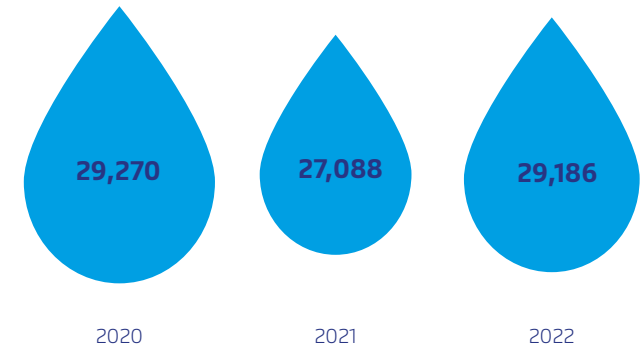


The collected effluents are sent to the Aqaba Water company treatment plant for proper treatment. Additionally, all receipt invoices are recorded in the HSSE-Waste disposal file, which is available for any interested parties or external/internal audits.

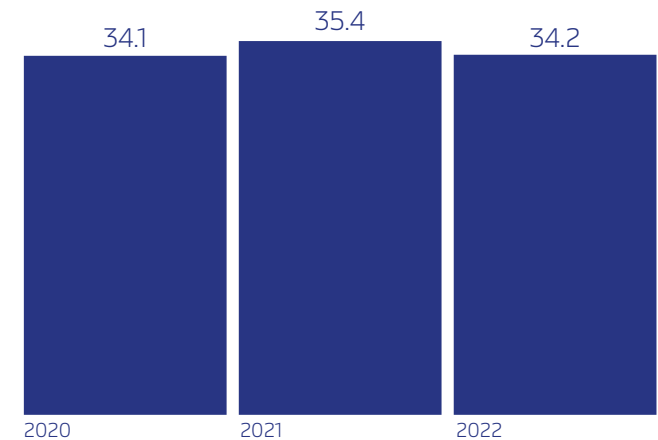
ACT's water effluent management process adheres to Aqaba Special Economic Zone Authority (ASEZA) and the law's instructions for the disposal of industrial and commercial wastewater to the sewage network, based on Water Authority Law. The organization takes great care to ensure that all water effluents are handled safely and responsibly, reflecting our commitment to sustainability and environmental stewardship.

In 2022, there has been a 7.7% increase in our consumption of freshwater, compared to last year, which was due to implementing 3 planting projects within the Go Green initiative, where new irrigation systems were installed, initiation of many construction projects consuming high volumes of water, and the cleaning of beaches and rocks with water jets due to oil spills happening outside of ACT. Additionally, a 3-time increase in freshwater supply to vessels played a significant role in the overall increase in consumption.

WATER CONSUMPTION (M3)



WATER INTENSITY (M3 / 1,000 TEU)



Waste Management

By putting the 3R waste management principle -reduce, reuse, and recycle- into practice, ACT is firmly working to reduce the quantity of waste generated from its operations. In accordance with local regulatory requirements, we make sure that all waste is disposed of responsibly and safely for the environment.

HSE ongoing waste awareness programs are in place to boost environmental performance ownership including:

- Environmental behavior in individual's job description.
- Include environmental objectives as part of top and middle management performance assessment.
- Activate disciplinary action.
- Awareness raising program through different channels and tools like videos, allocation of posters and signs, environmental talks, email broadcasting, newsletters, notice boards, competitions, suggestions box, and environmental training.

WASTE MANAGEMENT PLAN



ACT has continued with our “Waste Segregation” initiative for 4 consecutive years. We are also in the process of achieving our target for the upcoming years which is to make sure that we fully comply with the local environmental regulations by ASEZA and the ministry of environment.

Our commitment to waste management is evident through several initiatives which took place in 2022, of which ACT’s full program for recycling paper and cartons with ASEZA and local suppliers was one of the most significant. As part of this program, we repurposed 4 old empty containers from ACT as storage units for recycling paper and cartons. Our current supplier collects these containers and transports them to a local recycling facility in Aqaba before sending the recycled materials to a factory in Amman for further processing. The result of this initiative is reflected in the 7.8% decrease in the weight of paper and cardboard waste compared to last year.

However, in 2022, total waste generated has increased by 7.9%, while the percentage of waste recycled has conversely decreased by 15.8%. This was due to the inspection of ground containers gated out of ACT, which generated a significant amount of paper and carton waste. Additionally, the periodic destruction of paper as per legal requirements, which occurs every 5 years, contributed to the overall increase in waste generation.

 we repurposed 4 old empty containers from ACT as storage units for recycling paper and cartons

Waste management	Unit	2020	2021	2022
Non-hazardous waste				
Total waste generated	kg	276,098	276,914	298,684
Waste recycled	%	34	38	32
Solid waste (wood, plastic, and others)	kg	126,666	114,132	147,269
Paper and cardboards	kg	93,035	104,225	96,119
Landfill - organic waste	kg	56,397	58,557	55,296



Biodiversity and Ecosystem

We recognize the importance of protecting the ecosystems on which people and nature are dependent. Our emissions and waste generated from our operations and facilities contribute to biodiversity loss, which is a serious threat to the environment. Thus, under the umbrella of ACT’s Go-Green initiative, a part of the A.P. Moller-Maersk Group’s global environmental campaign, clean-up activities of the local beach and coral reef, to preserve the remarkable and diverse marine ecosystem of Aqaba, were carried out in 2022. Those activities involved 47 members of ACT’s diving team, 300 ACT volunteers, the Royal Navy, Aqaba Diving Association, the Clean Blue team, and local NGOs.

Oil Spills Prevention

At ACT, our efforts to prevent oil spills are continuous, and the required measures are strictly applied to all operations. We have a full spill contingency plan in place included within our Emergency Response Plan, to be able to handle any spill incidents, if they occur. Moreover, a robust monitoring system is in place to detect and respond to spills and leakages. This system includes regular inspections of our facilities and equipment, as well as the use of advanced technologies to detect potential issues.

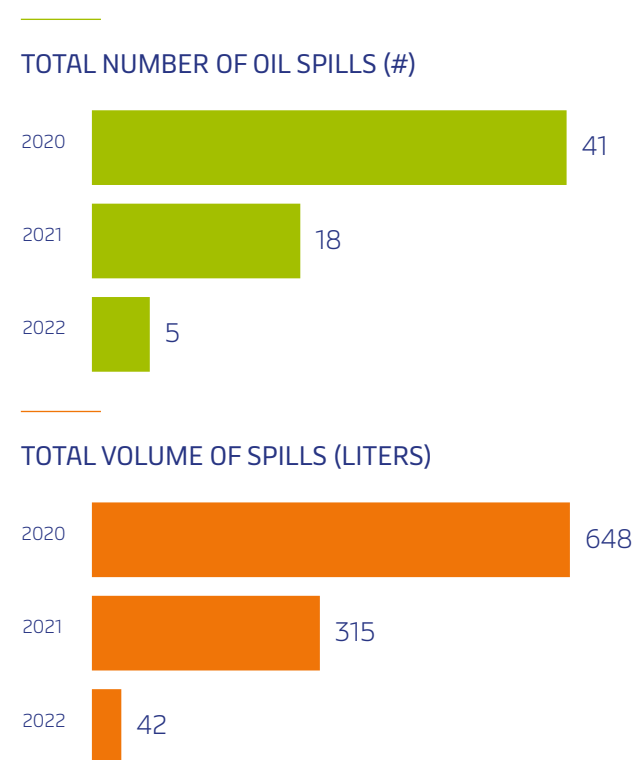
Furthermore, oil spill drills are part of our frequently conducted environmental drills. To ensure our personnel are equipped to prevent, respond to, and manage spills, we provide extensive training and field exercises. Our training program covers oil spill prevention, contamination, and response, and is provided to our clean-up crews as well as other relevant personnel. ACT also conducts toolbox talks to raise awareness and reinforce the minimum requirements for spill prevention and response.

As part of our commitment to sustainability, we have implemented a Problem-Solving Kaizen project “Reduction of oil spills from ACT Equipment” aimed at reducing oil spills from ACT equipment. The project addresses the repeated incidents of leaks and spills resulting from the use of low-quality hoses sourced from local markets. These hoses are often damaged during the loading and offloading of containers at ACT yards, increasing the probability of spills.

To mitigate the risk of these incidents and their potential consequences, we have stopped using these low-quality hoses and have sought higher-quality alternatives that are better suited to the high pressures of our equipment and the loading of full containers. This action is in line with environmental regulations and helps prevent environmental fines and negative impacts, such as contamination and land degradation. To support our efforts in reducing oil spills, ACT works

with third-party contractors who specialize in dealing with leaks and spills that may occur during routine maintenance and operational activities.

As a result, a significant drop in the total volume of oil spills of 86.7% within ACT was achieved, represented by a total of 5 spills compared to 18 in 2021.





Furthermore, we have developed a comprehensive spill contingency plan. This plan addresses potential spills from different operations, such as transportation, loading, and unloading, and sets out strategies and procedures for managing them. The plan includes a detailed description of the roles and responsibilities of all personnel involved in the response, the equipment, and materials necessary for effective clean-up, and the communication channels to be used in the event of a spill. ACT regularly reviews and updates this plan to ensure it remains relevant and effective.

Spotlight

ACT provided assistance in cleaning up an oil spill (outside ACT) that occurred in a cargo ship nearby, despite not being its owner. We proactively established a task force and effectively coordinated with all relevant stakeholders to lead the cleaning efforts.

Support Community Development and Empowerment

ACT pays much attention to the social aspect of sustainability and strives to create a balanced society that offers everyone equal opportunities to succeed and prosper. By collaborating with local organizations, we aim to improve the quality of life of the people of Aqaba and the adjacent areas.

Our community contributions are in line with national and international drivers; namely, The Jordan National Vision 2025, Jordan's Economic Modernization Vision, and the UN SDGs. This is ensured by ACT's Corporate Social Responsibility "CSR" Committee, which manages our CSR activities and evaluates projects' efficiency and success. Furthermore, we abide by Maersk Group's CSR Policy.

Material topics covered

- Responsible community contributions

Alignment with National Vision 2025

Support the Society pillar

Alignment with the Economic Modernization vision 2030

Support the Quality-of-life pillar



Alignment with UN SDG



Responsible Community Contributions	64
Strategic Community Investments	65

Responsible Community Contributions

ACT aims to improve the quality of life, not only for the people living in Aqaba, but for its surrounding communities as well. Therefore, to extend our outreach and intensify the impact of our CSR initiatives, and to do so efficiently, partnerships with NGOs and other community-based organizations in Aqaba and the surrounding areas have been created.

In 2022, we invested in 10 CSR projects with a total of JOD 79,838, a 38% increase compared to last year.

Moving forward, ACT plans to expand its impact by increasing the number of beneficiaries and improving our greening and building efforts to support the Aqaba community's environment and create job opportunities for the locals. Additionally, we will focus on supporting the education sector through tailored activities to create a safer and more secure school environment.

Strategic Partnerships for Social Development

For the seventh consecutive year, and as part of our efforts to expand our CSR outreach by partnering with NGOs and community-based organizations, ACT has renewed its partnerships with the King Hussein Cancer Foundation (KHCF) and Tkiyet Um Ali as part of its social responsibility plan. By doing this, we aim to support their admirable efforts to provide aid and relief to Jordanian families who need it most.

As of 2023, ACT plans to support job-creating opportunities for the local community by helping with various projects and initiatives.

Community investments	Unit	2020	2021	2022
Community investment	JOD	64,322	57,770	79,838
Community investment as % of pre-tax profits	%	0.21	0.15	0.33
Community investment as a % of company revenue	%	0.06	0.06	0.10
Number of CSR projects	#	10	6	10
Volunteerism				
Number of volunteers	#	143	82	543
Employee volunteer hours	hours	4,446	2,777	2,335
Number of volunteering days	days	318	312	112



Strategic Community Investments

ACT's CSR strategy efforts are centered around 3 key focus areas: Education, Environment, and Well-being which is in line with our overall business strategy. To achieve our overarching sustainability goals, we employ three means of delivery. We believe that by leveraging these 3 pillars, we can make a meaningful difference in the world and contribute to building a better future for all.

Education CSR Projects

Under this pillar, ACT has implemented various initiatives focused on improving education and supporting the community. In particular, ACT prioritizes providing equal educational opportunities to disadvantaged children through financial assistance and the provision of school supplies. Our aim is to help eliminate educational disparities and empower children to reach their full potential.

Ekfal Taleb

In collaboration with Helping Hand for Relief and Development, and as part of ACT's commitment to improving educational opportunities, we have launched this year's iteration of "Ekfal Taleb" the student sponsorship project.

This campaign was launched on the first day of school in cooperation with the Aqaba Directorate of Education, where 300 school bags filled with all the necessary school supplies required by the students throughout the academic year were given out to the less disadvantaged students.

Beneficiaries:

300 Students



"STEP" Initiative for schools' development in Aqaba 2022

For the third consecutive year, ACT implemented its School Transformation and Education Program (STEP), and it has continued to positively impact the education of students in Aqaba.

This year, several projects were implemented, including providing 21 water coolers for 5 schools, and donating 93 whiteboards to 8 schools, and 2 interactive screens in 2 schools. These efforts have benefitted many students and helped to create a more engaging and inspiring learning environment.

Beneficiaries:

57,725 Students



Safety at School

In 2022, the first phase of the Safety and Risk Assessment workshops was kicked off at public schools across Aqaba. ACT trains teachers and safety officers from various schools on safety issues to be able to create a safe environment.

65 teachers received training from ACT team members over the course of the 2-day event on topics such as the responsibilities of a school safety officer, how safety standards should be applied in educational settings, how to identify and assess risks, developing a safety and risk assessment form, introducing best practices in risk management, and developing emergency response plans. Teachers and safety officers also assessed the facilities at schools because they are crucial to the regular risk and safety assessments that must be performed.

"Through this great initiative, we aim to pass ACT's expertise and knowledge in the field of safety training and risk assessment to safety officers and teachers at public schools in Aqaba. We believe these sessions will enhance the level of safety at schools and minimize risks, in addition to remaining responsible for supporting the local community with our skills and knowledge not only through monetary initiatives", said Mr. Soren Jensen, former CEO of ACT.

Beneficiaries:

62 teachers and Safety officers



Environment CSR projects

ACT is dedicated to maintaining high environmental standards, reducing its environmental impact, and safeguarding natural resources. We continuously strive to increase environmental awareness and emphasize the significance of environmental protection.

In 2022, as part of the Go-Green initiative, ACT held environmental awareness sessions that focused on decarbonization and climate change. Those sessions were attended by employees from ACT and Aqaba Logistics Village, along with external contractors and truck drivers.



Beach cleaning campaign

ACT launched a beach cleaning campaign in collaboration with The Royal Marine Conservation Society of Jordan and the Jordanian Engineers Association. This was carried out at the shore of the container terminal, which due to its location and closed nature collects significant amounts of trash from neighboring areas, including plastic containers, which have a negative impact on the marine environment. Hundreds of plastic waste bags were collected during this campaign, which attracted more than 150 volunteers.

Soren Jensen, the former CEO of Aqaba Container Terminal, stated that ACT is an environmentally friendly port, a member of the International Environmental Ports Organization, and a holder of the Environmental Management System Certificate

(ISO 14001), the highest international standard that enables businesses to improve and manage their environmental practices while minimizing their environmental footprint. Thus, emphasizing that as a socially responsible port, aiming to protect the marine reserve adjacent to ACT and maintaining a healthy marine environment is essential. This act was announced in December of 2020 to enhance the position of the Kingdom and the company as a private sector at the international level in fulfilling its international obligations, especially the Convention on Biological Diversity. This act will also help with the achievement of the sustainable development goals of marine life and achieving the company's environmental goals. It is worth mentioning that in 2022, ACT has conducted ISO 14001 awareness sessions for 853 of its employees.





Well-Being CSR Projects

ACT is dedicated to being an excellent corporate citizen, actively engaging in projects and initiatives that uplift underprivileged communities and promote overall societal well-being.

As previously mentioned, ACT has reaffirmed its partnerships with the KHCF and Tkiyet Um Ali this year as part of its Well-being initiatives and social responsibility plan. Moreover, we have invested as well in supporting the Aqaba Youth Club.

King Hussein Cancer Foundation Support

A memorandum of understanding was signed between the King Hussein Cancer Foundation (KHCF) and ACT, in which the latter pledged to support KHCF's Naming and Recognition Program by naming a chemotherapy unit located in the Sheikh Khalifa bin Zayed Al Nahyan building at the King Hussein Cancer Centre (KHCC). The donation will be an ongoing "Sadaqa", covering infrastructure expenses at KHCC.

Mrs. Nisreen Qatamish, Director General of the KHCF, expressed her appreciation to Aqaba Container Terminal for their generous support, saying: "We are grateful that Aqaba Container Terminal is standing by us. They have a valued role in supporting our humanitarian mission, and we are happy to have their partnership through the Naming and Recognition Program which represents the true meaning of giving. Solidarity among all sectors in society is crucial in fighting and combating cancer".



Ahl El Khair Ramadan Campaign (Charity People)

As part of our ongoing commitment to sustainability and supporting local communities, ACT recently launched the 12th annual "Ahl Al-Khair" initiative to coincide with the start of Ramadan. Through this program, we provided 250 coupons worth 40 JOD each to individuals and families in need, enabling them to purchase essential groceries from selected stores in Aqaba. In collaboration with the Helping Hands Organization for Relief and Development, we also distributed 150 food packages to local beneficiaries. The former CEO, Soren Jensen, emphasizes the importance of giving back during Ramadan and the company's dedication to creating a positive impact on the lives of those in need.

Beneficiaries:

250 families



Appendices



Appendix A – Acronyms

Acronym	Definition
ACT	Aqaba Container Terminal
ADC	Aqaba Development Corporation
AME	Africa and Middle East
APCOM	Aqaba Port Company for Operation and Management
APMT	AP Moller Terminals
ASEZA	Aqaba Special Economic Zone Authority
BAU	Business As Usual
BI	Business Intelligence
CAP	Community Access Portal
CAPEX	Capital Expenditure
CEO	Chief Executive Officer
CJM	Customer Journey Mapping
CO	Carbon Monoxide
COVID-19	Corona Virus Disease 2019
CPPI	Container Port Performance Index
CRM	Customer Relationship Management
CSR	Corporate Social Responsibility
DG	Dangerous Goods
EMS	Environmental Management System
ESG	Environmental, Social, and Governance
GHG	Green House Gas
GJ	Giga Joule
GMPH	Gantry Crane Moves Per Hour
GRI	Global Reporting Initiative
HPH	Hutchinson Ports Holding

HR	Human Resources
HSE	Health, Safety and Environment
HSSE	Health, Safety, Security and Environment
ICT	Information and Communication Technology
IMDG	The International Maritime Dangerous Goods Code
IMO	International Maritime Organization
ISO	International Organization for Standardization
ISPS	International Ship and Port Facility Security Code
IT	Information Technology
JMC	Jordanian Maritime Commission
JOD	Jordanian Dinar
KHCC	King Hussein Cancer Centre
KHCF	King Hussein Cancer Foundation
LMS	Lean Management System
LS	Landside
MDR	Managed Detection and Response Service
MW	Mega Watt
NGO	Non-governmental Organization
NO2	Nitrogen dioxide
NPS	Net Promoter Score
OCR	Optical Character Recognition
OOG	Out-of-Gauge
OS	Operating System
PERS	Port Environmental Review System
PFSP	Port Facility Security Plan
PPM	Parts Per Million

RORO	Roll-on, Roll-off
RTG	Rubber Tyred Gantry Crane
SAM	Self-Assessment Methodology
SASB	The Sustainability Accounting Standards Board
SBTi	Science Based Targets initiative
SDGs	Sustainable Development Goals
SGS	Société Générale de Surveillance
SL	Shipping Line
SMT	Senior Management Team
SO2	Sulphur dioxide
SOC	Security Operations Center
SOP	Standard Operating Procedure
STEP	School Transformation and Education Program
STS	Ship-to-Shore
tCO2e	Tonnes of carbon dioxide equivalent
TEMS	
TEU	Twenty-foot Equivalent Unit
TLIFR	Total Lost Time Injury Frequency Rate
TOS	Terminal Operating System
TV	Television
TVOC	Total Volatile Organic Compound
TWI	Training Within Industry
UN	United Nations
USA	United States of America
USD	United States Dollar
WOW	'Way of Working Hero' Award

Appendix B – GRI Content Index



CONTENT INDEX
ESSENTIALS SERVICE

2023

For the Content Index - Essentials Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 are aligned with the appropriate sections in the body of the report. The service was performed on the English version of the report.

Statement of use	Aqaba Container Terminal (ACT) has reported in accordance with the GRI Standards for the period of 1/1/2022 till 31/12/2022
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI sector standards	None

GRI Standard/ Other Source	Disclosure	Location/ Direct Answer	Omission
General disclosures			
GRI 2: General Disclosures 2021	2-1 Organizational details	2, 6	
	2-2 Entities included in the organization's sustainability reporting	2	
	2-3 Reporting period, frequency and contact point	2	
	2-4 Restatements of information	29, 49, 57	
	2-5 External assurance	ACT doesn't seek external assurance	
	2-6 Activities, value chain and other business relationships	6, 7	
	2-7 Employees	40	
	2-8 Workers who are not employees	40	
	2-9 Governance structure and composition	12, 30	
	2-10 Nomination and selection of the highest governance body	30	

GRI Standard/ Other Source	Disclosure	Location/ Direct Answer	Omission
GRI 2: General Disclosures 2021	2-11 Chair of the highest governance body	30	
	2-12 Role of the highest governance body in overseeing the management of impacts	30	
	2-13 Delegation of responsibility for managing impacts	31	
	2-14 Role of the highest governance body in sustainability reporting	30	
	2-15 Conflicts of interest	32	
	2-16 Communication of critical concerns	34	
	2-17 Collective knowledge of the highest governance body	31	
	2-18 Evaluation of the performance of the highest governance body	31	
	2-19 Remuneration policies	30, 31	
	2-20 Process to determine remuneration	30, 31	
	2-21 Annual total compensation ratio	30, 31	
	2-22 Statement on sustainable development strategy	4,5	

GRI Standard/ Other Source	Disclosure	Location/ Direct Answer	Omission
GRI 2: General Disclosures 2021	2-23 Policy commitments	31, 38, 42, 44, 46, 48, 54, 64	
	2-24 Embedding policy commitments	38, 42, 44, 46, 48, 54, 64	
	2-25 Processes to remediate negative impacts	34, 45	
	2-26 Mechanisms for seeking advice and raising concerns	34	
	2-27 Compliance with laws and regulations	32	
	2-28 Membership associations	64	
	2-29 Approach to stakeholder engagement	13	
	2-30 Collective bargaining agreements	40, 42, 45	

Material Topics

GRI 3: Material Topics 2021	3-1 Process to determine material topics	14	
	3-2 List of material topics	14, 15	

Occupational health and safety

GRI 3: Material Topics 2021	3-3 Management of material topics	47 - 51	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	48	
	403-2 Hazard identification, risk assessment, and incident investigation	49	
	403-3 Occupational health services	48, 49	
	403-4 Worker participation, consultation, and communication on occupational health and safety	49	

GRI Standard/ Other Source	Disclosure	Location/ Direct Answer	Omission
GRI 403: Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety	50, 51	
	403-6 Promotion of worker health	50	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	48, 49	
	403-8 Workers covered by an occupational health and safety management system	48	
	403-9 Work-related injuries	49	
	403-10 Work-related ill health	49	

Climate change management/ mitigation and adaptation

GRI 3: Material Topics 2021	3-3 Management of material topics	55 - 57	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	55	
	302-2 Energy consumption outside of the organization	55	
	302-3 Energy intensity	55	
	302-4 Reduction of energy consumption	55	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	57	
	305-2 Energy indirect (Scope 2) GHG emissions	57	
	305-4 GHG emissions intensity	57	
	305-5 Reduction of GHG emissions	56, 57	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	57	

Biodiversity and ecosystem

GRI 3: Material Topics 2021	3-3 Management of material topics	61, 62	
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	61	
	304-3 Habitats protected or restored	61	

GRI Standard/ Other Source	Disclosure	Location/ Direct Answer	Omission
Corporate governance and business ethics			
GRI 3: Material Topics 2021	3-3 Management of material topics	29 - 34	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	29	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	32	
	205-2 Communication and training about anti-corruption policies and procedures	32	
	205-3 Confirmed incidents of corruption and actions taken	32	
GRI 207: Tax 2019	207-1 Approach to tax	29	
People development			
GRI 3: Material Topics 2021	3-3 Management of material topics	40 - 45	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	45	
	404-2 Programs for upgrading employee skills and transition assistance programs	45, 48, 50, 52, 54, 59	
	404-3 Percentage of employees receiving regular performance and career development reviews	41	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	41	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	42	
GRI 201: Economic Performance 2016	201-3 Defined benefit plan obligations and other retirement plans	42	
Environmental management and compliance			
GRI 3: Material Topics 2021	3-3 Management of material topics	54	

GRI Standard/ Other Source	Disclosure	Location/ Direct Answer	Omission
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	55	
Human rights			
GRI 3: Material Topics 2021	3-3 Management of material topics	45	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	45	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	45	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	45	
Responsible community contributions			
GRI 3: Material Topics 2021	3-3 Management of material topics	64 - 68	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	65 - 68	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	68	
	203-2 Significant indirect economic impacts	64	
Water and effluent stewardship			
GRI 3: Material Topics 2021	3-3 Management of material topics	58-60	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	58	
	303-5 Water consumption	58	

GRI Standard/ Other Source	Disclosure	Location/ Direct Answer	Omission
Waste management			
GRI 3: Material Topics 2021	3-3 Management of material topics	59, 60	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	59, 60	
	306-2 Management of significant waste-related impacts	59, 60	
	306-3 Waste generated	60	
	306-4 Waste diverted from disposal	60	
	306-5 Waste directed to disposal	60	
Incidents and risk management			
GRI 3: Material Topics 2021	3-3 Management of material topics	52	
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	48-50, 52	
Data privacy and digitalization			
GRI 3: Material Topics 2021	3-3 Management of material topics	35 - 37	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No breach of data was recorded in 2022.	
Diversity, inclusion and equal opportunity			
GRI 3: Material Topics 2021	3-3 Management of material topics	46	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	30	

GRI Standard/ Other Source	Disclosure	Location/ Direct Answer	Omission
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	There were no discrimination complaints received in 2022.	
GRI 401: Employment 2016	401-3 Parental leave	46	
Supply chain management			
GRI 3: Material Topics 2021	3-3 Management of material topics	38	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	38	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	38	
	308-2 Negative environmental impacts in the supply chain and actions taken	38	

ACT also reports on topics that are not in the GRI standards

Responsible customer relations

GRI 3: Material Topics 2021	3-3 Management of material topics	26	
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