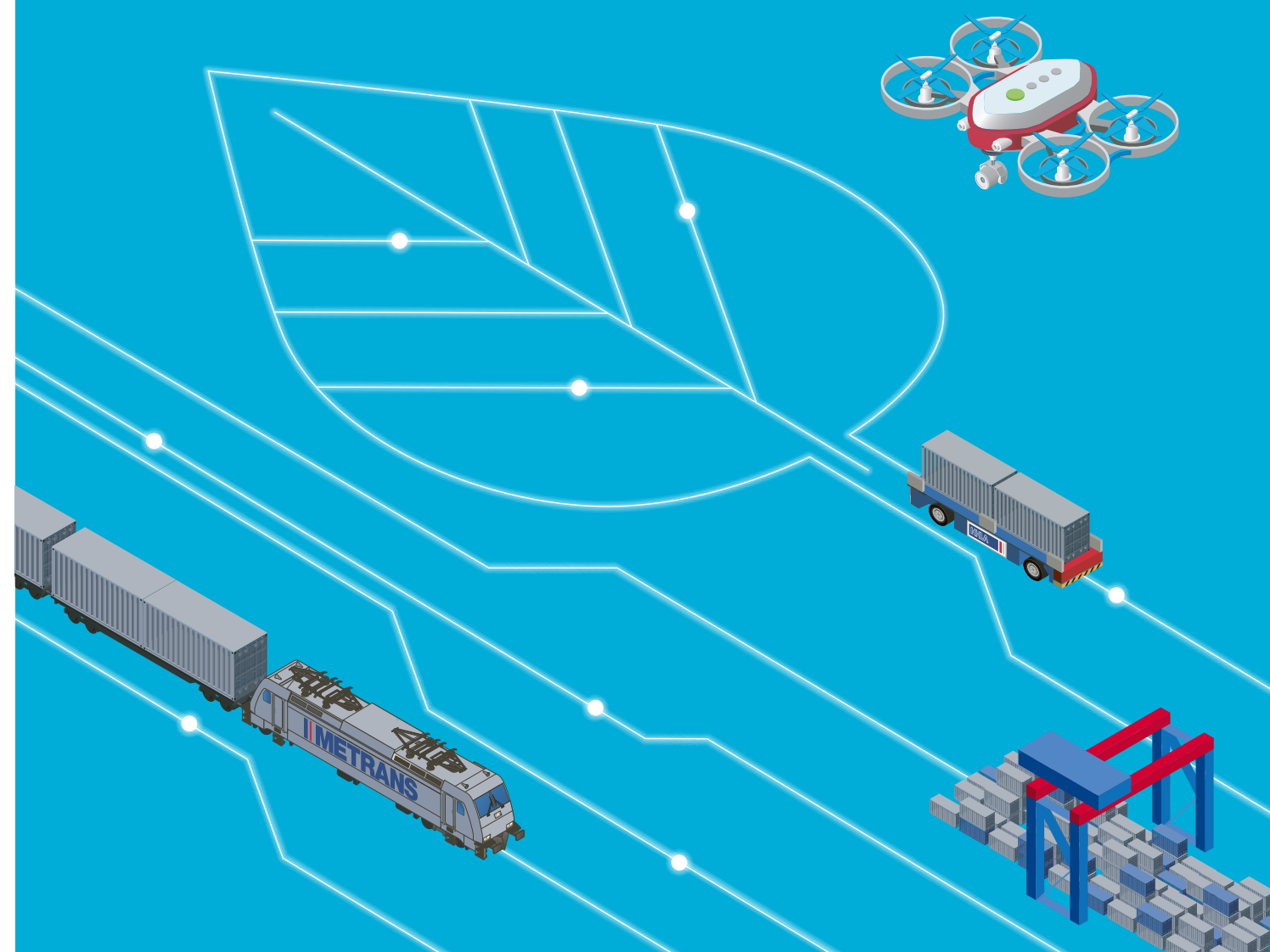




BALANCED LOGISTICS

The Sustainability Report of
Hamburger Hafen und Logistik AG



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Angela Titzrath
Chairwoman of the Executive Board

Ladies and gentlemen,

Sustainable business practices have been part of the DNA of Hamburger Hafen und Logistik AG for many years now. This Sustainability Report clearly describes our efforts and achievements in 2019. At that point, no one imagined that the spread of a global virus would pose a challenge to humanity. However, we now know that there will be no return to the situation as it was prior to the outbreak of the coronavirus pandemic. A new reality is emerging. Though topics such as climate and environmental protection have receded into the background due to the crisis caused by the coronavirus, this does not mean the need to act has diminished. On the contrary – the need for increased security and protection of public health, the climate and the environment will increase. As a leading port and logistics group based in Hamburg with sites across Europe, we are very aware of our responsibility for humanity, nature and the environment. And we have therefore set ourselves correspondingly ambitious targets. Whether we're discussing innovations for our core business fields – container handling and intermodal – or investments in digital business fields of the future, our decisions are always guided by both the environmental and economic benefit. We have created the Balanced Logistics sustainability brand to use in those areas that show where HHLA is implementing its sustainability strategy.

Balanced Logistics means we find the right balance between economic success, good working conditions, social responsibility, and environmental and climate protection. All four of these elements are equally important to us. Each is a prerequisite for the others: we will only have the means to invest in our most important resource, our employees, and meet our responsibilities towards society and the environment if we also have economic success.

Anyone familiar with HHLA knows that we do not simply rest on our laurels. However, we only set ourselves targets that are realistic and measurable. Our climate is not going to improve by announcing future plans, but by acting wisely in the here and now. HHLA actively engages with environmental associations, organisations and initiatives. We listen

carefully to understand where we can improve. At the same time, however, we try to ensure a proper assessment of our capabilities and resources. Sharing experience and cooperating with partners is just as important for us when it comes to climate protection as it is for other topics. In doing so, we can draw on a wealth of experience and projects that we have already successfully implemented. By investing in environmentally friendly technologies and optimising our processes, we have been able to reduce our specific CO₂ emissions by 38.7 percent since 2008.

After carefully evaluating our options and accounting for expected technical innovations, we believe it is possible for the entire HHLA Group to become climate-neutral by 2040. We want to abide by this goal despite the challenges that HHLA faces as a result of the coronavirus crisis. By 2030, we want to halve our absolute CO₂ emissions on the basis of the 2018 figures.

The successful growth of HHLA is based on its ability to identify trends in good time and to develop the relevant solutions. With this in mind, we are also stepping up the implementation of our sustainability strategy in order to raise the energy efficiency of our processes, conserve resources and steadily reduce emissions.

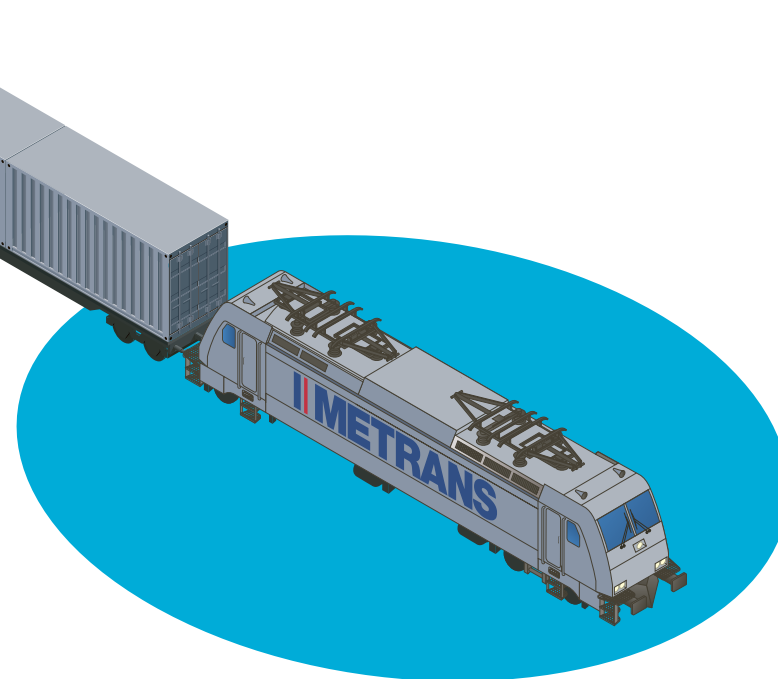
Yours,

Angela Titzrath
Chairwoman of the Executive Board

Sustainability development HHLA 2019 at a glance

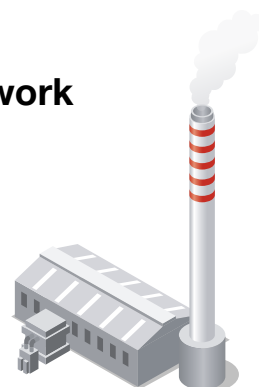
5.7%

increase in intermodal transport volumes



205%

district heating fed into the public network



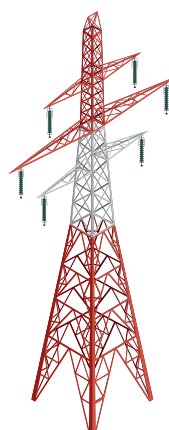
6.0%

more employees at HHLA



9.3%

lower electricity consumption



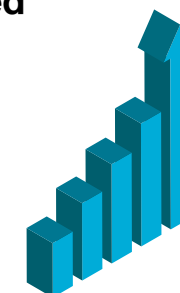
9.7%

less waste



716.5

millions of euros in added value HHLA generated



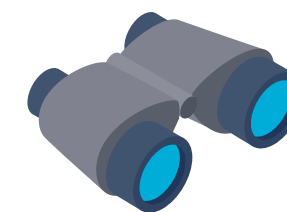
89

electric cars make up HHLA's e-fleet



1,500

port scouts embarked on a research trip



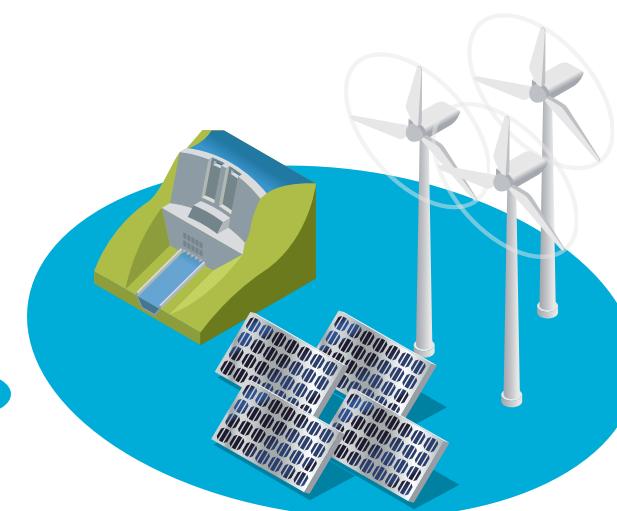
4.6

millions of euros that HHLA invested in education and training



23,834

tons of CO₂ were saved by using renewable energies





As a responsible company, HHLA summarizes its sustainability program under the motto **Balanced Logistics** – a firm commitment to be both economically successful as well as socially and ecologically responsible.

By implementing its balanced logistics strategy, HHLA brings ecological, social and economic responsibility into harmony. Each is a prerequisite for the others: economic success provides the company with the means and opportunity to invest in its employees and climate-friendly technologies, while at the same time maintaining its responsibility to society and the environment.

HHLA regards innovation and process efficiency as crucial elements for developing sustainable solutions, acting in an environmentally responsible manner and operating successfully in line with its self-image as the “Gateway to the Future”. In order to systematically implement its goals, HHLA pools its initiatives in nine different fields of activity with their own guidelines and targets. Open dialogue with the stakeholders is essential for reconciling different interests and developing a mutual understanding. Sustainable growth in logistics requires inspiration and constructive contributions from many different sides.

HHLA has set itself the goal of becoming a climate-neutral Group by 2040.

For example, the field of environmentally friendly logistics chains goes beyond optimising our own processes and technology. In particular, networking with other logistics players offers further potential for joint solutions. HHLA pursues this path, for example, by integrating various stakeholders along the supply chains, by exchanging data, and by undertaking joint research projects with manufacturers, the scientific community and other companies.

Environmentally friendly logistics chains



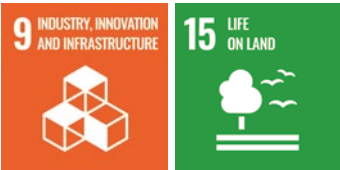
Environment and resource protection



Social responsibility



Area optimisation



Working world



Added value and innovation



Climate protection and energy efficiency



Health and occupational safety



Business partners



HHLA’s fields of activity and its contribution to the 17 United Nations sustainability goals

In September 2015, the United Nations adopted its Agenda 2030. It formulated 17 goals for sustainable global development which will shape economic development while taking into account social justice and the earth’s environmental limits. Within the framework of its sustainability strategy, HHLA supports all sustainable development goals (SDG) that correspond to its business activities. These include in particular quality education (SDG 4), affordable and clean energy (SDG 7), decent work and economic growth (SDG 8), industry, innovation and infrastructure (SDG 9) and climate action (SDG 13).

The world's first climate-neutral container terminal

Container Terminal Altenwerder (CTA) is one of the world's most technologically advanced and efficient terminals. It has undergone continuous development since it first went into operation in 2002. Operations at CTA are now primarily powered by green electricity. Terminal processes still emitting CO₂ today are being gradually electrified, or their transition to electrical power is being field-tested. 14 electric container gantry cranes powered 100% by green energy are used for the seaborne handling process.

One hundred automated guided vehicles (AGVs) transport the containers to and from the block storage area. Around 50% of the AGVs are already operated solely using green electricity. By 2022, all AGVs will have been converted to fast-charging lithium-ion batteries.

Within the all-electric block storage areas, 52 gantry cranes are used to move the containers around. All cranes are powered 100% by green electricity. The 90-degree angle between the cranes and the quay wall keeps the distances between the container gantry cranes and the storage blocks short. Operated on rails, the gantry cranes can pick up and deposit containers on both sides of a block, where up to five containers can be stacked on top of one another and ten

next to each other. In comparison to yards where straddle carriers move the containers – requiring lanes to be kept clear for them – the capacity of the same space is doubled. CTA's intelligent container logistics system therefore not only facilitates low-emission handling but also ensures more efficient use of land for container storage.

The CTA was certified by TÜV NORD. The CTA's carbon footprint will be reviewed again in 2020.

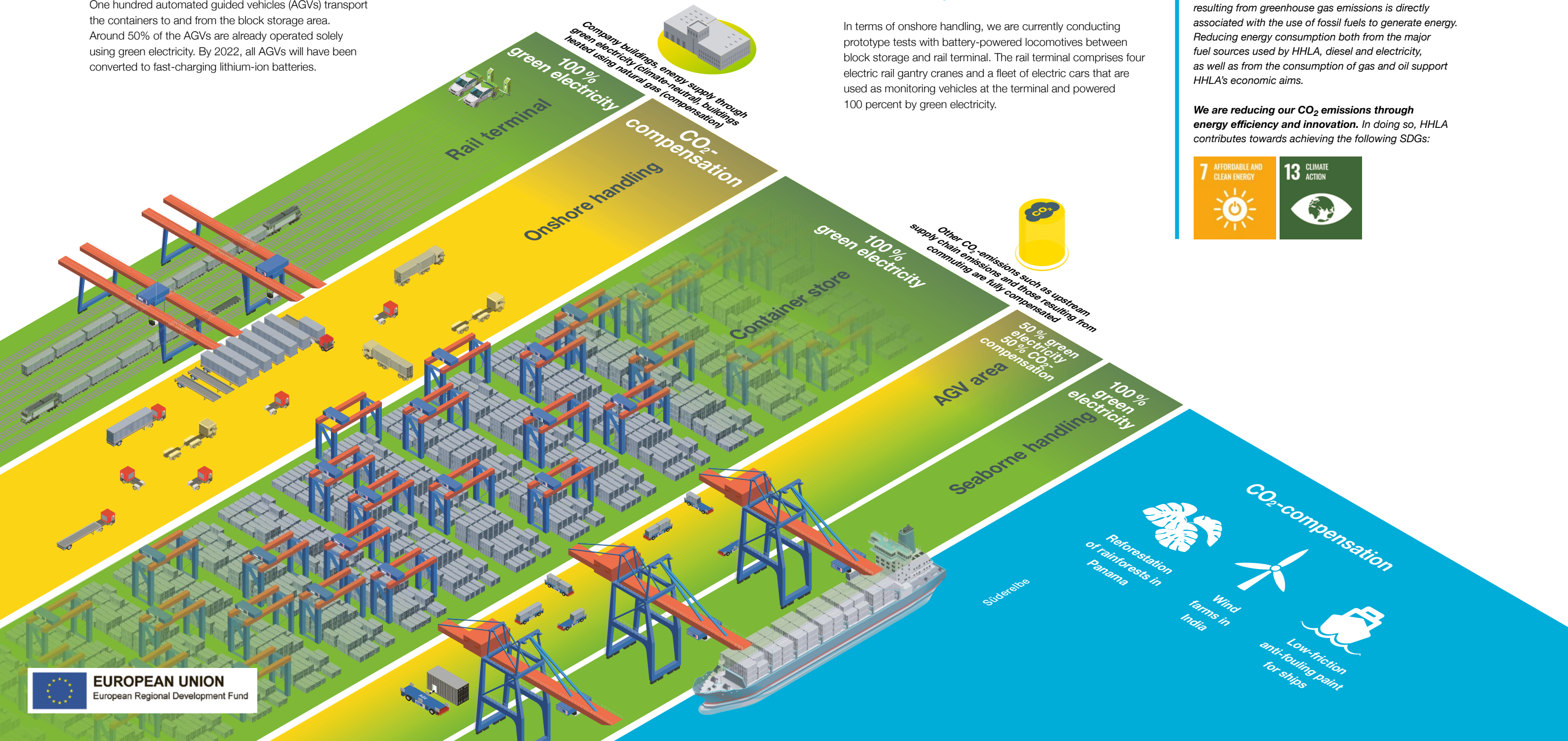
In terms of onshore handling, we are currently conducting prototype tests with battery-powered locomotives between block storage and rail terminal. The rail terminal comprises four electric rail gantry cranes and a fleet of electric cars that are used as monitoring vehicles at the terminal and powered 100 percent by green electricity.

Any remaining CO₂ emissions are offset via emission reduction certificates. In its offsetting activities, HHLA supports climate-friendly projects that are certified according to the highest Gold Standard of Voluntary Emission Reduction (VER), including wind farms in India, low-friction anti-fouling paint for ship hulls and the reforestation of rainforests in Panama.

Climate protection and energy efficiency

According to scientific evidence, global climate change resulting from greenhouse gas emissions is directly associated with the use of fossil fuels to generate energy. Reducing energy consumption both from the major fuel sources used by HHLA, diesel and electricity, as well as from the consumption of gas and oil support HHLA's economic aims.

We are reducing our CO₂ emissions through energy efficiency and innovation. In doing so, HHLA contributes towards achieving the following SDGs:





HHLA shifts containers to the rails with the aid of subsidiary METRANS

HHLA optimises all stages of intelligent container logistics – and does not stop at the quayside. One focus of the HHLA sustainability strategy is the design of environmentally friendly logistics chains from the port of Hamburg via rail to the European hinterland. HHLA subsidiary METRANS, for example, provides frequent rail links between the seaports of the North Sea and the Adriatic. The METRANS Group is the market leader for seaport-hinterland container traffic with Central, Eastern and South-Eastern Europe. 16 own inland terminals, special locomotives and environmentally friendly container transport wagons enable flexible and climate-friendly transportation.

With the aid of METRANS, HHLA ensures that more and more container transports are transferred from road to rail. The HHLA subsidiary thus makes a significant contribution towards creating environmentally and climate-friendly logistics chains. As a result, the proportion of containers transported by rail in the Port of Hamburg's hinterland has increased by over 25% in the past ten years.

Transport-related CO₂ emissions account for around one-fifth of global greenhouse gas emissions. Rail transport is seen as the most environmentally sustainable mode of

hinterland transport. By connecting with the European hinterland, HHLA offers a climate-friendly logistics network.

METRANS also uses energy-efficient electric trains and CO₂ optimised lightweight flat wagons, which can transport more containers with the same train length. This reduces energy consumption and minimises noise emissions.

The weight of the light container wagons, co-developed and used by METRANS, is 30% less than the average rolling stock in Europe.

HHLA has also developed an offer to enable its customers to use climate-friendly transport chains. With HHLA Pure, the company offers not only climate-neutral container handling in the port of Hamburg, but also climate-neutral transport from Hamburg to the European hinterland. Greenhouse gas emissions that cannot yet be technologically prevented are offset by certified development projects that meet the highest international standards.

HHLA demonstrates that climate-friendly transport chains are already possible today.

HHLA successfully recruited logistics company Jakob Weets and transport specialist cargo-partner as pilot customers. METRANS now manages container transports for both companies from the Port of Hamburg to Central and Eastern Europe. If, for instance, the handling and rail transport of a 20-foot container from Container Terminal Altenwerder to Prague, roughly 700 kilometres away, generates a CO₂ footprint of approximately 80 kg per standard container (TEU) this certified value can be offset with HHLA Pure.

Environmentally friendly logistics chains
Rail transport is considered the most environmentally advantageous mode of transport on land. By linking environmentally friendly modes of transport in Hamburg with Central, South and Eastern Europe, HHLA makes an important contribution to sustainability and protection of the environment. The linkage of ocean-going vessels with rail requires nothing less than the organisation of ideal multimodal transport chains. These transport chains save energy while causing comparatively little noise and fewer accidents. Added to this is Hamburg's location advantage deep in the hinterland, thanks to the river Elbe as an environmentally friendly transport route.

We create climate- and environmentally friendly logistics chains. In doing so, HHLA contributes towards achieving the following SDGs:

7 AFFORDABLE AND CLEAN ENERGY

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

13 CLIMATE ACTION

HHLA Pure is reliably climate-neutral

The future of logistics is carbon-free. It is the only way we can harmonise the rise in goods transportation with our climate protection objectives. HHLA Pure is making this future a reality today. By cleverly combining a variety of solutions, HHLA offers its customers certified climate-neutral container handling processes that offer both environmental and economic benefits.

1 HHLA Pure provide assurance

How can companies both firmly establish climate-neutral logistics processes within their supply chains and ensure they are documented reliably for their customers? HHLA Pure is the perfect solution! We not only ensure that any carbon dioxide emissions are eliminated or compensated at every step in our logistics chains, we also have our certificate to prove it. In light of today's increasing demand for eco-friendly logistics processes, this can be an important factor for our customers when dealing with their business partners and the public.

2 HHLA Pure is sustainable

What distinguishes true sustainability? Using a resource responsibly to ensure that it remains available long into the future. This applies not only to raw materials, but also to processes such as transportation. Which is why global goods flows are increasingly moving towards eco-friendly solutions. HHLA Pure focuses on ensuring the successful implementation of every process involved in container logistics. We are continuously expanding our package of measures further to ensure that every single customer can improve their carbon footprint with HHLA Pure.

3 HHLA Pure combines efficient solutions

How can companies take advantage of the diversity within container logistics to reduce their carbon footprint? With HHLA Pure, they have access to a variety of measures designed to improve CO₂ efficiency – all from a single source. HHLA Pure combines numerous solutions for the logistics and warehousing processes between seaport and hinterland into a single, powerful product. And as HHLA Pure ensures that each element is perfectly tailored to the others, its potential to achieve completely climate-neutral logistics is greater than the sum of its individual innovations.

4 HHLA Pure has tradition

Why does our innovative HHLA Pure service have such an impressive history? Because HHLA has always recognised the importance of providing logistics services at the Port of Hamburg that offer customers the best and most efficient solutions available. Throughout HHLA's eventful history, this value is something that has never changed. Which is why we have developed HHLA Pure: for this age of closely integrated, international goods flows and the highest demand for climate-neutral logistics processes.

5 HHLA Pure is trusted

How can companies demonstrate transparently and credibly that their logistics systems are responsible? By integrating HHLA Pure into their supply chain. Because our certified carbon-neutral container handling process at the Port of Hamburg is both a reflection of our innovative technical solutions and reliable documentation of the emissions reductions we have achieved. HHLA not only optimises the processes at the container terminals themselves, but also offers environmentally-friendly rail transport solutions to take goods on to Eastern and Southern Europe.

6 HHLA Pure is the future

Why is HHLA Pure a project set to last? Because it already enables us to provide a compelling response to the kinds of logistics requirements companies will be dealing with more and more in the coming years. HHLA Pure not only focuses on reducing CO₂ emissions through an ongoing shift towards environmentally friendly electric vehicles, it also involves continuously reassessing our logistics processes and increasing their efficiency with intelligent measures.



Intelligent terminal layout for more efficient use of space

According to the German government's Climate Action Plan and the European Union's Resources Strategy, the transition to circular land use is to be completed by 2050 at the latest. The aim is to stop the increasing use of land, as its allocation for transport, work and residential purposes has a major impact on the environment.

The increase in capacity is an essential measure to cope with rising handling volumes and peak load situations.

Land is a valuable, but limited, resource. This is even more the case for harbour areas that can handle ocean-going vessels. Efficient land usage and capacity planning at the terminals with minimal use of space are core issues for HHLA. The efficient planning of infrastructure and suprastructure plays a major role in these efforts, as evidenced by the expansion programme at HHLA Container Terminal Burchardkai (CTB), the largest terminal in the Port of Hamburg. Until 2009, the horizontal transport of containers at CTB was handled exclusively by straddle carriers. In this set-up, containers being stacked in the onshore yard by straddle carriers required lanes on either side of the container, which take up space. The height of the straddle carrier also limits the maximum height of a stack of containers.

An automated warehouse crane system increases the storage capacity by a factor of two.

In 2009, HHLA started work on the expansion of an automated storage crane system, which comprises three portal cranes per block. On the one hand, this means that access lanes are no longer necessary and the space required for storing the containers is significantly condensed. The containers can also be stacked to greater heights. The result is much more efficient use of the available space. These changes mean that the storage capacity for the same space has doubled. The distance travelled between the container gantry cranes and the yard is also shorter. Horizontal and vertical transport in the block storage area is also operated by a system that runs on green electricity.

Higher and denser: A considerable compression and higher stacking of the containers leads to a more efficient use of space.

In addition to other efficiency enhancing measures, the increased storage capacity is a prerequisite for coping with increasing peak load situations and handling volumes. At the same time, the available space will be used even more profitably.

Area optimisation

The ever-growing use of land for transport, work and residential purposes has one of the biggest impacts on the environment, not just in Germany. Impermeable surfaces can barely support natural life and increase the risk of flooding as persistent rain and downpours cannot seep into the ground. The indirect consequences are even more problematic: for example, each new container terminal built on a greenfield site requires full infrastructure links and often extends transport routes. Compact container terminals such as those operated by HHLA make particularly efficient use of the space due to the highly condensed nature of the container storage areas.

We use the limited space available for port and logistics areas as efficiently as possible. In doing so, HHLA contributes towards achieving the following SDGs:



The change to an automated storage crane system at HHLA Container Terminal Burchardkai increases the area efficiency.





“The framework of port work has undergone a major change.”

Interview with Norbert Smietanka, head of occupational safety management team

Mr Smietanka, you have headed HHLA’s occupational safety management team for twelve years. How have the requirements of an effective occupational health and safety management system changed during this time?

The framework of port work has undergone a major change. We’ve experienced an enormous increase in throughput, which has concentrated the work. HHLA has had to respond to this. As an employer, HHLA has a responsibility towards its employees. The company must ensure that health and safety adapt to the changing work environment. Entire processes are constantly being reorganised. The increase in throughput has led to more vehicles moving around the terminals at certain times of peak workload, for example, which increases the risk of accidents. In order to be able to process this volume of traffic efficiently, HHLA has introduced its slot-booking process. There is now a specific processing window assigned to each heavy goods vehicle. This reduces truck bottlenecks and peak traffic periods and minimises the risk of accidents.

“We train our employees and raise awareness to firmly establish safety-conscious behaviour in their minds.”

What are the main risks with port work, and what does HHLA do to minimise them?

We see a general risk in cargo handling. We therefore investigate to find out at which sites the accidents or near misses occurred. Risk analyses and risk assessments help us develop specific measures to reduce the overall risk. This starts with facility specifications. One example: in order to minimise musculoskeletal disorders resulting from the use of handling equipment – also by older workers – driver seats and cabins are constantly being redesigned and specifications are taken into account when we procure new equipment.

Are there terminals where safeguarding health and safety is particularly challenging due to the conditions there?

No. There are challenges everywhere, at every terminal. Our facilities differ primarily with regard to their degree of automation. In general, one can say that automation reduces many risks but cannot completely eliminate them.

What consequences does increased automation in container handling have on health and safety at the terminals?

Automation creates terminal processes where people are less directly involved with the actual handling of cargo

and instead direct activities from a control centre, for example. This naturally reduces risks. Accidents where people are injured will become rarer. But automated facilities also have to be maintained and repaired, which results in new risks.

To what extent are HHLA’s efforts having an impact on accident statistics?

Accident numbers have continually declined over the years. However, there will come a point when they can hardly be reduced any more. This also has to do with human behaviour. These days, people sometimes trip on the stairs because they are looking at their smartphone. That didn’t happen twelve years ago. It simply wasn’t typical for someone to have an accident because they were leafing through a folder while climbing the stairs.

Health and occupational safety

Working with heavy machinery and heavy loads in all kinds of weather round the clock and 360 days a year (there are five port holidays), the working conditions at HHLA’s terminals and facilities place high demands on every employee. And yet even repetitive office work or a multitude of personal limitations can restrict or endanger health.

We ensure safe and fair working conditions and promote health-conscious behaviour.

In doing so, HHLA contributes to the achievement of the following SDGs:



Digitalisation is changing the current working world. The employees must be prepared for this.

HHLA trains the “Pilots of the Future”

The logistics industry is rapidly changing. Digitalisation is fundamentally altering the industry: automated container throughput, self-driving cars, drone technology and 3D printing are just a few striking examples. One of HHLA’s answers to this rapid rate of change and the increased complexity of these forward-looking topics is its new “Pilots of the Future” training programme. This course teaches employees the skills needed to drive forward and implement the company’s digital transformation. The programme is a major pillar in HHLA’s strategy to promote the knowledge and skills of its employees. In 2019, for example, HHLA invested a total of €4.6 million in employee training in Hamburg alone.

The “Pilots of the Future” programme focuses on learning agile project management methods and developing an empathetic leadership style, which is essential for successful digital transformation. In 2019, 18 senior executives, young managers and project managers were the first to start their training as Pilots of the Future.

The first “Pilots of the Future” will attend four one-week courses in the period up to September 2020. The training programme focuses on container processes in the digital revolution; agile management methods such as scrum and design thinking; and current innovation models, such as for decision-making processes and strategy development. Another area of focus is collaboration in complex organisations. The participants work on the content in small teams using practical examples.

With the skills they learn, the “Pilots of the Future” will play a major role in shaping HHLA’s digital transformation and thus promoting the sustainable growth of the company. With the aid of modern project management and leadership methods, they will be able to implement the projects needed for the digital transformation more quickly and efficiently while providing their colleagues with the best possible support.

Working world

One of HHLA’s greatest strengths is the high level of its employees’ skills. Vocational education and training in industrial, commercial and academic professions, as well as ongoing staff development, are extremely important to HHLA and are being continually expanded.

We invest in vocational education and training with tailored staff development programmes.

In doing so, HHLA contributes to the achievement of the following SDGs:





How does a container terminal work? The students experience this first in theory and then on site.

“Hafen-Scouts” explore maritime logistics

Hamburg is a port. And its harbour has long shaped the development of the metropolis on the river Elbe, giving it its nickname “The gateway to the world”. The port is the economic heart of a metropolitan region, the biggest commercial hub of the export nation Germany, and the region’s most important employer. It is part of the city’s DNA.

As a high-performance hub for freight from around the world, Hamburg’s container terminals handle millions of steel boxes with the aid of cutting-edge information technology. The goods delivered in containers – bikes, soft toys, bananas and jeans – also end up in the homes of Hamburg’s primary school pupils. As “Hafen-Scouts” (or port scouts), the pupils learn about the journeys these goods have made, how the port works and what careers Hamburg’s logistics hub offers.

Exploring trip between history and the present.

The “Hafen-Scouts” project was initiated by HHLA, the Hafenmuseum Hamburg (port museum) and the State Institute for Teacher Training and School Development in 2015. It offers children in their final year of primary education the chance to embark on a one-day educational trip around the Port of Hamburg as the highlight of an instructive module on maritime logistics. The content of the educational trip

forms part of the syllabus for the participating classes and is prepared for and followed up intensively in class. All teachers who sign up their classes for the trip take part in a port induction course beforehand.

The pupils’ journey of exploration begins in the port museum, where they are taken on a tour of the Port of Hamburg as it was in the past and is today: How has work at the port changed? Why do container ships keep getting bigger? How do bananas make it to my table? The port museum allows the pupils to discover answers to questions like these in an entertaining way. Touching and experimenting is most certainly desired. The “Hafen-Scouts” discover how the job of a docker has changed over the decades and what ship planners and container gantry crane operators actually do. The highlight of this journey of discovery through the museum is a special container modified by HHLA. It showcases the diverse range and volume of goods transported around the world in these standardised boxes. Inside the box, pupils learn that many products of their daily lives arrive in Germany by container every day. The young adventurers then have to guess how many objects fit in a container and learn how far the different goods travel by ship to Hamburg.

The journey of discovery ends with the pupils visiting the world’s first certified climate-neutral container terminal: the highly automated HHLA Container Terminal Altenwerder (CTA).

After already discovering in the museum which stations a container passes through at the terminal, pupils can then marvel at them on site. In addition to the container ships at the quay wall, the children are especially fascinated by the automated transport vehicles (ATVs) that move the containers around the terminal as if by magic.

More than 6,000 schoolchildren have already visited the Port of Hamburg as part of this educational project.

Experiencing modern container handling up close makes a big impression on the young port experts, and experience shows that this day of adventure stays with them for many years. In 2019, a total of 66 classes embarked on this journey of discovery in the Port of Hamburg, with nearly 1,500 “Hafen-Scouts” taking part in 33 excursions. Since the project was launched in 2015, 6,000 schoolchildren have already visited the Port of Hamburg as part of this educational project.

Social responsibility

Companies have social responsibilities and rely on social acceptance. As a major port and logistics company at the heart of the north German economy, HHLA is frequently in the public eye, particularly in the greater Hamburg region. On the other hand, HHLA requires political and public support for its operations and investment programmes, as well as for the necessary expansion of infrastructure.

We engage in dialogue with the public to discuss and provide information on topics related to port logistics. In doing so, HHLA contributes to the achievement of the following SDGs:



The whole world in 20 feet: There is a lot to discover in the HHLA adventure container.



“At HHLA, sustainability and compliance go hand in hand”

Interview with Dr. John Maurer, Compliance Officer

Dr. Maurer, as our Compliance Officer, you are responsible for the Group-wide compliance management system of Hamburger Hafen und Logistik AG. Which criteria does HHLA use to decide with whom it works?

At HHLA, our business relationships are not left to chance. We are currently launching a business partner screening system for the Group which enables us to evaluate existing and potential business partners from a risk-based perspective. This screening process allows us to get a better idea of who we are working with. The system uses criteria such as integrity in business operations, political affiliations and information from law enforcement authorities. It also draws on public information from databases. This helps us find out whether potential business partners are included on sanction lists. All information from the screening process is then fed into a risk-based evaluation.

How exactly does this evaluation work?

We primarily look to see whether the information indicates a concrete risk for the business relationship. This evaluation is condensed into a kind of extended traffic light system: if a business relationship presents no risk or a very low risk, it is rated “green”, while higher risks are given a “red” rating. Unacceptable risks, such as those posed by companies on EU sanction lists, get a “black” rating. This rules out a business relationship as in such cases the risk would be too high for HHLA.

What does HHLA do, apart from business partner screening, to minimise the risks associated with business partners?

HHLA expects its suppliers to comply with standards such as those we have set ourselves in our Code of Conduct. During risk assessment, it is important to bear in mind that our supplier structure is of course quite different from that of a manufacturing company. If a textile company buys cotton from Uzbekistan and manufactures textiles in Bangladesh or Pakistan, for example, their view of supplier risk is quite different to ours. HHLA shapes logistics processes.

Nevertheless, we believe that our responsibility extends far beyond the quayside in the Port of Hamburg. We therefore require that our business partners align themselves with our standards and are currently introducing a Supplier Code of Conduct throughout the Group.

How do you evaluate new business fields, such as 3D printing, with regard to compliance?

The risk structure can change with new business fields. With 3D printing for example, we are involved in manufacturing. This means HHLA now has new requirements and must deal with

such aspects as product liability and marketing risks. The profile is also changing in terms of our suppliers: the sourcing of raw materials, for example, alters the risk analysis.

“The compliance system is a system that undergoes continuous enhancement and also covers our relationship with our business partners.”

What is HHLA aiming to achieve with its compliance management system?

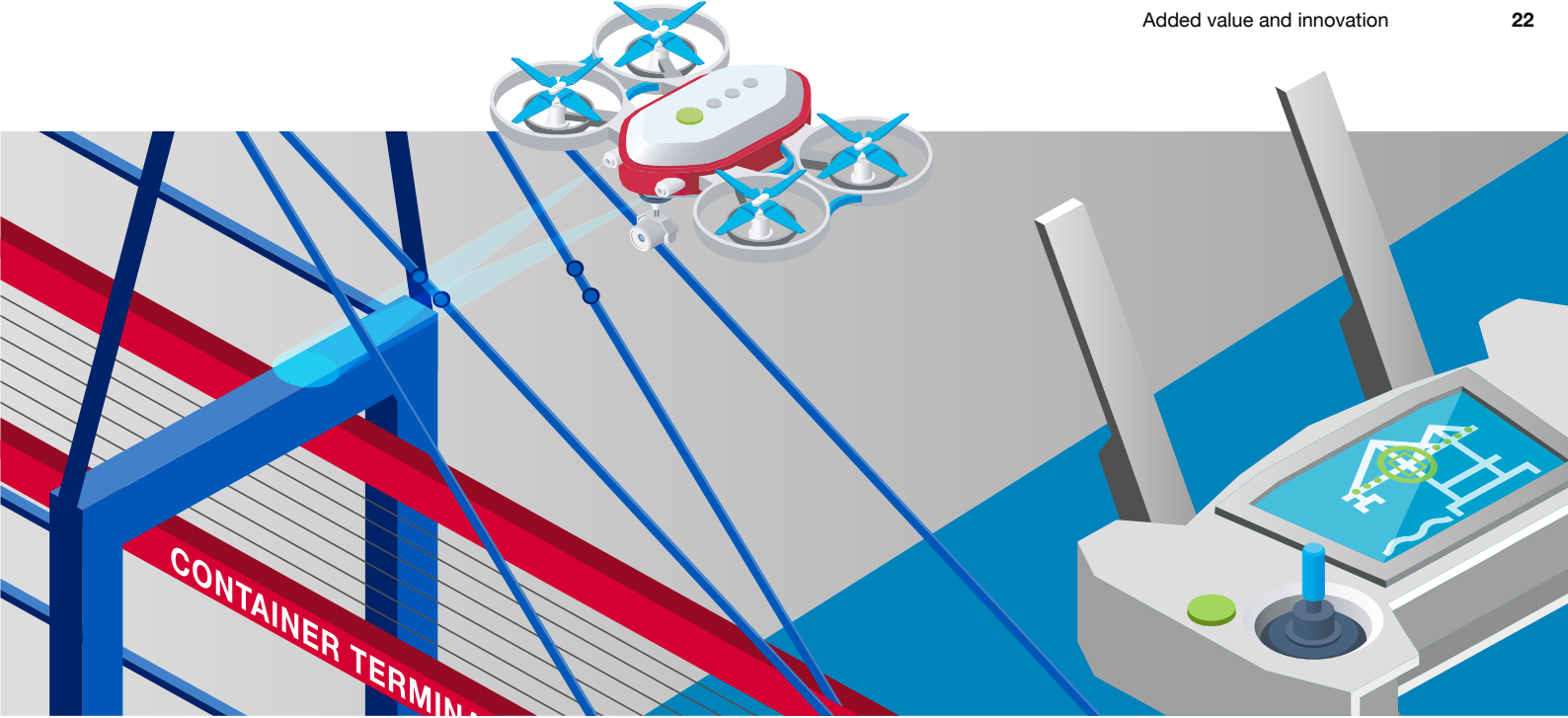
Compliance is closely tied to a company’s corporate culture. Integrity, fairness, responsibility and sustainability are key values that shape our day-to-day working lives at HHLA. HHLA is the “gateway to the future” and our compliance management system helps us shape business relationships on the basis of our values, together with partners who are a good fit for us and our philosophy.

Business partners

The fair treatment of all business partners, whether they are customers, suppliers, investors or creditors, is a prerequisite for any company that wants to compete successfully on the market today. Compliance with sustainability standards is also increasingly important. Omissions and errors in this area can quickly translate into substantial business risks and disadvantages.

We offer customised solutions and work responsibly with our suppliers.

In doing so, HHLA contributes to the achievement of the following SDGs:



At HHLA, the use of drones is not a dream of the future, it is already a reality.

Drones inspect container gantry cranes at Container Terminal Tollerort

Container gantry cranes define the skyline of the port of Hamburg. Positioned on the quay wall, they form the interface with the terminals and are the first stop for the gigantic container ships after weeks at sea.

The container gantry cranes at Container Terminal Tollerort (CTT) even handle ultra large container vessels with a capacity of 20,000 standard containers (TEU) and more. One 20-foot container can weigh as much as 25 tonnes. The gantry cranes are subjected to constant stress as they load and unload the container ships.

They are therefore regularly inspected to ensure they work seamlessly and to prevent potential accidents. Instead of sending an industrial climber up the 93-metre-high crane, however, HHLA now uses drones to inspect the container gantry cranes at CTT. The remote-controlled drone checks whether the giant steel structures show any signs of fatigue along their weld seams or any other areas subject to heavy use. The gantry crane’s condition is no longer checked from on high but can be done conveniently and safely on a screen. Depending on which type of container gantry crane is being inspected and the manufacturer’s inspection specifications, the container gantry cranes are checked by drones up to four times a year. The data from the inspection flights is saved, allowing for subsequent reconstruction of how a container gantry crane ages over time.

Drone inspections offer HHLA several advantages: for one thing, they present a much lower risk than inspection

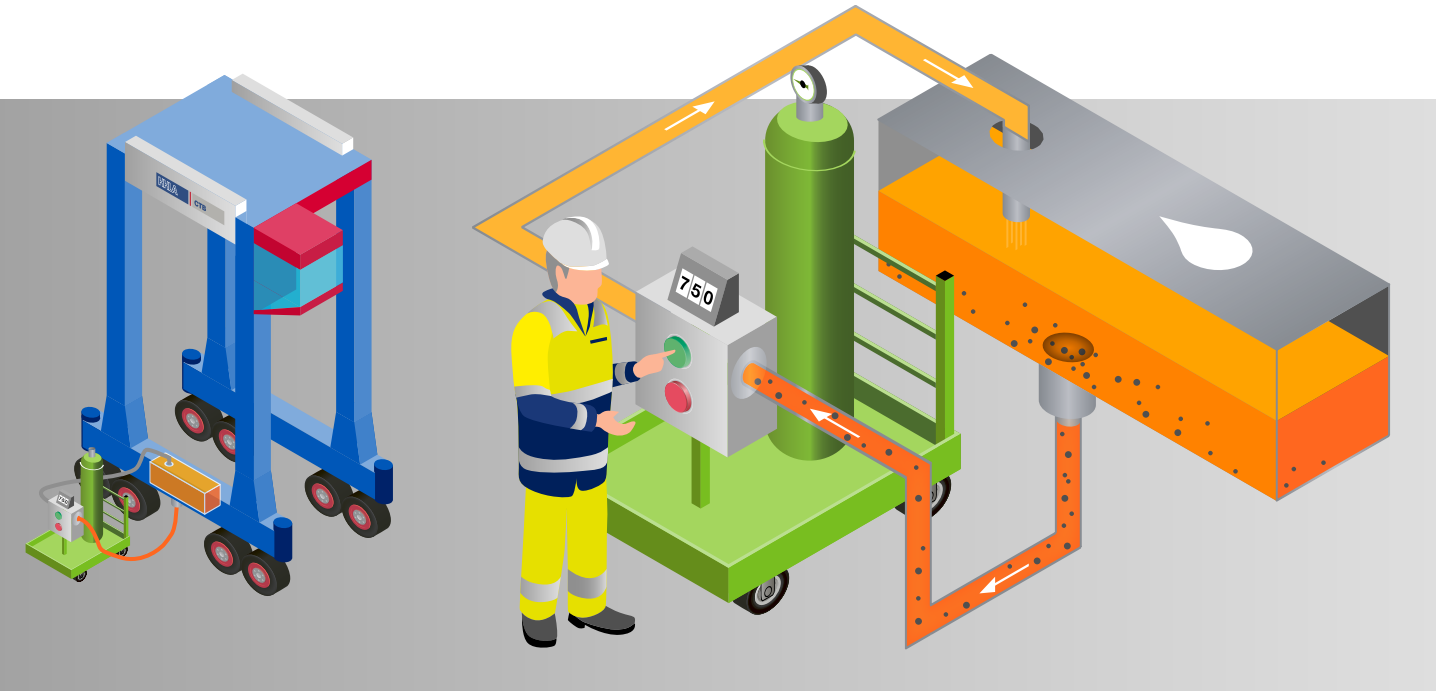
by a climber. And for another thing, drone inspections require much less time, so the container gantry crane is back in action faster.

Added value and innovation

As the largest port in Germany by far, the port of Hamburg directly and indirectly employs over 165,000 people in the Hamburg metropolitan region. It is one of the most important economic features of northern Germany and, as a hub of international trade, plays an indisputably key role for Germany’s entire economic system.

We make an ongoing and significant contribution to added value and thus increase prosperity at all locations. In doing so, HHLA contributes to the achievement of the following SDGs:





With mobile fine filtration, the fuel is cleaned and returned to the tank.

Smart diesel-cleaning technology conserves resources

They dominate the landscape of the HHLA Container Terminal Burchardkai (CTB): long-legged container transporters, which move the boxes between ship, yard and rail terminal. In the port of Hamburg, these manned systems are known as straddle carriers.

Straddle carriers are powered by diesel and electricity. Because the tank is never completely emptied, impurities may form in the fuel and settle on the floor of the tank over time. These impurities increase the wear on the vehicle because they build up in injection nozzles and fuel pumps in particular and can block them. To prevent this, the impure fuel must be regularly emptied out of the tank and disposed of properly.

In order to reduce diesel consumption and at the same time minimise the amount of impure diesel to be disposed of, HHLA operates a fine filtration unit at Burchardkai. The mobile filtration unit is connected to the straddle carrier's storage tank to clean the impure portion. During the filtration process, water is reliably separated from solids, ensuring the purity of the fuel. The cleaned diesel is then fed back into the tank.

Since the filtration unit has been in operation, between 50,000 and 100,000 litres of impure diesel have been cleaned directly in the straddle carriers every year. Because this amount is almost completely fed back into the straddle carrier tanks as purified fuel, only around one cubic metre of impure fuel per year now requires special disposal – previously, this amount was up to

100,000 litres per year. The measure also pays off from an economic point of view: diesel procurement and disposal costs have decreased demonstrably.

Environment and resource protection

Protecting the environment is more than just climate protection and land conservation. Climate and resource protection also involves additional environmental topics. These include light and noise prevention, water protection, wastewater disposal, the sparing use of raw materials, the reduction of harmful emissions of all kinds and modern waste management.

We reduce our environmental impact and protect natural resources. In doing so, HHLA contributes to the achievement of the following SDGs:



“In addition to the further development of our core business and the development of new growth areas, sustainability and climate protection are an integral part of our business model.”

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