

SUSTAINABILITY REPORT

2023



Bilbao Port Authority



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1

INSTITUTIONAL DIMENSION



1. INSTITUTIONAL DIMENSION

1.1. Introduction and Sustainability Strategy of the Port Authority

Introduction - Statement by the President (G4-1) (G4-30) (G4-50)

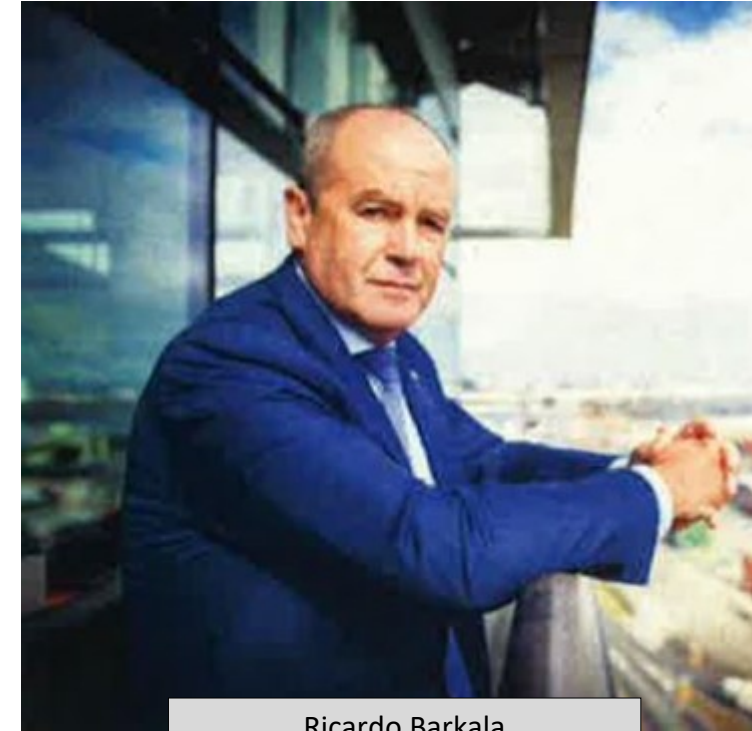
The Royal Legislative Decree 2/2011, of 5 September, approving the Consolidated Text of the Law on Ports and the Merchant Navy, establishes in its Article 55.4 that the Annual Business Plan Project must be accompanied by a Sustainability Report which reflects compliance with port policy in four aspects of sustainability: institutional, economic, social and environmental.

At the institutional level, this has been the first year of the Strategy Plan 2023-26, in which three key strategic areas are defined; a **green** port, a **competitive** port and a **responsible** port. The Strategy Plan also sets out a series of commitments to the year 2026.

In terms of **economic sustainability**, and despite the prevailing negative economic environment and geopolitical conflicts, traffic was slightly up on the previous year, with freight traffic standing at **32.8 million tonnes**, i.e. 35,820 tonnes more than in 2022, up **0.11%**.

Specifically, bulk liquid traffic was up 0.94%, while traffic in bulk solids increased by 4.42% compared to 2022 figures. Conversely, breakbulk fell by 3.76% and container traffic stood at **492,000 TEUs**, 0.86% down on 2022 figures.

Business revenue in 2023 was **68.8 million euros**, up **5.93%** on the previous year. The investment forecast for the coming year 2024 is 77.8 million euros, a high figure due to the start of the second phase of the central breakwater which will provide 30 new hectares of space in a port where the demand for land is at a premium and occupancy levels are high. Turnover increased by **3.8 million euros**, attributable to an increase in port occupancy levels, to larger vessels and to a higher number of calls.



Ricardo Barkala
President

At the same time, we have continued to take improvement actions in innovation, sustainability and social responsibility, all of which are key areas of our service strategy. In this respect, stand-out achievements include the major drive to **decarbonise port activity and the development of renewable and clean energies**, thanks to the imminent start of works on the electrification of 7 docks (co-funded with a grant awarded under the Connecting Europe Facility (CEF)) and the roll-out of the agreements signed with the ports of Amsterdam and Duisburg for the production and distribution of green hydrogen.

Mention is also to be made of the start of works to renew and upgrade the port sewerage system and wastewater treatment facilities.

We have also taken important steps to offer value-added services to our customers with the definition and deployment of the new operating model for rail activity in the port. The intermodality we offer our customers is reflected in the high share of rail use, with **29%** of containers shipped in or out of the port by rail.

Similarly, we are continuing to promote working groups and innovation to improve the productivity of the services provided by the Port of Bilbao.

In connection with **environmental** sustainability, an issue expressly included in the Port Authority Strategy Plan, improvement actions continue to be taken with regard to noise, dumping and dredging material, and also with port terminal concession holders in relation to good practice in goods handling.

In the **social** context, we have continued our efforts to bring the port closer to the general public, and have consolidated our Ezagutu Portua programme. In 2023, a total of 3,886 schoolchildren visited the port, in addition to the 871 adults on weekend visits and 3,383 university and vocational training students, tripling the number of this last collective with respect to 2022 figures. Appendix I of this report includes the list and definition of indicators proposed in general terms by the Spanish State Ports Authority, which serve as a basis for the drafting of this report. **(G4-18) (G4-19) (G4-20) (G4-21) (G4-DMA)**

In short, it is my privilege to present this **Sustainability Report 2023**. These reports have been published annually by the Port Authority since 2010, enabling us to monitor delivery of the corresponding Strategy Plans and the sustainability policy of the Bilbao Port Authority, as well as to compare its level of quality with the other Port Authorities that report to the Spanish State Ports Authority. **(G4-28) (G4-29)**



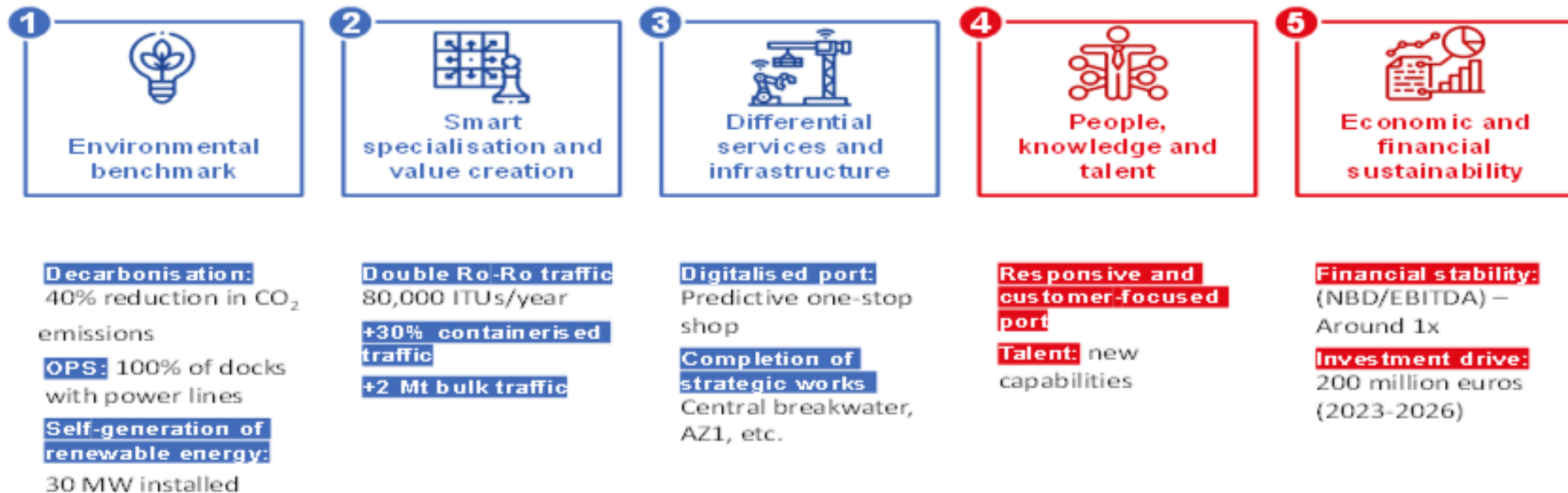
MATERIAL ASPECTS AND SCOPE (G4-18) (G4-19) (G4-20) (G4-21)

The GRI G-4 Sustainability Report has been drawn up in accordance with the contents, scope and indicators defined in the Spanish State Ports Authority guide for the drafting of annual Sustainability Reports to be submitted together with the Business Plan. The report has been supplemented with the guidelines and indicators necessary to comply with the scope of the GRI G4 standards in the **comprehensive compliance** option. The Table of Contents of this report contains the list of material aspects addressed in the report, in which the GRI G-4 indicators are shown in red as part of the different general and specific basic contents.

STRATEGY (G4-2) (G4-3)

The Bilbao Port Authority has a **Strategy Plan 2023-26**, the objectives of which include fostering the competitiveness of the customers of the Port of Bilbao, contributing to the sustainable social and economic development of its catchment area, and becoming the port of reference in Spain in logistics chains with the Atlantic axis, contributing to the improvement of the competitiveness of the economic and business fabric by providing value-added and sustainable services.

Strategic commitments to 2026



Port Authority Strategy Plan 2023-26

In general terms, the **Port Authority Strategy Plan 2023-26** focuses on five key strategic areas, three external and two internal, as detailed below:

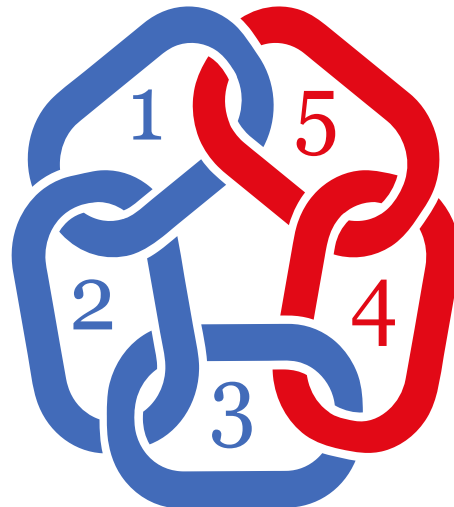
Key Areas of the Strategy Plan 2023-26

1. An environmental benchmark

To drive the energy transition of the port, with environmental sustainability as a critical factor for competitiveness.

2. Smart specialisation and value creation

To make the port of Bilbao the benchmark for Atlantic traffic, while capturing new growth opportunities and maximising value creation for the region.



3. Differential services and infrastructure

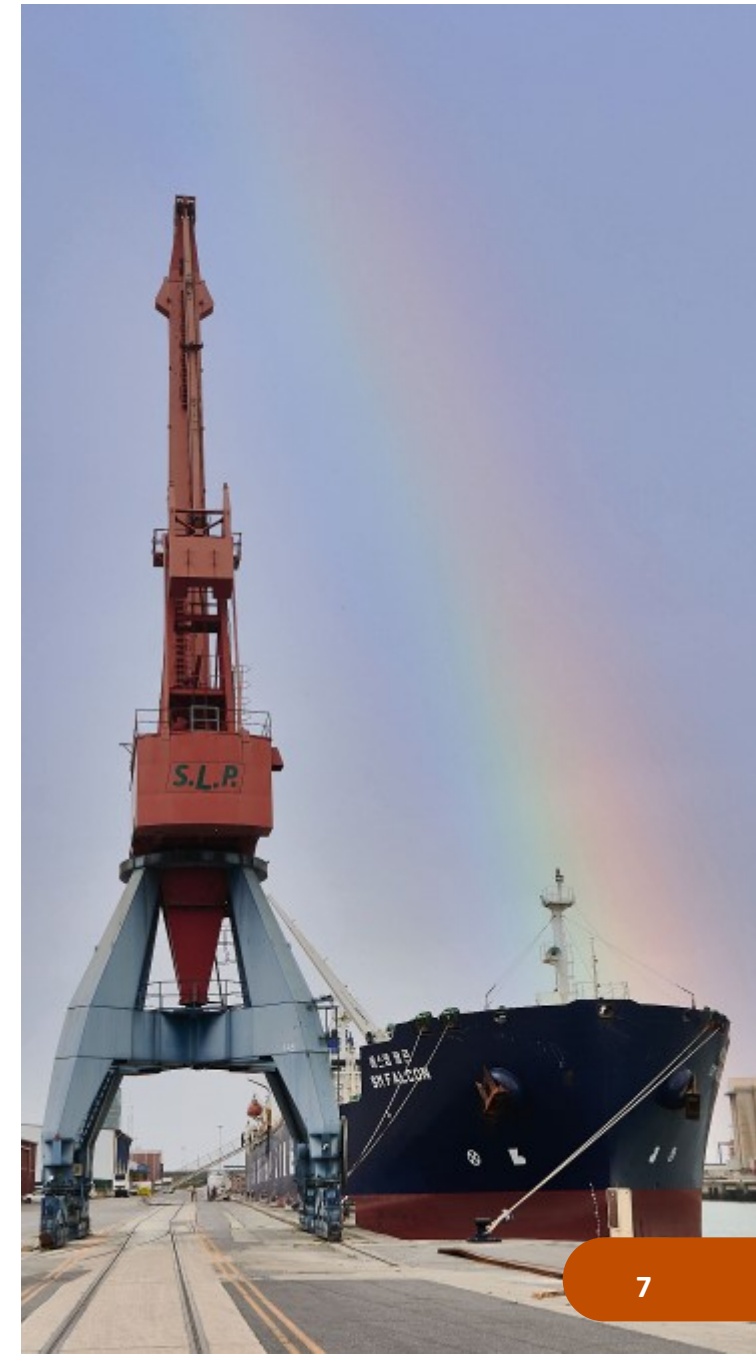
To consolidate and improve the portfolio of high added-value services, focused on generating value for the port's customers (digitalisation and infrastructure).

5. Economic and financial sustainability

To ensure the economic and financial balance of the organisation is maintained.

4. People, knowledge and talent

To develop the future capabilities of the Port Authority of Bilbao, ensuring knowledge transfer and attracting new talent.



The Plan is rooted in the vision of what the Port of Bilbao aims to continue to represent and the values on which it is based. In this sense, the vision is to be the port of reference in Spain for supply chains with the Atlantic axis, to meet the logistic needs of the strategic industrial sectors of the region, and to contribute to the improvement of the competitiveness of the economic and business fabric in international trade.

Furthermore, the Port of Bilbao is firmly and comprehensively committed to combating climate change, where we believe that we should contribute to the promotion and use of maritime transport as a relatively low-emission means of transport. To this end, our **objectives for 2026** include a 40% reduction in CO2 emissions, the deployment of an OPS system in all our docks servicing regular shipping lines, and 30MW of installed capacity of self-generated renewable energy.

The **mission (G4-4)** of the Port of Bilbao is to drive the competitiveness of its customers, contributing to the sustainable social and economic development of the port's catchment area. Likewise, the **values (G4-56)** of the port are: customer focus; excellence, ethics and professionalism; teamwork; commitment to people; and social responsibility.

The **Strategy Plan 2023-26** is shaped around three key concepts:

1. A Green Port

To provide guidance and support for the customers of the port in addressing the impact of the energy transition.

2. A Competitive Port

To sustain the competitiveness of the region's industry, adapting infrastructure and services to its needs and requirements.

3. A Responsible Port

To increase our efforts to contribute to the social and economic environment, ensuring the port's value to society.

1.2. Functions and Legal Form

(G4-5) (G4-7) (G4-35) (G4-36) (G4-38) (G4-39) (G4-40) (G4-41) (G4-42) (G4-43) (G4-44)

I_01 General description of the legal form of the Port Authority

The Bilbao Port Authority **(G4-3)** is a public law entity with its own legal personality and assets, independent from those of the State, with full capacity to act for the development of its purposes, and which acts subject to private law, including in asset acquisitions and contracting, except in the exercise of the functions of public authority attributed to it by law.

The Port Authority is governed by specific legislation under Royal Legislative Decree 2/2011, of 5 September, which approves the Consolidated Text of the Law on Ports and the Merchant Navy, by the provisions of the General Budgetary Law and General Tax Law that are applicable to it and, additionally, by Law 6/1997, of 14 April, on the organisation and functioning of the General State Administration.

The competences of Port Authorities are set out in Article 25, and their functions in Article 26, of Royal Legislative Decree 2/2011, of 5 September, on State Ports and the Merchant Navy.

The Port Authorities are responsible for the following:

- a) The provision of general services, as well as the management and control of port services to ensure that they are carried out under optimum conditions of efficiency, economy, productivity and safety, without prejudice to the competence of other bodies.
- b) The development of the port service area and port uses, in collaboration with the competent Administrations in matters of spatial and town planning.
- c) The planning, design, construction, conservation and operation of the works and services of the port, and that of the maritime signalling entrusted to them, subject to the provisions of this Act.
- d) The management of the port public domain and of the maritime signalling assigned to them.
- e) The optimisation of economic management and the profitability of the assets and resources assigned to them.
- f) The promotion of industrial and commercial activities related to maritime and port traffic.
- g) The coordination of the operations of the different means of transport in the port area.
- h) The organisation and coordination of port traffic, both maritime and land.

1.3. Governance and Quality Management

I_02 Functions and procedures for electing the governing bodies of the Port Authority, such as the President, the General Manager and the Board of Directors.

President

The **President** is appointed and removed by the competent authority of the Autonomous Region of the Basque Country.

The **President** is responsible for representing the Port Authority and its Board at all types of events, convening and setting the agenda for Board meetings, establishing general management guidelines, ensuring compliance with the regulations applicable to the Port Authority and the agreements of the Board and submitting to the Board the Business Plan, forecasts of actions, investments and financing, arranging expenditure and, together with the General Manager, ordering payments. **(G4- 14) (G4-45)**

Board of Directors

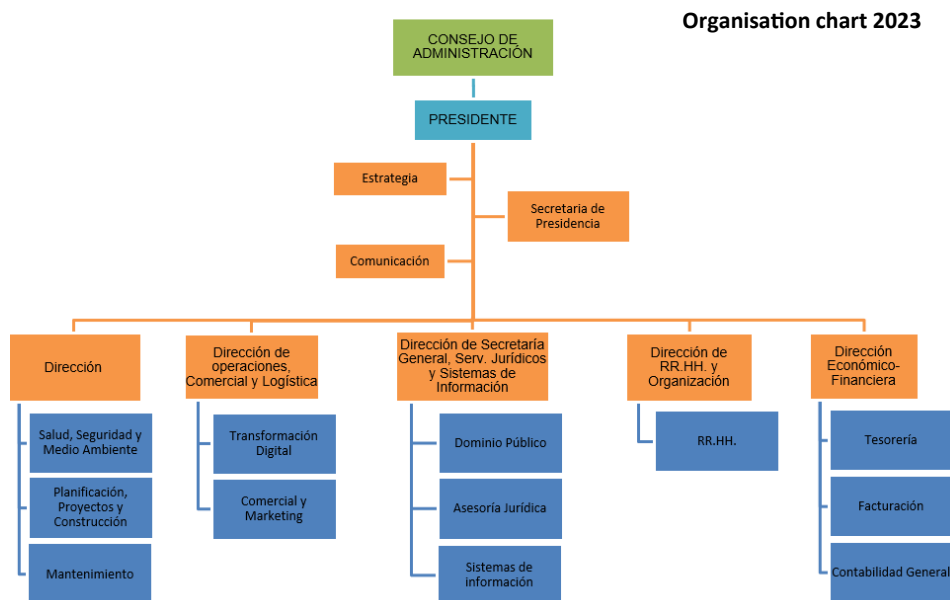
The functions of the **Board of Directors** are, amongst others, to govern and administer the port, approve the budgets, the multi-annual action programmes and the annual accounts, authorise investments, approve projects, exercise policing powers, award concessions and authorisations and promote free competition. **(G4-45) (G4-46) (G4-47)**

General Manager

The **General Manager** is appointed and removed by an absolute majority of the Board of Directors, at the proposal of the President.

The **General Manager** is responsible for the ordinary running and management of the organisation and its services, in accordance with the general guidelines received from the Governing Bodies, and for the initiation, processing and technical information on concessions and authorisations.

The General Manager and the Secretary attend Board meetings in an advisory capacity, with no voting rights.



The Public Domain and Legal Affairs Areas advise on legal issues internally. In external matters, institutional control is the responsibility of the General Intervention Board of the State Administration (IGAE, in Spanish). **(G4-57) (G4-58)**

I_03 Structure of the Port Authority Board of Directors, including details of the groups and associations represented therein

COMPOSITION OF THE BOARD OF DIRECTORS

President	Mr. Ricardo Barkala Zumelzu
Vice-President	Mr. Aitor Etxebarria Atutxa
General Manager	Mr. Carlos Alzaga Sagastasoloa
Secretary	Mr. Juan Carlos Verdeal Pinto

Board Members

General State Administration	Merchant Navy Captain	Mr. Carlos García Buendía
	Chief State Counsel	Mr. Francisco Javier Asúa Pinedo
	State Administration	Mr. Mikel Torres Lorenzo Mr. Álvaro Sanchez Manzanares
City/Town Councils	Bilbao City Council	Mr. Xabier Iñigo Otxandiano Martinez
	Zierbena Town Council	Mr. Eugenio Mendikote Carpintero

Autonomous Region of the Basque Country	Economic Development, Sustainability and the Environment	Mr. Luis Pedro Marco de la Peña Ms. Karmele Tubilla Artetxe
	Economic Development and Infrastructure	Ms. Aintzane Urkijo Sagredo
	Bizkaia Provincial Council	Mr. Imanol Pradales Gil
Business Organisations	Business Confederation of Bizkaia (CEBEK)	Ms. Carolina Pérez Toledo
	Bilbao Chamber of Commerce, Industry, Services and Navigation	Mr. Juan Aguirre Aguirrezabal Ms. Elvira Gallego Uribe
Trade Unions	UGT (General Union of Workers) Trade Union	Mr. Jose Luis García Fernández

I_04 Description of the management and decision-making support systems used by the Port Authority, such as quality management systems, balanced scorecards, market segmentation campaigns, etc.

(G4-14) In the course of 2023, the maintenance audits to renew **ISO 9001, 14001 and 45001** certification, all key aspects of the Integrated Quality, Prevention and Environmental Management System of the port, were passed. The Port Authority has also obtained the AENOR certification as a Healthy Organisation (SIGOS).

At the same time, the entire process of developing procedures, instructions and basic documents for **ISO 27001 certification in Information Security** has been completed. This provides optimum protection to assure customers of service availability and to comply with the National Security Scheme (ENS) and the requirements demanded of infrastructure such as the port. Concession holders have also satisfactorily renewed the service quality agreements, which set out a series of standards on aspects of port operations, efficiency, facilities maintenance, customer satisfaction and e-communications.

The Bilbao Port Authority has renewed its **EMAS III certification (Eco-Management and Audit Scheme)**, Community Eco-Management and Audit Scheme, a voluntary regulation of the European Union relating to the monitoring of the Environmental Management System (EMS) which recognises those organisations that have implemented this system and have acquired a commitment to continuous improvement, verified by means of independent audits.

Furthermore, and in line with the strategic lines defined by the Port Authority, the carbon footprints of the Bilbao Port Authority for the years 2015, 2018 and 2022 have been registered in the **Carbon Footprint, Offsetting and CO2 Absorption Projects Register**, obtaining the "calculo" seal. Carbon footprint figures for 2023 are due to be registered before the end of the year.

One of the goals of the Port Authority is to become an environmental **benchmark port**, making it eligible for the European Union (EU) policy of promoting "Green Corridors", aimed at the development of sustainable short sea shipping services. The possible advantages for the Port Authority deriving from such certification are quality environmental management, ensuring compliance with environmental legislation, cost reduction (energy and water consumption) and favouring relations with companies and institutions.

In 2023, after renewing the SDM (Self Diagnosis Method), the Port of Bilbao has become a member of the **EcoPorts** network of green ports.



I_05 The Management Committee and its structure.

For internal management purposes, the Port Authority has a **committee** consisting of the President, the General Manager, the Director of Operations, Commerce and Logistics, the General Secretary and the Head of the Public Domain and Legal Services Department, the Head of People Management and Organisation and the Head of the Administration and Finance Department.

I_06 Description of sector-based technical committees supporting the Board of Directors, in addition to the Shipping and Port Council, the Port Services Committee and the Security Advisory Committee.

The sector-based technical committees supporting the Board of Directors are the Shipping and Port Council, the Port Services Committee, the Security Advisory Committee and the Executive Committee for the Prevention of Occupational Risks.

The **Shipping and Ports Council**, made up of representatives of companies and institutions with relevant interests in port activities, assists the Board in matters that contribute to the good and efficient operation of the Port.



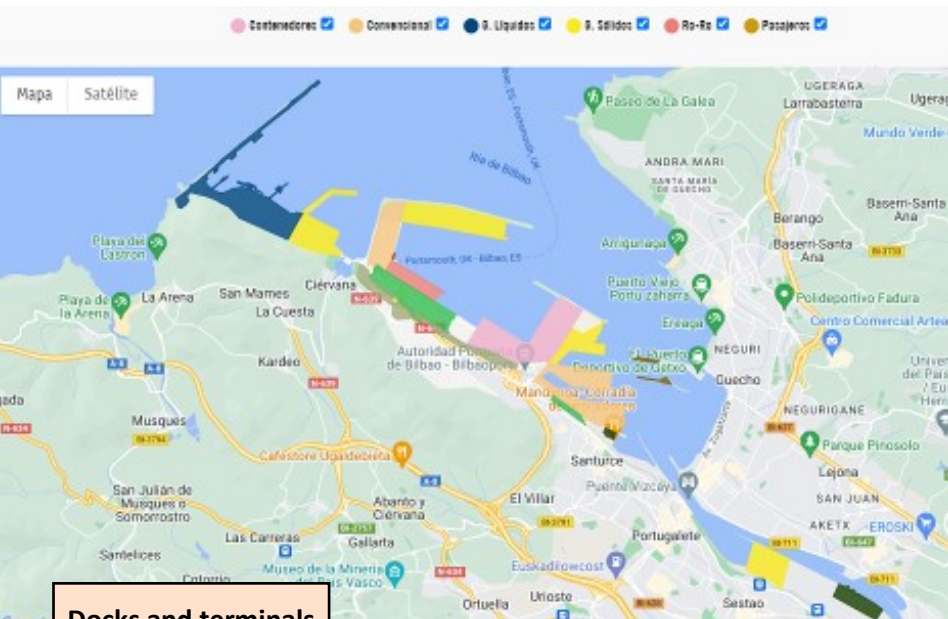
The Port Services Committee sits as part of the Shipping and Ports Council, and is made up of representatives of relevant stakeholders and their customers. Its functions are those of an advisory body from which the Port Authority may obtain information on tariffs, the organisation and the quality of the various port services.

Remuneration in the Port Authority is fixed, is not linked to the minimum wage and is determined by state regulations. **(G4-51) (G4-52) (G4-53) (G4-54) (G4-55) (G4-EC5)**

1.4. Infrastructure and Capacity

I_07 Description of the role of the Port Authority as infrastructure provider and reference to the landlord.-type management model. Listing of the general technical characteristics of the port, such as land area, sheltered water area, surface area available for concession, docks and their functions, and land access.

The Port of Bilbao is divided into **four** clearly differentiated areas:



Docks and terminals

Seawalls	Length (m)
Punta Lucero	2,498
Zierbena	3,400
Santurtzi breakwater	1,200
Algorta breakwater	1,072

- 1 The service docks on the river, with a draught of between **6 and 8 m.** and **2.9 km.** long.
 - 2 The quays sheltered by the Santurtzi and Arriluce docks, with a draught of between **7 and 14 m.** and **5.069 km.** long. This area also includes a 1,037 linear m. long quay for cruise ships.
 - 3 The quays sheltered by the Zierbena dock, with a draught of between **20 and 21 m.** and **4.601 km.** long.
 - 4 The outermost area is that consisting of the quays between the Punta Lucero and Zierbena docks, with draughts of between **25 and 32 m** and **3.15 km.** long.
- In terms of infrastructure, the port has **20 km.** of docks with draughts of up to **32 metres** and **400 ha.** of land area to ensure space and operability, with specialised terminals for breakbulk, containers and bulk cargo, both solid and liquid.
 - Taken as a whole, the Port of Bilbao has **14,303 metres** of active cargo docks, with a draught ranging between 6 and 32 m and capable of servicing all types of traffic.
 - The port is equipped with **6 Ro-Ro ramps**, of which 4 are in use and 2 are currently out of service.
 - The port has **3,844,885 m²** of land area under concession.

I_08 Infrastructure under construction or planned, and its uses.



1. Contract for the deployment of onshore power supply to vessels at Dock A-5



The Bilbao Port Authority has awarded the contract for the first phase of the construction of the new infrastructure for on-shore power supply (OPS) at Dock A-5 of the Central Breakwater of the Port of Bilbao, together with a comprehensive maintenance service. An investment of 4.7 million euros, funded through the Recovery and Resilience Facility, will be required to equip Dock A-5 with 4 connection points through two 2.5 MVA OPS transformer substations.

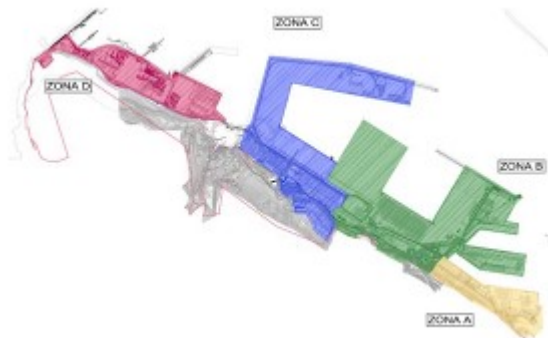
2. Completion of the extension works at Dock AZ-0

In 2023, the Bilbao Port Authority completed the extension works of the port's AZ-1 Dock, now officially known as Dock AZ-0. The new infrastructure, on which construction work began in September 2021 and which has required an investment of 27.4 million euros, has created approximately 50,000 m² of new surface area and a new berthing line of 251 linear metres in the Zierbena dock. The newly extended area will be used primarily for commercial traffic, specifically bulk solids, and will help reduce congestion in the surrounding docks and optimise traffic management. The Port Authority is looking to invite tenders for development and paving works in 2024 in response to the interest shown by several companies in setting up operations in the new expansion area.



3. Phases I and II of the works to deploy a new sewage treatment system

The Port Authority, the Basque Water Agency (URA) and the Bilbao Bizkaia Water Consortium have jointly taken on the task of improving the sewage treatment system in the Port of Bilbao using an innovative vacuum system. The work represents a major environmental improvement and the elimination of the 112 separate wastewater treatment plants currently used by the different port companies. The works have been divided into three phases. The first phase **began in February 2023** and will end in early 2024, while the second phase **began in June 2023** and will end in June 2025. The estimated cost of the first two phases is 20 million euros, half of which will be financed by the Port Authority, which will be supported by EU Next Generation funds, specifically the Recovery and Resilience Facility.



I_09 Initiatives to promote industrial and/or logistics activity. (G4-13) (G4-15)



1. Wind power plant expansion continues

Haizea Wind Group, a world leader in the manufacture of wind towers, continues to expand its facilities for manufacturing monopiles capable of supporting wind turbines of up to 20 MW, which are used to fix these structures to the seabed. To this end, the company is investing 150 million euros in a 10,000 m² extension of its facilities, mostly on land located within its current concession (corner AZ2 and AZ3, AZ2).

2. Six new eco-efficient hybrid RTG cranes at the CSP Iberian Bilbao terminal

In November, CSP Iberian unveiled the first 6 hybrid RTG cranes acquired in Europe. This new equipment, valued at 12.6 million euros, is part of an ambitious plan to renew 30% of its yard machinery. In addition to reducing fossil fuel consumption by 40%, the new equipment provides further proof of the company's commitment to new technology, and marks a significant step forward in terms of energy efficiency and environmental protection.

3. Two new warehouses for Consignaciones Toro y Betolaza on the central breakwater

Consignaciones Toro y Betolaza has built two new covered warehouses on the central breakwater, each one covering around 22,000 m², and has modernised and increased the capacity of the bulk terminal. The company has also invested in new machinery such as overhead cranes, forklift trucks and other high-capacity operational and technological equipment to reduce CO₂ emissions.



1.5. Markets Served

Markets

In terms of **exports**, the main markets for the Port of Bilbao are the United Kingdom (15%), Spain (13%), the Netherlands (12%), the United States (9%) and Belgium (6%).

In terms of **imports**, the main markets are the United States (15%), Russia (13%), Brazil (10%), the United Kingdom (7%) and Mexico (7%).

Breakdown by countries and types of traffic:

Containerised general cargo

The UK ranks first with 1.3 million tonnes and 37 % of the total, followed by China with 502,000 tonnes and 15% of the total.

Conventional breakbulk

The UK leads with 377,000 tonnes and 17% of the total, followed by the Republic of Ireland with 303,000 tonnes and 13% of the total.

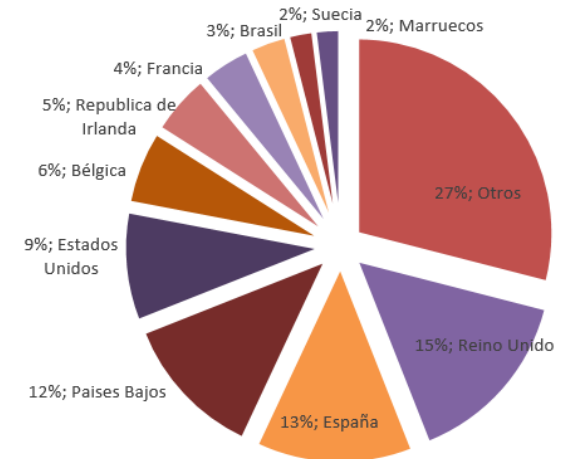
Bulk solids

The United States leads the way with 691,000 tonnes and 24% of the total, followed by Brazil with 539,000 tonnes and 17% of the total.

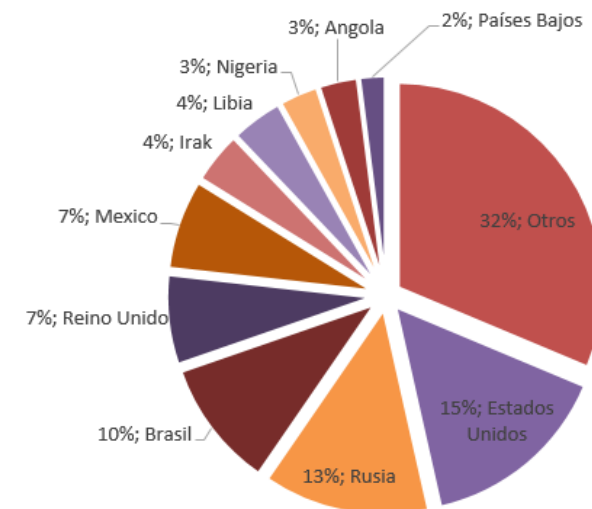
Bulk liquids

The United States leads with 2.8 million tonnes and 18% of the total, followed by Russia with 2.6 million tonnes and 16% of the total.

Export markets



Import markets



I_10 Trend in traffic over at least the last four years, represented as total tonnes handled, total tonnes by general groups of goods and as a percentage of each of these groups as a share of the total. (G4-8) (G4-9)

The table and graph below show the trend in traffic over the last four years expressed in millions of tonnes (MT) handled, as well as the percentage share of each cargo type in relation to the total.

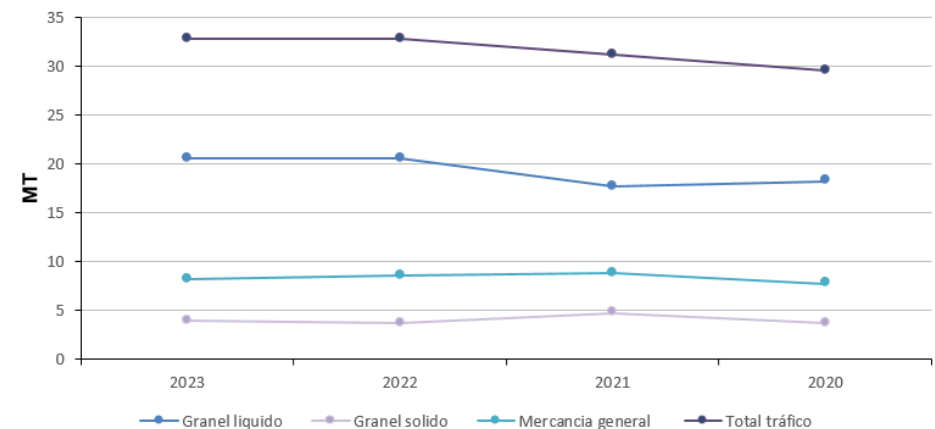
Cargo type	2023		2022		2021		2020	
	MT	% total	MT	% total	MT	% total	MT	% total
1. Total bulk liquids	20.6	63	20.5	63	17.7	57	18.2	61
2. Total bulk solids	3.9	12	3.7	11	4.7	15	3.7	12
- Containerised general cargo	5.2	16	5.4	16	5.7	18	5.2	18
- Other general cargo	3.0	9	3.2	10	3.1	10	2.6	9
3. Total general cargo	8.2	25	8.6	26	8.8	28	7.7	27
TOTAL TRAFFIC (1+2+3)	32.8	100	32.8	100	31.2	100	29.6	100



Traffic in 2023 was up **0.11%** compared to 2022 figures. The average constant distribution of traffic can be estimated at **63%** bulk liquids, **12%** bulk solids and **25%** general cargo. The number of TEUs handled was **492,335** units, **0.86%** down on the previous year.

2023 saw a significant upturn in passenger numbers, reaching a total of **270,771** for the first time, up **26.5%** compared to 2022 figures. Specifically, the number of regular line passengers (ferries with the United Kingdom and Ireland) was up **16%**, 17,059 passengers more than in 2022, while the number of cruise ship passengers totalled 149,032 (+**36%**), a record for the Port of Bilbao.

Evolución del Tráfico (MII T.)



I_11 Hinterland and foreland. Main origins and destination of goods. (G4-6) (G4-8) (G4-9)

The **foreland** of the Port of Bilbao is defined in Section 1.3, where the most important countries of destination and origin of the goods loaded and unloaded are listed.

The end destination of a large proportion of bulk imports is the Basque Country, whilst the origin of most of those same imports are the main producer countries.

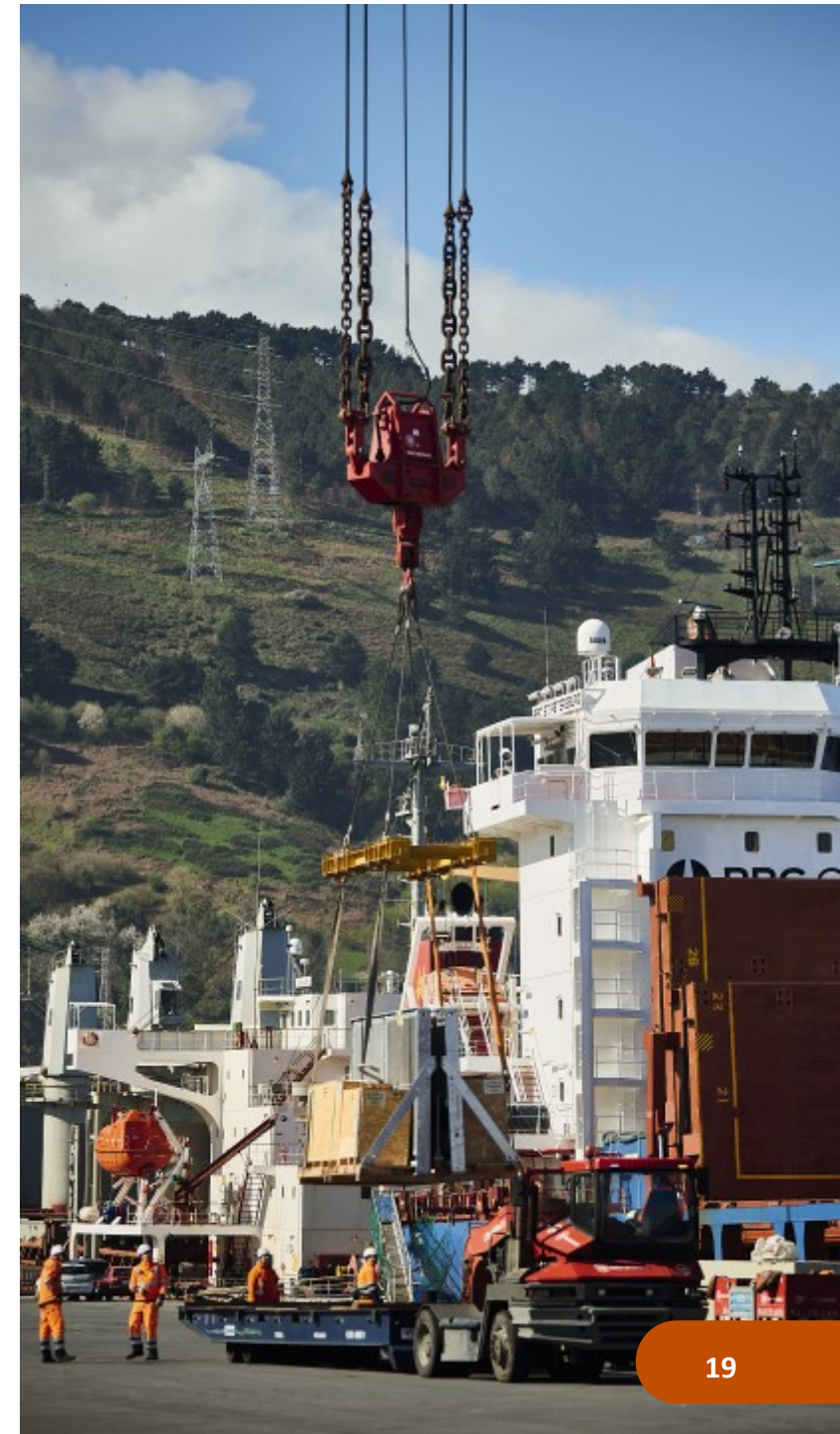
In 2023, **36** feeder lines and **71** direct regular shipping lines called at the Port of Bilbao, including **19** container lines, **26** conventional breakbulk lines, **5** ferry and Ro-Ro lines, **13** bulk liquid lines and **8** bulk solid lines.

The **hinterland** extends to the whole of the northern half of Spain. With the development of dry ports, the hinterland has been extended to include perishable goods in the south.

I_12 Volume of business invoiced with the top five customers, expressed as a percentage of total turnover.

47.70% of the port's turnover in 2023 was attributable to business with its five main customers, as shown in the table below:

Total turnover in 2023 (euros)	68,760,286.40
Total 5 main customers 2023 (euros)	32,801,267.70
%	47.70 %



I_13 Description of the main sectors and activities relevant to local economic development that rely on the port for their development. (G4-8)

Local companies looking to the port as a key factor in their development conduct their business in a wide range of activity areas, mostly the energy, iron and steel, chemical, construction materials, agri-food and maritime (shipbuilding and ship repair) sectors.

The leading sector is the **energy** sector, with a total of **20.2** million tonnes of products handled through the port. Of particular note are crude oil for the Petronor refinery, liquefied natural gas (LNG) for the Bilbao Bizkaia Gas regasification plant, and refined oil products for national distribution companies based in the port and for export by sea.

The **iron and steel** sector is also of major importance, with **2.2** million tonnes of material handled, for import and export companies.

The **chemical** sector accounts for **1.6** million tonnes for various distribution companies.

Construction materials account for **0.6** million tonnes of goods. The **agri-food** sector can also be seen to be of considerable importance, with a total of **1.8** million tonnes, including **1** million tonnes of **soya beans** for a local mill.

A summary of traffic by sectors can be seen in the table to the right.

Sectors (millions of tonnes)

Energy	20.2	Agri-food	1.8
Crude oil	9.2	Soya beans	1.0
Refined products	6.0	Alcoholic beverages	0.5
Other oil derivatives	0.8	Others	0.3
Natural gas	4.3	Paper and pulp	0.4
Iron and steel	2.2	Machinery	0.6
Chemical	1.6	Vehicles and parts	0.2
Construction materials	0.6	Others	0.3
TOTAL	27.9		

1.6. Services

I_14 Description of the role of the private sector in service provision and operation of the port. Types of services, describing the role of the Port Authority and the private sector in each of them. Description of the role of the Port Authority in the regulation and control of the activity, with reference to the mechanisms available to it.

Millions of euros	2023	2022	2021	2020	2019	2018	2017	TOTAL
Private investment	-	-	-	-	12.7	48.2	70.0	-
Public investment	18.85	34.2	44.5	10.1	39.3	49.2	61.5	-
Private and Public Investment	-	-	-	-	52.0	97.4	131.5	-

As has already been mentioned in relation to the Strategy and Vision of the organisation, the Bilbao Port Authority performs the functions of a landlord, as can be seen in the following indicators related to public-private partnerships.

The organisational and functional chart of a commercial landlord port shows the private companies which form part of the port company as a whole and which are at the service of, and in direct relation with, the port's customers, vessels and goods. **(G4-24) (G4-25) (G4-26)**

PORT, INTEGRATED SERVICE COMPANY

Functions	Internal structure		Customers
-Link between the types of terrestrial and maritime transport. -Logistics, commercial and fishing activity zone. -Industrial settlement	PUBLIC PORT AUTHORITY		MERCHANDISE SHIP
	Private Port companies in service		
Quality objectives	Of the merchandise	Of the ship	Suppliers
	-Longshoreman company -Port terminals -Customs agents. -Breakdown commissioners -Load inspectors Insurance C.	-Consignees -Practical -Tugboats -Provisionists -Repair T. -Classification S.	
Satisfy the necessities and expectations of the customers	OFFICIAL CONTROL BODIES		Competitors
	Port captaincy, Police, Customs, Quality inspections, health		
			Other ports Other modes of transport.



Stand-out players in terms of goods handling include **terminal operators** and those licensed to provide loading, unloading, stowage, unstowage, storage, reception and goods delivery services. In terms of foreign trade services, the key players and infrastructure involved are Customs Agents and free trade zones and warehouses. Passenger services include the embarkation and disembarkation of passengers, their luggage and accompanying vehicles.

With respect to vessel services, key players include the shipping agents, who act on behalf of the shipowner in their relationship with port activities and are obliged to pay **fees and tariffs**. They are also responsible for the processing of documentation and any other services required by the shipowner.

Ships in port are provided with technical and nautical services such as pilotage, towing and mooring, as well as waste reception services.

Pilotage includes advice to ships' masters on entering and leaving the port and on inland manoeuvres.

Towing includes assistance by tugboats in the manoeuvres of the vessel being towed, following the instructions of its master.

The purpose of the **mooring and unmooring** service is to recover, secure to the quays and release the moorings of a vessel, following the instructions of its master.

The collection and subsequent treatment of liquid and solid waste from ships, **MARPOL**, is another of the services provided to the ship in port.

The Port Authority regulates and controls the activity of private companies that provide services for goods, passengers and ships.

The control mechanisms for **terminal operators** providing goods and passenger services are determined by the **terms of the terminal concession and by the Regulatory Specifications for Cargo Handling and Passenger Boarding and Disembarkation Services**.

Services for vessels are regulated by the Port Authority through the corresponding specifications. All control mechanisms establish the conditions for access to the service and its maximum tariff characteristics and quality indicators.

The Port Authority must ensure that all services comply with the basic conditions of Quality, Competition and Permanence. Control and coordination are the basic functions of the Public Authority of a landlord port in relation to service provision companies.

The terminals and docks for which concessions have been awarded, their location and the concession holders are listed below.

Zierbena

Punta Lucero: Petronor

Punta Ceballos: Tepsa, Acideka, Petronor, Esergui and Bahía de Bizkaia Gas.

Punta Sollana: DBA Bilbao Port, Bunge Ibérica, Atlántica de Graneles y Moliendas, ASK Chemicals España and Exolum Corporation.

Dock AZ-1: Consignaciones Toro y Betolaza, Weylchem Bilbao, Petronor, Toro y Betolaza, Saisa Port, Prezero Gestión de Residuos and Servicios Logísticos Portuarios.

Dock AZ-2: Cronimet Hispania, Lointek Heavy Industries, Servicios Logísticos Portuarios and Haizea Bilbao.

Dock AZ-3: Siemens Gamesa Renewable Energy Eólica and Repsol LNG Holding.

Dock A-6: Brittany Ferries and Consignaciones Toro y Betolaza.

Santurtzi

Dock A-1: CSP Iberian Bilbao Terminal.

Dock A-2: CSP Iberian Bilbao Terminal.

Dock A-5: Consignaciones Toro y Betolaza.

Dock A-6: Consignaciones Toro y Betolaza.

Dock Nemar: Servicios Logísticos Portuarios.

Dock Princesa de España: Bergé Marítima Bilbao.

Adosado dock: Servicios Logísticos Portuarios and Santursaba.

Breakwater no. 2: Bergé Marítima Bilbao.

Dock Reina Victoria: Servicios Logísticos Portuarios and Deposa.

Dock Bizkaia: Servicios Logísticos Portuarios

I_15 Number of companies operating in the port under concession, authorisation or license.

150 companies operate in the port under concession or authorisation. **(G4-24)**

Type of service	Number of companies
Stevedoring	4
MARPOL	1
Pilotage	1
Towing	1
Mooring	1

Companies holding concessions or with authorisation for private occupation of the public domain linked to the movement of goods, passengers, nautical sports or shipbuilding and ship repair.	
Type of agreement	Number of companies 2023
Concession	91
Authorisation	82
Total	150

I_16 Percentage of actual land area, designated for business use, under concession.

Land area eligible to be awarded under concession (m ²)	4,300,917
Land area under concession (m ²)	3,844,885
RATIO (%)	89.40 %

I_17 Percentage of total tonnes handled in the port that correspond to maritime freight terminals under concession or authorised, in relation to total freight traffic.

In the Port of Bilbao, the Port Authority, in its role as port landlord, plans, builds and maintains the basic infrastructure and coordinates all port activity. It is estimated that **96%** of the tonnes of cargo handled in the port correspond to maritime goods terminals, whether under concession or authorised.

Each basic port service to ships, towing, mooring and MARPOL is provided by a private company. Concession conditions regulate the occupation and exploitation of the public domain and tariffs are capped for service provision to ships and for goods.



1.7. Service Quality

I_18 Information channels provided by the Port Authority to ensure that any operator wishing to provide services in the port or apply for a concession has access to information, in a transparent manner, on the conditions for operating in the port, and the administrative mechanisms that regulate this process, such as, for example, the availability on the Internet of service terms and conditions, sector-specific briefings and seminars, etc. (G4-37)

- ◆ The Commercial and Logistics Area of the Bilbao Port Authority manages the relationship with potential licensees through direct contact, information workshops, trade fairs and congresses, as detailed in Section I-30, thus guaranteeing the provision of information on concessions and authorisations. Uniport collaborates in this promotional work in its role as promoter of the Port of Bilbao.
- ◆ Specific information on concessions in the Port of Bilbao is not available on the Internet; it has been decided to complement the general legal aspects with direct and personalised information.
- ◆ The conditions governing the provision of general services such as the BIP (Border Inspection Post) have been regulated.
- ◆ Operating procedures for customers are available on the e-puertobilbao online platform.



I_19 Initiatives promoted by the Port Authority to improve the efficiency, quality of service and performance of the services provided for goods. (G4-37)



The terms and conditions of the contracts governing concessions provide for the possibility of obtaining tax rebates for improvements in service efficiency, quality and performance. In 2023, **12** freight service companies and **3** shipping companies have benefited from this initiative.

- ◆ UNIPORT, with the assistance and support of the Port Authority, organises working groups to study how best to solve problems and introduce improvements in the different port activities.
- ◆ The Bilbao Port Authority has approved a series of service quality standards that companies must comply with in order to be eligible for these tax rebates. These service quality standards serve as a basis for the relationship with port operators.
- ◆ The Port of Bilbao Working Group on the Harmonisation of Procedures identifies areas for improvement, analyses flows and re-engineers processes to improve them. An example of this is the coordination of the setting up and operation of the Border Inspection Post (BIP).
- ◆ The Port Authority process optimisation area deals, amongst other things, with service improvement, the traceability of vessels and goods and the reduction of operation times.
- ◆ The service requirements and terms and conditions for awarding concessions established by the Port Authority include minimum performance levels in loading/unloading and delivery/reception of goods, and provide for monitoring of the development and maintenance of the Integrated Quality, Risk Prevention and Environmental Management System. The Port Authority is also responsible for the management of the service quality standards of concession holders and shipowners, and maintains and manages the Balanced Scorecard for the deployment and monitoring of objectives, both of the Port's Business Plan and Strategy Plan.
- ◆ The Port Authority publishes on its website the rates and correction factors it applies.
- ◆ The service requirements and terms and conditions for awarding concessions established by the Port Authority include minimum performance levels in loading/unloading and delivery/reception of goods, as well as the requirement to be certified under the ISO 9001 standard.

I_20 Number of service provision companies in the port awarded a concession or licence and benefiting from tax rebates to encourage improvements in service quality. Volume of traffic represented by those companies. (G4-37)

Standards for goods and vessels

Company	Standards type
Servicios Logísticos Portuarios, S.A. (SLP)	Bulk/Conventional
Terminales Portuarias, S.A. (TEPSA)	Bulk
CSP Iberian Bilbao Terminal	Container
Estaciones de Servicio de Guipúzcoa, S.A. (ESERGUI)	Bulk
Bergé Marítima Bilbao, S.L.	Bulk/Conventional/Ro-Ro
Consignaciones Toro y Betolaza, S.A.	Bulk/Conventional
Petróleos del Norte, S.A. (PETRONOR)	Bulk
Exolum Corporation, S.A.	Bulk
Bunge Ibérica	Bulk
Sociedad Auxiliar Punta Sollana (SAPS)	Bulk
Bahía de Bizkaia Gas	Bulk
Haizea Wind	Conventional

In 2023, the port concession holders renewed the service quality agreements in line with specific standards set by the Port Authority, which were originally drawn up in 2013 and applied throughout 2023. These reference standards set out a series of quality guidelines on aspects of port operations such as efficiency, facilities maintenance, customer satisfaction and e-communications, in accordance with official quality, management and environmental certifications.

In this sense, 12 companies (4 stevedoring companies and 8 industrial terminals) and 3 Shipping companies:

Company	Standards type
Mediterranean Shipping Company, S.A. (MSC)	Shipping company
RCL Cruises - Royal Caribbean	Shipping company
RCL Cruises - Celebrity Cruises	Shipping company

- ◆ Renewal implies that the corresponding discount, or rebate, on activity tax will continue to be in force.
- ◆ It is estimated that these terminal concession companies handle half of the port's total traffic.
- ◆ The process of improving the quality of service provision by the shipping companies goes hand in hand with the corresponding discount in vessel tax.
- ◆ The objectives, initiatives and indicators of the **Balanced Scorecard (BSC)** have been updated to include the objectives and lines of action identified in the Port Authority Strategy Plan, making the BSC the reference tool for the deployment and monitoring of the Plan.

I_21 Description of the initiatives promoted by the Port Authority to receive and manage complaints or suggestions from end customers of the port, and to measure the degree of customer satisfaction with the services provided by the port. (G4-37) (G4-49) (G4-PR5)



- ◆ The Port Authority, through its **Operations, Commercial and Logistics Area**, receives and channels complaints and/or suggestions from port customers, shipowners and their agents, and shippers, either directly or through their customs agents and freight forwarders.
- ◆ The specifications governing basic service provision contain several clauses concerning quality, including the obligation to comply with detailed and measurable quality indicator standards.
- ◆ Quality assessment is carried out through meetings with customers and operators.
- ◆ Questions relating to the Sustainability Report and its content should be addressed to the Port Authority Health, Safety and Environment Area. **(G4-31) (G4-48)**

1.8. Integration in the Transport System. Sustainable Mobility.

I_22 Current road and rail access and improvement actions planned, as well as a description of the strategies adopted by the Port Authority to promote port-rail intermodality in the areas of infrastructure, functional coordination and commercial management.

In line with its commitment to intermodality, the Port of Bilbao has an efficient network of rail and road connections under constant development. The port is connected to the extensive network of European motorways, with direct access to cities such as Madrid and links to many other urban areas.

A dual carriageway links the Santurtzi Port Area with the **A-8 motorway** and, from there, with the motorway network that connects Bilbao with Santander, Madrid, Zaragoza and the French border. The Punta Lucero terminals are linked to the **A-8** by a two-lane road. The Zorroza and cruise ship docks in Getxo are linked to the **A-8** via local roads.

The **Bilbao South Metropolitan bypass**, otherwise referred to as the **Supersur**, a road specially designed for heavy traffic with improved access to the port, came into service in 2011. Additionally, the **A-68 motorway** links the port with Zaragoza and Barcelona, and the **A-1 motorway** links the port with Madrid, with connections to Lisbon and the cities in the south of Spain.

Map of road links





The Port of Bilbao is a benchmark in terms of the use of rail transport and has a network of **dry ports** that enables it to receive and dispatch container shipments from regions such as Levante, Madrid, Aragon, Catalonia and Andalusia. In fact, the port is linked by rail to the national broad gauge network as far as Miranda de Ebro, where the line branches off to Burgos-Madrid and Zaragoza.

For the growth of the port's hinterland, rail is the most advantageous type of land transport. The longer the distance, the more competitive it becomes compared to road haulage, providing incentives are put in place for its use.

The port also features an on-site **container terminal** and train formation facilities, with the following characteristics:

- **Surface area:** 120,500 m²
- **Marshalling yard:** 8 tracks between 500 and 780 m. long
- **Freight terminal:** 2 tracks, each 400 m. long
- **Container terminal:** 6 tracks, each 450 m. long

The Arasur logistics platform, in Araba, has a rail connection with the Port of Bilbao, and Containerships of the CMA CGM group has a new weekly rail transport service that links it with the Intermodal Terminal of Navarra, close to Pamplona in the town of Noáin. Rail connections are also available from the port of Bilbao to Abroñigal, Arasur, Azuqueca, Barcelona, Coslada, Júndiz, Noáin, Nonduermas, Pancorbo, Seville, Silla, Vicálvaro, Villafría and Zaragoza.

Measures taken to increase the share of rail in land transport include improvements in management, infrastructure and marketing.



The measures planned to be taken by the Port Authority are set out below:

The Port of Bilbao is strategically located on the Atlantic Arc, is well connected by road and rail, land has an extensive network of dry ports.

The Port Authority has assumed management of rail traffic within the port and taken on responsibility for shunting tasks to provide a universal, neutral and competitive service 24/7.

Firmly committed to rail

In 2023, weekly container rail services ran from the Port of Bilbao to Abroñigal, Agoncillo, Barcelona, Coslada, Nonduermas, Seville, Silla, Valencia, Valladolid, Villafría, Villaverde and Zaragoza. There were also regular rail connections for conventional and liquid bulk cargo from and to various points in the port's hinterland. This intermodal commitment, together with the existence of short-distance services, improves the competitiveness of the port, and has a key role to play in the logistics chain as the main enabler of decarbonisation, in line with EU objectives.

Other terminals

To promote the development of Logistics Activity Areas and Dry Ports and their rail link with the Port of Bilbao in the main inland markets: Madrid area (Azuqueca de Henares and Coslada), Burgos (Villafría), Álava (Júndiz and Arasur), Zaragoza (PLAZA), Navarra (Noaín) and Murcia (Nonduermas) to attract perishable goods.



I_23 Description of the strategies adopted by the Port Authority to promote roll-on/roll-off (Ro-Ro) traffic.

With regard to Ro-Ro traffic, Dock A-6 is equipped with a ramp for the **twice-weekly** Bilbao-Portsmouth ferry service. Likewise, Dock AZ-3 is also equipped with a ramp for the twice-weekly Bilbao-Rosslare service and the Brittany Ferries service to Poole (UK), which also runs twice a week.

Ro/Ro vessels of the Finnlines shipping company also berth at Dock A-6, with a weekly service to the ports of Zeebrugge, Antwerp, Helsinki, Paldiski, Saint Petersburg, Kotka, Tilbury, Rostock, Travemunde and Lubeck.

	2023	2022	2021
Ro/Ro traffic	0.9	1.0	0.9
Total breakbulk	8.2	8.5	8.7
% Ro/Ro / breakbulk	11	11.8	10.3

I_24 Trend over the last three years in the percentage of goods entering and leaving the port by rail, in relation to traffic handled by road and rail. Also, trend over the last three years in the percentage of goods entering and leaving the port by roll-on/roll-off operations, in relation to total import-export of breakbulk by sea.

In 2023, a total of **4,238** trains entered or left the port facilities, with the share of container transport by rail standing at **29%**, 2% up on 2022 figures.

Millions of tonnes	2023		2022		2021	
Road	89%	12.3	89%	11.8	89%	13.6
Rail	11%	1.5	11%	1.5	11%	1.7
Road + Rail	100%	13.8	100%	13.3	100%	15.3



1.9. Stakeholders and Communication

I_25 List of stakeholders of the Bilbao Port Authority. (G4-15) (G4-16) (G4-24) (G4-25)



<p>People of the Bilbao Port Authority. Visitors</p>	<p>Total number of employees: 275 Visits:</p> <ul style="list-style-type: none"> • 3,886 school children • 871 adults • 3,383 university students
<p>Suppliers</p>	<ul style="list-style-type: none"> • Works contractors • Outsourced services • Suppliers
<p>UNIPORT BILBAO</p>	<p>The Port Community of Bilbao: 135 member companies and institutions, 86 from the private sector and 11% from the public sector.</p>
<p>Port companies providing services for vessels</p>	<ul style="list-style-type: none"> • Shipping Agents • Bunkering • Auxiliary services • Supplies and provisioning • Pilotage Association • Tugs • Mooring • MARPOL waste collection • Repairs • Classification Societies/ Inspection Bodies • Stella Maris - Seamen's Club-(crew management companies) • Shipping companies

<p>Port companies providing cargo services</p>	<ul style="list-style-type: none"> - Customs Agents/Brokers - Stevedores - Terminal Operators - Bonded Warehousing/Customs Warehousing - Storage and Warehousing Zone - Rail Transport Companies - Freight forwarders / Logistics operators - Chartering - Damage surveyors - Freight and cargo inspectors - Insurance companies - Port Stevedore Management Company
<p>Concession/licence holders</p>	<ul style="list-style-type: none"> - Shipyards - Industrial companies - Port and commercial services - Marinas

I_26 Framework for stakeholder communication and engagement model. (G4-26) (G4-27)

Relations with external stakeholders are managed by the Port Authority through the **Operations, Commercial and Logistics Area**.

Communication with internal stakeholders (those forming part of the port company) is direct and customised. In this respect, **Uniport** collaborates by setting up working groups, with representation from both the Port Authority and other stakeholders, to deal with specific coordination and productivity issues.



<p>Official Bodies</p>	<ul style="list-style-type: none"> • Customs Administration • Civil Guard • Harbour Master's Office • SOIVRE • Phytosanitary Services • National Police • Health • Maritime Rescue • Red Cross
<p>Administration and Public Institutions</p>	<ul style="list-style-type: none"> • Spanish Government: Sub-delegation in Bizkaia. <ul style="list-style-type: none"> - Ministry of Public Works - Ministry of Finance - Ministry of the Environment and Rural and Marine Environment • Spanish State Ports Authority • Basque Government • Provincial Council of Bizkaia • City/Town Councils (9): Bilbao, Barakaldo, Sestao, Portugalete, Santurtzi, Zierbena, Erandio, Leioa and Getxo • Chamber of Commerce
<p>Customers</p>	<p>Shipping companies Shippers</p>
<p>Others</p>	<p>Logistics Activity Areas and dry ports Other ports</p>

Communication between the Port Authority and Uniport is fluent. The President of the Port has a seat on the Board of Directors of Uniport, and Port Authority representatives take part in Uniport promotion and coordination activities.

With regard to outreach activities on the competitive advantages and economic and social impact of the port, the Port Authority is in constant contact with the specialised and general media, to which it provides specific information requested by them or which may be of interest to them.

The website www.bilbaoport.eus of the Port Authority is updated constantly with comprehensive information on the port and its services.

The following actions were taken in 2023 by the **Commercial and Marketing Area**:

1. **Counteracting** the fall in priority markets for the Port of Bilbao in container and conventional shipping: United Kingdom, the Netherlands, Belgium, United States, Chile, Mexico and Russia.
2. **Taking advantage** of growth trends in other countries to boost the shipping connections available from Bilbao: Morocco, Thailand, China, for containers, and South Korea, Iran, Ukraine and Taiwan.
3. **Supporting** shipping companies in their efforts to develop existing or new services: Finnlines, MacAndrews, Brittany Ferries, Macs, COSCO, MSC, Condor/Volans, etc.
4. **Promoting** leadership in SSS and the motorways of the sea in particular: Irún/South of France.
5. **Promoting** the development of new traffic and markets: reefer cargoes, automobiles, bulk cargoes, chemical products.
6. **Intensifying** the presence of the port in the hinterland, with actions taken in Burgos, Valladolid, Madrid and Barcelona.
7. **Improving** connectivity for container transport with the continent of America.



I_27 Main stakeholder concerns. (G4-27)

The different stakeholders of the port community express their interest in the Port Authority performing efficiently and effectively its role as a provider of infrastructure and logistics areas and as a coordinator of port activity, for the benefit of both society at large and the members of the port company. **Shipping lines and shippers**, as customers of the port, demand their needs and expectations be met: in other words, service quality.

Internal stakeholders of the port are clearly identified, and the Port of Bilbao, through **Uniport**, is committed to meeting their needs, as has already been mentioned. External stakeholders, initially considered to be shipping lines and shippers, have been extended to include freight forwarders and logistics operators and, more recently, road and rail hauliers, key elements in intermodal transport and Short Sea Shipping (SSS), of containers, lorries, platforms and cars.

I_28 Coordination and collaboration projects with other administrations. (G4-27)

The specific coordination of the port landlord has, in general terms, run smoothly, both administratively through the **e-puertobilbao** platform, and logistically. The IT services that the Port Authority makes available for the port companies to boost internal efficiency, effectiveness and coordination are outlined in **Section 1_32**.

I_29 Associations of a technical or business nature of which the Port Authority is a member and/or in which it takes active part. (G4-16)

The Bilbao Port Authority takes active part in different associations of a technical or business nature. Stand-out examples include:

- The aforementioned **Uniport Bilbao**, for the promotion of the port, a corporate expression of the port as a whole as an Integrated Services Company.
- The **Mobility and Logistics Cluster of the Basque Country**, instrumental in improving the competitiveness of transport and logistics.
- The **European Sea Ports Organisation (ESPO)**, the voice of the ports, associations and port administrations of the EU member states and Norway before the European Commission.
- The **International Association of Cities and Ports (IACP)**, which brings together urban and port stakeholders in the development of cities and ports, as well as their partners, to move port cities towards greater competitiveness whilst at the same time improving the quality of life of those who live in them.

- **International Association of Ports and Harbours (IAPH)**, the main objective of which is to develop and foster good relations and cooperation between all ports in the world, providing a forum for exchanging views and sharing experiences on the latest trends in port management and operations.
- **Cruise Europe**, an association of more than 100 ports in Atlantic Europe and the Baltic, the aim of which is to promote Northern Europe as a cruise destination.
- **IPCSA**, International Port Community Association
- **Costa Verde**, an association comprising the ports of Bilbao, Santander, Gijón and Coruña, to promote these ports in the north of Spain in the cruise ship tourism sector.



The Bilbao Port Authority is a member of the Spanish Office for the Promotion of **Short Sea Shipping**, and is also a member of the following organisations:

- The Basque Maritime Forum
- Basque Country Logistics
- Spanish Technical Association of Ports and Coasts (ATPYC)
- The Ship Message Design Group (SMDG)
- The United Nations Economic Commission for Europe (UNECE)
- The Digital Transport Logistic Forum (DTLF)
- The Bilbao Bizkaia Cruise Forum (BBCF)
- Transmodal



1.10. Trade Promotion

I_30 Description of the initiatives taken by the Port Authority for trade promotion. Reference to the target sectors and possible field work conducted for market prospection.

The **Marketing Plan** for 2023 sets out a series of actions designed to identify current and potential customer needs in the strategic hinterland, to further strengthen the port's position in SSS, to market new infrastructure, to promote port activities and to develop cruise tourism.

The following actions in relation to the **Marketing Plan** were taken in 2023:

First quarter

1. Brexit: monitoring of customs formalities and commissioning of the LNG-powered ferry "Salamanca".

2. Coordination and improvement of operations and services. Intermodal strategy.

3. Trade fairs - events:

- Open ports, a drone's eye view
- Virtual presentation UK and Ireland, with Uniportbilbao
- Ecotransport Sustainability Intermodality Fair
- Transmodal 2023
- Virtual presentation Peru and Ecuador, with UniportBilbao.

4. Identifying existing and potential customer opportunities in the strategic hinterland.

Second quarter

5. Fruit Logistica trade fair (Berlin). The Port of Bilbao and Mercabilbao attend together to attract new business in fruit and vegetables.

6. Wind Europe Annual Event (Bilbao)

7. Go Mobility trade fair (Irún)

8. Breakbulk Europe trade fair (Rotterdam)

9. International Maritime Congress (Bilbao)

10. Seminar "Port of Bilbao, a gateway to Spain. (Bilbao)

11. Rail Day (Tarragona)

12. Digital workshop for the horticultural sector, in conjunction with UniportBilbao (Bilbao)

Third quarter

13. Marketing Plan:

- 2023 meeting with the foreign sector. BEC, organised by UniportBilbao
- Multimodal (Birmingham)
- Duero International Grain Exchange. Valladolid.
- Agri Vrac. Baiona.
- Wind Energy. Hamburg.
- Connecting Europe Days. Lyon

Fourth quarter

14. Marketing Plan:

- Conference: "The role of ports in the energy transition", jointly organised with Orkestra – Basque Institute of Competitiveness.
- 20 anniversary of Ateia Zaragoza. Round table panellist.
- Antwerp XL Fair. (Antwerp)
- Presentation to the Energy Cluster. (Santurtzi)

1.11. Institutional Commitment (G4-15)



I_31 Expenditure on trade promotion of the port, expressed as total expenditure and as a percentage of operating costs.

Expenditure on trade promotion in 2023 amounted to **1,227,000 euros**, including the wages and salaries of the people who work full time in these activities.

Expenditure on trade promotion of the port (euros)	
1. Trade promotion	1,227,000
2. Operating costs	65,518,000
% Trade promotion / Operating costs	1.87 %

I_32 Description of communication and service provision projects via the Internet or other online means, aimed at optimising port management, providing information to stakeholders, and enabling the administrative management of customers and suppliers.

The Port Authority has been developing a series of online services through the **e-puertobilbao** platform to streamline the management of the passage of ships and goods through the port.

At present, the services available to the companies of the port logistics community are as follows:

- Integrated management service for the entry and exit of vessels (PIDE).
- Hazardous goods management service.
- Summary declaration management service.
- Cargo manifest services.
- Container positioning coordination service at the Border Inspection Post (BIP).
- Road transport advance notice of entry services at port entry control and terminal gate management.
- Unloading list and paper-free customs clearance for goods.
- Admittance and delivery service.
- Entry Summary Declaration (ENS) Management Service.
- Exit Summary Declaration (EXS) Management Service.
- Transfer Order Service
- Service for the entry/departure of goods via rail.
- Means of transport and goods tracking service.

I_33 R&D&I projects promoted by the Port Authority or in which it takes active part, their objectives and achievements, and the institutions with which it collaborates in these projects. Total financial resources allocated to this concept: expenditure and investments, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investments.

The third call of the Ports 4.0 programme of the Spanish State Ports Authority approved the funding of **seven new projects** supported by Bilbao PortLab in 2023.

- **WATCHPORTS:** an automated platform for monitoring goods handling, enabling all process-related information to be gathered and compiled in real time using advanced artificial vision and machine learning technology.
- **SUPRASHORE-DEMO:** an ultra-compact ship-to-port power connection, with a view to optimising power distribution costs and the repowering of the power supply systems.
- **NETERH PRO:** an SaaS platform offering logistics solutions and services for industrial project cargo, enabling end-to-end cargo logistics management for the different players involved in the logistics chain.
- **FOIL2SEA:** a small hydrogen-powered vessel equipped with hydro-wing technology and designed to perform a variety of missions on a common basis, where the cabin can be changed depending on the mission in question. The project includes systems to extend its operational range, enabling it to be scaled up for larger vessels.
- **RESTAMAR:** a non-intrusive tool to assist in decision-making to manage port loading and unloading operations, providing objective criteria and predictions linked to the specific conditions of the vessel at berth and combining monitoring, stability measurement, a Big Data control platform and AI-based tools.
- **CLEVERWIND:** the design and development of an automated 10-12 m high, 15 kW vertical-axis folding wind turbine weighing less than 800 kg and which can be folded up in 30 seconds. When the sensor connected to the hoisting system detects wind, it unfolds and hoists both the tower and the blades into place to generate electricity.
- **DEVELOPMENT OF AN ON-SITE POLLUTION DETECTION SYSTEM:** portable equipment for real time on-site detection of pollutants in port waters, based on Raman spectroscopy and enhanced SERS, in combination with spectral analytical information software in a language suitable for any operator.

The projects require a total investment of **4.3 million euros**, whilst the amount of grant funds secured stands at 2.2 million euros.

I_34 Foundations, cultural initiatives, courses, seminars, educational and other social programmes promoted or supported by the Port Authority and total amount of funds spent on these items: expenditure and investment, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investments.

Bilbao Port and River Foundation and social activities. (G4-16)

The Bilbao Port and River Foundation, set up in March 2011, is a non-profit organisation with its own legal personality and assets, independent of the founding bodies and institutions and with full capacity to fulfil its purposes, as set out in its Articles of Association. The Foundation is made up of ten founding trustees: the Bilbao Port Authority and the respective City/Town Councils of Barakaldo, Bilbao, Erandio, Getxo, Leioa, Portugalete, Santurtzi, Sestao and Zierbena. The aim of the Foundation is to promote and develop actions of general interest, with a wide range of sociocultural and recreational activities, to enable people to further their knowledge of the present and historic relevance of the Port of Bilbao in the economic and social development and integration of the riverside towns, and to promote and develop projects and initiatives linked to innovation in the port sector.

The Foundation is assisted by 12 honorary collaborators who contribute 5,000 euros per year, and 25 associate collaborators who contribute 2,000 euros per year.

Situation, plans and programmes of the Bilbao Port and River Foundation

The different general, cross-cutting and town-specific actions and activities of the Foundation's programme can be classified into two main areas:

1. Cross-cutting actions

Bilbao PortLab was set up in 2019 by the Bilbao Port Authority, through the Bilbao Port and River Foundation, as an initiative to promote Open Innovation in the Port of Bilbao.

The aim of Bilbao PortLab is to identify and match the needs of companies in the port community looking to move towards a Ports 4.0 model with ideas and projects of entrepreneurs, start-ups, PhD students and researchers in the sector. As mentioned on the previous page, the third call of the Ports 4.0 programme of the Spanish State Ports Authority approved the funding of **seven innovation projects** supported by Bilbao PortLab to be taken forward in the Port of Bilbao in 2023.



Kai Jai - Port of Bilbao Open Day.

One of the events organised and run every year by the Bilbao Port and River Foundation is the Port of Bilbao Open Day, or Kai Jai. This is a large-scale, values-based fun family day, designed to bring people closer to the reality and history of the Port of Bilbao and the neighbouring riverside towns, a mainstay of the economic, social and cultural development not only of the region but of the whole of the Basque Country.

In 2023, the Kai-Jai was held on Sunday, 22 September, at the Getxo Cruise Terminal, to bring the reality of the port closer to the general public and to younger people and children in particular. The good weather conditions attracted over 2,000 people, a record for the event.



Internship programme.

The internship programme, designed to offer young graduates the possibility to gain work experience in the port and its associated activities, was once again run in 2023.

Thanks to the Port Authority's continued commitment to this programme, in October 2023, 6 interns started work in different areas of the organisation to support them in different tasks.



BILBOKO PORTUA ETA ITSASADARRA FUNDAZIOA
FUNDACIÓN PUERTO Y RÍA DE BILBAO

2. Actions taken on the initiative of each of the nine riverside towns that make up the Foundation.

These activities, in line with the mission of the Foundation, are linked to the Arts, culture, education, sports and social area, and are taken and organised either by the towns themselves or in collaboration with different cultural and sports organisations that work in each of them. Examples include guided tours of the towns, rowing races, sailing trophies, canoe loans and triathlons, amongst others.

Actions taken by the Port Authority

Port Centre, an outreach initiative of the Port of Bilbao

Technology, design and communication are the three key areas of the Port Centre, an outreach initiative to promote the Port of Bilbao set up by the Port Authority in the *Ria de Bilbao* Maritime Museum. The Port Centre is designed to be educational, instructional and fun, all at the same time.

Sailing Club

The Port Authority, the Maritime Museum and the Euskalduna Congress Centre have continued to promote *Belakluba*, an initiative designed to introduce young children to sailing by using scale model boats.

The Itsasmuseum (Bilbao Maritime Museum) was opened in 2003. The Port Authority, together with the Bilbao City Council, the Bilbao Chamber of Commerce and the Provincial Council of Bizkaia, is an ex officio trustee of the museum.

The Port Authority has given permission on several occasions for rowing races and other such sports competitions to be held in the service area of the Port of Bilbao, as well as courses and workshops on different activities (paddle surfing, canoe hire, etc.), organised by different clubs, associations and local administrations.



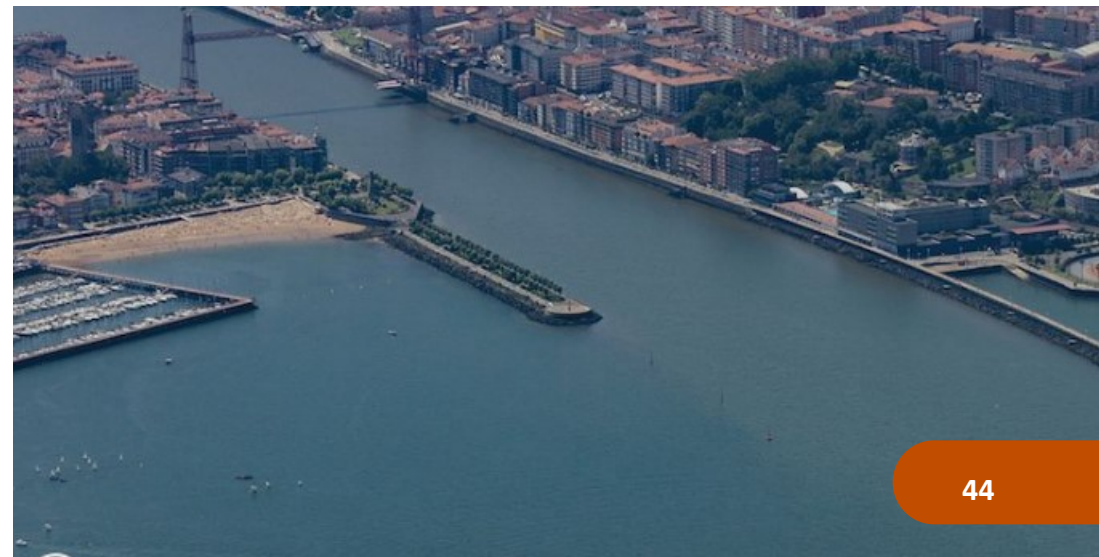
Contributions and donations

The Port Authority has made donations to the following institutions and organisations:

- Santurtzi Municipal Sports Institute, to encourage the practice of sport, with the aim of improving the health of Port Authority people and to provide a place for recreation and socialising in the town.
- *Bizkaia Bizkaialde* Foundation, for the promotion and development of sport in Bizkaia.
- Athletic Club Foundation.
- The Basque Maritime Forum, a non-profit organisation for the representation, defence, consolidation, promotion and improvement of the competitiveness of companies in the Basque maritime sector.
- The Basque Mobility and Logistics Cluster, a private non-profit association that brings together companies and institutions based in the Basque Country and whose activity area covers mobility, logistics and smart transport systems.
- *Bilbao Turismo, S.A.*, for the promotion of tourism and trade in Bilbao.
- The Club promoting the *Ingenieros – Deusto* rowing race.
- Guggenheim Museum Bilbao.
- *Basket Bilbao Berri. S.A.D.*
- The Association of Basque Shipowners, one of the main objectives of which is to provide training for newly graduated sailors.
- Bilbao Metropolis 30.

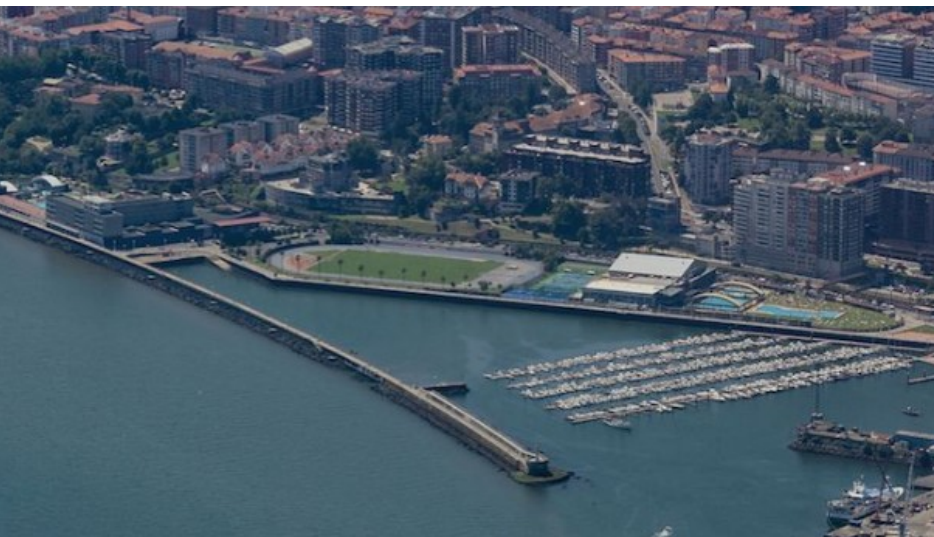
- International Association Villes & Ports, an international organisation that brings together public and private players in the development of port cities.
- *Derandain* Foundation.
- *Ibilaldia Elkartea* Association.

The Port Authority has promoted and supported the Seamen's - Stella Maris Club, a non-profit making association that provides shore-side assistance to the crew members of the ships that dock in the port. Approval has been given for the use of a building in Santurtzi, and the Red Cross has been provided with premises in the Arriluce Rescue Centre and a warehouse in Zorroza, to be used for its support services.



In 2023, Port Authority donations to different foundations, activities, cultural initiatives and other social programmes amounted to **978,000 euros**, equivalent to **1.49%** of operating costs.

Furthermore, contributions to the Bilbao Port and River Foundation, the purpose of which is described in Section I-34, stood at **350,000 euros**, or **0.53%** of the Port Authority's operating costs.



I_35 *Description of programmes and projects aimed at improving the port-city interface, and total expenditure on this concept: expenditure and investments, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investments.*

Expenditure on improvements to the port-city interface in 2023 amounted to **2,509,000 euros**, or **3.82%** of total Port Authority expenditure.

Expenditure and investment on/in improvements to the port-city interface (euros)	
1. Expenditure and investments on/in improvements to the port-city interface	2,509,000
2. Operating costs	65,518,000
% port-city interface / operating costs	3.82 %

I_36 *Total financial resources: expenditure and investments on/in security and safety, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investments. Description of the items and/or initiatives comprising them.*

Expenditure on safety and security in 2023 amounted to **187,000 euros**, or **2.85%** of total Port Authority expenditure.

Expenditure and investment on/in safety and security (euros)	
1. Expenditure and investment on/in safety and security	187,000
2. Operating costs	65,518,000
% safety and security / operating costs	2.85 %



I_37 Total financial resources: expenditure and investment on/in environmental matters, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investment. Description of the items and/or initiatives comprising them.

Expenditure and investment on/in environmental issues in 2023 amounted to **668,000 euros**, or **1.02%** of the total operating costs of the Port Authority. **(G4-EN31)**

Expenditure and investment on/in environmental issues (euros)	
1. Expenditure and investment on/in environmental issues	668,000
2. Operating costs	65,518,000
% environmental issues / operating costs	1.02 %

During 2023, the Integrated Quality, Prevention and Environmental Management System has been consolidated by aligning it with how all other processes of the Bilbao Port Authority are managed. **(G4-56)**

With regard to Quality, in collaboration with the Protection Area, all procedures, instructions and documents have been reviewed and updated to include them in the scope of **ISO 9001 Certification**, such that throughout 2023 they have been monitored, audited and optimised as all other Port Authority processes.

In 2023, **EMAS** (Eco-Management and Audit Scheme) **Certification**, a voluntary European Union regulation that recognises those organisations that have implemented an **EMS** (Environmental Management System) and have made a commitment to continuous improvement, as verified by independent audits, was renewed.



ECONOMIC DIMENSION



1. ECONOMIC DIMENSION

2.1. Description of the Economic Policy of the Port Authority

In this section, an analysis is made of the situation of the Port Authority and its performance in terms of its impact on the socio-economic development of the surrounding area. The trend in port traffic is a good indicator of both the internal aspect and the port's relationship with its surrounding area.

The table and graph presented here show the trend in traffic for the period 2012-2023. After the crisis of 2008 and the fall in port traffic in 2011 and 2012, 2013 triggered the start of a prolonged upward trend began. However, 2020 saw a marked decline, attributable to the Covid-19 crisis and exacerbated by the stevedoring strike at the end of the year. Though significant, this fall is also temporary, as results in port traffic recovered in 2021 and have continued to rise or been maintained over the period 2022-2023.



Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Millions of tonnes	29.6	30.8	32.4	32.1	34.2	35.6	35.4	29.5	31.2	32.8	32.8

A series of indicators are detailed below which cover different socio-economic aspects related to the Port Authority, such as the economic and financial position, investments, services and the income from them, the value generated and productivity, as well as the economic and social impact related to the Port of Bilbao Integrated Services Company as a whole.

2.2. Economic-Financial Position

(G4-9) (G4-EC1) (G4-EC2)



E_01 Annual profitability, expressed as a percentage of the profit for the year against average non-current assets, in accordance with the definition given in the twenty-second final provision of Law 2/2012 of 29 June on the General State Budget.

From an economic and financial perspective, current port regulations establish economic self-sufficiency and sustainability of the Port Authority as a basic objective, and reasonable profitability as a business objective, compatible with the main objective of the provision of intermodal transport services.

Royal Legislative Decree 2/2011, of 5 September, which approves the consolidated text of the Law on Ports and the Merchant Navy, defines in its Article 157 the profitability of Port Authorities as the quotient of dividing **a/b**.

a) After-tax profit or loss for the year, excluding deterioration and profit or loss on the disposal of fixed assets and other extraordinary results, as well as the balance of the Inter-port Compensation Fund contributed or received.

b) The average net non-current assets for the year, excluding property, plant and equipment under construction, property, plant and equipment relating to land and natural assets on which no activity has been carried out during the year, deferred tax assets and non-current trade receivables.

2023		
a	RESULT FOR THE FINANCIAL YEAR (euros)	7,349,000
b	AVERAGE NET NON-CURRENT ASSETS (euros)	877,772,000

$$\text{PROFITABILITY} = (a / b) \times 100$$

$$\text{PROFITABILITY} = 0.84\%$$

E_02 Trend, over at least the last three years, of EBIDTA (expressed in euros), of total tonnes handled, of the ratio of EBIDTA to ton handled and year-on-year EBIDTA data expressed as a percentage (closed on 31 December).

EBIDTA (Earnings Before Interest, Taxes, Depreciation and Amortization) is a very frequently used indicator in business which gives a clear idea of the business result of a company. Data taken from the Port Authority accounts, in **thousands of euros**.

	2023
a Net turnover	68,760
b Other operating income (excluding the amount received from the Conservation Fund)	1,900
c Personnel costs	16,398
d Other operating expenses (excluding the amount donated to the Conservation Fund)	20,942

	2017	2018	2019	2020	2021	2022	2023
EBIDTA (thousands of euros)	38,440	39,056	36,273	27,249	32,381	30,826	33,320
Tonnes handled (Tn)	34,195	35,583	35,446	29,544	31,182	32,767	32,802
EBIDTA / Tonnes (euro/tonne)	1.194	1.097	1.02	0.92	1.04	0.94	1.02
Trend in EBIDTA (n/n-1)	1.19	0.92	0.93	0.90	1.19	0.95	1.08

EBIDTA = (a + b) - (c + d)
EBIDTA = 33,320,000 euros



E_03 Debt service, expressed as $100 \times (\text{Debt repayment} + \text{Interest}) / \text{Cash Flow}$.

E_04 Inactive assets, defined as land and natural assets with no activity during the year that can be put to economic, social or environmental use, and expressed as a percentage ratio of the average net book value over average net non-current assets of the financial year.

Debt service.

	2023
Inactive land (euros)	80,508,000
Average net non-current assets (euros)	877,772,000
RATIO (%)	9.17

	2023
Amortisation (euros)	4,743,000
Interests (euros)	576,000
TOTAL	5,319,000
Cash Flow (euros)	33,369,000
RATIO (%)	15.94

DEBT SERVICE = $100 \times (\text{Amortisation} + \text{Interests}) / \text{Cash Flow}$

DEBT SERVICE = 15.94%

With regard to assets, there are a number of plots of land that were inactive in 2023 and which are being held in reserve for potential economic, social or environmental value enhancement, the amount of which is shown below in relation to the total average net non-current assets.

E_05 Trend, over at least the last three years, of operating expenses in relation to operating income.

	2017	2018	2019	2020	2021	2022	2023
Operating expenses (thousands of euros)	61,397	64,152	64,797	63,027	60,512	63,640	65,518
Operating income (thousands of euros)	68,779	70,594	69,277	58,960	63,157	64,910	68,760
RATIO (%)	89	91	94	106	96	98	95

The financial statements of the Bilbao Port Authority include the Spanish State Ports Authority, the European Investment Bank and the European Community. **(G4-17)**

2.3. Investment Level and Structure

E_06 Trend, over at least the last three years, of public investment by the Port Authority in relation to cash flow. (G4-EC4)

	2017	2018	2019	2020	2021	2022	2023
Public investment (thousands of euros)	65,450	49,198	39,324	10,098	44,482	34,248	18,852
Cash flow (thousands of euros)	37,377	42,412	35,343	25,972	32,597	30,383	33,369
RATIO (%)	175	116	111	39	136	113	56

(G4-EC9)

For the Integrated Services Company of the Port of Bilbao, the organisational and functional chart of which can be seen in **Section I_14**, public-private collaboration is fundamental. Within this set-up, the Port Authority controls and drives port activity and provides all basic infrastructure, docks, dredging, quays and access roads, whilst private companies prepare and equip quays, develop their specific facilities and provide services directly to port customers, vessels and goods.

Significant investment has been made by the Port Authority and private companies in the port, as can be seen in the following indicators and their trends over the period 2016-2023.

Port Authority investment includes funds provided by the European Union.

E_07 Trend, over at least the last three years, of external (private) investment compared to public investment by the Port Authority.

	2017	2018	2019	2020	2021	2022	2023
Private investment (thousands of euros)	15,051	48,173	12,700	-	-	-	-
Public investment (thousands of euros)	65,450	49,198	39,324	10,098	44,482	34,248	18,852
RATIO (%)	23	98	32	-	-	-	-

E_08 Asset renewal, expressed as the percentage ratio of annual investment as a share of average net non-current assets for the year (in accordance with Law 2/2012 of 29 June 2012 on the General State Budget).



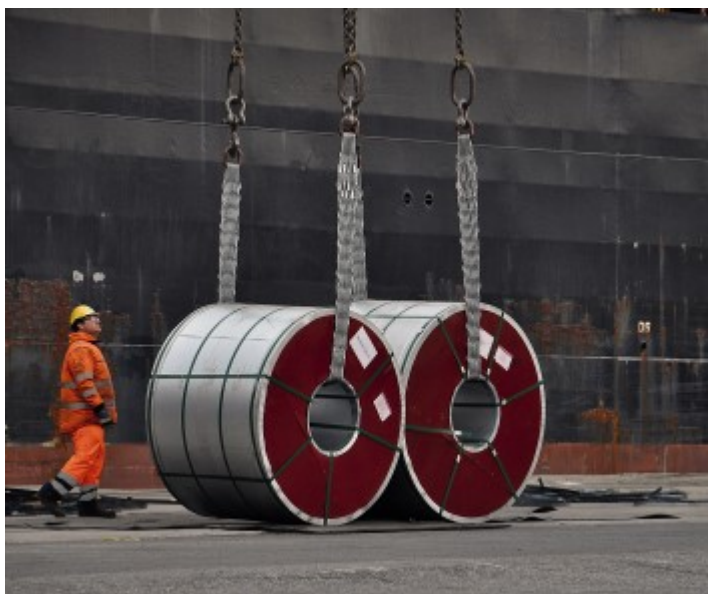
Asset renewal, expressed as the percentage ratio of annual investment as a share of average net non-current assets for the year (in accordance with Law 2/2012 of 29 June 2012 on the General State Budget).



	2023
Public investment (thousands of euros)	18,852
Average net non-current assets (thousands of euros)	877,772
RATIO (%)	2.15

2.4. Business and Services

E_09 Trend, over at least the last three years, of income from occupancy and activity taxes, as well as the percentage of each of these as a share of net turnover.



To enable service provision by private companies, the Port Authority grants and authorises private occupation and activity in specific terminals.

Data on private investment are shown in the previous section. This is complemented by the provision of services under concessions, which can be quantified using an indicator that relates (in thousands of euros) Port Authority income from occupancy and activity fees from concessions as a share of Port Authority net turnover.

	2017	2018	2019	2020	2021	2022	2023
Net turnover (thousands of euros)	68,779	70,594	69,277	58,960	63,157	64,911	68,760
Occupation tax (thousands of euros)	21,339	22,812	22,747	20,209	22,150	22,427	23,394
Ratio (Occupation tax / Net turnover)	31%	32%	33%	34%	35%	34.55%	33.88%
Activity tax (thousands of euros)	6,327	6,553	6,547	5,614	6,088	5,848	6,074
Ratio (Activity tax / Net turnover)	9.1%	9%	9.4%	9.5%	9.6%	9%	8.83%

E_10 Trend, over at least the last three years, of tonnes handled per square metre of land service area designated for business use (concession area).

	2017	2018	2019	2020	2021	2022	2023
Total tonnes handled (Tm) (thousands)	34,195	35,583	35,446	29,544	31,182	32,767	32,802
Concession area (m²) (thousands)	2,985	2,985	3,109	3,262	3,262	3,262	4,301
Tonnes / m²	11.5	11.9	11.4	9.05	9.56	10.0	7.63

E_11 Trend, over at least the last three years, of tonnes handled per linear metre of active dock. An active dock is understood to be that which has registered activity during the last three years.

	2017	2018	2019	2020	2021	2022	2023
Total tonnes handled (Tm)	34,194,983	35,583,483	35,561,021	30,034,927	31,182,511	32,766,593	32,802,413
Linear metres of active dock	15,217	15,217	15,715	14,204	14,451	14,843	14,303
Tonnes / m	2,247	2,338	2,263	2,114	2,158	2,208	2,293

For comparative studies between ports and for the setting of productivity objectives, indicators are used that relate tonnes handled to the square metres of port surface area designated for business use and to the linear metres of active dock.

2.5. Value Generated and Productivity

(G4-EC1)

Both for internal control purposes and for comparison with other similar businesses, the indicators that measure results in relation to the number of workers are of interest. Of these, the most commonly used are those that appear below.



E_12 Trend, over at least the last three years, in net turnover per employee (average annual workforce).

	2017	2018	2019	2020	2021	2022	2023
Net turnover (thousands of euros)	68,779	70,594	69,277	58,960	63,157	64,190	68,760
Average annual workforce	270	265	270	264	258	265	275
Net turnover (thousands of euros)/ number of employees	255	266	257	223	245	242	250

E_13 Trend, over at least the last three years, in EBIDTA per employee (average annual workforce).

	2017	2018	2019	2020	2021	2022	2023
EBIDTA (thousands of euros)	38,440	39,056	36,273	27,249	32,381	30,826	33,320
Average annual workforce	270	265	270	264	258	265	275
EBIDTA (thousands of euros)/ number of employees	142	147	134	103	125	116	121

2.6. Social and Economic Impact

E_14 Estimation of the number of direct and indirect jobs and knock-on employment generated by the port community, with reference to the study and methodology used to make this estimate.

E_15 Estimation of the gross added value of the port community, with reference to the study and methodology used to make this estimate.

	Direct	Indirect	Knock-on	TOTAL in the port	% Bizkaia	% Basque Country
Jobs	4.700	3.900	2.900	11.500	2,53	1,3
GDP	338	334	210	882	2,55	1,29

(G4-EC7) (G4-EC8)

Society sees the port as a whole, as an integrated service company made up of different government authorities and private companies, as indicated in Section 2.2 of this report.

Economic impact studies assess and determine the contribution of a port to the general activity of a province, region or country. The findings of these studies have been used to communicate the importance of the port to society at large, to secure economic and social support and to reinforce internal quality management through best-in-class comparison with other ports.

The key indicators of socio-economic impact are those relating to the generation of employment and gross added value in comparison with the total values of the province, region or country.

Studies to determine direct impacts have been based on the analysis and quantification of the socio-economic elements of the integrated services company of the port of Bilbao, and for the indirect and knock-on effects on the corresponding input-output tables of the Basque Country.

The number of direct and indirect jobs, amount of knock-on employment and GDP of the port company as a whole are indicated in the table accompanying this text.

Percentage data on the contribution of the port to employment and to the GDP of Bizkaia and of the Basque Country are also included here for comparative purposes, to appreciate the importance and impact of the activity of the Port of Bilbao.

These data are taken from a **study on the socio-economic impact of the Port of Bilbao (2015)**, commissioned by the Port Authority. This study analysed the impact of four activities: freight transport, industrial companies, cruise ship traffic and investments, and from the perspective of their contribution in six areas: economic capital, organisational capital, environmental capital, social capital, relational capital and reputational capital.

In terms of **economic capital**, the study shows that companies save 318.5 million euros a year as a result of the existence of the Port of Bilbao, and that imports and exports to and from the Basque Autonomous Region through the port amounted to 13,162 million euros in 2016.

With regard to **organisational capital**, the findings of the report highlight the fact that Bilbao is a port with no limitations in terms of hosting vessels. Customer satisfaction with service quality and professionalism in relation to vessel and freight management stood at **7.3** out of 10, companies have saved more than 78,600 hours in paperwork thanks to the Port Authority's deployment of the *e-puertobilbao* platform, and the port is connected to 900 ports worldwide.

Regarding **environmental capital**, special mention should be made of the fact that **46%** of the waste collected in port facilities is classified as recoverable, and that **80%** of the companies have taken

measures to reduce electricity consumption. Air quality is good or acceptable 99.5% of the days of the year in the riverside towns, and 3,150 million litres of water remained uncontaminated by the collection of hazardous waste in the period 2011-2015.

In relation to **social capital**, three issues are to be highlighted: 5.3% of the schoolchildren of Bizkaia visited the port in 2014 through the *Ezagutu Portua* programme; 46% of unemployed people in nearby riverside towns obtained work placements through the online training programme; and over the period 1993-2016, the port has contributed to the development of 830,000 square metres of social infrastructure.

In terms of **relational capital**, the port has relations with over 2,800 public and private stakeholders, and has partnership agreements with 60 organisations for the development of international projects. Finally, in **reputational capital**, the overall degree of satisfaction of the Port's customer companies is 75%, and 80% of the population rate it as good or very good.

In short, and as a general conclusion, study findings confirm that the Port of Bilbao is a key driver of the economy of Bizkaia and of the whole of the Autonomous Region of the Basque Country, contributing to the generation of wealth and employment and enabling access to international markets for the Basque business community.

SOCIAL DIMENSION



3. SOCIAL DIMENSION

3.1. People of the Port Authority

People Policy of the Port Authority (G4-EC3)

One of the key stakeholders of the Bilbao Port Authority are its people. Within the restrictions implicit in being a government organisation, the Port Authority has always adopted and followed a positive and caring Advanced People Management policy, overcoming the limitations and constraints intrinsic to government organisations.

In this sense, the application of a model of **Management by Competences** has introduced new concepts that provide for flexibility in people management and enable it to adapt to the organisational needs of the company. The principles of management by competences are as follows:



(G4-LA10) (G4-LA11)

1. People are essential in defining company strategy.
2. The main asset of our people are their competences.
3. Jobs may change in the organisation.
4. Remuneration should be based on competences and performance.

The Bilbao Port Authority has changed from a static to a dynamic approach to people management and performance. The implications of Management by Competences are multiple: for example, in terms of recruitment, career plans, functional mobility, a different approach to job classification and a pay system aligned to that approach. On a social level, greater attention is paid to people welfare (health services), social, cultural and recreational activities and social aid and benefits (pension plan, study grants, etc.). (G4-LA8)

Employment in the Port Authority (G4-9) (G4-10) (G4-11) (G4-LA1)

S_01 Total number of people employed by the Port Authority.

	2019	2020	2021	2022	2023
Not covered by collective bargaining agreement	32	32	31	32	33
Covered by collective bargaining agreement	238	232	227	233	242
TOTAL	270	264	258	265	275

	2019	2020	2021	2022	2023
Average annual number of people employed	270	264	258	265	275

S_03 Distribution of people by areas of activity. These areas are understood as people assigned to the port police service, maintenance staff, office staff covered by the collective bargaining agreement and office staff not covered by the collective bargaining agreement.

President's Office	2	0.73%
Legal Affairs and Public Domain	24	8.73%
Logistics and Commercial/Sales Operations	45	16.36%
Management	183	66.55%
Administration and Finance	13	4.73%
People and Organisation	8	2.91%
TOTAL	275	100%

S_02 Number of people on temporary contracts expressed as a percentage of the total number of people with permanent contracts. Contracts conditional on production circumstances are not included as temporary employees for the purpose of calculating this indicator.

	2019	2020	2021	2022	2023
% people on temporary contracts	12.96	11.6	8	8	10%

S_04 Percentage of people covered by collective bargaining agreements.

	2019	2020	2021	2022	2023
Not covered by collective bargaining agreement	12%	12%	12%	12%	12%
Covered by collective bargaining agreement	88%	88%	88%	88%	88%

Internal communication and participation

S_05 Channels for worker representation and communication with Management. (G4-HR4)

- ⇒ Works Council, with no established calendar for meetings and for when issues to be discussed require broader representation.
- ⇒ Various working committees, depending on the issues under discussion:
 - Compliance with Company Agreements.
 - Local Commission on Management by Competences.
 - Social Action.
 - Selection and internal promotion boards.

S_06 Channels for people participation in the improvement of Port Authority production processes (suggestion systems, regular activity coordination meetings, quality groups, etc.). (G4-LA5)

The integrated quality, risk prevention and environmental management system provides for detailed procedures (communication of incidents, non-conformities, etc.) to communicate and/or transmit port activity-related issues.

Furthermore, the following committees are in place:

- ⇒ Local Committee on Management by Competences.
- ⇒ Compliance with Company Agreements.
- ⇒ Basque Language Committee.
- ⇒ Social Fund Committee.
- ⇒ Training Committee.
- ⇒ Works Council.

Trade union representation on the various committees is determined by majorities or degree of representation on the Works Council. One trade union representative sits on the Port Authority Board of Directors. Following the latest trade union elections, trade union representation in the Port Authority is as follows:

Trade Union	No. of representatives
ELA	3
UGT	6
CCOO	2
LAB	2

Training (G4-LA9)

S_07 Percentage of people on training programmes, distinguishing between those covered and those not covered by the collective bargaining agreement.

In 2023, **230** people took part in training programmes, of which **197** were covered by the collective bargaining agreement (**81.4%** of the total number of people in this category) and **33** were not covered by the collective bargaining agreement (**100%** of the total number of people in this category).

	%
Covered by collective bargaining agreement	81.4
Not covered by collective bargaining agreement	100

S_08 Trend in the average number of training hours/person, distinguishing between those covered and those not covered by the collective bargaining agreement.

In 2023, a total of **12,827.5** hours of training were provided, **10,988.5** for employees covered by the collective bargaining agreement and **1,839** for those outside the collective bargaining agreement. In terms of averages, this means **55.78** hours/person for those covered by the collective bargaining agreement and **55.73** hours for those not covered by the collective bargaining agreement.

In terms of the total number of people employed by the Port Authority, the average is **46.64** hours/person.



	Total Hours	No. of people	Average
Covered by collective bargaining agreement	10,988.5	197	55.78
Not covered by collective bargaining agreement	1,839	33	55.73

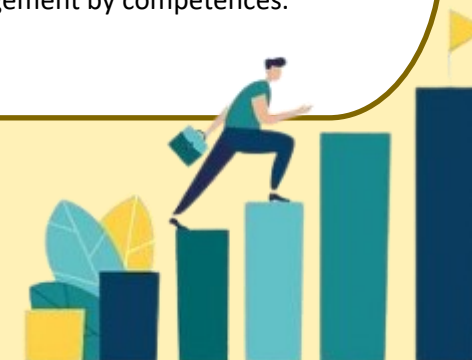
S_09 Number of ongoing training programmes related to the system of management by competences (in line with the collective bargaining agreement currently in force).

(G4-LA9) (G4-LA10)

	Participants	Hours	Total hours
Sales and Marketing. Level II	2	25	50
Sector and Port Strategy. Level II	6	16	96
Economic, Financial and Budget Management. Level I	5	16	80
Navigational Aid Systems. Level I	1	16	16
Goods Management. Level II	4	25	100
Port Operations and Services. Level II	1	25	25
Goods Management. Level I	3	16	48
Port Regulations. Level I	3	16	48
Sector and Port Strategy. Level III	3	45	135
The Environment. Level I	1	16	16
Passenger Traffic. Level I	3	16	48
Quality. Level II	5	25	125
Economic, Financial and Budget Management. Level II	1	25	25
Logistics and Intermodality. Level I	3	16	48
Labour Relations. Level I	3	16	48
Industrial Safety. Level II	9	25	225
Evacuation of People with Functional Diversity. Level II	9	1,5	13,5
Passenger Traffic. Level II	2	25	50
Port Seamanship. Level I	1	16	16
Sector and Port Strategy. Level II	8	25	200
Accounting and Auditing. Level I	3	16	48
Basic Principles of Records and Office File Management	3	35	105
Sales and Marketing. Level I	4	16	64
Procurement and Supplies. Level II	14	16	224

TRAINING PLAN 2023

34 training actions related to the model of management by competences.



	Participants	Hours	Total hours
Management of Fishing Activities. Level I	4	16	64
Logistics and Intermodality. Level II	4	25	100
Labour Relations. Level II	1	25	25
The Environment. Level II	7	25	175
Navigational Aid Systems. Level II	5	25	125
Quality. Level I	4	16	64
Procurement and Supplies. Level I	33	16	528
Occupational Risk Prevention. Level I	1	16	16
Specialist in the Public Domain	1	51	51
Basic Principles of Records and Office File Management	27	35	945

Staff Structure and Equality in the Workplace (G4-LA1) (G4-LA12)

The Bilbao Port Authority complies with the *State Ports and Port Authorities Equality Plan*, the general objectives of which are as follows: (G4-LA13)

1. To commit to the effective implementation of the constitutional right to equality between women and men.
2. To integrate the principle of equal treatment and opportunity in all its policies and across all its activities.
3. To remove all and any barriers that may imply the continued existence of any type of discrimination, in order to offer conditions of effective equality between women and men in access to public employment and in the development of their careers.
4. To enable a work-life balance, without detriment to professional promotion.
5. To promote training in equality, both in access to public employment and throughout a person's career.
6. To promote the balanced representation of women and men in selection and assessment bodies.
7. To take effective measures to protect against sexual and gender-based harassment.
8. To take effective measures to eliminate any direct or indirect gender-based discrimination in terms of remuneration.

S_10 Women as a percentage of the total number of people working in the Bilbao Port Authority.

Women as a percentage of the total number of people working in the Bilbao Port Authority.	26.01 %
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S_11 Women not covered by the collective bargaining agreement as a percentage of the total number of people working in the Bilbao Port Authority and the total number of people not covered by the collective bargaining agreement.

% women not covered by the collective bargaining agreement as a percentage of the total number of people not covered by the collective bargaining agreement.	37.45 %
Women not covered by the collective bargaining agreement as a percentage of the total number of people working in the Bilbao Port Authority.	4.48 %

S_12 Percentage of people over 50 years old on permanent contracts.

Percentage of people on permanent contracts over 50 years old.	41.35 %
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S_13 Percentage of people under 30 years old on permanent contracts.

Percentage of people on permanent contracts under 30 years old.	2.18 %
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Men	203
Women	72
TOTAL	275

Health and Safety at Work (G4-LA5)

The Safety Area of the Risk Prevention Department is one of the four areas within the structure that the Bilbao Port Authority, at the proposal of the Risk Prevention Committee, chose to develop by setting up its own Occupational Risk Prevention Service, from among the different options provided for through the Law on Occupational Risk Prevention.

For this purpose, the Port Authority has provided premises and all the necessary equipment, as specified in current legislation, for the functions of the above-mentioned areas to be carried out correctly.

The **Safety Area** consists of the following:

- A Head of Division for the Safety and Environment Area.
- Three managers for the Safety and Environment Area.
- Twelve technicians to man the Emergency Control Centre, 24/7.

The **Head of the Health, Safety and Environmental Area**, in addition to the functions inherent to his/her post, is a member of the Risk Prevention Committee.

This committee was set up in May 1997 and acts on behalf of the President and General Manager of the Port Authority. Its main functions are as follows:

- to ensure compliance with corporate responsibilities imposed by regulation;
- to guarantee the right of employees to take part in the design, adoption and enforcement of preventive measures;
- to approve the Risk Assessment Plan and the Risk Prevention Plan, as well as the monitoring and control of their deployment;
- to promote and encourage training in health and safety at work, approving the corresponding training plans; and
- to inform all levels of the company of the decisions taken at its meetings, as well as to submit proposals to the President and General Manager of the organisation, which, due to their relevance, cannot be put into practice directly by the Committee.

The Risk Prevention Department has drawn up a prevention management system based on the **ISO 45001** Standard, which defines and documents the methodology to be followed to ensure compliance with the requirements relating to Health and Safety at Work. The system has been certified by Lloyd's Register Quality Assurance since March, 2007. During 2023, the maintenance audits conducted by the certifying company have been successfully completed.

Health Promotion

On 24 November 2014, the Bilbao Port Authority signed the Luxembourg Declaration, thereby committing itself to integrating the basic principles of health promotion at work into the health management of its workers, in addition to complying with its obligations in terms of risk prevention.

The signing of this declaration is a further step towards achieving a healthy working environment, defined by the WHO as "one in which workers and managers work together to deploy a process of continuous improvement to protect and promote the health, safety and well-being of all workers, and the sustainability of the workplace, taking into account the following considerations established on the basis of previously identified needs":

- health and safety with respect to the physical working environment;
- health, safety and welfare with respect to the psychosocial working environment, including the organisation of work and the culture of the work space.
- personal health resources in the work environment; and
- the ways in which the community seeks to improve the health of workers, their families and other community members.

Accession to the Luxembourg Declaration led to the setting up of an ambitious project under the name ***Portu Osasuntsua***, the aim of which is to promote the health of the people of the Bilbao Port Authority.



Action lines of the Portu Osasuntsua (PO) Project in the field of personal health resources.

The project consists of different programmes, campaigns, strategies and plans designed to ensure a healthy working environment. The activities are listed and classified under **Risk Prevention Management Procedure 03/03** and set out in the planning of the preventive activity, pursuant to **Risk Prevention Management Procedure 01/02**.

At the present moment in time, we are taking forward a series of activities within the PO Project which, though not all of them can be considered as personal health resources, we have made every effort to ensure are not compartmentalised, and that the different departments are involved in their design, roll-out and development. Each activity consists of:

A Plan: identifies, describes and analyses a specific and strategic opportunity within the OP project, assesses the technical, economic and financial feasibility of that opportunity and sets out all the necessary procedures and strategies required to turn the opportunity into a reality. Three plans are currently in place:

:

- Equality Plan
- Work-Life Balance Plan
- Plan to combat harassment in the workplace (occupational and sexual).

A Strategy: the set of actions and campaigns (which may be supported by existing programmes) to be undertaken in a given context to deliver a proposed goal. Each strategy may extend over an unlimited period of time. The following strategies are in place:

Psychosocial well-being

- Psychosocial risk assessment
- People satisfaction survey
- People development programme
- Programme for emotional well-being

Social and cultural well-being

- Programme of cultural excursions (lighthouses, whaling boat, mining valley, ironworks, etc.)
- Basque language programme
- English language programme
- Training programme
- Programme for the dissemination of culture and opera

Cardiovascular well-being

- Programme to promote healthy eating
- Programme to promote physical exercise
- Programme to provide support for people to give up smoking

Prevention and early diagnosis of illness

- Prostate cancer
- Colon cancer
- Pulmonary scan
- Abdominopelvic ultrasound scan
- Thyroid diseases
- Stroke prevention
- Prevention of silent ischaemia

Awards and accolades

- 10 May 2016: within the framework of the 1st Meeting of the Spanish Network of Healthy Companies, we became the first company in the Basque Country to receive a diploma in recognition of good practice in the promotion of health at work.
- 6 April 2017: the Bilbao Port Authority obtained the Healthy Organisation certificate awarded by AENOR, the certification body of reference in Spain, which certifies that the organisation in question has deployed a management system that promotes and protects the health, well-being and safety of employees, as well as the sustainability of the working environment.
- 25 September 2020: as part of the 3rd *Prevencionar* Awards held in Cordoba, we won the *Prevencionar-saludable* Award (Large Company Category).
- 9 June 2023: within the framework of the VIII Open Meeting of the Spanish Network of Healthy Companies, organised by the National Institute for Safety and Health at Work (INSST), in Orense, we became the first company in the Basque Country to receive the diploma as a Healthy and Sustainable Company in the Promotion of Health at Work.



Health and Safety at Work (G4-LA6) (G4-LA6) (G4-LA6)

S_14 Trend in the **annual accident frequency rate**, expressed as the ratio of the number of lost-time accidents recorded in a year relative to the total number of hours worked in that year, and calculated as below:

$$\text{Frequency rate} = (\text{total number of lost-time accidents} / \text{number of hours worked}) \times 10^6$$

	2019	2020	2021	2022	2023
Frequency rate	2.60	5.42	0	2.51	0

S_15 Trend in the **annual accident severity rate**, expressed as the ratio of the number of days lost (number of working days lost) due to an accident in a year relative to the total number of hours worked in that year, and calculated as

$$\text{Severity rate} = (\text{number of working days lost due to an accident} / \text{number of hours worked}) \times 10^3$$

	2019	2020	2021	2022	2023
Severity rate	0.01	16.30	0	0.05	0

S_16 Trend in the **annual absenteeism rate**, expressed as the ratio of the number of calendar days lost due to sick leave relative to the number of workers, and calculated as below:

$$\text{Absenteeism rate} = (\text{number of calendar days lost due to sick leave} \times 100) / (\text{number of workers} \times 365)$$

	2019	2020	2021	2022	2023
Absenteeism rate	4.24	6.99	6.39	5.92	7.77



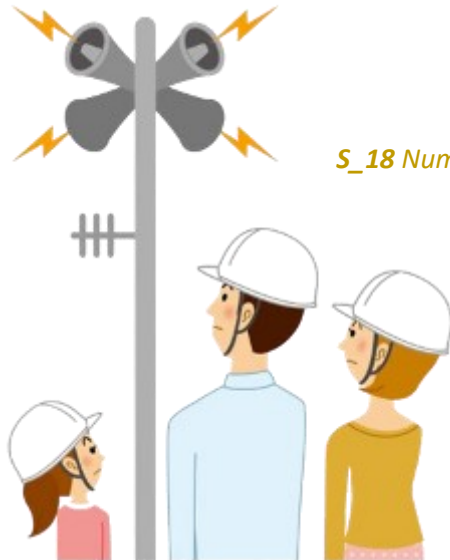
ACCIDENT RATE STATISTICS

	2019	2020	2021	2022	2023
Total number of accidents	1	2	0	1	0
Severity rate	0.01	16.30	0	0.05	0
Frequency rate	2.60	5.42	0	2.51	0
Number of occupational diseases	0	0	0	0	0
Number of days lost to illness	4,485	4,897	6,040	5,724	7,811
Absenteeism rate due to illness	4.24	6.99	6.39	5.92	7.77
Absenteeism rate due to an accident	0.01	0.05	0.05	0.12	0.03
Cumulative absenteeism rate	4.25	7.04	6.44	6.04	7.80
Number of medical visits	500	212	270	536	479

S_17 Training in occupational risk prevention, expressed as total number of training hours divided by the number of people.

240 hours/275 people = 0.87

SUBJECT AREA	PARTICIPANTS	HOURS	TOTAL HOURS
EVACUATING PEOPLE WITH FUNCTIONAL DIVERSITY	3	2	6
FIRST AID	13	4	52
EVACUATING PEOPLE WITH FUNCTIONAL DIVERSITY	8	2	16
FIRST AID	8	4	32
FIRST AID	7	4	28
WORKING AT HEIGHTS	7	6	42
EVACUATING PEOPLE WITH FUNCTIONAL DIVERSITY I	8	1.5	12
CONFLICT RESOLUTION	4	5	20
FIRST AID	8	4	32



S_18 Number of exercises and drills in safety and protection.

	2023
Number of exercises and drills in safety and protection.	13

3.2. Employment and Safety at Work in the Port Community

Employment in the Port Community

S_19 Estimated total number of direct jobs generated by maritime freight terminals, maritime passenger terminals and port service providers.

The estimated total number of direct jobs created by maritime freight terminals, maritime passenger terminals and port service providers is 4,700. This figure has been taken from the latest economic impact study conducted by the **Bilbao Port Authority in 2015**.

Occupational Safety and Training in Port Services and Concessions

S_20 Summary description of the type of terms and conditions and/or requirements stipulated on aspects such as safety and training, in the particular specifications of port services, in the terms and conditions of concession or authorisation and in concession and/or authorisation titles.

The Particular Specifications of port services stipulate that the service provider shall comply with all applicable legislation on health and safety at work, shall have sufficient human and material resources to enable operations to be performed safely and shall be part of and included in the Port Authority Internal Emergency Plan and, where appropriate, the Port Security Plan, with all its resources, both human and material.

Likewise, the service provider shall provide continuous training for its people, in line with anticipated training needs and with the plans that, where appropriate, may be determined by the Port Authority. **(G4-LA14, G4-LA15, G4-LA16)**

S_21 Description of the existing arrangements for the coordination of business activities in the port community with regard to the prevention of occupational risk in the port.

In its capacity as port landlord, the Bilbao Port Authority coordinates business activities with companies within the port area.

For coordination purposes, the Bilbao Port Authority has a web portal (CTAIMA), where companies may consult the occupational risks in the port area and the documentation to be filled in for the Coordination of Business Activities.

The coordination is structured as follows:

- “own-activity” outsourcing;
- non “own-activity” outsourcing; and
- concurrent companies.

S_22 Total number and percentage of maritime freight terminals and maritime passenger terminals under concession or authorisation, and companies licensed or authorised to provide port or commercial services and certified under ISO 45001 standards.

Total number and percentage of maritime terminals and service companies which have deployed an occupational risk prevention system certified under ISO 45001 standards.

Type of terminal / service	Total number with ISO 45001 certification	% with ISO 45001 certification
Freight terminals	3	75
Passenger terminals	1	100
Stevedoring service	3	75
MARPOL service	1	100
Technical-nautical service	3	100

In the Port of Bilbao, **11** companies have an ORP system certified under **ISO 45001** standards.
 The Risk Prevention Department regularly uses questionnaires to gather information on the deployment of management systems in the companies operating in the port area.



S_23 Number of technical training activities related to safety and protection coordinated by the Port Authority for the port community.

In 2023, no **training activity** related to occupational risk prevention and coordinated by the Port Authority for the port community was undertaken.

3.3. Relations with the Local Community

Policy of the Bilbao Port Authority in its relations with the local community

The main challenge facing the Bilbao Port Authority with the local community is port-town/city relations and collaboration. To meet this challenge and help resolve it, the Port Authority and the nine riverside towns have set up the Bilbao Port and River Foundation, the purpose and activities of which are detailed in Section I-34. Within these broad objectives, the Foundation will take forward, amongst others, and without being exhaustive or limiting in nature, the specific activities listed below:

- ◆ research, conservation and dissemination of the historical, cultural and economic legacy of the Port of Bilbao in the riverside towns, promoting training, work and actions on the subject, directly or in collaboration with other public or private initiatives, or in collaboration programmes with organisations from other fields;
- ◆ collaboration and sponsorship agreements for social, cultural and sports activities;
- ◆ organisation of congresses, workshops, seminars, sector-specific events and training courses within port sectors;
- ◆ publishing material , providing internships and awarding grants for training within the area of port activity; and
- ◆ any other actions designed to deliver the mission and purpose of the Foundation.

S_24 *Actions of the Port Authority to address the accessibility needs of the disabled, including conditions in passenger service licences, on concessions and authorisations associated with maritime terminals and specific actions in common use areas.*

The Bilbao Port Authority complies with all applicable regulations and legislation in relation to the needs of disabled persons to access maritime transport.



ENVIRONMENTAL DIMENSION



4. ENVIRONMENTAL DIMENSION

4.1. Environmental Strategy

The Bilbao Port Authority prioritises **Quality, Risk Prevention and Environmental Management** activities within the organisation. These are understood as:

- meeting the needs and expectations of customers and users at all times;
- recognising the rights of its own people and those of other stakeholders to protection of their health and safety at work; and
- ensuring that those aspects of its activities and services that could potentially have a negative impact on the environment are properly monitored.



In terms of environmental management, the Bilbao Port Authority is committed to protecting the environment within the scope of its activities, identifying and updating all legal obligations, regulations and other such requirements as a basic criterion for establishing environmental commitments in its services and activities. **(G4-42) (G4-EN27)**

The Bilbao Port Authority rolls out annual training plans for its people, updating and improving their knowledge to guarantee compliance with environmental issues and introducing, wherever necessary, improvements to the system and of a technical nature.

The Port Authority is also committed to identifying those environmental issues arising from its activities and services, and those over which it may have an influence, taking the appropriate measures to minimise and control them, and making its environmental policy available to its people, its customers, its users, all and any third parties involved, government bodies and the general public.

In 2023, the Port Authority has not been sanctioned for non-compliance with environmental regulations. **(G4-EN29, G4-EN33, G4-EN34, G4-SO8).**

4.2. Environmental Management (G4-56)

For the ninth year running, the Bilbao Port Authority has renewed its **EMAS III** (Eco-Management and Audit Scheme, or Community Eco-Management and Audit Scheme) certificate for 2023 (**G4-14**). This European Union regulation is voluntary and recognises those organisations that have deployed an **EMS (Environmental Management System)** and have made a commitment to continuous improvement, verified by means of independent audits.

For the Port Authority, this is another step towards our objective of becoming **a port of reference in the environmental field**, as established in the Strategy Plan, and is part of our commitment to social responsibility, whereby the external responsibilities of a public company are aligned to the rights of society and citizens at large.

In 2023, the Port Authority has undertaken the following actions:

New sewer system

The Port of Bilbao has continued with the 3-phase process to upgrade and renew the sewerage network and its wastewater treatment facilities scattered throughout the port area. The aim is to improve the quality of the sewage and industrial wastewater before it is discharged into the sea.

In 2023, works have begun on Phases II and III.

Electrification of the docks in the Port of Bilbao, powered by renewable energy (BilbOPS Project)

In **2023**, the European Commission selected the electrification of the docks of the Port of Bilbao as one of the 135 European initiatives to be funded under the **Connecting Europe Facility (CEF)**. The aim of the **BilbOPS** project is to electrify the container, cruise and ferry docks by deploying OPS (Onshore Power Supply), or cold ironing, technology, in the form of 11 grid connection points.

This technology enables vessels to switch off their auxiliary engines and to connect to the power grid while berthed. The system, part of the electricity for which will be provided through PV panels set up dockside and on roofs, is designed to avoid greenhouse gas, nitrogen and sulphur oxide emissions, and to reduce vibration and noise levels. Further information on this project can be found [here](#).

INGURUGEST– new environmental monitoring system in the Port of Bilbao

During 2023, a new section called **Ingurugest**, co-created by the Information Technology, Protection and General Registry departments, was added to the Portutel corporate app. This new initiative covers the environmental monitoring of the port environment by the port police, who register in the app all and any environmental incidents detected (dumping, waste, dust emissions, etc.). This information is then sent as a warning to the department responsible, thus acting as a warning system for environmental incidents.

During 2023, the Integrated Quality, Risk Prevention and Environmental Management System has taken all the steps required for its **ISO 14001-EMAS III** and **ISO 9001** certifications to be renewed. This has involved training for system managers, a review of procedures and instructions and conducting a gap analysis.

Also, in close collaboration with the Health, Safety and Environmental Area, the Bilbao Port Authority has been successfully audited under the standards of the AENOR **Healthy Organisation Management System**, thereby providing a reference framework for all the actions taken through the *Portu Osasuntsua* project to be monitored and the definition of objectives based on a process of continuous improvement.

With regard to our customers, concession holders have successfully renewed the service quality benchmark agreements, which set out a series of quality guidelines on aspects of port operations, efficiency, facilities maintenance, customer satisfaction and e-communications. The certified companies are listed below:

This renewal automatically triggers continuation of the corresponding rebate on activity tax. Finally, and still on the subject of customers, the Mediterranean Shipping Company, S.A. (MSC), MSC Crociere, S.A., S.L.U., RCL Cruises - Royal Caribbean and RCL Cruises - Celebrity Cruises have all renewed their certification under the **Service Quality Standards for Shipping Companies**.

A corresponding rebate in vessel charges is implicit in this process of improving the quality of service provided by shipping companies.

Company name	Standards type
Servicios Logísticos Portuarios, S.A. (SLP)	Bulk/Conventional
Terminales Portuarias, S.A. (TEPSA)	Bulk
CSP Iberian Bilbao Terminal	Container
Estaciones de Servicio de Guipúzcoa, S.A. (ESERGUI)	Bulk
Bergé Marítima Bilbao, S.L.	Bulk/Conventional/Ro-Ro
Consignaciones Toro y Betolaza, S.A.	Bulk/Conventional
Petróleos del Norte, S.A. (PETRONOR)	Bulk
Exolum Bilbao	Bulk
Bunge Ibérica	Bulk
Sociedad Auxiliar Punta Sollana (SAPS)	Bulk
Bahía de Bizkaia Gas	Bulk
Haizea Wind	Conventional
Mediterranean Shipping Company, S.A. (MSC)	Shipping company
RCL Cruises - Royal Caribbean	Shipping company
RCL Cruises - Celebrity Cruises	Shipping company

A_01 Total financial resources: expenditure, as well as investments where applicable, associated with the deployment, certification and maintenance of an environmental management system of the Port Authority in accordance with the EMAS regulation, ISO14001:2015 and PERS certification, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investments.

As previously mentioned, the Bilbao Port Authority is certified under **ISO14001-EMAS III** standards. Expenditure on the deployment, certification and maintenance of the environmental management system amounted to **9,060 euros** in 2023. **(G4-EN31)**

A_03 Costs incurred for the cleaning of common land and water areas, expressed as thousands of euros per square metre of service area.

Total expenditure on cleaning of the common land areas and the water surface in 2023 was **1,176,521.45 euros**, including waste management. **(G4-EC9) (G4-EN31)**

Expenditure on ground cleaning	1,129,181.45	€
Surface service area	4,396,673	m ²
Expenditure / Surface area	0.26	€/m ²
Expenditure on water cleaning	47,340	€
Zone 1 Surface area	19,196,000	m ²
Expenditure / Surface area	0.002	€/m ²

A_02 Total financial resources: expenditure and investments in environmental monitoring and characterisation, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investments. This concept includes expenses and investments associated with measurement systems, measurement campaigns and projects for the inventory and analysis of environmental issues linked to port traffic and activity.

In 2023, the Bilbao Port Authority spent **1,086,000 euros** on environmental monitoring and analysis, representing **1.70%** of total Port Authority expenditure. Water and sediment quality, air quality and noise have been analysed and measured. **(G4-EN31)**

With respect to water quality, the Bilbao Port Authority, in collaboration with the University of the Basque Country, is developing a **Biomonitoring Plan** for the port. Additionally, the port has undertaken an **environmental monitoring programme** for air and noise quality, for which it has an air quality control network consisting of an automated weather station, three fixed measurement cabins and two noise monitoring stations.

The waters of the port of Bilbao are included in the network for monitoring the environmental status of the transitional and coastal waters of the Autonomous Region of the Basque Country. **(G4-EN6)**

A_04 Training in environmental issues, expressed as a percentage of Port Authority people who, in accordance with the requirements of their professional post, have received such training accredited by the Port Authority.

In 2023, **100%** of people newly recruited as Port Authority employees received training in environmental issues.



4.3. Air Quality

A_05 Summary description of the main and most significant emission sources (point and diffuse) in the port. These include the construction, demolition and maintenance of port infrastructure, emissions from machinery linked to port operations, emissions from road traffic vehicles in port facilities, ships at berth and handling or storage of solid bulk, amongst others.

The main emission sources (point and diffuse) in the port are those related to the storage of powdery materials in the open air, heating stacks, and chimneys of the companies operating in the industrial area between the Port of Santurtzi and Punta Lucero.

A_06 Trend, over at least the last three years, in the number of complaints recorded by the Port Authority from port stakeholders (port community, urban areas, administrations, etc.) concerning dust emissions or air quality in general. Availability of a systematic complaints management system.

No complaints concerning dust emissions or air quality were filed in 2023. The Port Authority has no specific procedure for the reception and processing of environmental complaints.

	2019	2020	2021	2022	2023
Number of complaints	1	1	0	0	0

The table shows the emission sources in the port and their relevance (1 indicates the most relevant). **(G4-EN30)**

Type of activity	Relevance	Number of sources
Outdoor storage of solid bulk.	1	3
Conventional handling of solid bulk.	2	3
Bulk handling using special uncovered systems.	-	-
Industrial activities awarded under concession.	3	6
Cleaning and painting of vessel hulls.	-	-
Works	4	-
Emissions from uncovered trucks.	6	-
Vehicle engine emissions.	5	-
Emissions from vessels and cruise ships at berth.	7	-

A_07 *Summary description of the measures taken and deployed by the Port Authority to control emissions linked to the activity of the port as a whole, be they of an administrative, operational or technical nature, such as the drawing up of environmental standards, control of environmental operations by the port monitoring service, measurement of environmental parameters, limitations on the handling of powdery goods and other initiatives.*

Measures taken by the Port Authority to control **pollutant emissions** linked to the activity of the port as a whole include:

- monitoring of port operators under concession or authorisation and regulatory notifications on atmospheric emissions;
- good practice guides and voluntary environmental codes;
- direct on-dock supervision by Port Authority technicians;
- air quality measurement in real time, in addition to conducting regular campaigns;
- rearrangement of port plant activity to move emission sources away from sensitive areas;
- signing of agreements on good environmental practice; and
- specific technical measures linked to the control of dust emissions, such as irrigation systems for bulk stockpiles and roads.

When service operators apply for concessions, the Port Authority requires them to sign an **agreement on good environmental practice (G4-EN32)**. The Bilbao Port Authority has conducted several studies and drawn up various reports on the monitoring and control of air emissions linked to the activity of the port as a whole.

These include: **(G4- EN27)**

- Port of Bilbao Environmental Monitoring Programme: Air Quality and Noise: Tecnalia, Annual Report, 2023.
- Annual Environmental Declaration.
- Environmental Product Declaration, based on the life-cycle analysis of port operations throughout the Port of Bilbao.
- Carbon Footprint 2023

The Bilbao Port Authority has **protocols of environmental requirements for concession holders and contractors**, with a specific section on the management of atmospheric emissions.

A_08 Summary description of the initiatives taken by the Port Authority to assess the effect of port operations on air quality, and the total number of studies or campaigns conducted. Schematic description of the operational air quality monitoring equipment used by the Port Authority, indicating the total amount of such equipment, the parameters measured, whether measurement is continuous or deferred, and the site where this equipment is located.

Network of air quality monitoring stations

		Propiedad ¹	CONTAMINANTES					METEOROLOGÍA ²						
			P.Sed.	NO ₂	PM ₁₀	PM _{2,5}	SO ₂	Ruido	DV	VV	T	H	P	
CAUDAL DE AIRE	Contradique	APB	X		X									
	Santurtzi	APB	X		X	X	X							
	Las Arenas	APB		X	X		X							
	Meteo	APB							X	X	X	X	X	
	Santurtzi	GV		X	X	X	X		X	X				
	Algorta	GV		X	X	X	X		X	X	X	X	X	
	Terminal cruceros	APB	X											
	Zierbena	GV		X	X				X	X	X	X	X	
RUIDO	Centro de Control	APB						X						
	Barrio El Puerto	Particular						X						

The network of air quality monitoring stations of the Bilbao Port Authority comprises an automatic weather station and two fixed measuring booths, in Las Arenas and in Santurtzi., together with a series of low-cost sensors. The network provides real-time information on the weather conditions in the port area and on particle concentration (settleable particles, PM10, PM 2.5, and SO₂).

Use is also made of data provided by the **air quality monitoring network** of the Basque Government, and more specifically from the Santurtzi, Zierbena and Náutica weather stations, as they are located within the area of foreseeable impact of the activities of the port.

Once the information provided by the weather station, by the analysers and the findings of the reports drawn up by the Emergency Control Centre have been compiled, the resulting data sets are compared to enable trends in particle dispersion to be monitored in real time.

The Bilbao Port Authority has signed an agreement with Tecnalia for technical assistance for the **general air quality monitoring plan**, whereby they issue four-monthly and annual reports with the data compiled by the stations.

The **Emergency Control Centre** of the Bilbao Port Authority monitors all operations involving powdery goods in the Port of Bilbao, and draws up daily reports on all horizontal and vertical transport operations of goods likely to cause powdery contamination on the different quays.



A_09 Data on air quality parameters in the port, such as annual average values or number of times the daily environmental threshold value is exceeded, for pollutants that are significant in relation to port activity: PM particles, settleable particles, nitrogen oxides and sulphur oxides.

The findings of the **annual report** 2023 drawn up by Tecnalía with respect to air quality are as follows: **(G4-EN21) (G4-EN30)**

SETTLEABLE PARTICLES

In 2023, recorded levels of settleable particles were **134** mg/m²day in Santurtzi and **206** mg/m²day at the breakwater. These values, in relation to the Order of 11 July 2021, of the Basque Government Department of the Environment, Territorial Planning, Agriculture and Fisheries, which considers the severe exposure limit for human health to be 300 mg/m²day, are lower than the threshold limit in question.

PM₁₀ PARTICLES

- **Average concentration values:** **22** mg/m³ in Las Arenas; **18** mg/m³ in Algorta; **20** mg/m³ in Santurtzi-APB; **14** mg/m³ in Zierbena; **13** mg/m³ in Santurtzi-GV and **8** mg/m³ at the breakwater.

In 2023, the average daily threshold value was only exceeded on four occasions.

- **Daily concentration values > 50 µg/m³** have been recorded **three times** in Las Arenas and on **1 occasion** in the weather station in Santurtzi-Bilbao Port Authority. On **no occasion** has the threshold limit been exceeded in Zierbena, Algorta, Santurtzi-GV or at the breakwater. However, existing legislation permits such levels to be recorded a maximum 35 times/year.

PM_{2,5} PARTICLES

Annual threshold values for PM_{2.5} particles (25 µg/m³) have not been exceeded in any of the weather stations. The average values recorded have been **11** µg/m³ in Santurtzi-Bilbao Port Authority, **9** in Algorta and **10** µg/m³ in Santurtzi-GV.



SULPHUR DIOXIDE (SO₂)

At no station were SO₂ threshold values or the alert threshold for health protection, or the critical level for the protection of vegetation, exceeded. Concentration values were as follows:

- **Annual average:** 13 mg/m³ in Santurtzi-Bilbao Port Authority, 9 mg/m³ in Las Arenas, 6 mg/m³ in Algorta and 4 in Santurtzi-GV.

DIFFUSE PARTICLE EMISSIONS

Average values obtained at each station have been compared, taking into account:

- Averages of all hours in 2023 (**8,760** hours)
- Averages of only those hours in which bulk has been handled (**4,022** hours)
- Averages of only those hours in which bulk has not been handled (**4,738** hours)

From these comparisons it is possible to interpret the impact of the port's activity. However, emission variability always needs to be factored in, both in relation to the port and the surrounding area, e.g. industries, external traffic and all the potential pollution from the rest of the Lower Nervión area. Weather conditions are another potential source of uncertainty.

NITROGEN DIOXIDE (NO₂)

At no station were NO₂ threshold values or the alert threshold for health protection, or the critical level for the protection of vegetation, exceeded. Concentration values were as follows:

- **Annual average:** 18 mg/m³ in Santurtzi-GV and 12 mg/m³ in Zierbena, Algorta and Las Arenas.





A comparison of the annual averages of all hours in 2023 with the averages of those hours in which bulk has been handled, and with the average of those hours when bulk has not been handled, reveals that the annual average of PM₁₀ at all measuring stations varies when bulk is being handled.

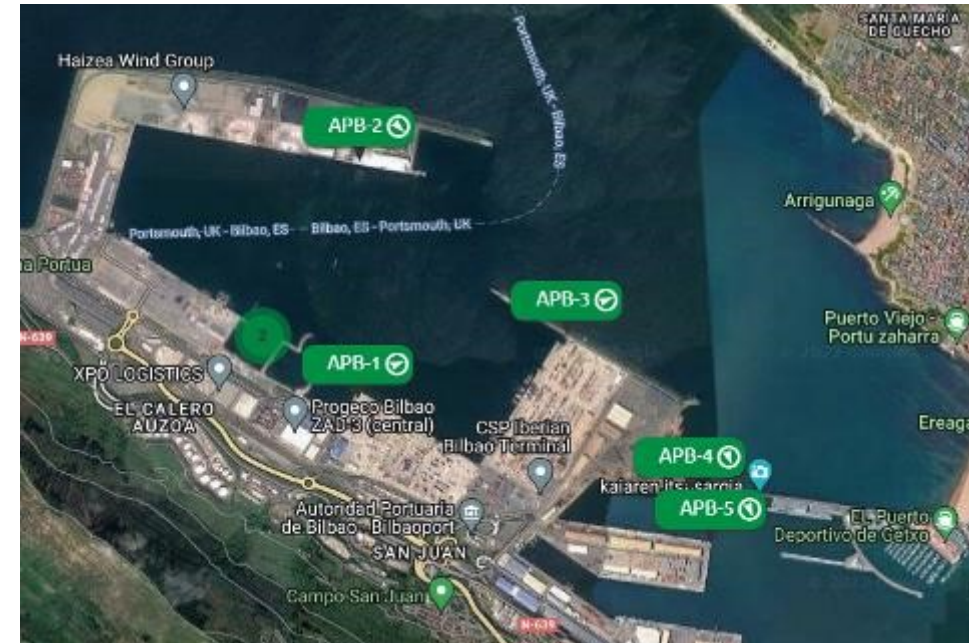
These differences are more significant when the measuring station is closer to the port.

DIFFUSE EMISSION MEASUREMENT SYSTEM

The Bilbao Port Authority awarded a technical assistance contract for the setting up and commissioning of a system for real-time measurement of diffuse emissions of PM₁₀ particles generated in the port environment. After an initial phase in which a network of emission sensors was deployed in the port area and a network of immission sensors in surrounding areas, resultant data on air quality, meteorology, port operations, etc., captured by the fixed and temporary networks are now being correlated.

The final objective of the project is the roll-out of a fully autonomous system that enables the Bilbao Port Authority to take decisions on the estimated impact of diffuse particulate matter (PM₁₀) emissions caused by port activity, based on low-cost sensors and Machine Learning technology.

The **MACHSENSE project** was submitted to the **Ports 4.0 funding programme of the Spanish State Ports Authority**, and was selected among the projects in the pre-commercial phase and awarded a grant of 500,000 euros.



4.4. Water Quality

Water quality is one of the aspects that require the closest monitoring in a port due to the multiple and varied factors involved.

The actions taken as a result of the application of the **Water Framework Directive** to the state legal system will entail greater monitoring of water quality and, consequently, an increase in the budget earmarked for this purpose. **(G4-EN27)**

A_10 *Description of the main sources of discharges (point and diffuse) in the port which have a significant impact on water quality and sediments in the port docks, such as watercourses, ditches, urban discharge points, operations with bulk solids or others. Differentiating between those discharges caused and those not caused by companies or port activities.*

The table below lists the sources of water pollution in the port and their relative impact (1 indicates the highest impact). **(G4-EN22)**



Source	Impact
Rivers, streams, watercourses and ditches	6
Unchannelled or untreated rainfall or irrigation runoffs	2
Industrial discharges of port concession holders	1
Works	7
Illegal discharges from vessels	8
Leakage/spills from unloading/loading of solid bulk cargoes	3
Refuelling and provisioning of vessel at berth	4
Accidental spills during loading/unloading of liquid bulk cargoes	5

Upstream discharges into rivers, discharges from port concession holders and accidental leakage and spills can be considered as the main cause of deterioration of water quality in the port.

In 2023, **there were no discharges** (neither point-source nor diffuse) with a significant impact on the quality of the water and sediments in the port docks. **(G4-EN24)**

A_11 *Summary description of the measures taken by the Port Authority to control discharges linked to the activity of the port as a whole, whether they are administrative, operational or technical measures (controlled cleaning and maintenance points, improvements to the sewerage network, operational monitoring, etc.). In particular, measures which are expressly included in the hydrological plan of the basin in which the port is located will be addressed.*

The Bilbao Port Authority has developed two lines of action to address the care and control of water quality **(G4-EN27)**

- response mechanisms in the case of point-source emissions; and
- response mechanisms in the case of diffuse source emissions.

A plan has been drawn up to ensure that all wastewater generated in the port area is either captured by the Bilbao Bizkaia Water Consortium collector or treated before being discharged into the waters of the port's public domain.

Following the preparation of the **Study and Inventory** on the situation of the sewerage network and emission sources, in 2007, the Prevention and Environment Department initiated contacts with the Basque Water Agency of the Basque Government to obtain authorisation for the land-sea discharge of wastewater.

On 13 March 2013, the Director General of URA, the Basque Water Agency, received the **resolution of 15 February 2013** authorising the discharge of urban waste water from land to the sea, requested by the Bilbao Port Authority. Since then, several reviews have been requested as the discharge points have been modified. The last resolution for discharge authorisation was received in January 2022.

Additionally, the Bilbao Port Authority has taken a series of measures designed to improve and control water quality in the port, as outlined below:

- monitoring of regulatory discharge permit concessions;
- regular water and sediment quality analysis campaigns;
- specific technical instructions for loading/unloading of bulk solids;
- specific environmental requirements on wastewater and runoff management included in conditions for awarding concessions;
- best practice agreements;
- approval and development of Port Contingency Plans for response to marine pollution emergencies; and
- improvement in the provision of own resources to combat accidental marine pollution.

Every year, in compliance with the Monitoring Plan, in the month of May and whenever flow permits, water samples are taken from the treatment plants at the different discharge points to be sent to the Basque Water Agency.

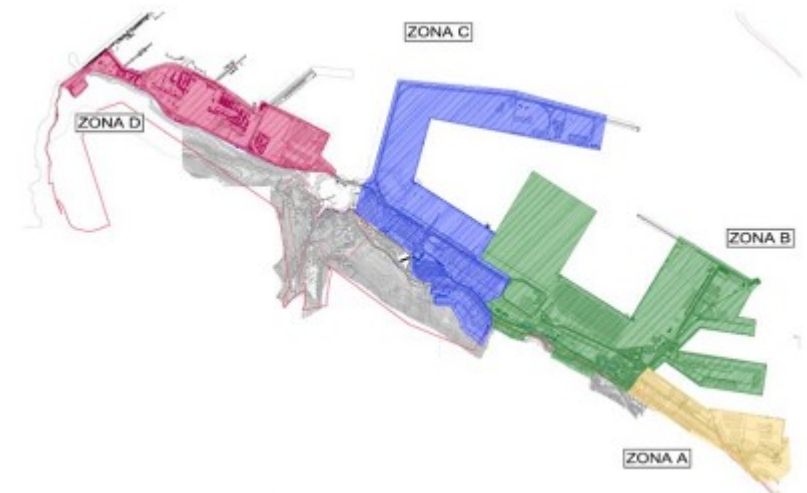
NEW SEWER SYSTEM

The Bilbao Port Authority has signed an agreement with the Bilbao Bizkaia Water Consortium (CABB) and the Basque Water Agency (URA), for the drafting of the Drainage Construction Project in the Port of Bilbao, a 3-phase upgrade and renewal of the sewerage network and the treatment facilities scattered around the port. The Basque Water Agency, URA, put the first and second phases of the works out to tender in 2022, with an investment of 24 million euros, to be funded in part with the Bilbao Port Authority, and work will commence on both phases in 2023.

The project, which has also secured European funding through Next Generation funds under the Recovery, Transformation and Resilience Plan, will equip the port with a **vacuum system** for the collection of wastewater, instead of the usual gravity or impulsion systems.

The aim is to **improve the quality of the sewage and industrial wastewaters** prior to their being discharged into the sea. A multitude of facilities are currently in place, ranging from septic tanks for smaller discharges to treatment plants with different treatments in the case of industrial discharges.

The new system will have a network of collectors to carry the wastewaters to the Galindo treatment plant, managed by the Bilbao Bizkaia Water Consortium. In this way, only rain-water and water used in cooling processes, which has a low polluting potential, will be discharged into the sea.



- ◆ an integrated sewerage solution, encompassing and eliminating 112 different discharge points.
- ◆ the new system intercepts and discharges wastewater at a single point of the port interceptor.
- ◆ all discharge points identified in the study area are planned to be connected.
- ◆ 86 companies

A_12 *Number and summary description of port water quality analysis campaigns, which are not the result of obligations arising from environmental impact statements.*

With a view to gaining the most detailed and extensive knowledge possible, the Bilbao Port Authority has undertaken various studies on water quality and the effects on it of circumstances deriving from its own operational activities. These studies have been conducted in addition to complying with the **Environmental Monitoring Programmes** arising from the Environmental Impact Statements agreed by the competent environmental authorities as a result of successive port works. These studies include the following: **(G4-EN26) (G4-EN27)**

- **Port of Bilbao Biomonitoring Plan**, and an assessment of the potential risks of toxic phytoplankton introduced by ballast water in the port of Bilbao, and its implications for management;
- study of **environmental, meteorological and oceanographic conditions** in the port environment of Bilbao in the development of possible hydrocarbon spills;
- **BILBOIL Programme**: a model for dispersing pollutants in the waters of the port of Bilbao. The programme provides for a customised simulation of the dispersion of a spill, factoring in the characteristics of the product in question, as well as data on the state of the tide, wind speed and direction and their representation (trajectories, density maps);
- **ecological status of the coastal and transitional waters** of the Autonomous Region of the Basque Country;
- analysis of the **quality of the water** in the port; and
- development of a **water quality control programme** in port areas.



A_13 *Percentage of the surface service area with wastewater collection and treatment. Wastewater shall be understood to be treated when it is discharged into a municipal sewer, or into the dock under a corresponding discharge permit.*

All the surface of the port service area is connected to the wastewater collection and treatment system. Wastewater is either treated or connected to the Bilbao Bizkaia Water Consortium collectors for subsequent treatment. **(G4-EN22)**

A_14 Percentage of the surface service area with runoff collection and treatment. Runoff water is understood to be treated when it is discharged into a municipal sewer, or into the dock under a corresponding discharge permit.

9.33% of the surface of the service area is connected to a rainwater collection and treatment system.

A_16 Activation of Port Contingency Plans to respond to marine pollution emergencies.

Since 2015, the Bilbao Port Authority has a **Port Contingency Plan** in place to respond to cases of accidental marine pollution. **(G4-EN27)**

The Port Authority is responsible for managing, coordinating and commissioning the plan.

The Port Contingency Plan is updated when significant changes occur in the port area, after it has been activated and at least every four years. Three drills per year are conducted for response teams to check the effectiveness of the plan.

A_15 Schematic description of the technical means used for cleaning the water surface, and the weight of flotsam collected during the year.

The Bilbao Port Authority is equipped with its own vessels for cleaning the water surface, and also has signed a collaboration agreement with the Red Cross.

The following vessels and service are used by the Port Authority for waste disposal purposes:

- The “IBAI GARBI BERRIA” floating rubbish collector, owned by the Port Authority;
- The “HIRURAK BAT” vessel, for the removal of drifting objects and debris; and
- URGARBI S.L., a service company for non-standard cleaning of water.

Cleaning is conducted on a daily basis. **121,530** kg of inert flotsam were collected in 2023.

Number of vessels	2
Frequency of cleaning service	Daily
Volume of waste collected (in tonnes)	121.5



Gure Itsaso Garbia



Ibai Garbi Berria

The Bilbao Port Authority is equipped with the following **material resources** to deal with spillage contingencies:

- 1,250m of inflatable containment boom and equipment to inflate, handle, deploy and fix it in place;
- a skimmer with interchangeable cassettes;
- 400m. of single point inflatable containment boom;
- 400 m. of self-inflatable containment boom;
- blankets and absorbents to contain contamination;
- collection trays for waste oils;
- a portable dispersant application system;
- the *Evaristo de Churruca II* tugboat; and
- the *Hirurak bat* multi-purpose vessel.

Private **companies** and certain public organisations are also equipped with other resources, including:

- 2,150 m of pollution containment boom;
- specially-equipped vessels (dispersants, outriggers, etc.).
- auxiliary vessels;
- skimmers; and
- absorbent materials.

The Port Contingency Plan was not activated in **2023**.

All accidental spillage cleaning operations which do not require the Port Contingency Plan to be activated are performed by vessels belonging to the Bilbao Port Authority.

Number of incidents of marine contamination which have not required the activation of the Port Contingency Plan.	17
Number of marine contamination emergencies which have required the activation of the Contingency Plan of a concession holder but not of the Port (Situation 0).	0
Number of marine contamination emergencies which have required the activation of the Port Contingency Plan (Situation 0).	1
Number of marine contamination emergencies which have required the activation of the National Contingency Plan (Situation 0, 1, 2 or 3).	0

A_17 *Volume of wastewater discharges generated by the Port Authority, or discharged through collectors owned by the Port Authority, broken down by type.*

The activities of the Bilbao Port Authority that generate wastewater discharges, whether urban, industrial or mixed, are as follows.

- Access Control Posts (urban wastewaters)
- Customs Offices (urban wastewaters)
- Offices and Workshops (mixed)

These wastewaters are channelled to the municipal sewer and duly treated. **(G4-EN22)**

4.5. Noise

The Bilbao Port Authority monitors noise levels under the framework contract ‘**Environmental Monitoring Plan for Air Quality and Noise**’, currently under agreement with Tecnalia, to conduct campaigns to measure noise levels recorded over the course of the year in the **Outer Abra area in the town of Zierbena** and within the port facilities at the **Port Authority's Emergency Control Centre**.

Noise levels are measured in these two places in Santurtzi and Zierbena, in line with the quality objectives set out in Royal Decree 1367/2007, of 19 October 2007, which implements the Noise Law 37/2003.

Inside the Port of Bilbao, the noise levels recorded both at the Control Centre, measured on industrial land, and at the specific location in Zierbena, measured on residential land, are considered to have no impact, since the operating activities of the port have not exceeded the legal limits in any case, for each period analysed, in compliance with established sound quality standards.



A_18 Summary description of the main and most significant noise emission sources (point and diffuse) in the port.

The table below lists the sources of noise in the port and their relative significance (1 indicates the most significant).

Source	Significance
Lorry traffic	2
Rail traffic	5
Port machinery	3
Scrap handling	1
Container handling	4
Movement at RO-RO terminals	9
Industrial activity of concession holders	8
Ships at berth	7
Works	6

A_19 Number of complaints made in the course of the year by port stakeholders (port community, urban areas, administrations, etc.) relating to noise emissions from port activity and recorded by the Port Authority. Availability of a systematic complaints management system.

In 2023, the Port Authority recorded **1** complaint relating to noise emissions from port activity. Consequently, appropriate measurements were taken, which revealed compliance with the legal limits of the Spanish Law on Noise and the Royal Decree 1367/2007 that implements it.

Cause of complaint	Number of complaints	Complainant
Noise from a vessel	1	Residents of a riverside town

	2020	2021	2022	2023
Number of complaints	1	1	1	1

A_20 Description of the situation of the port in relation to the preparation of the noise map and action plan.

Measurements are taken **every three months** and reports are released with the results. These measurements and the General Monitoring Plan report are carried out and drawn up by an organisation accredited by the Spanish National Accreditation Body.

A noise map of the port area is drawn up based on the measurements taken. Updating of the map over the years has enabled trends to be identified since 2004, when the first map was drawn up.

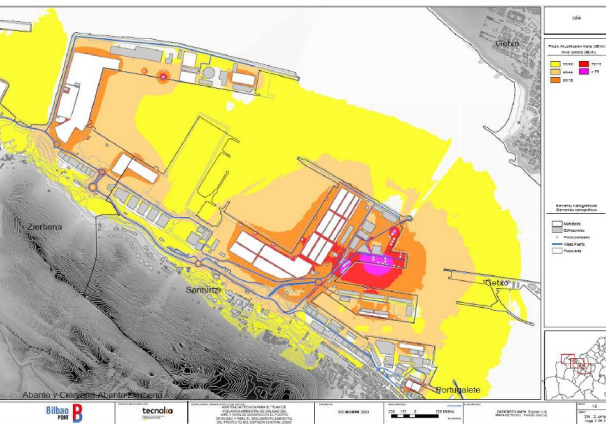
In **none** of the quarterly campaigns conducted in recent years has there been any noise impact due to the activities of the Port of Bilbao in the towns of Zierbena and Santurtzi, neither during the day nor at night, with noise levels below 65 and 55 dB respectively recorded in all cases.



The Monitoring Plan associated with the **Environmental Impact Statement** for the port extension works in the construction of the new Central Quay includes air quality control. For this reason, in **2016**, during the pre-operational phase, **the noise map was updated**. As a summary, it should be noted that the levels associated with the 2015 base scenario of the noise map do not affect facades in any of the cases.

The noise map was updated in **2019** on the occasion of the **Modification of the Special Plan** for the development of the service area of the Port of Bilbao. This plan provides the framework for regulating the urban planning of activities in the area of the port.

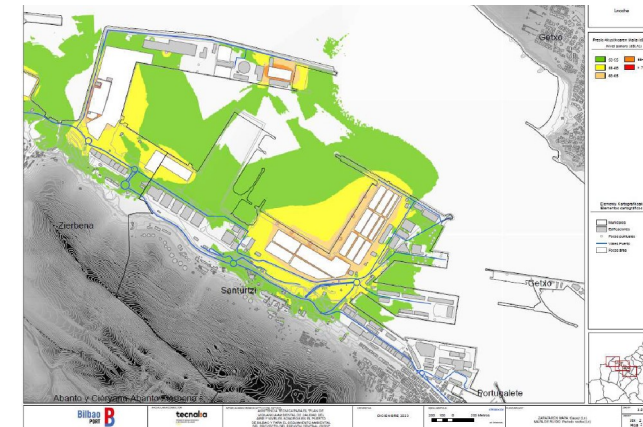
Morning



Afternoon/Evening



Night



The noise map was updated in **2023** on account of the **Extension of Phase I of the Central Breakwater**, taking into consideration the sources of noise generated during the works. In turn, this map serves as a noise map for the pre-operational phase of the Extension of Phase II of the Central Breakwater.

A_21 *Number of actions, and characteristics of those actions, taken during the current year on noise sources identified as a result of complaints and non-conformities recorded by the Port Authority.*

The following measures have been taken by the Port Authority to monitor noise levels linked to port activity.

- stable noise measurement networks; and
- noise level measurement campaigns.

4.6. Waste Management

In a port area, and depending on the party that generates it, waste can be classified as follows:

WASTE GENERATED ON LAND

The cleaning service contracted by the Bilbao Port Authority collects and separates the waste selectively. As a first step, waste that can be recycled or recovered is collected.

The objective of the Bilbao Port Authority is to contribute to the use of natural resources and to comply with the requirements of **Law 10/1998** on waste, avoiding the elimination of potentially recyclable or recoverable waste wherever possible.

All other waste is to be sorted into **two categories**, one organic and the other inert, to be taken to landfill, in accordance with the admission criteria established by the waste manager.

Those products which appear on the list as hazardous waste, as approved under Royal Decree 952/1997, as well as the containers and packaging that have contained them, and those included on the European Waste List, are to be sorted and managed by an authorised manager.

In compliance with one of the procedures of its Integrated Quality, Safety and Environmental Management System, the Bilbao Port Authority has defined instructions for the collection and management of waste generated on its premises, specifying how and by whom it should be collected, where it should be temporarily stored and who should manage it.

WASTE GENERATED AT SEA (MARPOL)

A private company authorised by the Bilbao Port Authority manages the collection and treatment of MARPOL marine litter, as detailed in the table below. **(G4-EN23)**

Appendix	M ³
I Hydrocarbons	14,506
IV Dirty Water	0
V Rubbish	8,930
TOTAL	23,436



A_22 *Percentage of waste generated by the Port Authority that is segregated and recovered, broken down by type (tonne type of waste recovered / tonne total waste collected) x 100).*

The Port Authority keeps a record of the volume of waste generated in its facilities by waste type, and records the volume of waste generated that is sent to a recovery process. **(G4-EN2) (G4-EN23) (G4-EN25)**

Waste type	Total amount collected during the year (in tonnes)	Percentage as a share of total collected
Inert	2,144	45.39 %
Non-hazardous	4,715	99.81%
Hazardous	9.21	0.19%

The Port Authority has not drawn up a plan for the minimisation and recovery of waste generated on its own premises, or through services it provides (including cleaning).

Waste type	Segregated (Tm separated waste / Tm total waste generated) *100	Recovered (Tm recovered waste / Tm total waste generated) *100
Municipal Solid Waste	54.42	32.54
Hazardous Waste	0.19	0.00
Oils	0.00	-

A_23 *Summary description of the main activities and sources of waste generation within the port, such as fishing activities (fishing gear, packaging), handling of solid bulk (remains of goods after operations), recreational areas, machinery maintenance tasks, and sludge from septic tanks, amongst others.*

The Port Authority keeps a record of the volume and type of waste generated by concession holders and service providers, as part of its environmental management system, by studying the environmental impact of their operations and their management according to their relevance.

The following table shows the sources of waste in the port and their relative significance (1 indicates the most significant).

Source of waste or activity	Significance
Delivery of MARPOL waste	1
Waste from freight and dunnage	4
Sweepings from the movement of bulk solids	3
Cleaning of docks, roads and common use areas	2
Cleaning of the water surface (floating solids)	5
Cleaning up accidental spillage	6
Works	8
Cleaning septic tanks	7

A_24 Initiatives promoted by the Port Authority to improve waste management in the port community. Existence of recycling centres, waste collection programmes, recovery programmes, etc.

The Bilbao Port Authority has **three recycling centres of its own** within the port area, where different types of waste generated by the Port Authority itself in its buildings, workshops and facilities, from the cleaning of roads and communal areas and waste generated in emergency situations, can be dumped:

- **Recycling centre for inert products** (Landeta and AZ 2-3): for inert industrial waste, waste that can be treated as municipal waste and waste that can be recovered. The Bilbao Port Authority uses a compactor for municipal solid waste and another one for paper and cardboard.
- **Recycling centre for hazardous waste** (Higarillo): lamps, lead-acid batteries, batteries, used oil, used spray cans, material contaminated with oil and grease.

There are also collection points dockside for waste generated in loading and unloading operations and the handling and transport of goods.

These collection points were set up in consultation with those responsible for each quay or terminal, and the collection conditions (**correct segregation** of each category of waste) established by consensus. The cleaning contractors collect the waste that has been deposited at these points:

1. Potentially recyclable or recoverable waste is collected.
2. The rest of the waste from the cleaning of roads and communal areas is separated into two categories, one organic and the other inert, to be taken to landfill, in accordance with the admission criteria established by the waste manager.

Furthermore, the port has introduced a process for verifying compliance of concession holders and service providers with the administrative requirements established under the Law on Waste. **(G4-EN27)**



Landeta Recycling Centre



Recycling Centre at AZ 2-3



Higarillo Recycling Centre

MANAGEMENT OF DREDGED MATERIAL

A_25 Management of dredged material, expressed as volumes of dredged material of each of the categories into which dredged material can be classified according to the Dredging Guidelines of the Inter-Ministerial Marine Strategies Commission.

The following dredging operations have been conducted in 2023:

1. For draught adjustment;

Location	Volume (m ³)	Area (m ²)
Extraction Zone II (infilling of Enclosure C, Central Breakwater)	616,363	1,612,417
Portu Dock Z=-2, Z=-1 (Barakaldo)	15,081	28,579
Axpe Dock, maintenance of access channel to Shipyard Z=-5 (Erandio)	3,207	4,992
Axpe Dock, access channel to Axpe Dock Z=-7 (Erandio)	2,298	1,983
Axpe Dock, access channel to Shipyard Z=-6 (Erandio)	34,803	27,758
Axpe Dock, Murueta Shipyard, wharf W Z=-9 (Erandio)	2,621	1,602

All maritime works involving the dredging of marine sediments and/or dredging works to maintain or improve draughts scrupulously follow the indications of the current **Consolidated Text of the Ports Act and the Guidelines** on the characterisation of dredged material and its relocation in waters of the public maritime land domain, approved by the **Inter-ministerial Commission for Marine Strategies (2021)**.



All dredged materials have been disposed of inside a confined area as general filler material in the construction of the quayside esplanades of the Central breakwater construction works, after due characterisation by **AZTI**.

Total amount of dredged material in 2023: **674,373 m³**

A_26 *Description of areas and species with some form of protection, adjacent to the port or within the port public domain: CIS, SPAB, SCI, Ramsar.*

At present, the Port of Bilbao does not have any areas or species under any form of protection, adjacent to or in the public port domain. **(G4-EN11) (G4-EN12)**

A_27 *Characterisation and inventory works of the natural environment in the port and adjacent areas. In particular, the availability of bionomic undersea mapping of the port waters.*

With regard to the characterisation and inventory of the natural environment in the port and adjacent areas, the Bilbao Port Authority has undertaken the following work in collaboration with the University of the Basque Country.

Name	Port of Bilbao Biomonitoring Plan
Place	Port and adjacent areas
Status	Completed
Year	2022
Objective	To assess the general trend observed in the development of the benthic communities (flora and fauna) of the Abra de Bilbao.
Description	Characterisation and inventory work of the natural environment in the port and adjacent areas, with bionomic undersea mapping of the port waters.

A_28 *Schematic description of projects for the regeneration of the natural environment undertaken by the Port Authority, and an estimation in euros of the cost of these actions.*

No projects for the regeneration of the natural environment were undertaken in 2023.

Furthermore, following the enactment of the Ballast Water Management Convention (BWMC), the Bilbao Port Authority, in collaboration with AZTI, conducted a baseline study to ascertain the existing biodiversity in the port, and particularly the existing invasive species:

- ⇒ **Based on genetic methods:** the study adapted the HELCOM-OSPAR protocol for genetic methods to help identify species.
- ⇒ **Possibility of requesting exemptions:** the study provided data on existing species and on the characteristics of the port, considered as valid information for requesting exemptions.

4.7. Eco-efficiency

One of the main environmental aspects taken into account in the sustainable management of the port is the consumption of natural resources. For this reason, every year the Bilbao Port Authority makes a thorough analysis of its consumption, in an attempt to define minimisation strategies in line with its environmental policy.

The main types of **natural resources** consumed by the Bilbao Port Authority are electricity, fossil fuels and drinking water. Likewise, all the paper used by the Port Authority is 100% recycled and certified as "Blue Angel".



Source of consumption	% as share of total
Domestic/office	70
Irrigation of green areas	8
Ships calling at port	21
Cleaning and works	1

A_29 Land use efficiency, expressed as a percentage of the land service area occupied by operational facilities, whether owned or under concession or authorisation.

94% of the service area is occupied by operational facilities, either owned by the Bilbao Port Authority or under concession or authorisation.

A_30 Trend, over at least the last three years, of the total annual water consumption of the Port Authority, expressed as total cubic metres and as cubic metres per square metre of surface service area, indicating whether management of the network is the responsibility of the Port Authority or whether it is outsourced.

Management of the port's primary water distribution network is the responsibility of the Bilbao Port Authority, whilst management of the secondary network is the responsibility of the Bilbao Bizkaia Water Consortium.

	2021	2022	2023
Consumption in m ³	49,723	53,817	46,269
Surface service area in m ²	4,526,159	4,729,159	4,369,673
Ratio m ³ /m ²	0.010	0.011	0.010

** To obtain data on water consumption in the primary network, the supply to ships calling at port and the consumption of cleaning water have not been taken into account.*

- ◆ Between 50 and 75% of all water consumption by the Bilbao Port Authority is subject to monitoring.
- ◆ Estimated water consumption of the Bilbao Port Authority for use during 2023 in the primary network. **(G4-EN8)**
- ◆ Water saving measures include monitoring water meters and improvements to the irrigation network.

A_31 Trend, over at least the last three years, of the efficiency of the water distribution network, expressed as a percentage, for those Port Authorities that directly manage the water distribution network.

The efficiency of the primary water distribution network in 2023 stands at 75%. The network has been reviewed.

	2021	2022	2023
Efficiency of the network (%)	75	75	75

A_32 Trend, over at least the last three years, of the total annual consumption of electricity in Port Authority facilities and lighting in common service areas, expressed as total kWh and as total kWh per square metre of service area.

Since 2020, the electricity consumed by the Bilbao Port Authority is of 100% renewable origin, thereby reducing significantly the indirect emissions arising from our business activity.

Electricity is sold to operators on the free market.

The Port Authority controls more than **78%** of the energy it consumes. Street lighting accounts for around **50%** of the total consumption, whilst consumption in offices is estimated to account for the remaining **50%**.

Annual power consumption in Port Authority facilities (G4-EN3)

	2021	2022	2023
Consumption (kWh)	4,230,165.20	4,201,402.83	4,209,293.51
Surface service area (m ²)	4,526,159	4,729,159	4,396,673
Ratio kWh/m ²	0.3	0.93	0.95



A_33 Trend, over at least the last three years, of the total annual consumption of fuels (diesel, petrol, natural gas, etc.) used by the Port Authority (cars, heating, etc.), expressed as kWh and as kWh per square metre of service area. (G4-EN3)

Sources of consumption	%
Heating/Hot Water	3.4
Vehicles	75.8
Vessels	19.62
Generators	0.72
Forklifts	0.47

Consumption by fuel type in 2023

Fuel type	%
Natural gas (k)	0.042
Propane gas (k)	0.8
Petrol (L)	12.86
Type A diesel for transport	57.92
Autogas/LPG	5.02
Type B diesel for vessels	19.62
Type C diesel for heating	2.55
Type B diesel for generators	0.72
Type A diesel for forklifts	0.47

	2021	2022	2023
Total fuel consumption (kWh)	891,708	655,632	588,438
Surface service area (m ²)	4,526,159	4,729,159	4,396,673
Ratio kWh/m ²	0.25	0.14	

Fuel saving measures introduced by the Bilbao Port Authority (G4-EN19)

Fuel consumption **has gone down** with respect to 2022 figures, particularly for heating and domestic hot water, as the boiler in the Port Security building has been removed and replaced by heat pumps.

At the same time, the replacement of the fleet last year with more sustainable vehicles has been reflected in a reduction in the consumption of motor vehicle fuels.



4.8. Port Community

A_34 Summary description of the type of conditions and requirements established on environmental aspects in the particular specifications of port services, and in conditions governing the award of concessions and authorisations.

Service providers must comply with the applicable environmental regulations, as well as with any specific environmental standards that may be established.

Within one year from the date of award of the licence, service providers must be registered in the Community Eco-Management and Audit Scheme (EMAS) register, and/or have deployed and certified an ISO-14001:2015 environmental management system.

Likewise, providers must have a protocol or, where appropriate, a Contingency Plan, for possible discharges, both their own and for intervention at the request of the competent administration.

The Bilbao Port Authority has protocols of enforceable environmental requirements for both concession holders and contractors, which oblige them to comply with the environmental regulations in force and with the environmental requirements of the Port Authority that may be applicable to them. **(G4-EN27)**

A_35 Degree of deployment of environmental management systems in port facilities, expressed as total number and percentage of maritime freight terminals and maritime passenger terminals under concession or authorisation, and of companies licensed or authorised to provide port or commercial services, which have EMAS accreditation or are certified under ISO 14001:2015 standards with a scope covering "all environmental aspects linked to the development of their activity".

Total number and percentage of maritime terminals and service providers who have deployed an environmental management system (EMS)

Type of terminal / service	Total number with an EMS	% with an EMS
Freight terminal	12	100
Passenger terminal	-	-
Stevedore service	-	-
MARPOL service	1	100
Marine technical service	1	100

Of these **14 companies** providing services in the port and certified under ISO 14001:2015 standards, five also have EMAS III accreditation.

The Port Authority has taken a number of initiatives to promote the adoption of an EMS by port service providers and concession holders. These include: **(G4-EN27)**

- approval of a general good practice agreement to regulate rebates on activity tax; and
- the inclusion of an EMS requirement in service specifications and award conditions.

Appendices

Appendix I. List and definition of the indicators of the Spanish State Ports Authority (G4-DMA)

INSTITUTIONAL DIMENSION	
INDEX	
I_01	General description of the legal form of the Port Authority, reporting on aspects such as ownership, the framework of competences, the management scheme of the public domain and the financing mechanisms, in line with the Revised Text of the Spanish Law 33/2010.
I_02	Functions and procedures for electing the Port Authority governing bodies, such as the President, General Manager and the Board of Directors.
I_03	Structure of the Port Authority Board of Directors, including details of the groups and associations represented therein.
I_04	Description of the management and decision-making support systems used by the Port Authority, such as quality management systems, balanced scorecards, market segmentation campaigns, etc.
I_05	Management Committee and its structure.
I_06	Description of sector-based technical committees supporting the Board of Directors, in addition to the Navigation and Port Council, the Port Services Committee, Security Advisory Committee.
I_07	Description of the role of the Port Authority as infrastructure provider and reference to the landlord-type model. Listing of the general technical characteristics of the port, such as land area, sheltered water area, surface area available for concession, quays and their functions, and land access.
I_08	Infrastructure under construction or planned and their uses.
I_09	Initiatives to promote industrial and/or logistics activity, such as participation in a Logistics Activity Area, dry port, etc. and their uses.
I_10	Trend in traffic over at least the last four years, represented as total tonnes handled, total tonnes by general groups of goods and as a percentage of each of these groups as a share of the total.
I_11	Hinterland and foreland. Main origins and destinations of goods, understood as those which account for 70% of port traffic.
I_12	Volume of business invoiced to the top five customers, expressed as a percentage of total turnover.
I_13	Description of the main sectors and activities relevant to local economic development that rely on the port for their development.
I_14	Description of the role of the private sector in service provision and operation of the port. Types of services, describing the role of the Port Authority and the private sector in each of them. Description of the role of the Port Authority in the regulation and control of the activity, with reference to the mechanisms available to it.
I_15	Number of companies operating in the port under concession, authorisation or license.

INSTITUTIONAL DIMENSION	
INDEX	
I_16	Percentage of actual land area, designated for business use, under concession.
I_17	Percentage of total tonnes handled in the port that correspond to maritime freight terminals under concession or authorised, in relation to total freight traffic.
I_18	Information channels provided by the Port Authority to ensure that any operator wishing to provide services in the port or apply for a concession has access to information, in a transparent manner, on the conditions for operating in the port, and the administrative mechanisms that regulate this process, such as, for example, the availability on the Internet of service terms and conditions, sector-specific briefings and seminars, etc.
I_19	Initiatives promoted by the Port Authority to improve the efficiency, quality of service and performance of the services provided for goods.
I_20	Number of service provision companies in the port awarded a concession or licence and benefiting from tax rebates to encourage improvements in service quality. Volume of traffic represented by those companies.
I_21	Description of the initiatives promoted by the Port Authority to receive and manage complaints or suggestions from end customers of the port, and to assess the degree of customer satisfaction with the services provided by the port.
I_22	Current road and rail accesses, and actions planned to improve them, as well as a description of the strategies adopted by the Port Authority to promote port-rail intermodality in the areas of infrastructure, functional coordination and commercial management.
I_23	Description of the strategies adopted by the Port Authority to boost roll-on/roll-off (Ro-Ro) traffic.
I_24	Trend over the last three years in the percentage of goods entering and leaving the port by rail, in relation to traffic handled by road and rail. Also, trend over the last three years in the percentage of goods entering and leaving the port by roll-on/roll-off operations, in relation to total import-export of breakbulk by sea.
I_25	List of stakeholders of the Bilbao Port Authority.
I_26	Framework for stakeholder communication and engagement model.
I_27	Main stakeholder concerns.
I_28	Coordination and collaboration projects with other administrations.
I_29	Associations of a technical or business nature of which the Port Authority is a member and/or in which it takes active part.
I_30	Description of the initiatives taken by the Port Authority for trade promotion. Reference to the target sectors and possible field work conducted for market prospection.

INSTITUTIONAL DIMENSION	
INDEX	
I_31	Amount of expenditure on commercial promotion of the port, expressed as total expenditure and as a percentage of operating costs.
I_32	Description of communication and service provision projects via the Internet or other online means, aimed at optimising port management, providing information to stakeholders, and enabling the administrative management of customers and suppliers.
I_33	R&D&I projects promoted by the Port Authority or in which it takes active part, their objectives and achievements, and the institutions with which it collaborates in these projects. Total financial resources allocated to this concept: expenditure and investments, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investments.
I_34	Foundations, cultural initiatives, courses, seminars, educational and other social programmes promoted or supported by the Port Authority and total amount of funds spent on these items: expenditure and investment, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investments.
I_35	Description of programmes and projects aimed at improving the port-city interface, and total expenditure on this concept: expenditure and investments, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investments.
I_36	Total financial resources: expenditure and investments on/in security and safety, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investments. Description of the items and/or initiatives comprising them.
I_37	Total financial resources: expenditure and investment on/in environmental matters, expressed as totals in euros and as respective percentages of Port Authority total expenditure and investment. Description of the items and/or initiatives comprising them.

ECONOMIC DIMENSION	
INDEX	
E_00	Trend in Traffic.
E_01	Annual profitability, expressed as a percentage of the profit for the year against average non-current assets, in accordance with the definition given in the twenty-second final provision of Law 2/2012 of 29 June on the General State Budget.
E_02	Trend, over at least the last three years, of EBIDTA (expressed in euros), of total tonnes handled, of the ratio of EBIDTA to tonne handled and year-on-year EBIDTA data expressed as a percentage (closed on 31 December).
E_03	Debt service, expressed as $100 \times (\text{Debt repayment} + \text{Interest}) / \text{Cash Flow}$.
E_04	Inactive assets, defined as land and natural assets with no activity during the year that can be put to economic, social or environmental use, and expressed as a percentage ratio of the average net book value as a share of the average net non-current assets of the financial year.
E_05	Trend, over at least the last three years, of operating expenses in relation to operating income.
E_06	Trend, over at least the last three years, of public investment by the Port Authority in relation to cash flow.
E_07	Trend, over at least the last three years, of external (private) investment compared to public investment by the Port Authority.
E_08	Asset renewal, expressed as the percentage ratio of annual investment as a share of average net non-current assets for the year (in accordance with Law 2/2012 of 29 June 2012 on the General State Budget).
E_09	Trend, over at least the last three years, of income from occupancy and activity taxes, as well as the percentage of each of these as a share of net turnover.
E_10	Trend, over at least the last three years, of tonnes handled per square metre of land service area designated for business use (concession area).
E_11	Trend, over at least the last three years, of tonnes handled per linear metre of active dock. An active dock is understood to be that which has registered activity during the last three years.
E_12	Trend, over at least the last three years, in net turnover per employee (average annual workforce).
E_13	Trend, over at least the last three years, of EBIDTA per employee (average annual workforce).
E_14	Estimation of the number of direct and indirect jobs and knock-on employment generated by the port community, with reference to the study and methodology used to make this estimate.
E_15	Estimation of the gross added value of the port community, with reference to the study and methodology used to make this estimate.

SOCIAL DIMENSION	
INDEX	
S_01	Total number of people employed by the Port Authority.
S_02	Number of people on temporary contracts expressed as a percentage of the total number of people with permanent contracts.
S_03	Distribution of people by areas of activity.
S_04	Percentage of people covered by collective bargaining agreement.
S_05	Channels for worker representation and communication with Management.
S_06	Channels for people participation in the improvement of Port Authority production processes (suggestion systems, regular activity coordination meetings, quality groups, etc.).
S_07	Percentage of people on training programmes, distinguishing between those covered and those not covered by the collective bargaining agreement.
S_08	Trend in the average number of training hours/person, distinguishing between those covered and those not covered by the collective bargaining agreement.
S_09	Number of ongoing training programmes related to the system of management by competences (in line with the collective bargaining agreement currently in force).
S_10	Women as a percentage of the total number of people working in the Bilbao Port Authority.
S_11	Women not covered by the collective bargaining agreement as a percentage of the total number of people working in the Bilbao Port Authority and the total number of people not covered by the collective bargaining agreement.
S_12	Percentage of people over 50 years old on permanent contracts.
S_13	Percentage of people under 30 years old on permanent contracts.
S_14	Trend in the annual accident frequency rate.
S_15	Trend in the annual accident severity rate.
S_16	Trend in the annual absenteeism rate.
S_17	Training in occupational risk prevention.
S_18	Number of exercises and drills in safety and protection.
S_19	Estimated total number of direct jobs generated by maritime freight terminals, maritime passenger terminals and port service providers.
S_20	Summary description of the type of terms and conditions and/or requirements stipulated on aspects such as safety and training, in the particular specifications of port services, in the terms and conditions of concession or authorisation and in concession or authorisation titles.
S_21	Description of the existing arrangements for the coordination of business activities in the port community with regard to the prevention of occupational risk in the port.
S_22	Total number and percentage of maritime freight terminals and maritime passenger terminals under concession or authorisation, and companies licensed or authorised to provide port or commercial services and certified under ISO 45001 standards.
S_23	Number of technical training activities related to safety and protection coordinated by the Port Authority for the port community.
S_24	Actions of the Port Authority to address the accessibility needs of the disabled, including conditions in passenger service licences, on concessions and authorisations associated with maritime terminals and specific actions in common use areas, amongst others.

ENVIRONMENTAL DIMENSION	
INDEX	
A_01	Total financial resources: expenditure, as well as investments where applicable, associated with the deployment, certification and maintenance of the environmental management system of the Port Authority in accordance with the EMAS regulation, ISO14001:2015 and PERS certification, expressed as totals in euros and as respective percentages of the total expenditure and investments of the Port Authority.
A_02	Total financial resources: expenditure and investments in environmental monitoring and characterisation.
A_03	Costs incurred for the cleaning of common land and water areas, expressed as thousands of euros per square metre of service area.
A_04	Training in environmental issues, expressed as a percentage of Port Authority people who, in accordance with the requirements of their professional post, have received such training accredited by the Port Authority.
A_05	Summary description of the main and most significant emission sources (point and diffuse) in the port. These include the construction, demolition and maintenance of port infrastructure, emissions from machinery linked to port operations, emissions from road traffic vehicles in port facilities, ships at berth and handling or storage of solid bulk, amongst others.
A_06	Trend, over at least the last three years, in the number of complaints recorded by the Port Authority from port stakeholders (port community, urban areas, administrations, etc.) concerning dust emissions or air quality in general. Availability of a systematic complaints management system.
A_07	Summary description of the measures taken and deployed by the Port Authority to control emissions linked to the activity of the port as a whole, be they of an administrative, operational or technical nature, such as the drawing up of environmental standards, control of environmental operations by the port monitoring service, measurement of environmental parameters, limitations on the handling of powdery goods and other initiatives.
A_08	Summary description of the initiatives taken by the Port Authority to assess the effect of port operations on air quality, and the total number of studies or campaigns conducted. Schematic description of the operational air quality monitoring equipment used by the Port Authority, indicating the total amount of such equipment, the parameters measured, whether measurement is continuous or deferred, and the site where this equipment is located.
A_09	Data on air quality parameters in the port.
A_10	Description of the main sources of discharges (point and diffuse) in the port which have a significant impact on water quality and sediments in the port docks, such as watercourses, ditches, urban discharge points, operations with bulk solids and others. Differentiating between those discharges caused and those not caused by companies and port activities.
A_11	Summary description of the measures taken by the Port Authority to control discharges linked to the activity of the port as a whole, whether they are administrative, operational or technical measures .
A_12	Number and summary description of port water quality analysis campaigns, which are not the result of obligations arising from environmental impact statements.
A_13	Percentage of the surface service area with wastewater collection and treatment.
A_14	Percentage of the surface service area with runoff collection and treatment.
A_15	Schematic description of the technical means used for cleaning the water surface, and the weight of flotsam collected during the year.
A_16	Activation of Port Contingency Plans to respond to marine pollution emergencies.
A_17	Volume of wastewater discharges generated by the Port Authority, or discharged through collectors owned by the Port Authority, broken down by type.

ENVIRONMENTAL DIMENSION	
INDEX	
A_18	Summary description of the main and most significant noise emission sources (point and diffuse) in the port.
A_19	Number of complaints made in the course of the year by port stakeholders (port community, urban areas, administrations, etc.) relating to noise emissions from port activity and recorded by the Port Authority. Availability of a systematic complaints management system.
A_20	Description of the situation of the port in relation to the preparation of the noise map and action plan.
A_21	Number of actions, and characteristics of those actions, taken during the current year on noise sources identified as a result of complaints and non-conformities recorded by the Port Authority.
A_22	Percentage of waste generated by the Port Authority that is segregated and recovered, broken down by type (tonne type of waste recovered / tonne total waste collected) x 100).
A_23	Summary description of the main activities and sources of waste generation within the port, such as fishing activities (fishing gear, packaging), handling of solid bulk (remains of goods after operations), recreational areas, machinery maintenance tasks, and sludge from septic tanks, amongst others.
A_24	Initiatives promoted by the Port Authority to improve waste management in the port community. Existence of recycling centres, waste collection programmes, recovery programmes, etc.
A_25	Management of dredged material, expressed as volumes of dredged material of each of the categories into which dredged material can be classified according to the Dredging Guidelines of the Inter-Ministerial Marine Strategies Commission.
A_26	Description of areas and species with some form of protection, adjacent to the port or within the port public domain: CIS, SPAB, SCI, Ramsar.
A_27	Characterisation and inventory works of the natural environment in the port and adjacent areas. In particular, the availability of bionomic undersea mapping of the port waters.
A_28	Schematic description of projects for the regeneration of the natural environment undertaken by the Port Authority, and an estimation in euros of the cost of these actions.
A_29	Land use efficiency, expressed as a percentage of the land service area occupied by operational facilities, whether owned or under concession or authorisation.
A_30	Trend, over at least the last three years, of the total annual water consumption of the Port Authority, expressed as total cubic metres and as cubic metres per square metre of surface service area, indicating whether management of the network is the responsibility of the Port Authority or whether it is outsourced.
A_31	Trend, over at least the last three years, of the efficiency of the water distribution network, expressed as a percentage, for those Port Authorities that directly manage the water distribution network.
A_32	Trend, over at least the last three years, of the total annual consumption of electricity in Port Authority facilities and lighting in common service areas, expressed as total kWh and as total kWh per square metre of service area.
A_33	Trend, over at least the last three years, of the total annual consumption of fuels (diesel, petrol, natural gas, etc.) used by the Port Authority (cars, heating, etc.), expressed as total cubic metres and as cubic metres per square metre of service area.
A_34	Summary description of the type of conditions and requirements established on environmental aspects in the particular specifications of port services, and in conditions governing the award of concessions and authorisations.
A_35	Degree of deployment of environmental management systems in port facilities, expressed as total number and percentage of maritime freight terminals and maritime passenger terminals under concession or authorisation, and of companies licensed or authorised to provide port or commercial services, which have EMAS accreditation or are certified under ISO 14001:2015 standards with a scope covering "all environmental aspects linked to the development of their activity".

Appendix II. Table of contents of the GRI-G4 and cross-referencing with the Sustainability Report 2023

Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
1. Strategy and analysis							
G4-1	Statement from senior decision maker.	Full	Statement by the President	4			
G4-2	Key impacts, risks and opportunities.	Partial	Strategy	6			
2. Profile of the organisation							
G4-3	Name of the organisation.	Full	Bilbao Port Authority I_01	6 9			
G4-4	Main brands, products and services.	Full	Mission	8			
G4-5	Location of headquarters.	Full	I_01	9			
G4-6	Location of operations. Names of countries where the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Full	Hinterland and foreland. Main origins and destinations of goods. I_11	19			
G4-7	Ownership and legal form.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority. I_01	9			
G4-8	Markets served (with breakdown by geographical area, sectors and types of customers and target market).	Full	Markets served I_10 Hinterland and foreland. Main origins and destination of goods. I_11 I_13	18 19 20			

Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-9	Scale of the organisation.	Full	Markets Served I_10 I_11 Economic-Financial position. Employment S_01	18 19 49 61			
G4-10	Information on employees and other workers.	Full	Employment S_01	61			
G4-11	Collective bargaining agreements.	Full	Employment S_01	61			
G4-12	Supply chain.	Full	I_08 Infrastructure under construction or planned and its uses.	15			
G4-13	Significant changes to the organisation during the period covered by the report in terms of its size, structure and ownership.	Full	I_08 Infrastructure under construction or planned and its uses. I_09	15 16			
G4-14	Precautionary principle or approach.	Full	I_02, I_03, I_04 4.4 Environmental Management	10, 11 12 77			
G4-15	List of external economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or has adopted.	Full	I_09 Initiatives to promote industrial and/or logistics activity. I_25 1.11. Institutional Commitment	16 33 39			
G4-16	Membership of associations.	Full	I_25 I_29 I_34	33 36 41			
G4-17	Entities included in the consolidated financial statements .	Full	E_05	51			

Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-18	Defining report content and topic boundaries.	Full	Material Aspects and Scope	5			
G4-19	List of material topics identified in the course of defining the report content.	Partial	Material Aspects and Scope	5			
G4-20	Explanation of the material topic and its boundary.		Material Aspects and Scope	5			
G4-21	Explanation of the material topic and its boundary.	Partial	Material Aspects and Scope	5			
G4-22	Restatements of information.		No changes have been made.				
G4-23	Changes in reporting with respect to previous reports.		No changes have been made.				
G4-24	List of stakeholders.	Full	I_14 I_15 I_25	21 24 33			
G4-25	Identifying and selecting stakeholders.	Full	I_14 I_25	21 33			
G4-26	Approach to stakeholder engagement.	Full	I_14 I_26	21 34			
G4-27	Key topics and concerns raised as a result of stakeholder engagement. Describe the assessment made by the organisation, inter alia through its report.	Full	I_26 I_27 I_28	34 36 36			

Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
3. Profile of the Report							
G4-28	Reporting period	Full	2023	5			
G4-29	Date of most recent report	Full	2023	5			
G4-30	Reporting cycle	Full	Annual	4			
G4-31	Contact point for questions regarding the report and its content.	Full	Contact Person and Person in Charge	28			
G4-32	Option (core or comprehensive) chosen by the organisation.	Full	Appendix III				
G4-33	Current policy and practice in relation to external assurance.	Full	Appendix III				

Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
Governance Structure							
G4-34	Limitations in scope and coverage of the report.	Full	There are no limitations.				
G4-35	Delegating authority in relation to economic, environmental and social topics.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority.	9			
G4-36	Executive-level responsibility for economic, environmental, and social topics . Accountability to highest governance body.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority.	9			
G4-37	Consulting stakeholders on economic, environmental, and social topics.	Full	I_18 I_19 I_21	25 26 28			
G4-38	Composition of the highest governance body and its committees.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority.	9			
G4-39	Chair of the highest governance body.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority.	9			

Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
Governance Structure							
G4-40	Nominating and selecting the highest governance body.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority.	9			
G4-41	Conflicts of interest.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority.	9			
G4-42	Role of highest governance body in setting purpose, values, and strategy in relation to economic, environmental and social topics.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority. 4.1. Environmental Strategy.	9 75			
G4-43	Collective knowledge of highest governance body in relation to economic, environmental and social topics.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority. I-01	9			
G4-44	Appraising the performance of the highest governance body, particularly in relation to economic, environmental and social topics.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority.	9			

Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
Governance Structure							
G4-45	Identifying and managing economic, environmental, and social impacts.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority. I_02, I_03	9 10			
G4-46	Effectiveness of risk management processes in relation to economic, environmental and social topics.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority. I-02, I-03.	9 10			
G4-47	Frequency of review of economic, environmental, and social topics.	Full	1.2. Functions and Legal Form of the Bilbao Port Authority. I-02, I-03.	9 10			
G4-48	Highest governance body's role in sustainability reporting.	Full	Contact Person	28			
G4-49	Communicating critical concerns.	Full	I_21	28			

Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
Governance Structure							
G4-50	Nature and total number of critical concerns. Description of the channels used to address and assess them.	Full	1.1. Introduction and Sustainability Strategy of the Bilbao Port Authority.	4			
G4-51	Remuneration policies of the highest governance body and executive management.	Full	I_06	13			
G4-52	Process for determining remuneration.	Full	I_06	13			
G4-53	Stakeholders' involvement in remuneration.	Full	I_06	13			
G4-54	Annual total compensation ratio ((the organisation's highest paid individual in each country of significant operations in relation to the average annual total compensation of the entire workforce).	Full	I_06	13			
G4-55	Percentage increase in annual total compensation ratio.		I_06	13			

Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
Governance Structure							
G4-56	Values, principles, standards, and norms of behaviour.	Full	Values I_37 4.2. Environmental Management	8 45 76			
G4-57	Mechanisms for advice and concerns about ethics.	Full		10			
G4-58	Mechanisms for advice and concerns about ethics.	Full		10			
G4-DMA	<p>Indicate why the aspect is material. State what impacts make this aspect material.</p> <p>Describe how the organisation manages the material aspect or its impacts.</p> <p>Facilitate evaluation of the management approach, inter alia: mechanisms for evaluating the effectiveness of the management approach.</p> <p>Results of the evaluation of the management approach and any related modifications to the management approach.</p>	Full	Material Aspects and Scope Appendix I	5 103			

Indicators							
Economic Area							
Economic Performance							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments.	Full	2.2. Economic-Financial Position. 2.5. Value Generated and Productivity.	49 56			
G4-EC2	Financial implications and other risks and opportunities due to climate change.	Partial	2.2. Economic-Financial Position.	49			
G4-EC3	Defined benefit plan obligations and other retirement plans.	Full	People Policy of the Bilbao Port Authority.	60			
G4-EC4	Financial aid received from government.	Full	E_06	49			

Indicators							
Economic Area							
Market Presence							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage.	Full	I_06	13			
G4-EC6	Proportion of senior management hired from the local community.	Full	All members of the management team come from the local area.				
Indirect Economic Impact							
G4-EC7	Infrastructure investments and services supported.	Full	2.6. Social and Economic Impact.	57			
G4-EC8	Significant indirect economic impacts and their scope.	Full	2.6. Social and Economic Impact.	57			
G4-EC9	Proportion of spending on local suppliers.	Full	2.3. Investment Level and Structure. A_03	52 78			

Environmental Area							
Materials							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-EN1	Materials used by weight or volume.					Not relevant	
G4-EN2	Percentage of recycled input materials used.	Full	Waste Recovery A_22	95			
Energy							
G4-EN3	Energy consumption within the organization.	Full	A_32	100			
G4-EN4	Energy consumption outside of the organization.						
G4-EN5	Energy intensity	None	No data provided.				
G4-EN6	Reduction of energy consumption.	Full	A_02	78			
G4-EN7	Reductions in energy requirements of products and services.	NO	No data provided.				

Environmental Area							
Water							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-EN8	Water withdrawal by source.	Full	4.7. Eco-efficiency A-30	99			
G4-EN9	Water sources significantly affected by withdrawal of water.	Full	No sources have been affected.				
G4-EN10	Percentage of water recycled and reused.	Full	Water is neither recycled nor reused.				
Biodiversity							
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Full	A_26	98			
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity.	Full	A_26	98			
G4-EN13	Habitats protected or restored.	Full	Restoration due to the installation of block dykes and breakwater.				
G4-EN14	IUCN Red List species and national conservation list species with habitats in areas affected by operations.	Full	No species of this type are at risk of extinction.				

Environmental Area							
Emissions							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-EN15	Direct (Scope 1) GHG emissions	None			Not available		
G4-EN16	Energy indirect (Scope 2) GHG emissions	None			Not available		
G4-EN17	Other indirect (Scope 3) GHG emissions	None			Not available		
G4-EN18	GHG emissions intensity	None			Not available		
G4-EN19	Reduction of GHG emissions	Full	A_33	101			
G4-EN20	Emissions of ozone-depleting substances (ODS)	Full	No sources of emissions of ozone-depleting substances have been found in the facilities of the Bilbao Port Authority.				
G4-EN21	Nitrogen oxides (NOX), sulphur oxides (SOX), and other significant air emissions.	Full	A_9	82			
Effluents and Waste							
G4-EN22	Water discharge by quality and destination.	Full	A_10 A_13 A_17	85 88 90			
G4-EN23	Waste by type and disposal method.	Full	Marine Litter (MARPOL) A_22	95 96			
G4-EN24	Significant spills	Full	There have been no significant spills.	85			
G4-EN25	Weight of transported, imported, exported or treated waste deemed hazardous under Annexes i, ii, iii and viii of the Basel Convention (II), and percentage of waste transported internationally.	Full	A_22	95			
G4-EN26	Identification, size, protection status and biodiversity value of water bodies and related habitats significantly affected by discharges and runoff from the organisation.	Full	A_12	88			

Environmental Area							
Product and Services							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-EN27	Degree of reduction of the environmental impact of products and services.	Full	4.1. Environmental Strategy A_03 A_07 4.4. Water Quality A_11 A_12 A_16 A_24 A_34 A_35	75 78 80 85 86 88 89 96 102 102			
G4-EN28	Percentage of products sold and their packaging materials that are recovered at the end of their useful life, by product categories.	Full	The Bilbao Port Authority is a service provider only. This indicator is, therefore, not applicable.				
Regulatory Compliance							
G4-EN29	Monetary value of fines and number of non-monetary sanctions for non-compliance with environmental legislation and regulations.	Full	4.1. Environmental Strategy	75			
Transport							
G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organisation's activities, and for transporting people.	Full	A_05 A_09	79 82			

General							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-EN31	Breakdown of expenditure and investment on/in environmental issues.	Full	I_37 A_01 A_02 A_03	46 78 78 80			
Environmental screening of suppliers							
G4-EN32	New suppliers that were screened using environmental criteria.	Full	A_07	80			
G4-EN33	Negative environmental impacts, real and potential, in the supply chain, and actions taken.	Full	4.1. Environmental Strategy	75			
Environmental grievance mechanisms							
G4-EN34	Number of environmental complaints filed, addressed and resolved through formal grievance mechanisms.	Full	4.1. Environmental Strategy	75			

Social Performance							
Labour practices and decent work							
Employment							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-LA1	New recruitment and people turnover by gender and region.	Full	Employment S_01 S_10, S_11	61 62			
G4-LA2	Benefits provided to people on full-time contracts that are not provided to people on temporary or part-time contracts, by key locations activity.	Full	Conditions regulated under approved collective bargaining agreements.				
G4-LA3	Parental leave.	Full	Conditions regulated under approved collective bargaining agreements.				
Labour/Management relations							
G4-LA4	Minimum notice periods regarding operational changes, and potential inclusions of these in collective bargaining agreements.	Full	No minimum notice periods regarding operational changes have been established, except those in force under existing labour legislation in Spain.				

Social Performance							
Labour practices and decent work							
Employment							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-LA1	New recruitment and people turnover by gender and region.	Full	Employment S_01 S_10, S_11	61 65			
G4-LA2	Benefits provided to people on full-time contracts that are not provided to people on temporary or part-time contracts, by key locations activity.	Full	Conditions regulated under approved collective bargaining agreements.				
G4-LA3	Parental leave.	Full	Conditions regulated under approved collective bargaining agreements.				
Labour/Management relations							
G4-LA4	Minimum notice periods regarding operational changes, and potential inclusions of these in collective bargaining agreements.	Full	No minimum notice periods regarding operational changes have been established, except those in force under existing labour legislation in Spain.				

Social Performance							
Labour practices and decent work							
Occupational Health and Safety							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-LA5	Workers representation in formal joint management-worker health and safety committees.	Full	S_06 Health and Safety at Work	62 63			
G4-LA6	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities ,by gender and region.	Full	S-14, S_15 S_16	69			
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation.	Full	There are no workers with high incidence or high risk of diseases related to their occupation.				
G4-LA8	Health and safety topics covered in formal agreements with trade unions.	Full	3.1. People of the Port Authority. People Management policy of the Port Authority.	60			

Training and Education							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-LA9	Average hours of training per year per person, by gender and job category.	Full	Training S_07 S_08 S_09	63 63 64			
G4-LA10	Programs for upgrading people skills and transition assistance programs.	Full	3.1. People. People Management policy of the Port Authority. Training S_09	60 64			
G4-LA11	Percentage of people receiving regular performance and career development reviews.	Full	3.1. People. People Management policy of the Port Authority.	60			
Diversity and Equal Opportunity							
G4-LA12	Diversity of governance bodies and people, by gender, age, minority membership and other indicators of diversity.	Partial	Staff structure and equality in the workplace. S_10, S_11 S_12, S_13	62			

Equal remuneration for women and men							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-LA13	Ratio of basic salary and remuneration of women to men, by professional category and key location activity.	Full	Staff structure and equality in the workplace.	65			
Supplier social assessment							
G4-LA14	Percentage of new suppliers that were screened using labour practice criteria.	Full	S_20	71			
G4-LA15	Negative social impacts, real and potential, in the supply chain and in relation to labour practices, and actions taken.	Full	S_20	71			
Grievance procedures on labour practices							
G4-LA16	Number of complaints in relation to labour practices that have been filed, addressed and resolved through formal grievance mechanisms.	Full	S_20	71			

Human Rights							
Investment							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-HR1	Percentage and total number of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	Full	None of the investments made in 2023, due to their nature and location, have required specific human rights screening.				
G4-HR2	People training on human rights policies and/or procedures relevant for their activity, including the percentage of people trained.	Full	In 2023, the Port Authority did not provide training on human rights. This aspect has not been identified as relevant in public organisations belonging to the General State Administration.				
Non-discrimination							
G4-HR3	Incidents of discrimination and corrective actions taken.	Full	No incidents of discrimination have occurred.				
Freedom of Association and Collective Bargaining							
G4-HR4	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk, and actions taken to defend that right.	Full	Internal communication and participation S_05	62			
Child Labour							
G4-HR5	Operations and suppliers at significant risk for incidents of child labour, and actions taken to contribute to abolishing child exploitation.	Full	No activities involving a risk of child exploitation have been reported or identified. This aspect has not been identified as relevant in public organisations belonging to the General State Administration.				

Human Rights							
Forced or Compulsory Labour							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-HR6	Operations and suppliers at significant risk for incidents of forced or compulsory labour, and measures taken to contribute to eliminating all forms of forced or compulsory labour.	Full	No activities involving a risk of forced labour have been reported or identified. This aspect has not been identified as relevant in public organisations belonging to the General State Administration.				
Security Practices							
G4-HR7	Percentage of security personnel trained in human rights policies or procedures relevant to the activities of the organisation.	Full	No human rights training has been provided as this aspect is not considered relevant.				
Rights of indigenous people							
G4-HR8	Incidents of violations involving rights of indigenous peoples, and actions taken.	Full	Incidents of this kind cannot occur.			Not relevant	
Child Labour							
G4-HR9	Number and percentage of operations that have been subject to human rights reviews or impact assessments.	Full	Compliance with regulations in force.				

Human Rights							
Supplier social assessment							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-HR10	Percentage of new suppliers that were screened using social criteria.	Full	Compliance with regulations in force.				
G4-HR11	Negative social impacts, real and potential, in the supply chain and actions taken.	Full	No such negative impacts have occurred.				
Human rights grievance mechanisms							
G4-HR12	Incidents of violations involving rights of indigenous peoples, and actions taken.	Full	Incidents of this kind cannot occur.			Not relevant	

Society							
Local Communities							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-SO1	Percentage of operations with local community engagement, impact assessments, and development programs.	Full	Application of existing legislation.				
G4-SO2	Operations with significant real or potential negative impacts on local communities.	Full	No such operations have occurred.				
Anti-corruption							
G4-SO3	Number and percentage of operations assessed for risks related to corruption.	Full	No business units have been analysed for risks related to corruption. Their operations are controlled by the General Intervention Board of the State Administration.				The Bilbao Port Authority, a public body subject to private law and to the legislation governing State Ports and the Merchant Marine, is part of the General State Administration. Its accounts are audited by the General Intervention Board of the State Administration, the internal control body for the economic and financial management of the state public sector. No corruption practices have been reported or identified in the Port Authority during 2023.

Society							
Anti-corruption							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-SO4	Communication and training about anti-corruption policies and procedures.	Full	The Bilbao Port Authority, a public body subject to private law and to the legislation governing State Ports and the Merchant Marine, is part of the General State Administration. As such, the Port Authority assumes the provisions of the Law on Public Administration and General Administrative Procedures. During 2023, no corruption practices have been reported or identified in the Port Authority. This is therefore not an aspect recognised as relevant in this sustainability report.		No anti-corruption initiatives have been taken.		
G4-SO5	Confirmed incidents of corruption and actions taken.	Full	No actions have needed to be taken as no such incidents of corruption have been reported or identified in the Port Authority.				
Public Policy							
G4-SO6	Political contributions.	Full				Not applicable	As a body subject to public law, the Port Authority cannot contribute to political parties or any such related institutions.

Human Rights							
Anti-competitive behaviour							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-SO7	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices.	Full	No such actions have been taken in 2023.				
Socio-economic compliance							
G4-SO8	Monetary value of significant fines and number of non-monetary sanctions for non-compliance with legislation and regulation.	Full	No sanctions for non-compliance were imposed in 2023.	75			
Assessment of social impact							
G4-SO9	Percentage of new suppliers screened using social criteria.	Full	Application of existing legislation.				
G4-SO10	Negative and significant social impacts, real and potential, in the supply chain, and actions taken.	Full	No such significant impacts have occurred.				
Grievance mechanisms for impact on society							
G4-SO11	Number of grievances regarding social impacts that have been raised, addressed and resolved through formal grievance mechanisms.	Full	No such grievances have been raised.				

Product Liability							
Customer Health and Safety							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-PR1	Percentage of significant product and service categories for which health and safety impacts have been assessed to promote improvement.	Full			The Bilbao Port Authority does not assess the safety impacts on the customer of the life cycle of the port services provided. This is the responsibility of the service providers.		
G4-PR2	Number of incidents of non-compliance with regulations or voluntary codes concerning health and safety impacts of products and services during their life cycle, broken down by type of outcome of such incidents.	Full	There has been no regulatory non-compliance concerning the health and safety impacts of products and services during their life cycle.				
Product and Service Labelling							
G4-PR3	Type of information required by the organisation's procedures relating to the information and labelling of its products and services, and percentage of significant product and service categories that are subject to such requirements.	Full	Annually, the Bilbao Port Authority sends information on service provision to the Spanish State Ports Authority through the Business Plans, as established in the regulatory framework of the state-owned port system. Additional information on traffic rates, etc. can be found at the following website: www.puertobilbao.com				

Product Liability							
Customer Health and Safety							
Disclosure	Description	Degree of reporting	Reference to content of report and/or other information	Page	Part that has been reported (where applicable)	Reason for omission	Explanation
G4-PR4	Incidents of non-compliance concerning product and service information and labelling, broken down by type of outcome of such incidents.	Full	No non-compliance with regulation and voluntary codes concerning information and labelling of port services have occurred during 2023.				
G4-PR5	Customer satisfaction survey results.	Full	I_21	28			
Marketing Communications							
G4-PR6	Sale of banned or contested products .	Full	Not applicable				
G4-PR7	Number of cases of non-compliance with regulations or voluntary codes concerning marketing communications, such as advertising, promotion and sponsorship, broken down by type of outcome of such cases.	Full	No incidences of non-compliance with regulations or voluntary codes concerning marketing have occurred in 2023.				
Customer Privacy							
G4-PR8	Substantiated complaints concerning breaches of customer privacy and losses of customer data.	Full	The Bilbao Port Authority has received no complaints in 2023 concerning the application of the Data Protection Act				
Regulatory Compliance							
G4-PR9	Cost of significant fines for non-compliance with regulations and legislation concerning the supply and use of products and services.	Full	The Bilbao Port Authority has received no fines or sanctions in 2023 concerning service provision.				