

# ANNUAL REPORT 2011





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# INSTITUTIONAL DIMENSION





**Rafael Aznar Garrigues**  
President of the  
Port Authority of Valencia

## Port Authority presentation and sustainability strategy

### Presentation

The international economic crisis and its impact on shipping must be taken into account if we are to make a fair assessment of the year's results presented in this report.

Against the background of this global recession and the resulting contraction in trade, I believe that the Port Authority of Valencia's 2011 results are positive.

Total traffic grew by 2.72% to 65.8 million tonnes, whilst container traffic rose by 2.86% to 4.3 million TEUs. Within the Spanish port system, containerised traffic at Valenciaport accounted for 28.95% of transit traffic, 31.17% of total traffic and 42.41% of import-export traffic. This last indicator is particularly relevant in the current context, in which the appraisal of a port platform's role in its territory is based on how well it serves its business community by catering for foreign trade.

Special mention should also be made of the 49.15% growth in cruise traffic during the year which brought over 378,000 cruise passengers to the port in 2011 and of the important economic impact this has had on the city of Valencia. This impact will shortly be strengthened with the construction of new berths for latest generation cruise vessels. This new infrastructure is set to be brought into operation in mid 2013.

In terms of economic indicators, several figures were especially significant. Turnover rose to €127 million in 2011, i.e. a 9.48% increase over 2010; EBITDA went up by 51.28% to €59 million; and profit increased by 61.9% to €34 million. In addition, over €100 million was spent on property, plant and equipment, intangible assets and investments.

However, these results should not lead us to become complacent and should instead encourage us to work harder and thus contribute to overcome the complex economic situation we are currently immersed in. Although it is rather obvious from our current position – number one commercial port in the Mediterranean, 5<sup>th</sup> in the European Union and 26<sup>th</sup> in the world – that conformism has never been on our agenda, this is even less of an option given the current circumstances, in which ports are an essential tool to make our exports more competitive and boost the growth of the business community in the geographical areas we serve.

These challenges require us to pinpoint our exact position and indicate where we aim to go from here. In our case, we reviewed and updated our Strategic Plan for the next decade, Rumbo 2020 (On Course for 2020), and presented it to the port community last September. This review was carried out for two main reasons: the objectives set out in the previous plan had already been reached, and the economic situation had changed. The 2020 Plan aims to reach 90 million tonnes and handle 5.6 million TEUs of container traffic, with import-export traffic accounting for over 40% of throughput.

The new Strategic Plan focuses on commercial management, promoting logistics and intermodal integration, economic sustainability and improving port service competitiveness to adapt to the new economic situation.

Improvements in making infrastructure and services more competitive imply strengthening market orientation and the PAV's role in coordinating the port community.

It is time for reform, cohesion and unity, given the complexity of the situation. We need to implement a culture of hard work and generate a climate of trust which banishes deep-rooted suspicions and inflexible, old-fashioned stances. In short, we all need to commit to growth and the Port Authority's work must follow suit. Now more than ever, guarantees and stability are required if we are to continue to attract customers to our ports.

The objectives included in the 2020 Strategic Plan highlight the importance of fighting to maintain our deep-sea port status. We live in a highly competitive environment in which the demands for improved costs and productivity are becoming ever stricter.

The shipping companies' answer to the industry's new challenges is to continue to look for economies of scale which obviously make competitive alliances essential. These alliances must be based on three cornerstones: a social factor offering serious, responsible dialogue; competitiveness which transmits a clear message to our customers – shipping companies, importers and exporters – that we are committed to efficiency and productivity as essential tools to obtain these economies of scale; and growth which enables us to continue to support the foreign trade of our manufacturing community so that its critical mass can continue to attract shipping companies and to retain their loyalty as a mixed hub.

The breakwater works at the Port of Valencia's North Extension have involved considerable investment. After these works are completed, the Port Authority of Valencia will continue to support and encourage private initiative in infrastructure and in new available logistics areas both in Valencia and Sagunto.

The commitment of all the companies and staff is required to set up this alliance with the solid foundations which contribute to maintain and highlight the principles we all recognise: professional and personal ethics, good business governance, and the support and efforts of the entire logistics and port community.



## Strategy

### The port's mission, vision and values

The Port Authority of Valencia (PAV) completed and approved its 2015 Strategic Plan in 2010 in order to adapt it to the economic situation and establish a model for the future with a horizon of 2020. The Plan is designed to promote the development of the three ports the PAV manages – the ports of Valencia, Sagunto and Gandia – so as to benefit the shipping trade of the companies in its hinterland, and to act as a tool for improving the wellbeing and quality of life of society as a whole.

The 2020 Strategic Plan was drawn up with the participation of the port community as a result of a comprehensive study of the strategic scenario which revealed changes in the industry as a consequence of the global crisis. In this new cycle, the key to strategic planning lies in increasing the focus on sales and financial management, making infrastructure and services more competitive, and on innovation, under the aegis of the regulatory, coordinating role of the Port Authority. The 2020 Strategic Plan was presented to the entire logistics and port community on 15<sup>th</sup> September 2011 at the Clocktower Building.

### Mission

To **sustainably** promote the external competitiveness of the business community in the PAV's area of influence by providing quality, competitively-priced port, shipping, intermodal and logistics infrastructures and services which are aligned with European transport policies.

- **Economic** sustainability: optimisation of revenue, costs and investments to ensure the PAV's self-funding ability in the short and long term.
- **Social** sustainability: coordination to ensure the different agents in the port community receive fair remuneration and coexist in harmony.
- **Environmental** sustainability: minimisation of negative impacts on water and air quality, and noise levels.
- Alignment with European transport policies: promotion of rail intermodality and short sea shipping.

### Values

- **Leadership**: leading Mediterranean port in the most beneficial current and potential traffic.
- **Commitment**: customer commitment and the creation of added value.
- **Sustainability**: economically sustainable in terms of attracting traffic, increasing loyalty and making investments.
- **Responsibility**: responsible port management based on transparency and equal opportunity criteria.
- **Innovation**: continuous innovation in the range of services on offer and increased efficiency.

## 2020 growth objectives

The PAV aims to reach the following objectives by 2020: total traffic of 90 million tonnes and 5.6 million TEUs, with containerised import-export traffic accounting for over 40% of throughput.

### Strategic projects

- Ensuring economic sustainability (current financial statements).
- Attracting new customers, and developing, managing and marketing new port and port-related infrastructures.
- Regulating, monitoring and coordinating port community services.
- Institutional backing to improve port links with transport networks.
- Developing sales in its hinterland and foreland.
- Improving internal PAV management.

## Functions and legal status

General description of the Port Authority's legal status, detailing aspects such as its ownership, competences framework, public port land management system and financing mechanisms (in line with the Revised Text of the Spanish Law on State-owned Ports).

The Port Authority of Valencia (hereinafter PAV), which trades under the name of Valenciaport, as set out in Spanish Royal Decree 2100/1985, of 23<sup>rd</sup> October, which modifies the scope of certain public interest ports, is the public body responsible for running and managing three state-owned ports, Valencia, Sagunto and Gandia, located along an 80 km stretch of the Mediterranean coast in Eastern Spain, in line with article 4, and section 8 of Appendix I of the Revised Text of the Spanish Law on State-owned Ports and the Merchant Navy, passed by the Legislative Royal Decree 2/2011 of 5<sup>th</sup> September.

The name and nature of port authorities is governed by the aforementioned Spanish Legislative Royal Decree 2/2011 of 5<sup>th</sup> September under which the Revised Text of the Spanish Law on State-owned Ports and the Merchant Navy (hereinafter TRLPEMM) was passed. This harmonised law brings together the extensive regulations on port issues that have been passed in the 20<sup>th</sup> and 21<sup>st</sup> centuries. In article 24.1, this legal text stipulates that **"Port Authorities are public bodies among those envisaged in letter g) of section 1, article 2 of the Spanish General State Budget Law, with their own legal status and equity, and full capacity to act"** which **"are dependent on the Spanish Ministry of Development, through the State-owned Ports Body, and are governed by specific legislation, by the applicable provisions of the Spanish General State Budget Law, and additionally by Spanish Law 6/1997, of 14<sup>th</sup> April, on the Organisation and Functioning of Central Government."**



Thus, in the light of the interpretation of the reference made by the TRLPEMM to article 2.1.g of the Spanish General State Budget Law 47/2003, of 26<sup>th</sup> November, we can conclude that port authorities are part of the public sector as “state bodies governed by public law” yet are different from autonomous bodies dependent on central government and public corporations, and from any other public sector bodies depending on or linked to central government.

In short, although port authorities are not public authorities in the strict sense of the word, they are public bodies with their own legal status and equity which manage their interests according to the general principles of functional and management autonomy.

In Book I, Chapter II, Section 2, Port Authorities, the TRLPEMM sets out:

- The regulatory framework, in terms of both public and private law, that governs port authorities.
- The role the PAV must adopt to comply with the functions it has been entrusted.
- Its organisational structure.
- Functions.
- Its economic resources.

This last point is developed in article 27 of the TRLPEMM which regulates the financing mechanisms of port authorities. According to this article, port authorities’ economic resources are drawn from:

- a) Products and income from their equity, and income from the disposal of their assets.
- b) Port charges, without prejudice to what is set out in article 19.1.b) of the TRLPEMM.
- c) Income classed as private law resources obtained from the performance of their functions.
- d) Contributions received from the Interport Compensation Fund.
- e) Resources that may be assigned to them in the Spanish General State Budget or in the budgets of other public authorities.
- f) Grants and subsidies, regardless of their origin.
- g) Funding from loans and other financial operations they may arrange.
- h) The application of the fine system.
- i) Donations and bequests and other contributions made by individuals and private bodies.
- j) Any other funds that may be attributed to them by the legal system.

Thus, it falls to port authorities to manage and administer these resources within an autonomous management framework using efficacy, efficiency and environmental sustainability criteria and in line with the principles set out in the TRLPEMM.

In order to correctly manage public port land, the Port Authority of Valencia uses a series of planning tools which are set out in the TRLPEMM. These are the following:

- **Strategic Plan:** through which the Port Authority of Valencia details its development model and strategic position, i.e. it sets out its mission and the strategic objectives to be met over the next few years.
- **Infrastructure Master Plan:** through which the Port Authority describes the development potential of the ports it manages over a long term horizon (20 years or more) from an infrastructure point of view and in line with its Strategic Plan.
- **Business Plan:** the Port Authority of Valencia’s Business Plan includes a diagnosis of the current situation, port traffic forecasts, economic and financial forecasts, management objectives, environmental sustainability management indicators and objectives, staff structure and job opportunities, changes in management ratios, financial planning, public investment planning, private investment forecasts, annual profitability objectives, and correcting factors for the corresponding charges and charge rebates, amongst other aspects.

Moreover, the public port land management system is also regulated in Title V of Book I “State port land management” in the TRLPEMM.

## Governance and quality management

Functions and procedure for electing the Port Authority's governing bodies, such as Chairmanship, Management and Board of Directors.

The functions and procedures for electing port authority governing bodies are regulated by Spanish Legislative Royal Decree 2/2011, of 5<sup>th</sup> September 2011, under which the Revised Text of the Spanish Law on State-owned Ports and the Merchant Navy was passed. Article 31 refers to the Chairman's appointment and functions, article 32 to the Deputy Chairman's designation and functions, and article 33 to the General Manager. In addition, article 29 of the TRLPEMM establishes the Board of Directors as the port authorities' governing body, and article 30 details its composition and functions.

Structure of the Port Authority's Board of Directors, including information about groups and associations represented on it

### Board of Directors

The TRLPEMM maintains the new structure introduced by Spanish Law 33/2010, of 5<sup>th</sup> August, which modified Spanish Law 48/2003, for Port Authority Board of Directors, by which the number of members – established in the now repealed Article 40 of Spanish Law 27/1992 – was reduced. The renewal process of the Port Authority of Valencia's Board of Directors was initiated by the Valencian Regional Ministry of Infrastructure and Transport Decree 167/2010, of 15<sup>th</sup> October, continued with Decree 172/2010, of 22<sup>nd</sup> October, and came to a conclusion with the appointment of its Deputy Chairman at the Board Meeting of 4<sup>th</sup> November 2011. Since then, this governing body has maintained its structure and composition. The only changes occurred in the second half of 2011 when one of the members designated to represent the Spanish Central Government was replaced, and there was a vacancy in one of the regional government representatives. Thus, the composition of the Port Authority of Valencia's Board of Directors as of 31<sup>st</sup> December 2011 was as follows:





## MEMBERS OF THE BOARD OF DIRECTORS – PORT AUTHORITY OF VALENCIA

Mr. Rafael Aznar Garrigues  
Chairman of the PAV

Chairman of the PAV Board of Directors (Ex officio member)

Mr. Rafael Ferrando Giner (\*)  
Deputy Chairman of the PAV Board of Directors

GESFESA VALENCIA, S.L.

**In representation of:**

Spanish Central Government:

Mr. Felipe Cano Navarro  
The Harbourmaster

(Ex officio member)

Ms. María Durá Rivas  
Chief Treasury Counsel

Ms. María Jesús Calvo Andrés  
Head of Accounting Analysis and Budgetary Monitoring  
State-owned Ports Body

Ms. Ana Botella Gómez (1)  
Central Government representative

Valencia City Council:

Ms. Rita Barberá Nolla  
Mayor of Valencia

Sagunto Town Council:

Mr. Alfredo Cesáreo Castelló Sáez  
Mayor of Sagunto

Official Chamber of Commerce, Industry and Shipping:

Mr. José Vicente Morata Estragués  
Chairman of the Valencia Chamber of Commerce, Industry and Shipping

Business organisations:

Mr. José Vicente González Pérez  
Chairman of CIERVAL

Trade union organisations:

Mr. Francisco Montero Martínez  
Head of Training at the PAV

Economic and port sectors:

Mr. Vicente Boluda Fos  
Chairman of the Valencian Shipping Association

Valencian Regional Government:

Mr. Victoriano Sánchez-Barcáiztegui Moltó  
Regional Secretary of Infrastructure and Transport

Mr. Rafael Ferrando Giner (\*)  
GESFESA VALENCIA, S.L.

Mr. Alberto Catalá Ruiz de Galarreta  
Chairman of the Feria Valencia Trade Fair Complex

Advisory members:

Mr. Ramón Gómez-Ferrer Boldova  
PAV General Manager

PAV General Manager

Mr. Fernando Llopis Giner  
Treasury Counsel

Board Secretary

(1) Up to 29<sup>th</sup> November 2011, Mr. José Manuel Orengo Pastor was a member of the Board of Directors. He was replaced as of this date by Ms. Ana Botella Gómez.

The Port Authority of Valencia's Board of Directors met on six occasions in 2011.

The most important agreements reached at these board meetings in 2011 were:

- Approval of charges for the use of the Port Authority of Valencia's pollution prevention equipment.
- Approval of the new charges for the "valenciaportpcs.net" portal.
- Approval of the Port Authority of Valencia's 2010 Financial Statements.
- Approval of the Port Authority of Valencia's 2010 Consolidated Financial Statements.
- Ratification of the Port Authority of Valencia's 2012 Business Plan (objectives phase, and economic and financial phase: budgets).
- Approval of correcting factors and rebates for 2012.
- Opening of the process to renew the Shipping and Port Councils of the ports of Valencia, Sagunto and Gandia.
- Approval of the Port Authority of Valencia's security management policy.
- Approval of the "Specific terms and conditions for providing the service to load and discharge vehicles on and off trains, in the ports managed by the Port Authority of Valencia".
- Administrative concession requested by U.T.E MARPOL SAGUNTO for the occupancy of public port land located in the Port of Sagunto service area to install a waste transfer centre (CTR) to collect waste from vessels and companies located in the service areas of PAV-managed ports.
- Approval of a Cooperation Agreement between the Port Authority of Valencia and the Valencian Region Solidarity and Voluntary Work Foundation for the third ENGAGE Project.
- Approval of Shipping Company Service Quality Directives for vehicle traffic at the PAV ports of Valencia and Sagunto.
- Licence granted to Bergé Marítima S.L. to provide a goods handling service using Ro-ro operations.
- Approval of a maximum subsidy for the Universidad Politécnica de Valencia to carry out the 2011-2012 activities inherent to the "Port of Valencia – Planning, Management and Sustainable Development of Ports Chair".
- Authorisation for the Port Authority of Valencia's Chairman to expressly accept the agreement to transfer the "Quality Mark" quality system's industrial property ownership.
- Licence granted to the trading company VALENCIA TERMINAL EUROPA S.A. to provide the port service for loading, stowing, unstowing, discharging and transhipment of goods using Ro-ro operations.
- Extension of the concession surface area granted to MARÍTIMA VALENCIANA S.A. located in the Port of Valencia's South Extension for the installation of an automated entry and exit gate system for road traffic at the Public Container Terminal.
- Five-year extension of the concession granted to ACUI-GROUP MAREMAR S.L. for the gilthead and sea bass fish farm located in Zone II waters at the Port of Sagunto.
- Approval of the new text for the agreement to connect the Port of Valencia's rail infrastructure to the Spanish national rail network, approved by the Board of Directors on 28<sup>th</sup> July 2009.
- Port Authority of Valencia sponsorship of the 10<sup>th</sup> Ceramics Award for Architecture and Interior Design organised by ASCER, in the category Final Year Project Ceramics Award.
- Extension of the concessionary purpose of the "berthing area" concession held by TEPSA at the Port of Valencia.
- Approval of the First Additional Protocol of the agreement signed on 16<sup>th</sup> November 2009 between the Spanish Railway Infrastructure Management Body (Adif) and the Port Authority of Valencia.
- Approval of the Environmental Best Practice Agreement general model for operators.
- Report on the contract signed between the Port Authority of Valencia and the Port of Lázaro Cárdenas for the development and implementation of the "Quality Mark" quality management system.
- Licence granted to the trading company Valencia Passengers Services S.L. to provide the port services for embarking and disembarking passengers and loading and discharging of luggage and passenger vehicles.
- Administrative concession granted to SEORIL-AMARRADORES DEL PUERTO DE SAGUNTO, UNIÓN TEMPORAL DE EMPRESAS, LEY 181/1982" for the occupancy of public port land located in the Port of Sagunto service area to install a waste transfer centre (CTR) to collect waste from vessels and companies located in the service areas of PAV-managed ports.
- Initial approval to establish the value of the land and water surface areas at the Port of Gandia's service area.
- Cooperation agreement between the Port Authority of Valencia, the University of Valencia (Estudi General) and the Valenciaport Foundation to develop the "Chair in Logistics and International Transport".



Description of the management systems used by the Port Authority to support decision making, such as quality management systems, balanced scorecard management, and market characterisation campaigns.

The Port Authority of Valencia uses the following management support systems:

### Balanced Scorecard Management (BSC)

The PAV has been using Balanced Scorecard Management (BSC) since 2003. This management model improves and rationalises the strategic planning process (definition of objectives and strategic goals), aligns and allocates resources (operational budgets and objectives) and carries out strategic monitoring (management indicators and coordination and decision-making committees). In 2011, the strategy continued to be monitored using the Value Map.

The main benefits obtained since BSC was implemented are:

- Workers' activities have been brought into line with general strategy by turning strategic aims into objectives that can be assigned to most of the groups that make up the organisation.
- The creation of a series of strategic indicators and key operational indicators which reflect business growth from different viewpoints.
- The ability to foresee possible problems and the adoption of a more pro-active approach when working towards strategic aims.
- Prolonged follow-up of the degree of deployment and fulfilment of the Strategic Plan.

In parallel, the PAV also carried out a review of its in-house operations and organisational chart to enhance internal excellence and strengthen its leadership of the port community, in order to bring the organisation into line with the objectives set out in the aforementioned Strategic Plan. This project led to the creation of the PAV's Organisation Manual which details the functions of the different areas, the relations between these areas and the departments that make them up. It also lists the processes they take part in and specifies the internal communication mechanisms. The PAV's Board of Directors approved the Port Authority of Valencia's new organisational structure at the Board Meeting held on 4<sup>th</sup> November 2010. This structure was developed through a Transformation Project launched in 2011 which aims to implement the identified processes and review the organisation's value chain as a result. This implementation created some new organisational units, made changes to others and added new models and relationship mechanisms between them.

The transformation process is encompassed in the continuous improvement cycle that governs the PAV's management model, and thus relays new needs derived from the Strategic Plan and its follow up to the organisation.

### Standard-based management support systems:

#### • Quality management system based on the ISO 9001:2008 standard

The PAV uses a quality management system to certify key internal processes, such as shipping management which covers the berthing management process at the ports of Valencia, Sagunto and Gandia, pursuant to the European ISO 9001:2008 quality standard. This system was first certified in 1999 according to the ISO 1994:9002 standard, and was updated in 2003 to meet the new ISO 9001:2000. In 2009, it was updated once again to the ISO 9001:2008 standard. At the beginning of 2012, the PAV will have to pass the maintenance audit which reviews the 2011 management.

#### • Environmental management system based on the ISO 14001:2009 standard

In response to the commitments undertaken in the Environmental Policy, the Port Authority of Valencia obtained the ISO 14001:2004 standard certificate for environmental management at the beginning of 2006. In 2007, it passed the EMAS (Eco-Management and Audit Scheme) validation and verification based on Regulation (EC) No. 761/2001 of the European Parliament and of the Council of 19<sup>th</sup> March 2001, allowing organisations to voluntarily join a community eco-management and audit scheme (EMAS). The PAV also obtained the PERS (Port Environmental Review System) certificate in December 2006. This certificate, which is supported by the European Sea Ports Organisation, is the only environmental certification aimed exclusively at the port industry. The PAV has successfully passed the subsequent renewal and maintenance audits in recent years.

#### • Occupational health and safety management system based on the OHSAS 18001 standard<sup>1</sup>

In addition to legal requirements, the PAV's Occupational Health and Safety Department has chosen the OHSAS 18001 as its management model in order to achieve continuous improvement in monitoring health and safety for PAV employees. In June 2007, the Port Authority of Valencia obtained OHSAS 18001 certification, with registration number 0101/OHS/01/2007, for the ports of Valencia, Sagunto and Gandia, all of which comply with the requirements laid down in the standard for port facility management. In 2008 and 2009, the OHSAS 18001 certification close-out visits were success-

<sup>1</sup> OHSAS 18001 is an occupational health and safety management model developed by an international consortium of standardisation and certification organisations. It sets out the structural components that an occupational health and safety management system needs in order to review, manage and enhance the monitoring of occupational risks. The standard includes a series of controls and requirements which enable companies to comply with legislation and a continuous improvement process that optimises health and safety resources. The 18001 Occupational Health and Safety Standard calls on companies to commit themselves to the elimination or minimisation of hazards for employees who work in company facilities and to continuous improvement in their normal management cycle.

fully passed. The certification was renewed in 2010 and the subsequent close-out visit was successfully passed in 2011.

- **Security management system for the supply chain based on the ISO 28000 standard**

In 2011, as part of its continuous improvement strategy to enhance all the activities that make up its management system, the Port Authority of Valencia implemented a security system based on the ISO 28000 standard. This standard ensures that the organisation is committed to protecting its staff, facilities, goods and the information it exchanges. This initiative underlines the importance the PAV gives to the development of measures aimed at improving the security of goods and of the staff that work in the ports it manages by including best practice and existing tools in its day-to-day management so as to comply with the most demanding standards.

- Likewise, the Port Authority of Valencia is working to obtain an **energy management system certification based on the ISO 50001 standard**.

The PAV also uses two other systems:

## The Quality Mark Quality System

The PAV passed the first Quality Mark Service Directive certification audit for the ports of Valencia and Sagunto in 2006. This system is discussed in greater detail in the indicator "Initiatives promoted by the Port Authority aimed at improving efficiency, service quality and goods service performance". This system is audited every two years, with the latest audit taking place in September 2010. The PAV was awarded the relevant certification thanks to compliance with 99.4% of general commitments and 100% of specific commitments.

## The ANFAC-OPPE Quality System

The PAV also uses a certified Service Directive for New Vehicle Traffic, which ensures the quality of service for new vehicle handling. This quality system is backed by the Spanish Association of Car and Lorry Manufacturers (ANFAC) and the Spanish State-owned Ports Body (OPPE). In June 2011, the PAV successfully passed the New Vehicle Traffic Service Quality Certification process at the ports of Valencia and Sagunto.

### Existence of management committee and its structure.

The PAV also has an **Executive Committee** which is made up of the following members:

- Chairman
- General Manager
- General Secretary and Deputy Managing Director
- Director of Strategic Planning and Business Transformation and Deputy Managing Director
- Director of Infrastructure Planning and Deputy Managing Director
- Director of General Services and Deputy Managing Director
- Head of the Chairman's Office

The role of this committee is to discuss and coordinate strategic port activity and daily management issues. The committee met on 40 occasions in 2011.

Description of sectorial technical committees that support the Board of Directors, in addition to the Shipping and Port Council, the Port Services Committee, and the Advisory Security Committee.

## The Board's Executive Committees

In 2004, the Port Authority of Valencia's Board of Directors agreed to constitute two executive committees, one for Economic and Financial Affairs and another to monitor the Strategic Plan. The creation of these two committees aimed to strengthen and bring good corporate governance to the PAV and introduce transparency in its proceedings, whilst involving the industries represented on the Board of Directors which are most closely related to the object of these committees.

As a result of the new structure of the Port Authority of Valencia's Board of Directors brought about by Spanish Law 33/2010, the composition of these two executive committees was modified at the Board Meeting held on 4<sup>th</sup> November. As of 31<sup>st</sup> December 2011, no further modifications had been made to these committees.

### Executive Committee for Economic and Financial Affairs

The general aim of the Executive Committee for Economic and Financial Affairs is to advise the Port Authority's governing bodies on any issue that may be directly or indirectly related to economic or financial matters within the organisation.

The Committee deals with any issue related to the following:

- Matters relating to the Port Authority's operating and capital budgets and to long-term planning.
- The PAV's balance sheet, income statement and annual report.
- Issues relating to the PAV's investments and financial operations, including the incorporation of and participation in trading companies, and issues concerning credit to fund working capital.
- In general, any other matters which may be considered relevant and/or related to the PAV's economic or financial situation, and which are within the Committee's scope.



This Committee is made up of the following members:

- Mr. Rafael Aznar Garrigues, Committee Chairman
- Mr. José Vicente González Pérez, Committee Deputy Chairman
- Ms. M<sup>a</sup> Jesús Calvo Andrés, Committee Member
- Mr. Victoriano Sánchez-Barcaiztegui Moltó, Committee Member
- Mr. Alberto Catalá Ruiz de Galarreta, Committee Member
- Mr. Ramón Gómez-Ferrer Boldova, PAV General Manager (advisory member)
- Mr. Fernando Llopis Giner, Committee Secretary
- Ms. Pilar Theureau de la Peña, Committee Deputy Secretary

The Executive Committee for Economic and Financial Affairs met on three occasions in 2011. Two of these meetings were held jointly with the Executive Committee for Monitoring the Strategic Plan.

#### Executive Committee for Monitoring the Strategic Plan

The general aim of the Executive Committee for Monitoring the Strategic Plan is to advise the PAV's governing bodies on any issue that may be directly or indirectly related to its Strategic Plan. The Committee is assisted in this by methodology and management control instruments inherent to the implementation and monitoring of the Strategic Plan, such as the Port Authority of Valencia's Balanced Scorecard Management and the PAV Business Plan.

The Committee is responsible for analysing and discussing the measures it considers necessary to improve the implementation of the Strategic Plan, and for informing and making suggestions to the Board of Directors and its Chairman on these measures.

In particular, the Committee deals with any issue related to any of the various strategic axes on which the Port Authority's Strategic Plan is based, such as:

- Efficiency and effectiveness of port services.
- The port infrastructure growth model.
- Intermodality and logistics.
- Port-city integration policy.
- Marketing and communication.
- In general, any other matter which may be considered relevant and/or related to the Strategic Plan.

The aforementioned Executive Committee for the Strategic Plan is made up of the following members:

- Mr. Rafael Aznar Garrigues, Committee Chairman
- Mr. José Vicente Morata Estragues, Committee Deputy Chairman
- Ms. M<sup>a</sup> Jesús Calvo Andrés, Committee Member
- Mr. Victoriano Sánchez-Barcaiztegui Moltó, Committee Member
- Mr. Rafael Ferrando Giner, Committee Member
- Mr. Vicente Boluda Fos, Committee Member
- Mr. Ramón Gómez-Ferrer Boldova, PAV General Manager (advisory member)
- Mr. Fernando Llopis Giner, Committee Secretary
- Ms. Pilar Theureau de la Peña Committee Deputy Secretary

This Committee met on three occasions in 2011. Two of these meetings were held jointly with the Executive Committee for Economic and Financial Affairs.

#### Shipping and Port Councils

Shipping and Port Councils are plural bodies, created under the terms set out in article 34 of the TRLPEMM (formerly article 44 of Spanish Law 27/1992, of 24<sup>th</sup> November, on State-owned Ports and the Merchant Navy). These Councils aim to advise and assist the Harbourmaster's Office and the Chairman of each port authority on any matter relating to port activity and shipping within their scope which may contribute to the correct functioning of ports and maritime trade.

These three advisory bodies were created after the Port Authority of Valencia's Board of Directors approved the regulations, composition and functions of the Shipping and Port Councils for the three ports (Valencia, Sagunto and Gandia).

The Shipping and Port Councils have an internal structure which includes a Standing Committee, a Port Services Committee and a Safety Committee. The Standing Committee is general in nature and its membership and functions are established according to the council's regulations, with no detriment to the Working Groups that may also be set up. The Port Services Committee and the Safety Committee are more specific in nature and their powers are also set out in the aforementioned regulations.

In 2011, the Port Authority of Valencia's three Shipping and Port Councils were renewed by the PAV Board of Directors at the Board Meetings held on 14<sup>th</sup> April, 16<sup>th</sup> June and 21<sup>st</sup> July, as the four-year mandate of office set out in each of the respective Council's regulations had ended. Subsequently, the plenary meetings to renew the Shipping and Port Councils of the ports of Valencia, Sagunto and Gandia were held on 27<sup>th</sup> July, alongside a joint meeting of their respective Port Services Committees, in line with the procedure established for the approval of conditions for the specific requirements of port services which are provided in the service areas of Spanish public interest ports.

## Infrastructure and capacity

Description of the Port Authority's role as an infrastructure provider and reference to the landlord type model. Details of the port's general technical characteristics, such as land surface area, sheltered water surface area, surface area available for concessions, quays and their operations, and land access.

The Port Authority of Valencia is responsible for managing the ports of Valencia, Sagunto and Gandia in line with the model implemented in the Spanish state-owned port system, in which the port authority provides the areas and part of the infrastructure that supports port activity, whilst the private sector is responsible for carrying out operations

and providing services in ports using the aforementioned infrastructure. Within this framework and in accordance with the applicable legislation, the port authority also becomes the regulator of the private-sector activities carried out in its area of competence.

In the case of the PAV, this model has evolved towards what is known as an "advanced landlord" model, in which the port authority takes on the role as the port community leader over and above its legal functions, in order to strengthen it and improve the services offered to the logistics chains that use the PAV-managed ports.

The main general technical characteristics of PAV-managed ports are given below:

	PORT OF VALENCIA	PORT OF SAGUNTO	PORT OF GANDIA	TOTAL
Land surface area	5,264,000 m <sup>2</sup>	2,350,000 m <sup>2</sup>	230,000 m <sup>2</sup>	7,844,000 m <sup>2</sup>
Surface area available for concessions	4,306,000 m <sup>2</sup>	2,137,000 m <sup>2</sup>	204,000 m <sup>2</sup>	6,647,000 m <sup>2</sup>
Sheltered water surface area	4,179,860 m <sup>2</sup>	2,194,000 m <sup>2</sup>	276,000 m <sup>2</sup>	6,649,860 m <sup>2</sup>

N.B.: Further details are available in Chapter 2 of the PAV's Statistical Yearbook.

Infrastructure underway or planned and its purpose.

### Major investments in 2011

#### Breakwater construction for the Port of Valencia's expansion project

This project involves building the breakwaters for the future expansion of the port. The main breakwater, which is 3.4 kilometres long in total, consists of two perpendicular faces. The first of these starts at the north end of the Juan Carlos I Marina breakwater and is approximately two kilometres long. The first section is a rubble-mound breakwater whilst the second has vertical sides so that vessels can berth alongside the inner face. The other face is approximately 1.3 kilometres long and has vertical sides.

The project also included Phase 1 of the outer sea wall which involved constructing the end face envisaged in the Master Plan and closing it off against the current East Breakwater. The outer sea wall is approximately 1 km long and is made up of two faces set at an angle of 110°.

In 2011, all the breakwater caissons were positioned and the rockfill was completed. Likewise, the foot protection blocks were all put into place.

In addition, the entire section of the embankment breakwater's wave wall and of the vertical breakwater were completed, just leaving the wave walls corresponding to the area where the berthing faces join and the end of the breakwater to be finished.

This project, which began in 2008 and was scheduled for completion in 2011, will be extended into 2012 due to the need to carry out additional work which includes laying the service network cables before the roads can be paved. The total budget for the project is €211 million, of which €32.3 million were invested in 2011.

#### Work on the Technical and Nautical Services Dock

After the Technical and Nautical Services Dock was completed in 2009, work was carried out in 2011 to house the dock's users and a suitable access was created from the South Quay road.

The total budget for this project is €3.1 million, of which €1.4 million was carried out in 2011.

#### Berthing line for the Transversal Quay

The inner Transversal Quay was joined by a sheet-piling partition which was set back from the quayside, which means it could not be used for vessels to berth. This project involved building a submerged concrete quay 7 metres below sea level in front of the sheet-piling partition on the existing rubble-mound bedding layer to form a continuous berthing line along the inner Transversal Quay.

A new concrete-paved esplanade of around 1,000 m<sup>2</sup> was also built and fitted out with all the necessary services.

The total budget for this project was €1.3 million. Work began in 2010 and was completed in 2011.



### Improvements to the Levante Quay

Certain improvements needed to be made to the Levante Quay as a result of the extension work and the internal redesign of the concession located on the quay.

On one hand, paving work near the new Llovera Quay was completed and the quay's crane rails were laid. Alongside the internal redesign of the terminal, the paving was re-laid on the new container yard to cater for new cargo and to accommodate the transtainer rails.

The total budget for this project was €5.1 million. Work was completed in 2011.

### Sewage network at the Port of Valencia

This project involved the construction of a sewage network to carry waste water generated at the Port of Valencia away into the municipal network. This new network has been designed to use a vacuum sewer system which has environmental benefits over traditional gravity systems and allows greater flexibility for future modifications to be carried out.

The budget for this project was €4 million and work was completed in 2011.

### Modernisation of the rail network and safety improvements at crossings

The Port Authority's commitment to using rail transport has been the driving force behind this project to improve the Port of Valencia's internal rail network. Although the network provided access to all of the port's terminals, the existing infrastructure and operating conditions could not provide a suitable level of service.

A series of improvements were carried out, the most important of which are to prevent other traffic from interfering with the railway line so that it is used exclusively by trains, improve signalling systems at junctions (road signs, road markings and traffic lights), and mechanise and automate track switching systems.

This work was carried out in phases. The budget for the 2009-2011 project was €5 million. A total of €2.8 million was invested in 2011.

### Extension of the Border Inspection Post building

The increased volume of traffic at the Port of Valencia has in turn generated a greater volume of work at the Border Inspection Post. In order to inspect goods correctly, work to extend the facility, which is located next to the Harbourmaster's Office building, began in 2010.

The extension work created four new quays for loading and discharge as well as a new goods inspection area. The facility was also remodelled to increase the number of parking spaces for heavy goods vehicles and improve access to the building.

The budget for the project was €2 million and work was completed in 2011. €1.2 million was invested in the project in 2011.

### North Quay at the Port of Sagunto's Dock 2

The North Quay 2, which will house a Multipurpose Terminal, is being constructed by the Port Authority to complete the development of Dock 2 at the Port of Sagunto. The quay, which is 610 metres long, is being built using floating reinforced concrete caissons. This will create a new 120,000 square-metre esplanade filled using materials obtained from dredging Dock 2.

This project also includes the superstructure, service tunnel, and the fenders and berthing facilities needed for the quay to operate.

The estimated budget for this project is €35.2 million and work is scheduled to be completed in 2012. €10.8 million were invested in the project in 2011.

### Resurfacing the East Breakwater area

During 2011 resurfacing work was carried out at the East Breakwater area to repair the defects caused by the natural infill settling process of the underlying layers. The road surfaces and slopes will be repaved to improve the operating capacity of the terminals in this area.

This project has a budget of €3 million. A total of €1 million was invested in 2011.

### Developing the southern area of the Port of Gandia

The development of the area around the Port of Gandia's Fish Market got underway in 2011 in order to provide all the necessary services and improve the surrounding environment. In addition to paving the area and installing the service networks, street furniture and gardens will also be added.

This project is scheduled to be completed in 2012 and has a total budget of €1 million.

## Major investments for 2012

### Extension and fitting out of the MSC Terminal

Work will be carried out from 2012-2014 in three areas next to the current MSC Terminal to extend its surface area and provide the necessary services.

To the west of the Terminal, two plots of land will be developed for future use. These consist of an 18,000 m<sup>2</sup> surface area, initially planned as road access and parking areas for the Terminal, which will be used to store empty containers. The second plot, which is the former borax facility, will be adapted for the parking of heavy goods vehicles. These projects will be carried out separately and include building and installing all the required infrastructure, i.e. the concrete road surface and the service networks.

Subsequently, the quay will be extended to the east. This will increase the container yard surface area by 20,000 m<sup>2</sup>. It will involve building the necessary infrastructure, including a rockfill breakwater and the subsequent infill, as well as a superstructure which is similar to the existing Terminal, i.e. laying the road surface, the crane rails and installing all the service networks.

The budget for this project is €10.7 million and it is scheduled to be carried out from 2012-2014.

### Developing an ancillary parking plot

A new secure parking area for heavy goods vehicles is to be built next to the South Access so as to meet the HGV parking requirements of a large number of hauliers. This parking facility will have a total surface area of around 18,000 m<sup>2</sup>, as well as a 1,200 m<sup>2</sup> area for ancillary facilities. The area will provide a total of 98 parking spaces for heavy goods vehicles and 126 spaces for light commercial vehicles. The premises will be fenced off and equipped with the necessary security measures as well as having a fire safety system and automatic barriers.

This project has a budget of €1.5 million and will be carried out and completed in 2012.

### Redesigning the rail tracks and road access to the Levante Quay terminals

Over the next few years, after the access gates to the Levante Quay Container Terminal are moved, a project will be carried out to redesign the road access to the terminals and other areas, including the cruise area, as well to improve the tracks for handling rail freight.

The total budget for this project is €1.8 million and it is scheduled to be carried out in 2012 and 2013.

### Construction of a crane rail on the North Quay 2 at the Port of Sagunto

The construction of a 600 metre-long rail to support the landside legs of container cranes is planned for the North Quay 2 at the Port of Sagunto.

The total budget for this project is around €2 million and it is scheduled to be carried out in 2012-2013.

### Cruise Quay and dock dredging work

Once the sea defence works have been completed, work is scheduled to begin in 2012 on the first quay to be built inside the new dock which aims to cater for large cruise vessels that are too large to berth at the current cruise dock. The project will include the creation of the necessary surface area for land operations along the rubble-mound breakwater, as well as the necessary dredging work required to reach a depth of -14 metres.

The budget for the first phase of the work, which corresponds to the two berths, is €22 million and is scheduled to be carried out in 2012-2013.

### Cruise terminal

At the same time as the berthing work is carried out, a passenger terminal is also scheduled which will initially be provisional. This 14,000 m<sup>2</sup> one-floor structure will be easy to assemble and dismantle and will be strategically located on the quay so as to enable the definitive phase to get underway in the future.

This project has a budget of €8.4 million and is scheduled to be carried out in 2012-2013.

### Industrial or logistics promotion initiatives, such as participation in a Logistics Activities Area (ZAL), dry port, etc. and their purpose.

In 2011, the Port Authority of Valencia continued to develop the project to create Logistics Activities Areas (ZAL) in both the ports of Valencia and Sagunto through Valencia Plataforma Intermodal y Logística S.A. (VPI Logística). The main business of this firm is to promote, manage and operate logistics areas that boost the development of logistics activities linked to cargo handled through the docks managed by the Port Authority of Valencia.

In line with these aims, VPI Logística continued with the process to acquire developed land from SEPES (Spanish State Land Agency) at the Port of Valencia's ZAL in 2011 via the purchase of the A1 plot. VPI Logística currently owns four of the nine blocks of logistics land, i.e. a surface area of 135,078 m<sup>2</sup>, which have been made available to companies which specialise in shipping logistics.

The Port Authority of Valencia manages the Port of Valencia ZAL's marketing plan through VPI Logística. The plan aims to attract exporters, importers, freight forwarders and logistics operators who will be able to lease either warehouses or plots at the Port of Valencia's ZAL.

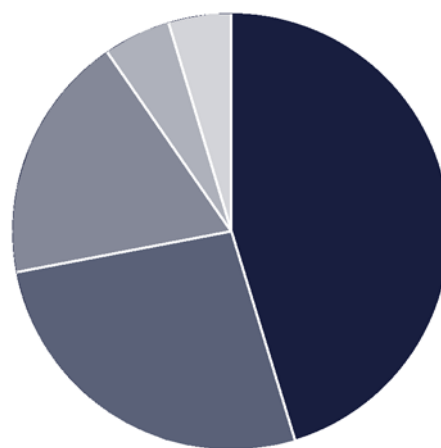
In 2011, negotiations were held with Spanish and international logistics operators interested in building their own warehouses in the Port of Valencia's ZAL encouraged by the logistics advantage of having their facilities located near the Port of Valencia, amongst other factors. However, the current economic situation and the funding difficulties involved are stretching out the process to reach definitive agreements and the resulting start-up of these companies in the Port of Valencia's ZAL.

The ZAL will enable the Port of Valencia to provide a full range of services and become an efficient logistics tool for the companies already present in the Valencian Region as an export trade distribution platform, as well as for companies planning to set up a strategic distribution centre for markets in the Western Mediterranean.

A service area is planned for the future which will give the companies located at the ZAL a greater competitive advantage. This will feature security services, supplies, landscaped and green areas, cleaning services, office rental, a bank, a hotel, restaurants, public transport, petrol station, service station, rest areas and other ancillary services.

The total surface area of the Port of Valencia's ZAL is 683,232 m<sup>2</sup> and is distributed as follows:

### SURFACE DISTRIBUTION OF THE PORT OF VALENCIA'S ZAL (square metres)



- Logistics area/blocks available: B2 (39,768), F2 (24,858), G2 (33,494)
- Roads
- Green areas and amenities
- Other uses
- Tertiary use and services

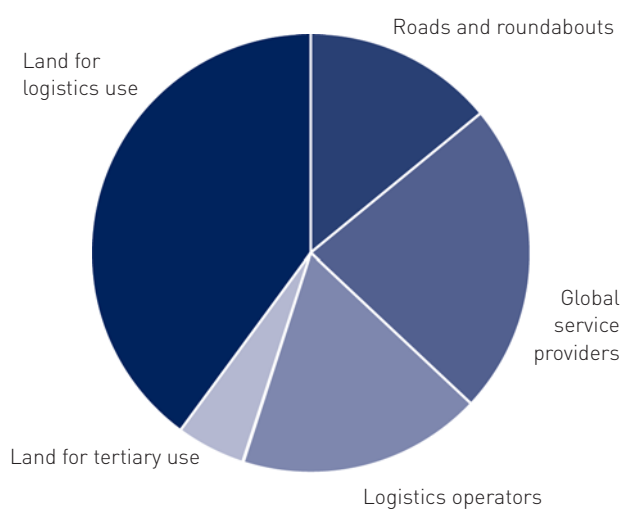
### LAYOUT OF THE PORT OF VALENCIA'S ZAL





VPI Logística S.A. was awarded a tender for a 279,380 m<sup>2</sup> developed plot of land on the Parc Sagunt business and industrial estate on which it intends to establish the Port of Sagunto's Logistics Activities Area (ZAL). The acquisition of this plot was completed in 2011 although the development of the plot has not yet been completely finished because of pending administrative procedures which has delayed its start up.

## SURFACE DISTRIBUTION AND USES OF THE PORT OF SAGUNTO'S ZAL

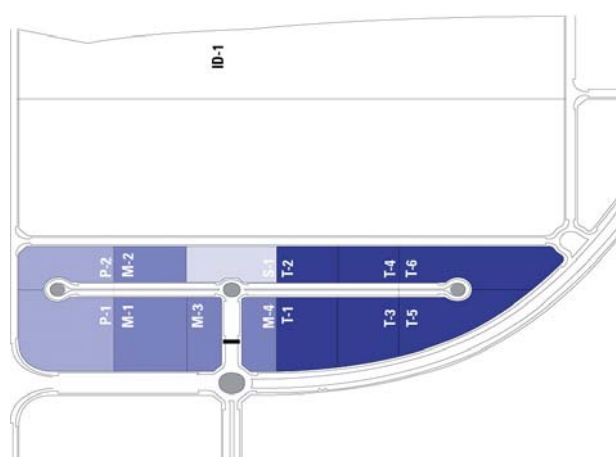


In terms of dry ports, the PAV has a share in the Coslada Dry Port, which links the centre of Spain to the ports of Valencia, Barcelona, Algeciras and Bilbao by rail.

In the current climate in which transporting goods by rail in Spain is low (around 3.5%), the Coslada Dry Port can be considered a success story as in 2011 the traffic it handled increased by 46% to 102,022 TEUs.

The Port of Sagunto's ZAL is set to be an intermodal logistics centre for import and export goods and aims to cater for and offer services to freight forwarders, logistics operators and importers/exporters that handle this type of traffic.

## LAYOUT OF THE PORT OF SAGUNTO'S ZAL



The Coslada Dry Port concentrates 20% of the total shipping-land traffic in the corridor that joins the Port of Valencia to Madrid, thus contributing to the promotion and development of shipping-rail transport chains and to the economic and social benefits of increased rail freight use. The Port of Valencia accounted for 99% of the containers handled by the Coslada Dry Port terminal in 2011, which makes it a key structure for the development of the Port Authority of Valencia's intermodal strategy.



## Markets

Traffic evolution over at least the last three years, represented as the total number of tonnes handled, total number of tonnes by goods groups, and as a percentage of each of these groups' totals.

The Port Authority of Valencia (PAV) handled a total of 65,767,922 tonnes in 2011 (including fish catches and supplies), which represents a 2.72% increase compared with figures for 2010. 4,327,371 TEUs were handled during the year, i.e. 2.86% up on figures for 2010.

A breakdown of goods traffic reveals that liquid bulk fell by 12.39% to 4,530,425 tonnes, solid bulk went down by 8.38% to 2,374,045 tonnes, conventional general cargo rose by 10.35% to 7,668,660 tonnes whilst container traffic rose by 3.82% to a total of 50,902,566 tonnes.

The table below shows the individual evolution of the three ports which make up the Port Authority of Valencia:

THOUSAND TONNES (Including fish catches and supplies)	2009	2010	2011	DIFF. 10/11	%
Port of Valencia	50,690	56,894	59,494	2,600	4.57%
Port of Sagunto	6,844	6,869	6,057	-812	-11.82%
Port of Gandia	251	267	217	-50	-18.73%
<b>TOTAL PAV</b>	<b>57,785</b>	<b>64,028</b>	<b>65,768</b>	<b>1,740</b>	<b>2.72%</b>

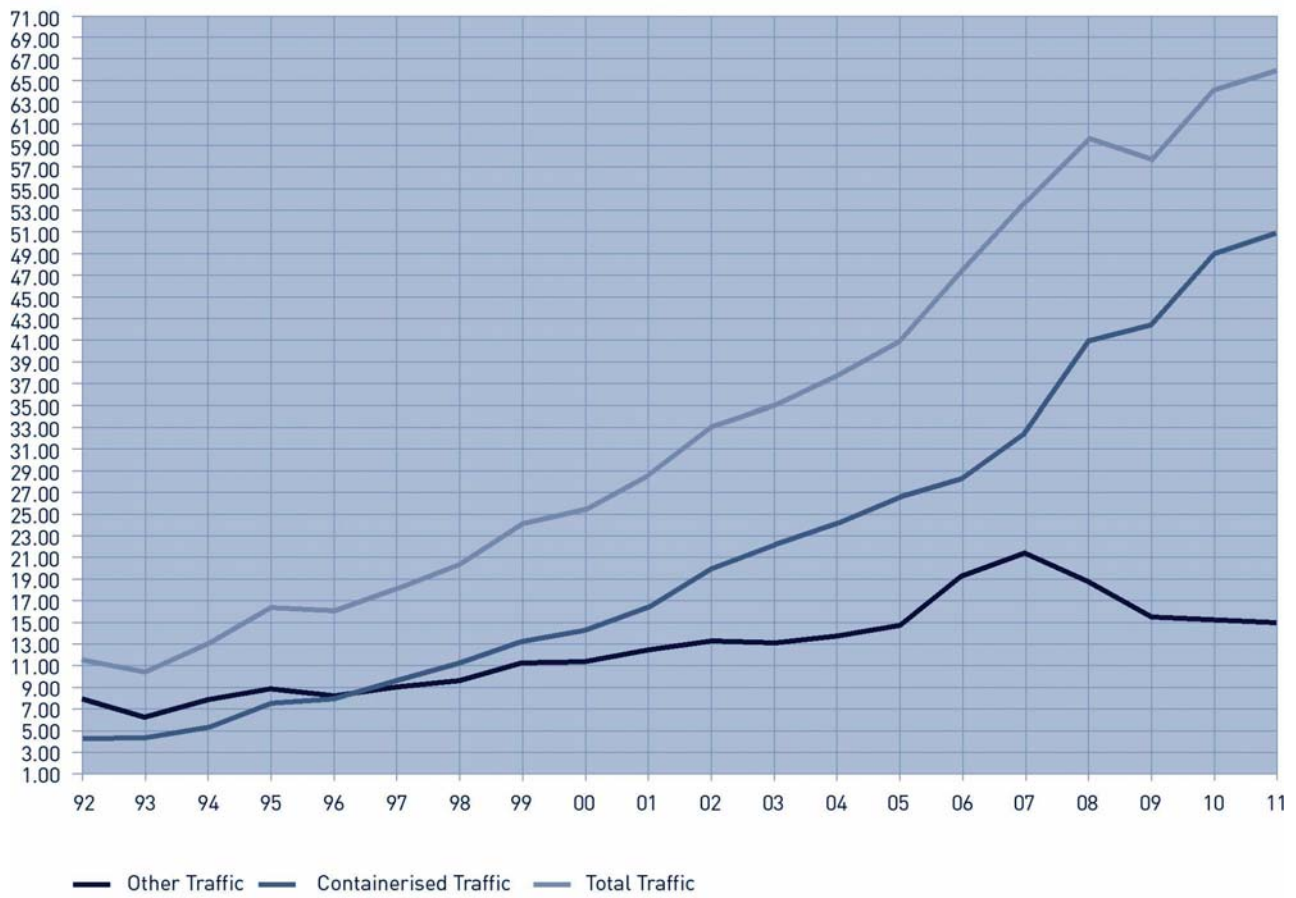
The following table provides a breakdown of the percentages of the different goods groups handled, including fish catches and supplies:

THOUSAND TONNES	2009	2010	2011	DIFF. 10/11	%
General cargo	48,212	55,979	58,571	2,592	4.63%
Containerised cargo	42,482	49,030	50,903	1,873	3.82%
Conventional cargo	5,730	6,949	7,669	720	10.36%
Liquid bulk	5,767	5,171	4,530	-641	-12.40%
Solid bulk	3,524	2,591	2,374	-217	-8.38%
<b>TOTAL</b>	<b>57,503</b>	<b>63,741</b>	<b>65,475</b>	<b>1,734</b>	<b>2.72%</b>
Fish catches and supplies	282	287	292	5	1.74%
<b>TOTAL TRAFFIC</b>	<b>57,785</b>	<b>64,029</b>	<b>65,768</b>	<b>1,739</b>	<b>2.72%</b>
TEUs (Units)	3,653,890	4,206,937	4,327,371	120,434	2.86%





## Traffic evolution



## Goods

As mentioned above, the Port Authority of Valencia includes the ports of Valencia, Sagunto and Gandia. However, for the purposes of this study, the PAV will be taken as a single operating unit. Thus, traffic figures will be accumulated for the three ports, although the port the goods belong to may be indicated where relevant.

### Liquid bulk

The Port Authority of Valencia handled a total of 4,530,425 tonnes of liquid bulk in 2011. This represented a decrease of 12.39% compared with the previous year. Liquid bulk accounts for 6.92% of total port traffic.

The main goods were:

(TONNES)	2009	2010	2011	DIFF. 10/11	%
Natural gas	4,272,323	3,669,947	2,896,517	-773,430	-21.07
Wine, beverages, alcohol and by-products	276,343	260,668	454,144	193,476	74.22
Diesel	537,938	528,212	446,428	-81,784	-15.48
Chemical products	335,885	323,487	352,497	29,010	8.97
Fuel-oil	203,162	279,910	204,588	-75,322	-26.91
Petrol	18,543	29,718	64,569	34,851	117.27
Biofuels (1)			50,918		
Other oil products	3,438	7,946	31,190	23,244	292.52
Other goods	119,158	71,419	29,574	-41,845	-58.6
<b>TOTAL LIQUID BULK</b>	<b>5,766,790</b>	<b>5,171,307</b>	<b>4,530,425</b>	<b>-640,882</b>	<b>-12.39</b>

(1) New type of goods group in 2011.

### Solid bulk

Solid bulk throughput registered a total of 2,374,045 tonnes in 2011 which represented a decrease of 8.38% compared with the previous year. Solid bulk accounts for 3.63% of total port traffic.

The main goods handled were:

(TONNES)	2009	2010	2011	DIFF. 10/11	%
Grain and flour	1,034,626	780,769	747,541	-33,228	-4.25
Cement and clinker	1,387,577	788,595	544,218	-244,377	-30.98
Natural and chemical fertilisers	551,309	504,546	439,896	-64,650	-12.81
Coal (thermal) and petroleum coke	226,741	177,815	251,434	73,619	41.4
Other non-metal minerals	113,586	138,786	132,704	-6,082	-4.38
Chemical products	50,110	114,253	89,866	-24,387	-21.34
Other minerals and metal residue (1)			55,290		
Green and dry fodder	151,135	67,198	14,396	-52,802	-78.57
Other goods	8,622	19,177	98,700	79,523	414.67
<b>TOTAL SOLID BULK</b>	<b>3,523,706</b>	<b>2,591,139</b>	<b>2,374,045</b>	<b>-217,094</b>	<b>-8.38</b>

(1) New type of goods group in 2011.

## Conventional general cargo

In 2011, conventional general cargo increased by 10.35% to 7,668,660 tonnes. Conventional general cargo accounted for 11.71% of total port traffic.

The main types of cargo handled in this category were:

(TONNES)	2009	2010	2011	DIFF. 10/11	%
<b>Valencia</b>					
Vehicles and parts	401,479	470,760	556,268	85,508	18.16
Other food products	337,250	454,834	474,889	20,055	4.41
Oils and fats	198,121	317,142	410,007	92,865	29.28
Miscellaneous	222,626	336,501	377,108	40,607	12.07
Machinery, apparatus, tools and spare parts	296,647	178,542	306,855	128,313	71.87
Construction materials	170,187	194,312	209,161	14,849	7.64
Other goods (1)	2,252,706	2,532,888	2,998,470	465,582	18.38
<b>TOTAL</b>	<b>3,879,016</b>	<b>4,485,071</b>	<b>5,332,758</b>	<b>847,687</b>	<b>18.9</b>
<b>Sagunto</b>					
Iron and steel products	1,398,598	1,951,337	1,862,231	-89,106	-4.57
Vehicles and parts	100,110	136,663	105,107	-31,556	-23.09
Other goods	103,071	110,573	156,207	45,634	41.27
<b>TOTAL</b>	<b>1,601,779</b>	<b>2,198,573</b>	<b>2,123,545</b>	<b>-75,028</b>	<b>-3.41</b>
<b>Gandia</b>					
Paper and pulp	163,351	181,638	144,196	-37,442	-20.61
Chemical products	46,315	48,155	29,234	-18,921	-39.29
Wood and cork	21,556	16,117	17,184	1,067	6.62
Fruit, vegetables and pulses	4,020	7,809	16,612	8,803	112.73
Iron and steel products	7,415	7,174	4,536	-2,638	-36.77
Other goods	6,006	4,578	595	-3,983	-87.00
<b>TOTAL</b>	<b>248,663</b>	<b>265,471</b>	<b>212,357</b>	<b>-53,114</b>	<b>-20.01</b>
<b>TOTAL PAV</b>	<b>5,730,157</b>	<b>6,949,115</b>	<b>7,668,660</b>	<b>719,545</b>	<b>10.35</b>

(1) Includes the tares of wheeled intermodal transport units (ITUs).





## Containerised general cargo

Containerised general cargo rose by 3.82% to a total throughput of 50,902,566 tonnes in 2011. Containerised general cargo accounted for 77.74% of total port traffic.

The main goods handled were:

(TONNES)	2009	2010	2011	DIFF. 10/11	%
Construction materials	3,354,124	3,499,137	4,703,158	1,204,021	
Miscellaneous	2,416,026	2,721,567	2,623,867	-97,700	-3.59
Chemical products	1,288,119	1,396,777	1,453,401	56,624	4.05
Paper and pulp	1,148,262	994,928	1,085,190	90,262	9.07
Machinery, apparatus, tools and spare parts	898,058	1,112,429	1,152,294	39,865	3.58
Other minerals and metal residue (1)	1,088,442	1,339,711	110,137	1,229,574	
Wine, beverages, alcohol and by-products	626,269	784,852	979,258	194,406	24.77
Other food products	480,067	496,030	475,764	-20,266	-4.09
Fruit, vegetables and pulses	321,180	339,013	456,001	116,988	34.51
Iron and steel products	275,039	297,221	306,846	9,625	3.24
Green and dry fodder	260,456	264,913	322,955	58,042	21.91
Vehicles and parts	272,847	318,089	336,115	18,026	5.67
Wood and cork	253,990	270,455	310,551	40,096	14.83
Other goods (2)	2,627,090	2,932,703	3,530,537	597,834	20.39
Goods in transit	27,165,743	32,245,319	33,166,329	921,010	2.86
<b>TOTAL GOODS</b>	<b>42,481,666</b>	<b>49,029,766</b>	<b>50,902,566</b>	<b>1,872,800</b>	<b>3.82</b>

(1) Part of this traffic (marble) was reassigned to construction materials in 2011.

(2) Includes container tares.

## Containers (TEUs)

The number of TEUs went up by 2.86% over the previous year to 4,327,371 TEUs. 1,037,439 TEUs were loaded goods, 1,063,637 were discharged, and 2,226,295 were transit traffic.

	2010	2011	DIFF. 10/11	%
Total units (containers)	2,776,910	2,891,458	114,548	4.13
TEUs	4,206,937	4,327,371	120,434	2.86

## Historical series for container traffic (TEUs)

THOUSAND TEUs	00	01	02	03	04	05	06	07	08	09	10	11
DOMESTIC	151	156	151	152	170	153	202	177	178	153	136	151
FOREIGN	950	1,053	1,198	1,268	1,366	1,554	1,602	1,831	1,842	1,703	1,916	1,950
TRANSIT	207	298	471	573	609	703	808	1,034	1,582	1,824	2,156	2,226
<b>TOTAL</b>	<b>1,308</b>	<b>1,507</b>	<b>1,821</b>	<b>1,993</b>	<b>2,145</b>	<b>2,410</b>	<b>2,612</b>	<b>3,043</b>	<b>3,602</b>	<b>3,654</b>	<b>4,207</b>	<b>4,327</b>

## Transit traffic

Transit traffic in the Port Authority rose by 2.85% in comparison with the previous year to 33,215,151 tonnes. The number of TEUs in transit went up to 2,226,295 TEUs, i.e. a rise of 3.28%.

## Passenger ferries and cruise ships

### Regular passenger ferries

2011 saw regular passenger ferries run between the Port of Valencia and the Balearic Islands. These were operated by Tramediterránea (Ibiza, Mahon and Palma de Majorca) and Balearia (Palma de Majorca, Ibiza, Mahon and San Antonio de Ibiza). Services to Italy (Leghorn) and Morocco (Tangiers) were operated by Grimaldi. This was the last year the Morocco service was available.

Regular ferry traffic totalled 337,980 passengers in 2011, an increase of 34.81% compared to the previous year.

PASSENGERS	2009	2010	2011	DIFF. 10/11	%
Balearic Islands	246,344	249,373	335,033	85,660	34.35%
Italy	664	735	536	-199	-27.07%
Morocco	0	601	2,411	1,810	301.16%
<b>TOTAL REGULAR PASSENGER FERRIES</b>	<b>247,008</b>	<b>250,709</b>	<b>337,980</b>	<b>87,271</b>	<b>34.81%</b>

### Cruise ships

In 2011, the number of cruise passengers rose by 49.15% over 2010 to 378,463 passengers. The Port of Valencia was the home port for 114,981 passengers whilst 262,711 were transit passengers.

PASSENGERS	2009	2010	2011	DIFF. 10/11	%
Passengers	184,909	253,743	378,463	124,720	49.15%
Home port	97,189	79,754	114,981	35,227	44.17%
Transit	87,720	173,989	262,711	88,722	50.99%
Vessels	143	157	204	47	29.94%

### Passenger vehicles

The number of passenger vehicles rose to 79,003 in 2011, which represented an increase of 12.4%.

## Vessel traffic

In 2011, 6,916 vessels called at the ports managed by the PAV, i.e. a decrease of 127 vessels (-1.8%) compared with the previous year. Gross Tonnage (G.T.) rose to 201 million tonnes, which represented an increase of 5.7% over 2010.

VESSELS (number)	2009	2010	2011	DIFF. 10/11	%
Vessels	6,806	7,043	6,916	-127	-1.8
Gross tonnage (thousand tonnes)	177,482	190,432	201,278	10,846	5.7

The following table provides a list of vessel types. It shows a rise in general cargo vessels and a decrease in bulk carriers, which correlates with the figures for the types of goods handled:

TYPE OF VESSELS (number)	2009	2010	2011	DIFF. 10/11	%
Containerships	3,024	3,187	3,094	-93	-2.92%
General cargo	1,245	1,315	1,330	15	1.14%
Ro-ro	647	860	854	-6	-0.70%
Ropax	1,046	946	1,082	136	14.38%
Tankers	307	308	347	39	12.66%
Bulk carriers	293	198	209	11	5.56%

Vessel traffic at the different ports is shown in the following table:

	2009	2010	2011	DIF 10/11	%
<b>Valencia.-</b> Number:	5,666	5,654	5,725	71	1.26
GT (thousand tonnes):	160,688	170,953	184,604	13,651	7.98
<b>Sagunto.-</b> Number:	1,011	1,261	1,069	-192	-15.23
GT (thousand tonnes):	16,183	18,799	15,986	-2,813	-14.96
<b>Gandia.-</b> Number:	129	128	122	-6	-4.7
GT (thousand tonnes):	611	670	689	19	2.84

## Flags

Of the 6,916 vessels which called at the Port Authority of Valencia during 2011, 898 did so under the Panamanian flag, 684 under the Italian flag and 668 under the Maltese flag. 711 vessels flew the Spanish flag.

Hinterland and foreland. Main countries of origin and destinations of cargo, understood as those which account for 70% of port traffic.

## Foreign trade

### Exports

In 2011, exports rose by 13% at the PAV. The following goods accounted for 71.5% of total export traffic:

[TONNES]	2010	2011	DIFF. 10/11	%
CONSTRUCTION MATERIALS (tiles, marble and stone accounted for 90% of this heading)	2,758,861	3,834,927	1,076,066	39.00%
CHEMICAL PRODUCTS	949,426	949,238	-188	-0.02%
WINE, BEVERAGES, ALCOHOL AND BY-PRODUCTS	736,008	1,022,536	286,528	38.93%
PAPER AND PULP	505,483	563,238	57,755	11.43%
VEHICLES AND PARTS	448,669	521,640	72,971	16.26%
KEY SECTOR EXPORTS (1)	477,544	475,769	-1,775	-0.37%
OTHER GOODS (2)	2,682,318	3,379,561	697,243	25.99%
<b>TOTAL EXPORTS</b>	<b>9,112,779</b>	<b>10,301,219</b>	<b>1,188,440</b>	<b>13.04%</b>

(1) Plastic, glass, leather and fur, furniture, textiles and toys.

(2) Machinery, oil, iron and steel products, food products, fertilisers, fodder, etc.



The main destinations (by country) of exports shipped at PAV-managed ports, which accounted for 60% of traffic, were:

(TONNES)	2010	2011	DIFF. 10/11	%
CHINA	1,154,415	1,302,158	147,743	12.80%
ITALY	899,293	1,24,5013	345,720	38.44%
SAUDI ARABIA	665,509	702,346	36,837	5.54%
THE USA	359,432	432,794	73,362	20.41%
UNITED ARAB EMIRATES	344,792	389,236	44,444	12.89%
RUSSIA	319,701	374,312	54,611	17.08%
ALGERIA	308,373	304,804	-3,569	-1.16%
MOROCCO	281,414	305,818	24,404	8.67%
ISRAEL	303,509	267,506	-36,003	-11.86%
UNITED KINGDOM	214,281	210,411	-3,870	-1.81%
TURKEY	201,330	221,632	20,302	10.08%
MEXICO	170,890	202,498	31,608	18.50%
INDIA	174,770	179,335	4,565	2.61%
BRAZIL	151,027	178,427	27,400	18.14%
OTHER COUNTRIES	3,564,043	3,984,929	420,886	11.81%
<b>TOTAL</b>	<b>9,112,779</b>	<b>10,301,219</b>	<b>1,188,440</b>	<b>13.04%</b>

## Imports

Imports decreased by 7.5% in 2011, with a total of 12,362,292 tonnes being handled. The main types of goods included in this category, which accounted for 84% of traffic, were:

(TONNES)	2010	2011	DIFF. 10/11	%
NATURAL GAS	3,669,947	2,896,517	-773,430	-21.07%
IRON & STEEL PRODUCTS	1,910,899	1,817,277	-93,622	-4.90%
MISCELLANEOUS (1)	1,610,064	1,517,290	-92,774	-5.76%
GRAIN AND FLOUR	735,258	795,563	60,305	8.20%
CHEMICAL PRODUCTS	707,180	742,955	35,775	5.06%
MACHINERY, APPARATUS AND TOOLS	565,613	569,005	3,392	0.60%
PAPER AND PULP	474,935	494,661	19,726	4.15%
DIESEL	519,959	446,428	-73,531	-14.14%
CONSTRUCTION MATERIALS	369,509	368,095	-1,414	-0.38%
VEHICLES AND PARTS	317,813	298,883	-18,930	-5.96%
CEMENT AND CLINKER	400,037	209,513	-190,524	-47.63%
OTHER GOODS (2)	2,087,666	2,206,105	118,439	5.67%
<b>TOTAL IMPORTS</b>	<b>13,368,880</b>	<b>12,362,292</b>	<b>-1,006,588</b>	<b>-7.53%</b>

(1) Textiles, toys and plastic.

(2) Fruit, fertilisers, coal and petroleum coke, wine, wood, etc.

The main countries of origin of these goods, which accounted for 70% of total import traffic, are shown in the table below.

(TONNES)	2010	2011	DIFF. 10/11	%
CHINA	2,373,466	2,066,186	-307,280	-12.95%
ITALY	1,123,989	1,007,922	-116,067	-10.33%
ALGERIA	834,860	1,140,418	305,558	36.60%
FRANCE	958,905	934,515	-24,390	-2.54%
QATAR	1,145,110	648,125	-496,985	-43.40%
EGYPT	971,717	643,309	-328,408	-33.80%
THE USA	673,433	823,150	149,717	22.23%
NIGERIA	567,054	358,179	-208,875	-36.84%
TURKEY	354,163	419,705	65,542	18.51%
HOLLAND	248,147	270,229	22,082	8.90%
BULGARIA	237,481	175,112	-62,369	-26.26%
RUMANIA	233,168	172,281	-60,887	-26.11%
OTHER COUNTRIES	3,647,387	3,703,161	55,774	1.53%
<b>TOTAL IMPORTS</b>	<b>13,368,880</b>	<b>12,362,292</b>	<b>-1,006,588</b>	<b>-7.53%</b>

### Domestic traffic

Domestic traffic (excluding transit traffic) went up by 4.69% during 2011. A total of 2,813,130 tonnes (excluding tares) were loaded and discharged. Over half of this traffic was to and from the Balearic Islands and around 20% was shipped to and from the Canary Islands.

Description of the main local economic sectors or activities which rely on the port for their business development.

The ports of Sagunto, Valencia and Gandia are infrastructures at the service of the Valencian Region's manufacturing economy and are key players in companies' foreign trade strategy.

Local production industries include finished construction materials, vehicles and their parts, iron and steel products, and chemical products.

**Finished construction materials** include marble, natural stone and ceramic tiles. Over 5 million tonnes of traffic were handled last year. One of the main features of the Spanish ceramic tile industry is its high geographical concentration in the province of Castellon. In 2011, approximately 94% of Spanish tile production came from this province, which plays host to 81% of the industry's businesses. This sector has a clear export vocation. In fact, if we take a look at total Spanish turnover, we can see that exports accounted for 65% of sales whilst the rest came from the domestic market. There is also considerable geographical concentration of the marble industry in the Valencian Region, in Novelda in the province of Alicante. This industry has also focused on foreign trade. In fact, the Valencian Region exports over 75% of Spanish marble production, and 70% comes from the province of Alicante.

**Vehicles and their parts** accounted for almost a million tonnes in 2011. These vehicles are made in the Ford factory located just a few kilometres outside Valencia in Almussafes on the Juan Carlos I Industrial Estate, where the majority of the companies belong to the car industry and supply the aforementioned multinational. Exports of cars and components in the Valencian Region accounted for €3,423 million. This makes it the Valencian Region's leading export industry with 17% of the total value of exports. It also accounts for 10% of total Spanish exports of these products.

**Iron and steel product** traffic reached 2.2 million tonnes in 2011. Imports accounted for 1.8 million tonnes of this figure. Iron and steel product traffic has traditionally been linked to the Port of Sagunto. This dates back to when it was the nearest port for the iron ore extracted from the Ojos Negros mines in Teruel. The companies currently located around the Port of Sagunto carry out manufacturing, storage, wholesaling, and iron and steel processing work. Their main customers are the automobile supply industry, and the construction and electrical appliance sectors.

Another important sector related to the ceramic tile industry is glaze, frits and pigment manufacture. This industry comes under **chemical products** which accounted for over 2 million tonnes of traffic in 2011.

Finally, we should point out the dramatic growth of **cruise traffic** over the last few years. In 2011, the number of calls rose by 34% (200 calls) and the number of passengers (378,463 passengers) increased by 49.15% compared to 2010. This type of traffic, which is directly related to tourism, has an important economic impact on the city as the number of tourists visiting Valencia increases.

## Services

Description of the private sector's role in service provision and port operations. Include types of services, and a description for the Port Authority's role and for that of the private sector. Describe the Port Authority's regulatory and monitoring role, with reference to the tools it has at its disposal.

In terms of services, recent legal reforms have boosted the private sector's role within a framework of free, fair competition. It is the Port Authority's responsibility to establish the conditions under which the services must be provided and to define the necessary requirements so a company can apply to provide these services in its ports.

In the case of port services, the Port Authority regulates the provision of these services through the approval of specific requirements. Compliance with these requirements, which include the minimum numbers of staff and equipment the service provider must offer, leads to the granting of a licence to provide the service in question.

In terms of commercial services, the same philosophy is applied with the sole difference that instead of specific requirements, the Port Authority passes the specific conditions to provide these services. These conditions include all the requirements the provider must comply with.

The service provider can start operations as soon as the corresponding authorisation or licence has been granted, and must aim to offer a comprehensive service tailoring its resources to cater for demand.

The Port Authority is responsible for monitoring compliance with the specifications for each service. This is carried out via the Annual Plan in the case of port services.

On the other hand, from the perspective of the activities associated with occupancy licences, in addition to what is detailed above, the Public Land Department calculates the charges set for new licences in accordance with the legally established criteria and limits, monitors and supervises compliance with these limits, and with the minimum traffic requirements promised in the concession and authorisation licences.



Number of companies that operate in the port under concession, authorisation or licence.

In 2011, the following companies provided port services in the PAV-managed ports:

PORT OF VALENCIA	No.	OPERATOR
Pilotage service	1	Prácticos de Valencia SLP
Tug boat service	1	UTE Remolcadores Boluda-Remsa
Mooring and unmooring service	1	Amarradores del Puerto de Valencia SL
Passenger services	4	Cía. Trasmediterránea SA
		Balearia Eurolíneas Marítima SA
		Valencia Passengers Services SL
Service to collect vessel-generated waste	3	Valencia Terminal Europa SA
		UTE Urbamar Levante
		Servicios Portuarios Garbaport SL
Goods handling service	8	UTE Marpol Sagunto
		MSC Terminal Valencia SAU
		Noatum Ports Valenciana SAU
		TCV Stevedoring Company SA
		Terminales Marítimas Servicesa SA
		Terminal Marítima de Graneles SL
		Cía. Trasmediterránea SA
		Valencia Terminal Europa SA
		Balearia Eurolíneas Marítima SA

PORT OF SAGUNTO	No.	OPERATOR
Pilotage service	1	Prácticos del Puerto de Sagunto SLP
Tug boat service	1	UTE Remolcadores Boluda-Remsa
Mooring and unmooring service	1	Amarradores del Puerto de Sagunto SLU
Passenger services	4	Cía. Trasmediterránea SA
		Balearia Eurolíneas Marítima SA
		Valencia Passengers Services SL
Service to collect vessel-generated waste	3	Valencia Terminal Europa SA
		UTE Urbamar Levante
		Servicios Portuarios Garbaport SL
Goods handling service	5	UTE Marpol Sagunto
		Bergé Marítima SLU
		Portuaria Levantina SA
		Intersagunto Terminales SA
		Logística Puerto Sagunto SL
		Noatum Ports Valenciana SAU



PORT OF GANDIA	No.	OPERATOR
Pilotage service	1	Prácticos de Gandía SL
Tug boat service	1	UTE Remolcadores Boluda-Remsa
Mooring and unmooring service	1	Amarradores Gandía CB
Passenger services	4	Cía. Trasmediterránea SA
		Balearia Eurolíneas Marítima SA
		Valencia Passengers Services SL
Service to collect vessel-generated waste	3	Valencia Terminal Europa SA
		UTE Urbamar Levante
		Servicios Portuarios Garbaport SL
Goods handling service	2	UTE Marpol Sagunto
		Navarro y Boronad SL
		Desarrollo Hortofrutícola de La Safor SA



In 2011, the following companies operated commercial services at the PAV:

COMMERCIAL SERVICE	No.	OPERATOR
Water supply service for vessels	2	Algibes Blasco, S.L.
		Amarradores del Puerto de Sagunto, SLU
Boat shuttle service	3	Amarradores del Puerto de Valencia, SL
		Cemesa
		Servicios Marítimos al Consignatario, SL
Ship supplies	3	Elsa Inés Beatriz Dos Santos
		Gansu General Shipsuppliers, S.L.
		Mi Wun Lu Cheng, SL
Commercial services for vessels	2	Cemesa
		Sermaco SL
Fuel supplied via barges	3	Boluda Tankers, SA
		Bominflot, SA
		Mureoil, SA
Fuel supplied via pipeline	1	Bominflot, SA
Fuel supplied by truck	16	American Petrol SL
		Bominflot SA
		Cartago Marpol SL
		Cepsa Lubricantes SA
		Compañía de Petróleos SA
		E. Ayora, Boronat y Siries SA
		Eliseo Espert SA
		Empresas Comunitarias Reunidas SA
		EMS Ship Supply (Spain) SL
		Estaciones de Servicio Campol SL
		Estaciones de Servicios Tres Caminos SL
		Exclusivas Baymar SA
		Gasoleos Riberalt SL
		Hijo de V. Navarro Pastor SA
		Tremer Energía SL
		Valenciana de Bombeos SL
Waste water collection service	2	Extracciones Levante SL
		UTE Marpol Sagunto
Urban and inert waste collection service	4	Transportes y Excavaciones Pérez Plumed SL
		UTE Marpol Sagunto
		Vareser 96 SL
		SAG Sagunto Sociedad Anónima Gestión

The following table outlines the number of occupancy licences in force as of 31<sup>st</sup> December 2011:

	PORT OF VALENCIA	PORT OF SAGUNTO	PORT OF GANDIA	TOTAL
No. authorised companies	45	26	11	82
No. concessionary companies	31	19	7	57
Total per ports	76	45	18	139

Total tonnes handled in the port which correspond to concession or authorised cargo shipping terminals, as a percentage of total goods traffic.

In 2011, 99.15% of goods traffic throughput was handled at concession or authorisation-operated shipping terminals.

## Service quality

Channels made available by the Port Authority to ensure that operators who wish to provide services in the port or apply for a concession are clearly aware of the conditions required to operate in the port and the administrative procedures that regulate this process, such as Internet availability of the services' regulatory conditions, information conferences, etc.

Anyone interested in providing a service in the ports managed by the Port Authority of Valencia should go to the PAV offices where they shall be informed by the Service Management Department. They will be given a copy of the specific requirements and/or specific conditions needed to provide the service in question and will be informed of the deadlines and procedures to be carried out in order to obtain the licence or authorisation.

However, an e-mail address is also available should any interested parties have any queries or require any information about these services: [sportuarios@valenciaport.com](mailto:sportuarios@valenciaport.com)

In terms of granting public land occupancy licences, the legal procedures set out in the Revised Text of the Spanish Law on State-owned Ports and the Merchant Navy must be followed as these ensure compliance with the principles of transparency and free competition for the interested parties. In some cases, the procedure is a tender put out by the PAV, whilst in others it responds to a request made by an interested party.

Initiatives promoted by the Port Authority aimed at improving efficiency, service quality and goods service performance.

The initiatives implemented by the PAV to make port community businesses more competitive by using tools that enable improvements in efficiency, service quality and goods service performance include the following:

## Quality Mark: External Quality

External quality encompasses quality management in the port community where different groups (Port Authority, freight forwarders, shipping agents, stevedores, hauliers, official services, etc.) are part of a single process which provides a specific service to the end customer, i.e. the shipping line, importer or exporter.

As a result, the customer receives a global impression of the quality of the service which indicates the efficiency of the port as a whole.

In an aim to convey this global impression and to meet our customers' requirements, the Port Authority pressed for the creation of a Quality Mark whose objective is to bring together all the companies in the port community that are prepared to provide quality-assured services by complying with partial standards which deliver an established level of quality for each of the processes involved in the services provided.

To date, the Quality Mark has been implemented in the ports of Valencia and Sagunto. Both ports have Quality Committees whose members represent the port community in each port.

These Quality Committees are responsible for identifying the key services requested by customers, establishing the standards that must be guaranteed to the customer and the commitments that must be undertaken by the members of the port community who participate in the Quality Mark. In 2011, the Quality Mark System was extensively overhauled, which gave way to changes in the system's supporting documentation, i.e. the procedures and user rules adapted to include the improvements recently introduced in the service guarantees which are as follows:

- Berthing of vessels as scheduled (Valencia and Sagunto)
- Supplies delivered to vessel without delay (Valencia and Sagunto)
- Fast processing of bills of lading (Valencia and Sagunto)
- Transparent invoicing (Valencia and Sagunto)
- Safe arrival of goods at customer facilities (Valencia)
- Delivery of containers at the agreed time (Valencia)
- Containers shipped on the agreed vessel (Valencia)
- Inspection at the Border Inspection Post without unexpected return to the Terminal (Valencia)
- Handling of 1200 pallets of fruit per day pursuant to the Citrus Fruit Quality Charter (Sagunto)
- Result of the Offloading/Outturn Report two days after operations have been completed (Sagunto)

Moreover, anyone belonging to the Quality Mark must also commit to other general guarantees defined by the Quality Committees and included in the new Quality Mark Procedures Manual.

Should any guarantee not be complied with, the Quality Mark shall, via the complaints submitted by customers, analyse the causes and issue a written notification within a week detailing the reason and the corrective action to remedy the non-compliance.

The Port Authority of Valencia has taken on the ownership of the Quality Mark System, which is managed through the Quality Mark Department, in the light of the need to coordinate the different port service providers, ensure that the guaranteed commitments are complied with, to reach agreements and implement improvements to the promised service quality, and to provide a legal framework for the obligations set out in the user rules.

In order to improve port services, the Quality Committees set up specific Working Groups to carry out specific in-depth studies of any improvement opportunities detected. Each Working Group is made up of the various agents who play a part in the process under study.

In addition, the Quality Mark Department provides a customer service facility for the port and logistics community which responds to specific claims over possible incidents occurring during the release and acceptance of containers at the terminals (overland closing time system).

In 2007, the Quality Mark Quality System became part of a Service Directive which includes the Procedures Manual and the User Rules mentioned above. The evolution of the Quality System has meant that all the companies included in the Quality Mark must be audited by an independent certification body. This checks that the system complies with specific standards and guarantees which ensure an agreed service quality.

### Promoting the Quality Mark Quality System abroad.

The Quality Mark Quality System (SCMG) has been implemented in the Port of Altamira (Mexico), Callao (Peru) and in the Port of Guayaquil (Ecuador), and progress has also been made on implementing the system in the ports of Buenaventura (Colombia) and Puerto Cabello (Venezuela). Visits were made to all the aforementioned ports before implementing the system.

In 2011, the final SCMG implementation phase was successfully completed at the Port of Lázaro Cárdenas (Mexico) in which the system management bodies were set up, and the Vessel Berthing and the Container Import Guarantees were implemented.

## Service Directives

A Service Directive establishes the service quality characteristics applicable to port and cargo handling service providers which voluntarily wish to apply for certification so as to obtain a service quality rebate as envisaged in Article 245.2 of the Revised Text of the Spanish Law on State-owned Ports and the Merchant Navy, passed by Legislative Royal Decree 2/2011, of 5<sup>th</sup> September (published in the Official State Gazette No. 253, of 20<sup>th</sup> October 2011).

The PAV has worked with the State-owned Ports Body to modify the Service Quality Directives for container, bulk, multipurpose, cruise and Ro-ro traffic.

The main changes centre on setting out the service quality characteristics applicable to port and cargo handling service providers which voluntarily wish to apply for certification so as to obtain a service quality rebate as envisaged in Article 245.2b of the Revised Text of the Spanish Law on State-owned Ports and the Merchant Navy, passed by Legislative Royal Decree 2/2011, of 5<sup>th</sup> September. The Service Directive sets out the methods, registers and indicators to be used to ensure compliance with the quality characteristics, the conformity assessment and certificate issue system, and a system to review and continuously improve quality.

### valenciaportpcs.net

In 2004, the PAV made a qualitative leap forward in its information services with the launch of its Port Community System – valenciaportpcs.net. This Internet-oriented technological platform was built to comply with high availability requirements and offer users SOA services to facilitate interconnections.

The use of valenciaportpcs.net provides innumerable benefits to the port community including:

- Easy access to integrated logistics and customs information at sea, in the port and on land, thus allowing operations and records to be tracked and traced, and authorising access to other agents involved in the process.
- Increasingly sophisticated management, thus speeding up document generation and handling.
- More efficient transactions, which optimise handling and improve response times, generating cost savings of up to 50%.
- Access to and communication with the shipping companies is unified, thus standardising information and communication with the shipping lines through the INTTRA and GT Nexus platforms, and operating as a single window.
- Fewer mistakes. Errors inherent to manual systems are eliminated as data does not have to be entered several times into different media (telephone, fax, etc.).
- User-friendly system, allowing the integration of freight forwarder systems, as well as independent use via the valenciaportpcs.net customer application.



Over 400 companies in the port community currently use valenciaportpcs.net on a daily basis. Figures for the platform in 2011 include:

- The loading or discharge of 4,140,428 containers through valenciaportpcs.net, i.e. 97% of the total number of containers.
- 963,000 transport orders for containers either released from or accepted at the Valencia and Sagunto terminals.
- 127,915 dangerous goods shipments handled through valenciaportpcs.net using dangerous goods notifications.
- 9,222 electronic call requests made to valenciaportpcs.net.
- 23,659,146 messages were exchanged in valenciaportpcs.net.
- As a result of the integration with the INTTRA and GT Nexus technological platforms, which bring together the world's main carriers, valenciaportpcs.net provides its users with a single window for sending and receiving shipping documents to and from the world's major shipping companies.

Number of authorised companies, concessionaires and port service providers that have applied for the rebate to promote improvements in service quality as envisaged in Article 19.2.b. of Spanish Law 48/2003 in the wording given in Spanish Law 33/2010. Traffic throughput these companies represent.

In 2011, a total of 29 companies applied for the rebate to promote improvements in service quality as envisaged in Article 19.2.b. of Spanish Law 48/2003 in the wording given in Spanish Law 33/2010.

Description of the initiatives promoted by the Port Authority to receive and deal with complaints or suggestions from the port's end customers, and to assess their degree of satisfaction with the services provided by the port.

In order to obtain information about the environment's perception of the Port of Valencia, the PAV decided a survey was needed. Thus, in November 2011, work began on drawing up a "Survey on the Port Community and Citizens' Perception of the Port of Valencia". The aim of this survey was to obtain information about:

- Citizens' (segmented by their proximity to the port) perception of the Port of Valencia.
- Port community members' (segmented by group: shipping agents, freight forwarders, transport and logistics companies) perception of the services offered at the port.

The tasks to be carried out in the first few months of 2012 include:

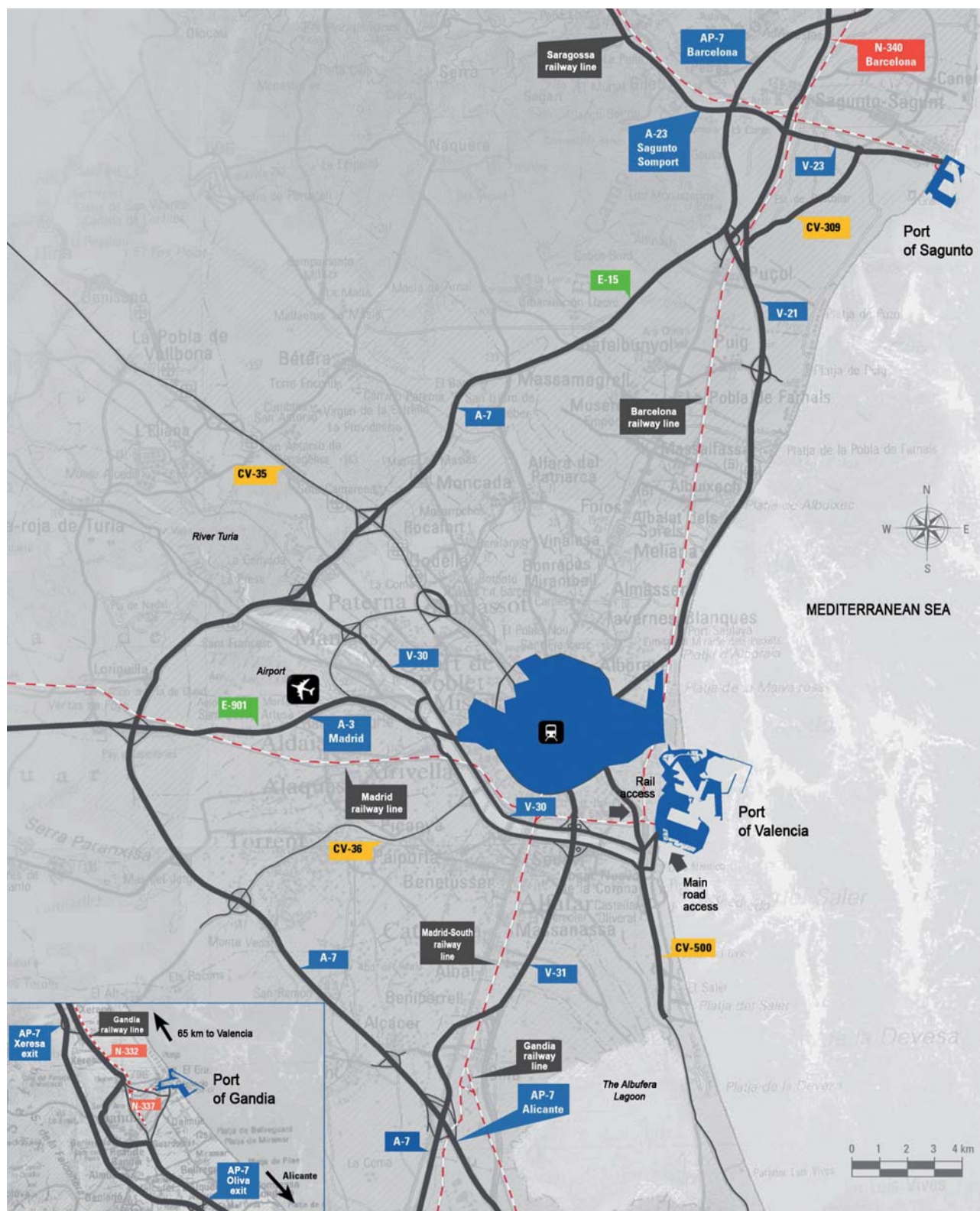
- Defining the content required to carry out the survey in line with the information needed.
- Definition of the sample group and size. This will be between 900 and 1000 interviews of which approximately 60% will be residents and 40% customers depending on the number of companies in each segment (shipping agents, freight forwarders and transport and logistics companies) and the possible methodology (different alternatives are being weighed up) to define the survey with an acceptable margin of error.
- Data collection and survey of the sample group defined according to the proposed methodology.
- Drawing up a final report which will analyse the results achieved and obtaining indicators which measure these results.

Likewise, and as part of the certified management systems mentioned in the indicator "Description of the management systems used by the Port Authority to support decision making", biennial surveys are sent to shipping agents and stevedoring companies about specific elements of the service the PAV provides to these groups.

## Integration in the transport system. Sustainable mobility

Current road and rail access, and initiatives envisaged to improve this, as well as a description of the strategies adopted by the Port Authority to promote port-rail intermodality in terms of infrastructure, operational coordination, and sales management.

### Land access and links to the ports of Valencia, Sagunto and Gandia



## Land access and links to the Port of Valencia:

The Port of Valencia is directly linked to national and international road and rail networks.

### By road:

The Port of Valencia is connected to the national road network via the V-30 (Valencia bypass).

The V-30 links up directly to the A-7 toll-free motorway (Mediterranean motorway) which in turn is directly connected to the other road links in the port's hinterland:

- The V-21 trunk road to the north (Valencia-Sagunto).
- The V-31 trunk road to the south (Valencia-Silla).
- The north-south corridor which includes the A-38 (Valencia-Cartagena) and the A-7 (Barcelona-Algeciras) toll-free motorways.
- The East-West corridor centred on the A-3 toll-free motorway (Madrid-Valencia) which connects to the A-43 road to Lisbon, on the stretch near Atalaya.
- The section of the A-7 motorway near Sagunto links up to the A-23 (Sagunto-Somport) toll-free motorway which connects the region with Aragon, Castile-Leon and the rest of the north of Spain. The A-7 near Jativa also links up to the A-35 which accesses the south of Castile La Mancha.

In addition, in order to improve road access to the port, the Spanish Ministry of Development's General Directorate for Roads is currently adding another lane to the V-21 toll-free motorway between Puzol (V-23) and Carraixet (a stretch of 16 km).

Likewise, the first phase of work to create the north access to the Port of Valencia between the Carraixet ravine and the Universidad Politécnica has been completed on the outbound side. In the future, this will provide a new access route to the Port of Valencia and will considerably reduce the number of kilometres for traffic coming from the north whilst also cutting the distance between the ports of Valencia and Sagunto.

### By rail:

The rail connection from Valencia ensures access to any manufacturing area on the Iberian Peninsula and Europe.

The rail links from the Port of Valencia are as follows:

- Valencia - Barcelona - Port Bou
- Valencia - Saragossa - Basque Country
- Valencia - Cuenca - Madrid
- Valencia - Albacete - Madrid
- Valencia - La Encina - Alicante, which provides connections to go on to other destinations from Alcazar de San Juan (Andalusia), Alicante (Murcia), Madrid (north and northwest Spain, Extremadura).

## Land access and links to the Port of Sagunto:

### By road:

The Port of Sagunto is linked to the national road network via the CV-309 and the V-23 roads. These roads lead onto the AP-7 toll motorway and the A-23 motorway which connect the port to the rest of the peninsula.

### By rail:

The Port of Sagunto has its own private rail network, which belongs to ARCELOR. This links up to the national rail network via the South Quay.

In 2011, progress was made in terms of the projects aimed at improving rail access to the Port of Sagunto with the publication on 11<sup>th</sup> July of the "Announcement of the Rail Infrastructure General Directorate, by which the Informative Study on Rail Access to the Port of Sagunto is submitted for public consultation" in the Official State Gazette. This is a fundamental project for the Port of Sagunto as it currently does not have its own public rail access to the national rail network.

## Land access – Port of Gandia:

### By road:

The Port of Gandia is linked to the N-332 via the N-337 A-road. The Port is linked to the AP-7 toll motorway at Xeraco (north) and Oliva (south) via the N-332 A-road. The Port of Gandia is also linked to its hinterland via the CC-320 road from Almansa to the Grao de Gandia.

In 2011, progress was also made in terms of the projects aimed at improving road access to the Port of Gandia with the publication on 7<sup>th</sup> February of the "Climate Change Secretary of State Resolution of 25<sup>th</sup> January 2011 in which the environmental impact statement for the N-337 road project, south access to the Port of Gandia from the N-332, kilometre 200+800, Valencia province is drawn up". The public opinion survey phase has thus started.

### By rail:

The Port of Gandia also has its own internal rail infrastructure which is linked to the national rail network.

## Strategies to promote port-rail intermodality

In terms of the strategies adopted by the Port Authority to promote port-rail intermodality in terms of infrastructure, operational coordination and sales management, Article 36 of Spanish Law 39/2003, of 17<sup>th</sup> November, on the Rail Industry stipulates the regime applicable to existing rail infrastructures in public interest ports and attributes certain rail infrastructure administration functions to the port authorities that manage them. The same article states that these infrastructures must be connected to the national rail network, and also be governed by an agreement which must be signed by Adif and the port authority of each public interest port, with previous authorisation from the Spanish Minister of Development.

On 24<sup>th</sup> October 2011, in the presence of the Spanish Minister of Development, the Chairmen of Adif, the State-owned Ports Body and the Port Authority of Valencia signed this agreement which governs the Port of Valencia's rail connection with the Adif-managed network. The agreement aims to improve the integration and coordination of the rail network with the port and foster rail freight, thus making the Port of Valencia more competitive. Two days later, the Head of Rail Traffic at the Port of Valencia was officially named, by virtue of clause 19 of the connection agreement. In addition, two Port Service Managers did the 212-hour "Port Rail Traffic Management" course in February and March 2011. Likewise, work was also done in 2011 on drawing up a rail management system which will bring all the Port of Valencia's rail network-related issues under one umbrella.

The Adif-PAV agreement comes under the cooperation framework to promote initiatives aimed at coordinated management of rail-port complexes in line with the Strategic Plan for the Promotion of Rail Freight in Spain, devised by the Spanish Ministry of Development.

The Port of Valencia's involvement in and commitment to rail transport was rewarded with a special mention for its "Port-Adif: Improving rail-port operational management at the Port of Valencia" working group, made up of members of the PAV and Adif's Logistics Services and East Zone Station Management, at Adif's 4<sup>th</sup> Quality and Environment Convention, whose slogan was "Adif, Exporting Quality".

In terms of sales management, the rail service to the Saragossa Plaza platform which Logitren began to operate at the end of 2009 went from strength to strength in 2011 and the frequency of the line was increased to 4 connections per week. This has reinforced our business foothold in the Aragon hinterland, which is a priority area for the PAV's trade interests.

Likewise, programmes such as the Strategic Plan for the Promotion of Rail Freight, and the introduction of regular rail services to Madrid (Coslada Dry Port, Azuqueca and Abronigal) and Aragon (Saragossa), as well as the inclusion of the Port of Valencia in the Mediterranean Corridor, and

projects such as Ferrmed, will help to position the Port of Valencia as an intercontinental logistics platform.

## Description of the strategies adopted by the Port Authority to promote Ro-ro traffic.

In 2011, the Port Authority of Valencia consolidated its position as the third-ranked Spanish port in Ro-ro traffic with a total throughput of 5.61 million tonnes, which represented a 13.31% increase over 2010.

The consolidation of new lines which connect the Port of Valencia to North Africa, West Africa, new regular shipping lines between the Port of Valencia and Italian ports, as well as regular lines to the Middle East have contributed to this increase in Ro-ro traffic.

Short sea shipping lines which connect Valenciaport to other European ports have become a real alternative to land transport. The combination of road freight and shipping contributes to cut the number of heavy goods vehicles on European roads, which in turn decreases congestion on Spanish and European roads and reduces CO<sub>2</sub> emissions.

Alongside the consolidation of regular lines and increasing loyalty among shipping lines, the Port Authority of Valencia has led the electronic T2L project – the virtual version of the paper T2L document to prove the community status of goods – which will use the Customs' electronic data transfer systems instead of paper documents. This will improve service efficiency, make considerable cost savings and strengthen cooperation between Customs and the Port. The implementation of the electronic T2L will speed up Ro-ro traffic by doing away with paper procedures and waiting times, and will improve operations by making Customs procedures easier. In short, this will encourage new carriers to use the port.

In 2011, the Port Authority also promoted Ro-ro traffic in conjunction with the Grimaldi group, the main Ro-ro service operator in Valencia. During this year, the group's activities in our port were extended with the launch of a new line between Valencia and Genoa, with three weekly sailings. This will enhance connectivity with the industrial areas of Milan, Turin and Genoa. Grimaldi forecasts an increase in Ro-ro traffic between Valencia and Leghorn of 30% compared to current figures. Likewise, Grimaldi also strengthened its West Africa line via the AMEX service with the introduction of a new vessel thus increasing the number of calls at our port as well as its freight capacity by 40%.

There was also a great deal of institutional activity in 2011. The Port Authority of Valencia, as a member of the Governing Board of the Spanish Short Sea Shipping Promotion Association, took part in different initiatives developed by this forum of public and private sector stakeholders which aims to create shipping and land transport chains that contribute to realise the potential of shipping based on an intermodal approach.



In addition, the PAV coordinated the Monitoring and Operation Services for Motorways of the Sea (MOS4MOS) project. This is one of the eight Motorways of the Sea multi-annual calls in the framework of the chosen TEN-T projects. The MOS4MOS project includes Spain, Italy, Slovenia and Greece and has a budget of €5,643,717, 50% of which is funded by the European Commission.

Finally, the PAV also engaged in an open cooperation project with the port of TangerMed, Morocco's main shipping gateway. This project aims to establish synergies between the two ports and set up possible joint initiatives for Ro-ro traffic, so that the Port of Valencia is sufficiently well connected to TangerMed in order to attract carriers.

Evolution of rail freight in and out of the port over the three last years, as a percentage of total land traffic; in addition to the Ro-ro traffic in and out of the port as a percentage of total general import-export cargo over the last three years.

### Rail traffic

The PAV's rail connection ensures access to any production area on the Iberian Peninsula and Europe. The Port of Valencia has a two-track railway inside the port premises which branches off to the different quays.

In 2011, 1,748,000 tonnes of goods were transported by rail, of which 1,056,000 tonnes were discharged from vessels whilst 692,000 tonnes were loaded goods. Total land traffic stood at 29,014,000 tonnes (excluding transit and goods transported by pipeline). Thus, rail freight accounted for 6.02% of total land traffic.

RAIL FREIGHT (Valencia)	2009	2010	2011	DIFF. 10/11	%
Tonnes	1,433,066	1,621,449	1,747,858	126,409	7.79%
TEUs	83,046	94,023	116,019	21,996	23.39%

### Ro-ro traffic and wheeled transport elements

Wheeled traffic in the Port Authority of Valencia can be divided into three categories: passenger vehicles, vehicles as goods, and wheeled intermodal transport units (ITUs). This section also gives a brief outline of Ro-ro goods traffic.

### Passenger vehicles

In 2011, the Port of Valencia handled 79,003 passenger vehicles (cars, motorcycles and coaches), which represents an increase of 7.4% compared to 2010.

	2009	2010	2011	DIFF. 10/11	%
Passenger vehicles	75,553	73,531	79,003	5,472	7.44%

## Vehicles as goods

In 2011, the number of new cars shipped as non-containerised Ro-ro traffic was 380,606 (excluding transit traffic). This represented a decrease of 7.2% compared to 2010. 197,841 of these new cars were exported, the main brands being Ford, Opel, Peugeot, Renault and Iveco Pegaso. The other 133,609 imported vehicles were mainly Toyota, Fiat, Ford and Dacia. Exports fell by 3% whilst imports dropped by 17.6%. The remaining 49,156 cars were domestic traffic to and from the Balearic Islands. This traffic is handled through the ports of Valencia (82%) and Sagunto (18%).

	2009	2010	2011	DIFF. 10/11	%
Vehicles as goods	387,671	410,335	380,606	-29,729	-7.25%

## Wheeled ITUs (Intermodal Transport Units)

Wheeled intermodal transport unit traffic went up by 5.6% in 2011 compared with the previous year. The following table shows the figures for 2010 and 2011.

TYPE OF ITUs (units)	2009	2010	2011	DIFFERENCE	%
Articulated lorries	65,975	89,302	89,234	-68	-0.08%
Tractor units	2,304	2,452	1,205	-1,247	-50.86%
Rigid lorries	21,653	21,237	20,971	-266	-1.25%
Semi-trailers/Flatbed trailers	68,158	46,976	44,352	-2,624	-5.59%
Vans	125	74	61	-13	-17.57%
Roll trailers and other equipment	2	0	0	-	-
Trailers	32,582	41,962	57,403	15,441	36.80%
<b>TOTAL</b>	<b>190,799</b>	<b>202,003</b>	<b>213,226</b>	<b>11,223</b>	<b>5.56%</b>

## Ro-ro tonnes

In 2011, a total of 3,119,119 tonnes of Ro-ro traffic were handled, alongside the wheeled ITUs mentioned above, including the tonnes of vehicles as goods, also described at the start of this section. This represented a 12.5% increase over 2010. Likewise, a total of 31,245 TEUs of Ro-ro traffic were handled in 2011.

	2009	2010	2011	DIFF. 10/11	%
Ro-ro tonnes	2,585,941	2,771,379	3,119,119	347,740	12.55%



## Institutional communication

List of stakeholders identified by the Port Authority.

The three main stakeholder groups identified by the PAV are:

- **Internal group:** the PAV believes its staff are an essential asset and thus considers that their professional development and training are key elements.
- **Domestic and foreign port community:** customers, other port-related authorities (Customs, Foreign Health Department, Plant Health Department, etc.) and port-related companies and associations.
- **Citizens:** society as a whole, represented by public authorities, the media, other civil institutions and local neighbourhoods in particular.

Communication with stakeholders and their participation model.

STAKEHOLDER	COMMUNICATION TOOLS
Internal group	Works Committee
	Equality Standing Committee
	Local Competence-based Management Committee
	Occupational Health and Safety Committee
	Pension Plan Monitoring Committee
	Loans and Advances Committee
	Work Wear Committee
	Internal Improvement Groups
Port community	Employee Portal
	Quality Committees
	Shipping and Port Councils
	Participation in professional associations and meetings
	Training and informative conferences
	Newsletters, regular reports and other publications
Citizens	Valenciaport portal
	Regular working meetings with their main representatives
	Participation in citizen forums
	Informative sessions and press releases in the media
	Regular press conferences after Board Meetings
	Guided tours

Stakeholders' main concerns and worries.

The internal group's main concerns centre on job stability and working conditions.

The port community aims to improve service and efficiency to make the port more competitive as a whole.

Citizen concerns focus on the port-city relations model and its development.

## Coordination and cooperation projects with other authorities.

This section includes the following coordination and cooperation agreements with other authorities:

AGREEMENTS WITH OTHER AUTHORITIES	
NAME	SIGNATORIES
Cooperation Agreement between the Valencia City Council and the PAV to set up a fire station inside the Port of Valencia	<ul style="list-style-type: none"> <li>Valencia City Council</li> <li>PAV</li> </ul>
Cooperation Framework Agreement between the University of Valencia (Estudi General), the PAV and the Valencia University-Business Foundation to organise internships for university students	<ul style="list-style-type: none"> <li>Valencia University-Business Foundation</li> <li>University of Valencia (Estudi General)</li> <li>PAV</li> </ul>
Cooperation Framework Agreement between the PAV and the Universities of Valencia (Estudi General), Alicante, Jaime I and Miguel Hernández	<ul style="list-style-type: none"> <li>University of Alicante</li> <li>University of Jaime I</li> <li>University of Miguel Hernández</li> <li>University of Valencia (Estudi General)</li> <li>PAV</li> </ul>
Cooperation Agreement between the PAV and the Spanish Sea Rescue and Safety Society to coordinate and manage shipping and port traffic at the ports of Valencia, Sagunto and Gandia	<ul style="list-style-type: none"> <li>Spanish Sea Rescue and Safety Society</li> <li>PAV</li> </ul>
Cooperation Agreement between the Civil Guard and the PAV to locate a specialised unit of the Civil Guard of Valencia's Provincial Maritime Service (Marine Civil Guard) inside the Port of Valencia	<ul style="list-style-type: none"> <li>Civil Guard</li> <li>PAV</li> </ul>
Cooperation Agreement between the Spanish Ministry of Development, the Valencian Regional Government, the Valencia City Council and the PAV to modernise the Port of Valencia's infrastructures	<ul style="list-style-type: none"> <li>Valencia City Council</li> <li>Valencian Regional Government</li> <li>Spanish Ministry of Development</li> <li>PAV</li> </ul>
Agreement to create a committee to coordinate occupational health and safety at the ports of Sagunto, Valencia and Gandia	<ul style="list-style-type: none"> <li>Valencian Shipowners Association</li> <li>SEVASA</li> <li>SESASA</li> <li>SEGASA</li> <li>PAV</li> </ul>
Cooperation Framework Agreement between the Universidad Politécnica de Valencia and the PAV to establish joint participation in education and employment issues through an educational cooperation programme	<ul style="list-style-type: none"> <li>Universidad Politécnica de Valencia</li> <li>PAV</li> </ul>
Cooperation Agreement between the Valencian Worldwide Investment and Foreign Trade Agency (IVEX) and the PAV	<ul style="list-style-type: none"> <li>IVEX</li> <li>PAV</li> </ul>
Cooperation Agreement between the Fundación Comunidad Valenciana-Región Europea and the PAV	<ul style="list-style-type: none"> <li>Fundación Comunidad Valenciana Región Europea</li> <li>PAV</li> </ul>
Cooperation Framework Agreement with the Universidad Politécnica de Valencia	<ul style="list-style-type: none"> <li>Universidad Politécnica de Valencia</li> <li>PAV</li> </ul>
Agreement between the Spanish Railway Infrastructure Management Body (Adif) and the PAV to manage operations in the rail network inside the Port of Valencia (Management Assignment)	<ul style="list-style-type: none"> <li>Spanish Railway Infrastructure Management Body (Adif)</li> <li>PAV</li> </ul>
Agreement on the occupancy of certain public port land for the operation of a system to inspect containers and/or transport units at the Port of Valencia	<ul style="list-style-type: none"> <li>Spanish Tax Agency</li> <li>PAV</li> </ul>
Cooperation Agreement between the State-owned Ports Body and the Port Authorities of Barcelona, Valencia and Algeciras Bay to include public interest ports in the Container Security Initiative (CSI)	<ul style="list-style-type: none"> <li>Port Authority of Algeciras Bay</li> <li>Port Authority of Barcelona</li> <li>State-owned Ports Body</li> <li>PAV</li> </ul>
Business Cooperation Agreement for General Activities between the Universidad Politécnica de Valencia and other signing companies and institutions to create the "Chair in Managerial and Business Culture"	<ul style="list-style-type: none"> <li>Universidad Politécnica de Valencia</li> <li>PAV</li> </ul>
Agreement between the Universidad Politécnica de Valencia and the PAV to grant a subsidy concession to carry out the 2011-2012 activities inherent to the "Port of Valencia Chair: Planning, Management and Sustainable Development of Ports"	<ul style="list-style-type: none"> <li>Universidad Politécnica de Valencia</li> <li>PAV</li> </ul>
Cooperation Agreement between the Sagunto Town Council and the Port Authority of Valencia	<ul style="list-style-type: none"> <li>Sagunto Town Council</li> <li>PAV</li> </ul>
Cooperation Agreement between the Gandia Town Council and the Port Authority of Valencia	<ul style="list-style-type: none"> <li>Gandia Town Council</li> <li>PAV</li> </ul>
Cooperation Agreement between the Central Government Office in the Valencian Region and the Port Authority of Valencia to enable food produce control levels to be maintained	<ul style="list-style-type: none"> <li>Central Government Office in the Valencian Region</li> <li>PAV</li> </ul>
Memorandum of understanding between the Port Authority of Valencia and UNCTAD (2011-2015)	<ul style="list-style-type: none"> <li>UNCTAD</li> <li>PAV</li> </ul>



NAME	SIGNATORIES
Educational and Business Cooperation Agreements to organise work experience placements in companies	<ul style="list-style-type: none"> <li>• Various educational centres</li> <li>• PAV</li> </ul>
Cooperation Agreements to organise work experience placements for foreign students	<ul style="list-style-type: none"> <li>• Spanish Committee of the International Association for the Exchange of Students for Technical Experience (IAESTE)</li> <li>• PAV</li> </ul>
Connection Agreement between the Spanish Infrastructure Management Body (Adif), the State-owned Ports Body and the PAV to connect the public interest Port of Valencia's rail infrastructure to the Spanish national network in application of Spanish Law 39/2003, of 17 <sup>th</sup> november, on the Rail Industry	<ul style="list-style-type: none"> <li>• State-owned Ports Body</li> <li>• Spanish Railway Infrastructure Management Body (Adif)</li> <li>• PAV</li> </ul>
Cooperation Agreement for the development of the project to improve energy efficiency in the lighting of the ports of Valencia, the Balearic Islands and Tenerife	<ul style="list-style-type: none"> <li>• Port Authority of Tenerife</li> <li>• Port Authority of the Balearic Islands</li> <li>• PAV</li> </ul>
Cooperation Agreement between the European Association of Arbitration and the State-owned Ports Body to promote the resolution of disputes via arbitration through the Arbitration Tribunal for Public Tendering	<ul style="list-style-type: none"> <li>• State-owned Ports Body</li> <li>• European Association of Arbitration</li> <li>• Arbitration Tribunal for Public Tendering</li> <li>• PAV</li> </ul>
Specific Agreement to develop a Cooperation Agreement between the Universidad Politécnica de Valencia and the Port Authority of Valencia for a project entitled "Plan to Monitor the Evolution of the Beaches to the North and South of the Port of Valencia after the Completion of the External Works to Expand the Port"	<ul style="list-style-type: none"> <li>• Universidad Politécnica de Valencia</li> <li>• PAV</li> </ul>
Cooperation Agreement between the Valencian Region Solidarity and Voluntary Work Foundation and the PAV for the Third Engage Project	<ul style="list-style-type: none"> <li>• Valencian Region Solidarity and Voluntary Work Foundation</li> <li>• PAV</li> </ul>

Different projects such as research, innovation, safety, environment, port training and new technologies initiatives were also carried out with other authorities. In terms of CSR, the PAV took part in the project entitled "Speeding up CSR in public-sector companies" in 2011. This project was led by FORÉTICA, Adif and Garrigues [Environment Area], with the help of the Ministry of Employment and Immigration and the public-sector companies EMASESA and the Port Authority of Valencia, as well as eight regional governments.

In 2011, the PAV also joined the Valencia Local Innovation Agreement, an initiative promoted by the Valencia City Council, through the CEyD (Valencia Strategy and Development Centre). This Agreement was created as a coordinated, joint working platform which will enable the exchange of know-how and will promote R&D&I in the city via the implementation of innovation projects which will encourage synergies and avoid duplication. Its main objectives are:

- To consolidate and promote R&D&I in Valencia.
- To establish Valencia as an innovative city.

**Technical and business associations the Port Authority belongs to or in which it takes an active role.**

One of the ways of channelling the Port Authority of Valencia's commitment to the environment is its participation in associations. The Port Authority belongs to or takes an active role in the following associations:

**International and European organisations:**

- The International Association of Ports and Harbours (IAPH)
- The Association of Mediterranean Cruise Ports (MEDCRUISE)
- The Association for the Promotion of the Mediterranean's Great Freight Axis – FERRMED
- The International Association of Cities and Ports (AIVP)
- EUROPHAR European Group (promoting environmental protection and safety in ports)
- The World Association for Waterborne Transport Infrastructure (PIANC)
- The Association for the Collaboration between Ports and Cities (RETE)
- The SMDG Foundation (User Group for Shipping Lines and Container Terminals)
- The International Multimodal Transport Association (IMMTA)
- The International Harbour Masters' Association (IHMA)
- The International Port Law Association (AECA)

**Local, regional and national organisations:**

- The Madrid Logistics Platform Association (MPL)
- The Association for Management Progress (APD)
- The Spanish Chamber of Commerce in Hong Kong
- The Spanish Association of People Management and Development (AEDIPE)
- The Valencian Business Confederation (CEV)
- The Valencian Entrepreneurs Association (AVE)
- The Camp del Morvedre Entrepreneurs Association (ASECAM)
- The Logistics Development Association (ADL)
- The Valencia Propeller Club
- The Spanish Association of Accounting and Business Administration (AECAE)

## Sales promotion

Description of the initiatives promoted by the Port Authority for the port's sales promotion. Reference to the target sectors and to possible field work carried out for market prospection.

In 2011, the Port Authority of Valencia took part in 16 industry events as part of its sales promotion work. The Sales Department also welcomed different institutional and logistics and port representatives from around the world.

The Port Authority of Valencia had its own stand at five international trade fairs which it has attended over the last few years.

- CEVISAMA, Valencia, February 2011
- REDIVEX, Valencia, April 2011
- SIL 2011, Barcelona, June 2011
- SEATRADE Miami, March 2011
- ECOFIRA, Valencia, March 2011

The PAV also visited fairs such as:

- FITUR, Madrid, January 2011
- FRUITLOGISTICS, Berlin, February 2011
- SEATRADE CRUISE EUROPE, Hamburg, September 2011

The PAV also took part in different congresses and conferences including:

- GREENPORT, Hamburg, September 2011
- CHIPRE-EUROPE, SEAPORTS CONFERENCE, Cyprus, May 2011
- GLOBAL LINER SHIPPING CONFERENCE, London, April 2011
- EUROPEAN CRUISES CONFERENCE, Brussels, June 2011
- MAROC-SPAIN CONFERENCE, Tangiers, June 2011
- EUROMED CONVENTION GRIMALDI, Capri, September 2011
- INTERNATIONAL CRUISE SUMMIT, Madrid, October 2011
- MEDITERRANEAN WEEK, Barcelona, November 2011

The PAV continued to place advertising in national and international port and logistics media throughout 2011. The majority of advertisements were placed in specialised international media such as "Containerisation International", "Lloyds List" and "Port Strategy". One-off advertisements were inserted in specialised cruise industry media such as "Dream World Cruise Destination" and "Seatrade Cruise".

Advertisements in national port and logistics media were reduced to control spending.

Total sales promotion expenses, expressed as total expenses and as a percentage of operating expenses.

	2011
Sales promotion expenses	1,125,867
Operating expenses	96,983,078
RATIO	1.16%

## Institutional commitment

Description of communication and service provision projects using the Internet or other electronic media aimed at optimising port management, providing information to stakeholders, and facilitating customer and supplier management.

A team of people led by the General Manager's Office and the Information Systems Department worked on the PAV's e-Office establishing registration, suggestions and complaints as the priority procedures. The creation of the PAV's e-Office responds to three key objectives so as to:

1. Comply with Spanish Law 11/2007 on universal electronic access to public services and with Spanish Royal Decree 1671/2009.
  2. Offer PAV customers and the general public the best service.
  3. Increase the efficiency of the internal processes affected.
- The PAV's e-Office is set to come into operation in 2012.

In addition, the PAV carries out its electronic data exchange and e-commerce services through its Port Community System – valenciaportpcs.net. This platform concentrates the Port Authority's procedure and single-window access services, services to speed up Customs, and services between port community members to improve the efficiency of the port and shipping business.

valenciaportpcs.net provides the following services:

- **Call request:** allows single-window access to the PAV, Merchant Navy and other authorities. This service is used to make call requests, manage vessel technical details, receive the summary declaration and manifest number, receive vessel clearance, and receive berthing and anchoring permits.
- **Dangerous goods:** allows single-window access to the PAV, Merchant Navy and connectivity to the Spanish Dangerous Goods Centre to process dangerous goods entry notifications to the facility as well as authorisation reception. In terms of vessels, the dangerous goods declarations can also be managed.
- **Summary declarations:** allows single-window access to the PAV and Customs. Summary declarations for temporary storage and cargo manifests can be sent and the Customs' and PAV responses can be received.

- **Loading and discharge lists:** through this service the operators give the vessel loading and discharge orders and receive terminal confirmations through valenciaportpcs.net for container and vehicle traffic.
- **Paperless export clearance:** the shipping agents inform the Customs Authority of the goods that are to be loaded onto the vessels. In valenciaportpcs.net, the Customs Authority checks whether the goods are authorised or not.
- **Automated paperless import clearance:** this service manages goods exits with automated customs controls through intelligent gates. The APG gate system connects to valenciaportpcs.net which processes the goods operational and customs data as well as connectivity to Customs so that automated exits can be given in real time. This service will be available for all types of cargo.
- **Land transport:** 99% of container land transport in Valenciaport is managed through valenciaportpcs.net. This represents around 2 million individual electronic documents a year. The issue of electronic orders has enabled several of Valenciaport's container terminals to start up gate automation processes.
- **Rail transport:** valenciaportpcs.net can also manage container rail freight with the implementation of train loading and discharge, and the exchange of information between shipping lines and port terminals.

- **Customs traceability:** Customs traceability data are received, managed and are sent to the customers through the track and trace system and are then inter-linked with other services.
- **Track and trace:** users can track the status of their cargo or container through valenciaportpcs.net. This includes checking operational data, Customs traceability, port procedures, etc.
- **Call queries:** the expected, authorised, in process, and completed calls can be looked up free of charge on the web site.

As part of the continuous improvement process that governs the PAV's management model, the current valenciaportpcs.net services on offer were constantly enhanced throughout 2011. These improvements included a new version of the Land transport service which streamlines the container land transport chain by enhancing electronic transaction management, facilitating electronic document management, and improving the planning and monitoring tools available to users.

In addition, 2011 saw the consolidation of the new exit control system at the south gate. valenciaportpcs.net provides a real time link to Customs and processes vehicle documentation for all types of goods (container, bulk, new vehicles, general cargo, etc.) to ensure automated paperless clearance.



R&D&I projects promoted by the Port Authority or in which it takes an active role, their objectives and achievements, and the authorities it cooperates with in these projects. Total financial resources assigned: expenses and investments, expressed as a total in euros and as a percentage of the Port Authority's total expenses and investments.

The Port Authority of Valencia takes part in the following R&D&I projects either directly or indirectly:

PROJECT NAME	OBJECTIVE
PADO	To create perforated profiles to reduce wave reflection which can be attached to vertical walls on waterways.  Currently at prototype testing stage on 1:1 scale.
MEDITERRANEAN PORT'S CONTRIBUTION TO CLIMATE CHANGE MITIGATION (CLIMEPORT)	To involve Mediterranean ports in climate change mitigation, carrying out activities and sharing experiences and best practices to reduce greenhouse gas emissions.
A DISTRIBUTED AND OPEN FREIGHT TRANSPORT ICT SOLUTION 4 ALL STAKEHOLDERS IN THE MEDITERRANEAN AREA. FREIGHT4ALL (F4ALL)	To design and develop a distributed platform as a mediator for the effective interactions of stakeholders, end to end supply chain management and continuous visibility of operations.
CONTAIN	To define a European Shipping Containers Surveillance system. This system is organised in a global context which will encompass regulatory, policy and standardisation recommendations, new business models and advanced container security management capabilities.
E-FREIGHT	To create an "e-Freight" platform that supports the design, development, use and maintenance of "e-Freight" solutions which will be tested in the different case studies and pilot projects carried out by all land transport stakeholder representatives, including SMEs and authorities.
SYSTEMS FOR THE DETECTION OF EXPLOSIVES IN PUBLIC BUILDINGS AND FACILITIES	To develop scientific and technical know-how which ensures the protection of people and private and public assets through the detection of improvised explosive devices in public buildings and facilities.



## PARTNERS

<ul style="list-style-type: none"> <li>• Port Authority of Valencia</li> <li>• CEDEX</li> </ul>	<ul style="list-style-type: none"> <li>• Port Laboratory at the Catalonia Technology University</li> </ul>
<ul style="list-style-type: none"> <li>• Valenciaport Foundation</li> <li>• Port Authority of Valencia</li> <li>• Port Authority of Algeciras Bay</li> <li>• Port Authority of Marseilles</li> <li>• Port Authority of Piraeus</li> </ul>	<ul style="list-style-type: none"> <li>• Port Authority of Leghorn</li> <li>• Luka Koper</li> <li>• AVEN (Valencian Energy Agency)</li> <li>• ITE (Energy Technology Institute)</li> <li>• GOLEA (Slovenian Energy Agency)</li> </ul>
<ul style="list-style-type: none"> <li>• Decentralised Administration of Crete</li> <li>• Institute for Transport and Logistics Foundation</li> <li>• Association for the Development of Vocational Training in Transport</li> <li>• Interporto Bologna SpA</li> </ul>	<ul style="list-style-type: none"> <li>• Port Authority of Valencia</li> <li>• Universidad Politécnica de Valencia</li> <li>• Campania Region</li> <li>• Luka Koper</li> </ul>
<ul style="list-style-type: none"> <li>• Swedish Defence Research Agency</li> <li>• BMT Group</li> <li>• COTECNA</li> <li>• INLECOM Systems Ltd.</li> <li>• Interporto Bologna</li> </ul>	<ul style="list-style-type: none"> <li>• Joint Research Centre – European Commission</li> <li>• Elsas Datamat</li> <li>• HINTERMED</li> <li>• Port Authority of Valencia</li> <li>• Italian Customs</li> </ul>
<ul style="list-style-type: none"> <li>• BMT Group</li> <li>• INLECOM Sistemas</li> <li>• Technical Research Centre of Finland</li> <li>• Portbase (Rotterdam)</li> <li>• MARLO</li> <li>• Hellenic Institute for Transport</li> <li>• STENA</li> <li>• Nautical Enterprise</li> <li>• Marintek</li> <li>• Institute of Shipping Economics and Logistics</li> <li>• PTV</li> <li>• University of Innsbruck</li> <li>• eBOS Technologies</li> <li>• Maritime Administration of Latvia</li> <li>• K-NET</li> </ul>	<ul style="list-style-type: none"> <li>• Budapest University of Technology and Economics</li> <li>• University of the Aegean</li> <li>• TREDIT</li> <li>• ACOS</li> <li>• Mobycon</li> <li>• Port Authority of Valencia</li> <li>• MJC2</li> <li>• Serviço Português de Contentores, S.A.</li> <li>• Fordesi</li> <li>• Newcastle University</li> <li>• Port of Cork</li> <li>• Schenker (Sweden)</li> <li>• Jan de Rijk</li> <li>• DSV</li> <li>• China Shipping Agency (Spain) SL</li> </ul>
<ul style="list-style-type: none"> <li>• Portel Servicios Telemáticos S.A.</li> <li>• Indra Sistemas</li> <li>• Arquimea Ingeniería</li> <li>• Alfa Imaging</li> <li>• Port Authority of Valencia</li> <li>• Gestión Avanzada de Tecnologías Electrónicas</li> </ul>	<ul style="list-style-type: none"> <li>• Inesfly, Servicios de Consultoría Técnica de Apoyo en Ingeniería</li> <li>• Metro Madrid</li> <li>• Multiscan Technologies</li> <li>• Ramen</li> <li>• Sociedad Europea de Análisis de Diferencial de Movilidad</li> <li>• Soluciones Globales en Ingeniería</li> </ul>

PROJECT NAME	OBJECTIVE
SUPPORT PROJECT (SECURITY UPGRADE FOR PORTS)	To facilitate the implementation of security systems based on the coordination and cooperation of stakeholders involved in the port industry and logistics chains, moving from a centralised model controlled by a single agent to a cooperative approach between different stakeholders.
CONTAINER TERMINALS AS KEY ELEMENTS IN SHORT SEA SHIPPING IN THE MEDITERRANEAN (TERCONMED)	To promote the use of new cargo units, such as 45-foot containers, which are ideal for handling EuroPallets, reduce the Customs obstacles for short sea shipping (SSS) and finally, improve the training given to SSS staff.
PORT HINTERLAND CONNECTIONS (SEATOLAND)	To study the connectivity of the (current and future) cruise terminal with the city of Valencia and nearby areas which are of interest to cruise traffic.
NEEDS OF INTERCONNECTIONS OF REGIONS IN SOUTHWEST EUROPE. OPTIMISATION OF THE INFRASTRUCTURE NETWORK FROM A MULTIMODAL APPROACH (PIRENE)	To study rail connections from the ports of Valencia and Sagunto to Aragon. To start up the Sagunto Intermodal Station.
HOW COULD THE LOGISTICS AND THE SAFETY OF THE TRANSPORTS OF CHEMICAL BE IMPROVED IN THE MEDITERRANEAN AREA, WITH THE LESSONS LEARNED FROM THE CENTRAL EUROPE (LOSAMEDCHEM)	To improve transport conditions for chemical products.
MEDITERRANEAN INTERMODAL (TRANSIT)	To improve intermodal connections in the Mediterranean. A database of shipping and rail services has been drawn up in conjunction with Valencian transport companies.
MEDITERRANEAN ELECTRONIC MARINE HIGHWAYS OBSERVATORY (MEMO)	To improve access control to the Port (equipment acquisition and implementation). To work together on the development of a Mediterranean Electronic Marine Highways Observatory.

- BMT Group
- Swedish Defence Research Agency
- Securitas
- Technical Research Centre of Finland
- MARLO
- INLECOM Systems
- Marintek
- Stena

- eBOS Technologies
- Kalmar Ind.
- Maritime Administration of Latvia
- INRIA
- MARAC Electronics
- Port of Piraeus
- Port of Amsterdam
- EUROPHAR

- FEPORTS
- Port of Marseilles
- Port Authority of Piraeus
- Sicilian Region

- Calabria Region
- R.D.C. Koper
- Liguria Region

- Seville City Council
- FEPORTS
- La Spezia City Council
- Port Authority of Leghorn

- Temi Zammit Foundation
- Birgu Local Council
- Port Authority of Piraeus

- Trans Pyrenean Foundation
- Government of Aragon. Regional Ministry of Public Works, Town Planning and Transport
- Eurosud Transport Atlantique-Méditerranée
- Direction des Infrastructures et des Transports - Région Midi-Pyrénées
- DREAL Aquitaine
- DREAL Midi-Pyrénées

- RFF - Réseau Ferré de France - Région Midi-Pyrénées
- Comissão de Coordenação e Desenvolvimento Regional do Alentejo
- FEPORTS
- Regional Ministry of Territorial Planning and Housing – Castile-La Mancha Government
- Ports of Andalusia Public Agency

- Province of Novara
- SC Development Chemistry Ltd.
- Port Authority of Genoa
- Port Authority of Trieste
- Thessaloniki Chamber of Commerce and Industry

- University of Maribor, Faculty of Chemistry and Chemical Engineering
- Luka Koper d.d
- Local Council Association of Malta
- FEPORTS
- General Council of Catalanian Chambers of Commerce

- South Aegean Region
- Design, Operations and Production Systems (DeOPSyS Lab)
- Department of Financial and Management Engineering, University of the Aegean

- I.S.I.S. "Duca degli Abruzzi" Foundation of Catania – Polytechnic of the Sea
- FEPORTS
- Institute of Transport Ljubljana LLC

- FEPORTS
- Liguria Region
- Chamber of Commerce and Industry of the Province of Marseilles

- Port of Koper
- Port of Venice

PROJECT NAME	OBJECTIVE
MARITIME REGIONS COOPERATION FOR MEDITERRANEAN (MAREMED)	To coordinate the working group to analyse the implementation of the Water Framework Directive in the Mediterranean.
SHARED STRATEGIES AND ACTIONS FOR STRENGTHENING SAFETY AT MARITIME AND LOGISTICS SECTOR IN THE MEDITERRANEAN (SECURMEDPLUS)	To develop common strategies and policies which can improve decision making and operational capacity in the field of maritime and port safety.
PORTS AS A GATEWAY ACCESS FOR INNER REGIONS (PORTA)	To define an integrated transport and land use planning policy based on the study of Mediterranean ports as key gateways through which their regions can be accessed. To achieve these objectives, the partners will design and implement a series of measures to help the social and economic stakeholders involved in making decisions to find a comprehensive solution between urban and port development.
IMPROVING PRODUCTIVE CLUSTERS ACCESSIBILITY TO GLOBAL MARKET (BACKGROUNDS)	To develop a governance model involving ports and port infrastructures in the Mediterranean Basin and to improve the integration of existing nodes with their respective territories and the main productive clusters.

The PAV is also involved in other research, development and innovation activities, such as SCADA, E4PORT, etc.

In 2011, spending on R&D&I projects and activities totalled €730,869.02, which represented 1.1% of the PAV's total operating expenses.

Foundations, cultural initiatives, courses, seminars, training programmes and other social programmes promoted or supported by the Port Authority, and the total financial resources assigned: expenses and investments, expressed as a total in euros and as a percentage of the Port Authority's total expenses and investments.

The list of foundations in which the PAV cooperated or took part in 2011 is as follows:

- The Stock Market and Financial Studies Foundation
- The Valencian Foundation for Advanced Studies
- The King James I Awards Foundation
- The Foundation for the Conservation of Sagunto's Industrial Heritage

- The Southern Cone Development Foundation
- The Valencian Region Port Institute for Study and Cooperation (FEPORTS)
- The Valencian Region Foundation for Research, Promotion and Port Studies (Valenciaport Foundation)
- The Valencian Region Foundation for the Environment
- The Valencian Region GEA Foundation
- The Valencian Region – European Region Foundation
- The Valencian Region Palau de les Arts Reina Sofía Foundation

One of the highlights of 2011 in terms of cultural activities was the highly popular "Sea and Land: Scenes from Valencia's Grao District" exhibition that was held at the Clocktower Building's exhibition hall. The event was organised by the PAV in conjunction with the Valencian Regional Government and the Demetrio Ribes Chair and proved to be very popular with visitors.



## PARTNERS

14 regions belonging to five Mediterranean countries.

Three major delta regions (the Ebro, Catalonia, the Rhone, Provence Alpes Côte-d'Azur and the Po, Emilia Romagna).

Three islands: Corsica, Crete, Cyprus.

Three neighbouring regions in Spain.

Two Adriatic regions.

A partnership with the Aquitaine Region.

The following European Commission DGs

(DG ENV, DG MARE, DG RESEARCH, DG REGIO, DG CLIMATE).

The European Environment Agency, the Mediterranean Action Plan Centres

(REMPEC, Plan Bleu, PAP/RAC).

- FEPORTS
- CCI Marseille Provence
- Toscana Region

- Sicilian Region
- EC BIC of Attika
- R.D.C. Koper

- FEPORTS
- Port Authority of Catania
- University of Catania

- Luka Koper, d.d.
- Port Authority of Piraeus
- Chamber of Commerce and Industry of Marseilles-Provence

- Sicilian Region
- FEPORTS
- Liguria Region
- Port of Koper

- CETH
- Port Authority of Patras
- Port of Marseilles

The PAV also supports different associations and cultural activities in its local business and social environment. These activities included the following:

DESCRIPTION	BENEFICIARY
Cultural and social integration activities at the Nazaret Music and Dance Society	Music and Dance Centre
26 <sup>th</sup> Port of Sagunto Half Marathon	Campo de Morvedre Sports Club
Maritime Holy Week	Valencia Maritime Holy Week Board
Classical Culture Workshops 2011 (attended by over 12,000 students from across Spain) – Port of Sagunto	Ludere et Discere Association
28 <sup>th</sup> ALACAT Congress 2011	FETEIA Foundation
10 <sup>th</sup> Ceramics Awards for Architecture and Interior Design	ASCER
Citizen's Week	Valencia Residents Association Federation
31 <sup>st</sup> Valencia Marathon	Correcaminos Athletics Club
24 <sup>th</sup> "Pas Ras" Race	Poblats Maritims Athletics Club
Celebration of the Our Lady of Mount Carmel festivity (patron saint of the navy and of seafarers)	Valencia Naval Command
Celebration of the Our Lady of the Pillar festivity (patron saint of the Civil Guard)	Valencia Civil Guard Command
King James I awards	The King James I Awards Foundation
Palau de les Arts Reina Sofia Opera House	Palau de les Arts Reina Sofia, Valencian Region Foundation
Management and Business Culture Chair	UPV + PAV + different companies and organisations

In 2011, the Port Authority of Valencia formally joined the United Nations Global Compact. This international voluntary initiative aims to strengthen the commitment of its signatories towards the respect and promotion of universally accepted principles:

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.

**Principle 2:** Businesses should make sure they are not complicit in human rights abuses.

**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**Principle 4:** Businesses should support the elimination of all forms of forced and compulsory labour.

**Principle 5:** Businesses should support the effective abolition of child labour.

**Principle 6:** Businesses should support the elimination of discrimination in respect of employment and occupation.

**Principle 7:** Businesses should support a precautionary approach to environmental challenges.

**Principle 8:** Businesses should undertake initiatives to promote greater environmental responsibility.

**Principle 9:** Businesses should encourage the development and diffusion of environmentally friendly technologies.

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

The PAV has joined this initiative within the framework of its corporate social responsibility policy in an attempt to raise awareness about these issues in the sector and amongst the companies and different stakeholders that make up the port community.

In addition, the PAV continues to support a variety of proposals that foster social awareness and encourage the active, personal and voluntary participation of its staff in many causes, through alternatives such as fair trade and cooperation with organisations such as FUNDAR, NOVATERRA, UNICEF and DASYS.



The PAV took part in other specific activities in 2011. These included the organisation of the annual meeting of the Spanish branch of WISTA, the Women's International Shipping & Trading Association, in Valencia, in conjunction with the Valenciaport Foundation in the month of June. WISTA is an international non-profit organisation for women in management positions involved in the maritime transportation business and related trades, and aims to support and empower women in a traditionally male-dominated industry.

**Total financial resources: expenses and investments assigned to security and safety, expressed as a total in euros and as a percentage of the Port Authority's total expenses and investments. Describe the items or initiatives included.**

In 2011, spending on security and safety totalled €5,994,260, which represented 6.18% of the PAV's total expenses.

In addition, investment in security and safety totalled €1,576,563, which represented 2.18% of the PAV's total investments.

**Total financial resources: expenses and investments assigned to environmental issues, expressed as a total in euros and as a percentage of the Port Authority's total expenses and investments. Describe the items or initiatives included.**

In 2011, spending on environmental issues totalled €1,481,581.03, which represented 1.53% of the PAV's total expenses.

In addition, investment in environmental issues totalled €12,956,56, which represented 0.02% of the PAV's total investments.









# ECONOMIC DIMENSION



## Description of the Port Authority's economic policy

Economic sustainability is essential for the Port Authority of Valencia to comply with its mission. Thus, one of its main aims is to optimise revenue, costs and investments to ensure its self-funding ability in the short and long term.

To ensure economic sustainability, the PAV has set itself the challenge of improving profitability and raising revenue (over and above inflation and growth in traffic), and fine tuning investments and costs to ensure economic self-sufficiency and the provision of infrastructures and services that enable income to grow. It has included these objectives in its Strategic Plan.

## Financial and economic situation

Return on assets, expressed as a percentage of yearly profit (loss) divided by average total assets, as defined in Article 1.4 of Spanish Law 48/2003 in the wording given in Spanish Law 33/2010.

	2011
Profit for the year	20,391,016
Total assets (as defined in Article 1.4.b, Spanish Law 33/2010)	1,181,858,550
RATIO (%)	1.73

Changes in EBITDA in euros, in total throughput, in the EBITDA-throughput ratio and in the EBITDA percentage difference compared to the previous year (ending on 31<sup>st</sup> December) for at least the last three years.

	2009	2010	2011
EBITDA	41,296,701	52,452,137	71,887,973
EBITDA % difference	-43.06%	27.01%	37.05%
Throughput	57,784,702	64,028,786	65,767,923
RATIO 100 x (EBITDA/tonne)	71.47	81.92	109.31

Debt servicing, expressed as 100 x (debt amortisation + interest)/Cash flow.

	2011
Amortisations	6,974,985
Interest	11,108,535
Total	18,083,520
Cash flow	58,875,455
RATIO (%)	30.71%

Inactive assets, defined as land and natural properties that have not been used for the last five years to which an economic, social or environmental value can be assigned, expressed as a percentage of their net carrying value divided by average total net assets (as defined in Article 1.4.b of Spanish Law 33/2010).

	2011
Inactive land	34,316,000
Total assets	1,075,211,146
RATIO (%)	3.19%



Changes in operating expense and operating revenue ratios over at least the last three years.

	2009	2010	2011
Operating expenses	103,428,075	102,257,799	96,983,078
Operating revenue	104,882,729	107,337,459	115,311,732
RATIO	0.986	0.953	0.841

## Level and structure of investments

Changes in public investment made by the Port Authority and cash flow ratios over at least the last three years.

	2009	2010	2011
Total public investment	154,876,141	120,199,907	63,531,785
Cash flow	30,858,377	39,111,948	58,875,455
RATIO	5.02	3.07	1.08

Changes in the ratios between private investment and public investment made by the Port Authority.

	2009	2010	2011
Private investment	108,344,000	71,766,000	55,383,000
Public investment	154,876,141	120,199,907	63,531,785
RATIO	0.700	0.597	0.872

Changes in asset renewal, expressed as the ratio between annual investment volume and average net assets (as defined in Article 1.4.b of Spanish Law 33/2010 which modifies Spanish Law 48/2003) over at least the last three years.

	2009	2010	2011
Public investment	154,876,141	120,199,907	63,531,785
Average net assets	1,030,064,826	1,071,146,331	1,075,211,146
RATIO	0.150	0.112	0.059

## Business and services

Changes in revenue from occupancy and activity charges and the ratios between occupancy and activity charges and net revenue over at least the last three years.

	2009	2010	2011
Net revenue	104,882,729	107,337,459	115,311,732
Occupancy charge	26,646,130	23,231,545	21,850,117
100 x (occupancy charge/net revenue)	25.41	21.64	18.95
Activity charge	10,864,126	11,521,280	14,665,132
100 x (activity charge/net revenue)	10.36	10.73	12.72

## Social and economic impact

Estimate of the number of direct, indirect and related jobs created by the port community. Refer to the study and method used to reach this figure.

The following figures provide an estimate of the number of direct, indirect and related jobs created by the port community based on the data which appears in the study entitled "Economic and social effects of the Port of Valencia", carried out by the Valenciaport Foundation in conjunction with the International Economy Institute. The study uses the "Input-output analysis" method which shows the impact of infrastructures on the local manufacturing community. The figures are as follows:

- Total jobs in the port community: 18,022 people
  - Direct jobs: 10,180 people
  - Indirect jobs: 1,664 people
  - Related jobs: 6,178 people

Estimate of the port community's gross added value. Refer to the study and method used to reach this figure.

In terms of the economic impact of port activity, the gross added value of the port community, according to the data compiled in the aforementioned study "Economic and social effects of the Port of Valencia", is estimated as follows:

- Gross added value: €1,429 million (1.19% of the total for the Valencian Region)











# SOCIAL DIMENSION



## PORT AUTHORITY STAFF

### Description of the Port Authority's human resource policy

Human resources are one of the keys to competitiveness. The Port Authority of Valencia's Human Resources Department focuses on three main areas to achieve its objectives: employee training, in-house communication and internal and external recruitment processes.

### Port Authority employment

Total number of Port Authority employees.

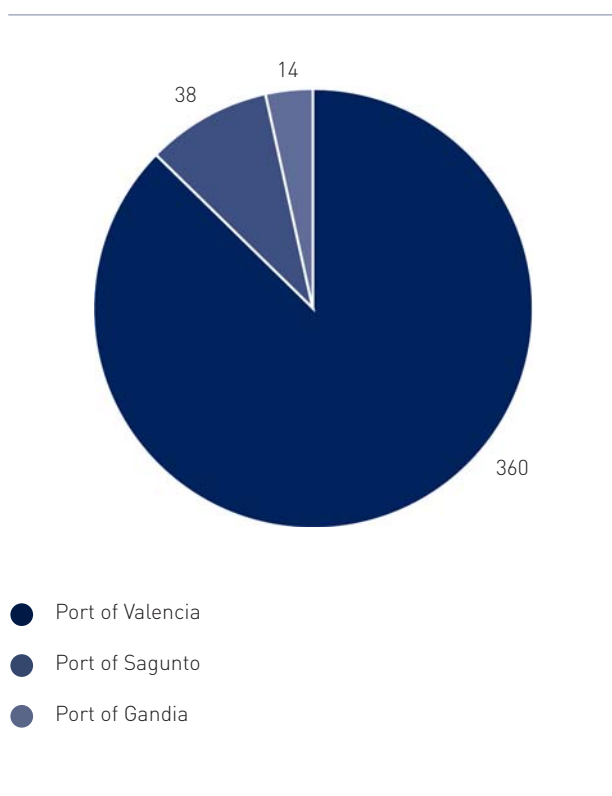
After taking into account the numbers of employees who joined or left the company in 2011, the average PAV workforce stood at 412 people – 384 permanent and 28 temporary staff.

Changes in the average workforce over the last three years are shown below:

CHANGES IN THE TOTAL NUMBER OF PORT AUTHORITY EMPLOYEES			
	2009	2010	2011
Average annual workforce	412	418	412

This information shows that the percentage of temporary staff was 6.31%, a figure which is within the guidelines authorised by the Spanish Ministry of Public Administration.

As we saw in chapter 2 of this report, the Port Authority of Valencia manages the ports of Valencia, Sagunto and Gandia. Staff distribution for the three different PAV ports is shown in the following chart:



Number of temporary staff as a percentage of the total number of permanent staff.

CHANGES IN THE PERCENTAGE OF TEMPORARY PORT AUTHORITY STAFF			
	2009	2010	2011
Percentage of temporary staff	6.55%	6.63%	6.77%

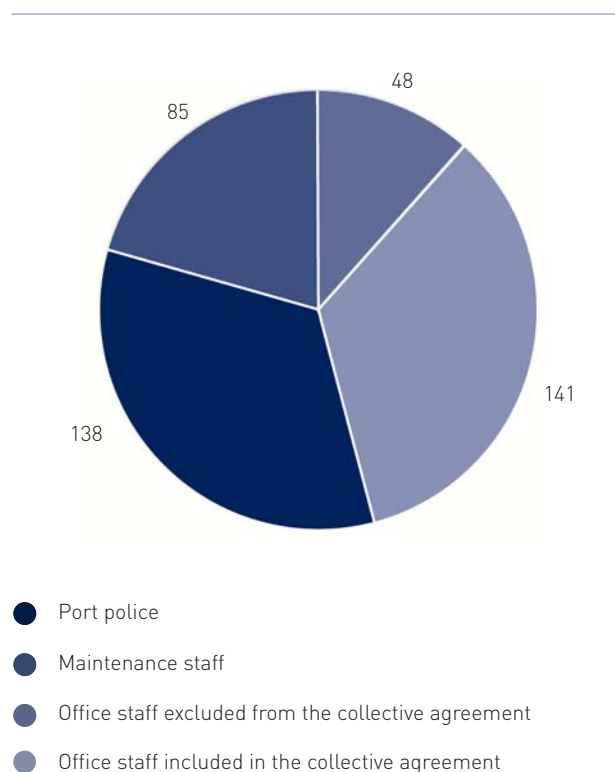
In 2011, the number of permanent employees fell by three in absolute terms (as of 31<sup>st</sup> December 2011). One woman joined the staff whilst four men left. In addition, one man joined the workforce on a temporary contract whilst one woman left.

The changes in permanent staff over the year were as follows: seven people joined the company whilst ten people (eight men and two women) left. Two retired, four left because of permanent disability, and four people had their contract suspended. All the temporary staff who left the company did so because their contracts ended, with the exception of three employees who left of their own accord.

The PAV has a stable working environment. 93% of staff members have permanent contracts whilst the remaining 7% on temporary contracts are covering for other staff. In addition, and as required by law, 2% of the PAV labour force is made up of staff with some kind of disability.

Staff distribution by area, i.e. port police, maintenance staff, office staff included in the collective agreement and those excluded from it.

PAV staff distribution by area is shown in the chart below:



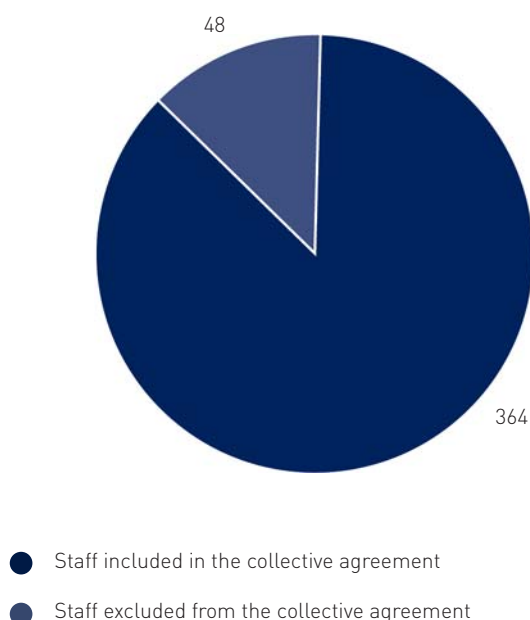
STAFF DISTRIBUTION BY AREA IN 2011	
AREA	PERCENTAGE OF AVERAGE ANNUAL WORKFORCE
Office staff excluded from the collective agreement	11.7%
Office staff included in the collective agreement	34.2%
Maintenance staff	20.6%
Port police	33.5%



Percentage of staff included in collective agreements.

PAV employees can be divided into those who are included in the collective agreement and those who are excluded from it. The first group comes under the 2<sup>nd</sup> State-owned Ports and Port Authority Collective Agreement which applies to "all State-owned ports and Port Authority staff in their functional area (Groups 2 – managers and specialists – and 3 – professionals) included in the new classification". Staff who do not come under the collective agreement include deputy directors, area managers, departmental managers, division managers and unit managers. Instead, these employees come under the General Workers' Statute and other associated regulations.

The number of PAV staff included in the collective agreement or excluded from it is as follows:



Thus, 88.3% of PAV staff are included in the collective agreement whilst 11.7% are excluded from it.

## Internal communication and participation

Worker representation mechanisms and communication with management.

As set out in Article 30 of the Spanish Legislative Royal Decree 2/2011 of 5<sup>th</sup> September under which the Revised Text of the Spanish Law on State-owned Ports and the Merchant Navy was passed, the PAV staff are represented on the PAV's Board of Directors by a trade union representative. This representative belongs to the UGT trade union.

Mechanisms for staff to participate in improving the Port Authority's operational processes (suggestions system, regular meetings to coordinate activities, quality groups, etc.).

Human resource managers meet on a regular basis with the Works Council to report on the latest human resource developments and to resolve any staff queries or issues that may arise. Ten meetings were held in 2011.

In 2008, and according to Spanish Organic Law 3/2007, an Equality Standing Committee was set up to create a space for dialogue and communication. The Committee is made up of equal numbers of members of employees' and PAV management representatives and its main goal is to design and draw up an Equality Plan, monitor and assess it, and publicise it amongst staff so they are aware of its existence. In 2011, the Equality Standing Committee met on three occasions. The most significant results of these meetings were:

- Creation of a specific committee within the Equality Standing Committee to analyse the degree of compliance with the principle of parity included in the Basic Civil Servant Statute (EBEP) in the case of the procedure to name the members of the job vacancy selection board.
- The specific committee put forward a proposal to modify the procedure to name the members of the job vacancy selection board.
- Presentation of the "Equality Plan for State-owned Ports and Port Authorities" document.

The PAV has various other committees which work on improving the running of the company, the members of which are also drawn from company management and employees' representatives:

- **The Local Competence-Based Management Committee** ensures compliance with the 2<sup>nd</sup> Collective Agreement. Four meetings were held in 2011. The main results achieved included the regulation of internal and external competitive examinations.
- **The Occupational Health and Safety Committee** ensures that occupational health and safety regulations are adhered to. Nine meetings were held during 2011.
- **The Pension Plan Control Committee** ensures that pension plan regulations are adhered to. It convenes regularly to assess whether new staff can be added to the

Plan, and establishes new operational criteria for its improvement.

- **The Loans and Advances Committee** manages funds assigned by the company for loans and advances to PAV staff. In 2011, the committee met on three occasions.
- **The Work Wear Committee** decides on the most appropriate work wear for each job. This committee met once in 2011.

At the PAV, there are also several Works Council sub-committees whose members are all company employees.

- **The Social Affairs Committee** manages funds made available by the company for social purposes as set out in the 2<sup>nd</sup> Collective Agreement.
- **The Sports Committee** organises activities and sporting events for staff members and their families.
- **The Culture Committee** promotes and organises cultural activities for staff members, mainly during the Our Lady of Mount Carmel festivity.

PAV staff also have a suggestions box on the Employee Portal for them to put forward ideas on port management-related issues.

In addition, eight working groups were set up in 2011 to implement continuous improvements in the PAV's different internal processes and to draw up procedures. These groups use the Six Sigma method.

The working groups created in 2011 included:

- A group to help develop internal procedures for the Human Resources Department.
- A team of people from different PAV departments, led by the General Secretariat and the Information Systems Department, developed all the flow charts for the different contracting processes so they are ready to be included in the PAV's information systems in the future.
- A group to draw up and improve processes in the Purchasing Department in conjunction with the Finance Department.
- A group which participated in the renewal of different processes, in conjunction with the Invoicing Department and other departments.
- A group which is working on a procedure to publicise and maintain the new GIS tool, and the development of a catalogue of internal elements which can be managed using this tool, in conjunction with the Technical Department.
- A group which drew up a procedure to systematise PAV cooperation management in conjunction with the Chairman's Office.



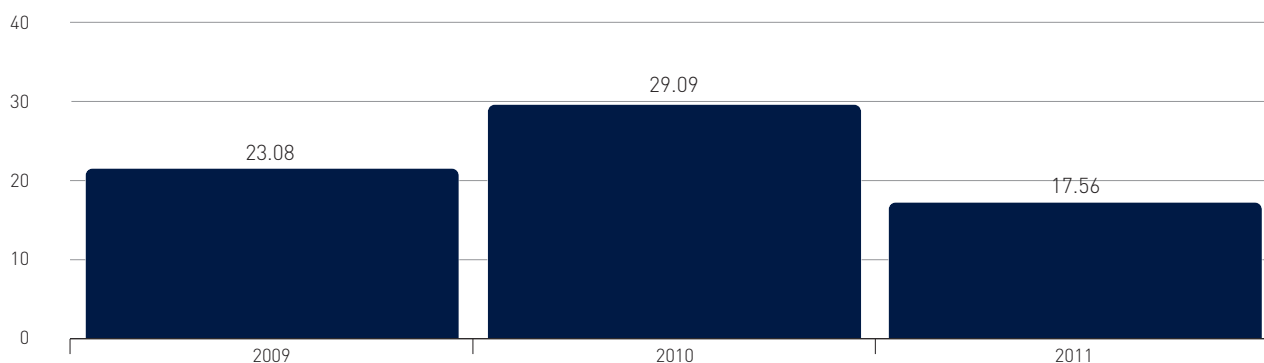
## Training

Percentage of staff who undertake training courses. Differentiate between staff included in the collective agreement and those excluded from it.

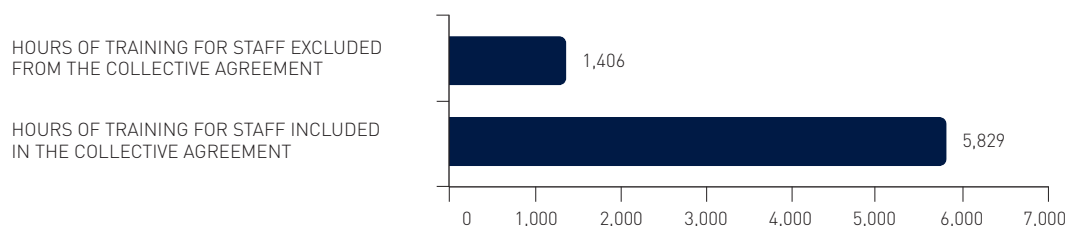
	PERCENTAGE OF STAFF WHO UNDERTAKE TRAINING COURSES
Staff included in the collective agreement	87.92%
Staff excluded from the collective agreement	12.08%
Total no. staff undertaking training courses	265

Evolution of the average number of training hours per employee. Differentiate between staff included in the collective agreement and those excluded from it.

The average number of training hours per employee was 17.56 in 2011. A total of €129,912 was spent on training courses, which represents an average investment of €315.32 per person. The following graph shows the evolution of the average number of training hours per employee over the last three years.



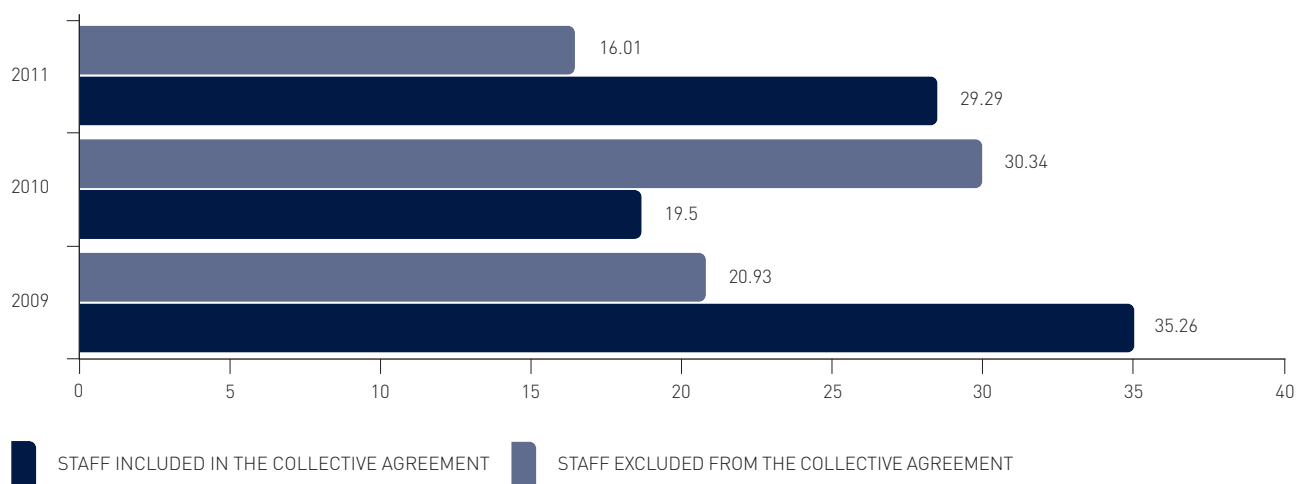
This graph shows the number of hours spent on training courses by staff included in the collective agreement and those excluded from it:



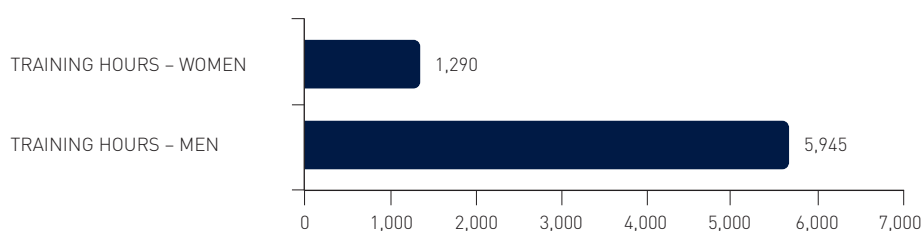
In 2011, the average number of training hours for staff included in the collective agreement and those excluded from it was as follows:

	TOTAL No. HOURS	No. EMPLOYEES	AVERAGE
Staff included in the collective agreement	5,829	364	16.01
Staff excluded from the collective agreement	1,406	48	29.29

The following graph shows the evolution of the average number of training hours per employee for staff included in the collective agreement and those excluded from it:



The total number of hours men and women spent on training courses is compared in the following graph:



Number of training courses related to the competence-based management system (as set out in the current collective agreement).

The Port Authority of Valencia continued to promote training courses at all levels during 2011. These included staff refresher courses, training in new technologies and courses aimed at enhancing customer service and achieving more efficient management at the three ports run by the PAV.

E-LEARNING TRAINING COURSES	
TRAINING COURSE	TOTAL HOURS
Port marketing	20
Databases. Level II	12
Sales and marketing. Level I	60
Sales and marketing. Level II	23
Languages	864
Terminal management	90
Goods management. Level I	60
Goods management. Level II	76
Financial and budgetary management. Level I	57
Financial and budgetary management. Level II	16
Container logistics	40
Internet and e-mails. Level I	19
Logistics and intermodality. Level I	10
Logistics and intermodality. Level II	63
The environment. Level I	65
The environment. Level II	38
Navigation. Level I	32
Spreadsheets. Level II	8
Operations and port services. Level I	41
Operations and port services. Level II	55
Occupational health and safety. Level I	36
Occupational health and safety. Level II	36
Word processing. Level I	9
Word processing. Level II	13
Sector and port strategy. Level I	54
Sector and port strategy. Level II	69
Industrial safety. Level I	33
Industrial safety. Level II	45
Passenger traffic. Level I	44
Passenger traffic. Level II	38
<b>Total e-learning</b>	<b>2,026 hours</b>

All the e-learning courses, except Port marketing, Languages and Terminal management were taught on the teletraining platform. It should be underlined at this point that the 2<sup>nd</sup> State-owned Ports and Port Authority Collective Agreement places great emphasis on the importance of training and especially on the 30 specific competences which are considered essential and common to all the ports in the Spanish port system. In this context, with the support of the OPPE, the port authorities have set up a teletraining platform in conjunction with AGON TEC, which enables PAV staff to participate in distance learning as well as classroom-based courses. The PAV Human Resources Department has set up a training room with several computers featuring the latest technology and Internet connections in order to facilitate access to the courses available through this platform. Since 2008, the Competence-based Management Examining Board has ensured the transparency of all examinations taken through the teletraining platform. A total of 1,052 hours of training were given in 2011 through the teletraining platform with staff participating in a range of courses covering 12 different specific competences.



In addition, the following classroom-based training courses were given in 2011:

CLASSROOM-BASED TRAINING COURSES	
TRAINING COURSE	TOTAL HOURS
Port Management Master's degree	1,041
Languages	2,659
Congresses and seminars	30
Port charges and vessel waste	15
Rail traffic management	424
Locken software training	48
Occupational Health and Safety Court Expert	8
II Masterclass Training	61
Data communication	36
Career advice	16
Sick leave	4
Moodle software	8
<b>Total classroom-based</b>	<b>4,350 hours</b>

The following occupational health and safety training courses were given in 2011:

TRAINING COURSES	HOURS
Use of and handling gantry cranes	15
Noise exposure	36
Vehicle workshop risks	30
Manual handling of loads	33
Soldering risks	27
Electrical risks associated with high and low voltage	18
Operations above floor level	48
Basic CPR and automated external defibrillator	162
Forklift truck risks	69
First aid	180
VDUs	24
Self-protection plan	118
Use of manual tools	15
Fire safety	84

The Local Competence-Based Management Committee continued to analyse complaints received about personal profiles and solved the problems that arose during the year. The Human Resources Department arranged for a series of public examinations to be held in 2011, using the competence-based management system, in order to comply with Business Plan guidelines as well as the agreements that were signed with the Works Council.

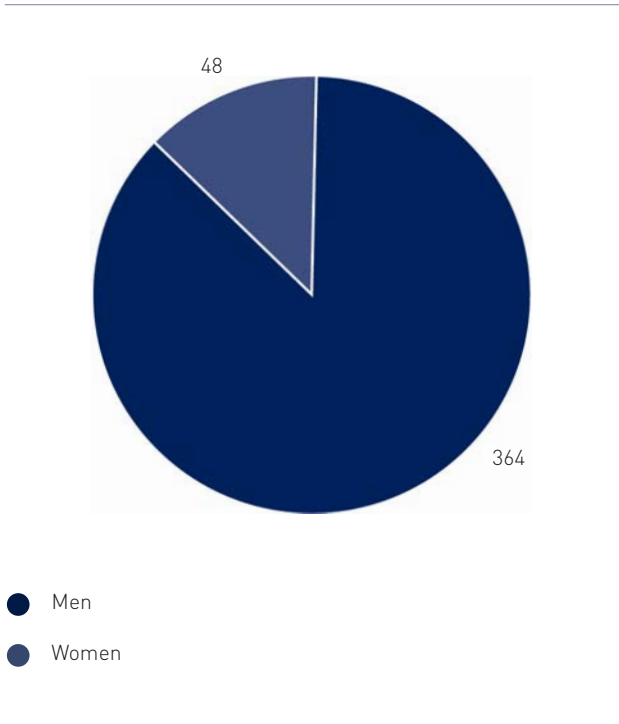
As a result of this process, a total of 3 internal and external positions were filled. These positions were:

- Occupational Health and Safety Manager
- Public Land Specialist
- Environmental Specialist – EXTERNAL

## Staff structure and distribution

Number of women as a percentage of the total number of employees.

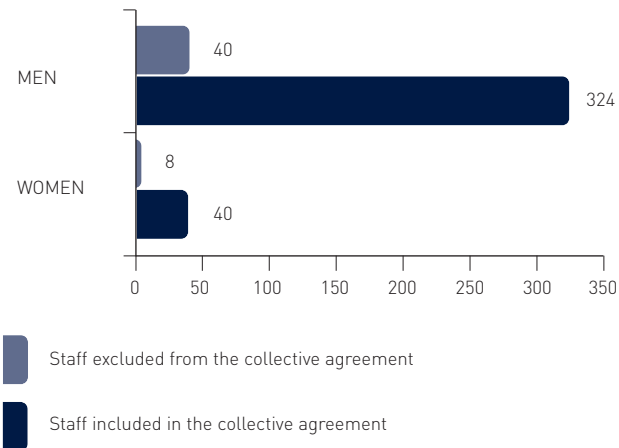
The number of men and women working at the PAV is shown below:



Thus, the number of women as a percentage of the total number of employees is 11.7%.

Number of women excluded from the collective agreement as a percentage of the total number of employees and as a percentage of the total number of employees excluded from the collective agreement.

The number of men and women included in the collective agreement and those excluded from it is as follows:



The number of women excluded from the collective agreement as a percentage of the total number of employees and as a percentage of the total number of employees excluded from the collective agreement is as follows:

% of women excluded from the collective agreement	16.7%
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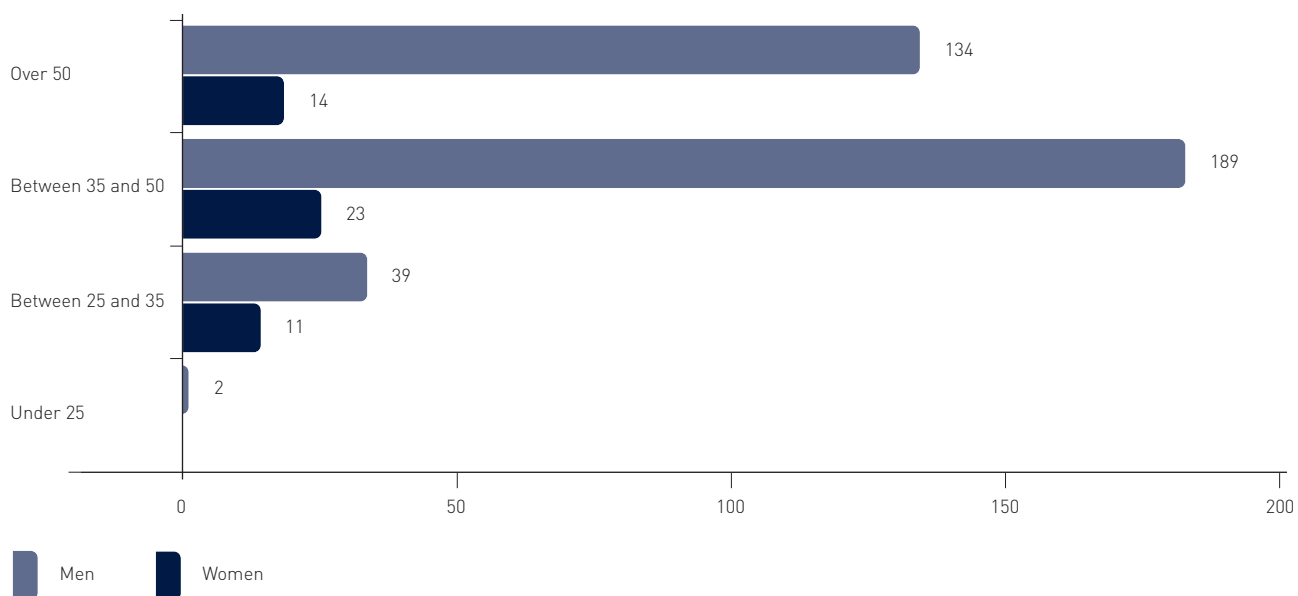
Percentage of permanent staff over 50 years of age.

% Permanent staff > 50 years of age	38.28%
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Percentage of permanent staff under 30 years of age.

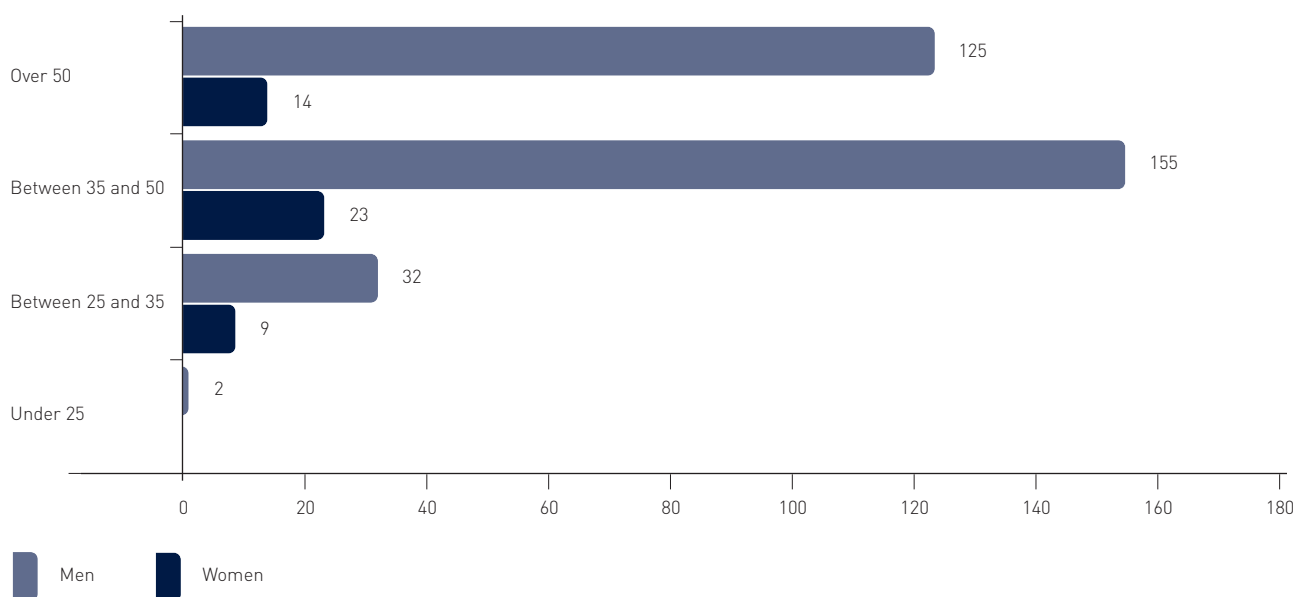
% Permanent staff < 30 years of age	2.1%
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The following graph shows PAV staff distribution by age range and gender:

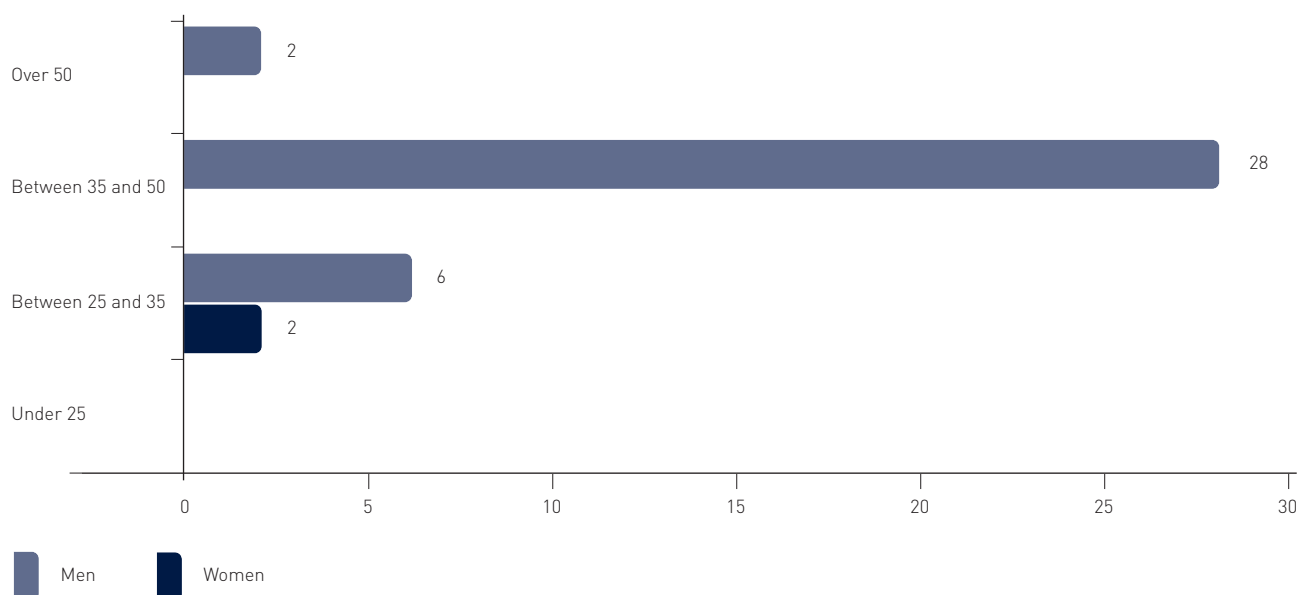


The following graphs provide the same information by port: Valencia, Sagunto and Gandia.

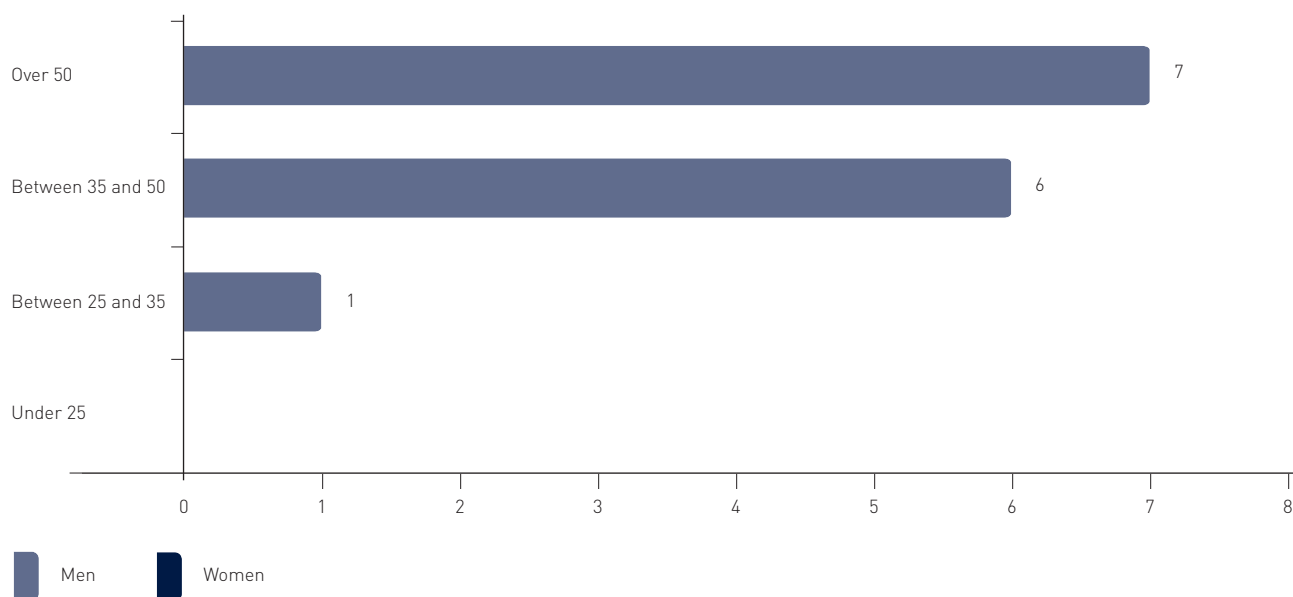
### Port of Valencia



## Port of Sagunto



## Port of Gandia



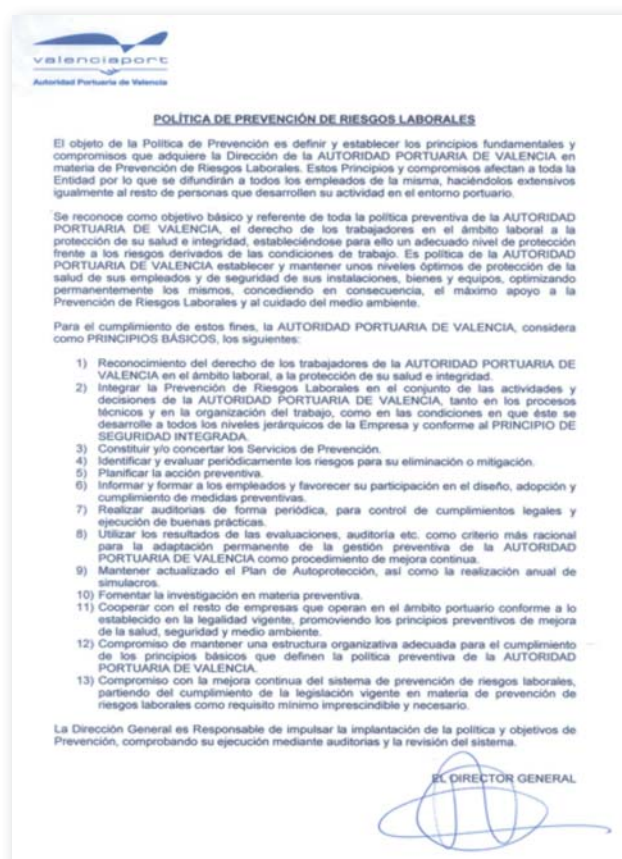
Following on from an initiative set up in 2009, an event was held on 23<sup>rd</sup> December 2011 to pay tribute to staff who had been working at the PAV for over 25 years.

In addition, permanent PAV staff enjoy the following fringe benefits: in-house medical service (annual check-ups, health campaigns and medical care), sports centre, cafeteria and canteen.



## Occupational health and safety

The Port Authority of Valencia's Health and Safety Policy is set out in the following document:



In 2011, the Occupational Health and Safety Department was assessed by a number of statutory and voluntary inspections and audits, as part of the activities carried out to constantly improve our management system.

In addition to legal requirements, the PAV's Occupational Health and Safety Department has chosen the OHSAS 18001<sup>1</sup> as its management model in order to achieve continuous improvement in monitoring health and safety for its employees. This is further evidence of the PAV's commitment to occupational health and safety management and its policy of corporate social responsibility. In June 2007, the Port Authority of Valencia achieved OHSAS 18001 certification, with registration number 0101/OHS/01/2007, for the ports of Valencia, Sagunto and Gandia, all of which comply with the requirements laid down in the standard for port facility management. In 2008 and 2009, the OHSAS 18001 certification close-out visits were successfully passed. The certification was renewed in 2010 and the subsequent close-out visit was successfully passed in 2011.

Changes in the annual accident frequency index (FI), expressed as the ratio between the number of accidents involving sick leave in a year and the total number of hours worked in the same year, calculated as:

CHANGES IN THE ANNUAL ACCIDENT FREQUENCY INDEX (FI)			
	2009	2010	2011
No. accidents involving sick leave per million hours worked	11.74	7.09	17.63

Article 115 of the Spanish Social Security Law defines an accident at work as "any personal injury sustained by a worker on the occasion of or as a consequence of the work he/she does as a salaried employee". This definition includes both injuries sustained in the workplace and also those which occur when workers are on their normal route to or from work.

<sup>1</sup> OHSAS 18001 is an occupational health and safety management model developed by an international consortium of standardisation and certification organisations. It sets out the structural components that an occupational health and safety management system needs in order to review, manage and enhance the monitoring of occupational risks. The standard includes a series of controls and requirements which enable companies to comply with legislation and a continuous improvement process that optimises health and safety resources. The 18001 Occupational Health and Safety Standard calls on companies to commit themselves to the elimination or minimisation of hazards for employees who work in company facilities and to continuous improvement in their normal management cycle.

Procedure in the event of an accident at work:

- Accidents during working hours:

The procedure to be followed in the event of an accident occurring during working hours is:

1. The Emergency Control Centre (ECC) must be advised by calling 3888 or by walkie-talkie (1).
2. The ECC reports the accident to the Medical Service and moves the victim to the Medical Service's facilities using the PAV's own resources or an emergency ambulance if required.
3. Once the injured person has arrived at the PAV's Medical Service, he/she is given first aid and his/her injuries are assessed. Any necessary extra diagnostic tests are carried out at our facilities.
4. If necessary, the patient will be sent to the 9 de Octubre Hospital for further diagnosis and consultation with other specialists.

Suitable treatment will begin after the diagnosis has been made. The progress of injuries will be monitored and checked by the PAV's Medical Service.

Official medical certificates for sick leave and return to work will be given by the PAV's Medical Service and sent to the Human Resources Department for processing.

- Accidents outside the PAV's Medical Service's working hours:

In the event of an accident occurring outside the working hours of the PAV's Medical Service, the procedure is as follows:

1. The incident is reported to the ECC so that it can send an ambulance to the scene of the accident.
2. The injured person is taken to the 9 de Octubre Hospital, where he/she is attended to immediately and a decision is made about whether he/she should be admitted or sent home.
3. The accident response is coordinated and supervised by the PAV's medical team.
4. The PAV's Medical Service monitors the patient's progress.

Changes in the annual accident severity index (SI), expressed as the ratio between the number of working days lost through accidents in a year and the total number of hours worked in the same year, calculated as:

CHANGES IN THE ANNUAL ACCIDENT SEVERITY INDEX (SI)			
	2009	2010	2011
No. working days lost per thousand hours worked	0.53	0.78	0.41

## Control of accident rates

In addition to the corresponding investigation of each accident, quarterly and annual statistical analyses are carried out in order to track changes in accident rates over the years.

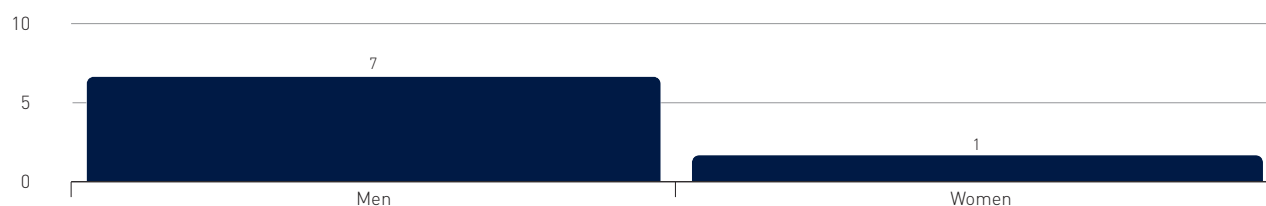
Technical Health and Safety Note No. 236 sets out the methods for calculating accident frequency and severity indexes.

Article 12.7 of Spanish Royal Decree 1993/1995 states that the PAV, as its own Mutual Society, Centralised Accident Service, is obliged to provide such data and statistics as may be requested by the Social Security and is also subject to the inspection and control of this health service.

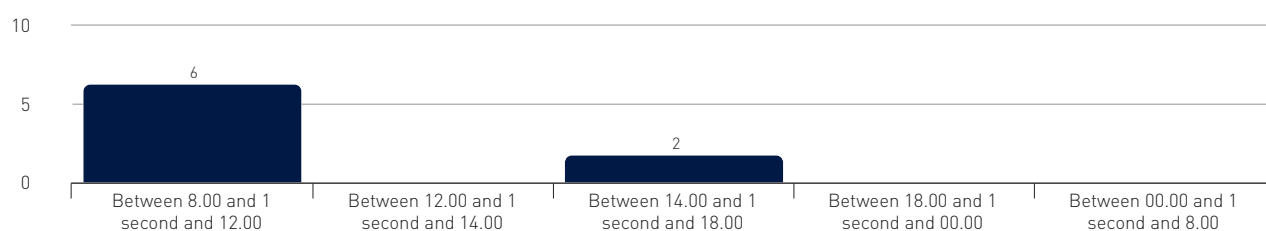
There were 17 accidents at work in 2011 in the PAV, with 8 of them resulting in sick leave.

## Statistical study of accidents

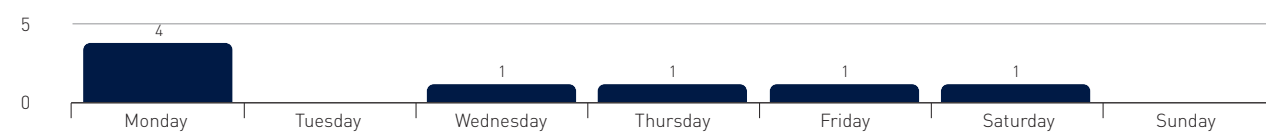
Accidents at work with sick leave (by gender)



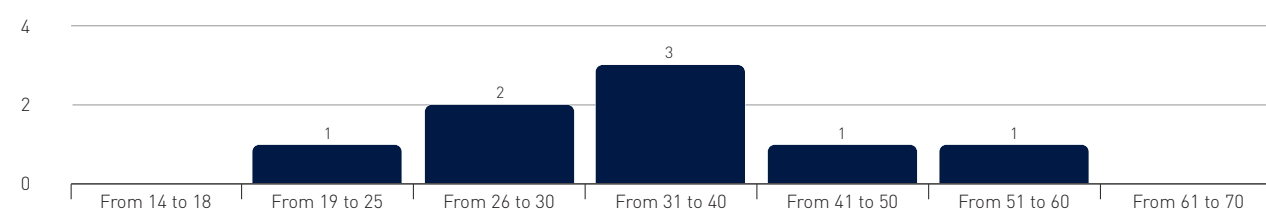
Accidents at work with sick leave (by times of day)



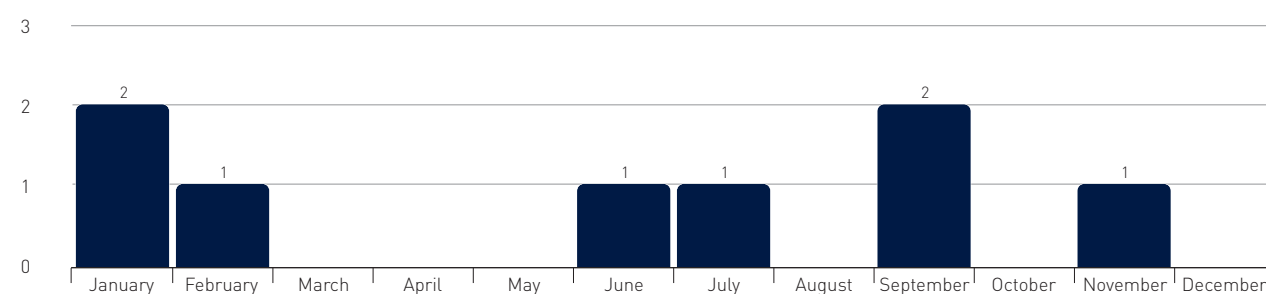
Accidents at work with sick leave (by day of the week)



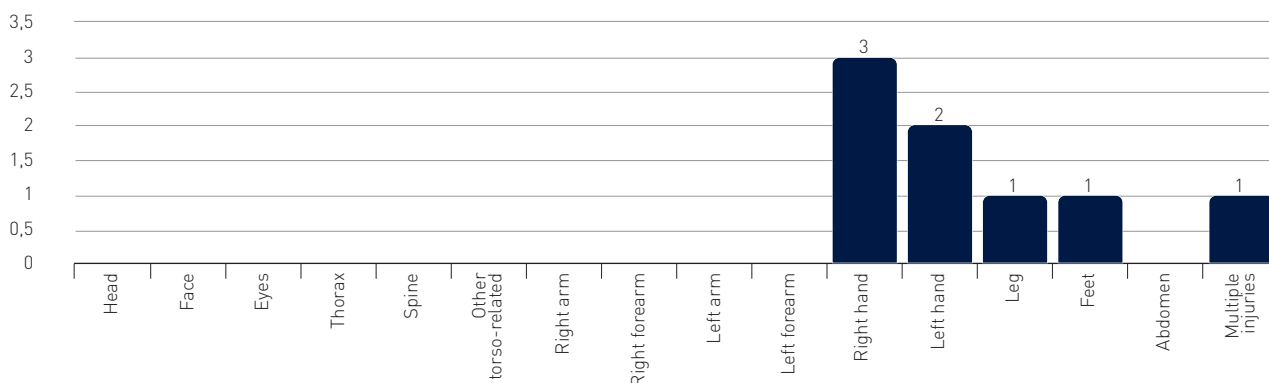
Accidents at work with sick leave (by age)



Accidents at work with sick leave (by month)



## Accidents at work with sick leave (by part of the body)



## Work-related illnesses

Article 116 of the Spanish Social Security Law defines a work-related illness as one which is a result of performing, as a salaried employee, any of the activities set out in the table in the Appendix to Spanish Royal Decree 1299/2006, dated 10<sup>th</sup> November, and which is caused by the elements and substances indicated in this table for each illness.

No work-related illnesses were found at the PAV in 2011.

Changes in the annual absenteeism index, expressed as the ratio between the number of calendar days lost through sick leave and the number of employees, calculated as:

CHANGES IN THE ANNUAL ABSENTEEISM INDEX (AI)			
	2009	2010	2011
Percentage of days lost through sick leave	4.47%	5.89%	3.26%

Occupational health and safety training, expressed as the total number of training hours divided by the number of employees.

OCCUPATIONAL HEALTH AND SAFETY TRAINING IN 2011		
TOTAL No. TRAINING HOURS	TOTAL No. EMPLOYEES (Average annual workforce)	AVERAGE No. HOURS PER EMPLOYEE
859	412	2.08

Training is a key factor in generating a positive occupational health and safety culture.

In 2011, the Occupational Health and Safety Department used a wide range of resources to deliver continuous health and safety training to PAV employees. This training is crucial in annual health and safety planning, and courses are regularly scheduled on general hazards and those specific to particular jobs and workstations.

Course content focuses on operational techniques in health and safety management and is designed to help students work on the material and human aspects of the topic.

It includes both general and specific themes from across the health and safety board: health and safety at work, ergonomics and psychosociology, industrial hygiene and occupational medicine.

The following training was given in 2011:

- Risks associated with high and low voltage. 6 employees.
- Noise exposure. 12 employees.
- Vehicle workshop risks. 10 employees.
- Manual handling of loads. 10 employees.
- Soldering risks. 9 employees.
- Operations above floor level. 16 maintenance staff.
- Risks associated with using gantry cranes. 5 employees.
- Forklift truck risks. 22 employees.
- Risks associated with using manual tools. 5 employees.
- Risks associated with working in offices and with VDUs. 8 employees.
- Self-Protection Plan training. 59 employees.
- Basic occupational health and safety course for new PAV health and safety representatives. 7 employees.
- Basic CPR and automated external defibrillator handling course. 25 employees.



- Basic life support and first aid course. 30 employees.
- Fire safety training course. 42 employees.

## Training for Occupational Health and Safety Department staff

Members of the Occupational Health and Safety Department are encouraged to recycle and extend their skills and knowledge.

In 2011, staff from the PAV's Occupational Health and Safety Department took part in:

- 24<sup>th</sup> Sports Traumatology Symposia. 6 employees.
- Forum for Occupational Health and Safety experts, 21<sup>st</sup> Valencian Occupational Medicine and Health Society Conference (Laboralia). 1 employee.
- Occupational vaccine refresher workshop (Medical Association). 1 employee.
- 18<sup>th</sup> Valencian Region Occupational Medicine Association Conference on the latest developments in electromagnetic fields and occupational health. 3 employees.
- Technical Conference on new methods to identify and assess ergonomic hazards. 1 employee.
- Social and occupational health conference on the life quality of musculoskeletal patients. 2 employees.
- Training course for experts in Occupational Health and Safety Management given by INVASSAT. 1 employee.
- Training course for experts on the latest developments in occupational diseases given by the Valencian Occupational Health and Safety Institute. 1 employee.

Number of safety emergency drills and number of security emergency drills.

No. security emergency drills	8
No. safety emergency drills	16

Occupational health and safety is the set of techniques and procedures designed to identify and then eliminate or minimise risks which may lead to work accidents or health problems.

In compliance with prevailing legislation and our internal policy, the Occupational Health and Safety Department uses a series of techniques to minimise or eliminate the risks inherent to the workplace. These techniques are classified as:

- **Proactive techniques:** these aim to prevent accidents or incidents from happening. They identify hazards inherent to certain jobs and seek to eliminate them. If this is not possible, the hazards are evaluated and efforts are made to control them by means of technical and organisational modifications.

## Types:

### - Risk assessment

Article 16 of Spanish Occupational Health and Safety Law 31/1995 lays down that the planning of preventive actions in a company must be based on an initial assessment of risks to the health and safety of employees. This assessment is to be general and should take into account the type of business activity and special hazards to which some workers may be exposed.

This risk assessment forms the basis of occupational health and safety.

In 2007, the Occupational Health and Safety Department updated its risk assessments for all jobs, thereby advancing the five-yearly evaluation set out in procedure PGP 03 and the Instructions of the Health and Safety Management System. The risk assessments were reviewed in 2008 and updated in 2009, 2010 and 2011.

### - Safety inspections

Safety inspections involve the direct and structured observation of facilities and productive processes to detect potential accident hazards. They are carried out by using checklists that are specific to each job and help to keep the workplace safe by identifying and remedying potential hazards.

The frequency of inspections depends on how dangerous the job is, and can be monthly, quarterly or yearly.

Observations made during the inspection, any hazards identified and the applicable corrective measures are all documented, and regular checks are made to monitor the effectiveness of the measures implemented.

During 2011, four different safety inspections of workplace conditions were carried out and the relevant measures were implemented.

- **Reactive techniques:** these come into play once an accident has taken place, and are designed to determine its causes and put forward and implement preventive measures to prevent it from occurring again.

At the PAV, the Occupational Health and Safety Department's safety experts investigate accidents in compliance with prevailing legislation. They examine the causes of each accident or incident so that suitable corrective measures can be implemented to ensure that it does not occur again, and also checks the effectiveness of the preventive measures that have been implemented.

Seventeen accident investigations were carried out and appropriate, specific measures were implemented in each case.

In addition, regular drills and exercises are held at the PAV. They feature specific Self-Protection Plan operations to check and maintain the experience of employees and members of emergency teams and verify that material

resources that need to be used are in good working order. This cuts down response times for accidents, whilst fostering systematic, orderly and effective performance of required actions. It also helps to contain the impact of the accident and reduce the damage sustained, whilst speeding up resumption of the activity concerned.

In 2011, the self-protection plans for the workshops, health and safety and management buildings were reviewed and updated to the Basic Self-Protection Regulation and the self-protection plans were implemented at the management building complex (Buildings I, II, III and IV), the occupational health and safety department building, the workshop building, the Port Authority of Valencia building in Sagunto, and the Port Authority of Valencia building in Gandia.

As a continuation of the Self-Protection Plan from previous years, five emergency drills were carried out at the ports of Valencia, Sagunto and Gandia with the aim of maximising health and safety for PAV employees:

- Self-Protection Plan Activation drill at the management building, Port of Sagunto.
- Self-Protection Plan Activation drill with evacuation at the management building, Port of Gandia.
- Location drills alerting the emergency teams at the management building complex (Phase I, Phase II, Phase III and Phase IV) at the Port of Valencia and the lighthouses of Valencia, Canet and Cullera.
- Self-Protection Plan Activation drill with evacuation at the occupational health and safety building.
- Self-Protection Plan Activation drill with evacuation at the workshops.

In addition, another series of safety drills were carried out in 2011, in conjunction with port community companies:

- Fire drill with an injured person at TCV.
- Fire drill with two injured people at Ptroval-Galp. Internal emergency plan (PEI)/external emergency plan (PEE) interface.
- Drill to simulate marine pollution due to a hydrocarbon spill in Yacht Club waters.
- Moveable bridge closure outside office hours to simulate an evacuation from the Levante Quay.
- Drill to simulate marine pollution due to a hydrocarbon spill at the Union Naval dock.
- Drill to simulate the arrival en masse of illegal immigrants on a vessel at the Port of Sagunto.
- Drill to simulate a chlorine leak at Fertiberia. Port of Sagunto. External emergency plan (PEE).
- Drill to simulate an accident at TCV with the rescue of an operator.
- Drill to simulate marine pollution due to a hydrocarbon spill as a result of a broken suction hose at Urbamar.
- Drill to simulate marine pollution due to a hydrocarbon spill at the Port of Sagunto.
- Drill to simulate marine pollution due to a hydrocarbon spill at Ptroval-Galp.

Eight security drills were also carried out:

- Three drills to transfer operators to the Support Control Centre.
- Drill to check the port facility protection officers' (OPIP) data.
- Drill to increase security at the East Breakwater area.
- Two red alert activation drills.
- Drill to start up the container scanner.

Likewise, the Occupational Health and Safety Department carries out a series of activities which aim to improve the occupational health and safety of PAV employees:

### Ergonomics and psychosociology applied to the workplace

Ergonomics is the science of wellbeing and comfort and is based on adapting the job to the person who does it.

The Occupational Health and Safety Department's main ergonomic goals are:

- Suitable ergonomic design of the workplace by identifying, assessing and reducing occupational health and safety risks (both ergonomic and psychosocial).
- Adapting the workplace and working conditions to the operator.
- Developing work situations not simply from the point of view of material conditions but also in their socio-organisational aspects, so that the job can be performed with full health and safety protection and with optimum degrees of comfort, satisfaction and efficiency.
- Controlling the introduction of new technology in the company and its adaptation to the abilities and skills of the existing workforce.
- Setting ergonomic recommendations for the acquisition of equipment, tools and assorted materials.
- Increasing motivation and job satisfaction.
- Enhancing the health of the company and delivering health in the workplace (according to the WHO).

Applied psychosociology deals with organisational factors which may affect the physical, psychological or social wellbeing and health of workers and also the performance of their jobs.

The Occupational Health and Safety Department advises and suggests global changes in those aspects which can enhance working conditions and reduce psychosocial risk factors.

The following ergonomic evaluations were carried out in 2011:

- Ergonomic study of the workstation at the industrial technical room.
- Study of workstation lighting levels and thermohygrometric conditions in the industrial technical room.
- Ergonomic study of workstations – Phase I.

- Study of lighting levels and thermohygrometric conditions – Phase I.
- Ergonomic study of workstations at the mechanical facilities.
- Study of workstation lighting levels and thermohygrometric conditions at the mechanical facilities.
- Ergonomic study of workstations at the electrical service.
- Study of workstation lighting levels and thermohygrometric conditions at the electrical service.
- Ergonomic study of signalling workstations.
- Study of signalling workstation lighting levels and thermohygrometric conditions.
- Ergonomic study of workstations at the special facilities.
- Study of workstation lighting levels and thermohygrometric conditions at the special facilities.
- Ergonomic study of the new workstation at the south access (Megaport).
- Study of the lighting levels and thermohygrometric conditions at the new south access workstation (Megaport).

Ergonomic studies are not confined to implementing corrective measures. Once they have been implemented, the PAV's Occupational Health and Safety Department then checks the effectiveness of the measures adopted to correct and eliminate hazards.

In the field of psychosociology applied to the workplace, four psychiatric/psychological reports were drawn up by a specialist in order to adapt workstations and jobs.

### Industrial hygiene

Industrial hygiene can be defined as a set of actions geared towards identifying, evaluating and controlling chemical, physical and biological agents in the working environment which may cause illness, have a detrimental effect on health and wellbeing, or create significant discomfort among workers.

The Occupational Health and Safety Department's fundamental goals in terms of industrial hygiene are:

- To evaluate chemical, physical and biological agents in the working environment, bearing in mind conditions in the workplace: definition of tasks, production processes, time of exposure to contaminants, etc.
- To take direct measurements or samples of these chemical, physical and biological agents.
- To analyse laboratory results using assessment criteria.
- To plan control measures which reduce the health risks faced by workers.
- To carry out specific studies: noise levels, biological agents, thermal stress, vibrations, lighting, sick building syndrome, etc.
- To inform and train workers about the hazards present in the working environment so as to eliminate or minimise undesired effects.

In 2011, the Occupational Health and Safety Department carried out numerous industrial hygiene actions:

Port of Valencia:

- Regular checks of working conditions.
- Quarterly microbiological and air quality checks in medical service facilities, changing rooms and other facilities in PAV buildings (Valencia, and Valencia and Cullera Lighthouses). In addition to the quarterly checks, extra checks were carried out during July and August at the Sports Centre because the swimming pool was open.
- Regular checks in June and December for the detection of Legionella and, if necessary, the implementation of appropriate measures (Valencia, and Valencia and Cullera Lighthouses).
- Control and prevention of Legionella, cleaning and disinfection of the hot and cold water systems in May, in compliance with Spanish Royal Decree 865/2003.
- Control and prevention of Legionella, tests in PAV-owned buildings, and treatment where necessary.
- Regular checks of booths 1 and 2.
- Evaluation of noise levels in the hydrant pump rooms at the Port of Valencia.
- Evaluation of noise levels in the HVAC room at the Port of Valencia.
- Evaluation of noise levels at the mechanical facilities workshop.
- Evaluation of noise levels at the new south access workstation (MEGAPORTS).
- Measurement of electromagnetic fields at the new south access workstation (MEGAPORTS).
- Evaluation of dust levels at the new south access workstation (MEGAPORTS).
- Evaluation of toxic vapour levels at the new south access workstation (MEGAPORTS).
- Evaluation of dust levels in booths A1 and A2, and at the traffic control roundabouts.
- Evaluation of gas levels in booths A1 and A2, and at the traffic control roundabouts.
- Evaluation of noise levels in booths A1 and A2, and at the traffic control roundabouts.
- Evaluation of noise levels at the Cullera Lighthouse.
- Evaluation of noise levels at the Valencia Lighthouse.
- Evaluation of noise levels in the electric workshop.
- Measurement of electromagnetic fields in the industrial technical room.
- Measurement of electromagnetic fields in the Valencia HVAC room.
- Measurement of electromagnetic fields in the electric transformer rooms at the Port of Valencia.

#### Port of Sagunto:

- Microbiological and air quality checks in buildings in March, June, September and December.
- Regular checks in June and December for the detection of Legionella and, if necessary, the implementation of appropriate measures (Sagunto and Canet Lighthouse).
- Control and prevention of Legionella, cleaning and disinfection of the hot and cold water systems in May, in compliance with Spanish Royal Decree 865/2003.
- Evaluation of noise levels in hydrant pump rooms at the Port of Sagunto (South Quay and Fishing Quay), at the port police booth, and at the Canet Lighthouse.
- Evaluation of gas levels at the port police booth at the Port of Sagunto.
- Evaluation of dust levels at the port police booth at the Port of Sagunto.
- Measurement of electromagnetic fields in the electric transformer rooms at the Port of Sagunto.
- Regular checks of working conditions.

#### Port of Gandia:

- Microbiological and air quality checks in buildings in March, June, September and December.
- Regular checks in June and December for the detection of Legionella and, if necessary, the implementation of appropriate measures at the Port of Gandia.
- Control and prevention of Legionella, cleaning and disinfection of the hot and cold water systems in May, in compliance with Spanish Royal Decree 865/2003.
- Evaluation of noise levels in hydrant pump rooms at the Port of Gandia.
- Measurement of electromagnetic fields in the electric transformer rooms at the Port of Gandia.
- Regular checks of working conditions.

#### Health monitoring

Health monitoring is one of the instruments used in occupational medicine to control and supervise the impact that working conditions have on employees' health. It is an integral part of the company's overall Occupational Health and Safety Plan.

Health monitoring is concerned with:

- Identifying risk factors.
- Planning preventive action.
- Evaluating preventive measures.

#### Health examinations

Medical check-ups show the impact of job hazards on workers' health. Their goal is to detect problems as early as possible in order to analyse and evaluate working conditions.

In accordance with PGP 17 Health Examinations and IGP 17/01 of the Occupational Health and Safety Management System (OHSMS), all workers are sent an appointment for their medical check-up by post, accompanied by the required documents.

Workers are informed of the results of their check-ups on an individual basis so as to keep them confidential.

The results of the medical check-ups are recorded in confidential files which are held by the Medical Service, and are released to PAV management only to evaluate a worker's suitability for a specific job from a medical point of view.

Under no circumstances are health problems used to discriminate against workers.

The types of health examinations which are carried out by the Occupational Health and Safety Department are set out in legislation, supported by article 22 of the Spanish Law on Occupational Health and Safety and article 37 of the Occupational Health and Safety Service Regulation. They are as follows:

- Initial check-up: for all staff starting work at the PAV, whether on permanent or temporary contracts.
- Specific regular medical check-up.
- Check-up after lengthy absence.
- Check-up due to change in job or task.

In addition, the PAV's Medical Service also offers a range of health examinations, even though these are not required by law, in order to promote the health of all workers.

- Check-up at the request of the worker.
- Check-up suggested by the Medical Service.
- Orthopaedic check-up.

The following medical check-ups were performed in 2011:

- Regular annual check-ups: 387 (93.93% of the total PAV workforce)
- Initial check-ups: 20
- Check-up after lengthy absence: 44
- Check-up due to change in job: 3

A total of 454 medical check-ups were carried out in 2011, each specifically tailored to the risks inherent to an employee's particular job.

#### Health services

Health care for workers is a preventive measure in itself. It takes a global approach to protecting the worker's health taking into account habits at work and at home.

The provision of medical and pharmaceutical services, under article 53 of the former Company Medical Services Regulations, entails writing prescriptions for PAV workers, dispensing pensioners' prescriptions for workers whose personal circumstances mean they are entitled to them, and sending patients straight to specialist doctors; in short, taking on the role of a GP.



The health infrastructure at the PAV's Medical Service enables comprehensive care ranging from A&E to traumatology surgery using in-house equipment, thus delivering more specific treatment and better monitoring of the patient's progress.

If requested, our health personnel can provide advice and help to patients who are suffering from temporary disability.

The basic principle of the PAV's Medical Service is to deliver maximum efficiency through good management and the quality of the health care it provides.

### Health campaigns

Their goal is to promote workers' health by encouraging improvements in various aspects of their lifestyles.

#### Membership of the Health Promotion Business Programme:

In 2005, the Valencian Regional Health Ministry started up a programme run by the General Directorate for Public Health designed to promote the health and safety of company employees through health and safety services.

The PAV's Occupational Health and Safety Department met the entry requirements and joined the Health Promotion Business Programme. This means it now receives expert advice and support material for health promotion within the company, as well as training about related issues and regular information about specific health promotion campaigns.

The goals were to:

- Make workers more health conscious by optimising health promotion activities run by the Medical Service.
- Lay down guidelines for vaccinations for work-related hazards and also for the public at large or specific groups of adults.
- Develop action protocols for specific issues or pathologies that could affect certain PAV employees, and inform the workers about them.
- Establish formal means of cooperation between the PAV's Occupational Health and Safety Department personnel and members of the public health care system in both primary and specialised care.

Membership of the programme is completely voluntary, and this underlines the commitment of the PAV's Occupational Health and Safety Department to seeking out continuous improvement in the working conditions of all company employees.

### Campaigns:

The Occupational Health and Safety Department regularly runs health information campaigns. They consist of training and informative talks about preventive health and hygiene measures and provide medical control, advice and preventive treatment for each campaign.

The following health campaigns were run in 2011:

- Help with cutting down on or stopping smoking.
- The early detection of melanoma for management and administrative staff.
- Preventing insect bites.
- Preventing mycosis in lower limbs.
- Study and prevention of osteoporosis.
- Preventing sun exposure.
- Preventing asymptomatic lung cancer.
- Preventing colorectal cancer.
- Prevention of flu and seasonal flu vaccination campaign.
- Skin protection campaign.
- Diphtheria-tetanus, hepatitis A and B, and pneumococcal vaccination campaigns.
- Eye tests.
- Health campaigns.
- Prevention of seasonal asthenia campaign.

### Epidemiological studies:

An epidemiological study was carried out in 2011 on the results of the skin cancer prevention campaign for administrative staff.

## Employment and occupational safety in the port community

Brief description of the type of safety and training conditions or requirements included in the conditions for the specific requirements of port services, in the award conditions and in the concession and authorisation licences.

Port service providers have public service obligations which they must comply with during the time they hold a licence. Safety and training are some of the most important obligations. The service provider must cooperate with the Port Authority and the Harbourmaster's Office, when necessary, on any safety and pollution prevention aspects that may arise in the port facility, and must make its standard human resources and equipment available. It must also cooperate in the port service's practical training with the appropriate equipment in the port area it operates in.

The Port Authority regularly checks whether the port service providers and the companies which have concessions or authorisations have the corresponding licences and authorisations. It also carries out occupational health and safety checks.

The prevention measures and safety conditions for PAV-granted occupancy concessions and authorisations are as follows:

"The concessionaire must comply with the occupational health and safety obligations set out in Spanish Law 31/1995, of 8<sup>th</sup> November, on Occupational Health and Safety and the corresponding development regulations, and especially with what is set out in terms of the coordination of business activities, as the titleholder of the workplace, in Spanish Royal Decree 171/2004, of 30<sup>th</sup> January, which is developed in Article 24 of the aforementioned Law related to the coordination of business activities.

According to what is set out in current safety and emergency control legislation, the concessionaire shall provide the Port Authority with a safety report which shall be taken into account by the aforementioned authority when drawing up the port's internal emergency plan. The concessionaire shall also comply with all its other relevant obligations in this area.

Likewise, the concessionaire shall implement the measures required under the applicable regulations on the security of port facilities".

Description of the business activity coordination mechanisms available in the port community on occupational health and safety within the port.

The PAV has its own Occupational Health and Safety Service. Thus, it has a business activity coordination office. Before the companies contracted by the PAV start up their activity, and after the required documentation has been received, in line with Article 24 of the Spanish Occupational Health and Safety Law and its Royal Decree 171/2004, the Occupational Health and Safety Service analyses this documentation and gives its conformity or non-conformity according to the Occupational Health and Safety Management Procedure (PGP 08 "Contracting procedure") which is briefly described below:

- Companies are given the Occupational Safety Regulations for carrying out work at the PAV.
- Companies are given the Occupational Health and Safety Requirements for external contractors and adaptation to the Organic Law on Data Protection.
- External companies are asked to provide their Occupational Health and Safety plans.
- The Occupational Health and Safety documents provided by the contracted companies are requested and monitored.
- Reports are sent to the different departments about contractor compliance with the aforementioned documents.
- Meetings are held with managers from different companies to explain the PAV's Safety Regulations. The Occupational Health and Safety Department is on hand to answer company queries.
- The safety measures in the work carried out by contracted and subcontracted companies are monitored.

Weekly meetings are held with the PAV business activity coordination office, and information is supplied on a daily basis.

## RELATIONS WITH ITS ENVIRONMENT

### Description of the Port Authority's policy in terms of its relations with its social environment

Main challenges, management initiatives and programmes promoted by the Port Authority in relation to its social environment in aspects such as improving the port-city interface, the port's presence in cultural and technical education, initiatives to publicise the port's activity and communication with citizens.

CSR is considered to be the ideal medium to suitably channel the different voluntary initiatives carried out which benefit the PAV's direct area of influence. Thus, the CSR policy helps to streamline the resources used and makes it easier to channel and organise the initiatives needed to reach this objective.

To develop its CSR policy, the PAV carries out a number of initiatives which respond to a series of general objectives:

- Ensuring that port development and protection and respect for the environment go hand-in-hand, thus ensuring the sustainability of port activities.
- Encouraging a competitive and professional attitude among the people who work in the port industry.
- Ensuring the quality of information to suit the different stakeholder groups.
- Fostering commitment to the environment.

One of the PAV's main contributions to its social relations is training on port issues. It promotes work experience and scholarships for students from highly diverse universities and takes part in different university chairs such as the University of Valencia's Chair in Logistics and International Transport, the Port of Valencia Chair, and the Business Management and Culture Chair.

Special mention should be made of the cooperation with the Pontificia Comillas University in Madrid on the Port Management and Intermodal Transport Master's degree, which completed its 19<sup>th</sup> edition in 2011.

The PAV also publicises the port's activity among citizens via the guided tours it offers around the commercial port. In 2011, it organised 62 visits for schools, specialised training centres, associations and other groups for a total of 3,229 people.

Work also continued on the proceedings to definitively assign land to the Valencia City Council.

The PAV also continued to cooperate in different cultural, sporting and social events in the three towns and cities its ports are located in. These initiatives improve our ports' integration in these local environments.

Special mention should once again be made of the success of the F1 Grand Prix. Over 60% of the circuit is laid out within port boundaries and the PAV has again worked closely in the project.

Port Authority initiatives to provide disabled access (including passenger service licence conditions, passenger terminal concession and authorisation conditions, and specific initiatives in public areas).

The initiatives carried out by the PAV to provide disabled access in public areas (roads and buildings) include:

- Dropped kerbs on pavements on public roads and pedestrianised areas.
- Disabled parking spaces in car parks.
- In buildings:
  - Alternative disabled access to buildings via legally-compliant ramps.
  - Specially adapted toilets for people with reduced mobility.

Concessionaires and authorisation holders are responsible for complying with current legislation on eliminating architectural barriers in their facilities. In this case, the Infrastructure Management Department ensures that the projects presented for authorisation comply with current legislation on this issue.







# TERMINALS AND QUAYS IN OPERATION





## PORT OF VALENCIA

### Container Terminal

#### PUBLIC CONTAINER TERMINAL

- ① **Operator:** Noatum Container Terminal Valencia  
Tel. No.: 96 393 83 00  
mv@marvalsa.com - www.marvalsa.com

**Quays:** The Principe Felipe Quay and the East Quay are 1,500 metres long and 330 metres long respectively. They are both 16 metres deep. Available storage area: 887,438 m<sup>2</sup> on the Principe Felipe Quay. Rail terminal: 50,000 m<sup>2</sup> surface area + 4+1 x 650 metre railway tracks.

**Machinery:** The Terminal is equipped with 19 gantry cranes for containers with lifting capacities of between 40 and 65 tonnes, 28 tractors, 59 Mafi-type tractors, 56 RTG transtainers with 40/50.8 tonne loading capacity, 8 front loading forklift trucks, 101 flatbed trailers, 6 reach stackers and 107 terminal chassis. It also has 1020 power points for refrigerated containers.

ANNUAL TRAFFIC:	2009	2010	2011
Containerised general cargo			
Tonnes:	21,454,798	24,046,974	22,364,088
TEUs:	1,770,208	2,060,568	1,935,509

### MSC TERMINAL VALENCIA

- ② **Operator:** MSC Terminal Valencia  
Tel. No.: 96 332 55 00 - svalentin@msctv.es

**Quays:** MSC Transversal Costa Quay. The Terminal has a 770 metre-long and 16 metre-deep berthing face. Available storage area (including office buildings and workshops): 348,503 m<sup>2</sup>.

**Machinery:** The Terminal is equipped with 8 gantry cranes for containers with lifting capacities up to 65 tonnes, 28 transtainers with 50 tonne capacity, 51 terminal tractors, 8 reach stackers and 6 empty container handlers.

ANNUAL TRAFFIC:	2009	2010	2011
Containerised general cargo			
Tonnes:	13,357,370	17,235,525	19,960,169
TEUs:	1,129,168	1,391,751	1,563,818

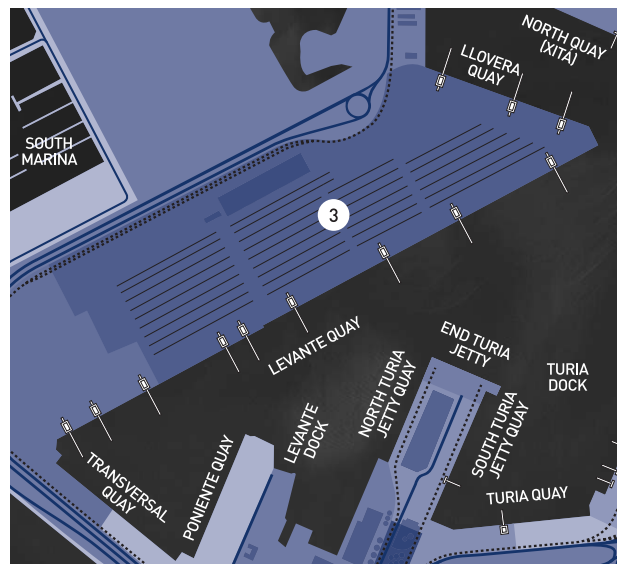
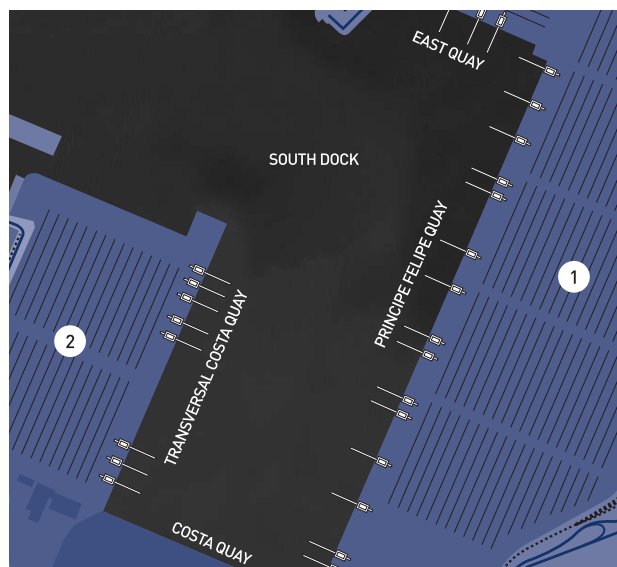
### TCV OPERADORES PORTUARIOS

- ③ **Operator:** TCV Operadores Portuarios S.A.  
Tel. No.: 96 324 16 80 - tcv@tcv.es - www.tcv.es

**Quays:** Section 2 of the Levante Quay has a 1,133 metre-long berthing face and a maximum depth of 14 metres. The Llovera Quay is 430 metres long and 16 metres deep.

**Machinery:** The Terminal has 9 container cranes (3 Super-Post Panamax, 4 Post Panamax and 2 Panamax/feeder) with a lifting capacity of between 40 and 50 tonnes, 29 forklifts with a lifting capacity of between 3 and 45 tonnes, 38 tractors and 25 RTG transtainers.

ANNUAL TRAFFIC:	2009	2010	2011
Containerised general cargo			
Tonnes:	6,433,774	6,777,605	7,768,608
TEUs:	613,931	640,707	731,450
Conventional general cargo			
Tonnes:	7,347	5,242	1,014



## Multipurpose Terminals

### LEVANTE QUAY

- ① **Operator:** TCV Operadores Portuarios and Compañía Trasmediterránea.

**Quays:** The Levante Quay has a 430 metre-long berthing face and a maximum depth of 12 metres.

**Machinery:** It has two container cranes with a lifting capacity of between 32 and 40 tonnes, 12 forklifts with lifting capacities of between 4 and 45 tonnes, 18 tractors and 2 transtainers.

ANNUAL TRAFFIC:	2009	2010	2011
Containerised general cargo			
Tonnes:	593,819	200,802	159,562
TEUs:	66,122	16,556	15,577
Conventional general cargo			
Tonnes:	430,177	461,548	349,395



### TCV TERMINAL POLIVALENTE

- ② **Operator:** TCV Operadores Portuarios.  
Tel. No.: 96 324 16 80 - [tcv@tcv.es](mailto:tcv@tcv.es) - [www.tcv.es](http://www.tcv.es)

**Quays:** Turia Jetty. The North Face is 281 metres long and the South Face is 350 metres long. It also has 2 Ro-ro ramps. The latter has a storage surface area of 21,815 m<sup>2</sup>.

**Machinery:** 1 mobile crane with a lifting capacity of 50 tonnes. 12 forklift trucks with a lifting capacity of between 3 and 45 tonnes, and 4 tractors.

ANNUAL TRAFFIC:	2009	2010	2011
Conventional general cargo			
Tonnes:	47,333	90,494	45,898

## Ro-ro and Vehicle Terminals

### RO-RO AND VEHICLE TERMINAL 1

- ① **Operator:** Europark Express Valencia S.A., Ford España S.A. and Valencia Terminal Europa S.L.

**Quays:** Costa Quay. 502 metres long and 16 metres deep. Storage area of 237,216 m<sup>2</sup>.

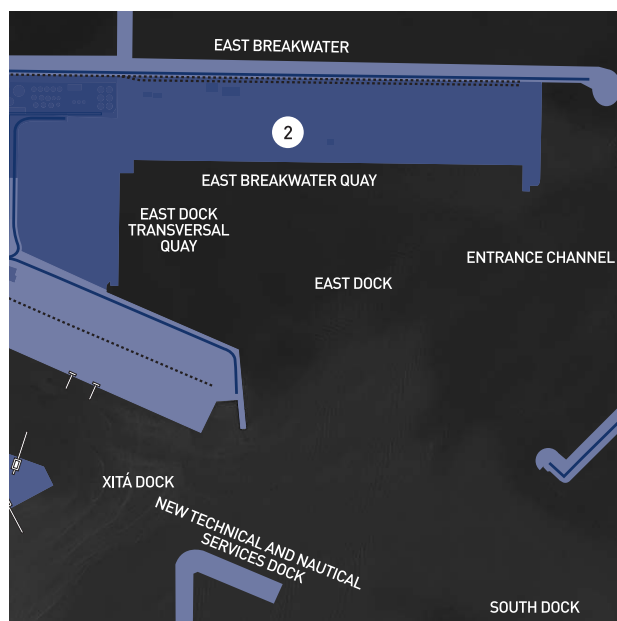
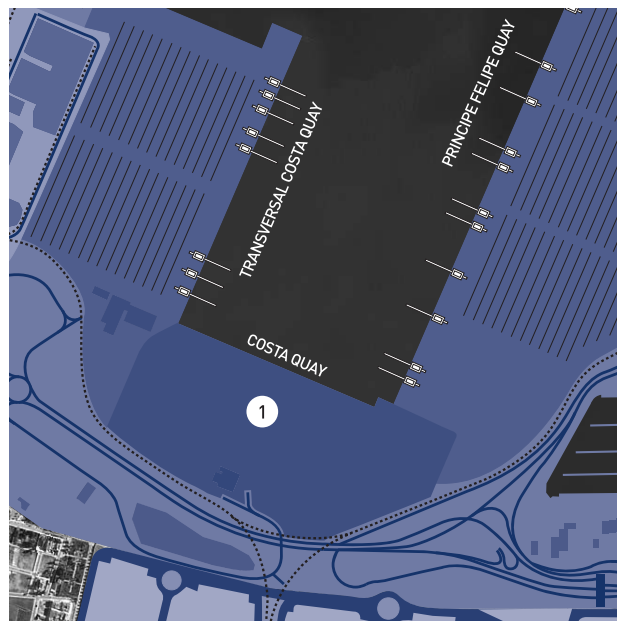
ANNUAL TRAFFIC:	2009	2010	2011
Passenger vehicles	0	0	104
Vehicles as goods	90,612	57,473	31,225
Tonnes:	127,568	86,838	63,693

### RO-RO AND VEHICLE TERMINAL 2

- ② **Operator:** Europark Express Valencia S.A., Ford España S.A. and Valencia Terminal Europa S.L.

**Quays:** East Breakwater Quay. This quay is 970 metres long and has a maximum depth of 16 metres. The storage surface area covers 171,582 m<sup>2</sup>.

ANNUAL TRAFFIC:	2009	2010	2011
Passenger vehicles	126	11	491
Vehicles as goods	175,268	234,066	233,669
Tonnes:	1,167,657	1,523,950	1,782,829



## Passenger Ferry and Cruise Ship Terminal

The Passenger Terminal is located on the Poniente and Transversal Quays.

The Poniente Quay is 330 metres long and between 9 and 11 metres deep in different points. The Transversal Quay is 245 metres long and is approximately 10.5 metres deep.

The Terminal covers a surface area of 41,945 m<sup>2</sup>, including 7,000 m<sup>2</sup> of office buildings and the Passenger Terminal.

### ACCIONA - TRASMEDITERRÁNEA

- ① **Operator:** Compañía Acciona - Trasmediterránea S.A.  
Tel. No.: 96 316 48 12 - [www.trasmediterranea.es](http://www.trasmediterranea.es)

ANNUAL TRAFFIC:	2009	2010	2011
Passengers	134,001	118,229	181,399
Passenger vehicles	28,156	35,956	42,129
Vehicles as goods	29,067	28,329	48,432
Tonnes:	1,634,519	2,075,092	1,972,256

### CRUISE SHIPS

- ② **Operators:** Miscellaneous

ANNUAL TRAFFIC:	2009	2010*	2011
Cruise ships	143	156	204
Passengers	184,909	252,569	378,463

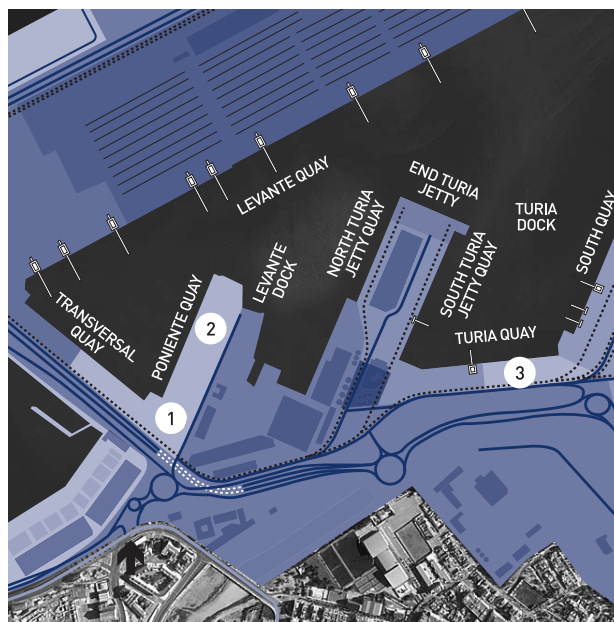
\* In addition, 1 cruise ship at the Port of Gandia with 1,174 passengers.

### BALEARIC ISLAND FERRY ON TURIA QUAY AND OTHER QUAYS

Surface area of 10,200 m<sup>2</sup> located on the Turia Quay and on the apex of the South Turia Jetty. The Ferry Terminal has a surface area of 380 m<sup>2</sup>.

- ③ **Operators:** Balearia Eurolíneas Marítimas S.A.  
[www.balearia.com](http://www.balearia.com)

ANNUAL TRAFFIC:	2009	2010	2011
Passengers	103,373	131,144	308,696
Passenger vehicles	30,734	37,518	35,650
Vehicles as goods	572	351	216





## Oil and Chemical Product Terminal and Facilities

### GALP ENERGÍA ESPAÑA S.A.U.

- ① **Operator:** Galp Energía España, S.A.U.

**Quays:** The North Quay is 837 metres long and 16 metres deep.

**Facilities:** Discharging of oil products on the jetty owned by Terminales Portuarias, S.A. Discharged products are stored in 20 tanks with a capacity of 139.520 m<sup>3</sup>.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Oils and fats	0	0	1,333
Biofuels	0	0	51,718
Diesel	537,938	528,212	446,428
Petrol	18,546	29,718	49,451
Chemical products	13,796	6,214	0

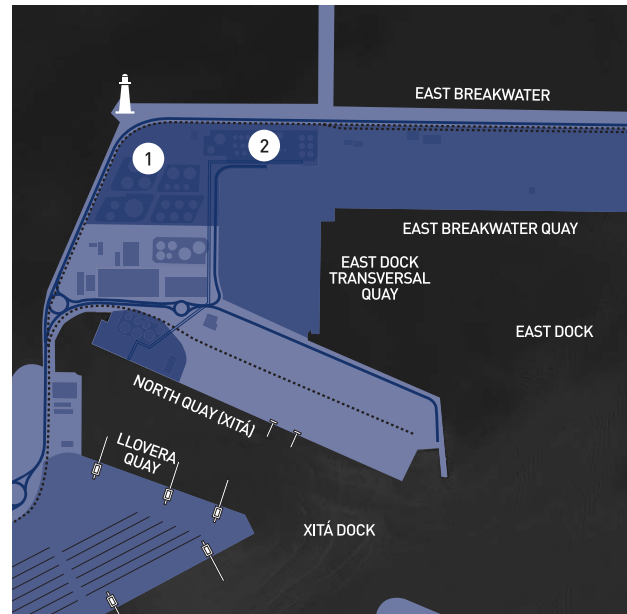
### TEPSA

- ② **Operator:** Terminales Portuarias S.L.  
Tel. No.: 96 367 68 02 - valencia@tepsa.es - www.tepsa.es

**Quays:** The North Quay is 837 metres long and 16 metres deep.

**Facilities:** Three interlinked storage areas with capacities of 46,965, 53,278 and 61,720 m<sup>3</sup> for chemical, oil and non-inflammable products respectively.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Fuel-oil	156,040	186,331	204,588
Oil energy gases	3,848	0	0
Petrol	0	0	15,118
Other oil products	0	3,582	2,727
Chemical products	140,790	166,293	176,695



## DEMAGRISA

### ③ Operator: Demagrisa S.A.

**Quays:** Turia Jetty, North face – Section 1. This jetty is 62 metres long and 9 metres deep. Turia Jetty, South face – Section 1 is 153 metres long and 9 metres deep.

**Facilities:** Liquid bulk tanks with a capacity of 15,500 m<sup>3</sup>.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Fertilisers	20,025	14,128	12,471
Oils and fats	3,987	8,921	6,031
Molasses	18,665	6,160	7,970
Other oil products	3,438	4,364	3,954

## PRODUCTOS ASFÁLTICOS

### ④ Operator: Productos Asfálticos S.A.

**Quays:** Turia Jetty, South face – Section 1. This quay is 153 metres long and 9 metres deep.

**Facilities:** Asphalt product hose connected to pipeline with pumping gear. It has 8 tanks with a capacity of 14,300 m<sup>3</sup>.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Asphalt	57,607	40,133	24,509
Chemical products	5,238	0	2,705

## TEVA - TANK

### ⑤ Operator: Teva-Tank S.L.

**Quays:** Turia Quay. This quay is 387 metres long and 9 metres deep.

**Facilities:** 1 edible fat and oil hose and 1 molasses hose both connected to pipelines with pumping gear.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Oils and fats	1,508	0	0
Molasses	4,147	2,000	3,102



## Solid Bulk Terminal and Facilities 1

### LOCATION: NORTH QUAY

**Characteristics:** This quay is 837 metres long and 16 metres deep.

### HOLCIM ESPAÑA

- ① **Operator:** Holcim España S.A.  
Tel. No.: 96.367.05.10

**Machinery:** One 60-tonne electronic weighbridge for weighing trucks.

**Facilities:** Two cement silos with a capacity of 10,000 tonnes.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Cement	94,118	94,830	109,087

### SILOS Y ALMACENAJES DE VALENCIA

- ② **Operator:** Silos y Almacenes de Valencia S.A. de Cementos.

**Machinery:** One 60-tonne electric weighbridge and a wheel loader with a capacity of 3 m<sup>3</sup>.

**Facilities:** Storage area with a capacity of 25,000 tonnes. The storage surface area covers 8,200 m<sup>2</sup>.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Cement	51,300	27,716	8,747

### TERMINAL MARÍTIMA SERVICESA

- ③ **Operator:** Terminal Marítima Servicesa S.A.

**Machinery:** 3 mobile cranes, two 60-tonne electric weighbridges for weighing trucks, 8 grabs, 16 loaders and 1 forklift truck.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Clinker	992,230	497,991	253,657
Coal and petroleum coke	226,741	173,432	249,667
Scrap iron	0	3,240	0
Other oil products	6,123	0	0
Other non-metal minerals	0	0	58,662
Other minerals and metal residue	0	12,072	0

### LOCATION: END TURIA JETTY

**Characteristics:** This jetty is 183 metres long and 14 metres deep.

### CEMEX ESPAÑA

- ④ **Operator:** Cemex España, S.A.  
Tel. No.: 96 367 05 12

**Facilities:** It has two simultaneous gravity systems which use belts and gantries from silos and pneumatic gear from trucks. The system can handle up to 800 t/hr. The facility has 3 silos (1 silo with a storage capacity of 10,000 t and 2 silos each with a capacity of 2,000 t).

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Cement	167,981	84,442	81,203
Other minerals and metal residue	24,061	3,899	0



## Solid Bulk Terminal and Facilities 2

### LOCATION: SOUTH QUAY

**Characteristics:** This quay is 595 metres long and 14 metres deep.

### TEMAGRA

- ① **Operator:** Temagra S.L.  
Tel. No.: 96 367 10 01

**Machinery:** 3 mobile cranes with a lifting capacity of 64 tonnes (nominal weight for hook) and 33 tonnes (grab), 8 wheel loaders, 2 sweepers, 4 hoppers, 1 forklift, 4 weighbridges, 15 fixed conveyor belts, 3 mobile conveyor belts, 8 grabs, 1 flatbed trailer, and 2 continuous ship unloaders.

**Facilities:** Equipment designed to move grain from the silo to the vessel. Vessel unloading rates can reach 1,000 tonnes per hour with mobile cranes and 500 tonnes per hour using a gantry crane fitted with pneumatic equipment. Vessels can be loaded at a rate of 500 tonnes per hour with the pneumatic equipment or directly loaded from the lorry. It has a storage capacity of 150,000 tonnes. It has two grain silos with a capacity of 63,500 m<sup>3</sup>.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Rice	8,398	1,894	36,441
Oats	1,575	0	3,847
Barley	57,137	80,661	38,534
Corn	642,775	549,008	547,632
Wheat	303,452	147,696	101,260
Other grain	18,939	1,510	19,827
Natural and chemical fertilisers	240,818	302,115	189,474
Green and dry fodder	136,818	67,198	27,744
Other goods	135,054	205,955	215,808

### SILESA

- ② **Operator:** Silesa.

**Facilities:** Mechanised, horizontal silo with a surface area of 7,114 m<sup>2</sup> and a storage capacity of 35,435 tonnes. It has 2 grabs, 2 weighbridges, 1 forklift truck and 1 loader.

### LOCATION: TURIA QUAY

**Characteristics:** This quay is 387 metres long and 9 metres deep.

### ESTACIÓN DE DESCARGA Y CARGA

- ③ **Operator:** Estación de Descarga y Carga S.A.

**Machinery:** Pneumatic discharging system for cereal and seed with suction device connected to conveyor belt installed in gallery.

**Facilities:** Silos for soya and concrete tanks for solid bulk with a capacity of 18,600 m<sup>3</sup> and also pneumatic discharging gear for soya beans and pellets.

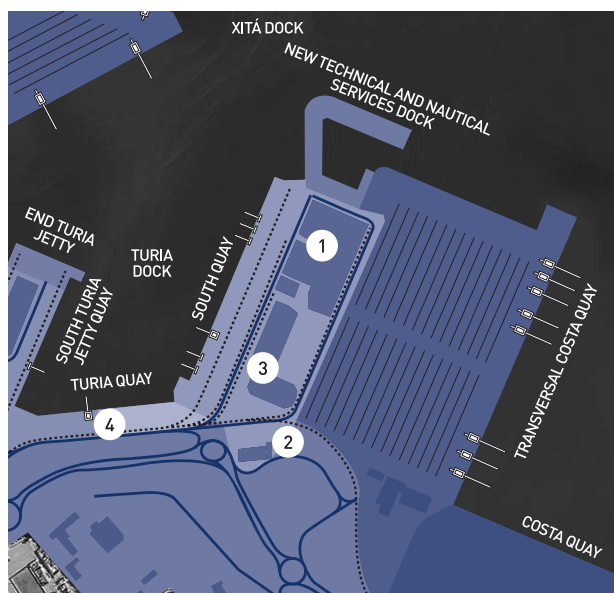
ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Oils and fats	9,368	0	0
Green and dry fodder	14,317	0	0

### BÓRAX ESPAÑA, S.A.

- ④ **Operator:** Bórax España S.A.

**Facilities:** Horizontal silo with a capacity of 12,000 tonnes for borax goods and a 300 m<sup>3</sup> redistribution silo.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Borates-Perborates	12,750	21,827	25,553





## LOGISTICS &amp; REFRIGERATED WAREHOUSES

## FRIOPUERTO

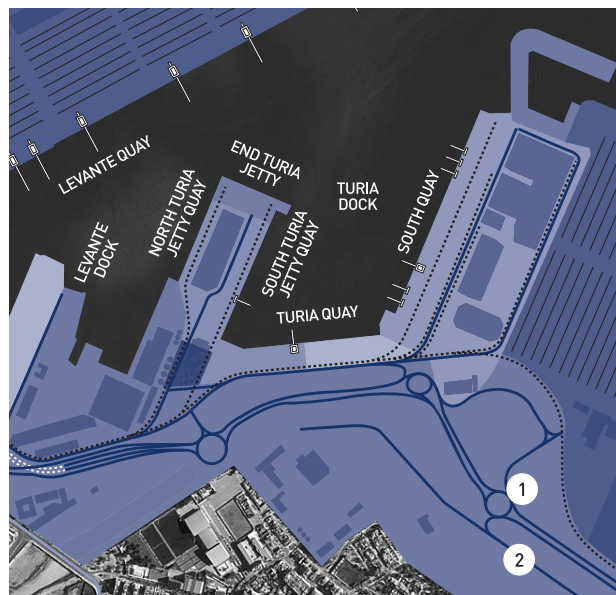
① **Operator:** FRIOPUERTO

www.friopuerto.com - Tel. No.: 96 367 35 15

friopuerto@friopuerto.com - www.friopuerto.com

**Location:** Next to the Public Container Terminal, opposite the Logistics Activities Area (ZAL) and the Border Inspection Post (PIF).

**Facilities:** These offer integrated logistics cold storage solutions for perishable goods for human consumption (frozen, refrigerated and dry products). The refrigerated warehouse has a capacity of over 50,000 m<sup>3</sup>, and has 3 cold stores for frozen produce (-35°C to -18°C) with moveable shelving which can each cater for 3,200 pallets, 2 freezer/chill stores for over 500 pallets (-25°C to +15°C), a 600 m<sup>2</sup> refrigerated produce store for quality control, inspections and cross-docking (0°C to +18°C) and a separate 400 m<sup>2</sup> handling store (+2°C to +14°C), as well as their corresponding service areas.



## FCC LOGÍSTICA

② **Operator:** FCC LOGÍSTICA, S.A.

Tel. No.: 96 367 43 49 -

plataforma.valencia@fcclogistica.com

www.fcclogistica.com / www.citaprevia.fcclogistica.com

**Location:** Ampliación Sur s/n

**Facilities:** The Bonded Warehouse has a Customs Office Area for transit and TIR traffic and a tax depot. Other types of operations which create added value to the logistics chain, such as brand control, repackaging, labelling and packing on pallets, can also be carried out. The company has the following machinery and equipment: 11 front loading forklift trucks, 2 reach trucks, 18 electric pallet jacks, 2 wrapping machines, 1 weighbridge, 1 sealer for attaching tax marks to bottles of alcohol, 1 ribbed incline conveyor belt with input hopper and output container, 1 packing machine (press) to recycle waste. It has 24 loading bays. The warehouse has 12 interconnected sections, four of which have shelving with 10,000 spaces. One of the sections is health-registered to store food products.

## PORT OF SAGUNTO

### MULTIPURPOSE TERMINAL 1 (DOCK 1)

**Operator:** Logística del Puerto de Sagunto.  
Tel. No.: 96 269 81 18

**Quays:** North 1. This quay is 489 metres long and 9 metres deep.

**Machinery:** It has 1 mobile crane with a lifting capacity of 36 tonnes, 2 tractors with a capacity of 41 tonnes, 11 forklifts, 2 reach stackers and 1 semi-automatic hopper.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Wood and cork	22,016	18,284	2,738
Finished construction materials	11,250	15,779	5,954
Iron and steel products	148,920	314,875	320,484
Wine, beverages and spirits	9,464	11,127	10,011
Other goods	20,201	20,410	14,556

### MULTIPURPOSE TERMINAL 2 (DOCK 1)

**Operator:** Portuaria Levantina S.A.  
Tel. No.: 96 268 40 48 / 96 267 56 86 - www.porlesa.com

**Quays:** North 1. This quay is 489 metres long and 9 metres deep.

**Machinery:** It has 2 mobile cranes with a lifting capacity of 120 tonnes, 10 forklifts, 2 reach stackers (45 tonnes), 1 wheel loader (mod. 960) and 1 Mafi-type tractor.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Natural and chemical fertilisers	111	7,900	43,955
Cement and clinker	1,262	4,824	6,000
Other minerals and metal residue	599	6,318	0
Iron and steel products	169,684	227,998	307,457
Other goods	23,546	9,368	25,852

### PROVISIONAL CONTAINER AREA (DOCK 1)

**Operator:** Intersagunto Terminal, S.A.  
Tel. No.: 96 269 90 60  
operacionesmaritimas@saguntoti.com

**Quays:** Public quays: North Quay 1, which is 489 metres long and 9 metres deep, and Centre Quay which is 620 metres long and has a maximum depth of 11.25 metres. It has a surface area of 30,000 m<sup>2</sup> and power points for 50 refrigerated containers.

**Machinery:** It has 2 mobile cranes, two 4x4 tractors, 5 tractors, 7 Mafi-type roll trailers and 5 reach stackers.

ANNUAL TRAFFIC:	2009	2010	2011
Containerised general cargo			
Tonnes:	116,136	253,990	192,331
TEUs:	19,333	33,464	28,901

### MULTIPURPOSE TERMINAL 3 (DOCK 1)

**Operator:** Noatum Terminal Polivalente Sagunto  
Tel. No.: 96.265.61.19 - www.marvalsagunto.es

**Quays:** Centre Quay, which is 620 metres long and has a maximum depth of 11.25 metres. South Quay 1, which is 580 metres long and has a maximum depth of 10 metres.

**Machinery:** It has 2 mobile cranes (100 t x 22 m), 2 reach stackers, 2 coil stackers, 2 container stackers, 28 front lifts, 20 electric forklifts and 4 side loaders.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Vehicles and parts	4,296	33,112	16,955
Cement and clinker	102,852	122,535	39,812
Iron and steel products	1,077,536	1,378,236	1,139,418
Other minerals and metal residue	4,296	33,112	16,955
Other goods	40,268	87,763	98,130

### FRUIT AND PERISHABLES TERMINAL

**Machinery:** Two electric gantry cranes with a lifting capacity of 17 tonnes which can handle 240 pallets/hour.

**Special facilities:** This Terminal has several sections: 5,900 m<sup>2</sup> refrigerated area, 3,051 m<sup>2</sup> sorting area, 2,470 m<sup>2</sup> storage area, 2,289 m<sup>2</sup> loading bay, 7,000 m<sup>2</sup> warehouse.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Fresh and dried citrus fruit	4,537	3,089	118
Fresh and dried bananas	23,468	7,032	3,374
Dates, figs, pineapples, avocados and other	1,114	1,571	361
Cassava roots, arrowroot and other	1,195	1,344	441
Other goods	1,406	1,531	1,272

### FERTILISER PLANT

**Operator:** Fertiberia, S.A.  
Tel. No.: 96 269 90 04 - www.fertiberia.es

**Muelle:** South Quay. This quay is 580 metres long and has a maximum depth of 10 metres.

**Special facilities:** Anhydrous ammonia discharged by means of retractable, loading boom gear and pipelines. Pipelines and pumps in the system to collect sea water for refrigeration.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Anhydrous ammonia	176,061	182,814	173,097

## IRON AND STEEL PROCESSING CENTRE (DOCK 2)

**Operator:** Procesos Logísticos Integrales, S.A.  
Tel. No.: 902 627 720 - info@plisa.es - www.plisa.es

**Characteristics:** Storage for iron and steel products, heavy products, projects, etc. Logistics for distribution, labelling, repacking, sorting and preparing orders. Land, sea and rail transport.

**Special facilities:** Gantry cranes with lifting capacities of up to 32 tonnes. Shot and painting line (max. 2,500 mm). Oxy-fuel cutting. Bevelling machine.

## RO-RO AND VEHICLE TERMINAL (DOCK 2)

**Operator:** Carport Sagunto S.L.  
Tel. No.: 96.269.95.30 - www.bergeycia.es

**Quay:** South Quay 2, which is 218 metres long and has a maximum depth of 16 metres; Centre Quay 2, which is 235 metres long and has a maximum depth of 16 metres; and a Ro-ro heel which is 38 m x 39 m.

**Machinery:** It has 1 forklift with a lifting capacity of 5 tonnes and 1 Mafi-type tractor (Tug master) with a gooseneck.

ANNUAL TRAFFIC:	2009	2010	2011
Ro-Ro traffic			
Tonnes	116,619	145,981	113,316
Vehicles as goods	74,557	78,782	58,364

## TOYOTA VEHICLE LOGISTICS CENTRE (\*)

**Operator:** Toyota Logistics Services España S.L.U.  
Tel. No.: 96 043 80 54

**Characteristics:** Toyota and Lexus Vehicle Logistics Centre for storage, inspection and accessory assembly.

ANNUAL TRAFFIC. UNITS:	2009	2010	2011
Ro-Ro traffic			
Toyota and Lexus vehicles	46,812	45,995	42,102

(\*) Handled by Carport. Therefore, Toyota's figures are included in Carport.

## REGASIFICATION PLANT (DOCK 2)

**Operator:** Saggas S.A.  
Tel. No.: 96 101.42.20 / 96 269.90.77  
saggas@saggas.com - www.saggas.com

**Quay:** Saggas Jetty. This quay is 330 metres long and has a maximum depth of 14 metres.

**Special facilities:** Regasification plant for the transformation of liquefied gas discharged from vessels to tanks and then regasified, connected to a generation plant and to the Spanish gas pipeline network. It has four 150,000 m<sup>3</sup> tanks for storing Liquefied Natural Gas (LNG).

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Natural gas	4,272,323	3,669,947	2,896,517

## PORT OF GANDIA

### MULTIPURPOSE TERMINAL 1 (DOCK 1)

**Operator:** Navarro y Boronad S.L.

Tel. No.: 96.284.01.00 - [www.navarroyboronad.com](http://www.navarroyboronad.com)

**Quay:** Serpis Quay. This quay is 300 metres long and 9/10 metres deep.

**Machinery:** 3 electric gantry cranes with lifting capacities of up to 20 tonnes and one mobile crane with a lifting capacity of 40 tonnes, 39 forklifts, 30 trucks y 2 spreaders.

**Facilities:** Two warehouses for storing paper reels with a total surface area of 8,763 m<sup>2</sup>.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
Kraft paper and cardboard	84,763	102,980	62,603
Other paper and cardboard	78,312	78,658	81,593
Sawn timber	20,009	16,117	16,822
Laminated products	6,836	7,168	3,712

### FRUIT AND PERISHABLES WAREHOUSE

**Operator:** Dehorsa, S.A.

Tel. No.: 96 284 86 28 - [terminal@gandiareefer.com](mailto:terminal@gandiareefer.com)

[www.gandiareefer.com](http://www.gandiareefer.com)

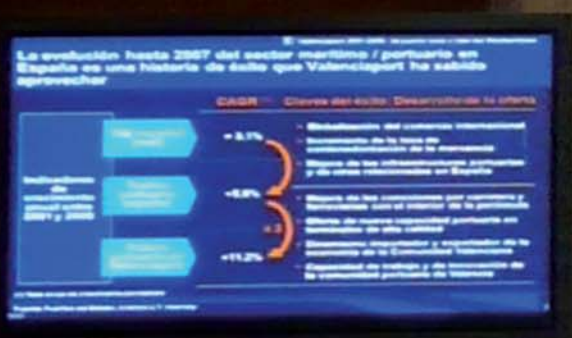
**Quay:** South Quay. This quay is 300 metres long and 6 metres deep.

**Machinery:** 1 crane, 1 reach stacker, 14 electric forklifts, 14 pallet jacks.

**Facilities:** 6.240 m<sup>2</sup> refrigerated warehouse.

ANNUAL TRAFFIC. TONNES:	2009	2010	2011
	4,135	7,809	16,841







# THE YEAR IN IMAGES





## THE YEAR IN IMAGES - INSTITUTIONAL EVENTS



Presentation of the PAV 2020 Strategic Plan to the logistics and port community.



Meeting between the Madrid and Valencia Chambers of Commerce to strengthen the relationship between the Port of Valencia and the Region of Madrid.



MSC chooses Valencia as its Spanish headquarters.



CONEXUS conference: Infrastructure Management as a Driving Force and Job Creation in the Region of Madrid and the Valencian Region.



The Port of Valencia's Clocktower Building plays host to the Ferrmed (Mediterranean Corridor) general meeting.



Valenciaport shares its know-how at the World Port Strategy Forum.



The PAV plays host to the MASPORT conference: Automation and Simulation Methods for the Evaluation and Improvement of Port Container Terminals.



Master Plan Information Days for the MOS4MOS Project (Monitoring and Operating Services for Motorways of the Sea) at the Port of Valencia.





The EU acknowledges the success of Climeport, the PAV-led European project.



Valenciaport takes part in the "Stepping up CSR in the public sector" project.



The PAV at Expoenergética: our future plans are based on development and sustainability.



Conference at the PAV on the implementation of the ISO 28000 in companies.



The PAV's Deputy Managing Director presents the Competitiveness Plan for the freight-forwarding sector.



The PAV General Manager takes part in the Coordinadora Trade Union Symposia.



Presentation of a new era for the Port of Valencia's Quality Mark.



Ecoport II's objectives for 2011 centre on reducing energy and water consumption.





The Port of Lázaro Cárdenas, the leading commercial port in the Mexican port system, near to finalising the implementation of its Quality Mark.



The Bergé Group believes that Sagunto can become the hub of the Asian automotive industry in the Mediterranean.



The PAV and the Grimaldi Group present the new Valencia-Genoa Ro-ro line.



The "MSC Splendida" visits Valencia at the start of the winter season.



Valenciaport becomes the first major European port operator to be certified under the ISO 28000 standard.



AVE's Executive Committee visits the Port of Valencia's extension works.



The PAV presents its services to French businesses established in Spain.



A delegation from the Balkans interested in PAV infrastructure and management.



A business delegation from Alicante visits the Port of Valencia.



The Swiss Ambassador to Spain visits the PAV.



The Chilean Ambassador visits the Port of Valencia.



The Ecuadorean Ambassador visits the Port of Valencia.



A delegation from the Chilean Transport and Telecommunications Ministry visits the Port of Valencia.



The Director of the Spanish Tax Agency's Customs Department states that Valencia is a pioneer in updating Spanish customs procedures.



The Executive Director of the Port of Los Angeles visits the Port of Valencia.



A delegation from Namibia led by the Deputy Minister of Trade and Industry visits the Port of Valencia.





A delegation from Ivory Coast visits the Port of Valencia.



A delegation from the Port of Dakar visits the Port of Valencia.



Annual meeting of the Spanish Branch of WISTA, Women's International Shipping & Trading Association, at the Port of Valencia.



The PAV Chairman welcomes the participants of the 1<sup>st</sup> Spanish Propeller Clubs' Conference.



Alumni from Unión Naval de Levante's Apprentice School visit the PAV offices, the School's former premises.



Universidad Politécnica de Valencia students visit the Port of Valencia as part of the activities programmed for the Civil Engineering Week.



The Valencian Transport Company Federation presents Rafael Aznar with the Andrés Mira Transport and Logistics Award.



The PAV receives the Llum award in the Experience and Safe Company category from the Valencian Business Confederation.



## THE YEAR IN IMAGES - CULTURAL EVENTS



The PAV celebrates Maritime Day.



Visit to the Port of Sagunto organised as part of the PAV's corporate voluntary programme.



Sea and Land Exhibition. Scenes from Valencia's Grao District, at the Clocktower Building.



The PAV backs the sporting success of the port police triple medallist José Luis del Campo.



Saint Christopher procession at the Port of Valencia.



10<sup>th</sup> swimming race held at the Port of Gandia.



Celebration of the Our Lady of Mount Carmel festivity at the Port of Valencia.



20<sup>th</sup> swimming race across the Port of Valencia.



