



# 2012



## Port Authority of Valencia **ANNUAL REPORT**



Autoridad Portuaria de Valencia







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# INSTITUTIONAL DIMENSION





## Port Authority presentation and sustainability strategy

### Introduction

Against a backdrop dominated by the recession, which continues to weigh down international trade and is aggravated on the homefront by the slump in domestic consumption, the ability of ports to help companies become the driving force towards recovery is, I would dare to say, of vital importance. In the current climate, ports are perceived more than ever as essential elements for recovery, over and above their role as a gauge of the wellbeing of the economies they serve.

In this report, I would like to transmit my reflections on the Port Authority's activities in 2012 bearing in mind the complex context we find ourselves in and our responsibility in the management of our ports in the light of this situation.

In 2012, total traffic in the three ports managed by the Port Authority of Valencia (Valencia, Sagunto and Gandia) exceeded 66 million tonnes, which represented a slight increase of 0.65%, whilst container traffic rose by 3.29% to 4.47 million TEUs. Foreign trade of containerised goods is the major indicator of our territory's economic activity and accordingly the port's capacity to channel our manufacturing community's products to overseas markets is the real sign of how useful a tool we are. In 2012, our capacity was confirmed through the increase in exports (+16.87%) which outstripped the drop in imports (-13.42%) caused by the fall in domestic consumption. Import and export traffic, which rose as a whole by 6.26%, and international transit traffic (-1.03%) have consolidated the critical mass required to maintain the interest of transoceanic shipping lines.

The number of cruise passengers who used our facilities increased to 480,233, up 26.9% on the previous year.

The consequences of the financial crisis were once again apparent in 2012 in terms of private-sector initiatives whose operational start-ups slowed in areas that had been the target of Port Authority investments but which have not yet yielded the expected returns. In addition, we implemented tight controls on spending. Despite the above, the year was positive in financial terms. Income rose to €144 million and profits stood at €31.5 million with investments totalling over €46 million.

The results are good. They are good in terms of the Spanish port system and they are also good within the EU port framework. However, they should simply be a stepping stone in our constant efforts to cater for the needs of our hinterland which covers over half of Spain's manufacturing community. As the leading Spanish and Mediterranean port, I believe that both the traffic and financial figures set out in this report, should serve to help keep us on the course we mapped out in our 2020 Strategic Plan. To stay on course and achieve the Plan's objectives, it is now more necessary than ever to step up the efforts of the entire port community, both companies and employees alike, to work closer together in a climate of permanent dialogue as this is the only way to optimise the end result, which is to remain and become more competitive. This argument is essential to increase customer loyalty and continue to provide our users with the advantages which, in turn, enable them to remain competitive on the world's markets.

Against an uncertain, highly complex economic backdrop, we are aware of the need to focus on efficient management, improve services, reduce costs and be flexible enough to adapt to customer and investor requirements. We need to make a permanent shift to the economic reality and pull in new investments by realistically identifying the ideal conditions which attract private investment and make it viable.

Along these lines, the investment commitment made by Intersagunto Terminales at the Port of Sagunto, which was approved in the middle of 2012 by our Board of Directors, is an example of public-private partnerships that we must continue to promote as they will benefit the economic and social fabric of our hinterland. The investment efforts made by the PAV in the construction of its new infrastructures aimed at cruise traffic also come under this objective, with these new facilities directly benefiting the city of Valencia's economy.

Last but not least, I would like to expressly mention our efforts aimed at optimising sustainability as a value that governs all our actions. In fact, alongside the renewals of the prestigious ISO 14001 and EMAS standards, 2012 saw the European Greencranes project get underway, thus heralding a new era in the logistics and port industry's move towards a strategic operational model based on minimising GHG emissions and low energy consumption. It was also the year of the presentation of the Climeport Manual which sets out a methodology to assess port activities in terms of greenhouse gas emissions (GHG) as well as to calculate their carbon footprint, and of the recognition of the PAV's good environmental practices which took place at the ESPO (European Sea Ports Association) Green Port Congress to mark the presentation of its second Green Guide. These projects and many others are part of a continuous sustainability policy which is materialised in initiatives aimed at maximum integration with the surroundings of the ports we manage and of the cities they are located in. The combination of these joint efforts has undoubtedly contributed to the port recently being chosen for the IAPH bronze award as the world's third best port in terms of environmental policy in a ceremony held in Los Angeles.

If we can implement a successful method and achieve our objectives — bearing in mind that our infrastructure is already based on a modular growth model — the Port Authority of Valencia will be able to consolidate its leadership and thus contribute directly to economic recovery and come out of the crisis in a stronger position.

Thus, in short, I am convinced that we are on the right road but, and as I stated in March when invited to give a conference at the London School of Economics, I also think we must make further efforts, as a tool which can encourage economic growth and create employment, to rise to the circumstances in which transport and logistics are key to keeping companies competitive and contribute directly to their ability to break into foreign markets.

I would like to finish off this introduction by citing the words of the Spanish Development Minister during the opening ceremony of the North Extension breakwater works held at the end of April, "As a major logistics hub, what happens in Valencia has an important effect on the rest of the country". Thus, our commitment continues to be important, and the strength of this commitment is evidenced in the efforts made to turn this into results. For 2013, I hope this wish, based on our vocation to provide Spanish manufacturers with excellent shipping services and the consolidation of ethical values such as good governance and hard work that are firmly rooted in our business culture, becomes the driving force behind our port community's actions.



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

## Strategy

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

The PAV's 2020 Strategic Plan sets out a model for the future with a horizon of 2020. The Plan is designed to promote the development of the three ports it manages — 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.

### 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.
- **Aligned 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.
- 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 (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), 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.

Article 29 of 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 TRLPMM) was passed, lists the port authority governing bodies, establishing that:

*"The port authority governing bodies are the following:*

*a) Governance: Board of Directors and Chairman.*

*b) Management: General Manager.*

*c) Advisory: Shipping and Port Council".*

The functions and procedures through which port authority governing bodies are elected come under the TRLPMM. 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 30 details the composition and functions of the Board of Directors.

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

### Board of Directors

The TRLPMM maintains the new structure for Port Authority Board of Directors introduced by Spanish Law 33/2010, of 5<sup>th</sup> August, which modified Spanish Law 48/2003, 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 a large part of its composition. The only changes occurred in 2012 when two of the members designated to represent the Spanish Central Government and the trade union representative were replaced. The vacancy corresponding to the regional government representative continued not to be filled. Thus, the composition of the Port Authority of Valencia's Board of Directors at 31<sup>st</sup> December 2012 was as follows:



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

<b>Mr. Rafael Aznar Garrigues</b> Chairman of the PAV	Ex officio member
<b>Mr. Felipe Cano Navarro</b> Valencia Harbourmaster	Ex officio member
<b>Hon. Ms. María Durá Rivas</b> Chief Treasury Counsel	In representation of the Spanish Central Government
<b>Mr. Ignacio Arrondo Peral</b> Director of Services and Competitiveness, State-owned Ports Body	In representation of the Spanish Central Government
<b>Hon. Ms. Paula Sánchez de León Guardiola</b> Central Government representative in the Valencian Region	In representation of the Spanish Central Government
<b>Mr. Rafael Ferrando Giner</b>	In representation of the Valencian Regional Government
<b>Mr. Alberto Catalá Ruiz de Galarreta</b> Chairman of the Feria Valencia Trade Fair Complex	In representation of the Valencian Regional Government
<b>Hon. Mr. Victoriano Sánchez-Barcaiztegui Moltó</b> Regional Secretary of Infrastructure and Transport	In representation of the Valencian Regional Government
<b>Hon. Ms. Rita Barberá Nolla</b> Mayor of Valencia	In representation of the city of Valencia
<b>Hon. Mr. Alfredo Cesáreo Castelló Sáez</b> Mayor of Sagunto	In representation of the town of Sagunto
<b>Mr. José Vicente Morata Estragués</b> Chairman of the Chamber of Commerce	In representation of the Valencia Official Chamber, of Commerce, Industry and Shipping
<b>Mr. José Vicente González Pérez</b> Chairman of CIERVAL	In representation of the business organisations
<b>Mr. Pedro Suárez Benavente</b> Chairman of the PAV's Works Committee	In representation of the trade union organisations
<b>Mr. Vicente Boluda Fos</b> Chairman of the Valencian Shipping Association	In representation of the most important economic sectors in the port industry

**Advisory members**

<b>Mr. Ramón Gómez-Ferrer Boldova</b> PAV General Manager	PAV General Manager
<b>Hon. Mr. Fernando Llopis Giner</b> Treasury Counsel	Board Secretary



The Port Authority of Valencia's Board of Directors met on eight occasions in 2012.

The most important agreements reached at these board meetings in 2012 included:

- Authorisation to take out a mortgage on the administrative concessions held by the Sociedad de Estiba y Desestiba del Puerto de Valencia (SAGEP), in the service area at the Port of Valencia.
- Temporary reduction of part of the surface area granted to NOATUM PORTS VALENCIANA, S.A. on the Costa Quay at the Port of Valencia.
- Approval of the dissolution, reached by mutual consent, of the concessions held directly or indirectly by BUNGE IBÉRICA, S.A. at the Port of Valencia.
- Concession granted to AMARRADORES PUERTO DE SAGUNTO, S.L.U. to set up a base to carry out vessel mooring and unmooring at the Service Quay at the Port of Sagunto.
- Approval of new cooperation agreement between Gandia Town Council and the Port Authority of Valencia.
- Approval of cooperation agreement with the Valencian Energy Agency (AVEN) and the Port Authority of Valencia to arrange the subsidy for the creation of a sustainable mobility plan at the Port of Valencia linked to the energy-saving and efficiency in transport programme.
- 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.
- Review of FRIOPUERTO VALENCIA, S.L.'s maximum tariffs for 2012.
- Administrative concession granted to SERVICIOS PORTUARIOS GARBAPORT, S.L. to occupy public port land to build a processing plant in the Port of Valencia's North Breakwater area.
- Ratification of the specific cooperation agreement between the Port Authority of Valencia and Valencia Plataforma Intermodal y Logística, S.A. (VPI) to develop the "PAV's 2012 Marketing Plan".
- Ratification of the signing of the cooperation agreement between the port authorities of Alicante, Castellon and Valencia, the Valencian Regional Government's Transport and Port Network Managing Body and the Valencian Region Port Institute for Study and Cooperation to carry out a "feasibility study on the implementation of the third rail track in the Mediterranean Corridor".
- Port Authority of Valencia sponsorship of the 11<sup>th</sup> Ceramics Awards for Architecture and Interior Design organised by ASCER, in the category Final Year Project Ceramics Award.
- Approval of the Port Authority of Valencia's 2011 Financial Statements.
- Approval of the Port Authority of Valencia's 2011 Consolidated Financial Statements.
- Authorisation to formalise a specific agreement to be signed between the Port Authority of Valencia and the Universidad Politécnica de Valencia (Transport and Territory Institute and the Port and Coasts Laboratory) to develop the "Plan to monitor the evolution of the beaches to the north and south of the Port of Valencia after the completion of the extension works".
- Definitive approval of the document proposed to establish the value of the land and water surface areas at the Port of Sagunto's service area.
- Definitive approval of the document proposed to establish the value of the land and water surface areas at the Port of Gandia's service area.
- Approval of the Plan to collect and process vessel-generated waste at the ports managed by the Port Authority of Valencia.
- Awarding of the public tender to grant "a concession on public port land to operate a multipurpose terminal for general use, located on North Quay 2 at the Port of Sagunto" to INTERSAGUNTO TERMINALES, S.A.
- Ratification of the Port Authority of Valencia's 2013 Business Plan (objectives phase, and economic and financial phase: budgets).
- Approval of correcting factors and rebates for 2013.
- Implementation of measures to streamline public sector businesses.
- Provision of guarantees to support the city of Madrid in its bid to hold the 2020 Olympic and Paralympic Games.
- Authorisation to proceed with the proposal to Delimit Port Areas and Usage at the Port of Valencia (DEUP Valencia).
- Approval of the Port Authority of Valencia's Service Quality Directives.
- Approval of the draft administrative agreement between the Spanish Home Office and the Port Authority of Valencia to make certain offices and facilities in the Port of Valencia's south area available to the Civil Guard Command.
- Port Authority of Valencia participation in the Saragossa Plaza Logistics Centre.
- Modification of minimum traffic requirements for the concession held by the company VALENCIA TERMINAL EUROPA, S.A. at the Port of Valencia.
- Modification of the purpose of the concession held by Planta de Regasificación de Sagunto, S.A. (SAGGAS) at the Port of Sagunto and approval of the project to fit out the berthing terminal to cater for cargo.
- Cooperation agreement between the Port Authority of Valencia, the University of Valencia (Estudi General) and the Valencian Region Foundation for Research, Promotion and Port Studies (Valenciaport Foundation) to develop the "2012 Chair in Logistics and International Transport".

Description of the management and decision-making support systems used by the Port Authority, 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 2012, 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 objectives 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 continued to make progress in 2012, aimed at implementing the identified processes and reviewing 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. It also helps the organisation to adapt to the strategy and objectives set out in its framework.

### 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 certified in 1999 according to the ISO 9002:1994 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 start of 2012, the PAV successfully passed the quality management system maintenance audit based on this standard.

#### • 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

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 staff. 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 visits were successfully passed in 2011 and 2012.

#### • 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. In 2012, the PAV successfully passed the required audit.

The PAV also uses another system:

#### **The ANFAC-OPPE Quality System**

The PAV also uses a certified New Vehicle Traffic Service Directive, 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). Both the Port of Valencia and the Port of Sagunto had the Service Quality Certificate for New Vehicle Traffic up to June 2012. At this point, it was decided to update the process, as a result of which in November 2012, a New Vehicle Traffic Directive was approved which the Port Authority of Valencia presented to the Board of Directors. This Directive will be adapted to the circumstances in each of the two ports in 2013.

#### **Existence of a 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, and to prepare the matters which need to be presented to the Board of Directors. The committee met on 30 occasions in 2012.

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. Their composition was modified in June 2012 with the appointments of the new board members.

#### **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 financial statements.
- 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  
 Mr. Ignacio Arrondo Peral, 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 two occasions in 2012. 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 Estragués, Committee Deputy Chairman  
 Ms. Paula Sánchez de León Guardiola, 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 two occasions in 2012. These meetings were held jointly with the Executive Committee for Economic and Financial Affairs.

### Shipping and Port Councils

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. Likewise, on 27<sup>th</sup> July 2011, the plenary meetings of the Shipping and Port Councils of the ports of Valencia, Sagunto and Gandia took place to formalise the renewal. On 5<sup>th</sup> December 2012, a meeting of the Port of Sagunto's Shipping and Port Council's Port Services Committee was held, in line with the procedure established for the approval of the specific requirements for port services which are provided in the service areas of 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 of port community leader over and above its legal functions, in order to make it stronger 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	5,408,547 m <sup>2</sup>	2,313,000 m <sup>2</sup>	230,000 m <sup>2</sup>	7,951,547 m <sup>2</sup>
Surface area available for concessions	4,082,547 m <sup>2</sup>	2,060,000 m <sup>2</sup>	141,000 m <sup>2</sup>	6,283,547 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 the PAV's Statistical Yearbook.

## Infrastructure underway or planned and its purpose.

### Major investments in 2012

#### Breakwater works for the Port of Valencia's extension

This project involved building the breakwater for the port extension. 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 sloping faces set at an angle of 110°.

This project, which began in 2008 and was scheduled for completion in 2011, ran over into 2012 due to the need to carry out additional work which included laying the service network cables before the roads could be paved. The finished work was officially opened by the Spanish Government's Development Minister, Ana Pastor, on 23<sup>rd</sup> April. The total budget for the project was €211 million, of which €20.5 million were invested in 2012.

#### 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. After the work was stopped in February, the works contract was cancelled due to non-compliance of deadlines as the contractor had gone into receivership. The total budget for the project is €3.1 million of which €76,000 was invested in 2012. The project, which was 49% finished when work was stopped, was completed in November.

#### 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, was built using floating reinforced concrete caissons. This has created a new 120,000 square-metre esplanade which was filled using materials obtained from dredging Dock 2.

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

The estimated budget for this project was €35.2 million. €5.4 million were invested in 2012. The work was completed in 2012.

#### Crane rail for a container crane at the Port of Sagunto's North Quay 2

The work consists of laying a 575-metre long rectangular crane rail. This rail supports the landside legs of 50-foot container cranes. The work also includes building crane buffers, laying rails on the seaside and the landside, crane fastenings and paving the surface.

The North Quay is made up of 16 caissons. The first four on the east end are 13.59 metres wide whilst the remaining twelve are 16.75 metres wide. As a result, the first 120 metres rest on the 13.59 metre caisson backfill and the remaining 455 metres on the 16.75 metre caissons.

The project's cost is estimated at €2 million, of which €0.5 million was invested in 2012. The work began in 2012 and is scheduled to be completed in June 2013.

#### Resurfacing the East Breakwater area

In 2011, resurfacing work was carried out at the East Breakwater to repair the defects caused by the infill and underlying layers' natural settling process.

The road surfaces and slopes were repaved to improve the operating capacity of the terminals in this area.

This project had a budget of €3 million. A total of €1.3 million was invested in 2012. The work, which got underway in 2011, was completed in May 2012.

#### **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 were also added.

This project was completed in 2012 and had a total budget of €1 million.

#### **Cruise Quay and dock dredging work Phase I**

Once the breakwater works were completed, work began in 2012 on the first quay to be built inside the new dock which aims to cater for large cruise vessels. 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 cost of the first phase including two berths is estimated at €22 million, of which €7.9 million was invested in 2012. The work began in 2012 and is scheduled to be completed in October 2013.

#### **Developing an ancillary parking plot**

A new secure parking area for heavy goods vehicles was built next to the South Access so as to meet HGV parking requirements. This parking facility has 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 has a total of 98 parking spaces for heavy goods vehicles and 126 spaces for light commercial vehicles. The premises are fenced off and equipped with the necessary security measures as well as a fire safety system and automatic barriers.

The work was started and completed in 2012 at a total cost of €1.3 million.

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

From 2012–2014, and after the access gates to the Levante Quay Container Terminal have been moved, a project is underway to redesign the road access to the terminals and other areas, including the cruise terminal, as well to extend the tracks for handling rail goods to cater for 750-metre long convoys and lay a third standard-gauge rail track.

The project has an estimated budget of €5.4 million, of which €0.4 million were invested in 2012. The works are scheduled to be carried out from 2012–2014.

### **Major investments for 2013**

#### **Extension of the MSC Terminal to the east**

From 2013–2015, 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 €9 million and it is scheduled to be carried out from 2013–2015.

#### **Improving depths at the Principe Felipe Quay and Dock**

In order to handle large containerships which can carry up to 14,000 containers, the dock is to be dredged to a depth of -17.6 metres and the quay depth is to be increased on 450 metres of the Public Terminal's current berthing line so that these vessels can use this quay.

This project has a budget of €6.5 million and will be carried out in 2013–2014.

#### **New lighthouse at the Port of Valencia's North Extension**

The Port of Valencia's current lighthouse has ended up being in inner waters as a result of the North Extension project and in the middle of this Extension's future container terminal thus reducing its function as a maritime signal to aid navigation. This has created the need to build a new lighthouse located on the junction of the new breakwater's two berthing faces.

The project idea, design, and choice of materials to build the Port of Valencia's new lighthouse, as well as the equipment required to make it operational, have been conditioned by the need to comply with the following objectives.

1. **Self-sufficiency** thanks to the use of renewable energy as its main energy source, without the need for external power, except in cases of emergency. 6 day-autonomy using solar energy and wind power as its main energy sources using photovoltaic panels and a vertical wind turbine.
2. **Minimum energy consumption.** Main beacon: 70 W, LED, with a range of 25 nautical miles. Emergency beacon: 10 W, LED, with a range of 10 nautical miles.
3. **Minimum maintenance.** Lattice tower made of composite materials based on carbon fibres and polymer-matrix glass.

This project has an estimated budget of €1.2 million and will be carried out in 2013–2014.



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

In 2012, 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.

VPI Logística owns four of the nine blocks of logistics land, i.e. a surface area of 135,080 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, S.A. The plan aims to encourage exporters, importers, freight forwarders and logistics operators to set up business at the Port of Valencia's ZAL.

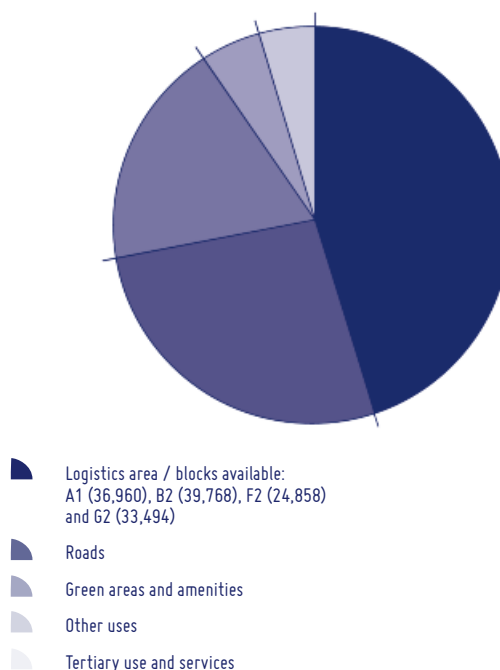
In 2012, investors and businesses interested in moving to the Port of Valencia's ZAL rethought their projects, due to the difficult economic situation at present in which imports have fallen sharply and domestic consumption is weak, a situation which has been worsened by the difficulty in obtaining bank loans. As a result, VPI has studied new formulas which over the next few years will enable those interested in logistics warehouses to rent them.

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 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:

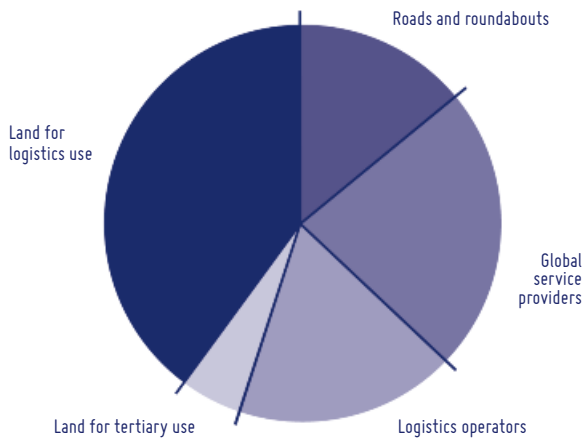
#### SURFACE DISTRIBUTION OF THE PORT OF VALENCIA'S ZAL (square metres)



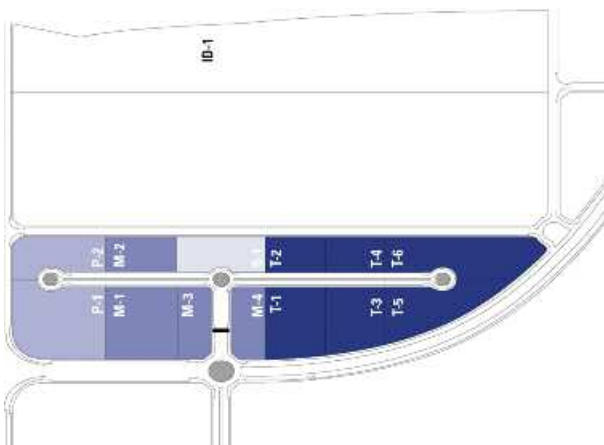
In addition, VPI Logística S.A. was awarded a tender for a 279,380 m<sup>2</sup> developed plot of land on the Parc Sagunt business and industrial estate on which it intends to establish the Port of Sagunto's Logistics Activities Area (ZAL). The acquisition of this plot was completed in 2011 although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

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

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



### LAYOUT 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 2012, the Coslada Dry Port consolidated its growth of previous years and reached over 100,000 TEUs (100,966 TEUs), after an increase of 46% in 2011 compared to 2010.

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.

On one hand, the predominant role of the Port of Valencia in the activity of the Coslada Dry Port (accounting for over 96% of business in the Madrid facility) and on the other, the rise in the enclave's exports, confirm that exporting firms in Madrid and Central Spain choose the Port of Valencia.



## 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 66,192,923 tonnes in 2012 (including fish catches and supplies), which represents a 0.65% increase compared with figures for 2011. 4,469,754 TEUs were handled during the year, i.e. a rise of 3.29%.

A breakdown of goods traffic reveals that liquid bulk fell by 19.13% to 3,663,636 tonnes, solid bulk went down by 8.30% to 2,177,058 tonnes, conventional general cargo rose by 1.5% to 7,783,659 tonnes whilst container traffic rose by 2.23% to a total of 52,038,492 tonnes.

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

THOUSAND TONNES (including fish catches and supplies)	2010	2011	2012	DIFF. 11/12	%
Port of Valencia	56,894	59,494	60,517	1,023	1.72%
Port of Sagunto	6,869	6,057	5,443	-614	-10.15%
Port of Gandia	267	217	233	16	7.74%
<b>TOTAL PAV</b>	<b>64,029</b>	<b>65,768</b>	<b>66,193</b>	<b>425</b>	<b>0.65%</b>

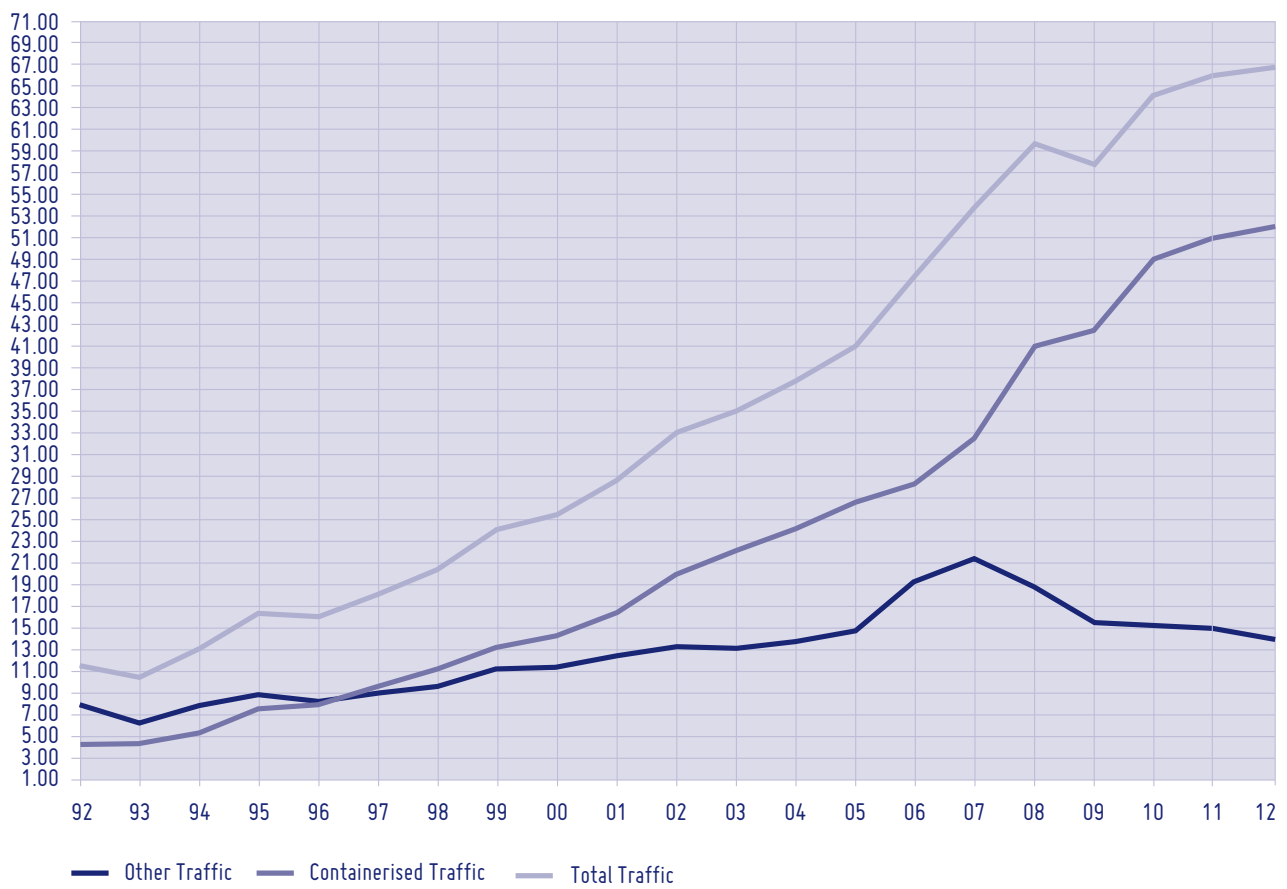
The following table provides a breakdown of the percentages of the different goods groups handled, including fish catches and supplies:

THOUSAND TONNES	2010	2011	2012	DIFF. 11/12	%
General cargo	55,979	58,571	59,822	1,251	2.14%
Containerised cargo	49,030	50,903	52,038	1,136	2.23%
Conventional cargo	6,949	7,669	7,784	115	1.50%
Liquid bulk	5,171	4,530	3,664	-867	-19.13%
Solid bulk	2,591	2,374	2,177	-197	-8.30%
<b>TOTAL</b>	<b>63,741</b>	<b>65,475</b>	<b>65,663</b>	<b>188</b>	<b>0.29%</b>
Fish catches and supplies	287	292	530	238	81.5%
<b>TOTAL</b>	<b>64,029</b>	<b>65,768</b>	<b>66,193</b>	<b>425</b>	<b>0.65%</b>
<b>TRAFFIC TEUs</b>	<b>4,206,937</b>	<b>4,327,371</b>	<b>4,469,754</b>	<b>142,383</b>	<b>3.29%</b>





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 is taken as a single operating unit. Thus, traffic figures are 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 3,663,636 tonnes of liquid bulk in 2012. This represented a decrease of 19.13% compared with the previous year. Liquid bulk accounted for 5.56% of total port traffic.

The main goods were:

(TONNES)	2010	2011	2012	DIFF. 11/12	%
Natural gas	3,669,947	2,896,517	2,032,522	-863,995	-29.83%
Diesel	528,212	446,428	471,301	24,873	5.57%
Fuel-Oil	279,910	204,588	417,433	212,845	104.04%
Chemical products	323,487	352,497	330,154	-22,343	-6.34%
Wine, beverages, alcohol and by-products	260,668	454,144	258,564	-195,580	-43.07%
Other liquid bulk goods	109,083	176,251	153,662	-22,589	-12.82%
<b>TOTAL LIQUID BULK</b>	<b>5,171,307</b>	<b>4,530,425</b>	<b>3,663,636</b>	<b>-866,789</b>	<b>-19.13%</b>

### Solid bulk

Solid bulk throughput registered a total of 2,177,058 tonnes in 2012 which represented a decrease of 8.30%. Solid bulk accounted for 3.32% of total port traffic.

The main goods handled were:

(TONNES)	2010	2011	2012	DIFF. 11/12	%
Grain and flour	780,769	747,541	782,397	34,856	4.66%
Cement and clinker	788,595	544,218	461,857	-82,361	-15.13%
Natural and chemical fertilisers	504,546	439,896	451,020	11,124	2.53%
Other non-metal minerals	138,786	132,704	159,962	27,258	20.54%
Coal (thermal) and petroleum coke	177,815	251,434	133,326	-118,108	-46.97%
Chemical products	114,253	89,866	98,013	8,147	9.07%
Other minerals and metal residue <sup>(1)</sup>		55,290	31,805	-23,485	-42.48%
Scrap iron			28,720	28,720	
Green and dry fodder	67,198	14,396	18,170	3,774	26.22%
Other solid bulk goods	19,177	98,700	11,788	-86,912	-88.06%
<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 created in 2011.

### Conventional general cargo

In 2012, conventional general cargo increased by 1.5% to 7,783,659 tonnes. Conventional general cargo accounted for 11.85% of total port traffic.

The main types of cargo handled in this category were:

(TONNES)	2010	2011	2012	DIFF. 11/12	%
<b>Valencia</b>					
Machinery, apparatus, tools and spare parts	178,542	306,855	512,360	205,505	40.11%
Vehicles and parts	470,760	556,268	483,259	-73,009	-15.11%
Miscellaneous	336,501	377,108	437,545	60,437	13.81%
Other food products	454,834	474,889	426,479	-48,410	-11.35%
Oils and fats	317,142	410,007	236,306	-173,707	-73.51%
Construction materials	194,312	209,161	196,538	-12,623	-6.42%
Other goods <sup>(1)</sup>	2,532,888	2,998,470	3,008,767	10,297	0.34%
<b>TOTAL</b>	<b>4,485,071</b>	<b>5,332,758</b>	<b>5,391,254</b>	<b>58,496</b>	<b>1.09%</b>
<b>Sagunto</b>					
Iron and steel products	1,951,337	1,862,231	1,786,041	-76,190	-4.27%
Vehicles and parts	136,663	105,107	236,815	131,708	55.62%
Other goods	110,573	156,207	168,142	11,935	7.10%
<b>TOTAL</b>	<b>2,198,573</b>	<b>2,123,545</b>	<b>2,190,998</b>	<b>67,453</b>	<b>3.08%</b>
<b>Gandia</b>					
Paper and pulp	181,638	144,196	112,080	-32,116	-28.65%
Chemical products	48,155	29,234	57,439	28,205	49.10%
Fruit, vegetables and pulses	7,809	16,612	17,279	667	3.86%
Wood and cork	16,117	17,184	9,556	-7,628	-79.82%
Iron and steel products	7,174	4,536	2,685	-1,851	-68.94%
Other goods	4,578	595	2,368	1,773	74.87%
<b>TOTAL</b>	<b>265,471</b>	<b>212,357</b>	<b>201,407</b>	<b>-10,950</b>	<b>-5.44%</b>
<b>TOTAL PAV</b>	<b>6,949,115</b>	<b>7,668,660</b>	<b>7,783,659</b>	<b>114,999</b>	<b>1.48%</b>

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



### Containerised general cargo

Containerised general cargo rose by 2.23% to a total throughput of 52,038,492 tonnes in 2012. Containerised general cargo accounted for 79.25% of total port traffic.

The main goods handled were:

(TONNES)	2010	2011	2012	DIFF. 11/12	%
Construction materials	3,499,137	4,703,158	4,875,876	172,718	3.67%
Miscellaneous	2,721,567	2,623,867	1,805,264	-818,603	-31.20%
Chemical products	1,396,777	1,453,401	1,364,540	-88,861	-6.11%
Paper and pulp	994,928	1,085,190	1,051,379	-33,811	-3.12%
Machinery, apparatus, tools and spare parts	1,112,429	1,152,294	879,545	-272,749	-23.67%
Other minerals and metal residue <sup>(2)</sup>	1,339,711	110,137	77,732	-32,405	-29.42%
Wine, beverages, alcohol and by-products	784,852	979,258	893,779	-85,479	-8.73%
Other food products	496,030	475,764	478,919	3,155	0.66%
Fruit, vegetables and pulses	339,013	456,001	459,974	3,973	0.87%
Iron and steel products	297,221	306,846	234,548	-72,298	-23.56%
Green and dry fodder	264,913	322,955	181,774	-141,181	-43.72%
Vehicles and parts	318,089	336,115	295,573	-40,542	-12.06%
Wood and cork	270,455	310,551	214,167	-96,384	-31.04%
Other goods <sup>(1)</sup>	2,932,703	3,530,537	5,936,605	2,406,068	68.15%
Goods in transit	32,245,319	33,166,329	33,288,817	122,488	0.37%
<b>TOTAL GOODS</b>	<b>49,029,766</b>	<b>50,902,566</b>	<b>52,038,492</b>	<b>1,135,926</b>	<b>2.23%</b>

(1) Includes container tares.

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

### Containers (TEUs)

The number of TEUs went up by 3.29% over the previous year to 4,469,754 TEUs. Of these TEUs, 1,125,732 were loaded goods, 1,063,321 were discharged, and 2,280,701 were transit traffic.

	2011	2012	DIFF. 11/12	%
Total units (containers)	2,891,458	2,983,722	92,264	3.19%
TEUs	4,327,371	4,469,754	142,383	3.29%

### Historical series for container traffic (TEUs)

THOUSAND TEUs	01	02	03	04	05	06	07	08	09	10	11	12
DOMESTIC	156	151	152	170	153	202	177	178	153	136	151	140
FOREIGN	1,053	1,198	1,268	1,366	1,554	1,602	1,831	1,842	1,703	1,916	1,950	2,049
TRANSIT	298	471	573	609	703	808	1,034	1,582	1,824	2,156	2,226	2,281
<b>TOTAL</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>	<b>4,470</b>

## Transit traffic

Transit traffic in the Port Authority rose by 0.37% in comparison with the previous year to 33,288,817 tonnes. The number of TEUs in transit went up to 2,280,701 TEUs, i.e. a rise of 2.44%.

## Passenger ferries and cruise ships

### Regular passenger ferries

2012 saw regular passenger ferries run between the Port of Valencia and the Balearic Islands. These were operated by Trasmediterránea (Ibiza, Mahon and Palma de Majorca), and Balearia (Palma de Majorca, Ibiza, Mahon and San Antonio de Ibiza). Services to Italy (Leghorn) were operated by Grimaldi.

Regular ferry traffic totalled 298,454 passengers in 2012, a decrease of 11.69% compared to the previous year.

PASSENGERS	2011	2012	DIFF. 11/12	%
Balearic Islands	335,033	298,371	-36,662	-10.94%
Italy	536	83	-453	-84.5%
Morocco	2,411	-	-2,411	-100%
<b>TOTAL REGULAR PASSENGER FERRIES</b>	<b>337,980</b>	<b>298,454</b>	<b>-39,526</b>	<b>-11.69%</b>

### Cruise ships

In 2012, the number of cruise passengers rose by 26.89% over 2010 to 480,233 passengers. The Port of Valencia was the home port for 115,893 passengers whilst 364,340 were transit passengers.

PASSENGERS	2011	2012	DIFF. 11/12	%
Passengers	378,463	480,233	101,770	26.89%
Home port	114,981	115,893	912	0.79%
Transit	263,482	364,340	100,858	38.3%
Vessels	204	203	-1	-0.49%

### Passenger vehicles

The number of passenger vehicles dropped to 70,069 in 2012, which represented a fall of 11.31%.

## Vessel traffic

In 2012, 6,935 vessels called at the ports managed by the PAV, i.e. an increase of 19 vessels (+0.27%) compared with the previous year. Gross tonnage rose to 206.8 million, i.e. 2.75% up on 2011.

VESSELS (Number)	2011	2012	DIFF. 11/12	%
Vessels	6,916	6,935	19	0.27%
Gross tonnage (thousand tonnes)	201,278	206,817	5,538	2.75%

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 VESSEL (Number)	2011	2012	DIFF. 11/12	%
Containership	3,094	3,146	52	1.68%
General cargo	1,330	1,392	62	4.66%
Ro-ro	854	904	50	5.85%
Ropax and cruise ships	1,082	982	-100	-9.24%
Tankers	347	282	-65	-18.73%
Bulk carriers	209	167	-42	-20.10%

Vessel traffic at the different ports is broken down in the following table:

	2011	2012	DIFF. 11/12	%
<b>Valencia.-</b> Number:	5,725	5,706	-19	-0.33%
G.T. (thousand tonnes):	184,604	191,096	6,492	3.52%
<b>Sagunto.-</b> Number:	1,069	1,076	7	0.65%
G.T. (thousand tonnes):	15,986	15,062	-924	-5.78%
<b>Gandia.-</b> Number:	122	153	31	25.41%
G.T. (thousand tonnes):	689	659	-30	-4.42%

### Flags

Of the 6,935 vessels which called at the Port Authority of Valencia during 2012, 863 did so under the Panamanian flag, 729 under the Antigua and Barbuda flag and 715 under the Maltese flag. 627 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

Exports rose by 18.03% at the PAV in 2012. The main goods exported were:

(TONNES)	2011	2012	DIFF. 11/12	%
Finished construction materials	3,834,927	4,614,042	779,115	20.32%
Chemical products	949,238	1,157,625	208,387	21.95%
Wine, beverages, alcohol and by-products	1,022,536	959,998	-62,538	-6.12%
Paper and pulp	563,238	743,298	180,060	31.97%
Machinery, tools and spare parts	492,591	652,286	159,695	32.42%
Vehicles and parts	521,640	513,847	-7,793	-1.49%
Other goods	2,917,049	3,517,669	600,620	20.59%
<b>TOTAL EXPORTS</b>	<b>10,301,219</b>	<b>12,158,765</b>	<b>1,857,546</b>	<b>18.03%</b>



In 2012, the main destinations (by country) of exports shipped at PAV-managed ports, which accounted for 70% of traffic, were:

(TONNES)	2011	2012	DIFF. 11/12	%
CHINA	1,302,158	1,519,697	217,539	16.71%
ITALY	1,245,013	1,290,758	45,745	3.67%
SAUDI ARABIA	702,346	972,370	270,024	38.45%
ALGERIA	304,804	749,645	444,841	145.94%
THE USA	432,794	521,573	88,779	20.51%
UNITED ARAB EMIRATES	389,236	499,645	110,409	28.37%
MOROCCO	305,818	410,332	104,514	34.18%
RUSSIA	374,312	326,228	-48,084	-12.85%
TURKEY	221,632	274,357	159,967	139.84%
ISRAEL	267,506	262,945	41,313	18.64%
MEXICO	202,498	221,481	18,983	9.37%
UNITED KINGDOM	210,411	220,822	42,395	23.76%
BRAZIL	178,427	213,344	2,933	1.39%
HONG KONG	114,390	211,098	-56,408	-21.09%
INDIA	179,335	193,023	13,688	7.63%
CANADA	149,529	151,959	2,430	1.63%
EGYPT	68,572	149,050	80,478	117.36%
OTHER COUNTRIES	3,652,438	3,970,438	318,000	8.71%
<b>TOTAL</b>	<b>10,301,219</b>	<b>12,158,765</b>	<b>1,857,546</b>	<b>18.03%</b>

### Imports

Imports decreased by 15.63% in 2012, with a total of 10,429,293 tonnes being handled. The main goods imported were:

(TONNES)	2011	2012	DIFF. 11/12	%
Natural gas	2,896,517	2,032,522	-863,995	-29.83%
Iron and steel products	1,817,277	1,649,223	-168,054	-9.25%
Grain and flour	795,563	842,979	47,416	5.96%
Chemical products	742,955	687,669	-55,286	-7.44%
Machinery, tools and spare parts	569,005	588,060	19,055	3.35%
Diesel	446,428	444,398	-2,030	-0.45%
Paper and pulp	494,661	412,703	-81,958	-16.57%
Fruit, vegetables and pulses	275,638	290,224	14,586	5.29%
Finished construction materials	368,095	265,299	-102,796	-27.93%
Vehicles and parts	298,883	255,655	-43,228	-14.46%
Miscellaneous	3,657,270	2,960,561	-696,709	-19.05%
<b>TOTAL IMPORTS</b>	<b>12,362,292</b>	<b>10,429,293</b>	<b>-1,932,999</b>	<b>-15.63%</b>

The main countries goods were imported from were:

(TONNES)	2011	2012	DIFF. 11/12	%
CHINA	2,066,186	1,560,153	-506,033	-24.49%
ITALY	1,007,922	1,244,961	237,039	23.52%
FRANCE	934,515	886,129	-48,386	-5.18%
QATAR	648,125	686,010	37,885	5.85%
ALGERIA	1,140,418	522,184	-618,234	-54.21%
THE USA	823,150	436,166	-38,984	-47.01%
BELGIUM	202,550	336,679	134,129	66.22%
HOLLAND	270,229	329,924	59,695	22.09%
TURKEY	419,705	293,598	-126,107	-30.05%
RUMANIA	172,281	284,703	112,422	65.26%
EGYPT	643,309	284,659	-358,650	-55.75%
PERU	121,679	266,859	145,180	119.31%
OTHER COUNTRIES	3,912,223	3,297,268	-614,955	-15.72%
<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) fell by 3.12% during 2012. A total of 2,725,438 tonnes (excluding equipment tares) were loaded and discharged. Over half of this traffic was to and from the Balearic Islands and 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 Valencian Region is the 4<sup>th</sup> ranked Spanish exporting region, after Catalonia, Madrid and Andalusia, and accounts for 9% of Spanish exports, thus positioning PAV ports as a strategic enclave for economic development as they contribute to the internationalisation of the region's key markets. The PAV-managed ports offer a wide range of services for different industries, such as iron and steel and the automobile industry at the Port of Sagunto, paper and wood at the Port of Gandia and building materials and chemical products at the Port of Valencia. PAV traffic rose by 425,000 tonnes from 2011 to 2012, i.e. from 65,767,922 tonnes in 2011 to 66,192,923 tonnes in 2012, including transit traffic.

The most important type of traffic at the PAV, with an 18% share, is **finished construction materials**, which includes ceramic products and tiles, as well as cement and clinker as its most important goods. In 2012, this sector moved over 5.6 million tonnes, up 500,000 tonnes on 2011, excluding transit. The majority of this traffic (98%) is shipped through the Port of Valencia followed by Sagunto (1.3%) and Gandia (0.7%). This sector accounted for 12% of the Valencian Region's exports in 2012 to the value of over €2,500 million.

Throughput of **chemical products**, mainly made up of plastics and plastic products, organic and inorganic chemical products, and paints and varnishes, rose to over 2 million tonnes in 2012. The volume of exports went up to around €700 million in the Valencian Region, i.e. a 15% increase over 2011. This traffic is mainly handled through the Port of Valencia.

**Iron and steel products** are another relevant sector, with total throughput of 2.8 million tonnes in 2012. The majority of this traffic was handled through the Port of Sagunto, i.e. almost 1.8 million tonnes, and mainly transported iron, steel and scrap. The Port of Sagunto reinforced its profile as a specialist handler of conventional general cargo thanks to a throughput of over 2 million tonnes of **natural gas** in 2012.

Other sectors which are important at the PAV include **machinery and tools, beverages and alcohol, and paper and pulp**, the volume of which reached around 1.5 million tonnes in 2012. The PAV's main traffic areas are completed with the transport of **grain and other food products**, alongside **vehicles and their parts** with around 1 million tonnes. A total of 402,902 new vehicles were handled by the Port Authority of Valencia in 2012.

One of the expanding sectors is the **cruise** industry, which has grown constantly since 2009. In 2012, 203 vessels called into the port with 480,000 passengers aboard. This figure is up 27% on the previous year.

## 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 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

The following table lists the service providers that operated in the PAV-managed ports in 2012, and shows the port in which they operated:

PORT OF VALENCIA	No.	OPERATOR
Stevedoring (goods handling service)	8	Balearia Eurolíneas Marítimas, S.A.
		Compañía Trasmediterránea, S.A.
		Mediterranean Shipping Company Terminal Valencia, S.A.
		Noatum Ports Valenciana, S.A.U.
		Noatum Terminal Graneles Valencia, S.A.
		Terminal Marítima de Graneles, S.L.
		TCV Stevedoring Company, S.A.
MARPOL (vessel-generated waste collection service)	3	Valencia Terminal Europa, S.A.
		Servicios Portuarios Garbaport, S.L.
		U.T.E. Marpol Sagunto
Pilotage service	1	U.T.E. Urbamar Levante
Tug boat service	1	Prácticos de Valencia, S.L.P.
Mooring service	1	U.T.E. Remolcadores Boluda – Remolques del Mediterráneo
Passenger services	4	Amarradores del Puerto de Valencia, S.L.
		Balearia Eurolíneas Marítimas, S.A.
		Compañía Trasmediterránea, S.A.
		Valencia Passengers Services, S.L.
		Valencia Terminal Europa, S.A.
PORT OF SAGUNTO	No.	OPERATOR
Stevedoring (goods handling service)	5	Bergé Marítima, S.L.U.
		Intersagunto Terminales, S.A.
		Logística Puerto Sagunto, S.L.
		Noatum Ports Valenciana, S.A.U.
		Portuaria Levantina, S.A.
MARPOL (vessel-generated waste collection service)	3	Servicios Portuarios Garbaport, S.L.
		U.T.E. Marpol Sagunto
		U.T.E. Urbamar Levante
Pilotage service	1	Corporación de Prácticos del Puerto de Sagunto, S.L.P.
Tug boat service	1	U.T.E. Remolcadores Boluda – Remolques del Mediterráneo
Mooring and unmooring service	1	Amarradores del Puerto de Sagunto, S.L.U.
Passenger services	4	Balearia Eurolíneas Marítimas, S.A.
		Compañía Trasmediterránea, S.A.
		Valencia Passengers Services, S.L.
		Valencia Terminal Europa, S.A.



PORT OF GANDÍA	No.	OPERATOR
Stevedoring (goods handling service)	2	Desarrollo Hortofrutícola de la Safor, S.A. Navarro y Boronad, S.L.
MARPOL (vessel-generated waste collection service)	3	Servicios Portuarios Garbaport, S.L. U.T.E. Marpol Sagunto U.T.E. Urbamar Levante
Pilotage service	1	Prácticos de Gandía, S.L.
Tug boat service	1	U.T.E. Remolcadores Boluda – Remolques del Mediterráneo
Mooring service	1	Amarradores Gandía, C.B.
Passenger services	4	Balearia Eurolíneas Marítimas, S.A. Compañía Trasmediterránea, S.A. Valencia Passengers Services, S.L. Valencia Terminal Europa, S.A.



In 2012, the following companies operated commercial services at the PAV-managed ports:

COMMERCIAL SERVICE	NO.	OPERATOR
Water supply service for vessels	2	Aljibes Blasco, S.L. Amarradores del Puerto de Sagunto, S.L.U.
Boat shuttle service	3	Amarradores del Puerto de Valencia, S.L. Cemesa Amarres Barcelona, S.A. Rudder Logistics, S.L.
Ship supplies	13	Elsa Inés Beatriz Dos Santos Eluterio Llana Menchaca, S.A. EMS Ship Supply (Spain), S.A. Dino Theo Atlantis M.C., S.L. Ghulam and Kamran Group, S.L. Henrisa Arévalo Inductivo Ivan Ivanchev Dimitrov J. L. Gandara y Cía., S.A. Madico y Villarroel, S.L. Mi Wun Lu Cheng, S.L. Navalmarket, S.L. Same Shipsuppliers, S.L. Yuliya Shaskova Angelova
Commercial services for vessels	2	Cemesa Amarres Barcelona, S.A. Sernavimar, S.L.
Fuel supplied via barges	4	Boluda Tankers, S.A. Bominflot, S.A. Mureoil, S.A. Suardíaz Servicios Marítimos de Barcelona, S.L.
Fuel supplied via pipeline	1	Bominflot, S.A.
Fuel supplied by truck	16	American Petrol, S.L. Bominflot, S.A. Cartago Marpol, S.L. Cepsa Lubricantes, S.A. Compañía Española de Petróleos, S.A. E. Ayora, Boronat y Siries, S.A. Eliseo Espert, S.A. Empresas Comunitarias Reunidas, S.A. EMS Ship Supply (Spain), S.L. Empresas Comunitarias Reunidas, S.A. Estaciones de Servicio Campol, S.L. Estaciones de Servicio Tres Caminos, S.L. Exclusivas Baymar, S.A. Gasóleos RiberaIt, S.L. Hijo de V. Navarro Pastor, S.A. Tremor Energía, S.L. Valenciana de Bombeos, S.L.
Waste water collection service	2	Extracciones Levante, S.L. U.T.E. Marpol Sagunto
Urban and inert waste collection service	4	SAG Sagunto Sociedad Anónima Gestión Transportes y Excavaciones Pérez Plumed, S.L. U.T.E. Marpol Sagunto Vareser 96, S.L.
Loading and unloading vehicles on trains service	1	Logirail, S.A.
Boat trip service	1	Enrolat, S.L.
Audioguide rental service	1	Viajes N.I.T., S.A.

The following table lists the number of companies that operated in the port under concession or authorisation in 2012:

	PORT OF VALENCIA	PORT OF SAGUNTO	PORT OF GANDIA	TOTAL
No. authorised companies	52	23	15	90
No. concessionary companies	34	20	7	61
TOTAL PER PORT	86	43	22	151

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

In 2012, 99.2% 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 availability of the services' regulatory conditions on the internet, conferences providing information, 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 will 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 and vessel 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 created 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 2012, 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 1,200 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 2012, the different Working Groups implemented specific measures to respond to the challenges on the table. They included:

- Drawing up a Reefer Container Guide, which sets out the commitments of the different groups involved in reefer container logistics and transit from the companies to the port terminal, so that they are transported by road at the correct temperature.
- A set of measures agreed upon by the Customs Inspection Working Group to reduce the costs associated with the goods inspection process.
- Updating the Border Inspection Post (PIF) procedure, by the Official Inspection Services Working Group, in order to reduce times during the goods inspection process at the PIF.
- Document sent to ASEMIEL which detailed the proposals made by the Official Inspection Services Working Group to speed up the export process of honey by-products and thus prevent unnecessary waiting times.

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), the Port of Lázaro Cárdenas (Mexico), the Port of Callao (Peru) and in the Port of Guayaquil (Ecuador). In addition, key processes have been re-engineered at the ports of Buenaventura (Colombia) and Puerto Cabello (Venezuela) in line with the working method established by the Port of Valencia's Quality Mark. Visits were made to all the aforementioned ports before implementing the Quality Mark system.

#### valenciaportpcs.net

Some years ago, as part of its policy to improve information exchange processes in the shipping industry, the Port Authority of Valencia developed its Port Community System (valenciaportpcs.net), a technological platform which enables electronic data exchange and e-commerce services with its customers. This internet-oriented platform was built to comply with high availability requirements and offer users SOA services to interconnect them more easily. valenciaportpcs.net concentrates procedures with the Port Authority, single-window access services, services to speed up Customs, and services between port community members.

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 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.

Thus, valenciaportpcs.net has become an essential tool in the modernisation of logistics management for port community companies. valenciaportpcs.net can be used to carry out information, commercial and operational transactions associated with goods transport, which gives users easy access to integrated logistics information, speeds up the contracting of logistics services and increases operational management efficiency.

Over 400 companies in the port community currently use valenciaportpcs.net on a daily basis.

**Number of authorised companies, concessionaires and port service providers that have applied for the rebate to promote improvements in service quality. Traffic throughput these companies account for.**

In 2012, a total of 8 companies applied for the rebate to promote improvements in service quality. These companies accounted for 58.53% of total PAV throughput.

**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.**

As mentioned above, the Port Authority created a Quality Mark to meet its customers' requirements. The Quality Mark aims 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.



Should any service guarantee included in the Procedures and User Rules 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 contact details to submit complaints as a result of non-compliance with service guarantees included in the Procedures and User Rules are as follows:

**Quality Mark**

Contact person: Emilio Aliaga

Tel. No.: (34) 96 393 95 42

Fax: (34) 96 393 95 43

e-mail: [marcadegarantia@valenciaport.com](mailto:marcadegarantia@valenciaport.com)

In addition, there are Quality Committees at the ports of Valencia and Sagunto which decide which working groups are to be set up to specifically analyse the areas for improvement that have been detected. Each working group is made up of the various agents who play a part in the process under study.

Likewise, the [valenciaportpcs.net](http://valenciaportpcs.net) technological platform has a customer service centre (CAU) to solve any technical incident which may arise from the use of this platform. Suggestions made to improve the services offered through [valenciaportpcs.net](http://valenciaportpcs.net) are also taken into account. The contact details for the CAU, which appear on the [valenciaportpcs.net](http://valenciaportpcs.net) web site, are as follows:

Customer service centre (CAU):

e-mail: [cau@valenciaportpcs.net](mailto:cau@valenciaportpcs.net)

Tel. No.: 902 88 44 24 or 10001 from the internal corporate network

The "Contacting the CAU" section of the [www.valenciaportpcs.net](http://www.valenciaportpcs.net) web site includes a form which can be used to send technical incidents or queries about the [valenciaportpcs.net](http://valenciaportpcs.net) platform. In addition, the CAU 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).

There is also a suggestions box on the [valenciaportpcs.net](http://valenciaportpcs.net) web site for users to put forward ideas and give comments.

In addition, and in order to obtain information about the sector's perception of the PAV and thus get an insight into the quality of the organisation's management, in 2012, a questionnaire entitled "Survey on the port community and citizens' perception of the services provided by the Port Authority of Valencia" was carried out, aimed on one hand at the port community, divided up into different groups: shipping agents, freight forwarders, transport or logistics companies, concessionaires and operators; and on the other, citizens segmented according to their proximity to the port.

The global appraisal of the Port of Valencia's image amongst residents was similar to that of 2010 in that 7 out of 10 individuals rated the Port of Valencia positively, with the following conclusions:

- The Port of Valencia has a positive image amongst Valencian citizens.
- It is widely acknowledged that the Port of Valencia brings wealth and benefits to the city, not only through goods traffic but also through passenger traffic as it is a cruise home port. In addition, over 70% know that it is the leading Spanish and Mediterranean container port, an aspect that strengthens its public image in the territory. Citizens are well aware that a range of business activities are carried out in the port such as imports, exports and passenger transport.
- In terms of negative aspects or downsides of the Port for the city, the survey revealed that environmental issues not actually resulting from specific events, but rather from general issues occurring in all ports, such as beach/water pollution or coastal changes, are those which concern citizens.

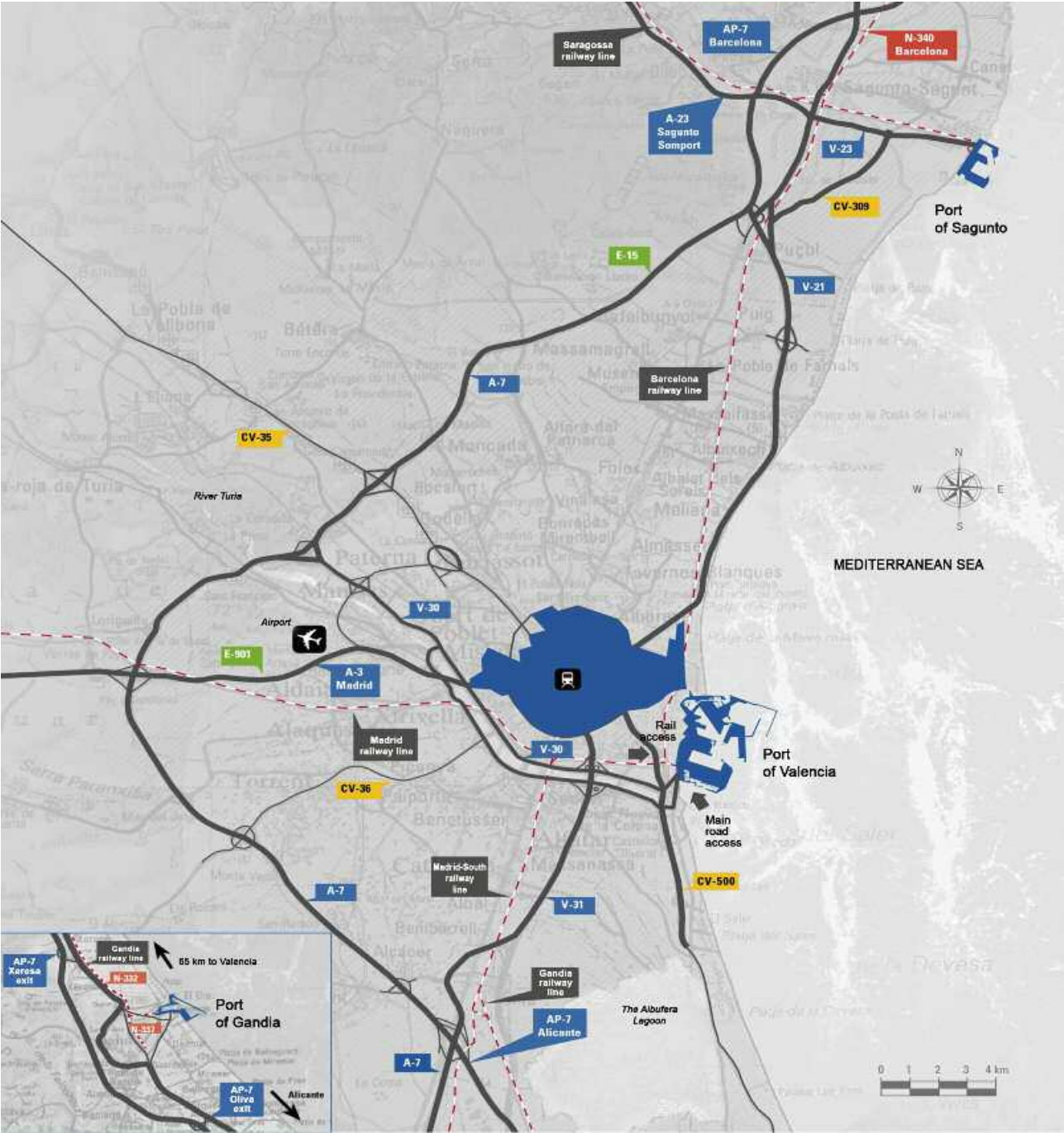
### Members of the port community's global appraisal of the Port of Valencia's operating ability

AVERAGE OVERALL APPRAISAL (0-10)	STRONG POINTS	WEAK POINTS
7.0/10	<ul style="list-style-type: none"> <li>• Port Authority management (6.4)</li> <li>• Port of Valencia infrastructure (7.0)</li> <li>• Functioning of port services (6.4)</li> </ul>	<ul style="list-style-type: none"> <li>• Functioning of logistics and intermodality (6.0)</li> <li>• Functioning of container terminals (6.1)</li> <li>• General functioning of other public authorities (5.7)</li> <li>• General functioning of other public terminals (5.9)</li> <li>• Organisation of land traffic (6.1)</li> </ul>

### 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 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) 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 Xativa 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).

### 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 Di-

rectorate, 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 to the 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 trunk 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 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 management functions to the port authorities that operate 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 for the Port Authority of Valencia.

In 2012, the Port Authority of Valencia maintained its strategy to improve port-rail intermodality via the promotion of four basic lines of action:

### 1) Improving rail infrastructures inside the port facility

One of the measures to improve port-rail intermodality at the Port of Valencia is to provide the existing rail infrastructure at the port with enough space and capacity, as well as ensuring it is well designed. Over the last few years, the PAV has worked to create rail infrastructures on the East Breakwater, enhance internal rail intersection management, and separate rail traffic from the road network at the Port of Valencia.

In 2012, as part of the rail infrastructure measures, the PAV completed the "Study to extend the tracks at the TCV Stevedoring Company Terminal (TCV)" which included the construction of a new rail line thus increasing the existing number of tracks. Modification of these accesses has been encouraged by the positive evolution of rail freight operations at the port, by the advantages of having longer convoys which require the tracks to be at least 450 metres long and preferably no shorter than 650 metres, and by the advisability of relocating the access to the quay currently operated by the logistics firm TCV. Work was also done on the "Draft project to adapt the Port of Valencia's internal rail network to standard gauge and its electrification up to the East Breakwater Terminal", the aim of which is to define the measures required to add a third rail track to some of the existing tracks to obtain a double rail gauge, i.e. standard gauge (1,435 mm) and Iberian gauge (1,668 mm), and to electrify the Port of Valencia's rail accesses up to the terminals on the Principe Felipe, Levante and East Breakwater quays. In addition, the "Draft project to redesign the Principe Felipe rail terminal" was drawn up. This includes adapting the terminal to run with 750 metre-long trains, and implementing mixed gauges on some tracks up to the port entrance as the first phase of the implementation towards interchangeable standard gauge for its internal rail network.

## 2) Creation of its own rail management model

In February 2010, the Port Authority of Valencia took on the allocation of capacity and traffic management of its internal rail network, which has improved the use of this facility and has contributed to making rail freight operators more competitive.

The PAV made progress on choosing an optimum rail management model which will enhance rail freight operations to ensure the port community's services offer excellent quality. The aim of this is to promote rail freight as an intermodal transport option thus streamlining the logistics chain, complying with general transport policy targets and, in general, achieving greater profitability which is compatible with the listed objectives.

## 3) Institutional backing/institutional policy focused on linking the ports of Valencia and Sagunto to standard-gauge European transport networks and on developing international rail freight corridors

The PAV shares and participates in the policy advocated by the European Union so that rail freight can acquire a more important role in international goods transport.

In 2012, the PAV cooperated actively with FERRMED to make the Mediterranean Corridor a priority in the European transport network and it took part in the advisory groups that have been working on the development of Rail Freight Corridor 6 within the framework of Regulation 913/2010 of the European Parliament and of the Council.

Efforts to achieve rail access to the Port of Sagunto were also a constant feature of the Port Authority of Valencia's institutional policy during the year.

## 4) Improving rail transport/sales policy aimed at enhancing the PAV's rail freight services

In 2012, sales efforts in this area concentrated on strengthening Valenciaport's intermodal position in the market in order to extend its hinterland and its outreach.

However, in terms of traffic figures, rail freight dropped by 8% compared to 2011. The disappearance of the rail service to and from Valladolid and the 22% drop in the volume of freight with Saragossa explain this in part.

Rail freight accounted for 5.21% of total land freight whose origin or destination was one of the ports managed by the PAV.

There were forty weekly rail services to/from the Port of Valencia in 2012, 90% of which ran on the Madrid corridor. The Port of Valencia's geographical location with respect to Madrid with competitive prices and services has boosted rail freight along this corridor.

In order to increase market share and promote rail freight development, short and medium-term sales actions were identified in high growth, strategic traffic for the PAV with a long rail freight tradition (containers, iron and steel products, and cars). In addition, key locations, such as the Ebro Valley and the Levante Corridor, and their areas of influence were also chosen so as to assess the development of rail freight corridors. The locations were chosen according to their importance in terms of maritime transport, accessibility, potential links to other ports, and infrastructures. All these actions aimed to create a network port structure establishing, where possible, strategic partnerships with rail freight operators, dry port managers, inland rail terminals and rail logistics centres (Coslada, Aranjuez, Saragossa-Plaza, Miranda del Ebro, Villafria-Burgos, etc.) to promote concentration nodes for inland freight targeted at the ports of Valencia and Sagunto.

Likewise, programmes such as the Infrastructure, Transport and Housing Plan (PITVI), which sets out the road map for new policy in these areas and has a time horizon of 2024, the introduction of regular rail services to Madrid and Aragon, 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

The Port of Valencia continues to rank third amongst Spanish Ro-ro ports and increased traffic by 1.57% in 2012 over the previous year to a total of 5.7 million tonnes. In global terms, this represented 8% of the Port Authority of Valencia's traffic in tonnes.

Despite the decline in internal demand and the fall in imports, figures for Ro-ro traffic were similar to those for 2011, a record year in which traffic volume at the PAV surpassed 5 million tonnes for the first time. The drop in imports and internal demand was balanced out by the increase in exports.

The appearance of new destinations in emerging countries in North and West Africa, and the start-up of Grimaldi's new service between the ports of Valencia, Leghorn and Savona helped to maintain traffic volumes and set the scene for growth in 2013.

This new service, which increased the Port Authority of Valencia's connections with Italy to 4 weekly sailings, promotes goods traffic between the north and centre of Italy and Valencia and offers greater capacity thanks to the inclusion of a Eurocargo



Ro-ro vessel on the route (4,000 linear metres). Wine, oil, fruit and vegetables, and building materials account for the majority of traffic on these lines.

In 2012, the Port Authority of Valencia led and coordinated the Monitoring and Operation Services for Motorways of the Sea (MOS4MOS) project in which 28 Spanish, Italian, Slovenian and Greek institutions and companies took part, including a considerable group from the Valencian port cluster. The project, which finished on 31<sup>st</sup> May 2012, had a budget of €5.6 million, of which 50% was funded by the European Union. This project was chosen by the TEN-T Executive Agency as a success story, and was selected as one of the 10 best projects for the publication "10 (More) out of TEN: New TEN-T Project Implementation Successes" by the TEN-T Executive Agency, European Commission. In addition, the project was presented at the TEN-T Project Exhibition held at the end of November 2012 in Brussels. This exhibition was organised by the TEN-T EA and DG-MOVE and was visited by the European Commission Vice-President Kallas. Fifteen prototypes and pilot schemes were developed in the framework of this project, including the electronic T2L, which was implemented by Spanish Customs after the MOS4MOS project had finished. This project has speeded up Ro-ro traffic by doing away with paper procedures and waiting times, and has improved operations by making Customs procedures easier, thus encouraging new carriers to use the port. Other pilot schemes in MOS4MOS were the automatic gates at the Port of Valencia for Ro-ro traffic and the improvement of traceability services in valenciaports.net.

There was also a great deal of institutional activity in 2012. The Port Authority of Valencia, as a member of the Governing Board of the Spanish Short Sea Shipping Promotion Association, took an active role in the celebration of the Association's 10<sup>th</sup> anniversary and in the 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.

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.

In 2012, 1,834,000 tonnes of goods were transported by rail, of which 1,086,000 tonnes were discharged from vessels whilst 748,000 tonnes were loaded goods. Total land traffic stood at 27,711,656 tonnes (excluding shipping transit and goods transported by pipeline). Thus, rail freight accounted for 6.62% of total land traffic. In terms of numbers of TEUs, a total of 110,267 TEUs were handled.

RAIL TRAFFIC (Valencia)	2010	2011	2012	Diff. 11/12	%
Tonnes	1,621,449	1,747,858	1,834,063	86,205	4.93%
TEUs	94,023	116,019	110,267	-5,752	-4.96%
% TOTAL LAND TRAFFIC	5.91%	6.02%	6.62%		

### Ro-ro traffic and wheeled transport elements

Wheeled traffic at 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 2012, the Port of Valencia handled 70,069 passenger vehicles (cars, motorcycles and coaches), which represents a decrease of 11.3% compared to 2011.

	2010	2011	2012	Diff. 11/12	%
Passenger vehicles	73,531	79,003	70,069	-8,934	-11.31%

### Vehicles as goods

The number of vehicles shipped as goods was 413,452 in 2012, which represented an increase of 1.1% over 2011.

	2010	2011	2012	Diff. 11/12	%
Vehicles as goods	430,442	408,980	413,452	4,472	1.09%

The main brands exported were Ford, Opel, Peugeot, Renault and Iveco Pegaso, whilst the main brands imported were Toyota, Fiat, Ford and Dacia.

#### Wheeled ITUs (Intermodal transport units)

Wheeled intermodal transport unit traffic fell by 5.1% in 2012 compared with the previous year. The following table shows the figures for 2011 and 2012:

TYPE OF ITUs (units)	2010	2011	2012	Diff. 11/12	%
Tractors	2,452	1,205	1,690	485	40.25%
Articulated lorries	89,302	89,234	50,186	-39,048	-43.76%
Rigid lorries	21,237	20,971	16,405	-4,566	-21.77%
Vans	74	61	42	-19	-31.15%
Trailers	41,962	57,403	99,571	42,168	73.46%
Roll trailers and other equipment			15	15	-
Flatbed trailers	46,976	44,352	33,908	-10,444	-23.55%
Road trains			396	396	-
<b>TOTAL</b>	<b>202,003</b>	<b>213,226</b>	<b>202,213</b>	<b>-11,013</b>	<b>-5.16%</b>

#### Ro-ro traffic in tonnes (including equipment tare)

In total, a total of 5,797,037 tonnes of Ro-ro traffic were handled in 2012, alongside the ITUs described above, which represents a rise of 3.2% compared to 2011. Likewise, 53,348 TEUs of Ro-ro traffic were handled.

	2010	2011	2012	Diff. 11/12	%
Ro-ro traffic in tonnes	4,958,073	5,617,817	5,797,037	179,220	3.19%
General cargo (conventional general cargo+containerised general cargo) (loaded and discharged) in tonnes	23,688,443	25,370,677	26,325,382	-	-
%	20.93%	22.14%	22.02%	-	-



## Institutional Communication

List of stakeholders identified by the Port Authority.

The three main stakeholder groups identified by the PAV are:

**Internal group:** the staff that work at the PAV are an essential asset which means that their professional development and training are key elements.

**Domestic and foreign port community:** customers (carriers, shipping agents, freight forwarders and customs agents), other authorities related to the port sector (Customs, Foreign Health Department, Plant Health Department, etc.), service providers, companies, port sector associations and hauliers.

**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
	Social Purposes Committee
	Sports Committee
	Cultural Committee
	Employee Portal
Port community	Notice boards
	Quality Committees at the ports of Valencia and Sagunto
	Shipping and Port Councils
	Participation in professional associations and meetings
	Training and information conferences
	Round tables
	Own publications
	Valenciaport portal valenciaportpcs.net
Citizens	Regular working meetings with their main representatives
	Participation in citizen forums
	Information sessions and press releases in the media
	Regular press conferences after Board Meetings
	Guided tours around the port's facilities

### 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

The most important agreements for coordination and cooperation with other authorities are shown below:

AGREEMENTS IN FORCE IN 2012	CO-SIGNING AUTHORITIES	YEAR SIGNED
Cooperation agreement between the Valencia City Council and the Autonomous Port of Valencia on urban planning of the port environment and its relations with the city	Valencia City Council	1986
Cooperation framework agreement between the University of Valencia (Estudi General) and the Autonomous Port of Valencia	University of Valencia (Estudi General)	1991
Cooperation agreement to develop an educational cooperation programme	University of Valencia (Estudi General)	1991
Agreement with the Spanish Tax Agency to collect public charges via compulsory proceedings	Spanish Tax Agency	1993
Cooperation agreement between the Valencia City Council and the PAV to set up a fire station inside the Port of Valencia	Valencia City Council	1993
Cooperation agreement 1/94 between the Valencian Regional Ministry of Public Administration's Home Office Directorate General and the PAV to act in emergencies and catastrophes at the ports of Valencia, Gandia and Sagunto	Valencian Regional Ministry of Public Administration's Home Office Directorate General	1994
Cooperation framework agreement between the University of Valencia (Estudi General), the PAV and the Valencia University-Business Foundation to organise internships for university students	University-Business Foundation University of Valencia (Estudi General)	1997
Cooperation framework agreement between the PAV and the universities of Valencia (Estudi General), Alicante, Jaime I and Miguel Hernández.	University of Alicante University of Jaime I University of Miguel Hernández University of Valencia (Estudi General)	1997
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	Spanish Sea Rescue and Safety Society	1997
Technical and scientific cooperation framework agreement between Renfe and the PAV	Renfe	1997
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	Valencia City Council Valencian Regional Government Spanish Ministry of Development	1997
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	Civil Guard	1998
Cooperation agreement between the Valencian Worldwide Investment and Foreign Trade Agency (IVEX), the PAV and Valencia Plataforma Intermodal (VPI)	IVEX VPI Logística S.A.	1999
Agreements between the PAV and the Directorate General for Merchant Shipping on assigning land and offices for the Harbourmaster's Offices of the ports of Valencia, Sagunto and Gandia	Directorate General for Merchant Shipping	1999
Agreement to create the Committee to Coordinate Occupational Health and Safety at the ports of Sagunto, Valencia and Gandia	Valencian Shipowners' Association Sociedad Estatal de Estiba y Desestiba del Puerto de Valencia, S.A. Sociedad Estatal de Estiba y Desestiba del Puerto de Sagunto, S.A. Sociedad Estatal de Estiba y Desestiba del Puerto de Gandía, S.A.	2000
Cooperation Framework Agreement between the PAV and Cardenal Herrera-CEU University	Cardenal Herrera-CEU University	2001
Agreements between the PAV and the Directorate General for Merchant Shipping on assigning a piece of land (approx. 500 m <sup>2</sup> ) at the Port of Sagunto for the Sagunto Harbourmaster's Office	Directorate General for Merchant Shipping	2002



AGREEMENTS IN FORCE IN 2012	CO-SIGNING AUTHORITIES	YEAR SIGNED
Memorandum of understanding between the Valencian Regional Government and the PAV over the "City of the Performing Arts" project	Valencian Regional Government	2002
Assignment to the Valencia City Council of the assets that have been released from use as public port land as a result of the "Balcón al Mar" operation (Dock buildings 2, 4 and 5)	Valencia City Council	2003
Cooperation agreement between the Spanish Sea Rescue and Safety Society and the PAV	Spanish Sea Rescue and Safety Society	2003
Cooperation agreement between the Valencian Worldwide Investment and Foreign Trade Agency (IVEX) and the PAV	IVEX	2003
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	Universidad Politécnica de Valencia	2004
Cooperation agreement between the Fundación Comunidad Valenciana-Región Europea and the PAV	Fundación Comunidad Valenciana-Región Europea	2004
Addendum to the cooperation agreements signed between the Fundación Comunidad Valenciana-Región Europea, PAA, PAC, PAV and FEPORTS to develop the "Scholarship Programme: Valencian Region ports" project	Port Authority of Alicante Port Authority of Castellon The Valencian Region Port Institute for Study and Cooperation Fundación Comunidad Valenciana-Región Europea	2004
Legal assistance agreement between the Spanish Central Government (Ministry of Justice, Government Attorney's Office-Directorate for State Legal Service) and the PAV	Spanish Central Government (Ministry of Justice, Government Attorney's Office-Directorate for State Legal Service)	2004
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)	Port Authority of Algeciras Bay Port Authority of Barcelona State-owned Ports Body	2004
Agreement to loan the PAV works of art from the IVAM collection	Valencia Modern Art Museum (IVAM)	2005
Cooperation framework agreement with the Universidad Politécnica de Valencia	Universidad Politécnica de Valencia	2005
Agreement between the Spanish Railway Infrastructure Management Body (ADIF) and the State-owned Ports Body on the application of Spanish Law 39/2003, of 17 <sup>th</sup> November, on the Railway Industry, concerning the public interest rail network located in public interest ports	Spanish Railway Infrastructure Management Body (ADIF) State-owned Ports Body	2005
Cooperation agreement between the Directorate-General for Merchant Shipping and the Port Authority of Valencia on assigning the use of part of the Harbourmaster's Office building in the Port of Valencia	Directorate General for Merchant Shipping	2006
Agreement to coordinate actions in terms of port-city environmental integration	Valencia City Council	2008
Business cooperation agreement for general activities between the Universidad Politécnica de Valencia and the signing companies and organisations to create the "Management and Business Culture Chair"	Universidad Politécnica de Valencia	2009
Agreement between the Spanish Railway Infrastructure Management Body (ADIF) and the PAV to manage operations in the rail network inside the Port of Valencia	Spanish Railway Infrastructure Management Body (ADIF)	2009
Specific cooperation agreement between the Valencian Region Port Institute for Study and Cooperation (FEPORTS) and the port authorities of Alicante, Castellon and Valencia to carry out the "TERCONMED" project	The Valencian Region Port Institute for Study and Cooperation Port Authority of Alicante Port Authority of Castellon	2009
Cooperation agreement between Sagunto Town Council and the Port Authority of Valencia	Sagunto Town Council	2009
Cooperation agreement between the State-owned Ports Body and the Port Authority of Valencia to carry out characterisation studies of contaminated soil	State-owned Ports Body	2010

AGREEMENTS IN FORCE IN 2012	CO-SIGNING AUTHORITIES	YEAR SIGNED
General cooperation protocol between the Valencian Regional Ministry of the Environment, Water, Town Planning and Housing and the PAV for the extension of the Port of Sagunto	Valencian Regional Ministry of the Environment, Water, Town Planning and Housing	2010
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 Railway Industry	State-owned Ports Body Spanish Railway Infrastructure Management Body (ADIF)	2011
First additional protocol of the agreement of 16 <sup>th</sup> November 2009 between ADIF and the PAV to manage the Port of Valencia's rail network	Spanish Railway Infrastructure Management Body (ADIF)	2011
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"	Universidad Politécnica de Valencia	2011
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	Port Authority of Tenerife Port Authority of the Balearic Islands	2011
Agreement between the PAV and the Valencian Regional Government to freely transfer the industrial property ownership of the "Quality Mark"	Valencian Regional Government	2011
Cooperation agreement between the European Arbitration Association and the State-owned Ports Body to promote the resolution of disputes via arbitration through the Public Procurement Arbitration Tribunal	State-owned Ports Body European Arbitration Association Public Procurement Arbitration Tribunal	2011
Cooperation agreement between the port authorities of Alicante, Castellon and Valencia, the Valencian Regional Government's Transport and Port Network Managing Body and the Valencian Region Port Institute for Study and Cooperation to carry out a "Feasibility study on the implementation of the third rail track in the Mediterranean Corridor"	Port Authority of Alicante Port Authority of Castellon The Valencian Region Port Institute for Study and Cooperation Valencian Regional Government's Transport and Port Network Managing Body	2012
Second additional protocol of the agreement of 16 <sup>th</sup> November 2009 between ADIF and the PAV to manage the Port of Valencia's rail network	Spanish Railway Infrastructure Management Body (ADIF)	2012
Cooperation agreement between the Central Government Office in the Valencian Region and the PAV to enable food produce control levels to be maintained	Central Government Office in the Valencian Region	2012
Cooperation agreement between Gandia Town Council and the Port Authority of Valencia	Gandia Town Council	2012
Cooperation agreement between the Valencian Energy Agency (AVEN) and the PAV to draw up a Transport Plan at the Port of Valencia	Valencian Energy Agency (AVEN)	2012
Valencia Local Innovation Agreement	Valencia City Council	2012
Educational cooperation agreement between the Port Authority of Valencia and the Pontificia Comillas University	Madrid Pontificia Comillas University	2012
Cooperation agreement between the ICO Foundation, the Port Authority of Valencia, the University of Valencia (Estudi General) and the Valenciaport Foundation to develop the 2012 "Chair in Logistics and International Transport"	Valenciaport Foundation University of Valencia (Estudi General)	2012

In addition to the activities generated from the signing of the aforementioned agreements, other actions were carried out with government authorities and other professional organisations and institutions to carry out research and innovation projects on safety, the environment, port training and new technologies.

### 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 PAV takes an active role in:

#### International and European organisations:

- The International Association of Ports and Harbors (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 (AIPO)
- 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

#### 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)
- 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 2012, the Port Authority of Valencia took part in different industry events as part of its sales promotion work. The Sales Department also welcomed different institutional, logistics and port representatives from around the world, including large numbers of delegations from the Far East and Brazil.

The Port Authority of Valencia had its own stand at six trade fairs, four of which were international events:

- Cevisama, Valencia, February 2012
- Seatrade Miami, Miami, March 2012
- Ecofira, Valencia, March 2012
- The Civil Engineering and the Environment Week, Valencia, May 2012
- SIL, Barcelona, June 2012
- Seatrade MED, Marseilles, November 2012

The PAV also visited other fairs such as:

- FITUR, Madrid, January 2012
- Logis Expo, Saragossa, April 2012

The Port Authority of Valencia also attended different congresses and conferences including a seminar on foreign trade in Brazil, "Brazil: a major market in constant expansion", and other informative and/or sectorial conferences organised by the Valencia Chamber of Commerce, ICEX, IVEX, and the Confederation of Business Organisations in the Valencian Region (CIERVAL).

In 2012, the Port Authority of Valencia was shortlisted for the "Containerisation International Awards" in the "2012 Best Port Authority of the Year" category organised by Containerisation International, the prestigious international publication that specialises in container traffic. The PAV attended the award ceremony in London alongside a delegation of representatives from the Valencia port community.

The PAV maintained a high profile in national and international logistics and port sector media to achieve a major impact in international publications specialising in deep-sea container traffic, such as Lloyd's List, Containerisation International, and Port Strategy. One-off advertisements were inserted in specialised cruise industry media such as Cruise Insight and Seatrade Cruise.

However, the PAV's profile was still higher in Spanish logistics and port media and included advertisements in the special issues that several publications bring out on shipping and intermodal logistics.

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

	2012
Sales promotion expenses	1,075,775
Operating expenses	99,557,951
RATIO	1.08%

## 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.

In order to improve the customer service given to trade clients and the general public, increase the efficiency of internal processes and comply with Spanish Law 11/2007 on Universal Electronic Access to Public Services, the Port Authority has been working on the design and creation of its e-Office, the start-up date for which was initially 2012. However, the project's complexity and its transversality has pushed back its implementation, which is set for 2013.

When fully operational, the e-Office will offer 25 different services for trade clients and the general public. The following services will be available initially:

- Electronic entry record
- User management
- Third party authorisation
- Notifications and communications
- Secure verification code (CSV)
- Suggestions and complaints
- Notice board

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 operators give vessel loading and discharge orders and receive terminal confirmations through valenciaportpcs.net for container and vehicle traffic.
- **Paperless export clearance:** 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 AP6 gate system is connected 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 freight:** 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 sent to the customers through the track and trace system and are then interlinked 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.

2012 figures for the platform include:

- 4,373,138 containers (TEUs) loaded or discharged through valenciaportpcs.net, i.e. 97.8% of total traffic.
- 1,002,376 transport orders for containers either released from or accepted at the Valencia and Sagunto terminals.
- 130,076 dangerous goods shipments handled through valenciaportpcs.net using dangerous goods notifications.
- 9,700 electronic berthing permits through valenciaportpcs.net.
- 30,026,987 messages exchanged through 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.

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 2012, some of which should materialise in new services in 2013. These improvements included independent release and acceptance order management, the new single-window call and dangerous goods applications, and the new version of the real-time track and trace applications.

In addition, the number of customs management-related services were increased in conjunction with the Customs Authority. These included the application to control automatic transshipments, an application which has been adopted in just a few months by all the container transshipment operators in Valencia and has simplified control tasks to a remarkable extent.



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 took part in the following R&D&I projects either directly or indirectly:

- **TERCONMED:** study of container terminals as key elements of short sea shipping in the Mediterranean.
- **SEATOLAND:** analysis of the connectivity of the (current and future) cruise terminal with the city of Valencia and nearby areas which are of interest to cruise traffic.
- **PIRENE:** examination of the rail connection between the ports of Valencia and Sagunto with Aragon and a study of the creation of the Sagunto Intermodal Station.
- **LOSAMEDCHEM:** study to improve transport conditions for chemical products.
- **MAREMED:** coordination of the working group to implement the Water Framework Directive in the Mediterranean.
- **SECUR MED PLUS:** development of common strategies and policies which can improve decision making and operational capacity in the field of maritime and port safety.
- **TRANSIT:** study to improve intermodal freight connections in the Mediterranean, after compiling a data base of shipping and rail services in conjunction with Valencian transport companies.
- **PORTA:** creation of a new system of guidelines and recommendations which enables public authorities to integrate port facility management into urban policies thus helping to solve the dichotomy between port expansion and the urban development of the cities they belong to.
- **BACKGROUND:** development of a governance model that involves Mediterranean ports and port infrastructures and targets better integration of existing ports with their own territories and with the major manufacturing clusters.
- **MEMO:** study to improve access control to the port (equipment acquisition and implementation). Cooperation on the development of a Mediterranean Electronic Marine Highways Observatory.
- **MEDNET:** creation of a network of port authorities and experts in Mediterranean transport focused on exchanging experiences in port and customs procedures and simplifying vessel and goods clearance. The aim of this project is to improve common understanding of these procedures and identify opportunities to simplify and standardise them. This information will be included in a data base which will be created as the "Port Operations in the Mediterranean Observatory.
- **FREIGHT4ALL:** analysis to find the best solution to tackle the fragmented functioning of transnational multimodal freight transport chains by providing an interoperable and distributed ICT solution. This solution will facilitate the remote collaboration of the involved parties and joint use of available e-logistics systems, thus strengthening territorial cohesion and providing cost effective and sustainable services.
- **FUTUREMED:** study to make Mediterranean port systems more competitive by improving accessibility through technological and procedural innovations, and guaranteeing transport sustainability.
- **SUPPORT:** this project aims to raise the current level of port security by integrating port system legislation with new surveillance and information management solutions. It will also efficiently encourage the exchange of security-related information in the supply chain and between ports and authorities in real time.
- **E-FREIGHT:** study to develop e-freight capabilities in goods transport to create a one-stop shop for these services in Europe and promote intermodality in European transport networks.
- **GREENCRANES:** development of pilot projects at container terminals to test new technologies and alternative fuels (LNG, hydrogen, Tier 4 diesel and other eco-fuels) that help to mitigate climate change and reduce greenhouse gas emissions.
- **MOS4MOS (Monitoring and Operation Services for Motorways of the Sea):** study to provide the proper combination of measures for ports to become efficient gateways, promote the ability of short sea shipping to compete on "door to door" routes and encourage the development of the TEN-T Motorways of the Sea, connecting the Mediterranean regions and revitalising the peripheral regions.
- **PORT INTEGRATION – MULTIMODAL INNOVATION FOR SUSTAINABLE MARITIME AND HINTERLAND TRANSPORT STRUCTURES:** analysis based on multimodal innovation for sustainability in land transport and shipping structures aimed at identifying, exchanging and transferring best practices in the transport sector in order to globally integrate all related policies.
- **CLIMEPORT:** this project aims to develop actions which involve Mediterranean ports in climate change mitigation, and sharing experiences and best practices to reduce greenhouse gas emissions.
- **e-MAR – E-MARITIME STRATEGIC FRAMEWORK AND PILOT IMPLEMENTATION:** study to combine a top-down approach with a bottom-up focus through the implementation of a pilot project that includes integrating and updating existing applications via the eMAR platform. This aims to ensure that existing systems and capacities are taken into account thus enabling efforts to focus on identifying differences and gaps and then finding ways to eliminate them, and specifying future policies and standardisation and research actions.
- **CONTAIN – CONTAINER SECURITY ADVANCED INFORMATION NETWORKING:** definition and demonstration of 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.

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

In 2012, 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 2012 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 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
- Fundación Comunidad Valenciana Región Europea
- The Valencian Region Palau de les Arts Reina Sofía Foundation

One of the highlights of 2012 in terms of cultural activities was the PAV's cooperation with the Valencian Regional Government and the Demetrio Ribes Chair in the publication of the Valencian Region Transport Museum's Notebook No. 14 entitled "The Port of Valencia's Centenary Dock Buildings".

In terms of courses, seminars and teaching programmes, in 2012 training and teacher work experience agreements were signed with the Universidad Politécnica de Valencia, the University of Valencia and other universities in the Valencian Region. These included the Business Management and Culture Chair, the Logistics and International Transport Chair, and the Port of Valencia Chair on Port Planning, Management and Sustainable Development. The PAV, in conjunction with the Pontificia Comillas University, organises the Port Management and Intermodal Transport Master's degree, which completed its 20<sup>th</sup> edition in 2012. The PAV also took part in the United Nations Conference on Trade and Development's Train For Trade port training programme.

The PAV also ran guided tours around the port facilities for schools and specialised training centres.



The PAV cooperates with different associations and social initiatives in its area of influence as part of its Corporate Social Responsibility policy.

TYPE OF ACTIVITY	TARGET EVENTS OR GROUPS
Cultural and social integration activities	Natzaret Music and Dance Centre Classical Culture Workshops — Port of Sagunto Arca de Noé Association — Natzaret Mathematics Competition
Outreach activities to bring citizens closer to the port	Citizens' Week — Valencia Residents' Association Federation
Sporting activities in the ports' facilities	Bike Day Valencia Marathon Valencia Half Marathon Port of Sagunto Half Marathon Roller skating race "Pas Ras" race to the Port Swimming race
Traditional celebrations in the maritime districts	Maritime Falla Association Valencia Maritime Holy Week — Main Board Our Lady of Mount Carmel celebration Our Lady of the Pillar festivity
Sectorial events to improve competitiveness	Ceramics Awards for Architecture and Interior Design (ASCER) Managerial meeting — ASECAM FETEIA Congress
Institutional cooperation	King James I Awards The Valencian Region Palau de les Arts Reina Sofía Foundation
Solidarity initiatives	Spanish Cancer (Research) Association — collection Cáritas Diocesana — food collection Casa Cuna Santa Isabel — collection of essential items for babies Casa de Acogida Peter Maurin refuge — catering for the basic needs of sub-Saharan immigrants Casa de Acogida Dorothy Day refuge — catering for the basic needs of female immigrants 1 <sup>st</sup> Futsal League at Picassent Prison Valencian Diabetes Association — donation of computer equipment Association of Relatives of Alzheimer Patients (Benifaió) — donation of computer equipment Almusafes and Sollana — AFABALS (Alzheimer relatives association) — donation of computer equipment Former Alcoholics Association of Torrente and surrounding areas (ARTIC) — donation of computer equipment Centro Juvenil "Entre Amics" youth centre and Day Centre for young people who have social integration difficulties — donation of computer equipment Natzaret Neighbours Association — donation of computer equipment Red Cross — collection Valencian Region Blood Transfusion Centre — Blood Donation Campaign — 25 <sup>th</sup> anniversary Spring Fair — donation of promotional material for charity auction

Thus, the PAV supports different proposals that promote social awareness as well as the active, personal and voluntary participation of its staff in charity causes. Many of these actions were directly promoted by PAV staff.

In 2011, the Port Authority of Valencia formally joined the United Nations Global Compact in order to promote and publicise its values. This international voluntary initiative aims to strengthen the commitment of its signatories towards the respect and promotion of the following decalogue 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.

In order to increase awareness and promote CSR among port community companies, for the first time, a "Conference to promote social responsibility in the port community: challenges, progress and opportunities" was organised in 2012 in conjunction with the Valenciaport Foundation and was attended by numerous experts in the subject, technical staff and management from the sector.

Another of the highlights in 2012 was the 4<sup>th</sup> Technical Association of Ports and Coasts (ATPYC) Congress organised by the State-owned Ports Body, the PAV and the ATPYC which was held in the PAV's facilities.

Likewise in 2012, an agreement was signed to develop a corporate voluntary programme and promote social action in Nazaret, the neighbourhood adjacent to the Port of Valencia, in conjunction with the Arca de Noé Association.

Specific events during the year included the PAV's participation in the 2<sup>nd</sup> National Association for Management Progress (APD) Congress held in Valencia on 13<sup>th</sup> and 14<sup>th</sup> November entitled "Conquering the Future", in which experiences were exchanged and the latest management trends were presented.

Actions aimed at the workforce in 2012 once again included the celebration of Maritime Day, inviting the staff and their families to a guided tour of the Port of Valencia's facilities. In addition, a Children's Christmas Card Competition was organised for the first time to bring children into closer contact with the Port. The competition to design the PAV's official Christmas card was open to family members of the PAV and its subsidiaries. The winning entries were chosen thanks to the votes placed by staff on the Intranet. The winning cards were printed by the NGO Ayuda en Acción.

**Description of programmes or projects aimed at improving the port-city interface and total economic resources allocated to this concept: expenses and investments, expressed as a total in euros and as a percentage of the Port Authority's total expenses and investments.**

Valencia is currently a benchmark for the optimisation of port-city relations. The recovery of port spaces for public uses and sporting events, such as the 32<sup>nd</sup> and 33<sup>rd</sup> America's Cup and the F1 Grand Prix of Europe, have helped the general public to discover new areas in the port.

The holding of major sporting events with an important national and international outreach have transformed the port seafront in a way that has been much more ambitious than the original "Balcón al Mar" (Balcony over the Sea) Agreement could have foreseen. This transformation has included the port's former Inner Dock being converted into the basis for the development of the promotional and operational activities for a fabulous marina (the Juan Carlos I Royal Marina) which is set to become the focus of a new urban environment and which will enable a smooth transition from areas that have a clearly public profile to the rest of the services in the commercial port. This is perfectly compatible with the increase in the commercial port's activity which has made Valencia the leading container port in the Mediterranean, with a total throughput of 4.47 million TEUs in 2012.

The Spanish Ministry of Development, the State-owned Ports Body (OPPE) and the Port Authority of Valencia have worked together to find ways to freely assign land to the Valencia City Council as a result of the Cooperation Agreement to Modernise the Port of Valencia's Infrastructures commonly known as the "Balcón Al Mar" Agreement, signed in 1997 by the Ministry of Development, the Valencia City Council, the Valencian Regional Government and the Port Authority of Valencia.

In addition, and in terms of the actions carried out to improve the port-city interface at the Port of Gandia, a study of the project to extend the Gandia beach promenade to the south was undertaken in 2012. This project was promoted by the Gandia Town Council.



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 2012, spending on security and safety totalled €5,891,460, which represented 4.02% of the PAV's total expenses.

In addition, investment in security and safety totalled €1,546,539.40, which represented 1.06% of the PAV's total investments.

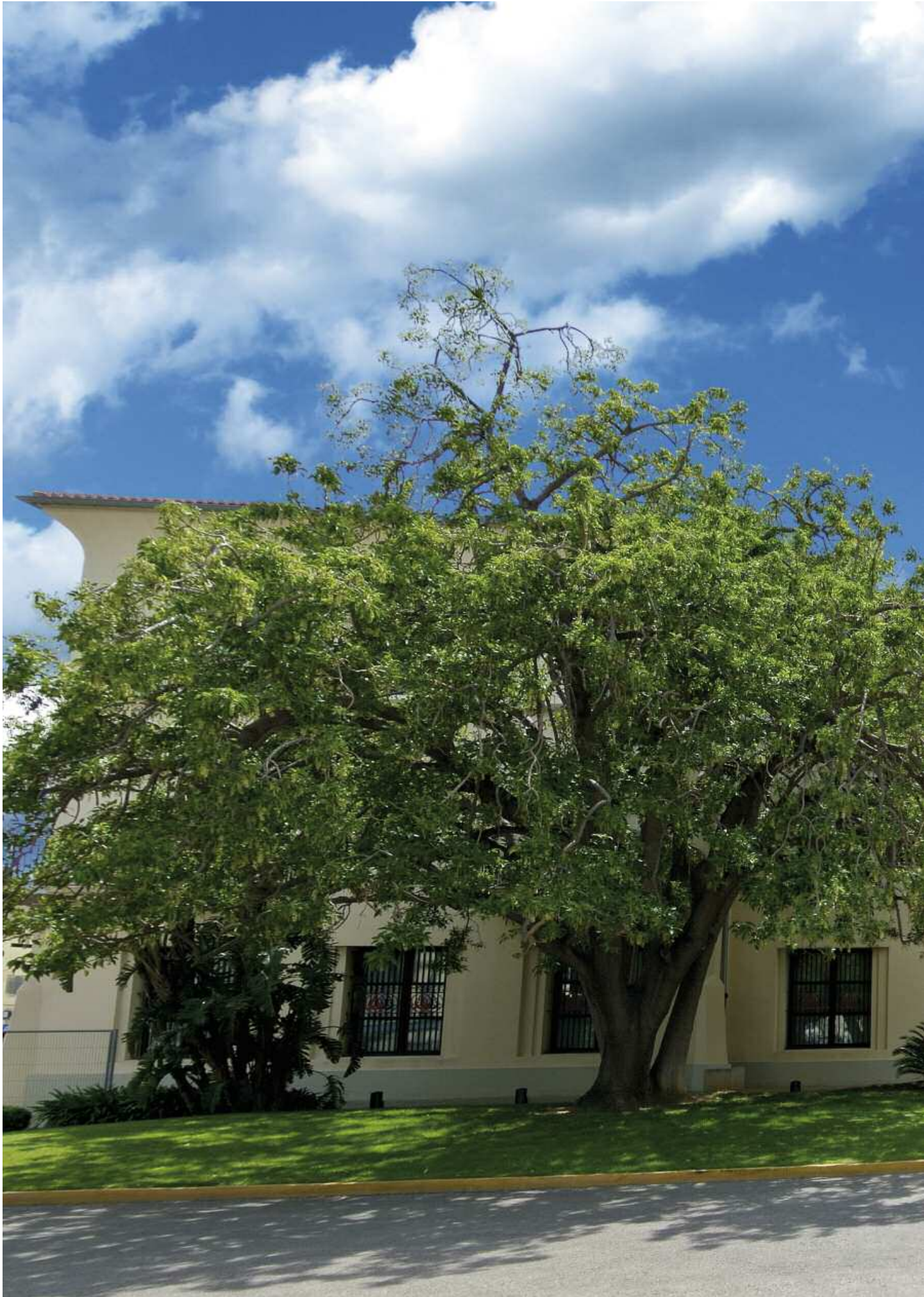
Total financial resources: expenses and investments assigned to environmental issues, expressed as a total in euros and as a percentage of the Port Authority's total expenses and investments. Describe the items or initiatives included.

In 2012, spending on environmental issues totalled €1,474,132.90, which represented 1.01% of the PAV's total expenses.

In addition, investment in environmental issues totalled €107,009.48, which represented 0.07% 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), fine tuning investments and costs to ensure economic self-sufficiency and providing infrastructures and services that enable income to grow. It has included these objectives in its Strategic Plan.

## Financial and economic situation

Yearly return, expressed as a percentage of yearly profit (loss) divided by the average of non-current assets, as defined in the 22nd final provision of Spanish Law 2/2012 of 29th June on the General State Budget.

	2012
Profit (loss) for the year (thousand €):	21,037
Average net non-current assets (thousand €)	1,170,396
<b>RATIO (Profit (loss) for the year / Average net non-current assets)*100</b>	<b>1.80%</b>

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 31st December) for at least the last three years.

	2010	2011	2012
EBITDA (thousand €)	52,452	71,888	75,655
EBITDA% difference	27.01%	37.05%	5.24%
Throughput in tonnes	64,028,786	65,767,923	66,192,923
<b>RATIO (EBITDA/tonne)(€/tonne)</b>	<b>81.92</b>	<b>109.31</b>	<b>114.29</b>

Debt servicing, expressed as  $100 \times (\text{debt amortisation} + \text{interest}) / \text{Cash flow}$ .

	2012
Depreciation and amortisation (thousand €)	17,925
Interest (thousand €)	8,565
<b>Total</b>	<b>26,490</b>
Cash flow (thousand €)	68,391
<b>RATIO (%)</b>	<b>38.73%</b>

Inactive assets, defined as land and natural properties that have not been used during the year to which an economic, social or environmental value can be assigned, expressed as a percentage of their net carrying value divided by the average net non-current assets for the year

	2012
Land which has not been used (thousand €)	60,632
Average net non-current assets (thousand €)	1,170,396
<b>RATIO (%)</b>	<b>5.18%</b>

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

	2010	2011	2012
Operating expenses (thousand €)	102,258	96,983	95,642
Operating revenue (thousand €)	107,337	115,312	116,360
<b>RATIO (%)</b>	<b>0.95%</b>	<b>0.84%</b>	<b>0.82%</b>

## 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.

	2010	2011	2012
Total public investment (thousand €)	120,200	63,532	46,350
Cash flow (thousand €)	39,112	58,875	59,826
<b>RATIO (%)</b>	<b>3.07%</b>	<b>1.08%</b>	<b>0.77%</b>



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

	2010	2011	2012
Private investment (thousand €)	71,766	67,830	97,342
Public investment (thousand €)	120,200	63,532	46,350
<b>RATIO (%)</b>	<b>0.60%</b>	<b>1.07%</b>	<b>2.10%</b>

Asset renewal, expressed as the ratio between annual investment volume and average net non-current assets for the year (as per Spanish Law 2/2012 of 29th June on the General State Budget).

	2012
Public investment (thousand €)	46,350
Average net non-current assets (thousand €)	1,170,396
<b>RATIO (%)</b>	<b>0.04%</b>

## 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.

	2010	2011	2012
Net revenue (thousand €)	107,337	115,312	116,360
Occupancy charge (thousand €)	23,232	21,850	23,637
<b>100 x (occupancy charge/net revenue)</b>	<b>21.64%</b>	<b>18.95%</b>	<b>20.31%</b>
Activity charge (thousand €)	11,521	14,665	12,100
<b>100 x (activity charge/net revenue)</b>	<b>10.73%</b>	<b>12.72%</b>	<b>10.40%</b>

## 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:

	DIRECT	INDIRECT	RELATED	TOTAL
Jobs	11,020	1,950	6,830	19,800

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:

	DIRECT	INDIRECT	RELATED	TOTAL
Gross salaries	507,763	113,616	61,545	682,924
Gross surplus	501,080	159,802	81,333	742,215
Tax income	23,381	9,065	4,515	36,961
GAV	631,121	171,949	91,010	894,080
Total production	1,260,241	290,613	189,441	1,740,296



## SOCIAL DIMENSION



## THE PORT AUTHORITY'S HUMAN RESOURCES

### 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.

This information shows that the percentage of temporary staff was 8.19%, a figure which is within the guidelines authorised by the Spanish Ministry of Public Administration.

As explained above, 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 table<sup>1</sup>:

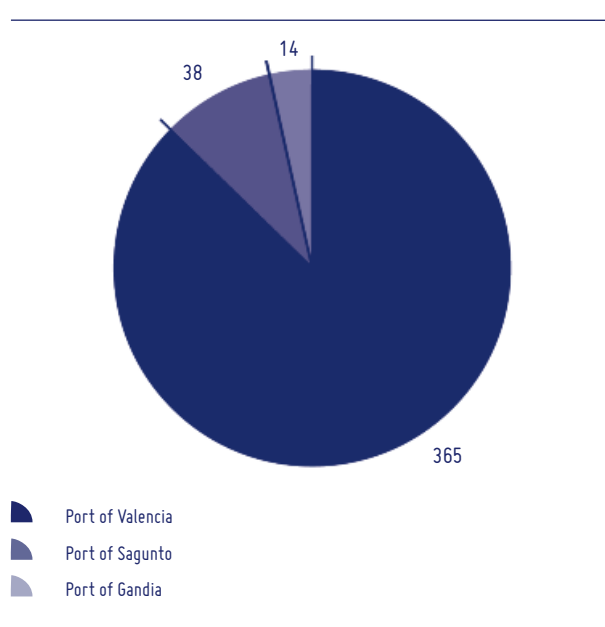
### Employment at the Port Authority

Total number of Port Authority employees.

After taking into account the numbers of employees who joined or left the company in 2012, the average PAV workforce stood at 415 people — 382 permanent and 33 temporary staff.

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

CHANGES IN THE TOTAL NUMBER OF PORT AUTHORITY EMPLOYEES	2010	2011	2012
Average annual workforce	418	412	415



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

CHANGES IN THE PERCENTAGE OF TEMPORARY PORT AUTHORITY STAFF	2010	2011	2012
Percentage of temporary staff	6.63%	6.77%	8.19%

In 2012, the number of permanent employees fell by two in absolute terms (at 31<sup>st</sup> December 2012). Two men joined the staff. In addition, five men and two women joined the workforce on temporary contracts in 2012.

The changes in permanent staff over the year were as follows: two people joined the company whilst four male staff retired. All the temporary staff who left the company did so because their contracts ended.

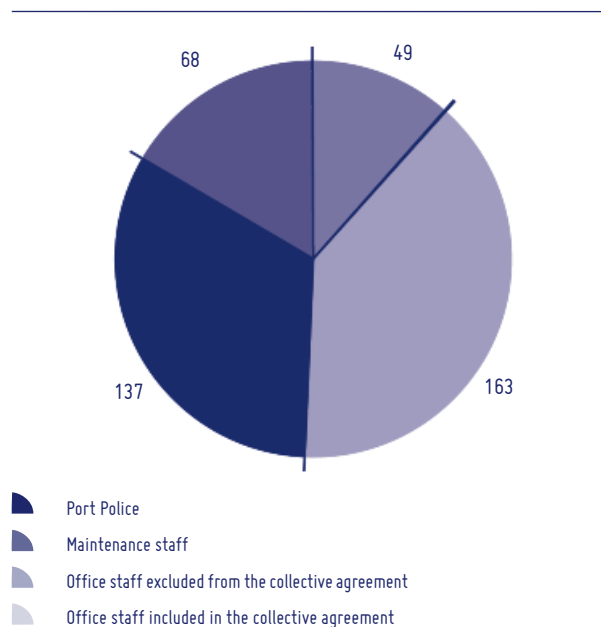
The PAV has a stable working environment. 91.4% of staff members have permanent contracts whilst the remaining 8.6% on temporary contracts are covering for other staff. In addition, and as required by law, 2% of the PAV labour force is made up of staff with some kind of disability.

<sup>1</sup> This graph and the following graphs refer to the workforce at 31<sup>st</sup> December 2012. This may differ from the average annual workforce.



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:

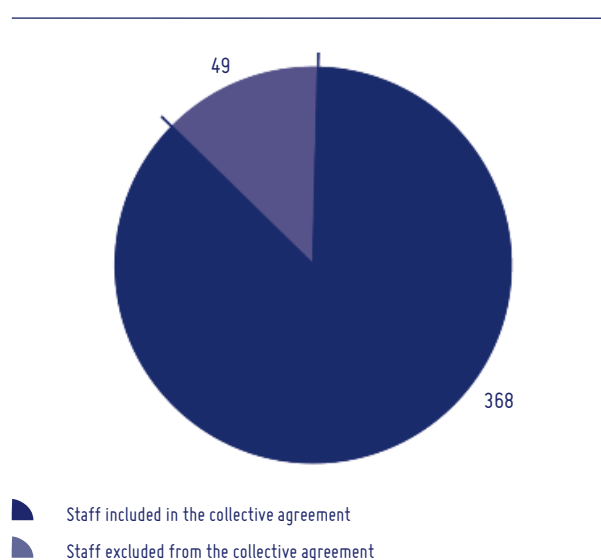


STAFF DISTRIBUTION BY AREA IN 2012	
ACTIVITY	PERCENTAGE OF AVERAGE ANNUAL WORKFORCE
Office staff excluded from the collective agreement	11.75%
Office staff included in the collective agreement	39.08%
Maintenance staff	16.30%
Port Police	32.85%

#### 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, 88.25% of PAV staff are included in the collective agreement whilst 11.75% are excluded from it.

## In-house 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 CC.OO. 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 2012.

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 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 2012, the Equality Standing Committee met on three occasions. The most significant results of these meetings were:

- Proposal of specific training activities.
- Awareness conferences for the majority of PAV staff and specific training courses.
- Analysis and review of promotion and remuneration guidelines.
- Protocol to prevent and deal with cases of sexual and gender harassment at the PAV.

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**, which ensures compliance with the 2<sup>nd</sup> Collective Agreement. Two meetings were held in 2012. The main results achieved included the regulation of internal and external competitive examinations.

- **The Occupational Health and Safety Committee**, which ensures that occupational health and safety regulations are adhered to. Eight meetings were held during 2012.
- **The Pension Plan Control Committee**, which 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**, which manages funds assigned by the company for loans and advances to PAV staff. In 2012, the committee met on five occasions.
- **The Work Wear Committee**, decides on the most appropriate work wear for each job. This committee met once in 2012.

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

- **The Social Affairs Committee**, which manages funds made available by the company for social purposes as set out in the 2<sup>nd</sup> Collective Agreement.
- **The Sports Committee**, which organises activities and sporting events for staff members and their families.
- **The Culture Committee**, which 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 Intranet for them to put forward ideas on port management-related issues.

In addition, eight working groups were set up in 2012 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 2012 included:

- A group to help develop internal procedures for the Human Resources Department.
- A group to draw up and improve processes in the Purchasing Department in conjunction with the Finance Department.
- A group to help develop internal procedures for the Public Land Department.
- A group which participated in the renewal of different processes, in conjunction with the Invoicing Department and other departments.
- A group to help restructure the Information Systems Department.

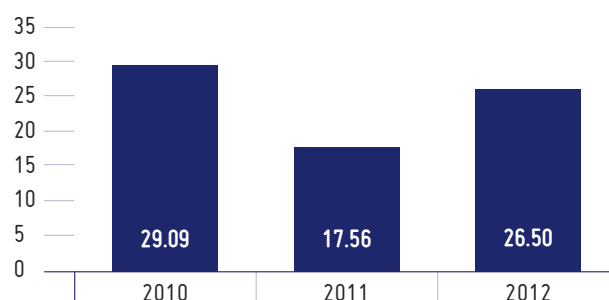
## Training

Percentage of staff who undertake training courses. Differentiate between staff included in the collective agreement and those excluded from it<sup>2</sup>.

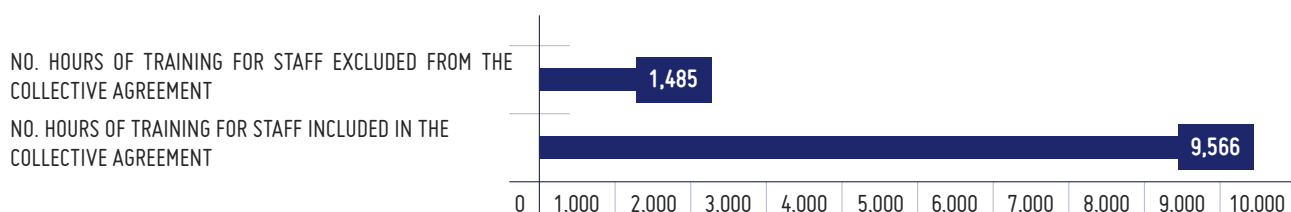
PERCENTAGE OF STAFF WHO UNDERTAKE TRAINING COURSES	
Staff included in the collective agreement	86.86%
Staff excluded from the collective agreement	13.14%
Total no. staff undertaking training courses	236

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

In 2012, the average number of training hours per employee was 26.50. A total of €117,669 was spent on training courses, which represents an average investment of €282.12 per employee. The following graph shows the evolution of the average number of training hours per employee over the last three years:



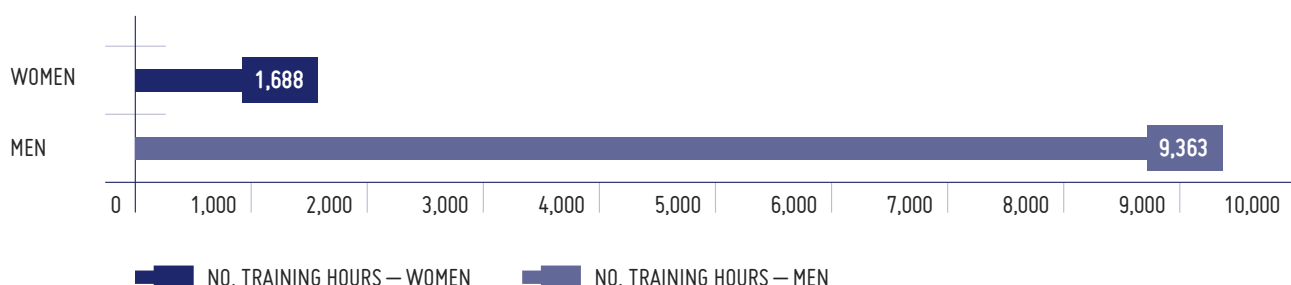
This graph shows the number of hours spent on training courses by staff included in the collective agreement and those excluded from it:



In 2012, 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 collective agreement	9,566	368	22.99
Staff excluded from collective agreement	1,485	49	30.31

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



<sup>2</sup> This graph and the following graphs refer to the workforce at 31<sup>st</sup> December 2012. This may differ from the average annual workforce.

### 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 2012. 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.

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 connection 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.

Figures for online training carried out in 2012 are shown below and differentiate between general online training and competence-based management online training:

#### General online training

TRAINING COURSES	NO. TOTAL HOURS	HOURS MEN	HOURS WOMEN	HOURS FOR STAFF INCLUDED IN COLLECTIVE AGREEMENT	HOURS FOR STAFF EXCLUDED FROM COLLECTIVE AGREEMENT
Languages	34	34			34
Autocad 2010	240	240		240	
Minor surgery: stitches and wound repairs	125		125	125	
<b>TOTAL</b>	<b>399</b>	<b>274</b>	<b>125</b>	<b>365</b>	<b>34</b>

#### Competence-based on-line training

TRAINING COURSES	TOTAL NO. HOURS	HOURS MEN	HOURS WOMEN
Sales and marketing Level 1	60	40	20
Sales and marketing Level 2	60	60	
Accounting and auditing Level 1	90	90	
Goods management Level 1	150	135	15
Goods management Level 2	750	600	150
Financial, economic and budget management Level 1	20	10	10
Financial, economic and budget management Level 2	20	20	
Logistics and intermodality Level 2	400	400	
Environment Level 1	105	105	
Environment Level 2	100	100	
Navigation Level 1	40	20	20
Port services and operations Level 1	75	75	
Port services and operations Level 2	350	350	
Occupational health and safety Level 1	30	30	
Occupational health and safety Level 2	300	150	150
Port sector and strategy Level 1	120	120	
Port sector and strategy Level 2	200	200	
Industrial safety Level 1	90	60	30
Industrial safety Level 2	200	150	50
Passenger traffic Level 1	120	90	30
Passenger traffic Level 2	700	550	150
Databases Level 2	30		30
Spreadsheets Level 2	25	25	
Internet Level 1	10	10	
Word processing Level 1	30	30	
Word processing Level 2	50	50	
Languages	1,802	1,530	272
<b>TOTAL</b>	<b>5,927</b>	<b>5,000</b>	<b>927</b>



In addition, the following classroom-based training courses were given in 2012:

#### General classroom-based training

TRAINING COURSES	NO. TOTAL HOURS	HOURS MEN	HOURS WOMEN	HOURS FOR STAFF INCLUDED IN COLLECTIVE AGREEMENT	HOURS FOR STAFF EXCLUDED FROM COLLECTIVE AGREEMENT
Languages	1,903	1,404	499	1,229	674
Shipping industry	6		6	6	
Data communication	24	24		24	
Preventing and combating pollution	20	20		20	
Port geotechnics	12	12			12
Life-rail workshop	20	20			20
X-ray facilities	50		50	25	25
Continuous training for management	8	8			8
Security Director	300	300			300
Master's degree in Port Management and Intermodal Transport	619	619		272	347
Autocad MAP 3D	150	120	30	120	30
Training funding through the FTFE	32	32		32	
Accident reports and investigation	1,000	980	20	1,000	
FSR Clinical Conference	16	8	8	16	
<b>TOTAL</b>	<b>4,160</b>	<b>3,547</b>	<b>613</b>	<b>2,744</b>	<b>1,416</b>

The following occupational health and safety training courses were given in 2012:

#### Classroom-based occupational health and safety training

TRAINING COURSES	NO. TOTAL HOURS	HOURS MEN	HOURS WOMEN	HOURS FOR STAFF INCLUDED IN COLLECTIVE AGREEMENT	HOURS FOR STAFF EXCLUDED FROM COLLECTIVE AGREEMENT
Risks inherent to confined spaces	18	18		18	
VDUs	27	21	6	21	6
Ergonomics	12	12		12	
Manual handling of loads	6	6		6	
Vehicle workshop risks	9	9		9	
Electrical risks associated with high and low voltage	18	18		15	3
Road safety risks	60	60		60	
Basic CPR and automated external defibrillator	210	198	12	198	12
Self-protection plan	16	14	2	14	2
Forklift truck risks	18	18		18	
Basic life support and first aid	54	54		54	
Noise exposure risks	21	21		21	
First aid	42	42		42	
Use and handling of gantry cranes	15	15		15	
Preventive technical training on electromagnetic fields	39	36	3	27	12
<b>TOTAL</b>	<b>565</b>	<b>542</b>	<b>23</b>	<b>530</b>	<b>35</b>

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 2012, 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.

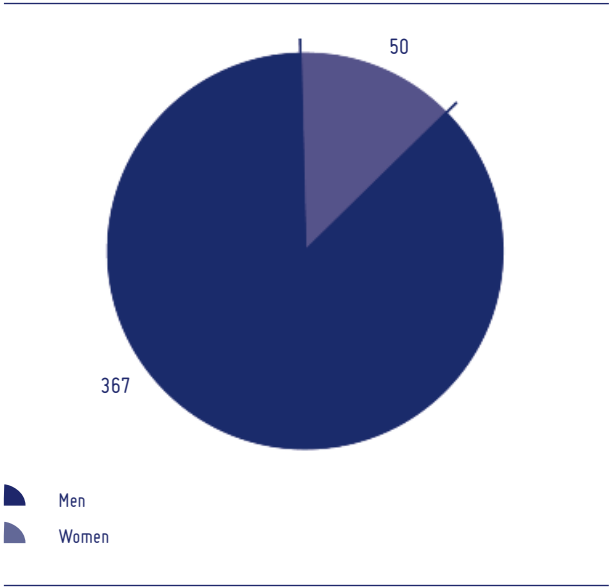
As a result of this process, a total of 8 internal and external positions were filled. These positions were:

- General Clerk
- Safety Specialist
- Dangerous Goods Specialist
- Operations and Port Services Specialist — EXTERNAL

Staff structure and distribution

Number of women as a percentage of the total number of employees<sup>3</sup>.

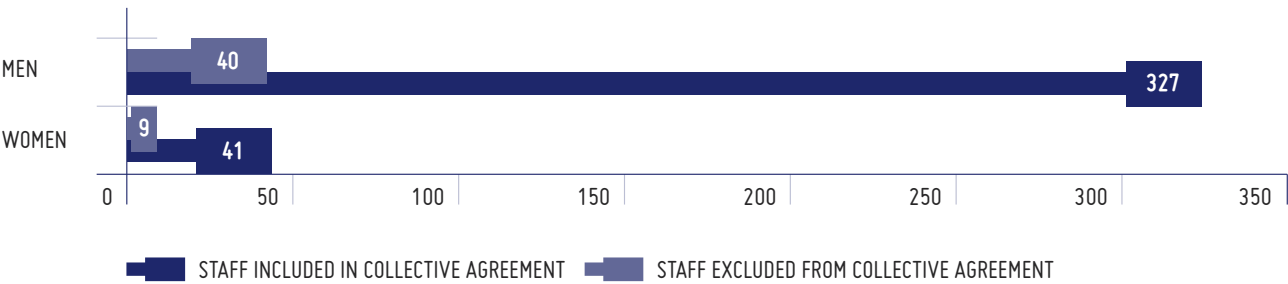
The number of men and women working at the PAV is shown in the following graph:



Thus, the number of women as a percentage of the total number of employees was 11.99%.

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.

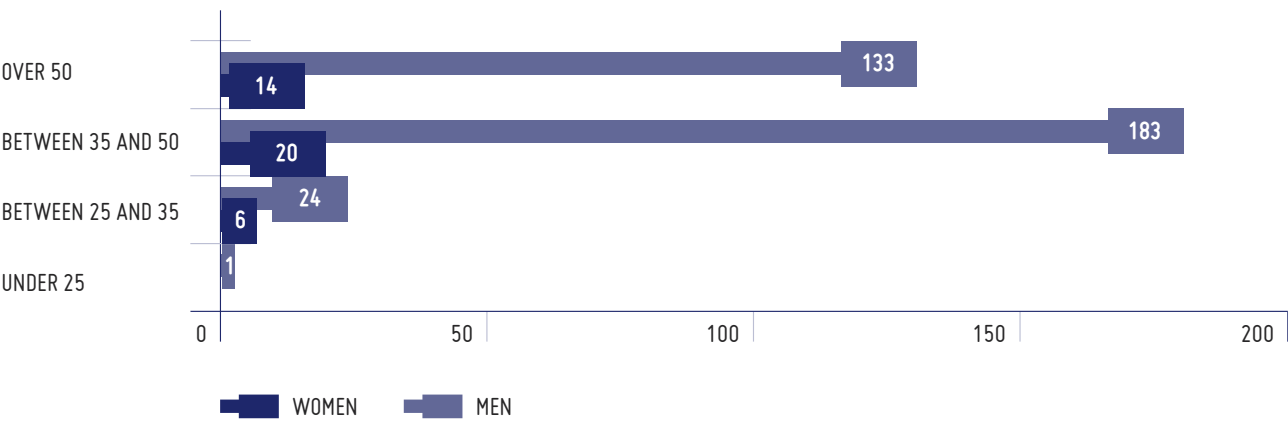
The number of men and women included in the collective agreement and those excluded from it is as follows:



Female staff excluded from the collective agreement 18%

Percentage of permanent staff over 50 years of age/Percentage of permanent staff under 30 years of age

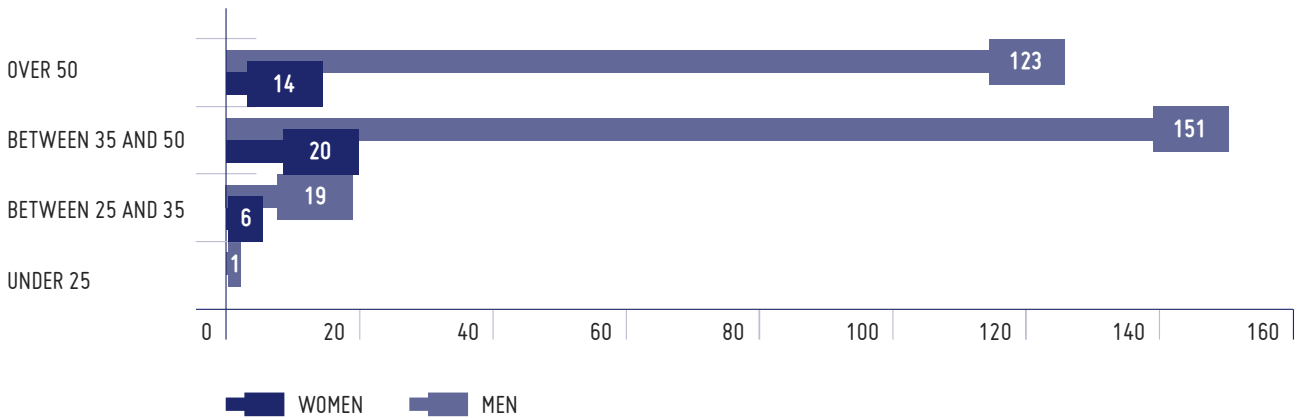
The following graph shows PAV permanent staff distribution by age range and gender:



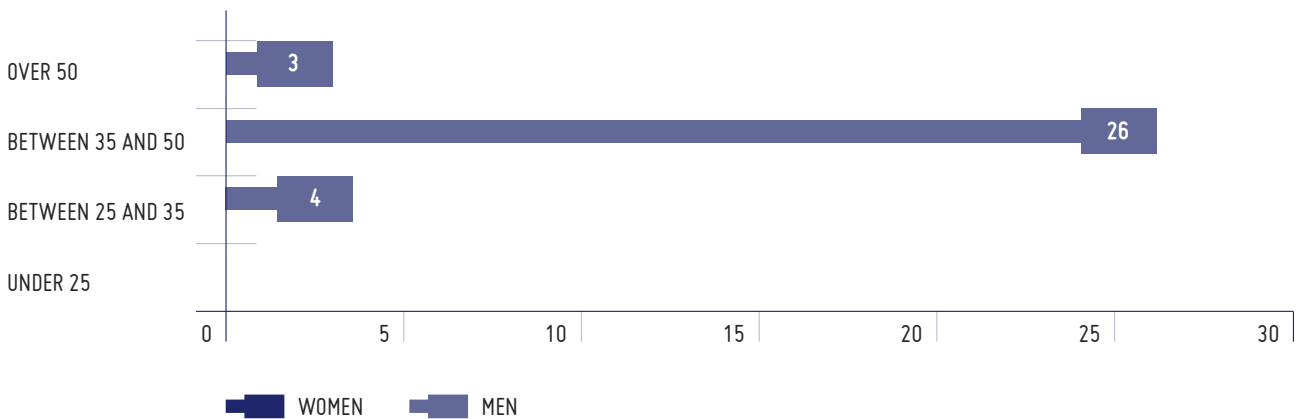
<sup>3</sup> This graph and the following graphs refer to the workforce at 31<sup>st</sup> December 2012. This may differ from the average annual workforce.

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

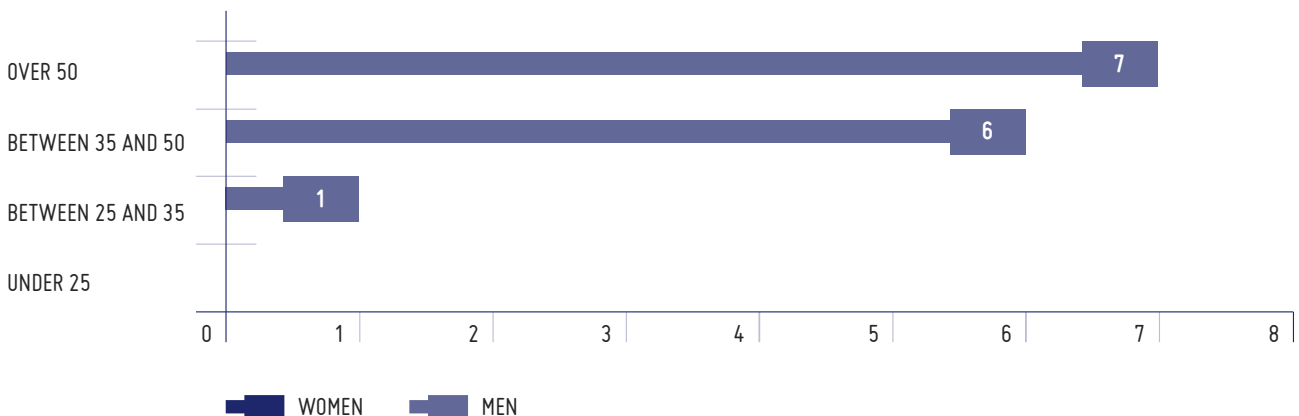
#### PORT OF VALENCIA



#### PORT OF SAGUNTO



#### PORT OF GANDIA



Thus, the percentage of permanent staff over 50 years of age was as follows:

Permanent staff > 50 years of age	38.58%
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Whilst the percentage of permanent staff under 30 years of age was as follows:

Permanent staff < 30 years of age	61.41%
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Following on from an initiative set up in 2009, an event was held on 21<sup>st</sup> December 2012 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 2012, 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 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 visits were successfully passed in 2011 and 2012.



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)	2010	2011	2012
No. accidents involving sick leave per million hours	7.09	17.63	10.79

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.

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 to 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 as a result of an accident 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 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)	2010	2011	2012
No. working days lost per thousand hours worked	0.78	0.41	0.20

## 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.

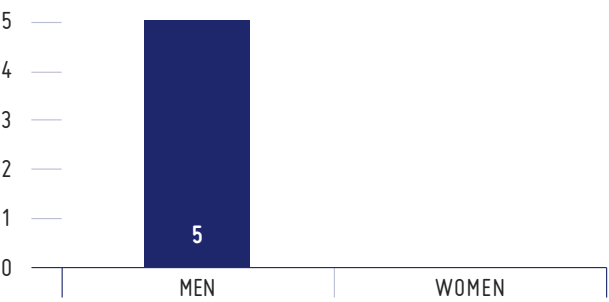
Technical Health and Safety Note No. 236 sets out the methods for calculating accident frequency and severity indexes.

Article 12.7 of 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 health service and is also subject to the inspection and control of this health service.

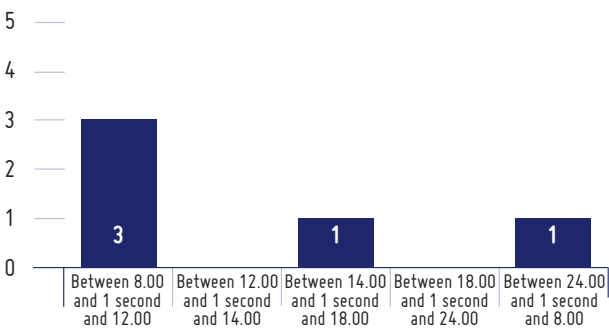
There were 11 accidents at work in 2012 in the PAV, with 5 of them resulting in sick leave.

Statistical study of accidents

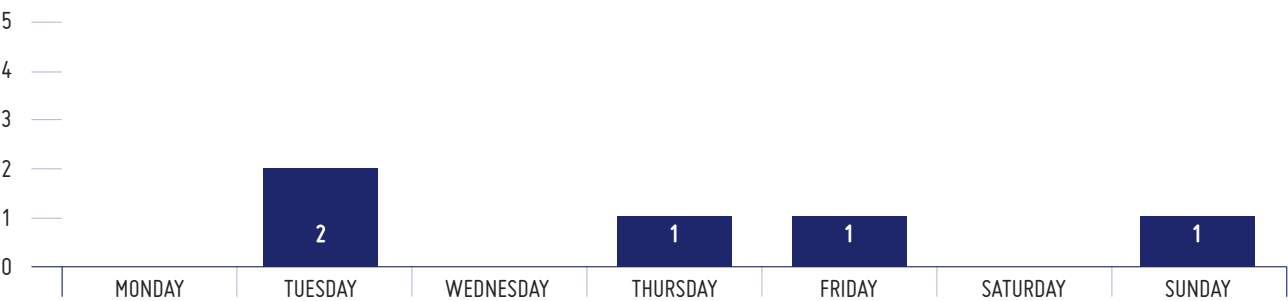
Accidents at work with sick leave (by gender)



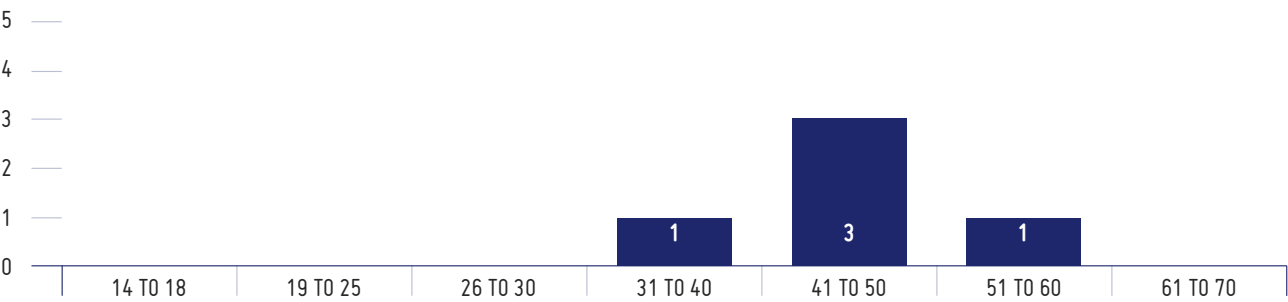
Accidents at work with sick leave (by times of day)



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



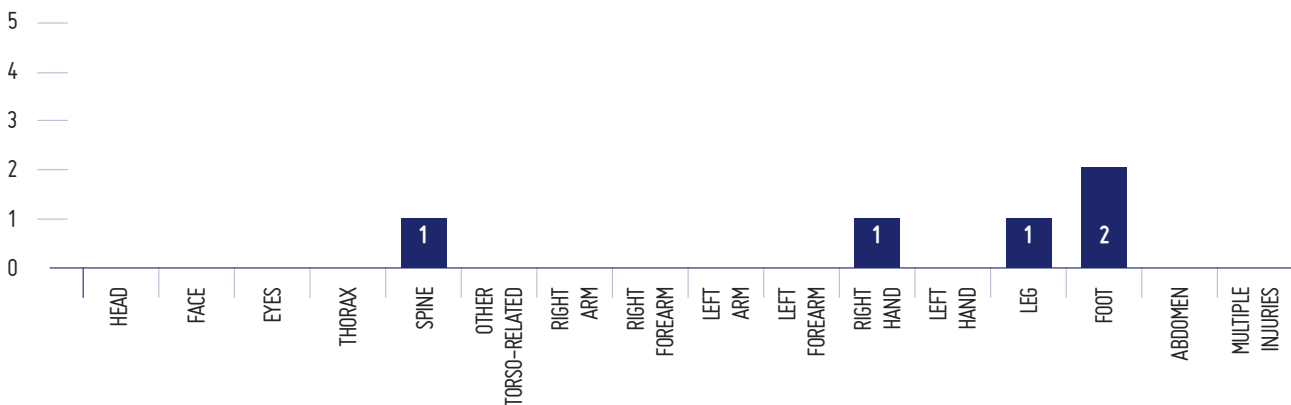
Accidents at work with sick leave (by age)



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 action of the elements and substances indicated in this table for each illness.

No work-related illnesses were found among the PAV staff in 2012.

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)	2010	2011	2012
Percentage of days lost through sick leave	5.89%	3.26%	2.76%

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 2012

TOTAL NO. TRAINING HOURS	TOTAL NO. EMPLOYEES (Annual average workforce)	AVERAGE NO. HOURS PER EMPLOYEE
565	415	1.36

Training is a key factor in generating a positive occupational health and safety culture. In 2012, the Occupational Health and Safety Department used a wide range of resources to deliver continuous health and safety training to PAV staff. 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 courses were given in 2012:

- Risks inherent to confined spaces. 6 employees.
- Noise exposure. 7 employees.
- Vehicle workshop risks. 3 employees.
- Manual handling of loads. 2 employees.
- Ergonomics. 4 employees.
- Risks associated with high and low voltage. 6 employees.
- Road safety risks. 20 employees.
- Risks associated with using gantry cranes. 5 employees.
- Forklift truck risks. 6 employees.
- Risks associated with working in offices and with VDUs. 9 employees.
- Self-Protection Plan training. 7 employees.
- Basic CPR and automated external defibrillator handling course. 35 employees.
- Basic life support and first aid course. 16 employees.
- Electromagnetic fields course. 13 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 2012, staff from the PAV's Occupational Health and Safety Department took part in:

- 25<sup>th</sup> Sports Traumatology Symposia. 6 staff.
- Nutrition Conference, Medical Association. 3 staff.
- Valencian Region Occupational Health Strategy Conference, Valencian Regional Ministry of Health, 8<sup>th</sup> February. 1 member of staff.
- Cardiovascular Risk and Smoking Conference, 22<sup>nd</sup> May 2012. 1 member of staff.
- Nutrition-Digestion Conference, 7<sup>th</sup> June. 3 staff.
- 10<sup>th</sup> Vaccination Recycling and Continuous Training Conference for Nurses organised by CECOVA, 29<sup>th</sup> May 2012. 2 staff.
- 2012-13 Flu-Vaccine Conference, 18<sup>th</sup> September. 1 member of staff.
- Technical Conference: "Assessment of psychosocial risk factors", INVASSAT, 19<sup>th</sup> November. 1 member of staff.
- 22<sup>nd</sup> Valencian Occupational Medicine and Health and Safety Association Conference (SVMST), 13<sup>th</sup> December. 1 member of staff.
- Radiological Facilities Director Course, 26<sup>th</sup>-30<sup>th</sup> November. 1 member of staff.
- Radiological Facilities Operator Course, 26<sup>th</sup>-30<sup>th</sup> November. 1 member of staff.
- Infiltrations in Sports Traumatology Course/Workshop, Nisa 9 de Octubre Hospital, 20<sup>th</sup> December. 3 staff.

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

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 Law 31/1995 on Occupational Health and Safety stipulates that the planning of preventive actions in a company must be based on an initial assessment of risks to the health and safety of its staff. This assessment should be generalised and should take into account the type of business activity and special hazards to which certain workers may be exposed.

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

In 2012 the Occupational Health and Safety Department updated its risk assessments for all jobs. This was done according to the five-year requirement established by procedure PGP 03 and its instructions, as stipulated in the Health and Safety Management System.

- 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 2012, 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 stop it from occurring again.

At the PAV, the Occupational Health and Safety Department's 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 check the effectiveness of the preventive measures that have been implemented.

In 2012, 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.

No. security emergency drills	19
No. safety emergency drills	14



In 2012, the Self-Protection Plans for the Clocktower building, the PAV building at the Port of Sagunto, and the PAV building at the Port of Gandia were reviewed and adapted 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 PAV building in Sagunto, and the PAV building in Gandia.

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

- Self-Protection Plan activation drill with evacuation at the management building, Port of Sagunto.
- Self-Protection Plan activation drill with evacuation at the management building, Port of Gandia.
- Self-Protection Plan activation drill at the management complex (Phase I, Phase II, Phase III and Phase IV), Port of Valencia.
- Self-Protection Plan activation drill with alert and 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 2012, in conjunction with port community companies. These included:

- Hydrocarbon spill drill. Activation of Internal Emergency Plan, deployment of container booms and other anti-pollution measures.
- Fire drill at the Phytosanitary Inspection Service facilities at the PAV ancillary building.
- Internal emergency plan activation drills at Fertiberia.
- Man-overboard drill at the company Amarradores.

Several security drills were also carried out:

- Red alert activation drills.
- Drills to transfer operators to the Support Control Centre.
- Joint exercise with the company TEPESA, in conjunction with the Civil Guard, consisting of a threat to the aforementioned company's facilities that involved increasing the level of security.
- Joint exercise with the Civil Guard, Acciona Trasmediterránea and Eurolíneas Marítimas (Balearia), consisting of stricter embarkation controls for ferry passengers.
- Drill to check the contact details of port facility security officers.
- 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 staff.

## 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 aspects which can enhance working conditions and reduce psychosocial risk factors.

The following ergonomic evaluations were carried out in 2012:

- Ergonomic study of workstations in Phase II.
- Study of lighting levels and thermohygrometric conditions in Phase II.
- Ergonomic study of a new workstation in Phase I, due to change of location.
- Study of psychosocial risks among PAV staff.
- Ergonomic study of signalling workstations.
- Study of lighting levels and thermohygrometric conditions in signalling workstations.
- Ergonomic study of workstations in Phase III.
- Study of lighting levels and thermohygrometric conditions at the workstations in Phase III.
- Ergonomic assessment of a workstation in Phase I.

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, 6 psychiatric/psychological reports were drawn up by a specialist in order to adapt workstations.

## 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 staff about the hazards present in the working environment so as to eliminate or minimise undesired effects.

In 2012, 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, where 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 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 dust levels in booths A1 and A2.
- Evaluation of gas levels in booths A1 and A2.
- Evaluation of noise levels in booths A1 and A2.
- Evaluation of noise levels at the Cullera Lighthouse.
- Evaluation of noise levels at the Valencia Lighthouse.
- Evaluation of noise levels in the new office in Phase I.
- Evaluation of noise levels in the Port Police Managers' office.
- Evaluation of noise levels in the Personal Assistant's office.
- Measurement of electromagnetic fields 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, where 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 the hydrant pump rooms at the Port of Sagunto.
- Measurement of noise levels at the Canet Lighthouse.
- Measurement of noise levels at the Port Police booth at the Port of Sagunto.
- Measurement of gas levels at the Port Police booth at the Port of Sagunto.
- Measurement of dust levels at the Port Police booth at the Port of Sagunto.
- Measurement of electromagnetic fields 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, where 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.
- 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 aim to reveal 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 staff 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 reported to PAV management only in terms of a worker's aptitude from a medical point of view for doing a specific job.

Under no circumstances may health problems be 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 which is outlined in Article 22 of the Spanish Law on Occupational Health and Safety and Article 37 of the Occupational Health and Safety Service Regulations. 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 safeguard 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 2012:

- Regular annual check-ups: 379 (91.32% of the total PAV workforce)
- Initial check-ups: 25
- Check-up after lengthy absence: 22
- Check-up due to change in job: 3

A total of 429 medical check-ups were carried out in 2012, each specifically tailored to the risks inherent to an employee's particular job.

### Health services

Health care for PAV staff 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 staff, 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 work 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 staff 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 2012:

- 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.
- Prevention of prostate cancer campaign.
- Prevention of cervical cancer campaign.
- Skin protection campaign.
- Diphtheria-tetanus, hepatitis A and B, and pneumococcal vaccination campaigns.

- Eye tests.
- Health campaigns.
- Prevention of seasonal asthenia campaign.
- Formula 1 event campaign.
- 2012 blood donation campaign.

#### Epidemiological studies

In 2012, an epidemiological study was carried out on the results of the campaigns to prevent prostate cancer and cervical cancer among PAV staff.

### Employment and occupational safety in the port community

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 work, 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 Data Protection Law.
- 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 requirements.
- 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

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 Terminals

#### PUBLIC CONTAINER TERMINAL

- 1** **Operator:** Noatum Container Terminal Valencia  
Tel. No.: 96 393 83 00 – nctv@noatum.com – www.noatum.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 32.5 and 65 tonnes, 55 Mafi-type tractors, 56 RTG transtainers, 4 reach stackers, 8 front-loading forklift trucks, 27 tractors, 50 Mafis and 101 flatbed trailers. It also has 1,020 power points for refrigerated containers.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

#### Annual traffic:

CONTAINERISED GENERAL CARGO	2010	2011	2012
Tonnes	24,046,543	22,361,805	24,529,769
TEUs	2,060,568	1,935,509	2,224,114

#### MSC TERMINAL VALENCIA

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

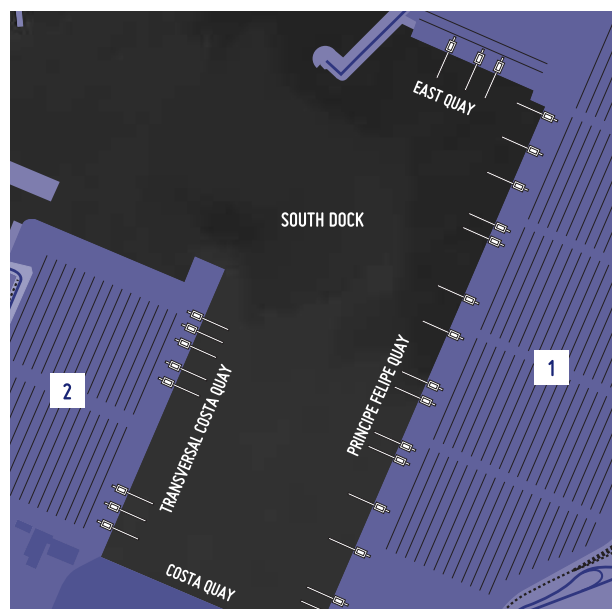
**Quays:** MSC Transversal Costa Quay. The Terminal has a 770 metre-long and 16 metre-deep berthing face. Available storage area (including office buildings and workshops): 348,503 m<sup>2</sup>.

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

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

#### Annual traffic:

CONTAINERISED GENERAL CARGO	2010	2011	2012
Tonnes	17,235,513	19,960,053	21,040,903
TEUs	1,391,751	1,563,818	1,588,234





## TCV OPERADORES PORTUARIOS

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

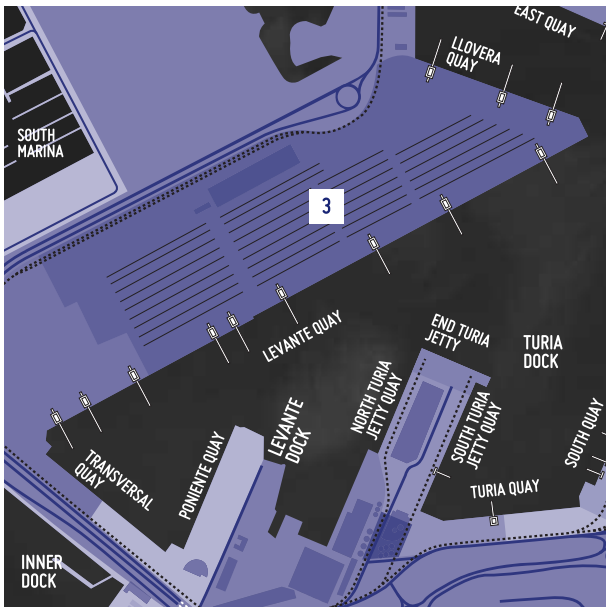
**Quays:** Section 2 of the Levante Quay has a 1,133 metre-long berthing face and a maximum depth of 14 metres. The Llovera Quay is 430 metres long and 16 metres deep.

**Machinery:** The Terminal has 10 container cranes with a lifting capacity of between 40 and 50 tonnes, 25 RTG transtainers, 29 forklifts able to lift between 3 and 45 tonnes, and 38 tractors.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

### Annual traffic:

CONTAINERISED GENERAL CARGO	2010	2011	2012
Tonnes	670,847	7,769,622	5,749,865
TEUs	640,707	731,450	560,717
CONVENTIONAL GENERAL CARGO			
Tonnes	5,242	1,014	706



## 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.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

**Annual traffic:**

CONTAINERISED GENERAL CARGO	2010	2011	2012
Tonnes	200,802	214,055	154,651
TEUs	16,556	20,698	15,057
CONVENTIONAL GENERAL CARGO			
Tonnes	461,548	1,032,067	753,430

### TCV MULTIPURPOSE TERMINAL

- 2** **Operator:** TCV Operadores Portuarios  
Tel. No.: 96 324 16 80 – tcv@tcv.es – www.tcv.es

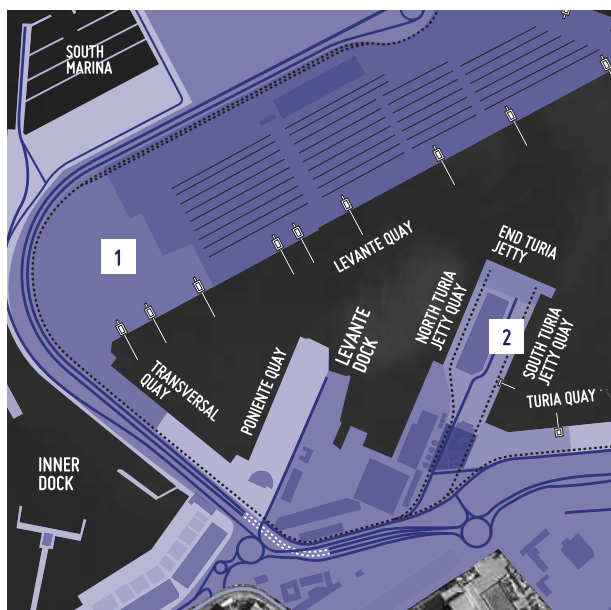
**Quays:** Turia Jetty. The North Face is 281 metres long and the South Face is 350 metres long. It also has 2 Ro-ro ramps. The latter has a storage surface area of 21,815 m<sup>2</sup>.

**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.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

**Annual traffic:**

CONVENTIONAL GENERAL CARGO	2010	2011	2012
Tonnes	90,494	45,898	47,645



## Vehicle and Ro-ro Terminal

### COSTA QUAY TERMINAL

**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>.

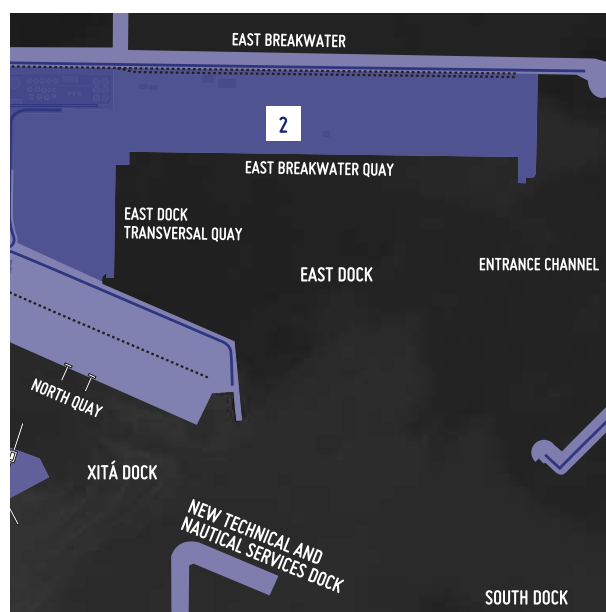
ANNUAL TRAFFIC	2010	2011	2012
Passenger vehicles	0	104	29
Vehicles as goods	57,473	31,225	19,979
Tonnes	86,838	63,693	48,721

### EAST BREAKWATER TERMINAL

**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 16 metres deep. The storage surface area is 171,582 m<sup>2</sup>.

ANNUAL TRAFFIC	2010	2011	2012
Passenger vehicles	11	491	12
Vehicles as goods	234,066	233,669	180,099
Tonnes	1,523,950	1,782,829	1,301,035



### 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 areas. The Transversal Quay is 245 metres long and is approximately 10.5 metres deep.

The entire terminal under concession has a surface area of 41,945 m<sup>2</sup>. The Passenger Terminal and offices cover 7,000 m<sup>2</sup>.

#### ACCIONA – TRASMEDITERRÁNEA

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

ANNUAL TRAFFIC	2010	2011	2012
Passengers	118,229	181,399	318,809
Passenger vehicles	35,956	42,129	41,597
Vehicles as goods	28,329	48,432	38,117
Tonnes	2,075,092	1,972,256	1,676,495

#### CRUISE SHIPS

- 2 Operator:** Miscellaneous

ANNUAL TRAFFIC	2010*	2011	2012
Cruise ships	156	204	203
Passengers	252,569	378,463	480,233

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

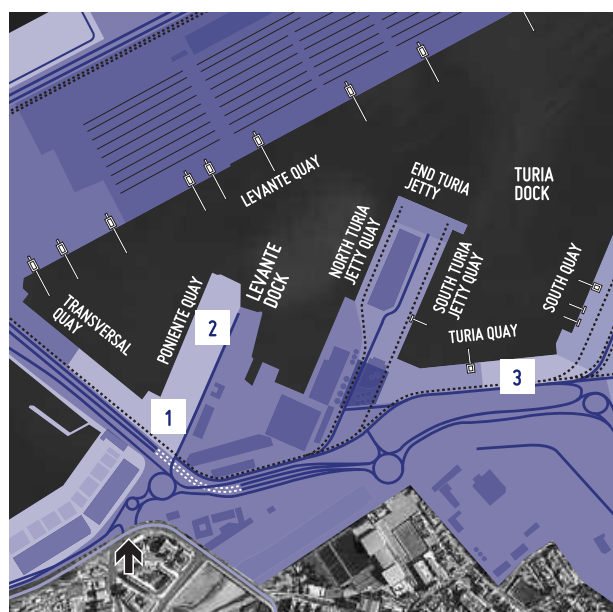
#### BALEARIC ISLAND FERRY ON TURIA QUAY AND OTHER QUAYS

##### BALEARIA

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

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

ANNUAL TRAFFIC	2010	2011	2012
Passengers	131,144	154,412	134,743
Passenger vehicles	37,518	35,650	28,457
Vehicles as goods	351	216	1,617





## Oil and Chemical Product Terminal

GALP ENERGIA 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:** Discharge 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	2010	2011	2012
Oils and fats	0	1,333	0
Biofuels	0	51,718	17,659
Diesel	528,212	446,428	424,770
Petrol	29,718	49,451	48,557
Chemical products	6,214	0	0

## TEPSA

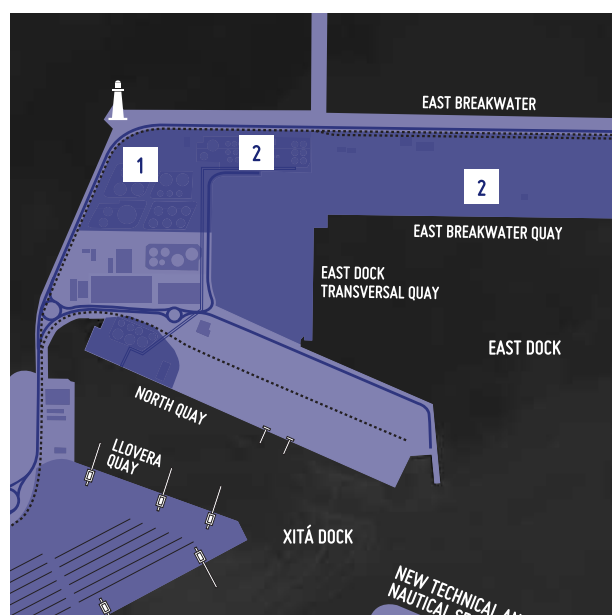
**2 Operator:** Terminales Portuarias, S.L.  
Tel. No.: 96 367 68 02 – [valencia@tepsa.es](mailto:valencia@tepsa.es) – [www.tepsa.es](http://www.tepsa.es)

**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	2010	2011	2012
Biofuels	0	0	7,773
Fuel-oil	186,331	204,588	417,208
Diesel	0	0	46,531
Petrol	0	15,118	0
Other oil products	3,582	2,727	295
Chemical products	166,293	176,695	160,327



## DEMAGRISA

**3 Operator:** Demagrisa, S.A.

**Quays:** Turia Jetty, North face — Section 1. This jetty is 62 metres long and 9 metres deep. The 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	2010	2011	2012
Fertilisers	14,128	12,471	24,581
Oils and fats	8,921	6,031	13,478
Other food products	6,160	7,970	17,677
Other oil products	4,364	3,954	0

## 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	2010	2011	2012
Asphalt	40,133	0	0
Other oil products	0	24,509	21,239
Chemical products	0	2,705	0

## 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.

TONNES	2010	2011	2012
Natural and chemical fertilisers	0	0	2,635
Other food products	2,000	3,102	1,508



## Solid Bulk Terminal 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.

**Annual traffic:**

TONNES	2010	2011	2012
Cement	94,830	109,087	20,609

## SILOS Y ALMACENAJES DE VALENCIA

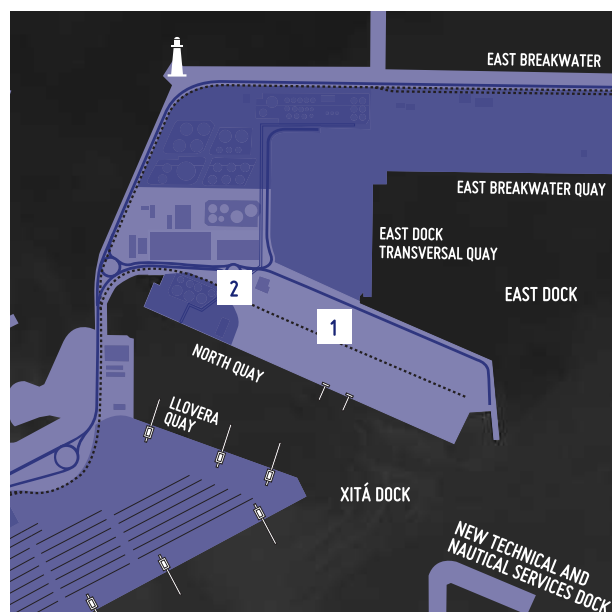
- 2 Operator:** Silos y Almacenes de Valencia, S.A. de Cementos

**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 is 8,200 m<sup>2</sup>.

**Annual traffic:**

TONNES	2010	2011	2012
Cement	27,716	8,747	0



## NOATUM TERMINAL GRANEL VALENCIA, S.A.

**3 Operator:** Noatum Terminal Granel Valencia, S.A.

**Machinery:** One mobile crane, two 60-tonne electric weighbridges for weighing trucks, 5 grabs and 16 loaders.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

**Annual traffic:**

TONNES	2010	2011	2012
Cement and clinker	497,991	253,657	11,857
Coal and petroleum coke	173,432	249,667	101,009
Scrap iron	3,240	0	11,203
Grain and flour	0	0	20,778
Other non-metal minerals	0	58,662	40,225
Other minerals and metal residue	12,072	0	0

**LOCATION:** END TURIA JETTY

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

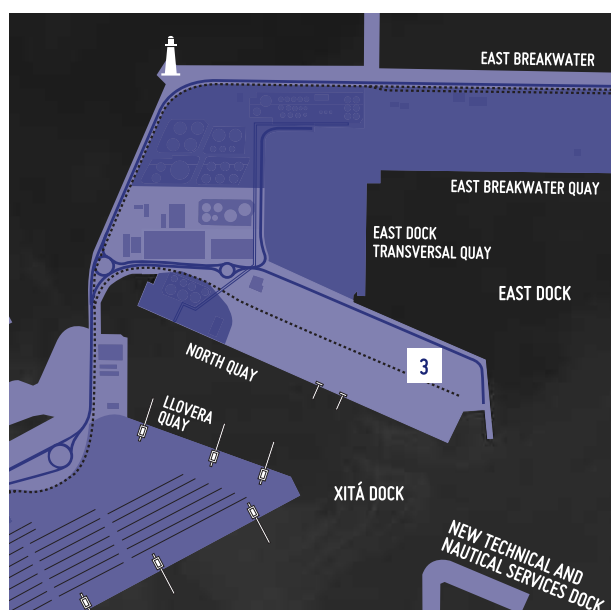
## CEMEX ESPAÑA

**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	2010	2011	2012
Cement	84,442	81,203	42,943
Other minerals and metal residue	3,899	0	0





## Solid Bulk Terminal 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), 10 wheel loaders, 2 sweepers, 5 hoppers, 1 forklift, 4 continuous weighing systems for loading/discharging vessels, 15 fixed conveyor belts, 3 mobile conveyor belts, 6 grabs, 1 flatbed trailer, and 2 continuous ship unloaders.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

**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:**

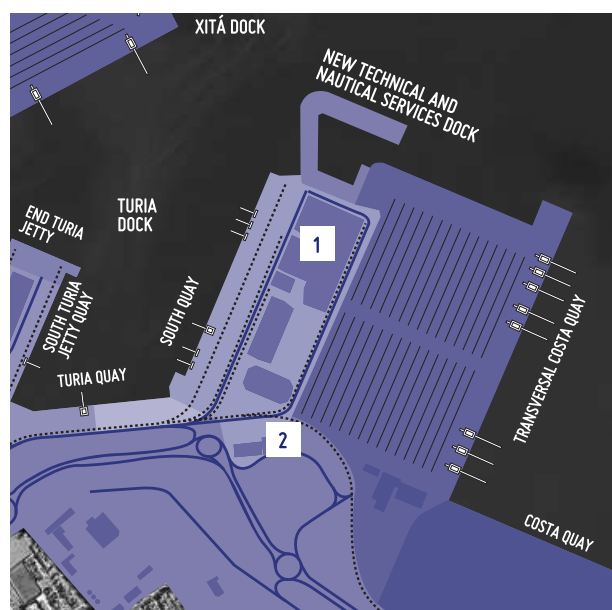
TONNES	2010	2011	2012
Rice	1,894	36,441	2,120
Oats	0	3,847	2,749
Barley	80,661	38,534	5,716
Corn	549,008	547,632	619,095
Wheat	147,696	101,260	118,312
Other grain	1,510	19,827	0
Natural and chemical fertilisers	302,115	189,474	163,659
Green and dry fodder	67,198	27,744	18,170
Other goods	202,782	193,871	204,480

## 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.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)



## Logistics and Refrigerated Warehouses

### FRIOPUERTO

- 1 Operator:** Friopuerto  
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).

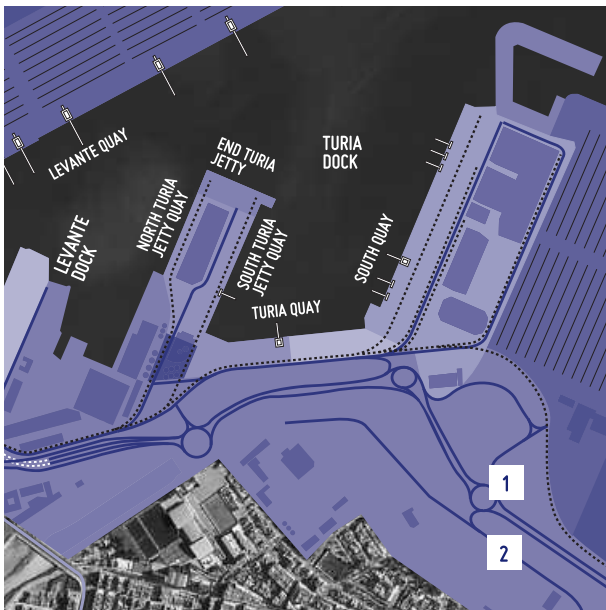
**Facilities:** These offer integrated logistics cold storage solutions for perishable goods for human consumption (frozen, refrigerated and dry products). The refrigerated warehouse has a capacity of over 50,000 m<sup>3</sup>, and has 3 cold stores for frozen produce (–35°C to –18°C) with moveable shelving 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 add 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, 3 Mafi-type tractors, 11 forklifts, 2 reach stackers and 1 semi-automatic hopper.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

#### Annual traffic:

TONNES	2010	2011	2012
Wood and cork	18,284	2,738	222
Finished construction materials	15,779	5,954	2,128
Iron and steel products	314,875	320,442	383,618
Wine, beverages and spirits	11,127	10,011	5,455
Other goods	20,410	8,398	4,273

### MULTIPURPOSE TERMINAL 2 (DOCK 1)

**Operator:** Portuaria Levantina, S.A.

Tel. No.: 96 268 40 48 / 96 267 56 86 – [www.porlesa.com](http://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, 11 forklifts, 2 reach stackers and 1 conveyor belt.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

#### Annual traffic:

TONNES	2010	2011	2012
Natural and chemical fertilisers	7,900	43,955	18,341
Cement and clinker	4,824	6,000	10,561
Other minerals and metal residue	6,318	0	0
Iron and steel products	227,998	307,457	241,350
Other goods	9,368	25,852	37,401

### MULTIPURPOSE TERMINAL 3 (DOCK 1)

**Operator:** Noatum Terminal Polivalente Sagunto

Tel. No.: 96 265 61 19 – [www.marvalsagunto.com](http://www.marvalsagunto.com)

**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 3 mobile cranes (100 t x 22 m), 3 reach stackers and 46 forklifts.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

#### Annual traffic:

TONNES	2010	2011	2012
Vehicles and parts	33,112	16,955	15,986
Cement and clinker	122,535	39,812	12,549
Iron and steel products	1,378,236	1,139,418	1,127,584
Finished construction materials	11,198	23,110	30,043
Other goods	100,856	82,043	124,131

## FRUIT AND PERISHABLES TERMINAL

**Operator:** Noatum Ports Valencia, S.A.  
Tel. No.: 96 265 61 19 – [www.marvalsagunto.es](http://www.marvalsagunto.es)

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

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

**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	2010	2011	2012
Fresh and dried citrus fruit	3,089	118	23
Fresh and dried bananas	7,032	3,374	161
Dates, figs, pineapples, avocados and other	1,571	361	7
Cassava roots, arrowroot and other	1,344	441	0
Other goods	1,531	1,272	347

## PROVISIONAL CONTAINER AREA (DOCK 1)

**Operator:** Intersagunto Terminal, S.A.  
Tel. No.: 96 269 90 60 – [operacionesmaritimas@saguntoti.com](mailto: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.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

### Annual traffic:

CONTAINERISED GENERAL CARGO	2010	2011	2012
Tonnes	253,990	241,103	170,719
TEUs	33,464	28,901	18,832

## FERTILISER PLANT

**Operator:** Fertiberia, S.A.  
Tel. No.: 96 269 90 04 – [www.fertiberia.es](http://www.fertiberia.es)

**Quays:** 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	2010	2011	2012
Anhydrous ammonia	182,814	173,097	169,827

## IRON AND STEEL PROCESSING CENTRE (DOCK 2)

**Operator:** Procesos Logísticos Integrales, S.A.  
Tel. No.: 902 627 720 – [info@plisa.es](mailto:info@plisa.es) – [www.plisa.es](http://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, and bevelling machine.



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

**Operator:** Carport Sagunto, S.L.  
Tel. No.: 96 269 95 30 – [www.bergeycia.es](http://www.bergeycia.es)

**Quays:** 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:

RO-RO TRAFFIC	2010	2011	2012
Tonnes	145,981	113,316	245,661
Vehicles as goods	78,782	58,364	136,946

## 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	2010	2011	2012
Toyota and Lexus vehicles	45,995	42,102	30,241

\* 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](mailto:saggas@saggas.com) – [www.saggas.com](http://www.saggas.com)

**Quays:** 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	2010	2011	2012
Natural gas	3,669,947	2,896,517	2,032,522

## 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)

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

**Machinery:** 4 gantry cranes with lifting capacities of up to 20 tonnes and one mobile crane with a lifting capacity of 40 tonnes, 35 forklifts, 5 grabs and 1 hopper.

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

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

#### Annual traffic:

TONNES	2010	2011	2012
Kraft paper and cardboard	102,980	62,603	43,490
Other paper and cardboard	78,658	81,593	67,596
Sawn timber	16,117	16,822	9,553
Laminated products	7,168	3,712	2,101

### 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)

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

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

(More details in chapter 2, section 2.5 of the Statistical Yearbook)

**Facilities:** 6,240 m<sup>2</sup> refrigerated warehouse.

#### Annual traffic:

TONNES	2010	2011	2012
Tonnes	7,809	18,366	32,942









## THE YEAR IN IMAGES



Opening of the North Extension breakwater at the Port of Valencia.



The Port of Valencia plays host to a working session of the National Land Transport Council's (CNTT) Intermodality Committee.



The PAV takes part in the European Commission's High Level Group on Logistics.



The alliance between Madrid and the Valencia logistics and port community is strengthened at the symposia organised by ICIL and the Valenciaport Foundation.



TEPSA extends its facilities at the Port of Valencia.



Presentation of the service linking Valencia to Leghorn and Savona.



Opening of the Valencia Passengers Services Terminal.



The Port Authority of Valencia plays host to the ANESCO Shipping Agents Executive Committee meeting.



Valenciaport moves forward in its port-city integration policy in Gandia.



Valenciaport and AVEN promote sustainable mobility in the port community.





The Valencian Regional Minister of Economy, Industry and Trade visits the Port of Valencia.



The Chairman and CEO of Hanjin visits the Port of Valencia.



The Chairman of the State-owned Ports Body visits the Port of Valencia.



The Peruvian Ambassador to Spain visits the Port of Valencia.



A delegation of Japanese businesspeople visits the Port of Valencia.



A delegation from Saxony-Anhalt visits the Port of Valencia accompanied by the President of the Valencian Regional Government.



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



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



A delegation from Wenzhou visits the Port of Valencia.



The EU's Committee of the Regions visits the Port of Valencia.





The PAV strengthens its technological and commercial cooperation with Japanese operators and businesses.



Colombia and the IDB show interest in the PAV's Customs operations and port security.



The Chinese municipality of Wenzhou shows interest in the Port of Sagunto.



Visit from students on the EDEM's 15 x 15 course.



Students from the Latin American Port Management Course visit the Port of Valencia.



Turkish government representatives visit the Port of Valencia.



The Australian National Transport Commission visits the Port of Valencia.



The Port Authority of Valencia shares its know-how with the Uruguayan National Port Authority.



Visit from young Hispanic leaders from the United States organised by the Carolina Foundation.



The Port of Valencia presents its new cruise facilities at Seatrade Med.





The *Queen Mary 2* calls at the Port of Valencia.



The Port of Valencia welcomes the *MSC Divina* during its pre-christening voyage.



The PAV plays host to the Francisco Corell Foundation's Haulage Transport Insurance Conference.



First CSR symposia at the Port of Valencia.



The introduction of the electronic T2L marks a new milestone in efficiency.



The 4<sup>th</sup> ATPYC conference in Valencia centred on infrastructures, logistics and sustainability.



The European Greencranes project gets underway at the Port of Valencia.



The Port of Valencia hosts the European MEDNET programme.



The Port of Valencia leads a project to create an energy efficiency guide.



Aznar calls for the Mediterranean to be more efficient and useful at the European TERCONMED project's final conference.



The PAV and the Valenciaport Foundation organise a workshop for the European Port Integration project.



Presentation of the CLIMEPORT Methodological Manual.



Meeting of the ECOPORT II project's Environmental Committee.



The PAV renews its ISO 14001 and EMAS certifications.



Meeting of the Quality Mark's Official Inspection Services Working Group.



The Port Authority takes part in Virginia's Maritime Association's "Beyond the Pier" international trade symposium.



The PAV takes part in the 3<sup>rd</sup> Economic and Financial Forum for the Mediterranean.



The Minister of Agriculture rewards the PAV's work in sustainable mobility.





Prize-giving ceremony for the PAV's Christmas card competition.



Blood donation campaign in the port community.



25<sup>th</sup> Traumatology Congress at the Port of Valencia.



Presentation of the Penitentiary League.



Visit from the Arca de Noé Association.



Visit from retired UPV professors.



Participation in the 2<sup>nd</sup> Local Police Solidarity Campaign.



The shipping industry celebrates the Our Lady of Mount Carmel festivity.

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