

valenciaport

ANNUAL REPORT

# 2013



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## Introduction

The international economic climate in which we find ourselves - a combination of the internationalisation of manufacturing for export and the emergence of new markets - has made the transport and logistics sector a key business factor for competitiveness. In this regard, the strategic value of ports has increased in their respective areas of influence and their capacity to serve the business community has grown. This role is even more significant given slow internal demand, and many hopes are resting on strong exports as the way to galvanise the long-awaited economic recovery.

Against this backdrop, I would like to present the facts and figures for the Port Authority of Valencia in 2013. Total traffic in the three ports managed by the Port Authority of Valencia (Valencia, Sagunto, and Gandia) exceeded 65 million tonnes, which represented a decrease of 1.79% over the previous year, whilst container traffic fell by 3.18% to 4.33 million TEUs. This drop came mainly in transit traffic, which is highly sensitive to port labour costs. As a result of this drop, Valenciaport lost its ranking as the number one Spanish port, in terms of container traffic, a position which it had held for the previous five years. However, it must be said that our main concern has never been to lead the rankings, but rather be an asset to the Valencian and Spanish economies, and in this sense, we continue to be Spain's main port for imports and exports. To this end, therefore, we maintain our "useful leadership", as the best allies for Spanish foreign trade. Nevertheless, these figures are a warning sign that we cannot ignore; although, I would like to convey a positive message: we are working extremely hard to reduce costs, and we must all work together to achieve this objective by cutting profit margins, and creating more streamlined and more efficient "port production groups". The most advanced infrastructure has already been built and is in place, and we are confident that the interested parties will be able to reach an agreement that will enable us to become more competitive, as this is the key factor in a market which has moved towards a process of concentration and has become much more demanding over the last few years. In short, I am convinced that by working together, we will be able to take a step forward and put the Port of Valencia back at the forefront of world shipping once again.

Returning to facts and figures, the number of cruise passengers calling at the Port of Valencia in 2013 stood at 473,114, which represented a 1.48% decrease compared to 2012. It is worth pointing out, in this area, that operations at the new cruise quay located on the Port of Valencia's North Extension began in August 2013. This new infrastructure, which involved an investment of over €21 million, provides the latest generation cruise ships with an excellent service, and can cater for vessels up to 362 metres long.

In economic terms, results were positive, with net revenue standing at €117.6 million, 1.1% up on 2012. Operating profit for the year was €20.3 million, whilst working capital stood at €37.7 million.

The year was also characterised by the Port Authority of Valencia's decisive commitment to intermodality, with its inclusion in the consortium that manages the Adif rail terminal at PLAZA. This constituted a strategic milestone for the Port of Valencia that will improve links to Aragon, which is a key logistics centre for the automotive, iron and steel, and food industries, in particular. In line with our commitment to expanding our hinterland through territorial alliances with Aragon, a new vehicle rail freight service was also introduced in 2013, linking Saragossa to the Port of Valencia.

I would particularly like to mention the efforts made in terms of port-city integration in 2013. Valencia is, without a doubt, at the heart of one of the most important port-city transformations to have taken place over the last few years. As a part of this ongoing transformation, in 2013, the Port Authority of Valencia finally transferred the Inner Dock at the Port of Valencia to the City Council, after a long and complex administrative process that started in December 2008. This milestone is a unique example of port-city integration and has enabled the port to fulfil its commitment to the city council. Our port-city integration initiatives have also included the south area of the port, where the process to dismantle the Bunge factory got underway in December, thus responding to long-term demands made by residents of the Nazaret district.

I would also like to mention that our commitment to the implementation of sustainability in all areas of the port and logistics chain continues to enhance the reputation of the Port of Valencia. This can be seen in the European CLIMEPORT project, led by the PAV, which obtained the bronze award in the energy and climate change category at the 2013 IAPH Port Environment Awards. In 2013, we obtained the results of the European Greencranes project, an innovative programme which aims to improve energy efficiency in container terminal machinery and operations. Greencranes has enabled the analysis of different eco-efficient technological alternatives for reducing greenhouse gas emissions and polluting particles in ports without diminishing productivity and profitability. The year also saw the start of the Greenberth project, which aims to provide SMEs in the energy industry with access to opportunities in the port sector for the introduction of solutions to improve energy management and the implementation of renewable energies.

Ultimately, despite the complexity of the situation, the Port Authority of Valencia has once again demonstrated that it is a useful tool for the economy. This is our *raison d'être* and our main concern, along with our wholehearted commitment to our hinterland. The challenges ahead will no doubt be difficult, yet I am convinced that, with the support of our port community, we will be able to tackle them successfully.

## Port Authority presentation and sustainability strategy

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





## Strategy

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

*Description of the main sustainability challenges and objectives in terms of infrastructure, target markets, economic viability, institutional communication, operational efficiency, and service quality.*

The “2020 Strategic Plan” drawn up by the Port Authority of Valencia, henceforth the PAV, sets out a model for the future up until 2020. The Plan was designed to promote the development of the three ports it manages – Valencia, Sagunto, and Gandia – and thus improve the shipping trade for the benefit of the companies in its hinterland, and to act as a tool for enhancing 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 based on a comprehensive study of the strategic climate 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.
- **Alignment with European transport policies,** promoting rail intermodality and short sea shipping.

### Values

- **Leadership:** to be the leading Mediterranean port in traffic that has the greatest current and potential interest.
- **Commitment:** commitment to customers 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 the criteria of transparency and equal opportunities.
- **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 recast text of the Spanish Law on State-owned Ports)*

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

The nature, competences, and functions of port authorities come under the aforementioned TRLPEMM, the harmonising legislation that brings together the extensive regulations on port issues that have been passed over the last two centuries. In article 24.1, this legal text stipulates that “Port Authorities are public bodies among those envisaged in letter g) of section 1, article 2 of the Spanish General State Budget Law, with their own legal status and equity, and full capacity to act” which “are dependent on the Spanish Ministry of Development, through the State-owned Ports Body, and are governed by specific legislation, by the applicable provisions of the Spanish General State Budget Law, and additionally by Spanish Law 6/1997, of 14<sup>th</sup> April, on the Organisation and Functioning of Central Government.”

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

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

In Book I, Chapter II, Section 2, on 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:

- Products and income from their equity, and income from the disposal of their assets.
- Port charges, without prejudice to what is set out in article 19.1.b) and 24.1A of the TRLPEMM.
- Income classed as private-law resources obtained from the performance of their functions.
- Contributions received from the Interport Compensation Fund.
- Resources that may be assigned to them in the Spanish General State Budget or in the budgets of other public authorities.
- Grants and subsidies, regardless of their origin.
- Funding from loans and other financial operations they may arrange.
- The application of the fine system.
- Donations and bequests and other contributions made by individuals and private bodies.
- 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 procedures for electing the port authority's governing bodies, such as the Chairman, General Manager, and the Board of Directors*

"The port authority governing bodies are the following:

- a) Governance bodies: Board of Directors and Chairman.
- b) Management bodies: General Manager.
- c) Advisory bodies: Shipping and Port Council".

The functions and procedures through which port authority governing bodies are elected are set out in the TRLPEMM. 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*

The TRLPEMM 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 on State-owned Ports and the Merchant Navy, of 24<sup>th</sup> November, 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 number of its members, with just one change in 2013, and not withstanding the two changes that took place in 2012. At 31st December 2013, the board members were as follows:

## PORT AUTHORITY OF VALENCIA'S BOARD OF DIRECTORS

<b>Mr. Rafael Aznar Garrigues</b> Chairman of the Port Authority of Valencia	Ex officio member
<b>Mr. Rafael Ferrando Giner</b> Deputy Chairman of the PAV Board of Directors	In representation of the Valencian Regional Government
<b>Mr. Felipe Cano Navarro</b> Valencia Harbourmaster	Ex officio member
<b>Hon. Ms. María Durá Rivas</b> Chief Treasury Counsel	Spanish Central Government representative
<b>Mr. Ignacio Arrondo Peral</b> Director of Services and Competitiveness, State-owned Ports Body	Spanish Central Government representative
<b>Ms. Paula Sánchez de León Guardiola</b> Central Government representative in the Valencian Region	Spanish Central Government representative
<b>Mr. Salvador Navarro Pradas</b> Chairman of the Valencian Business Confederation	In representation of the Valencian Regional Government
<b>Hon. Mr. Victoriano Sánchez-Barcáiztegui Moltó</b> Valencian 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 Valencia 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> General Manager of the Port Authority of Valencia	PAV General Manager
<b>Mr. Fernando Llopis Giner</b> Treasury Counsel	Board Secretary



The Port Authority of Valencia's Board of Directors met on eight occasions in 2013.

The most important agreements reached at these board meetings in 2013 included:

- Granting of an authorisation to the company MAGMA TRATAMIENTOS, S.L.U., to provide a commercial waste collection service, regulated by the Marpol 73/78 Convention, and not included in the port service.
- Approval of the agreement to transfer assets, consisting of the Inner Dock at the Port of Valencia, to the Valencia City Council.
- Approval of the administrative agreement to make assets, consisting of the Juan Carlos I Marina, available to the Valencia 2007 Consortium.
- Extension of the purpose of the concession held by GAS NATURAL SDG, S.A. at the Port of Sagunto.
- Joining the Valencian Region Civil Society Agreement.
- Authorisation to transfer the concession held by PRODUCTOS ASFÁLTICOS, S.A., at the Port of Valencia, to the company CEPSA COMERCIAL PETRÓLEO, S.A.
- Granting a licence to URBAMAR LEVANTE RESIDUOS INDUSTRIALES, S.L. to provide the port service for the collection of vessel-generated waste at the ports of Valencia, Sagunto, and Gandia.
- Modification of the administrative concession for the occupancy of public port land granted to TOYOTA LOGISTICS SERVICES ESPAÑA, S.L.U.
- Modification of the GAS NATURAL concession at the Port of Sagunto as a result of the decrease in surface areas granted under this concession.
- Approval of the document entitled "Proposal to Delimit Port Areas and Usage at the Port of Valencia".
- Formulation of the Special Plan for the Juan Carlos I Marina by the Port Authority of Valencia, in accordance with article 56 of the TRLPEMM.
- Approval of the modification of the concession held by TCV STEVEDORING, S.A. at the Port of Valencia.
- Modification of the concession for the public container terminal, at the Port of Valencia's South Extension, held by NOATUM PORTS VALENCIANA, S.A.
- Approval of an extension to the concession granted on 20<sup>th</sup> October 2000 to INFRAPORTVA, S.L.U., at the Port of Valencia.
- Approval to unify the concessions held by INFRAPORTVA, S.L.U., at the Port of Valencia.
- Approval of a new Cooperation Agreement between Gandia Town Council and the Port Authority of Valencia.
- Formulation of a specific modification in the Special Plan for the South Area of the Port of Valencia.
- Modification of land valuations at the Port of Sagunto.
- Definitive approval of the Self-Protection Plan (PAU) at the Port of Valencia (Rev. 3).
- Definitive approval of the Self-Protection Plan (PAU) at the Port of Gandia (Rev. 3).
- Minor modification of the Mediterranean Shipping Company Terminal Valencia, S.A. concession to increase its surface area.
- Acquisition of shares in the company awarded the tender put out by Adif (PLAZA Saragossa), the subrogation of a line of credit, and the granting of a counter-guarantee.
- Authorisation to sign a shareholder loan for Puerto Seco Madrid, S.A.
- Ratification of support for Valencia's bid to become the European Capital of Innovation (iCapital).

### *Description of the management and decision-making support systems used by the port authority, such as quality management systems, balanced scorecard management, and market specification campaigns*

The Port Authority of Valencia uses the following 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 1994:9002 standard, and was updated in 2003 to meet the new ISO 9001:2000. In 2009, it was updated once again to the ISO 9001:2008 standard. At the start of 2013, the PAV successfully passed the Quality Management System maintenance audit based on this standard.

#### **Environmental management system based on the ISO 14001:2004 standard**

As part of its aim to improve the environment, and to respond to and comply with the commitments it has taken on in its environmental policy, the PAV obtained certification for its environmental management at the start of 2006, in line with the requirements of the UNE EN ISO 14001:2004 standard. In 2007, it passed the validation and verification of the environmental excellence system to obtain the highest recognition available in terms of environmental management, with its registration in the EMAS standard, currently Regulation EC 1221/2009, which enables organisations to voluntarily join a community system of environmental management and audits. 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 (ESPO), is the only environmental certification aimed exclusively at the port industry.

These certifications demonstrate the PAV's commitment to continuous environmental improvements.

#### **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, under registration number 0101/OHS/01/2007, for the ports of Valencia, Sagunto, and Gandia, which all 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, the subsequent close-out visits were successfully passed in 2011 and 2012, and the second renewal was passed in 2013.

#### **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 highlights 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 practices and existing tools in its day-to-day management so as to comply with the most demanding standards.

The PAV also uses another system:

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

The PAV also uses a certified Service Directive for New Vehicle Traffic, which ensures the quality of service for new vehicle handling. This quality system is backed by the Spanish Association of Car and Lorry Manufacturers (ANFAC) and the Spanish State-owned Ports Body (OPPE). 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, a decision was made to update the process. As a result of this, in November 2012, a New Vehicle Traffic Directive was approved and was presented to the Board of Directors. This Directive was adapted to the corresponding circumstances at each of the two ports in 2013. In ANFAC's 2013 report on vehicle logistics ratings, the Port of Valencia was ranked first out of all the Spanish ports.

### *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 General Manager
- Director of Strategic Planning and Business Transformation and Deputy General Manager
- Director of Infrastructure Planning and Deputy General Manager
- Director of General Services and Deputy General Manager
- 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 29 occasions in 2013.

#### **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. Since then, the committees have undergone several changes as a result of the appointments of 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.

At 31<sup>st</sup> December 2013, this Committee was made up of the following members:

- Mr. Rafael Aznar Garrigues, Committee Chairman
- Mr. José Vicente González Pérez, Committee Deputy Chairman
- Mr. Ignacio Arrondo Perals, Committee Member
- Mr. Victoriano Sánchez-Barcaiztegui Moltó, Committee Member
- Mr. Rafael Ferrando Giner, Committee Member
- Mr. Ramón Gómez-Ferrer Boldova, PAV General Manager
- 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 2013. One of these meetings was 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.

At 31<sup>st</sup> December 2013, the aforementioned Executive Committee for the Strategic Plan was 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. Salvador Navarro Pradas, Committee Member
- Mr. Vicente Boluda Fos, Committee Member
- Mr. Ramón Gómez-Ferrer Boldova, PAV General Manager
- Mr. Fernando Llopis Giner, Committee Secretary
- Ms. Pilar Theureau de la Peña, Committee Deputy Secretary

This Committee met on two occasions in 2013. One of these meetings was held jointly with the Executive Committee for Economic and Financial Affairs.

### Shipping and Port Councils

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

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

The Shipping and Port Councils have an internal structure which includes a Standing Committee, a Port Services Committee and a Security 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 Security 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. Similarly, on 27<sup>th</sup> June 2011, the plenary meetings to renew the Shipping and Port Councils of the ports of Valencia, Sagunto, and Gandia took place.

On 28<sup>th</sup> June 2013, a meeting of the Port of Gandia'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 the mooring service at the Port of Gandia. Similarly, on 3<sup>rd</sup> July 2013, a meeting of the Port of Valencia's Shipping and Port Council's Security Committee was held to discuss the provisional demarcation of water bodies in the Port of Valencia's service area.





## 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 infrastructure that supports port activity, whilst the private sector is responsible for carrying out operations and providing services in ports using the aforementioned infrastructure. Within this framework and in accordance with the applicable legislation, the port authority also becomes the regulator of the private-sector activities carried out in its area of competence.

In the case of the PAV, this model has evolved towards what is known as an “advanced landlord” model, in which the port authority takes on the role as the port community leader over and above its legal functions, in order to strengthen 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	5,603,186 m <sup>2</sup>	2,397,800 m <sup>2</sup>	245,000 m <sup>2</sup>	8,245,986 m <sup>2</sup>
Surface area available for concessions	4,168,772 m <sup>2</sup>	2,079,600 m <sup>2</sup>	182,571 m <sup>2</sup>	6,430,943 m <sup>2</sup>
Sheltered water surface area	5,769,000 m <sup>2</sup>	2,206,000 m <sup>2</sup>	284,000 m <sup>2</sup>	8,259,000 m <sup>2</sup>

### *Infrastructure underway or planned and its purpose*

#### **Major investments made in 2013**

##### **Cruise Quay at the Port of Valencia's extension**

In 2012, the breakwater at the North Extension was completed, generating a sheltered dock to be used by containerships and cruise traffic, as forecast in the Master Plan and the Strategic Plan.

In the area nearest the Juan Carlos I Marina, two quays were built to cater for large cruise ships.

In June 2013, the first of these berths came into service to cater for summer demand, whilst the second berth and the remaining building work were finished in December 2013.

These two quays are 14 metres deep and 430 and 440 metres long, respectively. They also have a paved esplanade and the necessary service road required to access them. Work to dredge the dock to obtain depths of 14 metres was also included.

Investment in the project totalled €22 million.

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

The work involved installing a 575-metre long rectangular crane rail. This rail supports the landside legs of 50-foot container cranes. The work also included 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.

Investment in the project, which was carried out between 2012 and 2013, totalled €1.7 million.

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

A project is underway to redesign road access to the terminals and other areas around the Levante Quay, including the cruise area, as well improving the tracks for handling rail freight so they can carry convoys up to 750 metres long, and laying a third standard-gauge rail track. The timeline of the project is 2012-2014.

In 2013, road access to the terminals was redesigned, and a roundabout to channel traffic to the Cruise Quay and the rest of the North Extension was built. This work cost a total of €1.4 million.

In 2014, the rail tracks will be extended and adapted to standard-gauge width. The budget for this project is €3.8 million and is scheduled to be carried out over a 13-month period.

### **Major investments for 2014**

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

This project consists of extending the MSC Terminal Valencia quay to the east. This will increase the container yard surface area by over 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 and 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 in 2014-2016.

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

In order to handle large containerships, the dock is to be dredged to a depth of -17.6 metres and the quay depth is to be increased on a 450 metre-stretch of the public terminal's current berthing line.

This project has a budget of €6.5 million and is scheduled to be carried out in 2014-2015.

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

After the Technical and Nautical Services Dock was completed in 2009, work was started in 2011 to house the dock's users and create suitable access from the South Quay road. The work was stopped in February 2011, and the works contract was cancelled because the contractor did not comply with deadlines.

In 2013, the project to finish the nautical services building was drawn up, and the work will be tendered in 2014.

The total investment for the project is €4 million, of which €2.3 million are still to be invested in 2014 and 2015.

#### **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 works to build the North Extension, and also 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 required 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. Six-day autonomy using solar energy and wind power as its main power sources via photovoltaic panels and a 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 such as carbon fibres and polymer-matrix glass.

This project has an estimated budget of €1.2 million and is scheduled to be carried out in 2014-2015.

#### Developing the Port of Gandia's North Breakwater

The work consists of building a walkway on the top of the breakwater, and installing a door to control access to this walkway to prevent transit in adverse weather conditions, when waves can come over the top.

The budget for this project is €1.5 million and is scheduled to be carried out in 2014-2015.

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

In 2013, 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 is the owner of four of the nine plots of land assigned for logistics use at the Port of Valencia's ZAL, i.e. a total of 136,269 m<sup>2</sup>, which will be made available to shipping logistics firms that wish to move to the area.

The Port Authority of Valencia manages the marketing plan for the Port of Valencia's ZAL through VPI Logística. The plan aims to attract exporters, importers, freight forwarders, and logistics operators, so that those interested can set up business at the ZAL.

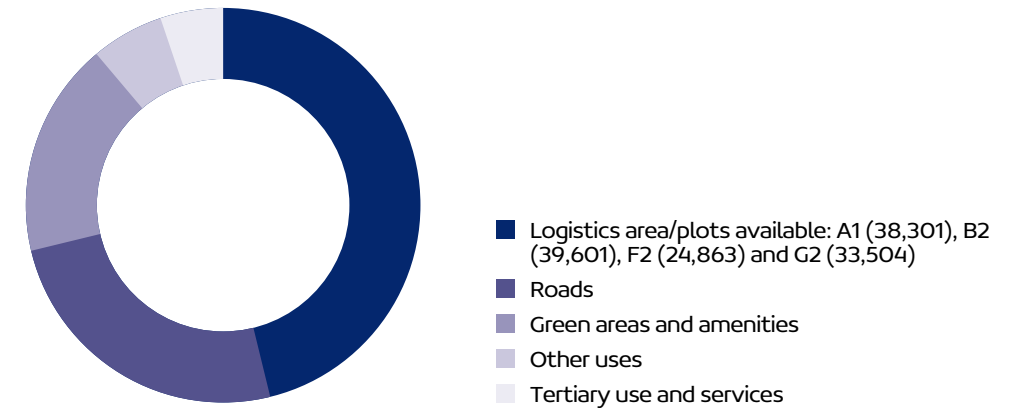
In 2013, VPI Logística carried out a series of actions with regard to the procedures required for the new urban planning document for the logistics area, which will provide a new planning framework for the Port of Valencia's ZAL that is tailored to the logistics needs of an industry which has undergone considerable changes as a result of the incorporation of new processes, and which involves the consequent demand for larger areas to carry out these logistics activities.

The ZAL will enable the Port of Valencia to provide a full range of services and become an efficient logistics tool as an export distribution platform for companies already present in the Valencian Region, as well as for those 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, supply services, 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)



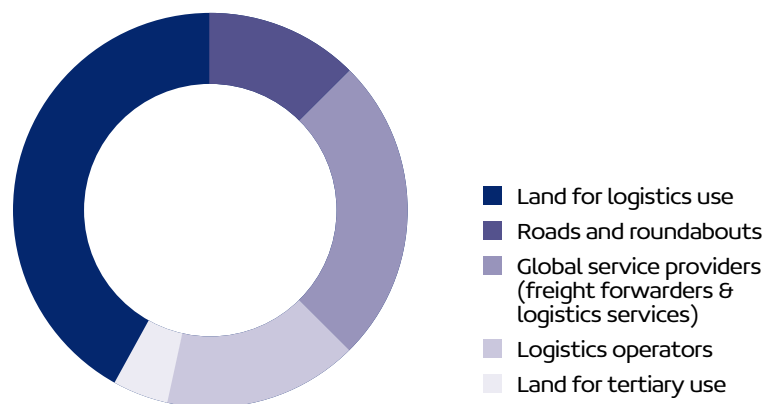
#### LAYOUT OF THE PORT OF VALENCIA'S ZAL



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

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

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



In terms of dry ports, the PAV has a share in the Coslada Dry Port, which links the centre of Spain to the ports of Valencia, Barcelona, Algeciras, and Bilbao by rail. The Coslada Dry Port handles around 20% of the total sea-land traffic on the rail corridor that joins the Port of Valencia to Madrid.

In addition, at the end of 2013, the Spanish Rail Infrastructure Management Body (Adif) awarded a tender to a consortium made up of the Port Authority of Valencia, Noatum Ports, Logitren (company in which the Valencian Regional Government has a share), Grupo Sesé, and the Port Authority of Bilbao, to manage and market services at the Saragossa-PLAZA Rail Logistics Centre. The Port Authority of Valencia's participation in this platform will strengthen the strategic location of the Port Authority of Valencia's ports, improving connectivity with the Cantabria-Mediterranean corridor.





## 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.*

A total of 65,009,905 tonnes was handled in 2013 (including fish catches and supplies), which represented a 1.79% decrease compared to figures for 2012. During the year, a total of 4,327,838 TEUs were handled, i.e. 3.18% down on the previous year. Passenger traffic grew by 5.39%. This increase was particularly significant in traffic to and from the Balearic Islands, which rose by 16.49%, whilst the number of cruise passengers dropped by 1.48%. Traffic throughput of vehicles shipped as goods increased to 465,651 units, i.e. 12.63% up on 2012.

A breakdown of goods traffic reveals that liquid bulk increased by 13.68% to 4,164,892 tonnes, solid bulk went up by 12.29% to 2,444,573 tonnes, conventional general cargo rose by 4.76% to 8,154,213 tonnes, whilst container traffic fell by 4.32% to a total of 49,789,399 tonnes.

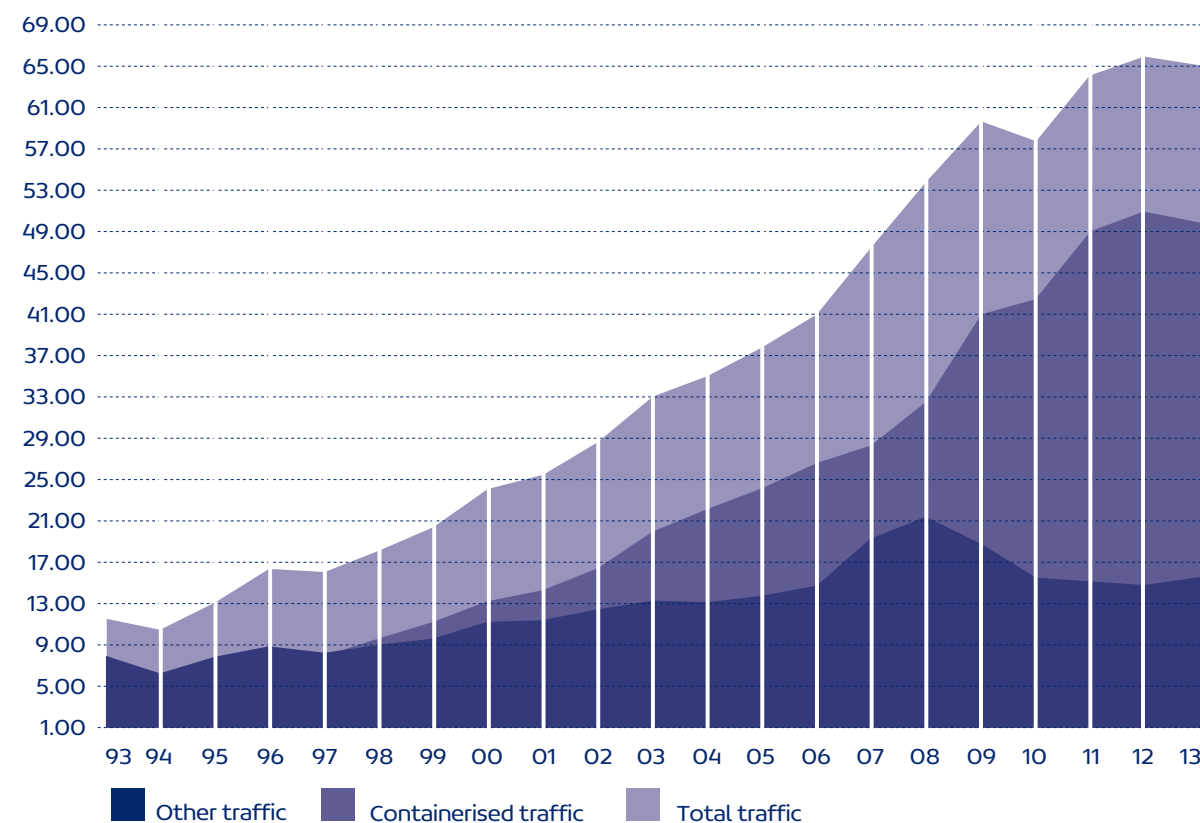
The table below shows the evolution of the three ports which make up the PAV:

THOUSAND TONNES (including fish catches and supplies)	2011	2012	2013	DIFF 13/12	%
Port of Valencia	59,494	60,517	58,442	-2,076	-3.43%
Port of Gandia	217	233	278	44	18.93%
Port of Sagunto	6,057	5,442	6,291	848	15.59%
<b>TOTAL PAV</b>	<b>65,768</b>	<b>66,192</b>	<b>65,010</b>	<b>-1,183</b>	<b>-1.79%</b>

The following table shows a breakdown of the different goods percentages handled, including fish catches and supplies.

THOUSAND TONNES (including container tares)	2011	2012	2013	DIFF 13/12	%
General cargo	58,571	59,822	57,943	-1,879	-3.14%
Containerised cargo	50,903	52,038	49,789	-2,249	-4.32%
Conventional cargo	7,669	7,784	8,154	370	4.75%
Liquid bulk	4,530	3,664	4,165	501	13.68%
Solid bulk	2,374	2,177	2,445	268	12.29%
<b>TOTAL</b>	<b>65,475</b>	<b>65,663</b>	<b>64,553</b>	<b>-1,110</b>	<b>-1.69%</b>
Fish catches and supplies	292	530	457	-73	-13.77%
<b>TOTAL TRAFFIC</b>	<b>65,768</b>	<b>66,193</b>	<b>65,010</b>	<b>-1,183</b>	<b>-1.79%</b>
<b>TEUs (UNITS)</b>	<b>4,327,371</b>	<b>4,469,754</b>	<b>4,327,838</b>	<b>-141,916</b>	<b>-3.18%</b>

## Traffic evolution



## Goods

The Port Authority of Valencia manages the ports of Valencia, Sagunto, and Gandia. However, for the purposes of this study, the PAV will be treated as a single operating unit. Thus, traffic figures will be added up for the three ports, although the port the goods belong to may be indicated where relevant.

## Liquid bulk

Valenciaport handled 4,164,892 tonnes of liquid bulk in 2013. This represents an increase of 13.68% compared to 2012. Liquid bulk accounted for 6.45% of total port traffic.

The main goods were:

(TONNES)	2011	2012	2013	DIFF 13/12	%
Natural gas	2,896,517	2,032,522	2,772,501	739,979	36.41%
Diesel	446,428	471,301	407,487	-63,814	-13.54%
Fuel-oil	204,588	417,433	367,939	-49,494	-11.20%
Chemical products	352,497	330,154	344,017	13,863	4.20%
Wine, beverages, alcohol, and by-products	454,144	258,564	116,994	-141,570	-54.75%
Other liquid bulk goods	176,251	153,662	155,954	2,292	1.49%
<b>TOTAL LIQUID BULK</b>	<b>4,530,425</b>	<b>3,663,636</b>	<b>4,164,892</b>	<b>501,256</b>	<b>13.68%</b>

## Solid bulk

Solid bulk throughput, which represented 3.79% of total port traffic, went up to a total of 2,444,573 tonnes in 2013, which represented an increase of 12.29% compared to the previous year. The main types of solid bulk handled were:

(TONNES)	2011	2012	2013	DIFF 13/12	%
Grain and flour	747,541	782,397	811,679	29,282	3.74%
Natural and chemical fertilisers	439,896	451,020	535,704	84,684	18.78%
Cement and clinker	544,218	461,857	520,678	58,821	12.74%
Other non-metal minerals	132,704	159,962	146,101	-13,861	-8.67%
Coal (thermal) and petroleum coke	251,434	133,326	122,621	-10,705	-8.03%
Chemical products	89,866	98,013	112,322	14,309	14.60%
Scrap iron	0	28,720	70,853	42,133	146.70%
Other minerals and metal residue	55,290	31,805	33,121	1,316	4.14%
Green and dry fodder	14,396	18,170	21,402	3,232	17.79%
Other solid bulk goods	98,700	11,788	70,092	58,304	494.60%
<b>TOTAL SOLID BULK</b>	<b>2,374,045</b>	<b>2,177,058</b>	<b>2,444,573</b>	<b>267,515</b>	<b>12.29%</b>

## Conventional general cargo

In 2013, conventional general cargo, which represented 12.63% of total port traffic, increased by 4.76% to 8,154,213 tonnes.

The main types of cargo handled in this category were:

(TONNES)	2011	2012	2013	DIFF 13/12	%
<b>VALENCIA</b>					
Machinery, apparatus, tools, and spare parts	306,855	512,360	747,410	235,050	45.88%
Vehicles and parts	556,268	483,259	687,954	204,695	42.36%
Other food products	474,889	426,479	464,479	38,008	8.91%
Miscellaneous	377,108	437,545	432,791	-4,754	-1.09%
Oils and fats	410,007	236,306	264,305	-62,001	-19.00%
Construction materials	209,161	196,538	240,214	43,676	22.22%
Other goods <sup>(1)</sup>	2,998,470	3,008,767	3,081,239	72,472	2.40%
<b>TOTAL</b>	<b>5,332,758</b>	<b>5,391,254</b>	<b>5,918,400</b>	<b>527,146</b>	<b>9.78%</b>
<b>SAGUNTO</b>					
Iron and steel products	1,862,231	1,786,041	1,578,488	-207,553	-11.62%
Vehicles and parts	105,107	236,815	203,166	-33,649	-14.21%
Other goods	110,573	168,142	204,338	48,131	30.81%
<b>TOTAL</b>	<b>2,198,573</b>	<b>2,190,998</b>	<b>1,985,992</b>	<b>-205,006</b>	<b>-9.36%</b>
<b>GANDIA</b>					
Paper and pulp	144,196	112,080	136,643	24,563	21.92%
Chemical products	29,234	57,439	72,248	14,809	25.78%
Fruit, vegetables, and pulses	16,612	17,279	19,096	1,817	10.52%
Wood and cork	17,184	9,556	11,212	1,656	17.33%
Iron and steel products	4,536	2,685	2,446	-239	-8.90%
Other goods	595	2,368	8,176	5,808	245.27%
<b>TOTAL</b>	<b>212,357</b>	<b>201,407</b>	<b>249,821</b>	<b>48,414</b>	<b>24.04%</b>
<b>TOTAL PAV</b>	<b>6,949,115</b>	<b>7,668,660</b>	<b>8,154,213</b>	<b>370,554</b>	<b>4.76%</b>

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





## Containerised general cargo

In 2013, the throughput of containerised general cargo, which represented 77.13% of total port traffic, decreased by 4.32% to 49,789,399 tonnes.

The main goods handled were:

(TONNES)	2011	2012	2013	DIFF 13/12	%
Construction materials	4,703,158	4,875,876	4,956,155	80,279	1.65%
Miscellaneous	2,623,867	1,805,264	1,756,925	-48,339	-2.68%
Chemical products	1,453,401	1,364,540	1,426,078	61,538	4.51%
Paper and pulp	1,085,190	1,051,379	919,335	-132,044	-12.56%
Machinery, tools, and spare parts	1,152,294	879,545	807,268	-72,277	-8.22%
Wine, beverages, alcohol, and by-products	979,258	893,779	800,196	-93,583	-10.47%
Fruit, vegetables, and pulses	456,001	459,974	486,055	26,081	5.67%
Other food products	475,764	478,919	464,434	-14,485	-3.02%
Vehicles and parts	336,115	295,573	285,852	-9,721	-3.29%
Iron and steel products	306,846	234,548	256,815	22,267	9.49%
Green and dry fodder	322,955	181,774	172,881	-8,893	-4.89%
Wood and cork	310,551	214,167	165,185	-48,982	-22.87%
Other goods <sup>(1)</sup>	3,530,537	5,936,605	6,101,018	164,413	2.77%
Goods in transit	33,166,329	33,288,817	31,191,202	-2,097,615	-6.30%
<b>TOTAL GOODS</b>	<b>50,902,566</b>	<b>52,038,492</b>	<b>49,789,399</b>	<b>-2,249,093</b>	<b>-4.32%</b>

(1) Includes container tares.

## Containers (TEUs)

A total of 4,327,838 TEUs were handled in 2013. This represented a 3.18% decrease compared to the previous year. Loaded goods accounted for 1,090,170 TEUs, 1,079,342 TEUs were discharged, whilst transit traffic accounted for 2,158,326 TEUs.

BREAKDOWN OF CONTAINER TRAFFIC (TEUs)	2011	2012	2013	DIFF 13/12	%
<b>DOMESTIC TRADE</b>	<b>150,684</b>	<b>143,921</b>	<b>144,262</b>	<b>341</b>	<b>0.24%</b>
Full	70,935	73,463	71,908	-1,555	-2.12%
Empty	79,749	70,458	72,354	1,896	2.69%
<b>FOREIGN</b>	<b>1,950,392</b>	<b>2,045,132</b>	<b>2,025,250</b>	<b>-19,882</b>	<b>-0.97%</b>
Embarked	953,614	1,046,488	1,016,500	-29,988	-2.87%
Full	557,804	639,669	631,901	-7,768	-1.21%
Empty	395,810	406,819	384,599	-22,220	-5.46%
Disembarked	996,778	998,644	1,008,750	10,106	1.01%
Full	540,993	463,919	480,335	16,416	3.54%
Empty	455,785	534,725	528,415	-6,310	-1.18%
<b>TRANSIT</b>	<b>2,226,295</b>	<b>2,280,701</b>	<b>2,158,326</b>	<b>-122,375</b>	<b>-5.37%</b>
<b>TOTAL CONTAINER TRAFFIC</b>	<b>4,327,371</b>	<b>4,469,754</b>	<b>4,327,838</b>	<b>-141,916</b>	<b>-3.18%</b>

## Historical series for container traffic (TEUs)

THOUSAND TEUs	02	03	04	05	06	07	08	09	10	11	12	13
DOMESTIC	151	152	170	153	202	177	178	153	136	151	144	144
FOREIGN	1,198	1,268	1,366	1,554	1,602	1,831	1,842	1,703	1,916	1,950	2,045	2,025
TRANSIT	471	573	609	703	808	1,034	1,582	1,824	2,156	2,226	2,281	2,158
<b>TOTAL</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>	<b>4,328</b>

## Transit traffic

In 2013, transit traffic (including equipment tares) at the Port Authority of Valencia fell to 31,391,974 tonnes, down 6.29% over the previous year. The number of TEUs in transit went down to 2,158,326 TEUs, i.e. a drop of 5.37%.

## Passenger ferries and cruise ships

### Passenger transport

In 2013, regular passenger ferries ran between the Port of Valencia and the Balearic Islands. These were operated by Trasmediterránea (Ibiza, Mahon, Palma de Majorca, and La Savina), and Balearia (Palma de Majorca, Ibiza, Mahon, and San Antonio de Ibiza).

These ferry services carried 347,580 passengers, which represented a 16.49% increase compared to the previous year.

PASSENGERS	2011	2012	2013	DIFF 13/12	%
Balearic Islands	335,033	298,371	347,580	49,209	16.49%
<b>Total regular passenger ferries</b>	<b>337,980</b>	<b>298,454</b>	<b>347,580</b>	<b>49,209</b>	<b>16.49%</b>

## Cruise ships

The number of cruise passengers went down by 1.48%, compared to the previous year, to 473,114 passengers. The Port of Valencia was the home port for 74,348 passengers whilst 398,766 were transit passengers.

PASSENGERS	2011	2012	2013	DIFF 13/12	%
Passengers	378,463	480,233	473,114	-7,119	-1.48%
Home port	114,981	115,893	74,348	-41,545	-35.85%
Transit	263,482	364,340	398,766	34,426	9.45%
Vessels	204	203	223	20	9.85%

## Passenger vehicles

The number of passenger vehicles rose to 79,828 in 2013, which represented an increase of 13.95%.

## Vessel traffic

A total of 7,160 vessels called at the PAV's ports in 2013, which meant an increase of 225 ships compared to the previous year (+3.24%). Gross tonnage (G.T.) rose to 213 million tonnes, i.e. 2.99% up on the previous year.

VESSELS (number)	2011	2012	2013	DIFF 13/12	%
Vessels	6,916	6,935	7,160	225	3.24%
G.T. (thousand tonnes)	201,278	206,817	212,005	6,188	2.99%

The following table lists the most important type of vessels:

TYPE OF VESSELS (number)	2011	2012	2013	DIFF 13/12	%
Containerships	3,094	3,146	3,014	-132	-4.20%
General cargo	1,330	1,392	1,510	118	8.48%
Ro-ro	854	904	954	50	5.53%
Ropax and cruise ships	1,082	982	1,224	242	24.64%
Tankers	347	282	224	-58	-20.57%
Bulk carriers	209	167	161	-6	-3.59%
Other	0	62	73	11	17.74%

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

	2011	2012	2013	DIFF 13/12	%
<b>Valencia. - No. vessels</b>	5,725	5,706	5,806	100	1.75%
G.T. (thousand tonnes):	184,604	191,096	195,403	4,307	2.25%
<b>Gandia. - No. vessels</b>	122	153	165	12	7.84%
G.T. (thousand tonnes):	689	658	926	267	40.50%
<b>Sagunto. - No. vessels</b>	1,069	1,076	1,189	113	10.50%
G.T. (thousand tonnes):	15,986	15,062	16,676	1,614	10.72%

### Flags

Of the 7,160 vessels which called at the ports managed by the Port Authority of Valencia during 2013, 971 did so under the Italian flag, 827 under the Antigua and Barbuda flag, and 824 under the Panamanian flag. During the same period, 209 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

Foreign trade traffic only includes the export and import of goods. The following tables do not include the tare of the equipment that transports these goods, or transit or domestic traffic.

### Exports

In 2013, export traffic grew by 7.39%. The main goods exported were as follows:

MAIN GOODS (tonnes)	2011	2012	2013	DIFF 13/12	%
Finished construction materials	3,834,927	4,601,511	4,693,285	91,774	1.99%
Chemical products	949,238	1,152,135	1,223,551	71,416	6.20%
Wine, beverages, alcohol, and by-products	1,022,536	936,673	803,695	-132,978	-14.20%
Machinery, tools, and spare parts	492,591	651,292	670,646	19,354	2.97%
Vehicles and parts	521,640	513,654	653,187	139,533	27.16%
Paper and pulp	563,238	741,032	620,997	-120,035	-16.20%
Other goods	2,917,049	3,517,669	4,339,725	822,056	23.37%
<b>TOTAL EXPORTS</b>	<b>10,301,219</b>	<b>12,109,835</b>	<b>13,005,086</b>	<b>895,835</b>	<b>7.39%</b>

The main export destinations, by country, were:

(TONNES)	2011	2012	2013	DIFF 13/12	%
China	1,302,158	1,519,697	1,342,653	-177,044	-11.65%
Italy	1,245,013	1,290,776	1,328,419	37,643	2.92%
Saudi Arabia	702,346	972,370	991,110	18,740	1.93%
Algeria	304,804	749,698	865,897	116,199	15.50%
Brazil	178,427	220,822	816,797	595,975	269.89%
The USA	432,794	521,573	549,685	28,112	5.39%
Morocco	305,818	410,442	547,159	136,717	33.31%
United Arab Emirates	389,236	499,645	473,731	-25,914	-5.19%
Mexico	202,498	221,481	330,599	109,118	49.27%
Turkey	221,632	262,945	283,987	21,042	8.00%
Russia	374,312	326,228	265,945	-60,283	-18.48%
United Kingdom	210,411	213,344	249,212	35,868	16.81%
Hong Kong	114,390	274,357	237,487	-36,870	-13.44%
Libya	27,811	100,517	199,265	98,748	98.24%
Greece	99,454	147,818	192,026	44,208	29.91%
Other countries	4,190,115	4,378,422	4,331,114	-47,308	-1.08%
<b>TOTAL</b>	<b>10,301,219</b>	<b>12,109,835</b>	<b>13,005,086</b>	<b>895,835</b>	<b>7.39%</b>

### Imports

Imports increased by 1.32% in 2013, to a total of 10,552,612 tonnes. The main goods imported were:

(TONNES)	2011	2012	2013	DIFF 13/12	%
Natural gas	2,896,517	2,032,522	1,966,449	-66,073	-3.25%
Iron and steel products	1,817,277	1,649,223	1,411,220	-238,003	-14.43%
Grain and flour	795,563	842,803	868,505	25,702	3.05%
Chemical products	742,955	686,996	735,465	48,469	7.06%
Machinery, tools, and spare parts	569,005	587,927	676,976	89,049	15.15%
Paper and pulp	494,661	408,238	449,440	41,202	10.09%
Diesel	446,428	444,398	394,111	-50,287	-11.32%
Vehicles and parts	298,883	255,097	311,828	56,731	22.24%
Fruit, vegetables, and pulses	275,638	289,696	309,811	20,115	6.94%
Finished construction materials	368,095	265,257	261,111	-4,146	-1.56%
Miscellaneous	3,657,270	2,952,837	3,167,696	-696,709	-19.05%
<b>TOTAL IMPORTS</b>	<b>12,362,292</b>	<b>10,414,994</b>	<b>10,552,612</b>	<b>137,618</b>	<b>1.32%</b>



The most important countries of origin were:

(TONNES)	2011	2012	2013	DIFF 13/12	%
China	2,066,186	1,560,153	1,598,995	38,842	2.49%
Algeria	1,140,418	522,184	1,180,503	658,319	126.07%
Italy	1,007,922	1,244,961	919,945	-325,016	-26.11%
France	934,515	886,129	688,393	-197,736	-22.31%
Qatar	648,125	686,010	674,832	-11,178	-1.63%
The Ukraine	106,744	263,713	471,739	208,026	78.88%
The USA	823,150	436,166	421,569	-14,597	-3.35%
Portugal	37,123	110,285	387,208	276,923	251.10%
Turkey	419,705	293,598	314,655	21,057	7.17%
India	187,465	183,594	240,236	56,642	30.85%
Holland	270,229	329,924	177,776	-152,148	-46.12%
Israel	72,936	101,970	167,603	65,633	64.37%
Brazil	149,291	101,135	157,902	56,767	56.13%
Other countries	4,498,483	3,695,172	3,151,256	-543,916	-14.72%
<b>TOTAL IMPORTS</b>	<b>12,362,292</b>	<b>10,414,994</b>	<b>10,552,612</b>	<b>137,618</b>	<b>1.32%</b>

#### Domestic traffic

Domestic traffic (excluding transit traffic) rose by 2.73% during 2013. A total of 2,867,599 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.

*Amount invoiced to the port authority's five main customers, expressed as a percentage of total revenue.*

In 2013, the percentage of total revenue invoiced to the PAV's five main customers was 33.9%.

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

The ports managed by the PAV cater for the needs of different industries, offering shipping for bulk, and conventional and containerised general cargo. Some of the industries served at each port include:

#### Port of Valencia

- Construction material sector, including ceramic products, marble, and carved stone
- Furniture, footwear, toy, and textile industries
- Consumer goods industries (food, household, and hygiene)
- Chemical industry, including frits, pigments, and waste and scrap plastic
- Wine and fruit juice industries
- Paper and pulp
- Automotive industry and automotive parts
- Food industry, including oil, grain and flour (corn, wheat)
- Tourism industry, cruise traffic

#### Port of Sagunto

- Energy industry, natural gas
- Iron and steel industry for the construction, automotive, and electrical appliance industries
- Cement industry
- Fertiliser industry
- Automotive industry

#### Port of Gandia

- Paper and pulp
- Chemical industry
- Food industry (fruit and vegetables)



## Services

*Describe the private sector's role in service provision and port operations, including types of services, and describe the port authority's role and that of the private sector in each one. 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 services must be provided and to define the necessary requirements so that a company can apply to provide these services in its ports.

In the case of port services, the port authority, based on a binding report from the State-owned Ports Body, regulates the provision of these services through the approval of specific requirements. Compliance with these requirements, which include the minimum numbers of staff and equipment the service provider must offer, leads to the granting of a licence to provide the service in question. In terms of commercial services, the same philosophy is applied with the sole difference that instead of specific requirements, the port authority sets out the specific conditions for 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. Port services are monitored through the Annual Plan and through the information the service provider is obliged to give the port authority on a regular basis.

On the other hand, from the perspective of activities associated with occupancy licences, the charges for new licences are calculated in accordance with legally established criteria and limits. Compliance with these limits and with the minimum traffic requirements promised in the concession and authorisation licences is monitored and supervised.

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

The companies that operated in the ports managed by the PAV in 2013 under concession, authorisation or licence are shown in the tables below:

SERVICE PROVIDERS OFFERING PORT SERVICES IN 2013	
TYPE OF SERVICE	NUMBER OF COMPANIES
Pilotage service	3
Tug boat service	1
Mooring service	3
MARPOL service	3
Passenger service	4
Stevedoring service	15

SERVICE PROVIDERS OFFERING COMMERCIAL SERVICES IN 2013

TYPE OF SERVICE	NUMBER OF COMPANIES
Water supply service for vessels	2
Fuel supply service for vessels	16
General supplies	16
Vessel assistance services	6
Boat shuttle service	3
Non-vessel generated waste water collection service	2
Urban and inert waste collection service	4
Other services	5

	PORT OF VALENCIA	PORT OF SAGUNTO	PORT OF GANDIA	TOTAL
No. authorised companies	47	19	17	90
No. concession companies	40	21	7	61
Total per port	87	40	24	151

*Percentage of real land surface areas, defined as land for commercial use under concession*

Surface area available for concessions (m <sup>2</sup> )	6,430,943 m <sup>2</sup>
Surface area used under concession (m <sup>2</sup> )	4,187,339 m <sup>2</sup>
RATIO (%)	65.11%

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

In 2013, 98.78% of goods traffic throughput was handled at concession or authorised cargo terminals.



## Service quality

*Information 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 of the administrative procedures that regulate this process, such as availability of the services' regulatory conditions on the internet, sectorial information sessions, etc.*

Anyone interested in providing a service in the ports managed by the Port Authority of Valencia should contact the PAV's Service Management Department, either in person at its offices, or by telephone or e-mail. Interested parties 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 procedures that have to be followed in order to obtain a licence or authorisation.

The specific requirements and specific conditions for the services will soon be available to download from the port authority's website. These contain information about the documentation that must be presented and the requirements that must be met by possible applicants, as well as legal references and applicable regulations.

Finally, in the very near future, the database of registered service providers offering port services at the PAV will be available to download. This will subsequently be extended to include the database of registered service providers offering commercial services at the PAV.

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

In terms of granting public land occupancy licences, the legal procedures set out in the recast 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 shipowner, or the importer or exporter.

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

In order to convey this global impression of service quality and meet customer requirements, the Port Authority of Valencia created a Quality Mark, the objective of which is to group together all the companies in the port community that are prepared to provide quality services by

complying with standards which deliver a predetermined level of quality for each of the service processes 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 participating in the Quality Mark. The Quality Mark System was updated in 2013, introducing changes in the system's support documentation, such as the procedures and user rules, which have been modified to include recent improvements included in the service guarantees, i.e.:

- 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)
- Safe arrival of goods at customer facilities (Valencia)
- Delivery of containers at the agreed time (Valencia)
- Containers shipped on the agreed vessel (Valencia)
- 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 which are defined by the Quality Committees and included in the updated Quality Mark Procedures Manual.

Should any guarantee not be complied with, the Quality Mark shall, by means of 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 light of the need to coordinate the different port service providers, ensure that the guaranteed commitments are complied with, reach agreements and implement improvements to the promised service quality, and 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 studies into possible opportunities for improvement. Each working group is made up of the different stakeholders playing a part in the process under study. In 2013, the working groups implemented specific measures to respond to the different challenges that arose during the year. These included:

- Enabling freight forwarders and customs agents to present SADs online to Customs, as the certificates for official services are obtained, using full reference number codes when these are issued, or the corresponding certificate numbers, to reduce document processing times.
- Enabling official services, freight forwarders, and customs agents to confirm that requests and additional documentation are correct for container positioning by accessing the Border Inspection Post's appointment system, in order to speed up inspection processes.
- Enabling freight forwarders and customs agents to present inspection requests for goods of animal origin and additional documentation to the Animal Health Department the day before a container is due to be inspected, to reduce waiting times and prevent delays.

- Issuing paperless import clearance at the Border Inspection Post immediately after documentary or physical checks, if the documentation is sent electronically to Customs before a particular time, to speed up exit times for containers going to customers.
- Updating traffic service quality directives for vehicles shipped as goods at the ports of Valencia and Sagunto so that these documents meet the quality commitments included in the new version of the generic service directives published by the State-owned Ports Body.

In 2007, the Quality Mark Quality System became part of a service directive which includes the Procedures Manual and 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 body checks that the system complies with specific standards and guarantees, ensuring a predefined level of service quality.

### Promoting the Quality Mark Quality System abroad

The Quality Mark Quality System (SCMG) has an excellent reputation abroad. This has led to its implementation 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), based on the method established by the Port of Valencia's Quality Mark.

### [valenciaportpcs.net](http://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](http://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 business users SOA services to interconnect them more easily. [valenciaportpcs.net](http://valenciaportpcs.net) handles 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](http://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 processing.
- **More efficient transactions**, which optimise handling and improve response times, generating cost savings of up to 50%.
- **Access to and communication with shipping companies** is unified, thus standardising information and communication with them 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](http://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, giving users easy access to integrated logistics information, speeding up the contracting of logistics services and increasing operational management efficiency.

Currently, over 500 companies in the port community use valenciaportpcs.net on a daily basis.

In addition, in order to adapt to existing international market conditions and the way they evolve, the Port Authority of Valencia has drawn up and approved the following specific service quality directives to further increase the quality of the services provided:

- Container traffic
- Vehicle traffic at the Port of Valencia

In addition, it has adopted the following generic service quality directives:

- Shipping companies
- Pilotage service
- Tug boat service
- Mooring and unmooring service
- Vessel-generated waste collection service
- Cruise traffic
- Solid and liquid bulk traffic
- Conventional general cargo traffic
- Ro-ro traffic
- Multipurpose goods handling

These are complemented, with the demands placed on port service providers to commit to the levels of quality and performance stipulated in the specific requirements, or the standards they offer, if these are more stringent, and which must include ISO 9001 certification, at the very least.

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

In 2013, a total of 13 companies applied for rebates to promote improvements in service quality. These companies accounted for 89.38% 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 customers' degree of satisfaction with the services provided by the port.*

As mentioned above, the Port Authority of Valencia has created a Quality Mark to cater for the needs of its customers. 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 standards which deliver a predefined 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 2013, the complaints and suggestions about compliance with guarantees and the corresponding corrective actions included:

- Goods security guarantee. Two different types of complaints were received regarding the lack of seals and about the number of the actual seal not coinciding with the seal number appearing on the documentation. Complaints were made about a total of 27 containers. These complaints were handled as follows. First, the facts were verified with the container terminals to find out why these incidents had occurred, so as to subsequently give the relevant explanation to the customer making the complaint.
- Container flow guarantee. No complaints were received from customers regarding this guarantee. However, the sampled available data shows that on specific occasions, the guarantee may not be complied with. Therefore, a study of information requirements is being carried out to obtain an indicator that gives the real percentage of non-compliances with this guarantee.

Running the Quality Mark System involves holding meetings with port service providers to analyse and coordinate processes in which the different groups participate, as well as assessing the quality of the service provided and reaching agreements to solve problems and deal with complaints made by private stakeholders and public bodies that have responsibilities in the port environment. Some of the activities discussed at the 12 meetings held in 2013 included:

- Drawing up a good practice guide for reefer containers at the Port of Valencia.
- Reviewing and updating the User Rules and the Procedures Manual for the Port of Sagunto's Quality Mark.
- The Port of Valencia's New Vehicle Working Group: updating the service directive for new vehicle traffic at the Port of Valencia.
- The Official Inspection Services Working Group: analysing goods transit times at the Border Inspection Post (PIF).

Agreeing to comply with commitments means that port operators joining the Quality Mark must create and maintain a record of incidents for every guarantee. These records revealed that there were a total of 892 seal control incidents at container terminals in 2013. In addition, a total of 128 incidents related to containers entering or leaving port terminals were reported to the Quality Mark by shipping agents and hauliers.

Similarly, the valenciaportpcs.net technological platform has a customer service centre (CAU) to solve any technical incidents which may arise from the use of this platform. Suggestions made to improve the services offered through valenciaportpcs.net are also taken into account. The contact details for the CAU, which appear on the valenciaportpcs.net website, 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.

In the "Contacting the CAU" section of [www.valenciaportpcs.net](http://www.valenciaportpcs.net) there is a form for technical queries or queries about how to use the valenciaportpcs.net platform. In addition, the CAU provides customer service 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).

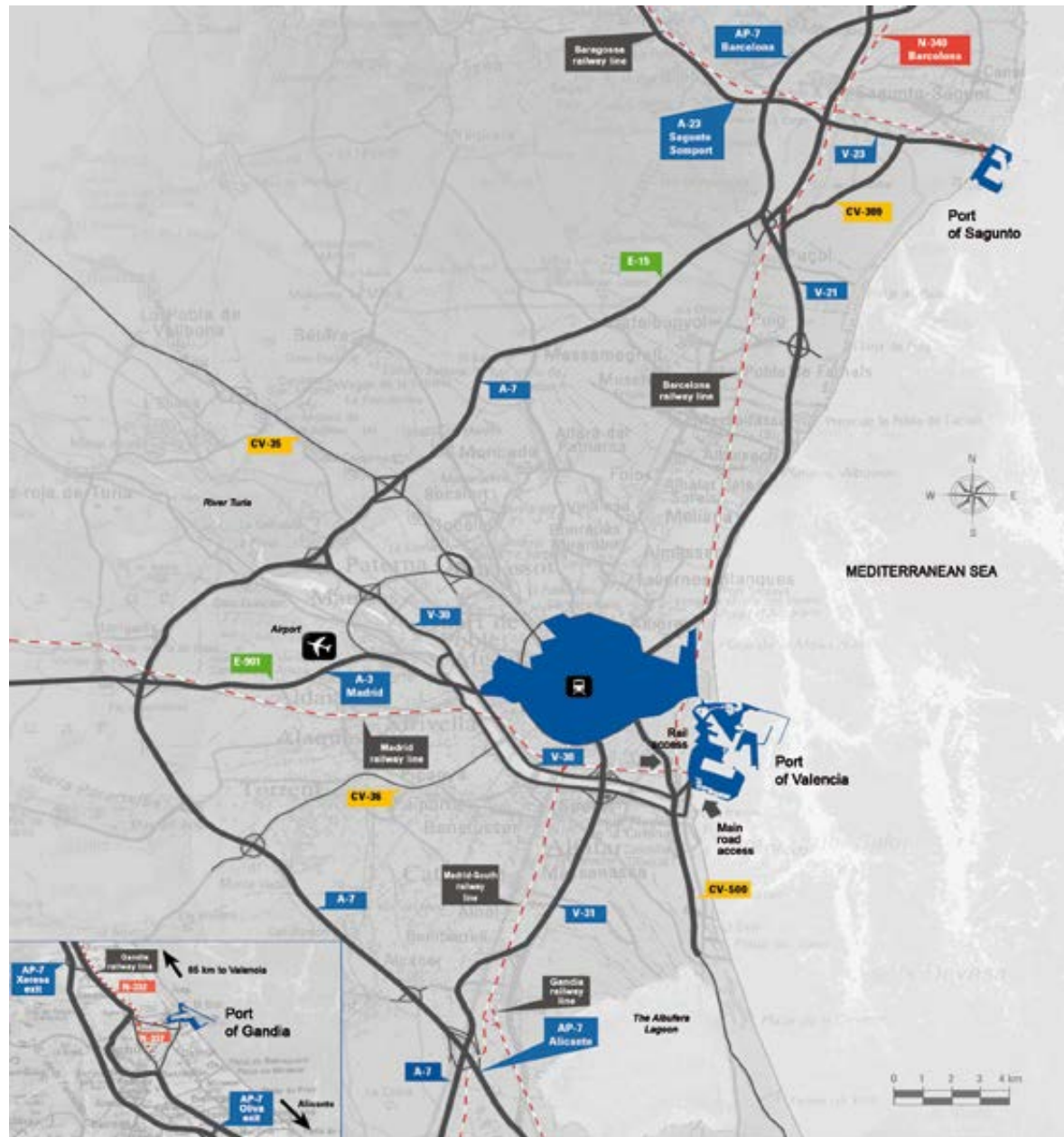
There is also a suggestions box on the valenciaportpcs.net website for users to put forward ideas and give comments.



## 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 (Mediterranean toll-free motorway) which in turn is directly connected to the other road links in the port's hinterland:

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

With regard to the initiatives aimed at improving rail access to the Port of Sagunto, in 2013 a resolution of the Department of the Environment was signed on 30<sup>th</sup> December, in which an environmental impact statement for the Rail Access to the Port of Sagunto project was made.

This is a fundamental project for the Port of Sagunto as it does not currently 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. It is linked to the AP-7 toll motorway at Xeraco (north) and Oliva (south) via the N-332 A-road. The Port of Gandia is also linked to its hinterland via the CC-320 road from Almansa to the Grao de Gandia.

With regard to the initiatives aimed at improving road access to the Port of Gandia, on 7<sup>th</sup> February 2011, a resolution of 25<sup>th</sup> January 2011, reached by the Department of Climate Change, was published in the Official State Gazette, 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 was made. This is an essential project for the Port of Gandia because it will enable access to the port from the N-332 trunk road, making transport links to the port easier and eliminating the need to cross the town of Gandia, via a direct link to the surrounding road network via the N-332 trunk road, which belongs to the public road network. The project was put out to tender and awarded in 2009 for €19,155,665.80 (including VAT), and was scheduled to be completed over a period of 32 months. However, the current economic situation has caused work to be delayed.

### By rail:

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

## Strategies to promote port-rail intermodality

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

In 2013, the Port Authority of Valencia continued with its strategy to improve rail and port intermodality through the promotion of four basic lines of action:

### 1) Improving rail infrastructure 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 2013, rail infrastructure initiatives included the PAV tendering the “Extension of the rail tracks on the Levante Quay at the Port of Valencia” project, which consists of extending the existing rail tracks on the Levante Quay through a ballast-less standard-gauge and mixed-gauge track on two berthing faces and Iberian gauge track on a third berthing face; the installation of RTG crane rails; and of rail safety measures on intersections, modification of roads and accesses, and the replacement of the services affected. Modification of these access points has been encouraged by the positive evolution of rail transport operations at the port, by the advantages of having longer convoys requiring tracks to be at least 450 metres long and preferably no shorter than 650 metres, and by the advisability of relocating access to the quay currently used by the logistics firm TCV.

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” was also approved, its aim being 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 access points to the end of the terminals on the Principe Felipe quays, and the north area of the port. In addition, negotiations are underway with Noatum Container Terminal Valencia for the “Draft project to redesign the Principe Felipe rail terminal”. This includes adapting the terminal to run with 750-metre-long freight trains, and implementing mixed gauges on some tracks up to the port entrance, as the first stage of the implementation of interchangeable standard gauge track for its internal rail network.

### 2) Creation of its own rail management model

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

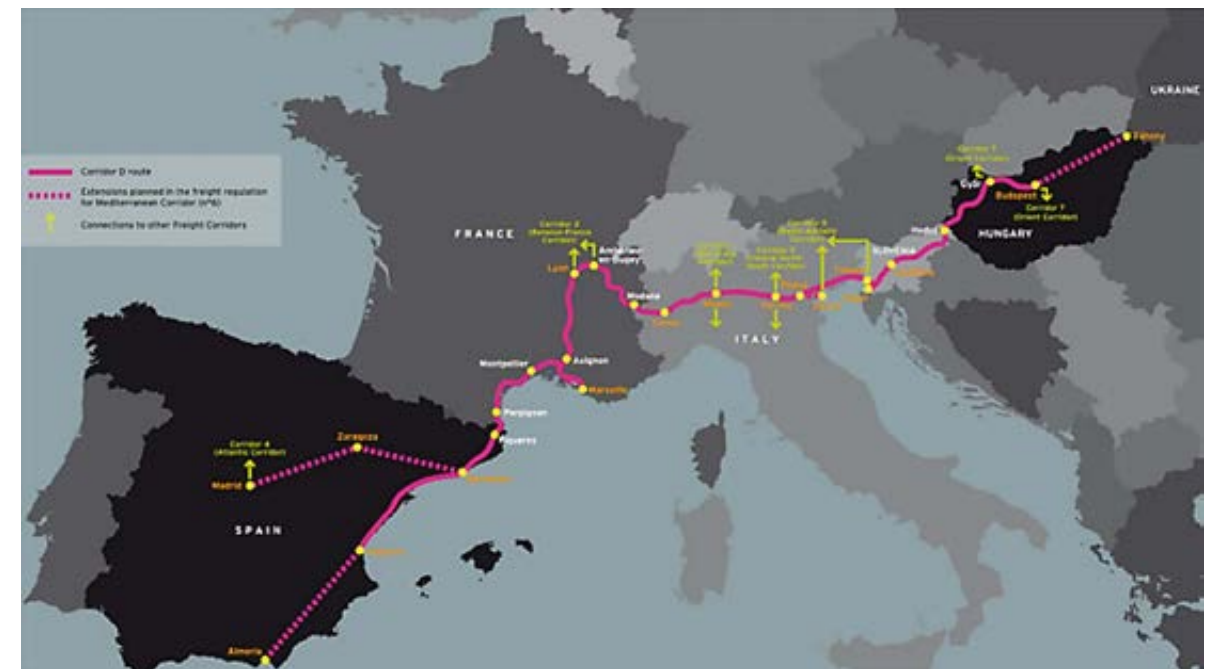
Throughout 2013, the PAV continued to work with Adif to improve rail management inside the port, in the areas it is responsible for. Based on the draft projects mentioned above, a PAV-Adif working group was created to identify which tracks should be Iberian, mixed or standard gauge, and which sections should be electrified and, as a result of the connection to the third track from the Fuente San Luis, coordinate the drafting and execution of the signalling and communication project to the functional link.

In addition, in the committee to monitor the connection agreement between Adif and the PAV, it was decided, amongst other things, to establish quality indicators for rail traffic at the Port of Valencia to record punctuality, accidents and incidents, failures/breakdowns in the port facilities/infrastructures, arrivals and departures, the amount of rail traffic as a percentage of land traffic, and the number of complaints made by customers and providers. These indicators will help to continuously improve port and rail traffic.

### 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 2013, these activities included the PAV’s active cooperation with FERRMED to achieve the objective of including the Mediterranean Corridor as a priority in the European transport network and the PAV’s contribution in the advisory groups that have been developing Rail Freight Corridor 6 within the framework of Regulation 913/2010 of the European Parliament and of the Council.





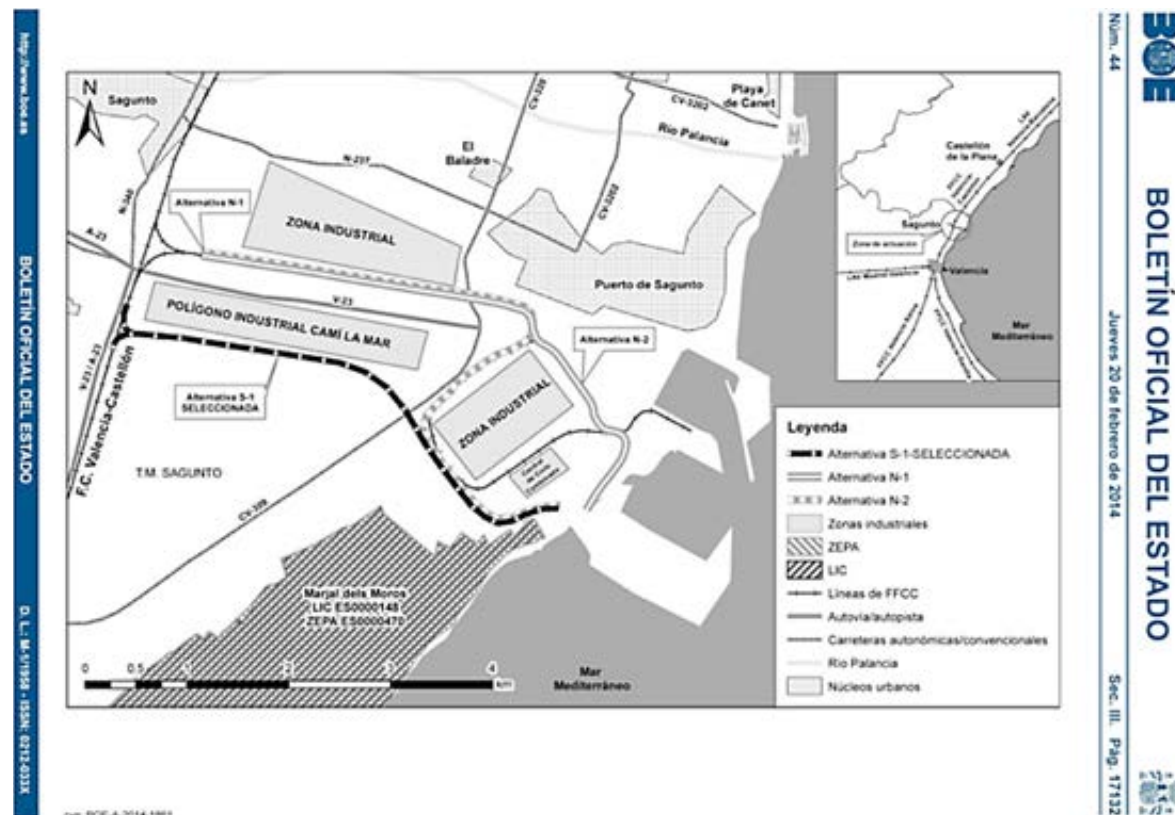
The Port of Sagunto does not currently have public rail access. There is only a private link between the South Quay and the Arcelor Mittal factory adjoining the port.

Consequently, both the Port of Sagunto and the industrial area next to the port need a rail link to the public rail network. This is a priority for the Port Authority of Valencia, as the new rail link to the Port of Sagunto will enable the facility to offer intermodal transport in line with development scenarios proposed by the European Union.

Accordingly, and with regard to the initiatives aimed at improving rail access to the Port of Sagunto, in 2013 a resolution of the Department of the Environment was signed on 30<sup>th</sup> December, through which an environmental impact statement for the "Rail Access to the Port of Sagunto" project was made.

The rail access proposed by the Ministry of Development's Rail Infrastructure General Directorate starts at the connection with the Valencia-Castellon conventional Iberian gauge line, and runs parallel to it from west to east, on the south edge of the planned infrastructures, until it turns southeast along the edge of the infrastructures located to the north of Parc Sagunt I. It turns east again along the corridor between the Unión Fenosa combined cycle power plant and the Marjal del Moro wetlands, until it reaches the port.

### Rail access to the Port of Sagunto



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

For the PAV, developing rail transport is essential if it is to increase its import and export traffic in the hinterland it serves. The following initiatives were carried out in 2013:

- A shareholding in the company that manages and markets the Saragossa PLAZA Rail Logistics Centre, together with Noatum, Grupo Sesé, Logitren, and the Port Authority of Bilbao.
- Diversification of destinations offered to and from the Port of Valencia. The PAV worked with different stakeholders in the rail freight logistics chain to develop new corridors in line with the strategy to develop rail transport networks and corridors. Accordingly, efforts were made to promote the Cantabrian-Mediterranean corridor, the South corridor (Andalusia) and the extension of the Central corridor towards Portugal.

- Promotion of rail access to the Port of Sagunto. The PAV continued to work to obtain rail access for the Port of Sagunto to connect it to the public rail network. Work also continued to adapt its internal infrastructures to international standard gauge.
- The arrival of the first vehicle rail convoy at the Ro-ro terminal on the East Breakwater. This was possible thanks to the joint efforts of different port community groups to make the infrastructure operational, and to offer car manufacturers in Spain new transport options between the Port of Valencia and their factories, as well as pointing out the advantages of using rail transport to this industry.
- A 5% increase in the goods charge rebate over the previous year for containers that enter and leave the port by rail at the Port of Valencia.

### Description of the strategies adopted by the port authority to promote Ro-ro traffic.

In 2013, the PAV carried out different activities to promote and consolidate Ro-ro traffic. These included:

- Receipt of the first train of new vehicles at the East Breakwater in the Port of Valencia. After the investments made in previous years to create rail access to the East Breakwater and to improve the road and rail intersections, in 2013 the first convoy of new vehicles arrived at the Port of Valencia.
- Intermodality and Ro-ro traffic. Participation in a working group with different stakeholders in the logistics chain (shipping companies, hauliers, rail operators, and the port authority) to develop rail traffic that can load Ro-ro equipment onto rail platforms to improve access to its hinterland, in this case, Portugal, in more competitive conditions.
- Support to improve connectivity and the frequency of regular services. At the Port of Valencia, the frequency of services to Italy (Savona/Leghorn) and between the Mediterranean and West Africa was improved. At the Port of Sagunto, two new lines were introduced: one from Sagunto to Libya, and another line that calls at several ports in different Mediterranean countries.
- Active participation in the Spanish Short Sea Shipping Association.
- Promotion of strategic regular Ro-ro and containerised cargo services to MENA countries (North Africa and the Middle East). In 2013, Algeria moved up to third place in the ranking of trade exchanges with the PAV, behind China and Spain. In 2013, a delegation of Arab League ambassadors visited the PAV, headed by the Algerian ambassador in Spain. Similarly, the General Director of the Port of Tanger-Med visited the Port of Valencia.
- Specific new rebates were introduced on the vessel charge for sensitive, priority, and strategic traffic, in general, and the goods charge, for oil in particular.
- Participation in different European projects, such as B2MoS, FUTUREMED, MEDNET, and MEDITA, which aim to simplify Customs procedures and implement technological developments through pilot projects to improve Ro-ro traffic at the PAV. The Business to Motorways of the Sea (B2MoS) project is the continuation of the Monitoring and Operation Services for Motorways of the Sea (MOS4MOS) project, coordinated by the PAV. The B2MoS project got underway in mid-2013 and is co-financed by the European Union with funds from the Trans-European Transport Network. It has 27 members from Spanish, Italian, German, British, Slovenian, and Greek institutions and companies, with the Valencian port cluster having a strong presence.

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

In 2013, 1,761,000 tonnes of goods were transported by rail, of which 975,000 tonnes were discharged from vessels, whilst 786,000 tonnes were loaded onto vessels. Total land traffic stood at 31,038,324 tonnes (excluding shipping transit and goods transported by pipeline). Thus, rail freight accounted for 5.67% of total land traffic. A total of 111,000 TEUs were transported, which represented 5.12% of the 2,169,512 TEUs of total import-export traffic handled in 2013.

## 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).

### Passenger vehicles

	2011	2012	2013	DIFF 13/12	%
Passenger vehicles	79,003	70,069	79,828	9,759	13.93%

### Vehicles as goods

The number of vehicles shipped as goods in 2013 rose to 465,651, which represented an increase of 12.63% over 2012. The following table provides a breakdown of this type of traffic:

	2011	2012	2013	DIFF 13/12	%
Loaded	232,920	157,959	235,261	77,302	48.94%
Discharged	156,124	27,383	134,104	6,721	5.28%
Transit	19,936	128,110	96,268	-31,824	-24.84%
<b>TOTAL</b>	<b>408,980</b>	<b>413,452</b>	<b>465,651</b>	<b>52,199</b>	<b>12.63%</b>

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

### Wheeled ITUs (Intermodal Transport Units)

In 2013, wheeled intermodal transport unit traffic (ITUs) rose by 13.51%, compared to the previous year. The following table shows the evolution of this traffic between 2011 and 2013 (by units):

	2011	2012	2013	DIFF 13/12	%
Trailers	57,403	99,571	130,982	31,411	31.55%
Articulated lorries	89,234	50,186	59,727	9,541	19.01%
Rigid lorries	20,971	16,405	18,126	1,721	10.49%
Flatbed trailers	44,352	33,908	17,755	-16,153	-47.64%
Tractors	1,205	1,690	1,463	-227	-13.43%
Road trains	-	396	1,400	1,004	253.54%
Vans	61	42	62	20	47.62%
Roll trailers and other equipment		15	25	10	66.67%
<b>TOTAL</b>	<b>213,226</b>	<b>202,213</b>	<b>229,540</b>	<b>27,327</b>	<b>13.51%</b>

### Ro-ro traffic in tonnes

In 2013, a total of 6,364,475 tonnes of Ro-ro traffic were handled alongside the wheeled ITUs mentioned above (including equipment tares), and including the tonnes of vehicles shipped as goods, described at the start of this section. This represented a 9.8% increase over 2012. Ro-ro throughput in TEUs went up to a total of 60,685 TEUs in 2013, which represented a 13.56% rise over the previous year.





## 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.), port industry associations, hauliers, companies providing port services (including technical and nautical services: tug boat, mooring and pilotage services; vessel-generated waste collection service; passenger services, and goods handling services: loading/discharging, stowing/unstowing, goods transit and transhipments), and all the other stakeholders that are involved in the shipping chain.

**Citizens:** Society as a whole, represented by public authorities, the media, and other civil institutions, as well as other civil society organisations and neighbourhood groups, especially from adjoining districts.

### *Communication with stakeholders and their participation model*

The communication framework with stakeholders and their participation model is as follows:

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 website
	Notice boards
	Formal and informal meetings in and between departments
	e-mail and teamwork in shared projects
Port community	Quality Committees at the ports of Valencia and Sagunto
	Shipping and Port Councils at the ports of Valencia, Sagunto, and Gandia
	Participation in professional associations and meetings
	Training and information conferences
	Working meetings
	Own publications
	Valenciaport website
	valenciaportpcs.net
	European projects
	Regular working meetings with their main representatives
Citizens	Participation in citizen, economic and academic forums
	Informative 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 continue to centre on job stability and working conditions.

The port community aims to increase customer loyalty, and improve service and efficiency to make the port more competitive as a whole and attract new traffic.

Citizen concerns focus on issues related to the impact of port activities on their local surroundings, as well as the model and evolution of port-city relations.

*Coordination and cooperation projects with other authorities.*

AGREEMENTS IN FORCE IN 2013	CO-SIGNING AUTHORITIES	YEAR SIGNED
Cooperation Framework Agreement between the University of Valencia (Estudi General) and the Autonomous Port of Valencia.	University of Valencia ( <i>Estudi General</i> )	1991
Cooperation agreement to develop an educational cooperation programme	University of Valencia ( <i>Estudi General</i> )	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 ( <i>Estudi General</i> )	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 ( <i>Estudi General</i> )	1997
Cooperation agreement between the PAV and the Spanish Maritime Safety Agency to coordinate and manage shipping and port traffic at the ports of Valencia, Sagunto, and Gandia	Spanish Maritime Safety Agency	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
Agreements between the PAV and the Merchant Navy Directorate General on assigning land and offices for the Harbourmaster's Offices at the ports of Valencia, Sagunto, and Gandia	Directorate General for Merchant Shipping	1999
Agreement to create a 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 Gandia, 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 Merchant Navy Directorate General 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
Transfer 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 Maritime Safety Agency and the PAV	Spanish Maritime Safety Agency	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 Foundation for Economic Studies 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 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





AGREEMENTS IN FORCE IN 2013	CO-SIGNING AUTHORITIES	YEAR SIGNED
Agreement to coordinate actions in terms of port-city environmental integration	Valencia City Council	2008
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
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
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
Cooperation agreement for the development of the project to make the lighting at the ports of Valencia, the Balearic Islands, and Tenerife more energy efficient	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 Gandia Town Council and the Port Authority of Valencia	Gandia Town Council	2012
Valencia Local Innovation Agreement	Valencia City Council	2012
Specific agreement to develop a Cooperation Agreement between the Universidad Politécnica de Valencia and the Port Authority of Valencia for a project entitled "Plan to monitor the evolution of the beaches to the north and south of the Port of Valencia after the completion of the extension works".	Universidad Politécnica de Valencia	2012
Cooperation agreement between the Arca de Noé Association and the Port Authority of Valencia	Arca de Noé Association	2012
Educational cooperation agreement between the Port Authority of Valencia and the Pontificia Comillas University	Madrid Pontificia Comillas University	2012
Third additional protocol of the agreement of 16 <sup>th</sup> November 2009 between the Spanish Railway Infrastructure Management Body (Adif) and the Port Authority of Valencia (PAV) to manage operations in the rail network inside the Port of Valencia	Spanish Railway Infrastructure Management Body (Adif)	2012
Connection agreement between the Spanish Railway Infrastructure Management Body (Adif), the State-owned Ports Body and the PAV to connect the public 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
Educational cooperation agreement to offer internships on the degree in Business Administration for Entrepreneurs between EDEM and the Port Authority of Valencia	EDEM Business School, Valencian Region Foundation	2013
Agreement between the Port Authority of Valencia and the Valencian Region Foundation for Research, Promotion, and Port Studies (Valenciaport Foundation), to grant a subsidy to carry out the activities corresponding to 2013	The Valencian Region Foundation for research, promotion and port studies (Valenciaport Foundation)	2013
The Valencian Region Civil Society Agreement	Valencian Regional Government	2013
Agreement to freely assign certain assets belonging to the Port Authority of Valencia to the Valencia City Council together with the transfer of land	Valencia City Council	2013
Approval of the administrative agreement to make certain assets, which are part of the Juan Carlos I Marina, available to the Valencia 2007 Consortium	Valencia 2007 Consortium	2013

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

#### 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 (AIVP)
- EUROPHAR European Group (promoting environmental protection and safety in ports)
- The World Association for Waterborne Transport Infrastructure (PIANC)
- The Association for the Collaboration between Ports and Cities (RETE)
- The SMDG Foundation (User Group for Shipping Lines and Container Terminals)
- The International Multimodal Transport Association (IMMTA)
- The International Harbour Masters' Association (IHMA)
- The International Port Law Association
- The European Port Community Association (EPCSA)

#### Local, regional, and national organisations:

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

## Sales promotion

*Description of the initiatives carried out by the port authority for the port's commercial promotion. Refer to the target sectors and to possible field work carried out for market prospection.*

In 2013, the Port Authority of Valencia took part in different sectorial events to boost the organisation's visibility, better its competitive trade position and strengthen the image of the Valenciaport brand. Similarly, the PAV welcomed a whole host of institutional, logistics and port representatives from around the world, including numerous delegations from Brazil, Turkey, the Far East, and North Africa.

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

- Cevisama, Valencia, February 2013
- Seatrade Miami, Miami, March 2013
- Ecofira, Valencia, March 2013
- The Civil Engineering and the Environment Week, Valencia, May 2013
- SIL, Barcelona, June 2013
- Encaja, Valencia, October 2013

The PAV also visited other fairs such as:

- FITUR, Madrid, January 2013
- Logis Expo, Saragossa, April 2013
- Fruit Attraction, Madrid, 2013

The Port Authority of Valencia was also represented at various congresses and conferences including various 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 2013, the PAV continued to place advertisements in the press, and maintained a high profile in international publications specialising in deep-sea container traffic, such as Lloyd's List, Containerisation International, and Port Strategy. One-off advertisements were also placed in specialised cruise industry media such as Cruise Insight and Seatrade Cruise.

*Sales promotion expenses, expressed as a total amount and as a percentage of total operating expenses.*

### SALES PROMOTION EXPENSES

Expenses	1,238,762.66
Operating expenses	95,961,094.17
Sales promotion expenses as a percentage of total operating expenses	1.29%





## 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 clients and the general public, 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 which will be operational in 2014.

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

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

In addition, the PAV carries out its electronic data exchange and e-commerce services through its Port Community System – valenciaportpcs.net. This platform groups together 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, the Merchant Navy, and other authorities. This service is used to make call requests, manage vessel technical data sheets, receive summary declarations and manifest numbers, receive vessel clearance, and receive berthing and anchoring permits.
- **Dangerous goods:** allows single-window access to the PAV, the 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, 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 responses from Customs and the PAV can be handled.
- **Loading and discharge lists:** this service provides operators with vessel loading and discharge orders and can receive terminal confirmations for container and vehicle traffic.
- **Paperless export clearance:** the shipping agents inform Customs of the goods that are to be loaded onto 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 smart gates. The APG gate system connects to valenciaportpcs.net, which processes the goods' operational and customs data, and to Customs so that automated exits can be given in real time. This service is available for all types of cargo.
- **Land transport:** 99% of container land transport in Valenciaport is managed through valenciaportpcs.net. This represents around two million individual electronic documents a year. The issuing of electronic orders has enabled several of Valenciaport's container terminals to implement gate automation processes.
- **Rail transport:** valenciaportpcs.net can also manage container rail freight, with the implementation of train loading and discharge, and the exchange of information between shipping lines and port terminals.
- **Customs traceability:** customs traceability data is received, managed, and sent to customers through the track and trace system, and is 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 website.

2013 figures for the platform include:

- 4,188,838 containers (TEUs) loaded or discharged through valenciaportpcs.net, i.e. 97% of total traffic.
- 1,514,215 containers collected or delivered at the Valencia and Sagunto terminals, transport for which was managed through valenciaportpcs.net.
- 125,527 dangerous goods shipments handled through valenciaportpcs.net using dangerous goods notifications.
- 9,410 electronic berthing permits through valenciaportpcs.net.
- 34,513,449 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 company users with a single window for sending and receiving shipping documents to and from the world's major shipping companies.

As part of the on-going improvement process at the heart of the PAV's management model, a total of 31 packages of improvements were implemented enhancing the services currently offered. Some new services were also introduced. These included the new track and trace service, through which carriers can follow the status and whereabouts of their containers.

One of the other services aimed at making transactions between public authorities more efficient is the application for health authorities to control container transshipments. This application has made transshipment management transparent at all levels, and provides both the authorities and carriers with comprehensive information in real time, making the process more efficient and completely predictable.

*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 economic 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, either directly or indirectly, in the following R&D&I projects:

- **GREENCRANES – PROMOTING ENERGY EFFICIENCY AND GREEN TECHNOLOGIES IN THE BERTHING OPERATIONS OF PORT COMMUNITY SMES:** developing 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.
- **B2MOS – BUSINESS TO MOTORWAYS OF THE SEA:** improving information exchanges between public and private organisations, and promoting operational cooperation to make Motorways of the Sea more efficient; encouraging the development of TEN-T Motorways of the Sea networks, and enhancing European cohesion by simplifying specific administrative procedures that affect peripheral and ultra-peripheral regions, and reducing intracommunity trade barriers.
- **MONALISA 2.0** – contributing to the promotion of Motorways of the Sea (MoS) in the European Union (EU) through the application of a series of measures, which are part of the EU's shipping policies.
- **GREENBERTH – PROMOTING THE ROLE OF PORT COMMUNITY SMES IN ENERGY EFFICIENCY AND GREEN TECHNOLOGIES FOR BERTHING OPERATIONS:** improving actions that dovetail with reducing resources and enhancing energy efficiency in key port processes involving vessels and berthing operations, which have a considerable impact on Mediterranean regions.
- **SEATOLAND – 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.
- **LOSAMEDCHEM – HOW COULD THE LOGISTICS AND THE SAFETY OF THE TRANSPORT OF CHEMICALS BE IMPROVED IN THE MEDITERRANEAN AREA, WITH THE LESSONS LEARNED FROM CENTRAL EUROPE:** study to improve transport conditions for chemical products.
- **MAREMED – MARITIME REGIONS COOPERATION FOR THE MEDITERRANEAN:** coordinating the working group analysing the implementation of the Water Framework Directive in the Mediterranean. Exchanging experiences about regional shipping policy, exchanging best practices, enriching innovative regional and sub-regional activities and transferring them.

- **PORTA – PORTS AS A GATEWAY ACCESS FOR INNER REGIONS:** studying to what extent improvements in accessibility to port facilities enhance efficiency in ports (especially short sea shipping Ro-ro operations), and reduce the environmental impact of transport-related activities, mainly when the port is surrounded by an urban community.
- **OPTIMIZEDMED – OPTIMIZING AND PROFITING BEST PRACTICES IN THE MED AREA ON FOREIGN TRADE, INTERMODAL TRANSPORT AND MARITIME SAFETY:** creating a website to centralise the results of the MED projects to serve the shipping and port industries in the Mediterranean.
- **EUPORTRAITS – EUROPEAN PORT WORKERS TRAINING SCHEME:** examining the current “human capital map” in European ports, in terms of the current and future needs of the industry, and the training requirements for skilled workers who, under the spectrum of technological changes and innovation, are capable of continuing to guarantee safe, efficient port operations in EU ports, ensuring the European port industry remains competitive.
- **CYS – CYBER SECURITY MANAGEMENT OF THE PORTS CRITICAL INFORMATION INFRASTRUCTURES:** improving the cyber security management of ports, analysing the wide range of direct and indirect threats to critical port infrastructures (physical and cyber), and identifying their interdependencies, correlations, dissemination, and levels of impact.

The PAV is also involved in other research, development, and innovation activities. For example, it is the General Secretary of the Europhar EEIG.

The following table shows expenses corresponding to R&D&I projects in 2013:

R&D&I expenses	
Innovation expenses (thousand €)	1,467
Operating expenses (thousand €)	95,961
Innovation expenses as a percentage of total operating expenses	1.53%

*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 2013 is as follows:

- The Valencian Foundation for Advanced Studies
- The King James I Awards Foundation
- The Valencian Region Port Institute Foundation for Economic Studies and Cooperation (FEPORTS)
- The Valencian Region Foundation for Research, Promotion, and Port Studies (Valenciaport Foundation)

The most important cultural initiative in 2013 was the collaboration with the Valencian Regional Government and the UV-CITMA Demetrio Ribes Chair, as a centre for studies on the history of transport and public works, in the edition of a new Valencian Region Transport Museum booklet published under the title “The Commercial Docks at the Port of Valencia. A centenary”.

In terms of courses, seminars, and teaching programmes, the PAV was heavily involved in the training and teacher work experience agreements signed with the Universidad Politécnica de Valencia, the University of Valencia, and other universities in the Valencian Region. The PAV, in conjunction with the Pontificia Comillas University, organises the Port Management and Intermodal Transport Master's degree, which completed its 21<sup>st</sup> edition in 2013. The PAV also continued to take part in the United Nations Conference on Trade and Development's (UNCTAD) TrainForTrade port training programme.

The PAV cooperates with different associations and social initiatives in its area of influence as part of its Corporate Social Responsibility policy. In 2013, it worked with:

#### Business associations related to ports and the economy:

- 12<sup>th</sup> ASCER Ceramic Awards
- 12<sup>th</sup> Camp del Morvedre Business Meeting – ASECAM
- King James I Awards – Economy category

#### Sporting and cultural events in the port environment:

- 28<sup>th</sup> Port of Sagunto half marathon
- 33<sup>rd</sup> City of Valencia marathon / 23<sup>rd</sup> half marathon
- 26<sup>th</sup> “Pas Ras” race at the Port of Valencia
- 24<sup>th</sup> International Paella Competition for the logistics industry
- Maritime Falla Association
- Cristo del Grao religious brotherhood association
- Nazaret Music and Dance Centre
- Maritime Holy Week
- Workshops on the culture and traditions of Sagunto
- Neighbourhood Associations Federation – Citizens Week

A number of charity initiatives were promoted and carried out by the PAV staff and the port community. These included:

- Staff promoting and taking part in special lottery draws for the Spanish Cancer Association and the Spanish Red Cross.
- Campaign to collect old and unused tablets and mobile phones – Angelman Syndrome Association.
- Donation of walkie-talkies for use in emergency coordination – Naquera Civil Defence Volunteers' Group.
- Donation of office furniture and promotion of voluntary work – Nazaret Arca de Noé Association.
- Campaign to collect clothes, food, personal hygiene products, classroom material, and toys for Christmas – Santiago Apostol School.
- Campaign to collect food, toys and essential items – Casa de la Caridad.
- Campaign to collect children's hygiene products and baby food – Casa de la Caridad.
- Campaign to collect clothes, household goods, food, personal hygiene products, and cleaning products to cater for the basic needs of sub-Saharan immigrants – Peter Maurin Shelter.
- Campaign to collect clothes, household goods, food, personal hygiene products, and cleaning products to cater for the basic needs of female immigrants – Dorothy Day Shelter.
- Campaign to collect clothes, food, and toys for families living in extreme poverty who are looked after in the areas surrounding the port – Alanna Foundation.
- Blood donation campaign in the port community – Valencian Region Blood Transfusion Centre.
- Donation of promotional material for charity auction – Spring Fair.

Many of the charity initiatives were carried out within the framework of the APOSTEM project, mobilising the entire port community to take part in monitored campaigns in which several tonnes of food, thousands of hygiene products, classroom material items, clothes, and other goods were collected to directly benefit the hundreds of people that the charity organisations mentioned above work with and help.

By supporting activities like these, the PAV strengthens its involvement with its local environment and encourages social awareness and the active, personal and voluntary participation of its staff in charity causes. The opinions and suggestions made by PAV staff are directly taken into account when choosing programmes to support.

In order to increase awareness and promote CSR among port community companies, and after the positive results of the first conference staged in 2012, the “2<sup>nd</sup> Conference to promote social responsibility in the port community: challenges, progress, and opportunities” was organised in 2013, in conjunction with the Valenciaport Foundation, the results of which were also satisfactory in terms of attendance and interest.

Another of the social initiatives that has become a firm fixture on the calendar over the last few years is Maritime Day, which involves a guided boat trip around the Port of Valencia's facilities with PAV staff and their families. On this occasion, the PAV invited the organisations that make up the APOSTEM project to participate in the event, so that port community staff and their families could get to know each other.

In addition, the 2<sup>nd</sup> Children's Christmas Card Competition was organised to familiarise children with the port. The competition to design the PAV's official Christmas card for 2013-2014 was open to family members of PAV staff and its subsidiaries. The winning entries were chosen thanks to votes placed by staff on the company intranet.



*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 seen as a benchmark in the progress it has made in optimising port-city relations over the last few years. The recovery of port areas for public and recreational use as a result of the sporting events held in the port environment has encouraged residents to take advantage of new spaces in the port which are considered to be public areas.

The holding of major national and international events has transformed the port's seafront in a much more ambitious way than was initially planned under the original "Balcón al Mar" (Balcony over the Sea) agreement to develop the port-city interface, which was signed in 1997 by the Spanish Ministry of Development, the Valencia City Council, the Valencian Regional Government, and the Port Authority of Valencia. This transformation included the port's former Inner Dock becoming the basis for the development of promotional and operational activities for a fabulous marina (the Juan Carlos I Marina), which has become the focus of a new urban environment, enabling a smooth transition from areas that have a clearly public profile to the rest of the services in the commercial port. At the same time, these activities have dovetailed seamlessly with the increase in work in the commercial port positioning Valencia as the leading Spanish port for the import and export of containers, with a total throughput of 4.3 million TEUs in 2013.

On 24<sup>th</sup> April 2013, an extraordinary board meeting of the Port Authority of Valencia, which was attended by the Spanish Minister of Development, Ana Pastor, the President of the Valencian Region, Alberto Fabra, the Mayor of Valencia, Rita Barberá, and the Chairman of the State-owned Ports Body, José Llorca, as well as by the board members, passed the last procedure required to transfer the Inner Dock to the city of Valencia.

This procedure marked the end of the administrative process between different authorities which, in addition to the previous assignment of dock buildings two, four, and five, completed the free transfer to the city of the Inner Dock, thus finalising the "Balcón al Mar" project.

This last step marks the end of a long, highly complex administrative process that started in December 2008 and fulfils the PAV's commitment to the Valencia City Council. It is a unique example of port-city integration.

This procedure included two parallel processes: the transfer of the dock land to the city council, and the concession of the corresponding land to the Valencia 2007 Consortium which will manage it for a period of 35 years.

The Valencia 2007 Consortium had already been managing the dock thanks to an authorisation to administer all the land in the Juan Carlos I Marina, which was renewed automatically on an annual basis.

Within the framework of the Cooperation Agreement between the PAV and the Gandia Town Council, on 21<sup>st</sup> January 2013, work began to extend the Gandia beach promenade to the south, promoted by the Gandia Town Council. The extension was opened on 16<sup>th</sup> July 2013.

*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.*

#### SAFETY AND SECURITY EXPENSES AND INVESTMENTS

Safety and security expenses (thousand €)	0
Operating expenses (thousand €)	95,961
% of safety and security expenses as a percentage of total operating expenses	0%
Safety and security investment (thousand €)	48
Total investment	25,107
% of safety and security investment as a percentage of total investment	0.19%

*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.*

#### ENVIRONMENTAL EXPENSES AND INVESTMENTS

Environmental expenses (thousand €)	1,197
Operating expenses (thousand €)	95,961
% of environmental expenses as a percentage of total operating expenses	1.25%
Environmental investment (thousand €)	158.5
Total investment (thousand €)	25,107
% of environmental investment as a percentage of total investment	0.27%









## 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 traffic growth), 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 22<sup>nd</sup> final provision of Spanish Law 2/2012 of 29<sup>th</sup> June on the General State Budget.*

	2013
Adjusted profit (loss) for the year (thousand €)	16,295
Average of net non-current assets (thousand €)	1,134,196
RATIO (Adjusted profit (loss) for the year / Average net non-current assets)*100	1.44%

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

	2011	2012	2013
EBITDA (thousand €)	71,888	75,655	67,681
EBITDA% difference	37.05%	5.24%	-10.54%
Throughput in tonnes	65,767,923	66,192,923	65,027,000
RATIO (EBITDA/tonne)(€/tonne)	1.09	1.14	1.04

*Debt servicing, expressed as 100 x (debt amortisation + interest)/cash flow*

	2013
Depreciation and amortisation (thousand €)	22,875
Interest (thousand €)	3,104
TOTAL	25,979
Cash flow before interest (thousand €)	53,013
RATIO (%)	49.00%

*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.*

	2013
Land which has not been used (thousand €)	79,923
Average net non-current assets (thousand €)	1,122,188
RATIO (%)	7.12 %

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

	2011	2012	2013
Operating expenses (thousand €)	96,983	95,642	95,962
Operating revenue (thousand €)	115,312	116,360	117,609
RATIO (%)	84.10%	82.19%	81.59%

## 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.*

	2011	2012	2013
Total public investment (thousand €)	63,532	46,350	25,107
Cash flow (thousand €)	58,875	59,826	49,909
RATIO (%)	107.91%	77.47%	50.31%

*Changes in the ratios between private investment and public investment made by the port authority.*

	2011	2012	2013
Private investment (thousand €)	67,830	35,642	34,434
Public investment (thousand €)	63,532	46,350	25,107
RATIO (%)	106.77%	76.90%	137.15%

*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 29<sup>th</sup> June on the General State Budget).*

	2011	2012	2013
Public investment (thousand €)	63,532	46,350	25,107
Average of net non-current assets (thousand €)	1,063,821	1,046,352	1,134,196
RATIO (%)	5.97%	4.43%	2.21%

## 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.*

	2011	2012	2013
Net revenue (thousand €)	115,312	116,360	117,609
Occupancy charge (thousand €)	21,850	23,637	22,764
100 x (occupancy charge/net revenue)	18.95%	20.31%	19.36%
Activity charge (thousand €)	14,665	12,100	11,716
100 x (activity charge/net revenue)	12.72%	10.40%	9.96%

*Changes in throughput in tonnes per square metre of the land service area defined as land for commercial use under concession, over at least the last three years.*

	2011	2012	2013
Total throughput in tonnes	65,475,696	65,662,845	64,553,077
Surface area defined as land for commercial use (m <sup>2</sup> )	4,133,951	4,133,951	4,034,140
TONNES / m <sup>2</sup>	15.84	15.88	16.00

*Changes in throughput in tonnes per linear metre of active quays, over at least the last three years (an active quay is one which has been used during the last three years).*

	2011	2012	2013
Total throughput in tonnes	65,475,696	65,662,845	64,553,077
No. linear metres of active quays	13,739	13,739	15,972
TONNES PER LINEAR METRE	4,765.68	4,779.30	4,041.64

## Added value generated and productivity

*Changes in net revenue per employee (average annual workforce) over at least the last three years.*

	2011	2012	2013
Net revenue (thousand €)	115,312	116,360	117,609
Average annual workforce	412	415	407
NET REVENUE / No. employees	280	280	289

*Changes in EBITDA per employee (average annual workforce) over at least the last three years.*

	2011	2012	2013
EBITDA (thousand €)	71,888	75,655	67,681
Average annual workforce	412	415	407
EBITDA / No. employees	174	182	166

## 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





## 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.

### Employment at the port authority

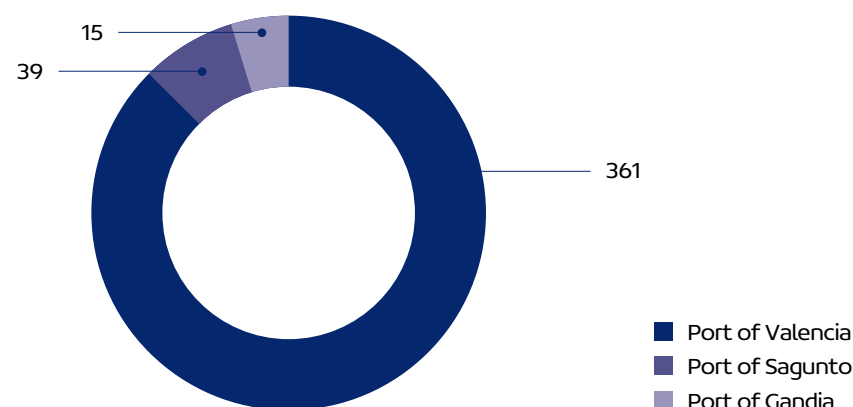
*Total number of port authority employees.*

After taking into account the numbers of employees who joined or left the company in 2013, the average PAV workforce stood at 407 people, with 374 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	2011	2012	2013 <sup>1</sup>
Average annual workforce	412	415	407

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>2</sup>:



*Number of temporary staff as a percentage of the total number of permanent staff. In order to calculate this indicator, temporary contracts to cover excess production have been excluded from the total number of temporary employees.*

CHANGES IN THE PERCENTAGE OF TEMPORARY PORT AUTHORITY EMPLOYEES	2011	2012	2013
Number of temporary staff as a percentage of the total number of permanent staff	6.77%	8.19%	11.26%

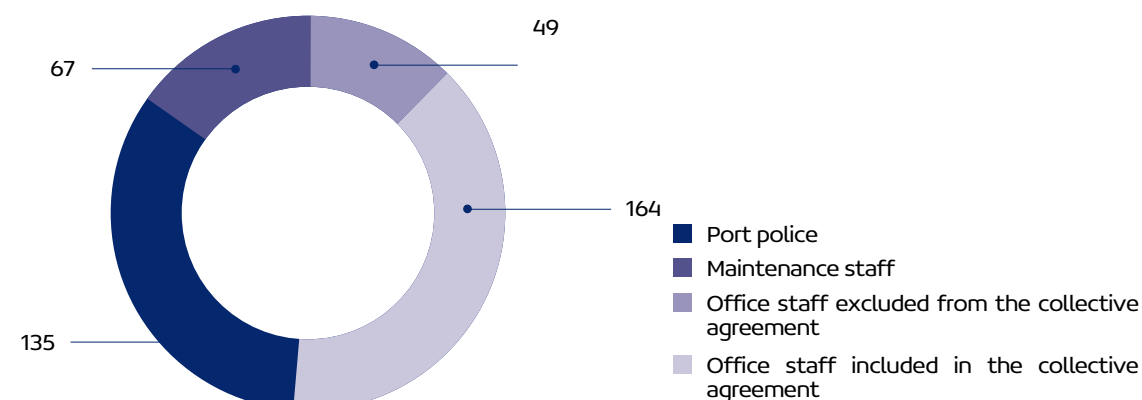
In 2013, the number of permanent employees fell by two in absolute terms (at 31<sup>st</sup> December 2013).

The changes in permanent staff over the year were as follows: one person joined the company whilst nine employees left the company; five men and one woman retired; one employee left because of permanent disability to carry out the functions inherent to their profession; one employee left because of total permanent disability, and one because of severe disability. All the temporary staff who left the company did so because their contracts ended or changed.

The PAV has a stable working environment. 89.88% of staff members had permanent contracts whilst the remaining 10.12% who were on temporary contracts were covering for other staff. In addition, and as required by law, 2% of the PAV labour force is made up of staff with some kind of disability.

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

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



Thus, 88.19% of PAV staff were included in the collective agreement, whilst 11.81% were excluded from it.

STAFF DISTRIBUTION BY AREA IN 2013	
ACTIVITY	PERCENTAGE OF AVERAGE ANNUAL WORKFORCE
Office staff excluded from the collective agreement	11.81%
Office staff included in the collective agreement	39.52%
Maintenance staff	16.14%
Port police	32.53%

<sup>1</sup> The average workforce in 2013 was calculated according to the number of days each employee had been contracted in the company. In addition, the percentage of part-time contracts and relief contracts are only counted once, given their nature.

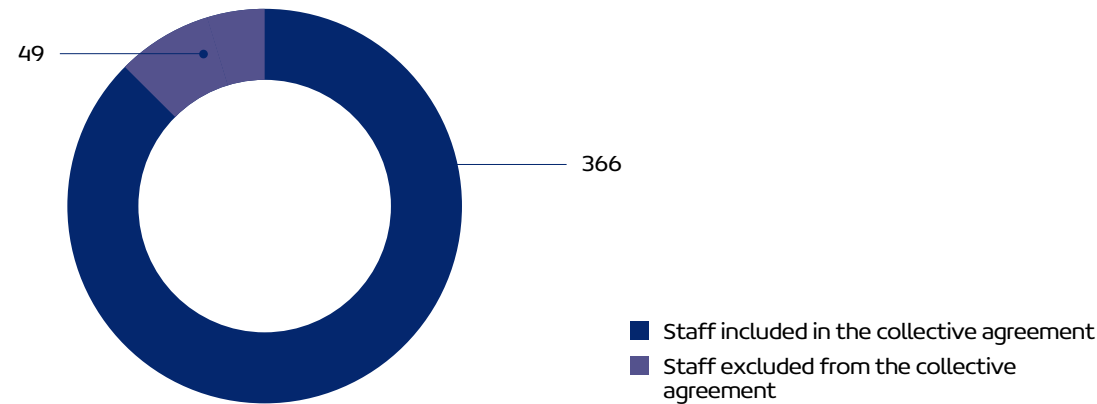
<sup>2</sup> This graph and the following graphs refer to the workforce at 31<sup>st</sup> December 2013. This may differ from the average annual workforce.



### 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:



## Internal communication and participation

### *Worker representation mechanisms and communication with management*

As set out in Article 30 of the Spanish Legislative Royal Decree 2/2011 of 5<sup>th</sup> September under which the recast 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 Comisiones Obreras 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. Six meetings were held in 2013.

In 2008, and according to Spanish Organic Law 3/2007, an Equality Standing Committee was set up to create a space for dialogue and communication. The committee is made up of equal numbers of members of employees’ and PAV management representatives, and its main goal is to design and draw up an Equality Plan, monitor and assess it, and publicise it amongst staff so that they are aware of its existence. In 2013, the Equality Standing Committee met on two occasions. The most significant results of these meetings were:

- Approval of the areas of work-life balance and co-responsibility, job access, and communication and non-sexist language.
- Creation of a group for detecting and eradicating sexual harassment.
- Training on sexual harassment for all members of the Equality Standing Committee.
- Approval of implementation guidelines in the areas of training, promotion, and remuneration.
- The neutral language guide was approved and given out to the workforce.

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

- **The Local Competence-Based Management Committee** ensures compliance with the 2<sup>nd</sup> Collective Agreement. One meeting was held in 2013. The main results achieved included the regulation of internal and external competitive examinations.
- **The Occupational Health and Safety Committee** ensures that occupational health and safety regulations are adhered to. Eight meetings were held during 2013.
- **The Pension Plan Control Committee** ensures that pension plan regulations are adhered to. It convenes regularly to assess whether new staff can be added to the plan, and establishes new operational criteria for its improvement.
- **The Loans and Advances Committee** manages funds assigned by the company to loans and advances for PAV staff. In 2013, the committee met on five occasions.
- **The Work Wear Committee** decides on the most appropriate work wear for each job. This committee met twice in 2013.

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

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

In addition, PAV employees have a suggestions box on the company intranet.

In addition, eight working groups were set up in 2013 to implement continuous improvements in the PAV’s various internal processes, draw up procedures, and gradually implement a process-oriented vision in the PAV. These are multi-disciplinary groups (the majority of their members being from different departments). However, the department leading the working team is specified. Generally speaking, the working groups mentioned here use the Six Sigma methodology.

The working groups created in 2013 were:

1. A group for the development of internal procedures for the Human Resources Department, led by this department.
2. A group for drawing up and improving processes in the Purchasing Department, led by the Finance Department.
3. A group for updating and developing internal procedures for the Public Land Department, led by the Strategic Planning and Transformation Department, with the cooperation of the Public Land Department.
4. A group for developing processes and procedures, led by the Service Management Area, which affects several of its departments, and other PAV departments, since some of the defined processes are applicable to the entire organisation.
5. A group for creating work flowcharts and other supporting documents in the contracting process, led by the General Secretariat.
6. A group for developing internal procedures for the General Services Department, led by this department.
7. A group for developing internal procedures for the Information Systems Department, led by this department.
8. A group for developing communication for the PAV’s Corporate GIS.

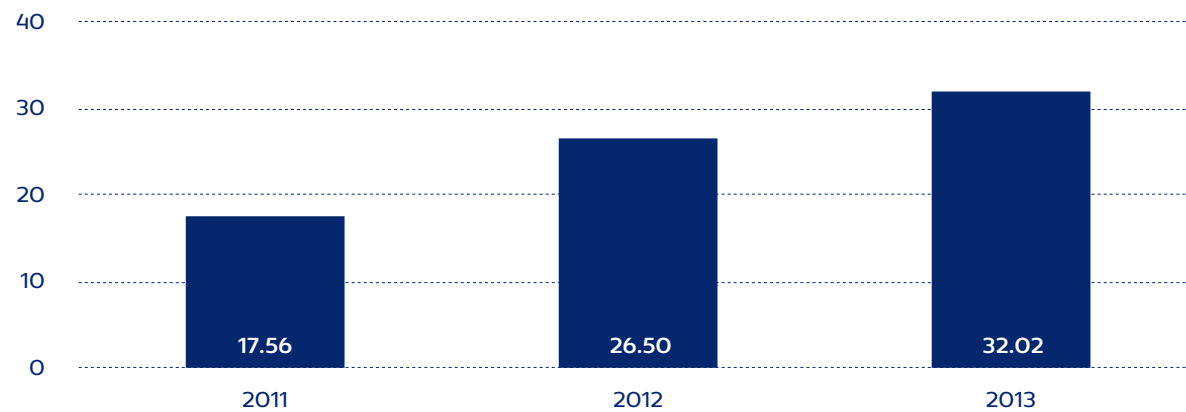
## Training

*Percentage of staff taking training courses. Differentiate between staff included in the collective agreement and those excluded from it<sup>1</sup>.*

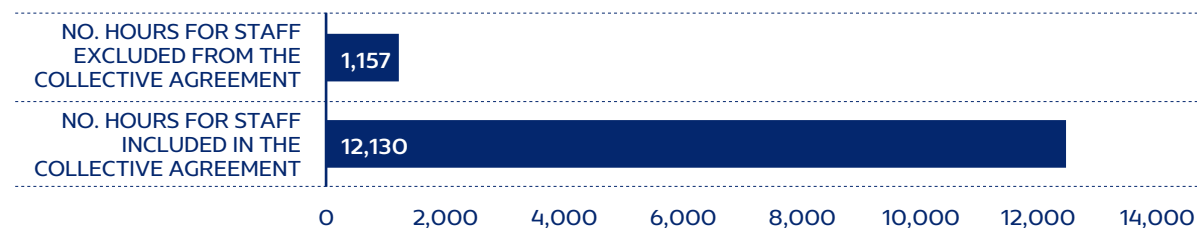
PERCENTAGE OF STAFF TAKING TRAINING COURSES	
Staff included in the collective agreement	89.5%
Staff excluded from the collective agreement	10.5%
Total no. staff taking training courses	267

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

In 2013, the average number of training hours per employee was 32.02. A total of €116,629.71 was spent on training courses, which represents an average investment of €281.04 per employee. The following graph shows changes in the average number of training hours per employee over the last three years.



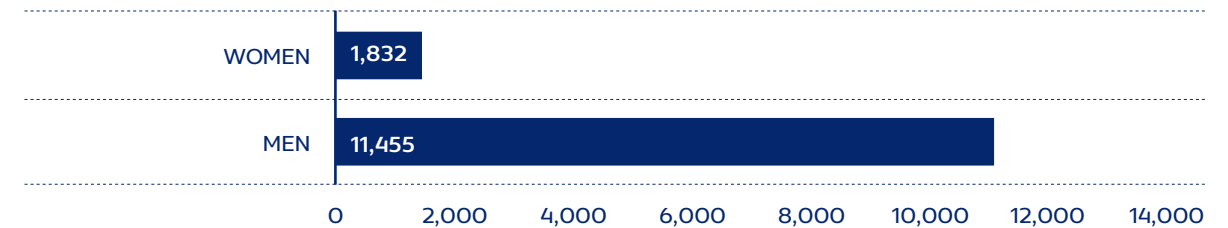
This graph shows the number of hours spent on training courses by staff included in the collective agreement and those excluded from it.



In 2013, 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	12,130	366	33.14
Staff excluded from collective agreement	1,157	49	23.61

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



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

The Port Authority of Valencia continued to promote training courses at all levels during 2013. 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 computers featuring the latest technology and internet connections in order to facilitate access to the courses available through this platform. Since 2008, the Competence-based Management Examining Board has ensured the transparency of all examinations taken through the teletraining platform.

Figures for online training carried out in 2013 are shown below and differentiate between general online training and competence-based management online training.

### General online training

TRAINING COURSES	HOURS WOMEN	HOURS MEN	HOURS FOR STAFF INCLUDED IN THE COLLECTIVE AGREEMENT	HOURS FOR STAFF EXCLUDED FROM THE COLLECTIVE AGREEMENT
Languages	150	1,150	1,300	-
Tax optimisation of staff remuneration and costs	-	30	30	-
Advanced management control	-	12	-	12
<b>TOTAL</b>	<b>150</b>	<b>1,192</b>	<b>1,330</b>	<b>12</b>

<sup>1</sup> This graph and the following graphs refer to the workforce at 31<sup>st</sup> December 2013. This may differ from the average annual workforce.



## Competence-based online training

TRAINING COURSES	HOURS WOMEN	HOURS MEN	HOURS FOR STAFF INCLUDED IN THE COLLECTIVE AGREEMENT	HOURS FOR STAFF EXCLUDED FROM THE COLLECTIVE AGREEMENT
Sales and marketing Level 1	10	30	40	-
Sales and marketing Level 2	-	80	80	-
Accounting and auditing Level 1	-	75	75	-
Goods management Level 1	30	30	60	-
Goods management Level 2	-	350	350	-
Financial, economic, and budget management Level 1	-	10	10	-
Financial, economic, and budget management Level 2	-	20	20	-
Logistics and intermodality Level 1	15	15	30	-
Logistics and intermodality Level 2		250	250	-
Environment Level 1	15	105	120	-
Environment Level 2		150	150	-
Navigation Level 1		50	50	-
Port services and operations Level 1	45	90	135	-
Port services and operations Level 2	50	400	450	-
Occupational health and safety Level 1	15	75	90	-
Occupational health and safety Level 2		250	250	-
Labour relations Level 1	160	300	460	-
Labour relations Level 2	40	200	240	-
Port sector and strategy Level 1	60	105	165	-
Port sector and strategy Level 2	80	520	600	-
Industrial safety Level 1	30	60	90	-
Industrial safety Level 2	-	100	100	-
Passenger traffic Level 1	-	90	90	-
Passenger traffic Level 2	50	450	500	-
Use and operation of computer systems: spreadsheets Level 1	-	30	30	-
Use and operation of computer systems: spreadsheets Level 2	25	50	75	-
Use and operation of computer systems: Internet Level 1	10	-	10	-
Use and operation of computer systems: Internet Level 2	20	40	60	-
Use and operation of computer systems: word processing Level 1	-	10	10	-
Use and operation of computer systems: word processing Level 2	50	25	75	-
<b>TOTAL</b>	<b>705</b>	<b>3,960</b>	<b>4,665</b>	<b>-</b>

In addition, the following classroom-based training courses were given in 2013:

#### General classroom-based training

TRAINING COURSES	HOURS WOMEN	HOURS MEN	HOURS FOR STAFF INCLUDED IN THE COLLECTIVE AGREEMENT	HOURS FOR STAFF EXCLUDED FROM THE COLLECTIVE AGREEMENT
Languages	687	1,572	1,610	649
Traffic legislation update	80	2,640	2,720	-
Specialist welding (Elect.-MIG-MAG-TIG)	-	80	80	-
Public leadership	55	-	-	55
Master's degree in Port Management and Intermodal Transport	-	918	918	-
Responsibilities of subcontracting occupational health and safety purchases	-	28	-	28
Practical accounting	-	96	-	96
Funding continuous training through the FTFE	-	24	24	-
Languages for management	-	145	-	145
Advanced management control	-	70	-	70
Physiotherapy	-	100	100	-
Regenerative therapy	16	8	16	8
One hundred percent VAT	-	28	14	14
The new Spanish Coastal Law	16	16	-	32
Management accounting	-	63	42	21
Lumbar spine diagnosis and therapy	28	-	28	-
Orthopaedics	-	14	14	-
Data communication	-	13	13	-
Rail traffic	40	40	80	-
Latest developments in labour and social security regulations	-	4	4	-
Lifelong training for management	-	8	-	8
<b>TOTAL</b>	<b>922</b>	<b>5,867</b>	<b>5,663</b>	<b>1,126</b>

The following occupational health and safety training courses were given in 2013:

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

TRAINING COURSES	HOURS WOMEN	HOURS MEN	HOURS FOR STAFF INCLUDED IN THE COLLECTIVE AGREEMENT	HOURS FOR STAFF EXCLUDED FROM THE COLLECTIVE AGREEMENT
Risks inherent to confined spaces	-	21	21	-
VDUs	6	18	15	9
Ergonomics	-	15	15	-
Manual handling of loads	-	18	18	-
Vehicle workshop risks	-	12	12	-
Electrical risks associated with high and low voltage	-	15	15	-
Road safety risks	9	21	30	-
Basic CPR and automated external defibrillator	30	240	270	-
Self-protection plan	10	28	28	10
Noise exposure risks	-	30	30	-
Gantry crane and bucket crane risks	-	12	12	-
Welding risks	-	6	6	-
<b>TOTAL</b>	<b>55</b>	<b>436</b>	<b>472</b>	<b>19</b>



In addition, 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 2013, using the competence-based management system, in order to comply with Business Plan guidelines as well as with agreements signed with the Works Council.

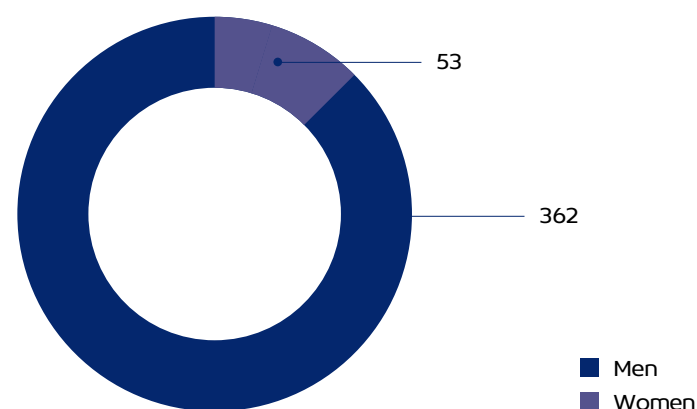
As a result of this process, a total of ten internal and external positions were filled. These positions were:

- 1 Recruitment Manager
- 1 General Manager's Office Specialist
- 1 Sales Specialist
- 1 Quality Mark Specialist
- 4 Port Police Team Managers
- 2 Port Police Team Managers in Sagunto

## Staff structure and distribution

*Number of women as a percentage of the total number of employees<sup>1</sup>.*

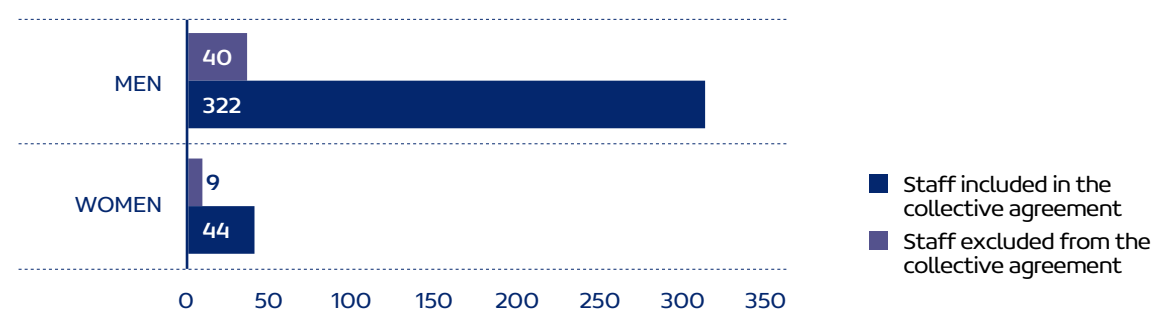
The number of men and women working at the PAV is shown below:



Thus, in 2013, the number of women as a percentage of the total number of employees was 12.77%.

*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.*

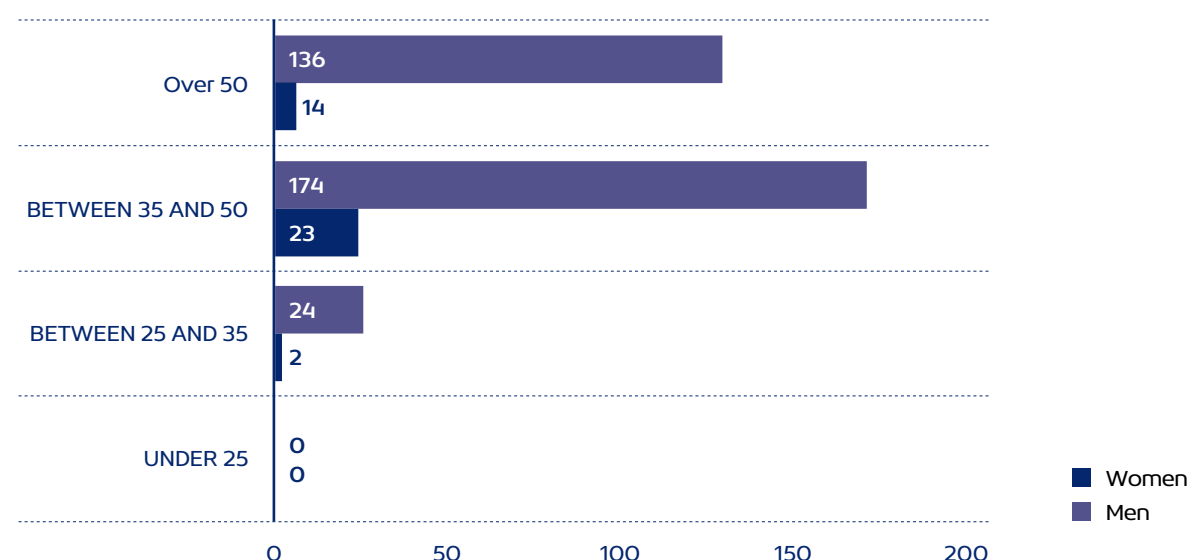
The number of men and women included in the collective agreement and those excluded from it is as follows:



Female staff excluded from the collective agreement	18.37 %
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*Percentage of permanent staff over 50 years of age.*

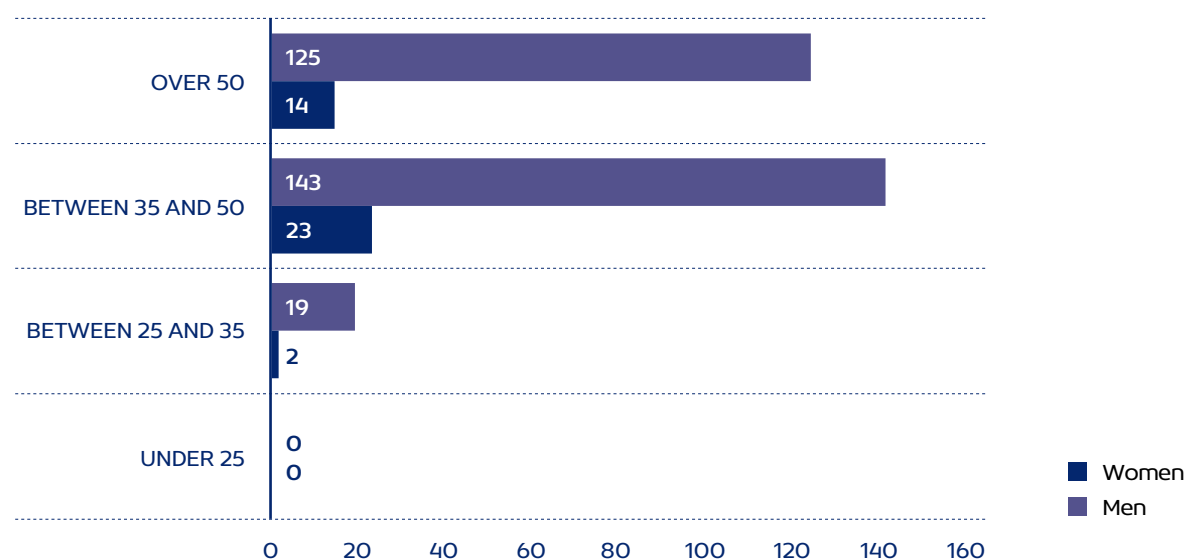
The following graph shows a breakdown of permanent staff at the PAV by age range and gender:



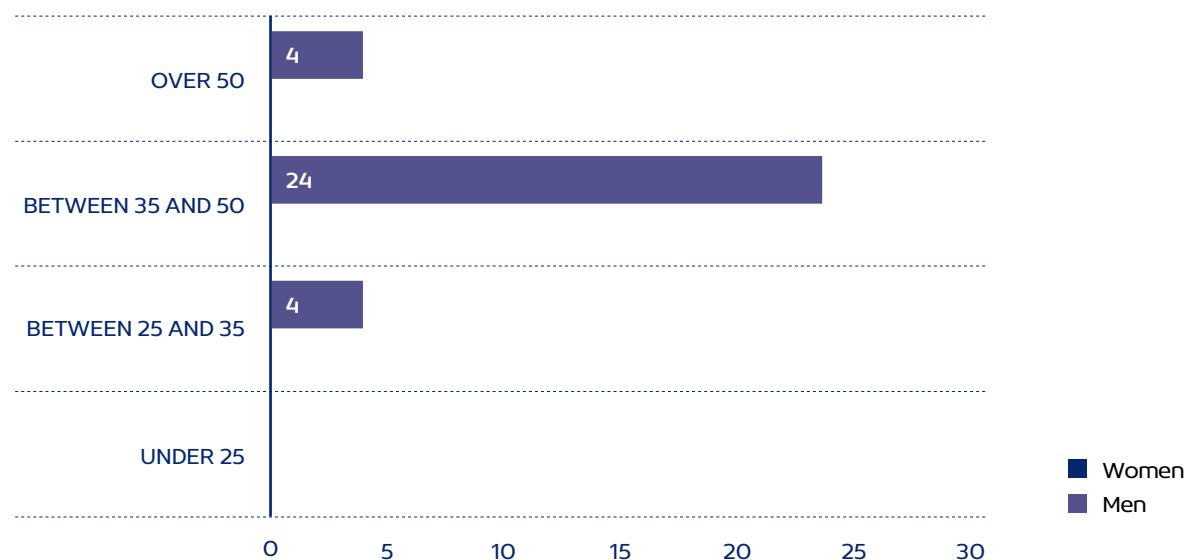
<sup>1</sup> This graph and the following graphs refer to the workforce at 31<sup>st</sup> December 2013. This may differ from the annual average workforce.

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

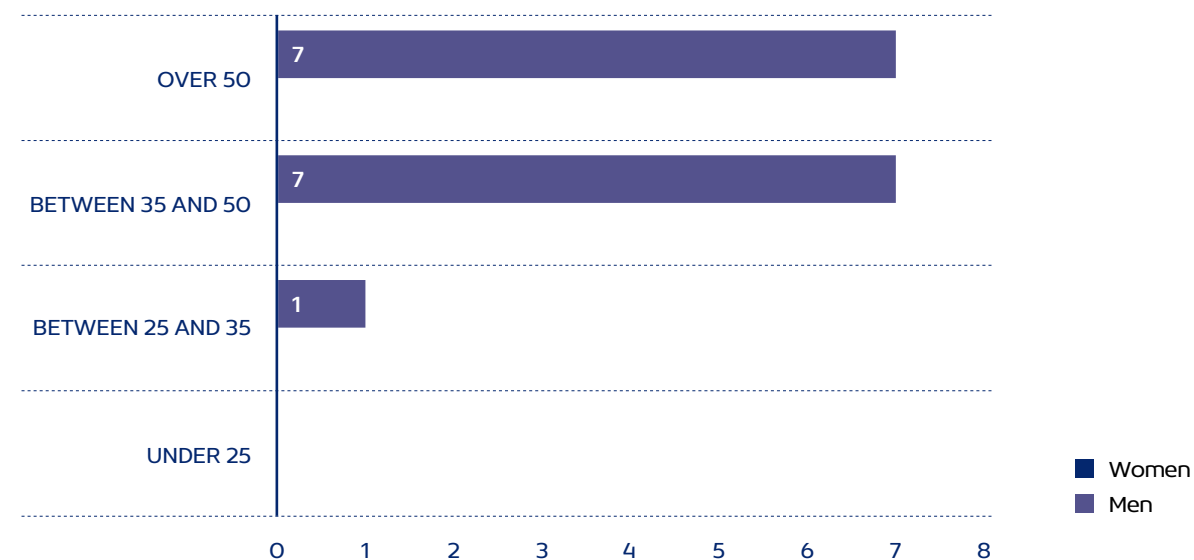
#### PORT OF VALENCIA



#### PORT OF SAGUNTO



#### PORT OF GANDIA



Thus, in 2013, the percentage of permanent staff over 50 years of age was as follows:

<div></div>	
Permanent staff > 50 years of age	40.21%

#### *Percentage of permanent staff under 30 years of age.*

The percentage of permanent staff under 30 years of age was as follows:

<div></div>	
Permanent staff < 30 years of age	1.34%

Following on from an initiative set up in 2009, an event was held on 20<sup>th</sup> December 2013 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 has an occupational health and safety policy.



### POLÍTICA DE PREVENCIÓN DE RIESGOS LABORALES

El objeto de la Política de Prevención es definir y establecer los principios fundamentales y compromisos que adquiere la Dirección de la AUTORIDAD PORTUARIA DE VALENCIA en materia de Prevención de Riesgos Laborales. Estos Principios y compromisos afectan a toda la Entidad por lo que se difundirán a todos los empleados de la misma, haciéndolos extensivos igualmente al resto de personas que desarrollen su actividad en el entorno portuario.

Se reconoce como objetivo básico y referente de toda la política preventiva de la AUTORIDAD PORTUARIA DE VALENCIA, el derecho de los trabajadores en el ámbito laboral a la protección de su salud e integridad, estableciéndose para ello un adecuado nivel de protección frente a los riesgos derivados de las condiciones de trabajo. Es política de la AUTORIDAD PORTUARIA DE VALENCIA establecer y mantener unos niveles óptimos de protección de la salud de sus empleados y de seguridad de sus instalaciones, bienes y equipos, optimizando permanentemente los mismos, concediendo en consecuencia, el máximo apoyo a la Prevención de Riesgos Laborales y al cuidado del medio ambiente.

Para el cumplimiento de estos fines, la AUTORIDAD PORTUARIA DE VALENCIA, considera como PRINCIPIOS BÁSICOS, los siguientes:

- 1) Reconocimiento del derecho de los trabajadores de la AUTORIDAD PORTUARIA DE VALENCIA en el ámbito laboral, a la protección de su salud e integridad.
- 2) Integrar la Prevención de Riesgos Laborales en el conjunto de las actividades y decisiones de la AUTORIDAD PORTUARIA DE VALENCIA, tanto en los procesos técnicos y en la organización del trabajo, como en las condiciones en que éste se desarrolle a todos los niveles jerárquicos de la Empresa y conforme al PRINCIPIO DE SEGURIDAD INTEGRADA.
- 3) Constituir y/o concertar los Servicios de Prevención.
- 4) Identificar y evaluar periódicamente los riesgos para su eliminación o mitigación.
- 5) Planificar la acción preventiva.
- 6) Informar y formar a los empleados y favorecer su participación en el diseño, adopción y cumplimiento de medidas preventivas.
- 7) Realizar auditorías de forma periódica, para control de cumplimientos legales y ejecución de buenas prácticas.
- 8) Utilizar los resultados de las evaluaciones, auditoría etc. como criterio más racional para la adaptación permanente de la gestión preventiva de la AUTORIDAD PORTUARIA DE VALENCIA como procedimiento de mejora continua.
- 9) Mantener actualizado el Plan de Autoprotección, así como la realización anual de simulacros.
- 10) Fomentar la investigación en materia preventiva.
- 11) Cooperar con el resto de empresas que operan en el ámbito portuario conforme a lo establecido en la legislación vigente, promoviendo los principios preventivos de mejora de la salud, seguridad y medio ambiente.
- 12) Compromiso de mantener una estructura organizativa adecuada para el cumplimiento de los principios básicos que definen la política preventiva de la AUTORIDAD PORTUARIA DE VALENCIA.
- 13) Compromiso con la mejora continua del sistema de prevención de riesgos laborales, partiendo del cumplimiento de la legislación vigente en materia de prevención de riesgos laborales como requisito mínimo imprescindible y necesario.

La Dirección General es Responsable de impulsar la implantación de la política y objetivos de Prevención, comprobando su ejecución mediante auditorías y la revisión del sistema.

EL DIRECTOR GENERAL

In 2013, 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, the subsequent close-out visits were successfully passed in 2011 and 2012, and the second renewal was passed in 2013.

*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)	2011	2012	2013
No. accidents involving sick leave per million hours worked	17.63	10.79	14.72

Article 115 of the Spanish Social Security General 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.
2. The ECC reports the accident to the Medical Service and moves the victim to the Medical Service's facilities using the PAV's own resources or an emergency ambulance if required.
3. Once the injured person has arrived at the PAV's Medical Service, he/she is given first aid and his/her injuries are assessed. Any necessary extra diagnostic tests are carried out at our facilities.
4. If necessary, the patient will be sent to the 9 de Octubre Hospital for further diagnosis and consultation with other specialists.

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

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

#### • Accidents outside the PAV's Medical Service's working hours

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

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

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

CHANGES IN THE ANNUAL ACCIDENT SEVERITY INDEX (SI)	2011	2012	2013
No. working days lost per thousand hours worked	0.41	0.20	0.31

### 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.

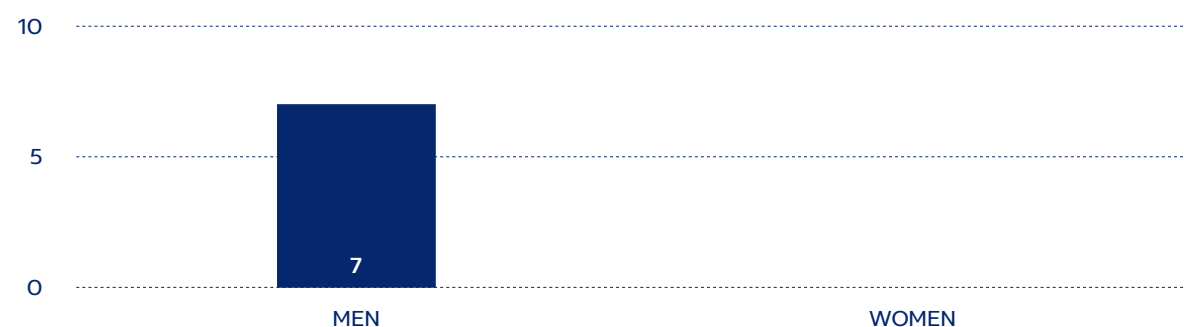
The Spanish Occupational Health and Safety Institute's Technical Health and Safety Note No. 236 sets out the methods for calculating accident frequency and severity indexes.

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.

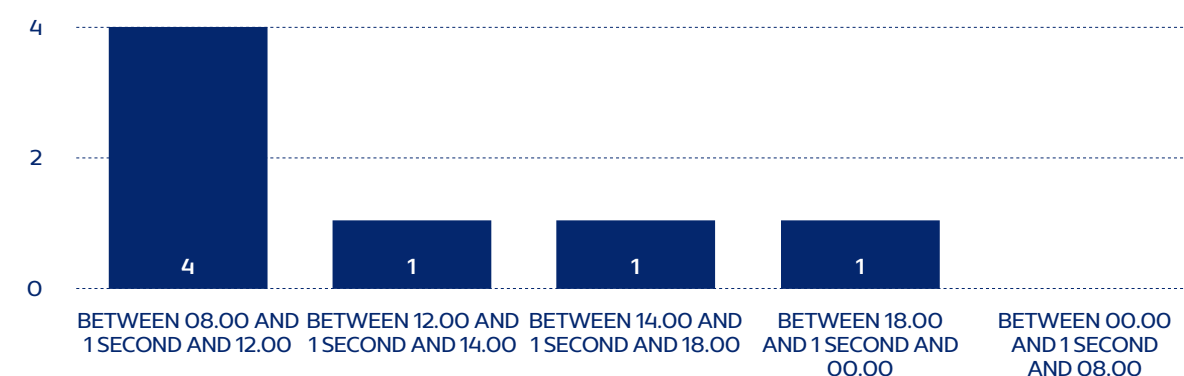
In 2013, there were 11 work accidents at the PAV, only seven of which resulted in sick leave.

### Statistical study of accidents

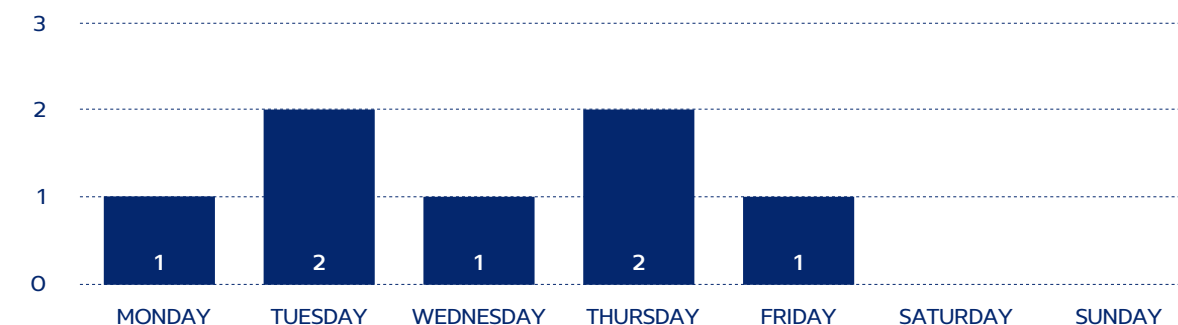
Accidents at work with sick leave (by gender)



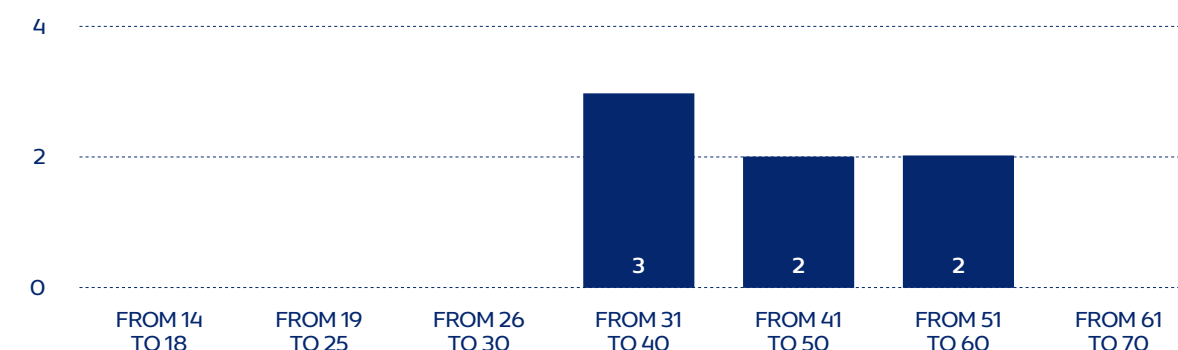
Accidents at work with sick leave (by times of day)



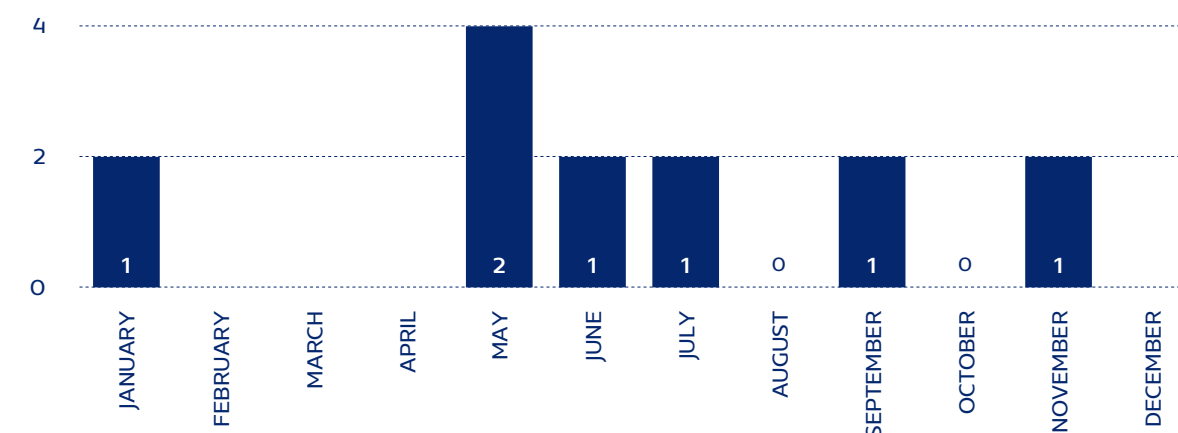
Accidents at work with sick leave (by day of the week)



Accidents at work with sick leave (by age)

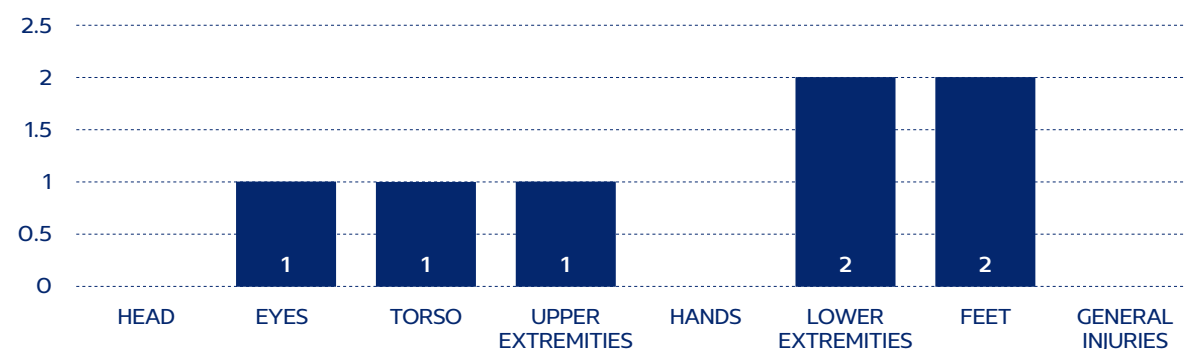


Accidents at work with sick leave (by month)





## 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, of 10<sup>th</sup> November, which is caused by the elements and substances indicated in this table for each illness.

No work-related illnesses were found among PAV staff in 2013.

*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)			
	2011	2012	2013
Percentage of days lost through sick leave	3.26%	2.76%	3.89%

*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 2013		
TOTAL NO. TRAINING HOURS	TOTAL NO. EMPLOYEES (Annual average workforce)	AVERAGE NO. HOURS PER EMPLOYEE
432	407	1.06

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

The course content, scheduled by the Occupational Health and Safety Department, 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 2013:

- Risks inherent to confined spaces. 7 employees.
- Noise exposure. 10 employees.
- Vehicle workshop risks. 4 employees.
- Manual handling of loads. 6 employees.
- Ergonomics. 5 employees.
- Risks associated with high and low voltage. 5 employees.

- Welding risks. 2 employees.
- Road safety risks. 10 employees.
- Risks associated with using gantry cranes. 4 employees.
- Risks associated with working in offices and with VDUs. 8 employees.
- Self-Protection Plan training. 19 employees.
- Basic CPR and semi-automatic external defibrillator handling course. 32 employees.

## Training for Occupational Health and Safety Department staff

Members of the Occupational Health and Safety Department are encouraged to update and build on their skills and knowledge. In 2013, staff from the PAV's Occupational Health and Safety Department took part in:

- The 26<sup>th</sup> Sports Traumatology Symposium. 8<sup>th</sup> March. 4 staff members attended.
- Conference to raise awareness on "Promoting equality in personal, work, and family contexts". 2 staff members attended.
- Minor surgery for nursing course. 1 member of staff attended.
- Nutrition for Hyperlipidaemia Conference. 2 staff members attended.
- Allergy Tolerance and Immunomodulation Seminar. 1 member of staff attended.
- Joint exploration workshop. 1 member of staff attended.
- Conference on the latest developments in Occupational Medicine. 1 member of staff attended.
- Nutrition and cardiovascular health course, given by Science and Nutrición. 1 member of staff attended.
- Diet and Nutrition Conference, Medical Association. 1 member of staff attended.
- Spanish Occupational Health and Safety Institute Technical Conference entitled "Presentation of BIOGAVAL 2013". 1 member of staff attended.
- Medical Association Conference entitled "Adjustment disorders in temporary incapacity through common contingencies". 1 member of staff attended.
- Pain Unit Conference, Malvarrosa Hospital. 1 member of staff attended.
- Conference entitled "Illness, Medicine and Road Safety from the Occupational Medicine perspective", Valencia Medical Association. 2 staff members attended.
- CPR Update Workshop, Valencia Medical Association. 1 member of staff attended.
- HIV and Employment Conference. 1 member of staff attended.
- Conference on business responsibility resulting from occupational health and safety obligations. Valencian Business Confederation (CEV). 1 member of staff attended.
- Carpe Diem Programme, COPD Early Detection and Action Campaign. 1 member of staff attended.
- Abucasis course for doctors, January 2013. EVES training plan, 16/09/2013-31/12/2013. 4 staff members attended.

## Collaboration with CIERVAL's Occupational Health and Safety Monitoring Project

The Port Authority of Valencia, through its Occupational Health and Safety Service, takes part in the Valencian Region's Occupational Health and Safety Monitoring Project. The Monitor is a tool aimed at offering a continuous diagnosis of the results of the Valencian Region's occupational health and safety model.

On one hand, a descriptive comparative analysis is drawn up of the main progressive indicators from the official public statistics on work accident rates in the Valencian Region.

On the other, the tool reports changes in work accident rates and reveals the latest company developments, based on surveys carried out at a range of firms.

Its objectives are to:

- Analyse and assess the evolution of work accident rates in the Valencian Region.
- Check the suitability of policies and actions implemented to control and reduce work accidents at companies in the Valencian Region.
- Detect a company's needs in terms of occupational health and safety.
- Create a tool for transmitting the vision of businesses, in terms of occupational health and safety.

The aim is to achieve greater institutional coordination and specify and integrate future actions and strategies.

### 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 the 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 2013, the Occupational Health and Safety Department reviewed all the risk assessments for all PAV jobs.

- 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 2013, three 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 safety experts investigate accidents in compliance with prevailing legislation. They examine the causes of each accident or incident so that suitable corrective measures can be implemented to ensure that it does not happen again, and also check the effectiveness of the preventive measures that have been implemented.

In 2013, thirteen accident investigations were carried out and appropriate, specific measures were implemented in each case.

In 2013, the self-protection plans for the Clocktower building, the PAV building at the Port of Sagunto, the PAV building at the Port of Gandia, the management complex buildings (buildings I, II, III and IV), the Occupational Health and Safety Department building, the workshop building, and the Canet, Valencia, and Cullera lighthouses were implemented.

As a continuation of the Self-Protection Plan from previous years, six 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 at the Port of Sagunto.
- Self-Protection Plan activation drill with confinement of the management building at the Port of Gandia.
- Self-Protection Plan activation drills at the management complex (Phase I, Phase II, Phase III and Phase IV), with evacuation of the management complex at the Port of Valencia
- Self-Protection Plan activation drill with detection and alert at the occupational health and safety building.
- Self-Protection Plan activation drill with evacuation of staff at the workshop building.
- Self-Protection Plan activation drill at the Clocktower building.

The number of security and safety emergency drills and exercises is shown in the table below:

No. security emergency drills	20
No. safety emergency drills	8

Security drills carried out in 2013 included:

- Increasing the level of security in a sub-area of the Port of Valencia.
- Three red alerts.
- 11 transfers to the Support Control Centre.
- Three communication checks with the Emergency Control Centre (two to check port facility protection officer numbers).
- The starting up of the container scanner.
- Intentional gas leak at the Port of Gandia.

In addition, a series of safety drills was carried out in 2013, in conjunction with port community companies. These included:

- Petrol spill at the inflammable products terminal with Self-Protection Plan and External Emergency Plan activation.
- Fire drill at the foreign health building.
- Fire drill in a container crane cab at TCV, with an affected operator.
- Internal emergency drill at SAGGAS.
- Evacuation drill on a cruise ship.

### 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.

Applied psychosociology deals with organisational factors which may affect the physical, psychological or social wellbeing and health of workers, and 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 2013:

- Ergonomic study of workstations at the Cullera lighthouse.
- Study of lighting levels and thermohygrometric conditions at the Cullera lighthouse.
- Ergonomic study of workstations - Phase IV.
- Study of lighting levels and thermohygrometric conditions - Phase IV.
- Ergonomic study of workstations at the Valencia lighthouse.
- Study of lighting levels and thermohygrometric conditions at the Valencia lighthouse.
- Ergonomic study of workstations at the Canet lighthouse.
- Study of lighting levels and thermohygrometric conditions at the Canet lighthouse.
- Ergonomic study of workstations at the workshop building.
- Study of lighting levels and thermohygrometric conditions at the workshop building.

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, six 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.

In 2013, 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.
- 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.



- Regular checks in June and December for the detection of Legionella and, where necessary, the implementation of appropriate measures (Valencia, Valencia and Cullera lighthouses).
- 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.
- 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.
- 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.
- Regular checks for the detection of Legionella in June and December, and, where necessary, the implementation of appropriate measures (Sagunto and Canet lighthouse).
- 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.
- Evaluation 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.
- 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.
- Regular checks for the detection of Legionella in June and December and, where necessary, the implementation of appropriate measures at the Port of Gandia.
- 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 examinations

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

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, supported by article 22 of the Spanish Law on Occupational Health and Safety and article 37 of the Occupational Health and Safety Service Regulation. They are as follows:

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

In addition, the PAV's Medical Service also offers a range of health examinations, even though these are not required by law, in order to 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 2013:

- Regular annual check-ups: 376 (91.32% of the total PAV workforce)
- Initial check-ups: 38
- Check-up after lengthy absence: 27
- Check-up due to change in job: 5

A total of 446 medical check-ups were carried out in 2013, each specifically tailored to the risks inherent to an employee's particular job.

### 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 on 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 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, consisting of training and informative talks about preventive health and hygiene measures. The Department provides medical control, advice, and preventive treatment for each campaign.

The following health campaigns were run in 2013:

- Help with cutting down on or stopping smoking
- The early detection of melanoma
- 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 subclinical hypothyroidism campaign
- Prevention of flu and seasonal flu vaccination campaign
- Skin protection campaign
- Diphtheria-tetanus, hepatitis A and B, and pneumococcal vaccination campaigns
- Eye tests
- Health campaigns
- Prevention of seasonal asthenia campaign
- 2013 blood donation campaign

### Epidemiological studies

An epidemiological study of the results of the subclinical hypothyroidism prevention campaign among PAV staff was carried out in 2013.

### Cardio-protected area

The PAV has been certified by the Spanish Occupational Medicine, Health and Safety Association, as being a cardio-protected area, complying with current safety legislation in autonomous regions and in accordance with official recommendations.

The Port Authority of Valencia's Occupational Health and Safety Department passed the audit and was awarded cardio-protected certification in 2012, with annual renewal, thus becoming a pioneer and a benchmark amongst Valencian companies in receiving this accreditation, and going one step forward in its policy to increase occupational health and safety in the organisation.

## Employment and occupational safety in the port community

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

The Port Authority of Valencia requires those applying for licences or authorisations to provide services to present the following documentation:

- Statement declaring that they are familiar with the applicable legislation on occupational health and safety, for the coordination of activities stipulated in article 24 of Spanish Law 31/1995, of 8<sup>th</sup> November, on Occupational Health and Safety, and Royal Decree 171/2004 on the coordination of business activities developing it.
- Statement declaring that the applicants are aware of the Port Authority of Valencia's Occupational Safety Regulations, and their commitment to inform both their staff, and companies and third parties contracted by the service provider of these regulations.

In the case of port service licences, specific requirements include the following conditions for training staff assigned to the service:

- They must have the required technical suitability.
- They must have the training and experience required to carry out their functions.
- They must have the qualifications and certificates required by current regulations.
- They must know what equipment the company has, know where it is located, and how to operate it.
- They must be able to speak Spanish.

With regard to the general safety conditions and requirements established in the award conditions or in the concession or authorisation licences, irrespective of the application of additional requirements in the specific terms and conditions according to the type of activity to be carried out on public port land, the general concession terms and conditions stipulate the following:

### - 5. Concurrence of other titles

"Likewise, the concessionaire must comply with current provisions affecting the public land awarded under concession, and the work and activities carried out on this land, especially those corresponding to planning licences and conditions, as well as those related to areas or facilities which are in the interest of national defence, ensuring that work carried out does not hinder the competences corresponding to the authorities in terms of safety and security, surveillance, combating pollution or any others."

### - 24. Health and safety measures

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

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

### - 38. Personal data protection

"For these purposes, the delivery of any interested party to the PAV of any documentation containing personal data should guarantee the adoption of the necessary security measures in line with Title VIII of Royal Decree 1720/2007, of 21<sup>st</sup> December, which adopted the regulation to develop the Spanish Data Protection Law (LOPD), and in particular, the measures aimed at preventing the theft of, loss of or wrongful access to the information during its transfer."

*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 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's business activity coordination office, and information is supplied on a daily basis.





## RELATIONS WITH ITS ENVIRONMENT

Description of the port authority's policy in terms of its relations with its social environment

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



In the light of the growing awareness of and interest in integrating the port community into its immediate social environment, the Port Authority of Valencia has decided to create an initial cooperation framework, entitled APOTEM, to work together on implementing social responsibility in the Port of Valencia's business environment. The 14 organisations that initially make up the initiative have agreed to call the project "APOTEM - Valencia Solidarity Port". The group has identified priority areas in order to establish common objectives and a road map. Two simultaneous lines of action have also been agreed upon: an initial line of action centring on management, learning, and a forum for debate, and a second line involving cooperation with shared social action to benefit the environment.

The initial activities carried out to benefit the environment included many of the charity initiatives detailed in the social programmes promoted or supported by the PAV, and are a good example of our port community's commitment to its social environment. During this time, a stable process for the exchange of shared experiences, learning, and reflection has been generated; the social reality around us has been identified and opportunities for action have been detected, in line with the port community's respective corporate strategies. This drives us to strengthen these activities and extend their scope, as well as encouraging new members to join us. This platform channels dialogue with representatives of civil society and non-profit organisations who aim to help society in the Port of Valencia's area of influence.

In addition, in line with the actions that aim to increase awareness and best practices linked to the importance of the social dimension of corporate social responsibility, in 2013, the PAV led the translation into Spanish of the "Code of Practice on Societal Integration of Ports", in conjunction with the Valenciaport Foundation, in order to extend its message throughout the Spanish-speaking port community. This guide was published in English in 2010 by the European Sea Ports Organisation (ESPO), as a result of the work carried out by 14 European ports (including Valencia), in the framework of the "People Around Ports" project, centred on the human factor of port activity. The Code of Practice on Societal Integration of Ports is in line with the Environmental Code of Practice, also published by ESPO.

With regard to cultural and technical educational activities, in addition to the activities generated from the signing of the aforementioned agreements mentioned in previous sections, other actions were carried out with government authorities and other types of professional organisations and institutions to carry out research and innovation projects on safety, the environment, port training, and new technologies, amongst others, as well as to create awareness of the port's functions.

In terms of initiatives to promote the port's activities and dialogue with society, the PAV continued to run guided boat tours around the port's facilities for schools and specialised training centres.

In 2013, a total of 4,330 people went on 116 boat trips around the port.



Red Pacto Mundial  
España

In keeping with this policy as a whole, it should be remembered that, 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 short, long-term objectives, such as the search for sustainable growth and improving the environment, make up the foundations on which our lines of action are based, complementing each other and defining our plans and proposals.

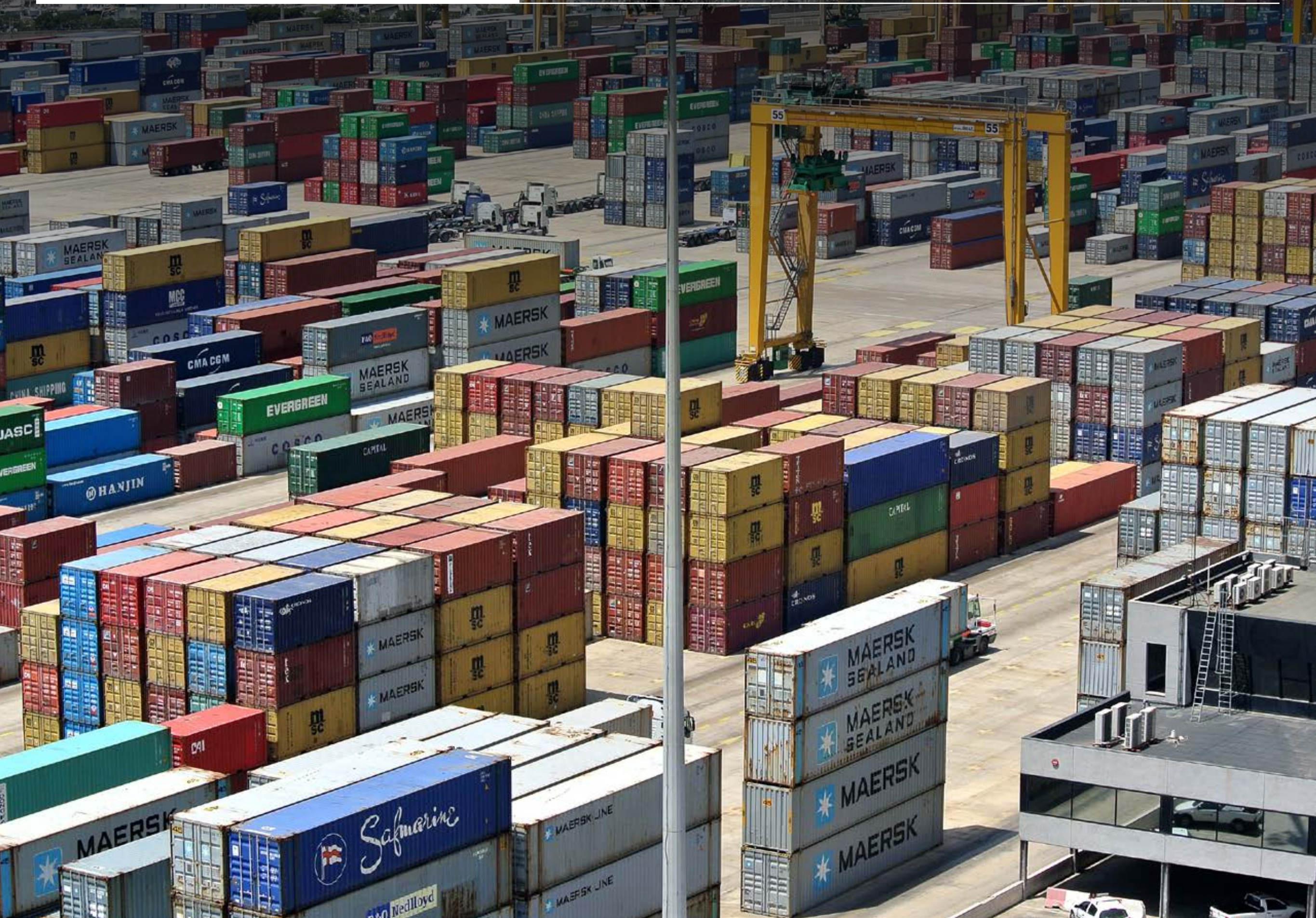
*Port authority initiatives to provide disabled access (including passenger service licence conditions, passenger terminal concession and authorisation conditions, and specific initiatives in public areas).*

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.







## PORT OF VALENCIA

### CONTAINER TERMINAL

#### PUBLIC CONTAINER TERMINAL

**1 OPERATOR:** Noatum Container Terminal Valencia - Tel. No.: 96 393 83 00 - [www.noatum.com](http://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 13 and 65 tonnes, 55 Mafi-type tractors, and 56 RTG transtainers with 35/50 tonne capacity. It also has 1,020 power points for refrigerated containers.

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4).

#### MSC TERMINAL VALENCIA

**2 OPERATOR:** MSC Terminal Valencia - Tel. No.: 96 332 55 00 - [svalentin@msctv.es](mailto: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 has 8 gantry cranes for containers with a lifting capacity of up to 65 tonnes and 28 transtainers with a capacity of 50 tonnes.

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4).

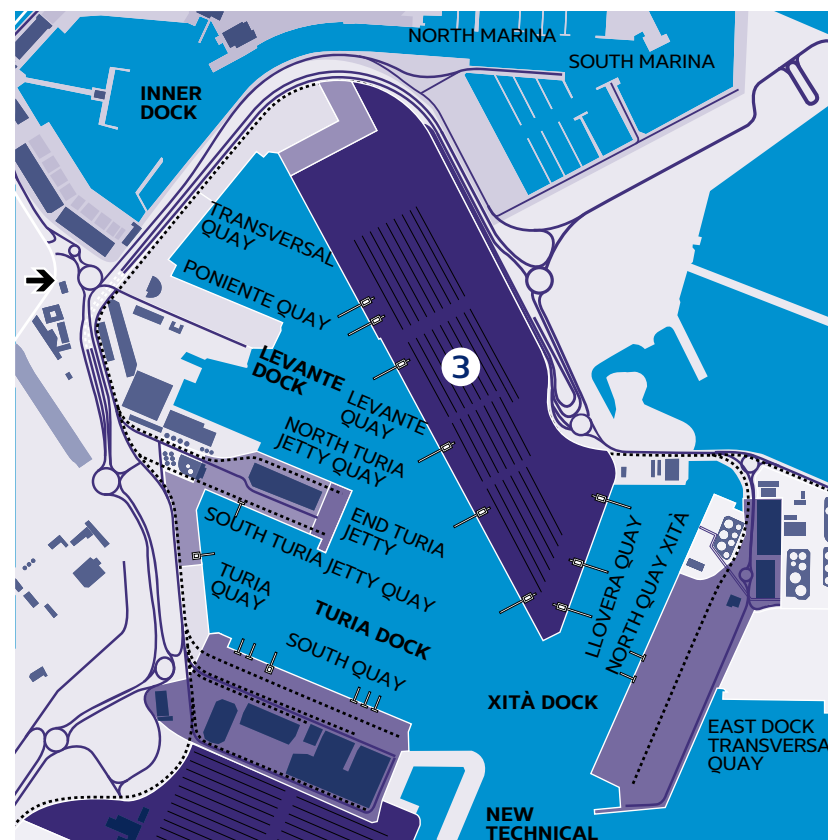
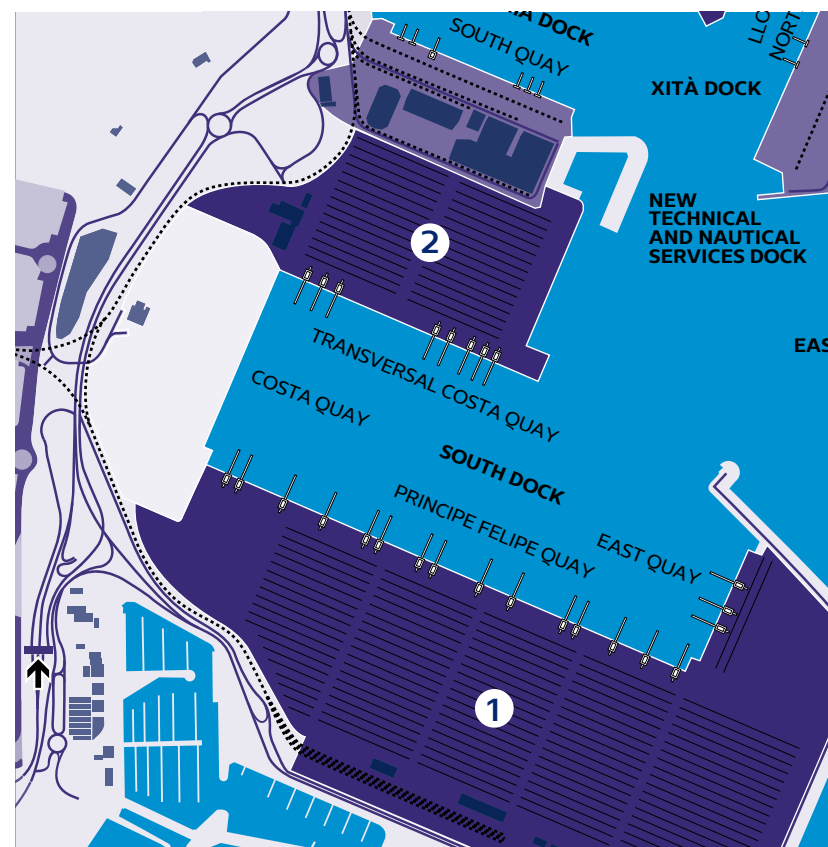
#### TCV OPERADORES PORTUARIOS

**3 OPERATOR:** TCV Operadores Portuarios, S.A. - Tel. No.: 96 324 16 80 - [tcv@tcv.es](mailto:tcv@tcv.es) - [www.tcv.es](http://www.tcv.es)

**QUAY:** Section 2 of the Levante Quay has a 1,133 metre-long berthing face and a maximum depth of 15 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 and 25 RTG transtainers.

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4).



## MULTIPURPOSE TERMINAL

### LEVANTE QUAY

**1 OPERATOR:** TCV Operadores Portuarios and Compañía Trasmediterránea.

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

**MACHINERY:** (See Chapter 2, sections 2.5.1.2 and 2.5.4).

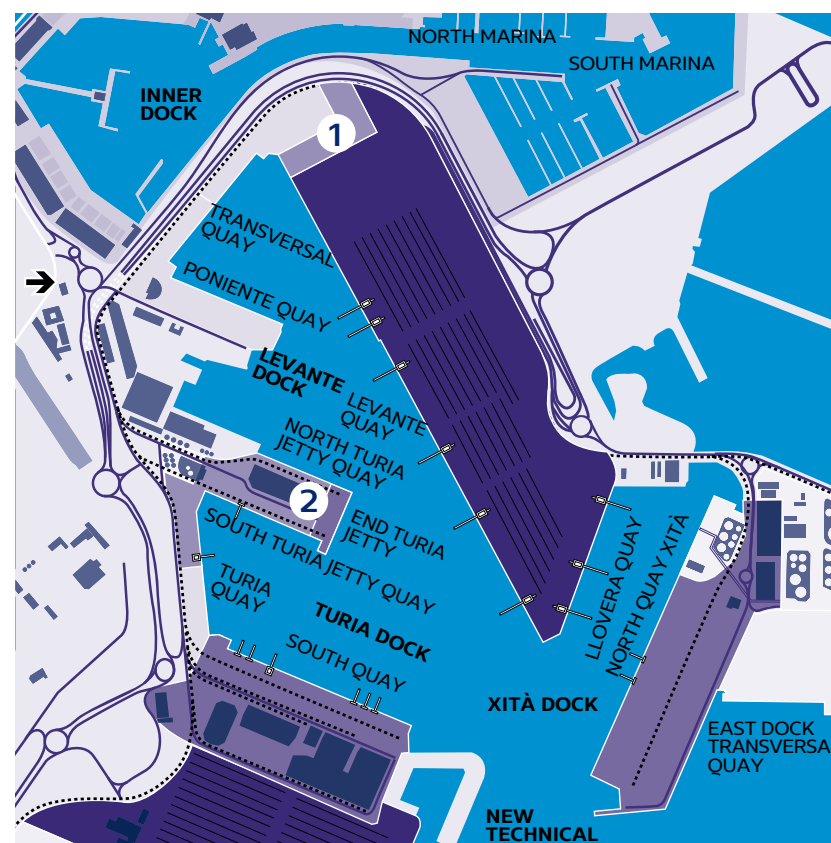
### TCV MULTIPURPOSE TERMINAL

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

**QUAY:** Turia Jetty. The North Face is 281 metres long and the South Face is 347 metres long. The jetty 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 45 tonnes.

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4).





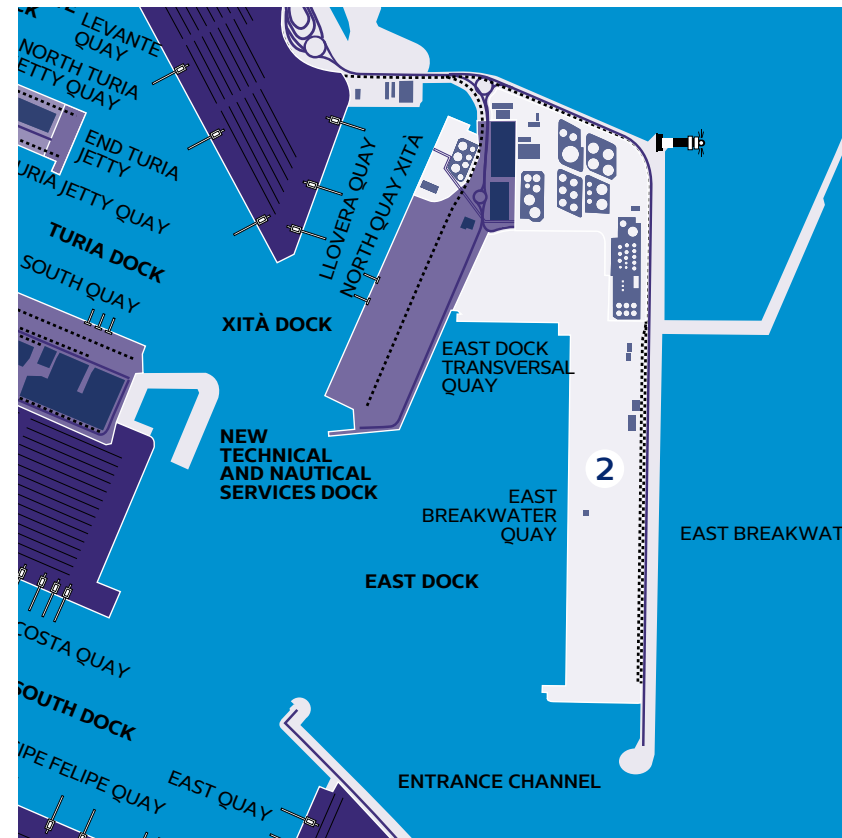
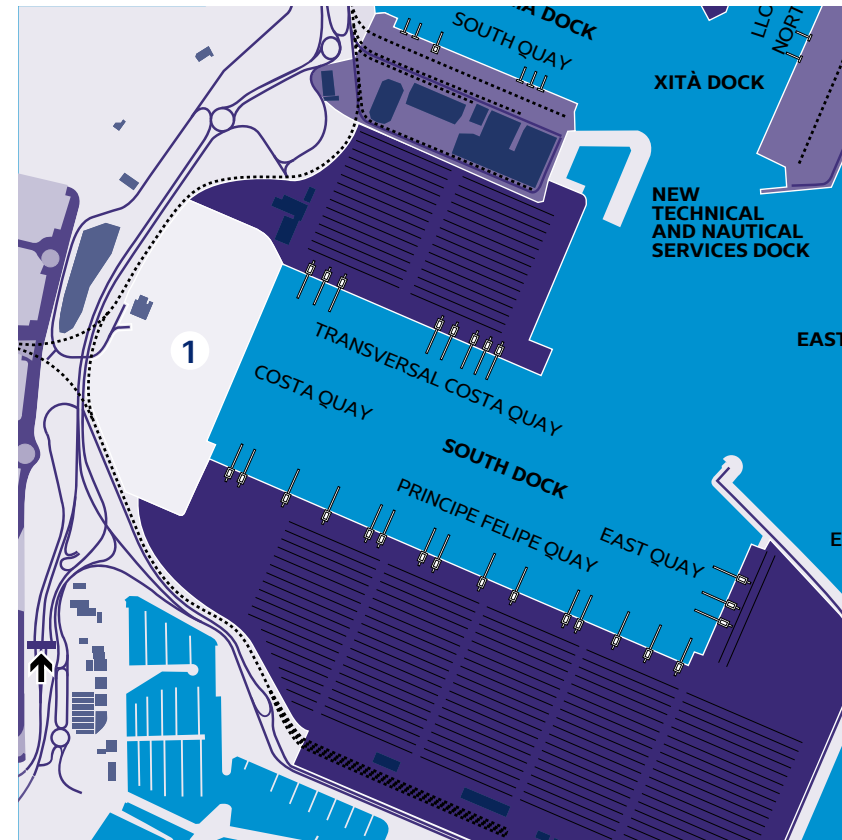
## VEHICLE AND RO-RO TERMINAL

### COSTA QUAY TERMINAL

- ① **OPERATORS:** Europark Express Valencia, S.A., Ford España, S.A. and Valencia Terminal Europa, S.L.  
**QUAY:** Costa Quay. This quay is 502 metres long and 16 metres deep and has a storage area of 251,584 m<sup>2</sup>.

### EAST BREAKWATER TERMINAL

- ② **OPERATORS:** Europark Express Valencia, S.A., Ford España, S.A. and Valencia Terminal Europa, S.L.  
**QUAY:** East Breakwater Quay. This quay is 970 metres long and 16 metres deep. The storage surface area covers 173,525 m<sup>2</sup>.



## PASSENGER FERRY AND CRUISE SHIP TERMINAL

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

The Poniente Quay is 379 metres long and is between 9 and 11 metres deep in different areas. The Transversal Quay is 395 metres long and is approximately 10.5 metres deep.

The terminal covers a surface area of 58,756 m<sup>2</sup>, including 7,000 m<sup>2</sup> of office buildings and the Passenger Terminal.

### ACCIONA - TRANSMEDITERRÁNEA

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

### CRUISE SHIPS

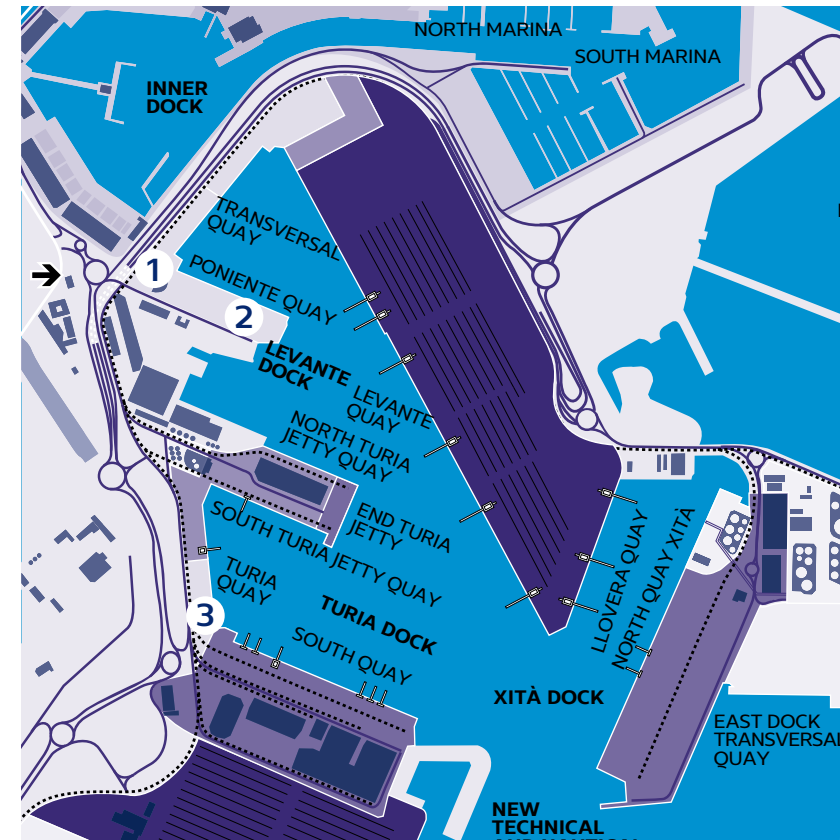
❷ OPERATORS: Miscellaneous

## BALEARIC ISLAND FERRY ON TURIA QUAY AND OTHER QUAYS

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

### BALEARIA

❸ OPERATORS: Balearia Eurolíneas Marítimas, S.A. [www.balearia.com](http://www.balearia.com)





## OIL AND CHEMICAL PRODUCT TERMINAL

### GALP ENERGÍA ESPAÑA, S.A.U.

① **OPERATOR:** Petróleos de Valencia, S.A.

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

**FACILITIES:** Discharging of oil products on jetty owned by Terminales Portuarias, S.A. Discharged products are stored in 20 tanks with a capacity of 139,520 m<sup>3</sup>.

### 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)

**QUAY:** 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.

### DEMAGRISA

③ **OPERATOR:** Demagrisa, S.A.

**QUAY:** The Turia Jetty is 62 metres long and 9 metres deep.

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

### PRODUCTOS ASFÁLTICOS

④ **OPERATOR:** Productos Asfálticos, S.A.

**QUAY:** Turia Jetty, South face - Section 2. This quay is 153 metres long and 9 metres deep.

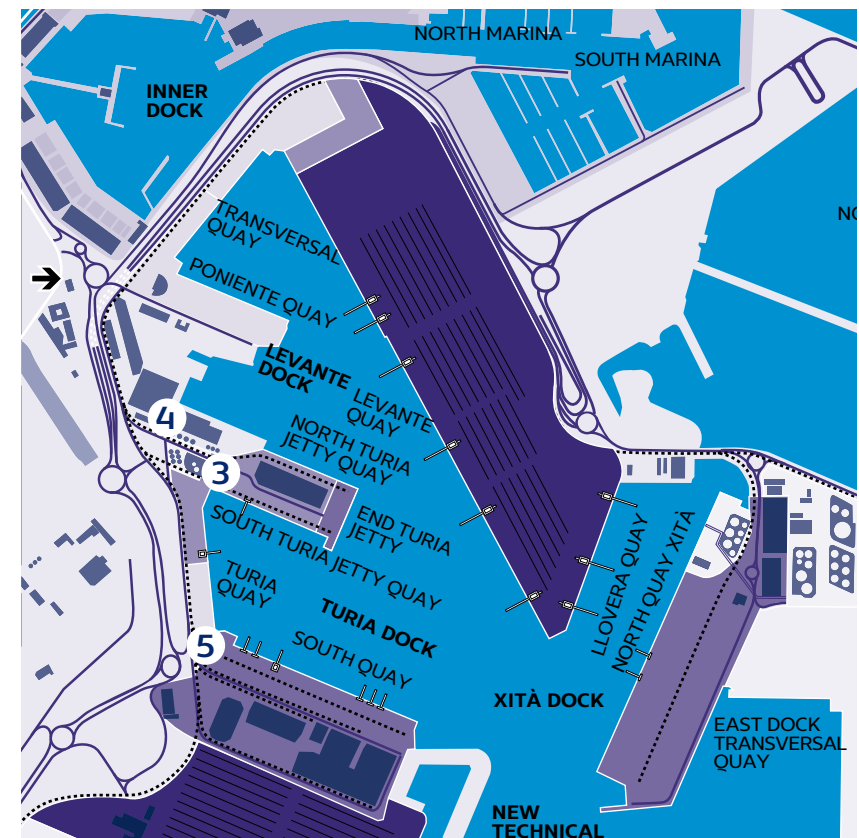
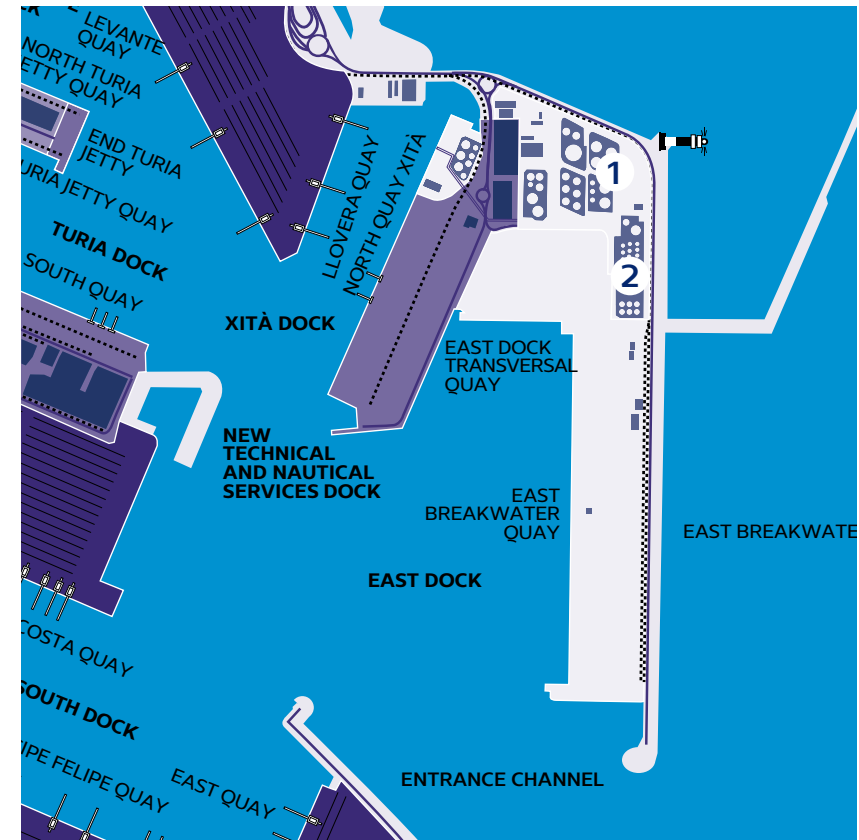
**FACILITIES:** Asphalt product hose connected to pipeline with pumping gear. It has 8 tanks with a capacity of 14,300 m<sup>3</sup>.

### TEVA - TANK

⑤ **OPERATOR:** Teva - Tank, S.L.

**QUAY:** 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.



## 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.

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

## NOATUM TERMINAL GRANEL VALENCIA, SA

**2 OPERATOR:** Noatum Terminal Granel Valencia, S.A.

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

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4)

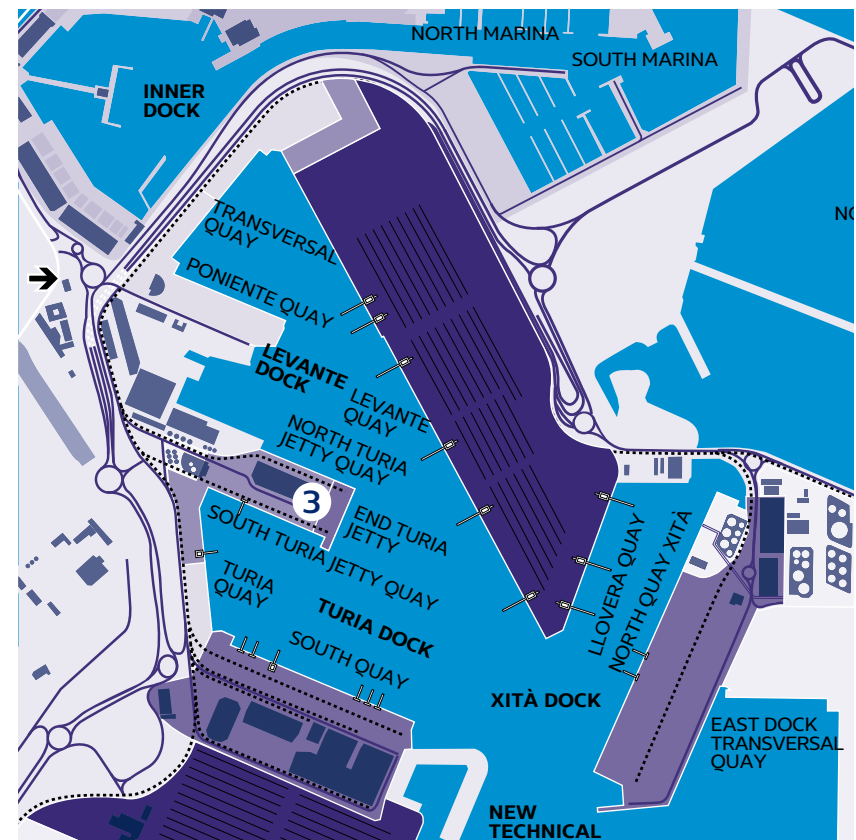
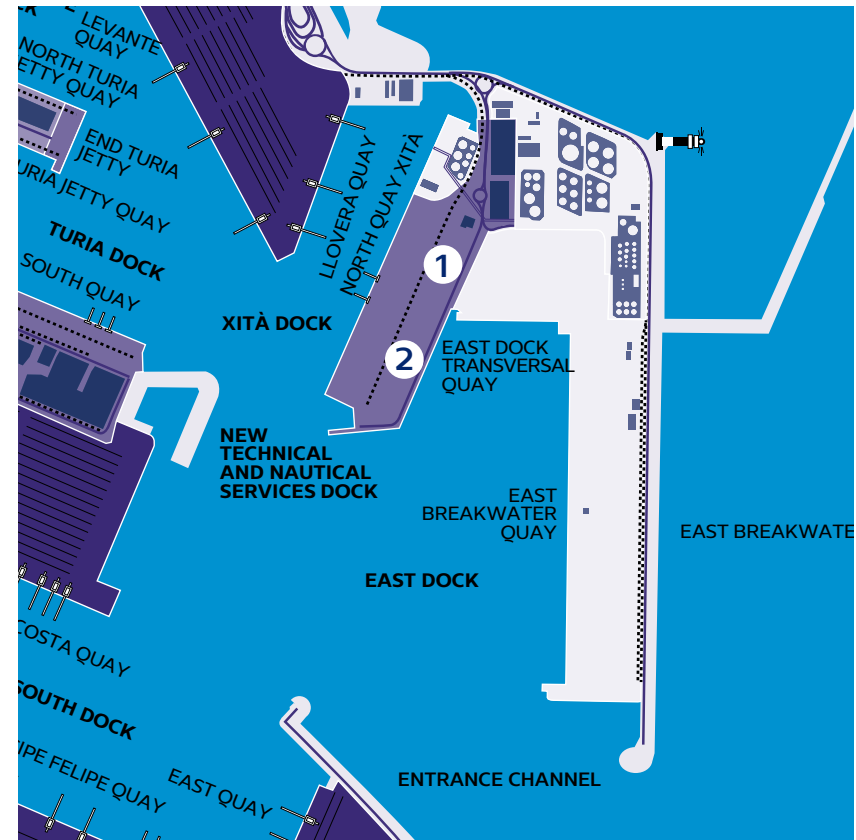
**LOCATION:** End Turia Jetty

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

### CEMEX ESPAÑA

**3 OPERATOR:** Cemex España, S.A. - Tel.: 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 / hour. 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).







# MAP PORT OF SAGUNTO



01. Jetty
02. North Breakwater
03. Shipyard
04. Fishing Dock
05. North Quay
06. Dock 1
07. Multipurpose Terminal 1 (Dock 1)
08. Multipurpose Terminal 2 (Dock 1)
09. Multipurpose Terminal 3 (Dock 1)
10. Harbourmaster's Office
11. Centre Quay
12. South Quay
13. Port Authority
14. Customs
15. SAGEP Port of Sagunto
16. Dock 2
17. Multipurpose Terminal 1 (Dock 2)
18. Multipurpose Terminal 1 (Dock 2) (future construction)
19. Iron and Steel Processing Centre
20. Ro-ro and Vehicle Terminal
21. Vehicle Logistics Centre
22. Regasification Plant
23. Provisional Container Area
24. Fertiliser Plant
25. North Quay 2
26. Centre Quay 2
27. South Quay 2
28. Levante Breakwater
29. Entrance channel
30. South outer sea wall

Water depths may be subject to slight variations

- |   |   |  |  |   |  |
|---|---|--|--|---|--|
| <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black;"></span> Multipurpose Terminal | <span style="display: inline-block; width: 15px; height: 15px; background-color: yellow; border: 1px solid black;"></span> Ro-ro and Vehicle Terminal | <span style="display: inline-block; width: 15px; height: 15px; background-color: lightgreen; border: 1px solid black;"></span> Liquid Bulk | <span style="display: inline-block; width: 15px; height: 15px; background-color: darkred; border: 1px solid black;"></span> Provisional Container Area | <span style="display: inline-block; width: 20px; border-bottom: 2px solid purple;"></span> Road network | <span style="display: inline-block; width: 20px; border-bottom: 2px dashed black;"></span> Railway network |
|---|---|--|--|---|--|



## 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.

**FACILITIES:** 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.

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4)

### MULTIPURPOSE TERMINAL 2 (DOCK 1)

**OPERATOR:** Portuaria Levantina, S.A. - Tel.: 96 268 40 48 / 96 267 56 86 - www.porlesa.com

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

**FACILITIES:** It has 2 mobile cranes with a lifting capacity of 120 tonnes, 11 forklifts, 2 reach stackers and 1 conveyor belt.

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4)

### MULTIPURPOSE TERMINAL 3 (DOCK 1)

**OPERATOR:** Noatum Container Terminal Sagunto - Tel. No.: 96 265 61 19 - www.marvalsagunto.es

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

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

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4)

### FRUIT AND PERISHABLES TERMINAL

**OPERATOR:** Noatum Ports Valenciana, S.A. - Tel. No.: 96 265 61 19 - www.marvalsagunto.es

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

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4)

**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, and 7,000 m<sup>2</sup> warehouse.

### PROVISIONAL CONTAINER AREA (DOCK 1)

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

**QUAYS:** Public quays: North Quay 1 is 489 metres long and 9 metres deep. The Centre Quay 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.

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4)

### FERTILISER PLANT

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

**QUAY:** 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.

### IRON AND STEEL PROCESSING CENTRE (DOCK 2)

**OPERATOR:** Procesos Logísticos Integrales, S.A. - Tel.: 96 269 90 60 - Tel. No.: 902 627 720  
info@plisa.es - www.plisa.es

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

**SPECIAL FACILITIES:** Gantry cranes with lifting capacities of up to 32 tonnes, shot and painting line (max. 2,500 mm), oxy-fuel cutting, and bevelling machine.

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

**OPERATOR:** Carport Sagunto, S.L. - Tel. No.: 96 269 95 30 - www.bergeycia.es

**QUAY:** South Quay 2 is 218 metres long and has a maximum depth of 16 metres; Centre Quay 2 is 235 metres long and has a maximum depth of 16 metres; and the Ro-ro heel 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.

### 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.

### REGASIFICATION PLANT (DOCK 2)

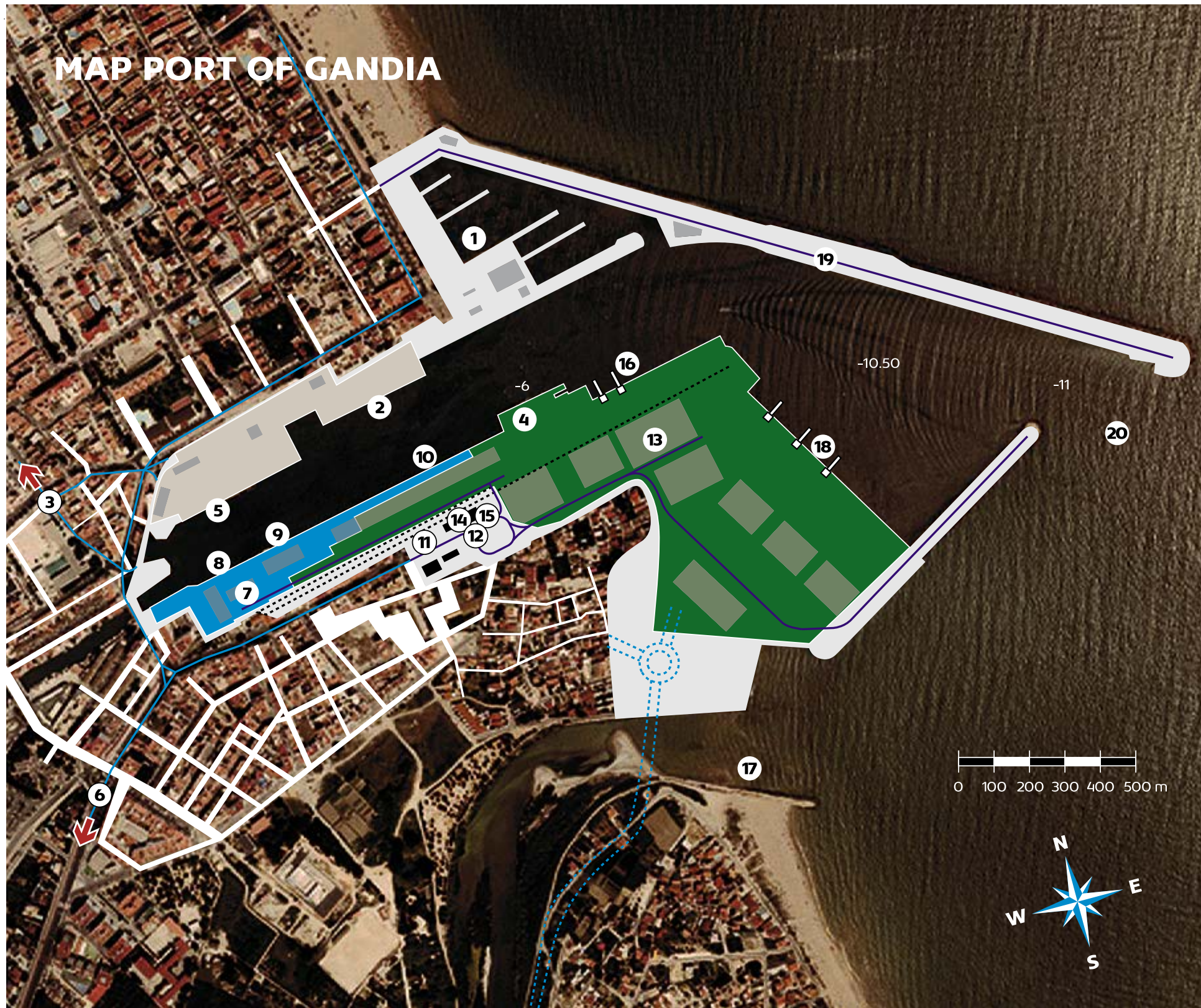
**OPERATOR:** Saggas, S.A. - Tel. No.: 96 101 42 20 / 96 269 90 77 - saggas@saggas.com - www.saggas.com

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

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



# MAP PORT OF GANDIA



01. Royal Gandia Yacht Club
02. Borgia Quay
03. To N-332 AP-7 (Xeresa exit)
04. Dry Dock
05. North Quay
06. To C-230 Gandia AP-7 (Oliva exit)
07. Fish Market
08. Fishing Quay
09. Motor-Sailor Quay
10. Fruit Quay
11. Customs
12. SEGASA SAGEP
13. Cold storage warehouse
14. Port Authority
15. Harbourmaster's Office
16. South Quay
17. Serpis riverbed
18. Serpis Quay
19. North Breakwater
20. Entrance channel

Port operations area

Fishing area

Mixed use area (yachts, commercial, leisure)

Road network

Railway network

New South access (pending)

Water depths may be subject to slight variations



## PORT OF GANDIA

**OPERATOR:** Navarro y Boronad, S.L. - Tel. No.: 96 284 01 00 - [www.navarroyboronad.com](http://www.navarroyboronad.com)

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

**MACHINERY:** 4 gantry cranes with lifting capacities of up to 12 tonnes and one mobile crane with a lifting capacity of 40 tonnes, 35 forklifts, 5 grabs and 1 hopper.

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4)

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

## FRUIT AND PERISHABLES WAREHOUSE

**OPERATOR:** Dehorsa, S.A. - Tel. No.: 96 284 86 28 - [terminal@gandiareefer.com](mailto:terminal@gandiareefer.com) - [www.gandiareefer.com](http://www.gandiareefer.com)

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

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

(For more details, see Chapter 2, sections 2.5.1.2 and 2.5.4)

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







Visit of the Spanish Minister of Development to mark the transfer of the Inner Dock to the Valencia City Council



The last caisson of the Port of Valencia's new cruise quays is put into position



The North Quay at the Port of Gandia is redesigned



AVE highlights the strategic importance of the Port of Valencia for Spanish companies



Aragon and the Valencian Region join forces to boost rail freight



The President of the Valencian Region welcomes the consortium that was awarded the tender to operate the PLAZA rail terminal



Presentation of the increase in cargo capacity on Trasmediterranea's services between Valencia and Ibiza.



The PAV receives environmental award from the International Association of Ports and Harbors in Los Angeles



The PAV is awarded the Valencia Propeller Club Prize



The Valencian Regional Minister of the Treasury and Public Administration visits the Port of Valencia's facilities



Members of the Arab Ambassadors' Council visit the Port of Valencia



The Moroccan Ambassador visits the Port of Valencia





The Kazakhstan Ambassador visits the Port of Valencia



The Ambassador on Special Mission for Mediterranean Affairs visits the Port of Valencia



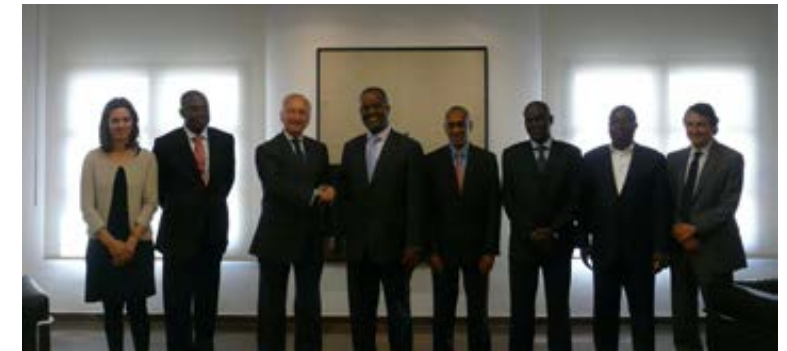
The CEV's Executive Committee meets at the Port of Valencia



The Port of Valencia outlines its objectives and challenges to the Valencia Chamber of Commerce's Plenary Meeting



Meeting between the new ASECAM Chairwoman and the PAV Chairman



A delegation from Angola, led by the Secretary of State for Land Transport, visits the Port of Valencia



A delegation from the DR Congo, led by the Governor of East Kasai and the Spanish Ambassador to the DR Congo, visits the Port of Valencia



A Korean delegation from the Ministry of Maritime Affairs and Fisheries, and the Ministry of Strategy and Finance visits the Port of Valencia



Representatives from the Ukrainian Infrastructure Ministry and the State Rail Administration visit the Port of Valencia



A delegation from the Spanish Parliament and the Brazilian National Congress Friendship Group visits the Port of Valencia



The Shanghai Overseas Affairs Service Center visits Valenciaport



A delegation from China, accompanied by the Mayor of Paterna, visits the Port of Valencia





A delegation from the Shanghai Municipal Transport and Port Authority visits the Port of Valencia



A delegation from the port authority of the Kingdom of Saudi Arabia's ports holds a working meeting with PAV representatives



The General Director of the Port of Tanger-Med visits the Port of Valencia



The port authorities of Valencia and Vigo open up new ways to cooperate and intensify their joint participation in "green port" initiatives



The Chairwoman of the Port Authority of Vilagarcia de Arousa visits the Port of Valencia



Paul Ryan, the CEO of OECD Infrastructure Equity and Debt at JP Morgan visits the Port of Valencia



A delegation from the Shanghai Municipal Office for Port Services visits the Port of Valencia



Students on EDEM's 15 x 15 course visit the Port of Valencia



The European B2MoS project kicks off in Valencia



Mid-term conference of the European Greencranes project, which aims to reduce greenhouse gas emissions in container terminals by 16%



Closing ceremony and Demo Day of the Greencranes project, which heralds a new era in port industry sustainability



The PAV leads the Greenberth project, which is set to promote the role of technological SMEs in ports





MEDITA project meeting in Valencia



Europhar General Assembly at the PAV headquarters



Ecoport II reviews the first half of the year



The "APORTEM - Valencia Solidarity Port" project is created



Meeting of the Port of Sagunto's Quality Committee.



Quality Mark working meeting with stevedoring companies and shipping agents from the Port of Sagunto



The Port of Valencia's Quality Mark holds a Quality Committee meeting in November



The Quality Mark's working group at the Port of Valencia finalises the update of the New Vehicle Service Directive



2<sup>nd</sup> Conference to Promote CSR in the Port Community



6<sup>th</sup> Port Cluster Innovation Conference



The PAV Chairman opens the 2<sup>nd</sup> Port Security Course



Meeting with authorities to mark the 1<sup>st</sup> Port Management and Intermodal Transport Master's degree in Colombia





Closing ceremony of the 21<sup>st</sup> Port Management and Intermodal Transport Master's degree



The PAV trains Latin American port managers as part of the UNCTAD's TrainForTrade programme



The PAV takes part in the ENCAJA trade fair



The PAV takes part in the CSR-Environmental and Energy Trade Fairs



The Port of Valencia takes part in Transport Logistic Munich



The PAV presents its new advertisement at the SIL exhibition



The PAV takes part in Seatrade Miami



The PAV and TCV carry out an emergency drill



Prize-giving ceremony for the 2<sup>nd</sup> Christmas Card Competition



The APOTEM Christmas charity campaign mobilises the Valencian logistics community