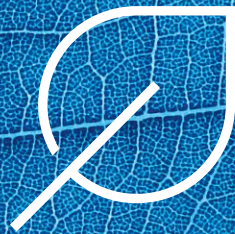


BALANCED LOGISTICS

The Hamburger Hafen und Logistik AG
sustainability magazine



ELEMENT OF THE FUTURE

Green hydrogen as a driver of the
energy transition in the port

—→ *Page 6*

SUCCESS FACTOR

Diversity becoming more important
for corporate success

—→ *Page 18*

RETROFIT

Old crane systems
made fit again

—→ *Page 28*



HHLA started on its path towards sustainable logistics a long time ago. Its ambitious undertakings have many facets, from developing entirely new, climate-neutral customer services to further improvement of the working environment. The path ahead will be defined by challenging milestones. For example, we want to halve our CO₂ emissions by 2030 compared with 2018. By 2040, the company wants its operations to be completely climate-neutral (Scope 1 and Scope 2).

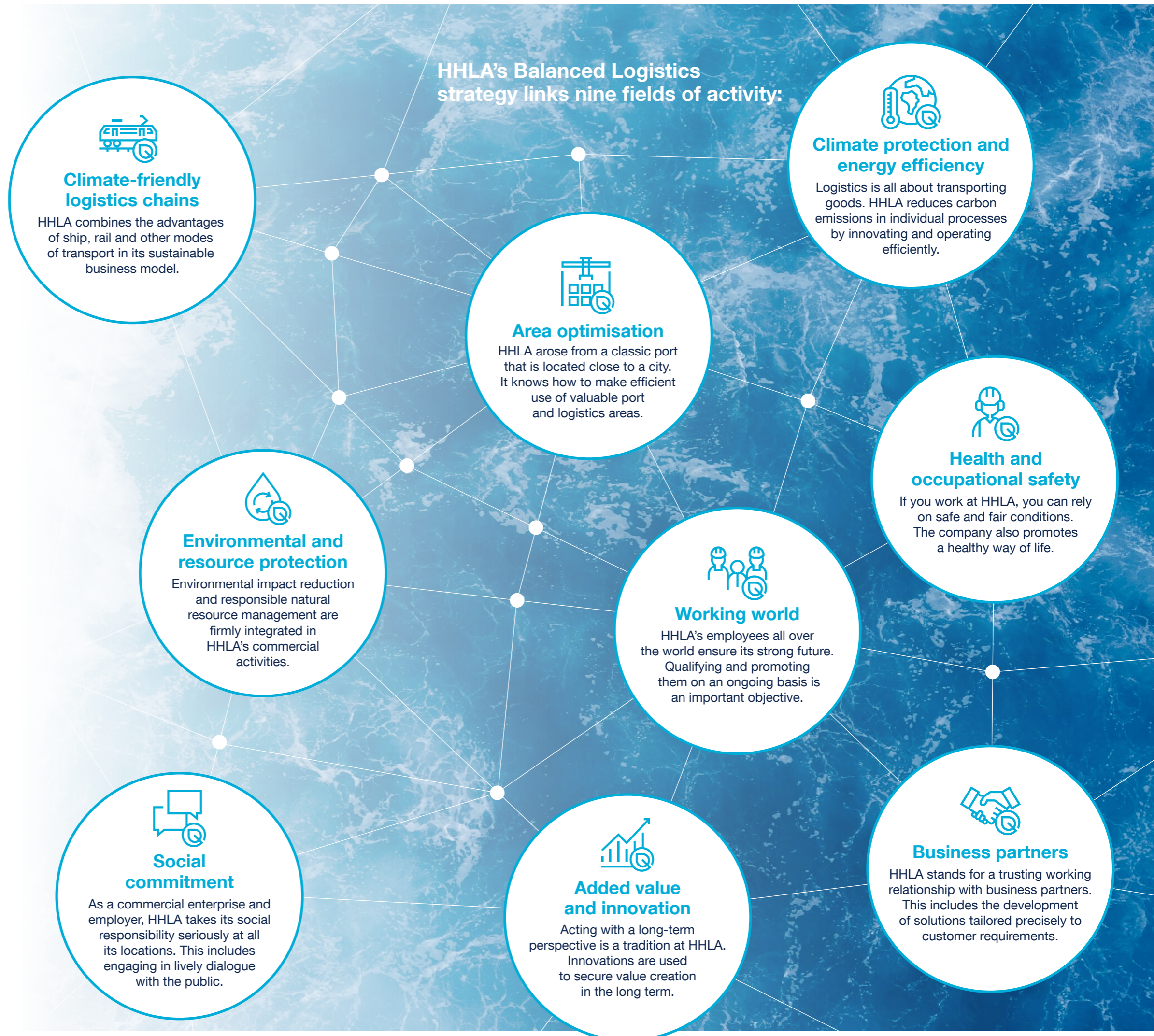
In order to achieve its ambitious goals, HHLA is relying on a strategy that comprises nine different, interlinked fields of activity under the “Balanced Logistics” heading. The attitude behind this idea is characterised by a sense of responsibility, an innovative spirit and economically viable activity over the long term. These are values that the Hanseatic League, with its network throughout northern Europe, once represented as well. Today, sustainable activity is in the DNA of logistics company HHLA.

“Balanced Logistics” stands for a balance between economic efficiency and good working conditions, between environmental and climate protection and social responsibility. This is what the company and employees are committed to each day. Practised sustainability overcomes geographical boundaries and links ideas from different business areas. Balanced Logistics therefore also makes HHLA’s commercial activities future-proof.



We are acting now

You can find out more about Balanced Logistics via this QR code.



Nine good reasons for sustainable logistics

Innovative, committed, interlinked – and climate-neutral by 2040! HHLA's sustainability strategy under the Balanced Logistics heading contains nine interlinked fields of activity.

Dear readers,

As a leading European logistics group with roots in Hamburg and sites across Europe, we take our responsibility for people and the environment very seriously. We are aware that, with our activity in the ports of Hamburg, Tallinn, Trieste and Odessa, and with our rail subsidiary Metrans, we have an important lever for the achievement of global climate targets. Transport and logistics have a considerable influence on climate change due to their role in the functioning of economies. At the same time, they can make a major contribution to the reduction of CO₂ emissions.

Hamburger Hafen und Logistik AG has used its strong position in seaport handling and rail freight traffic for years to drive sustainable innovations in logistics. With Balanced Logistics, we are creating the right balance between economic success, good working conditions, social responsibility, and environmental and climate protection for the long term. Our aim is to make all operations of the HHLA Group climate-neutral by 2040. We already want to halve our CO₂ emissions compared with 2018 by 2030. To this end, we are continuously working to electrify processes and increase our use of renewable energies.

A good example is HHLA Container Terminal Altenwerder (CTA), the world's first certified climate-neutral port handling operator. Vehicles in the AGV fleet there are equipped with battery drives and are supplied with electricity from renewable sources by 18 charging stations.

We created the innovation cluster Clean Port & Logistics (CPL) to test hydrogen-powered equipment in port logistics. The cluster develops solutions aimed at bringing hydrogen-powered heavy goods vehicles and terminal equipment to market quickly. With the support of partners, we are building a hydrogen filling station at Container Terminal Tollerort. These are important steps in the decarbonisation of logistics. The trains of our rail subsidiary Metrans have been running on green electricity in Germany and Austria since early 2021.

“Our aim is to make all operations of the HHLA Group climate-neutral by 2040.”

This saved more than 65,000 tonnes of CO₂ emissions in 2022. Our HHLA Pure product is attracting increasing customer interest for its climate-neutral transport from the quayside to the hinterland.

We were delighted to receive the Sustainable Impact Award (SIA) in the “Impact on Earth” category in 2022 for our commitment. This award is both an incentive and a motivation for us to continue our efforts. We are already working intensively on ways to meet the EU's requirements for the Corporate Sustainability Reporting Directive (CSRD) that will be in force from 2024.

However, our responsibility for a sustainable future is not restricted to developing technological solutions. For us, the focus is always on people. By signing the Diversity Charter in May 2022, the Executive Board strengthened its commitment to diversity and inclusion in the HHLA working environment.

Since the start of the Russian war of aggression in Ukraine, our major concern has been the well-being of our employees and their relatives at our terminal in the port of Odessa. For us, the war has faces and names. With strong solidarity, a great deal of commitment and efficient organisation, we were able to quickly set up an aid fund and to help employees and their families find a temporary home in Germany.

Effective climate protection requires action, and innovative solutions in particular. HHLA will continue to work with great commitment to master one of the greatest challenges facing humanity.

Yours,



Angela Titzrath
Chairwoman of the
Executive Board





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INTELLIGENT LIGHTING

HHLA has significantly reduced the energy it consumes to illuminate its container terminals in Hamburg by using LED lighting and demand-driven control.

HELPING TOGETHER
HHLA and its staff at various sites are helping employees affected by the war in Ukraine.



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SIZEABLE CLASSICS

Floating cranes HHLA III and HHLA IV are fully operational veterans that are primarily used in heavy goods logistics in Hamburg. Their continual maintenance represents sustainability in action.



14

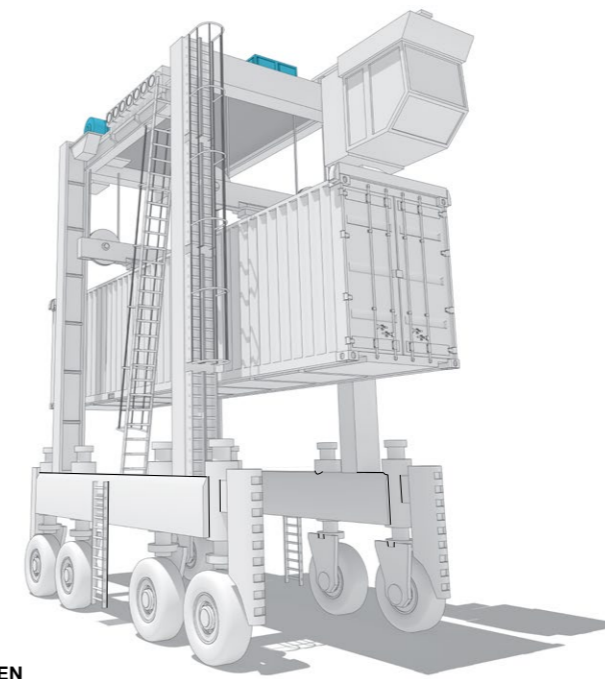
EVERYTHING FROM A SINGLE SOURCE

HHLA Pure offers customers climate-neutral container logistics from the port to the hinterland as a sustainable package solution.

6

GREEN HYDROGEN

will be used as a versatile fuel source in the future – for example, in fuel cell drives for straddle carriers.



3 Editorial

HHLA is leading the way in sustainable logistics. All business areas should be involved, explains CEO Angela Titzrath.

6 Green energy in its element

Hydrogen technology is a key to the energy and logistics management of the future. HHLA is already testing applications.

12 Bright moments

Sustainable use of energy begins with its economical use. This is demonstrated by the LED lighting in HHLA's container terminals.

14 Climate-friendly transport chains

With HHLA Pure, customers can also request climate-neutral container transport in the Port of Hamburg's hinterland.

18 More diversity – a win for everyone

Diversity in the workforce has great potential for companies. For this reason, HHLA promotes diversity and equal opportunity.

22 Together for Odessa

Russia's war of aggression against Ukraine also affects many of HHLA's employees. The company and staff provide support in many ways.

26 Multifaceted and outstanding

HHLA and its employees commit themselves to people, society and the environment.

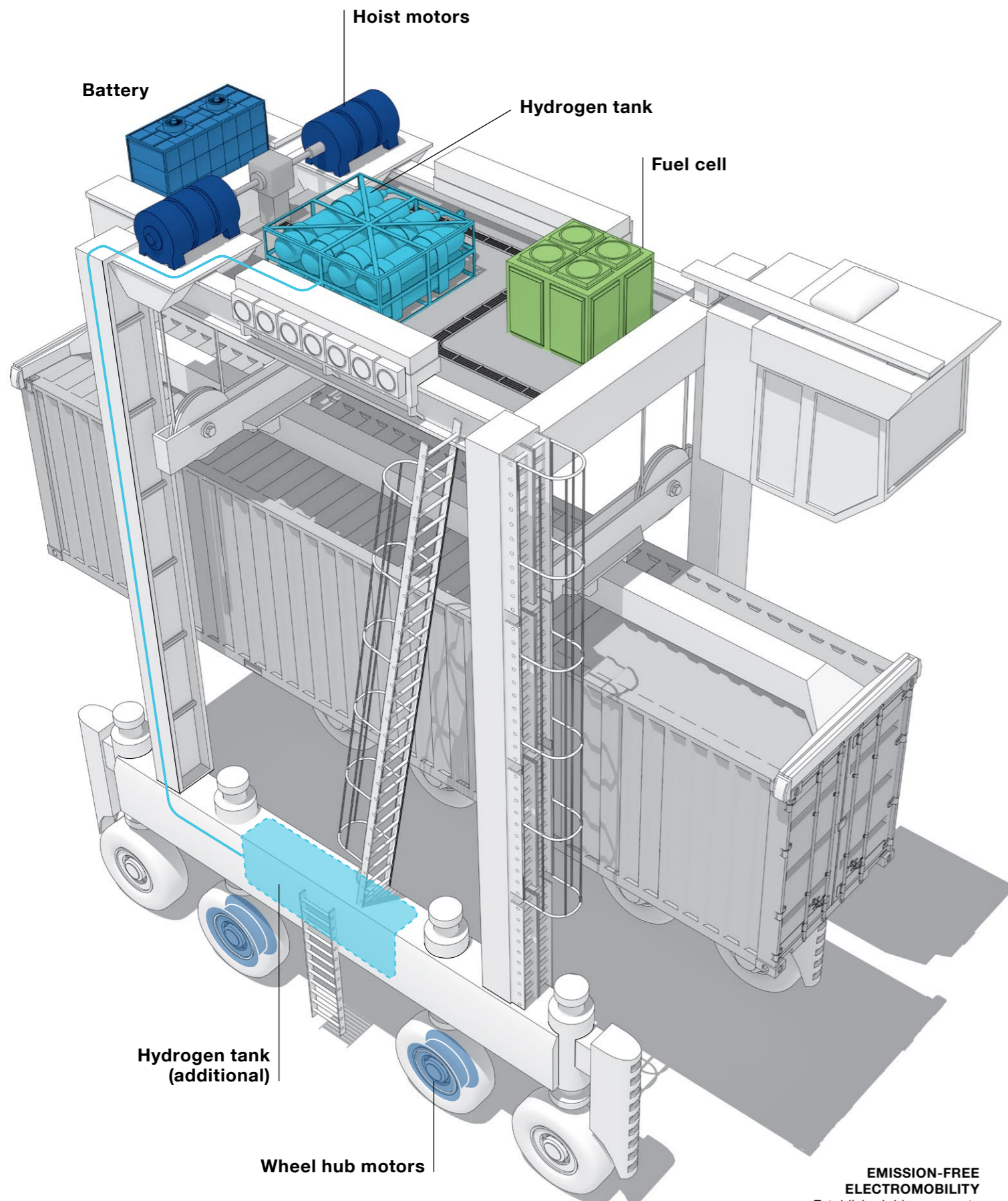
28 Historical modernism

HHLA maintains its floating cranes on an ongoing basis. HHLA IV is currently undergoing a major refurbishment to make it fit for the coming years.

30 Follow us!

You'll find out much more about HHLA, the "gateway to the future", on social media.

31 Imprint

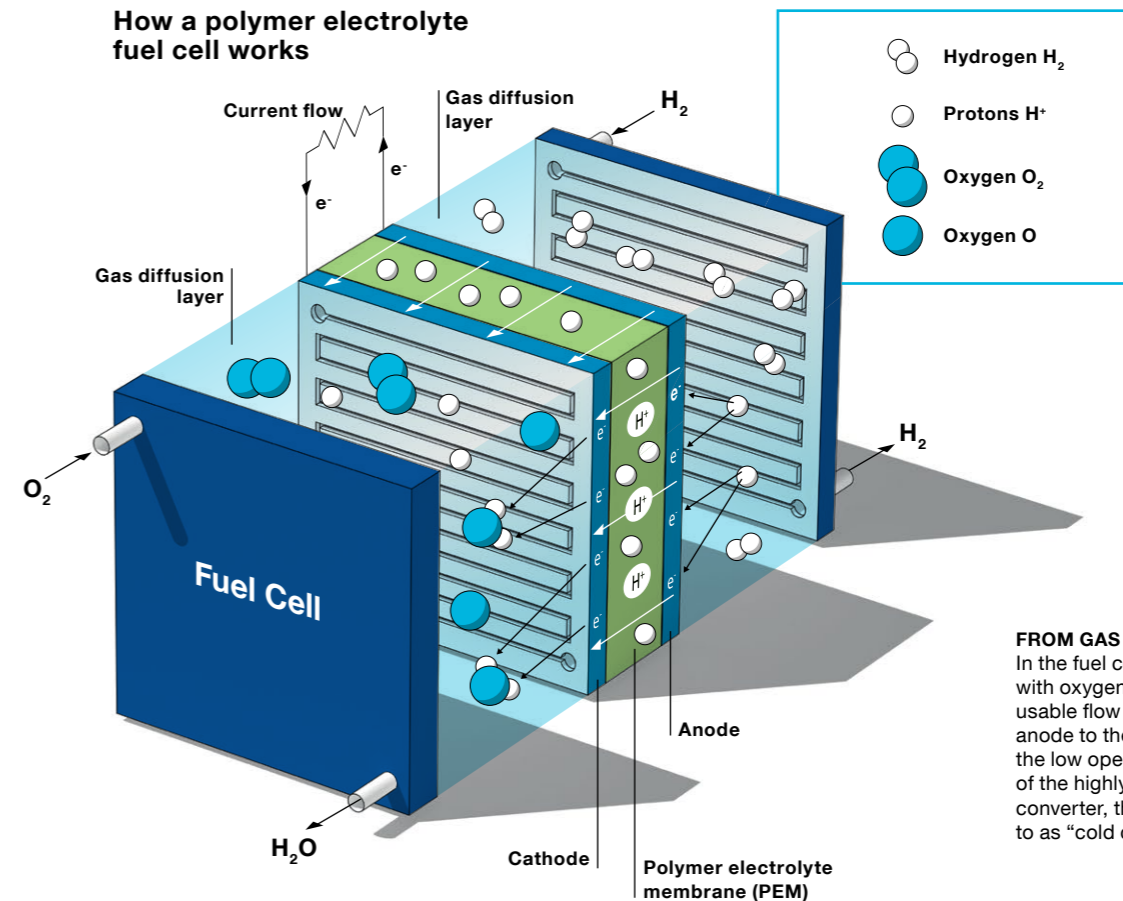


Hydrogen tank
(additional)

Wheel hub motors

**EMISSION-FREE
ELECTROMOBILITY**
Established drive concepts
with electric traction and
hoist motors (here for a straddle
carrier) can be well adapted to
the use of fuel cells.

How a polymer electrolyte fuel cell works



FROM GAS TO ELECTRICITY
In the fuel cell, hydrogen reacts
with oxygen, resulting in a
usable flow of electrons from the
anode to the cathode. Due to
the low operating temperature
of the highly efficient energy
converter, this is also referred
to as "cold combustion".

Green energy in its element

"Green" hydrogen is obtained with renewable energy and is a key to the **energy transition**. One way HHLA is driving the use of this versatile energy source is with the HHLA Hydrogen Network.

Green hydrogen, as a versatile source of energy, is a true all-rounder for the future. It is generated by electrolysis of water using electricity from renewable sources, usually wind or solar power. When used for energy, it can be electrochemically converted to electricity in fuel cells. It can be burned in engines or serves as a basis for various liquid fuels - the coveted e-fuels. This element is expected to play a key role in the many transformation processes of the energy transition.

Green hydrogen is also extremely important for HHLA. On the one hand, the company itself is relying on the energy carrier as it moves towards climate neutrality. In addition, the Port of Ham-

**1,55
million tonnes
of green
hydrogen
per year will
already be
needed by
Germany in
2030 - with a
clear upward
trend.**

burg and other HHLA sites have great potential as future hubs for hydrogen logistics.

The logistics company consistently promotes the corresponding development of technology and infrastructure. The HHLA Hydrogen Network was launched as early as 2020. It forms the framework for all of HHLA's hydrogen activities. The Clean Port & Logistics innovation cluster (CPL) followed in 2022. Under the leadership of HHLA, international companies from a variety of sectors from container logistics to the automotive industry research and test various aspects of hydrogen use here.

Janne Oeverdick is the Manager of the innovation cluster. He says: "We now work with →

→ more than 40 companies from a wide variety of sectors. These include equipment manufacturers, logistics companies, academic partners, renewable hydrogen producers, software companies, and filling station manufacturers. Our goal is to promote hydrogen technology in the long term by accelerating its market maturity through realistic operational testing.”

This approach benefits all participating companies and organisations. The practical data provides them with important decision support for the decarbonisation of their own processes, and they can test the everyday suitability of their products and infrastructure solutions in HHLA’s flagship project.

A new diversity of energy supply

The fact that numerous partners with so many different solutions are participating in the innovation cluster reflects the new reality of energy technology. Hydrogen technology will be only one of several applications for carbon dioxide-neutral energy technology in the future.

“Wherever it makes sense to electrify, you should do so. Yet there are many sectors where electrification is not easily possible. This is where hydrogen-based solutions show their strengths,” says Monja Grote, Project Manager in the HHLA Hydrogen Network. As an example from the port logistics sector, she cites large equipment for container logistics such as straddle carriers. These long-legged container transporters have already had electric traction and hoist motors for some time. Up to now, their electricity has been supplied by generator-lin-



“Germany will not be able to cover its energy requirements in the future unless it imports green hydrogen.”

Monja Grote,
Project Manager,
HHLA Hydrogen
Network

ked diesel engines called gensets. In future, a fuel cell will convert hydrogen into electricity electrochemically to power the motors. Furthermore, the new generation of straddle carriers will have batteries on board to store electrical energy that is gained through recuperation. This occurs, for example, during braking or when containers are discharged.

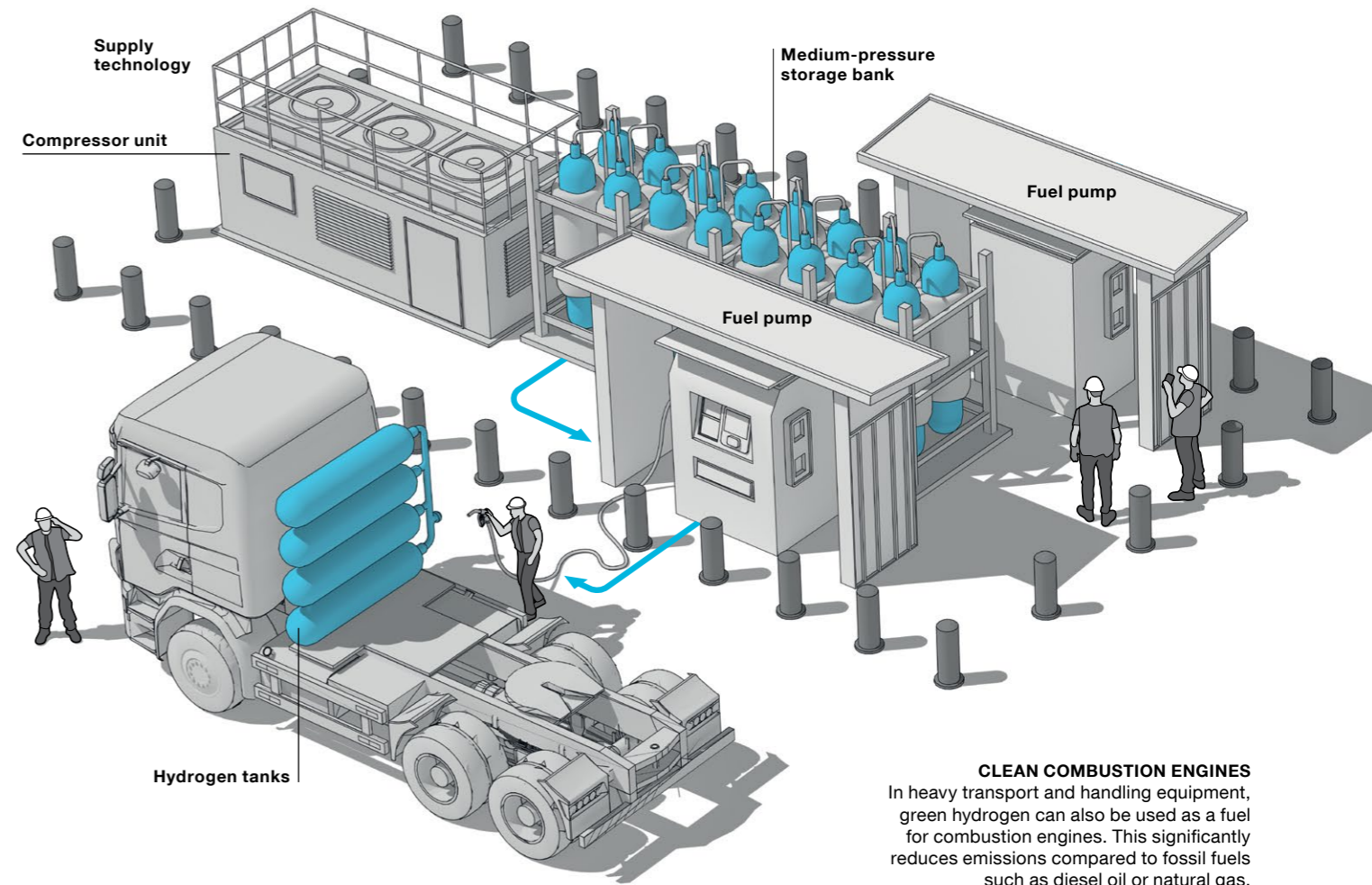
A look into the future

“Hydrogen will become more important in ports and in logistics in general,” Dr Georg Böttner, who is responsible for hydrogen in the Group, agrees. He notes that the advantages of this energy source include emission-free operation, fast filling processes and longer operating times. “Employees also benefit from electrically-powered equipment that get power from fuel cells. This equipment generates significantly less noise, vibrations and exhaust fumes than a combustion engine.”

How this might look in concrete terms will be visible at Container Terminal Tollerort (CTT) beginning in 2023. This year, HHLA and Linde will start operating a hydrogen filling station here that can supply vehicles with hydrogen gas compressed to 350 bar. The filling station is part of a testing ground of the Clean Port & Logistics innovation cluster. It is a measure of the cluster test operation, scheduled for 2023 to 2025.

When, in the next few years, one of these straddle carriers docks at the facility with the distinctive pressure accumulators, a connection will be established between the supply station and the vehicle, like at a normal petrol station. The gas,

Hydrogen filling station



CLEAN COMBUSTION ENGINES
In heavy transport and handling equipment, green hydrogen can also be used as a fuel for combustion engines. This significantly reduces emissions compared to fossil fuels such as diesel oil or natural gas.

produced with renewable energy, will then flow into the tanks of the huge vehicle. The fuelling process takes just a few minutes; the carrier resumes work; and the filling station is ready for the next vehicle. This could be a self-driving transporter or a long-distance truck with fuel cells or hydrogen engines. “We are in discussion with various equipment manufacturers who want to test their prototypes on the testing ground,” explains CPL Manager Janne Oeverdiek. “The cluster will then prepare and evaluate the tests.”

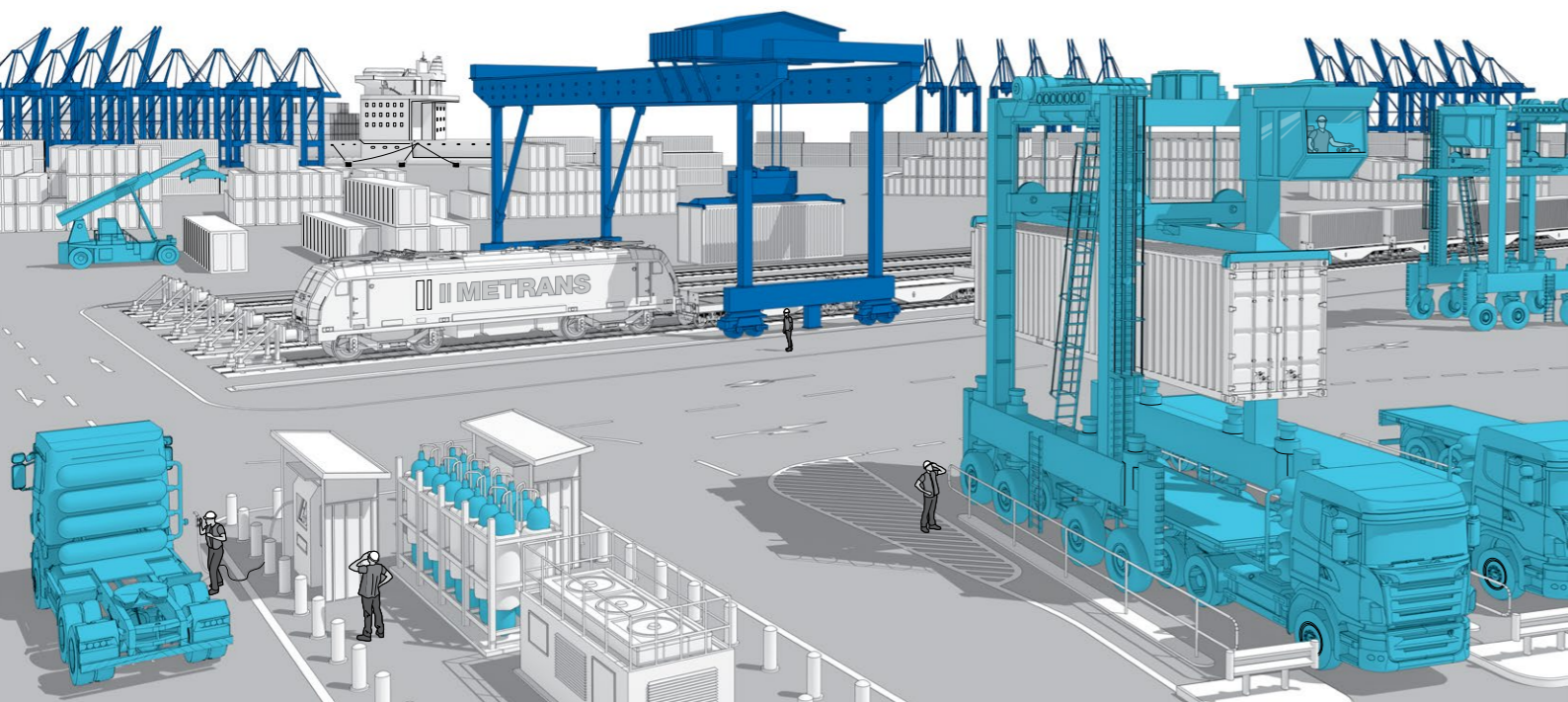
Wouldn’t it be easier to replace fossil fuels with liquid e-fuels that are produced without emissions? Then existing refuelling infrastructures could continue to be used – but there is a problem. The fuel, which is also extracted from hydrogen at great expense, will not be available in sufficient quantities or at competitive prices. Thus the energy supply transformation requires a variety of alternative strategies, one of which is the use of hydrogen.

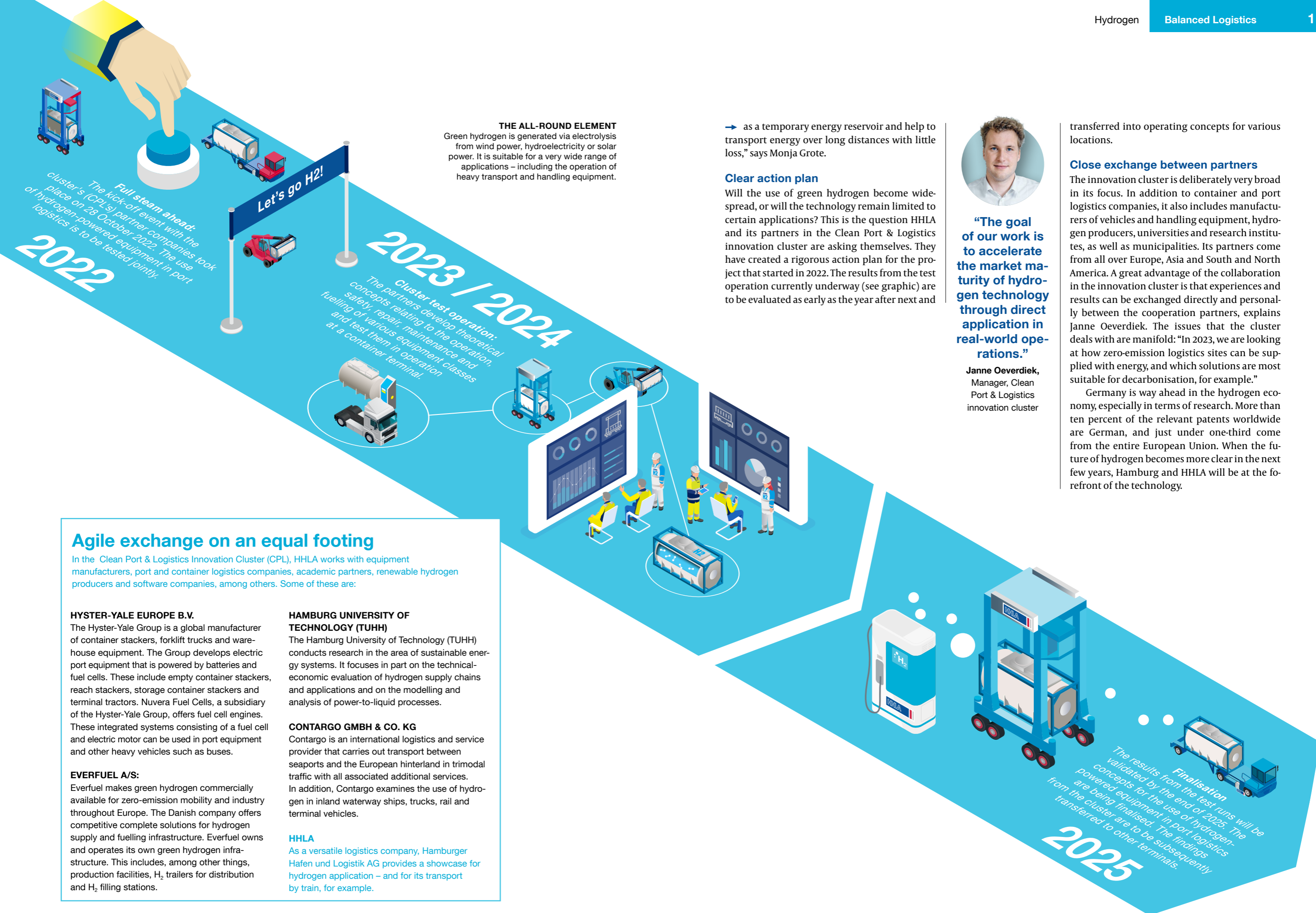
“Many players have high hopes for hydrogen when it comes to making entire sectors emission-free,” says Oeverdiek. For HHLA, green hydrogen represents not only an energy source but also a promising commodity. And this commodity will largely be imported. “An estimated

60 percent of the hydrogen needed in Germany must be imported and distributed in the hinterland,” explains Monja Grote. For this reason, the company also deals with the import, handling and transport of the environmentally friendly gas. “In doing so, we can draw on our existing intermodal network as well as our strengths as a logistics company,” says the expert.

Coveted energy source

The German National Hydrogen Council has estimated that the demand for green hydrogen in the Federal Republic would already reach the gigantic volume of 600 to 800 terawatt-hours by 2045. Demand comes from various industry sectors including the mobility sector and the heating energy sector. Separating generation from use is also important to customers. This is hydrogen’s clear advantage compared to the direct use of solar and wind energy. As long as no efficient large-scale storage tanks exist, the large majority of electrical energy must be used immediately. As a gas, hydrogen can be stored temporarily in many underground natural gas storage facilities, for example, or transported in frozen or chemically bound form by ships and tank containers. “It can therefore serve →



**THE ALL-ROUND ELEMENT**

Green hydrogen is generated via electrolysis from wind power, hydroelectricity or solar power. It is suitable for a very wide range of applications – including the operation of heavy transport and handling equipment.

→ as a temporary energy reservoir and help to transport energy over long distances with little loss,” says Monja Grote.

Clear action plan

Will the use of green hydrogen become widespread, or will the technology remain limited to certain applications? This is the question HHLA and its partners in the Clean Port & Logistics innovation cluster are asking themselves. They have created a rigorous action plan for the project that started in 2022. The results from the test operation currently underway (see graphic) are to be evaluated as early as the year after next and



“The goal of our work is to accelerate the market maturity of hydrogen technology through direct application in real-world operations.”

Janne Oeverdiek,
Manager, Clean Port & Logistics innovation cluster

transferred into operating concepts for various locations.

Close exchange between partners

The innovation cluster is deliberately very broad in its focus. In addition to container and port logistics companies, it also includes manufacturers of vehicles and handling equipment, hydrogen producers, universities and research institutes, as well as municipalities. Its partners come from all over Europe, Asia and South and North America. A great advantage of the collaboration in the innovation cluster is that experiences and results can be exchanged directly and personally between the cooperation partners, explains Janne Oeverdiek. The issues that the cluster deals with are manifold: “In 2023, we are looking at how zero-emission logistics sites can be supplied with energy, and which solutions are most suitable for decarbonisation, for example.”

Germany is way ahead in the hydrogen economy, especially in terms of research. More than ten percent of the relevant patents worldwide are German, and just under one-third come from the entire European Union. When the future of hydrogen becomes more clear in the next few years, Hamburg and HHLA will be at the forefront of the technology.

Agile exchange on an equal footing

In the Clean Port & Logistics Innovation Cluster (CPL), HHLA works with equipment manufacturers, port and container logistics companies, academic partners, renewable hydrogen producers and software companies, among others. Some of these are:

HYSTER-YALE EUROPE B.V.

The Hyster-Yale Group is a global manufacturer of container stackers, forklift trucks and warehouse equipment. The Group develops electric port equipment that is powered by batteries and fuel cells. These include empty container stackers, reach stackers, storage container stackers and terminal tractors. Nuvera Fuel Cells, a subsidiary of the Hyster-Yale Group, offers fuel cell engines. These integrated systems consisting of a fuel cell and electric motor can be used in port equipment and other heavy vehicles such as buses.

EVERFUEL A/S:

Everfuel makes green hydrogen commercially available for zero-emission mobility and industry throughout Europe. The Danish company offers competitive complete solutions for hydrogen supply and fuelling infrastructure. Everfuel owns and operates its own green hydrogen infrastructure. This includes, among other things, production facilities, H₂ trailers for distribution and H₂ filling stations.

HAMBURG UNIVERSITY OF TECHNOLOGY (TUHH)

The Hamburg University of Technology (TUHH) conducts research in the area of sustainable energy systems. It focuses in part on the technical-economic evaluation of hydrogen supply chains and applications and on the modelling and analysis of power-to-liquid processes.

CONTARGO GMBH & CO. KG

Contargo is an international logistics and service provider that carries out transport between seaports and the European hinterland in trimodal traffic with all associated additional services. In addition, Contargo examines the use of hydrogen in inland waterway ships, trucks, rail and terminal vehicles.

HHLA

As a versatile logistics company, Hamburger Hafen und Logistik AG provides a showcase for hydrogen application – and for its transport by train, for example.

BURCHARDKAI SAVES ENERGY WHILE OTHERS SLEEP: it does this by switching to dynamic LED lighting that can be even seen by planes landing at Hamburg Airport.

Bright ideas

Lowering consumption is the quickest way to **use energy sustainably**. HHLA demonstrates this with the use of LED lighting at container terminals including smart control

The most sustainable and efficient use of energy possible starts with economical consumption. There are many such measures at HHLA, and they are mostly inconspicuous. Still, some can even be seen from an aeroplane. Passengers flying into the Hamburg airport at night can see dark areas at the huge HHLA container terminals that are only illuminated when needed. In these areas, conventional lighting has been replaced with smart LED technology.

The key benefits of LED lights are the immediate availability of full luminous intensity, their high efficiency, and their very long durability. Their efficiency is increased further by

smart control. At night, the lighting is switched on in many areas only if needed. This further reduces energy consumption. On the whole, the conversion to LED lights at the Hamburg location will save some 5.4 gigawatt hours of electricity per year. This is equivalent to the consumption of approximately 1,500 three-person households.

All three HHLA container terminals – Altenwerder (CTA), Burchardkai (CTB) and Tollerort (CTT) – have been converting during operation for several years, and will conclude the project at the end of 2023. Incidentally, CTA's electrical energy needs are met entirely (not just for lighting) from renewable sources.



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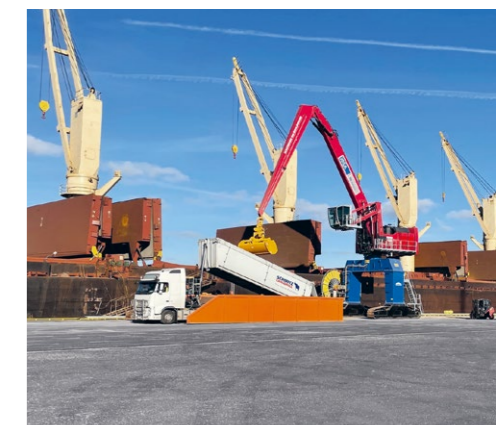
percent

of lighting systems have already been converted to LED.



Electric drive systems

HHLA is committed to **battery-powered drive concepts** in very different vehicle categories. For example, a fleet of nearly 120 passenger cars is in operation at the terminal facilities in Hamburg to facilitate employee mobility. The cars are used for shuttle services or as first aid vehicles. In addition, the construction of charging infrastructure for battery-powered AGVs (Automated Guided Vehicles) was completed at the Container Terminal Altenwerder (CTA) in 2022. The container transporters fill up on green electricity at the charging stations. The entire charging process is fully automatic: the AGVs drive to the charging points independently and charge fully automatically. By the end of 2023, all container transporters at CTA will be powered with green electricity.



Hybrid technology

At HHLA's multipurpose terminal at the Port of Muuga near Tallinn, Estonia's first **dual-power port crane** has been in operation for bulk cargo handling since October 2022. The crane, by Finnish manufacturer Mantsinen, has a particularly efficient drive in which either an electric motor or a diesel engine directly drives the hydraulic pump. This results in lower energy consumption compared to a generator set, which first converts the drive energy of the combustion engine into electricity. The standard drive of the hybrid crane is the high-performance electric motor. At HHLA TK Estonia, electricity is generated from solar energy on two warehouse roofs. Thus, no CO₂ emissions are generated when the dual-power port crane is operated in electric mode during sunny hours of the day.



HHLA SUBSIDIARY METRANS is moving along the green track. Its locomotives use green electricity, and it issues climate certificates to customers.

Climate-friendly transport chains

With **HHLA Pure**, transport of goods by rail is climate-neutral throughout Europe. This service convinces customers. An example is the ONE shipping company.

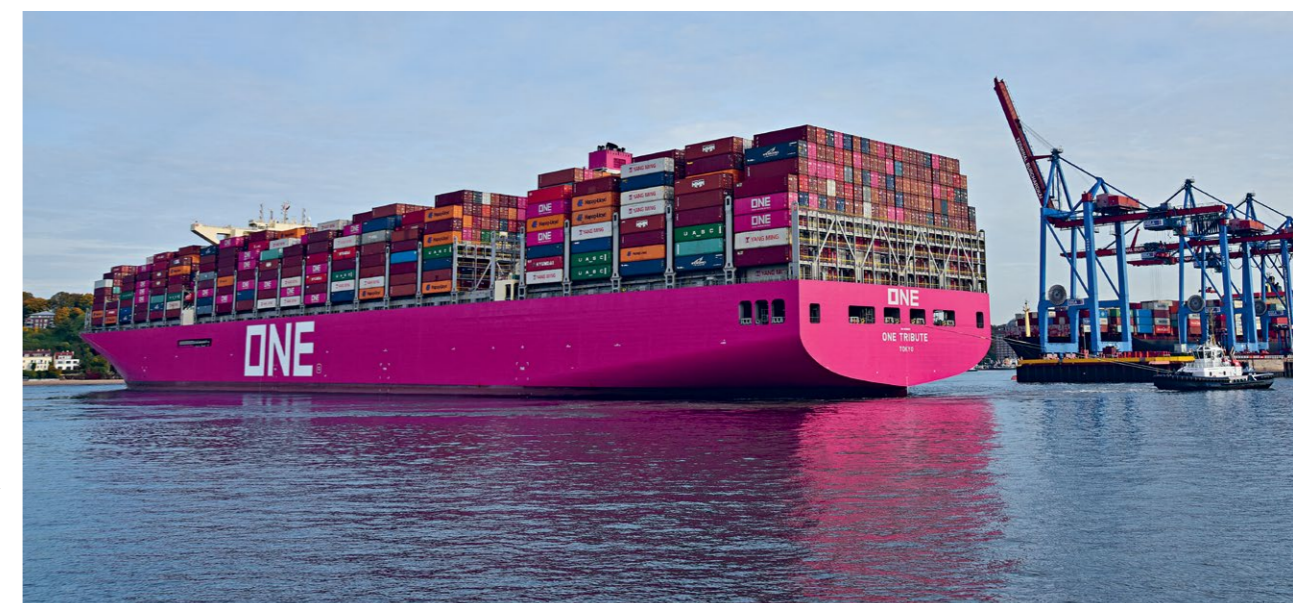
Intelligent container logistics that are also CO₂-free? HHLA is getting it done! Climate protection is a major concern, and sustainable business practices have long been part of the company's rich tradition. HHLA Pure is a product that meets high demands. HHLA customers can book entirely climate-neutral cargo transport from the terminal facilities at the Port of Hamburg to the European hinterland. How exactly does it work?

On the one hand, HHLA Container Terminal Altenwerder (CTA) - which TÜV Nord has certified as climate-neutral - makes it possible. The

The future of logistics is carbon-free: it's the only way to reconcile the increasing volume of goods with climate protection goals.

terminal's operations are almost fully powered by green electricity. Currently, unavoidable CO₂ emissions must be balanced out by compensation measures. However, terminal processes that still cause carbon emissions are gradually being electrified. The e-locomotives that belong to HHLA subsidiary Metrans are supplied by overhead cables, which rounds out the climate-neutral container transport. Together, HHLA and Metrans offer HHLA Pure to their customers. The product optimises all the process steps involved in intelligent container logistics and makes them eco-friendly.

OCEAN NETWORK EXPRESS (ONE), one of the world's largest container shipping companies, relies on the Hamburg logistics hub.





A MIX OF SHIP AND RAIL
 These two modes of transport complement each other ideally when it comes to transporting goods from overseas and back. Their combined carbon footprint impresses many transhippers.

Carbon-neutral transport enables customers to improve their own carbon footprint. They can make an effective contribution towards protecting the climate and also have this confirmed. Where freight transport still results in CO₂ (because, for example, no overhead cables for e-locomotives exist and there is no green electricity), emissions can be offset through HHLA Pure. Compensation is made through certified development projects. The company's commitment to protecting the climate is measurable because the emissions reductions they achieve are reliably documented. HHLA Pure guarantees customers climate-neutral throughput and transport of their goods from certain port terminals (see map) to the European hinterland.

Improving the carbon footprint

In order for green logistics to also work across borders, the locomotives are compatible with the power grids of seven neighbouring countries. At the Port of Hamburg itself, the heaviest shunting work is performed by eco-friendly hybrid locomotives. This gives HHLA customers the opportunity to improve their own carbon footprint and to contribute to climate protection.

This environmentally-focused service impresses HHLA Pure customers including Ocean Network Express (ONE), one of the world's lar-



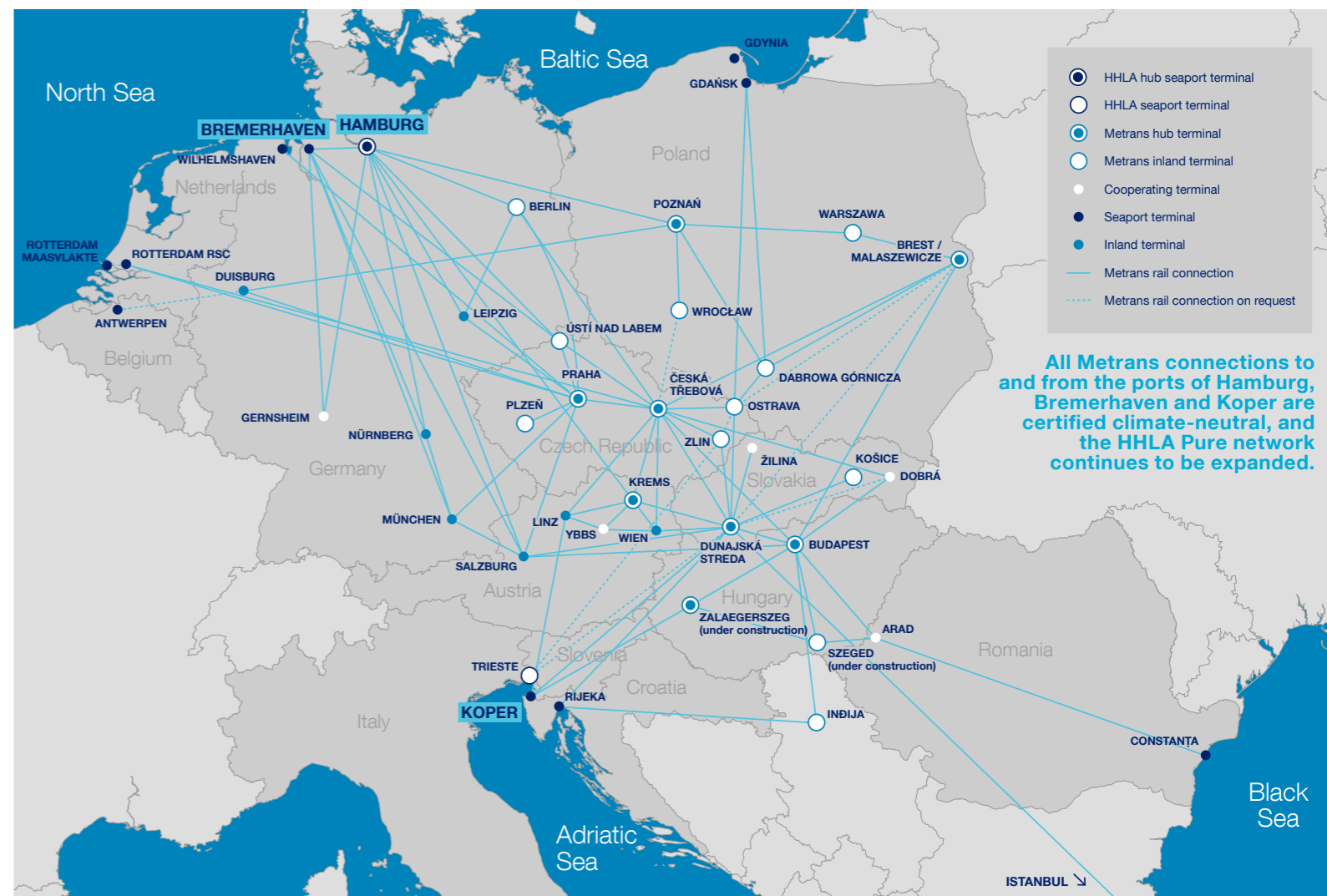
“Even more customers will be able to use the HHLA Pure product. We are working towards offering climate-neutral transport on additional routes.”

Robert Groiss,
 Business Development
 Manager at Metrans

gest container shipping companies. “Metrans is one of the most important rail providers in Europe and transports a large portion of our hinterland volume,” says Frida Thorberg, ONE spokeswoman. “We are currently using this service, which connects the ports of Hamburg, Bremerhaven and Koper with the German and Central Europe region. This has significantly reduced our greenhouse gas emissions. Of course, this is also in line with our company goal of being fully climate-neutral for Scope 2 and Scope 3 GHG emissions by 2050.”

For customers, a particularly valuable advantage is that the climate-friendly logistics process is precisely documented and proven. Thorberg sees a distinct benefit in the detailed documentation: “As a global shipping company, we see this as an opportunity to improve our environmental performance by working with environmentally-friendly transport partners in the hinterland. We are convinced by HHLA Pure’s TÜV-certified services because by providing certificates, we can also pass on the environmental performance to other business partners in the value chain. This naturally also benefits our own objective of climate neutrality.”

Green logistics
 You can find more information about HHLA Pure via this QR code.





“Whether they’re working at the quayside or in the boardroom, our staff should be diverse, and every person should be hired based on their capabilities and skills – irrespective of their gender.”

Riia Sillave,
CEO HHLA TK Estonia



“The work in my team is enriching on both a personal and a professional level. Younger colleagues bring fresh ideas, and we older colleagues help them with our experience. Everyone has their own strengths and their own personality.”

Franz Goldnagl,
Heavy equipment operator, Metrans

“With their professional experience, older colleagues can often teach us tricks that you don’t learn when you’re training. This helps a lot with the work. At the same time, I like it that the younger team members contribute useful knowledge about things like new technologies.”

David Kuchinka,
Heavy equipment operator, Metrans



Greater diversity – a win for everyone

Diversity criteria are becoming critical success factors in companies’ team compositions. And 73 percent of highly qualified job seekers look at diversity and inclusion when applying for a job.

All of the approximately 6,600 HHLA employees from many countries contribute their own experiences, skill sets and points of view. This has advantages, since diverse teams are more creative and find better solutions even in a complex environment. Their performance is also more agile and they show more resilience (see graphic to the left). All this helps HHLA to realise its full potential and develop new ideas for the global logistics business.

Committed to a diverse working environment

Nicole Knaack, Head of the newly created Diversity & Inclusion (D&I) department, also confirms: “Diverse teams have great potential in principle, and they are more innovative than homogeneous teams.” Her department was created to

encourage a working environment that promotes diversity, equal opportunity, and unprejudiced and respectful collaboration. The aim is for employees to be involved, irrespective of their gender or gender identity, nationality, ethnic or social origin, religion or world view, physical or mental capabilities, age or sexual orientation. An important task is also raising awareness and empowering senior executives. Nicole Knaack notes: “Diverse teams can contribute particularly effectively when senior executives and managers also have an understanding of the advantages of diversity.” This is where HHLA can shine.

According to an analysis by consulting and auditing company Ernst & Young in 2023, an average of 15.5 percent of top managers are female. At HHLA, a woman has been at the top since 2017, with Angela Titzrath as Chairwoman →



“In our innovation unit HHLA Next, we benefit above all from our diverse teams. It is inspiring to see how all the different ways of thinking and working, and each person’s experiences, come together. This is how we can jointly drive the development of HHLA Next forward.”

Sriram Giridhar,
Research & Partner Manager,
HHLA Next



“Only three years after I came from Syria to Hamburg, I was able to start my training at HHLA as a mechatronics engineer. HHLA provided me with super support, and my team colleagues provided me with an unbelievably warm welcome. I look forward to going to work every day.”

Majed Al Wawi,
Mechantronics Engineer,
HHLA in Hamburg

→ of the Executive Board. This is rare for listed companies in Germany. But what are the advantages? Why are diversity and inclusion encouraged in management and in all other areas of the company?

Nicole Knaack emphasises first of all that many factors other than gender play a role: “The different perspectives, experiences and skill sets that come together in heterogeneous teams lead to more ideas and increase the potential

for innovation.” She does have one caveat. “We have seen that diverse teams only reach their potential under certain circumstances. Diversity, and an understanding of its advantages, must also be present among executives and managers. And most importantly: if the leaders aren’t capable of acting inclusively, conditions aren’t going to change.”

HHLA took initial measures to implement sustainable D&I management in 2022 by crea-

ting a D&I working group and signing a “Diversity Charter”. A team from HHLA takes part in the Diversity Challenge, a competition for young employees initiated by the Diversity Charter. Communication about diversity and inclusion was also increased across the company’s various internal and external channels. A container that shows an exhibition on the topic will travel to several HHLA locations in summer 2023.

Promoting female role models

Diversity and inclusion have become a critical key to success for companies, especially given the current shortage of skilled workers. Nicole Knaack explains that highly qualified people first consider whether they want to work for a particular company at all. For 73 percent, diversity and inclusion are important decision-making factors. Only then do they consider a specific job. For many, a high percentage of women in management or an international workforce with both younger and older employees are good indicators of which way the wind is blowing in the company.

Furthermore, the frequent function of women managers as role models for female employees cannot be underestimated. In the long term, representation leads to acceptance, and role models are enormously important. Such representation allows old structures to be dismantled and brings about changes that are necessary for a company to remain competitive.

Appreciation, recognition and inclusion!

The “Diversity Charter” is the German employer initiative for recognition, appreciation and inclusion of diversity in the world of work. HHLA signed the Charter on 31 May 2022, the 10th anniversary of German Diversity Day.



“When you rely on a diverse workforce, you are setting an important cornerstone for the future viability of your company. Flexibility and openness are particular success factors that help companies respond to the pressure to change that is being brought about by social transformation and global trends.”

Corina Christen, Managing Director, “Diversity Charter”



Don’t leave your identity at the door

Though diversity within the company pays off, it also requires effort, says **Nicole Knaack**. The head of the Diversity & Inclusion department has a strategic approach to encouraging diversity at HHLA.

Diversity and inclusion has become a valid economic factor, with stakeholders expecting companies to take a more diverse approach. Why do you think this is?

The first diversity management initiatives were started in the USA in the 1970s. They were a result of the civil rights movement that began there in the 1950s. Germany first started discussing diversity and inclusion management in the 1990s, when companies came to realise that equal rights weren’t just the right thing to do ethically speaking, but that they could also be an economic advantage. Nevertheless, the path towards real inclusion is very long. It mainly requires changing existing structures, which takes time – not least because these structures usually also took a long time to develop. It’s obvious why this topic has become increasingly popular. During times of change, when uncertainty is increasing worldwide and complexity is growing, we need to be able to react flexibly. Resilient teams and complex solutions help with this – as does diversity, if it is recognised and used accordingly.

Embedding diversity into the working environment is something that affects all employees in their everyday lives.

What are the first steps needed to get everyone on board?

The diversity is often already there. Fundamentally, it’s about creating fair conditions for all. Put simply, if you don’t have to leave your own identity at the door, you’re going to do a better job. That should be the basic tenor. For that to happen, we first need to focus on education and awareness. Not everybody knows that we unconsciously deny people opportunities and that these exclusion mechanisms are present in all structures. Thus the first step has to be to create awareness. Step two: Provide knowledge in order to hopefully create real engagement. Understanding the issue and accepting that we have to change our behaviour is difficult. After that, it’s on to implementation. Occasionally, we have to work on all steps at once in order to move forward.

What are the challenges you see in the process towards successful diversity management?

In my experience, the biggest obstacle is a lack of openness or knowledge about the subject. Many people think that inclusion just creates more work and has no benefit. Having to fit it into your busy schedule can be daunting, and may lead people to balk at first. That’s totally fine too. Our task is to demonstrate what all of us at HHLA have to gain from an increased understanding of diversity-related topics. In the end, more equal opportunities, a working environment free from prejudice, and increased openness lead to a healthy corporate culture. And that automatically leads to more success at HHLA as well.

HUMANITARIAN AID:
German Food Bridge containers
that are being delivered to Odessa
with urgently needed food.

Together for Odessa

Since 2022, Russia has waged an illegal war of aggression against Ukraine, with serious consequences for the Ukrainian population. Approximately **480 HHLA employees** have also been directly affected by the war.

HHILA takes its responsibility for its employees seriously – no matter where they work for the company. The biggest concern was therefore the safety of workers on the ground when Russia attacked Ukraine on 24 February 2022. Operations at Container Terminal Odessa (CTO) had to be discontinued at first. While a crisis team coordinated operational measures, a cross-departmental team at the company's Hamburg headquarters organised support for HHLA employees in Ukraine and their families.

Aid team supported those affected

This made an unprecedented relief effort possible: approximately 180 Ukrainian employees and their relatives were bussed from the war zone to Hamburg. Here they found temporary homes with colleagues and their families and friends before their own apartments were found for them. The aid team organised language courses and interpreters, assisted with visits to authorities and helped with the search for schools. Through an appeal in the company, clothes, toys, and items for the new apartments were collected. We are supporting a second group of refugees in Romania. HHLA employees donated nearly 70,000 euros through an in-



“The importance of the initiative and the team’s tangible commitment motivated us all. Much was uncertain, but one thing was clear: we are here to help”.

Anna Bolliger-Fussner,
Head of the crisis team
in Hamburg

house request for donations. On the Executive Board's initiative, an aid fund totalling one million euros was also set up for humanitarian and medical support for people affected by the war, especially in the Odessa region.

“Cohesion and reliance on one another are distinguishing features of our corporate culture. They stand the test in difficult times, as they do in our everyday working lives,” says Angela Titzrath, Chairwoman of HHLA's Executive Board. Part of its solidarity with the people in Ukraine was HHLA's reliable fulfilment of its supply mandate. During the time that the CTO remained closed for seaborne container handling, the team took over the handling of grain. In addition, a land bridge was established via the European HHLA network through which goods could be transported to or from Ukraine just a few weeks after the start of the war. In this way, HHLA also transported several containers carrying medical supplies such as surgical gloves and bandages to the Ukrainian port city; these were purchased through HHLA's aid fund. HHLA supports additional measures with its transport network, including aid shipments for German Food Bridge, an initiative of the Federal Ministry of Food and Agriculture.

STRONGER TOGETHER:
HHLA employees welcome
refugee Ukrainian families on
their arrival in Hamburg.



Many Ukrainians had to flee when Russian forces attacked their homeland. Bombs also fell in Odessa, where HHLA employee **Olena Ptashenchuk** lived until the war began. In an interview, she talks about how she had to flee, and why her work at HHLA in Hamburg helps her to deal with the situation in her homeland.

How has the Russian attack affected you personally?

2022 was a challenging year for all Ukrainians, and I was no exception. When fleeing the war, one of my most difficult tasks was to organise my disabled father's evacuation. In the beginning we stayed in Bulgaria, still hoping the vicious attack on peaceful Ukrainian cities would soon be over so we could go back home. But two months later, I had to face reality and drove with my father all the way through Europe to Germany. In Hamburg, we received a warm welcome from my HHLA colleagues, who we thank from the bottom of our hearts for their great help and support.

What was your job in Odessa?

I have worked as a local Compliance Officer at CTO for more than five years. I have also been actively involved in the regional coordination of the compliance teams in Estonia, Georgia and Ukraine with my German colleagues since 2019.

Where and what do you do at HHLA today?

I continue to be part of the Group compliance team, including for Container Terminal Odessa. In addition, I do my Ukrainian tasks remotely. This means that I continue to provide regional support for the local Compliance Officers in Estonia, Georgia and now also Italy. I am glad that I have been able to focus on my daily work despite the circumstances and difficulties. My work definitely gives me the strength to overcome all obstacles with a positive attitude, and to hope for the best.

Multifaceted and outstanding

Commitment to people and society knows no boundaries. HHLA and its employees demonstrate this every day. Examples range from the company's measures to improve **occupational health and safety** at various Europe locations to its award-winning **sustainability management** to **numerous smaller initiatives** at the head office and the subsidiaries. The new **travelling container is** a particularly colourful symbol of increased diversity.



AWARD FOR SUSTAINABILITY MANAGEMENT AT HHLA
Oliver Dux (right), Managing Director of HHLA Container Terminal Altenwerder (CTA) and Jan Hendrik Pietsch, Head of Sustainability at HHLA, receive the Sustainable Impact Award.

HHLA wins Sustainable Impact Award

HHLA was awarded the 2022 Sustainable Impact Award (SIA) for its successful sustainability management and its future-oriented commitment to a more sustainable logistics industry. In its justification for the award, the jury indicated the many measures that HHLA has taken. These include the continuous conversion of diesel-powered terminal equipment to electricity from renewable sources, the deployment of lightweight flat wagons in European rail transport, the efficient use of space and promotion of the circular economy, as well as various offers to help employees reduce carbon emissions on their daily commutes. "The 'Sustainable Impact

Award' joins various sustainability awards that HHLA has received in recent years," says Jan Hendrik Pietsch, Head of Sustainability at HHLA. The award confirms that climate-friendly logistics chains can be created through the implementation of HHLA's sustainability strategy, thereby improving customers' own carbon footprint. The SIA is awarded annually by "WirtschaftsWoche" magazine, the Generali insurance company and the Bundesverband Mittelständische Wirtschaft (German Association for Small and Medium-sized Enterprises) to companies that play a pioneering role through sustainable business models and social responsibility.



Taking safety just as seriously as business

Tommaso Piras is responsible for occupational safety at the HHLA terminal in Trieste (Italy). He explains how safety programmes are successfully designed and implemented in the company.

Mr. Piras, occupational safety affects many areas of daily work. What do you focus on at HHLA PLT Italy?

One milestone is the planned implementation of our new safety management system by November 2023. This will allow us to optimise our processes, prevent problems proactively and identify potential risks for operators. In this way, we can help the company avoid problems and reduce costs.

What is particularly important for the further promotion of safety at the workplace?

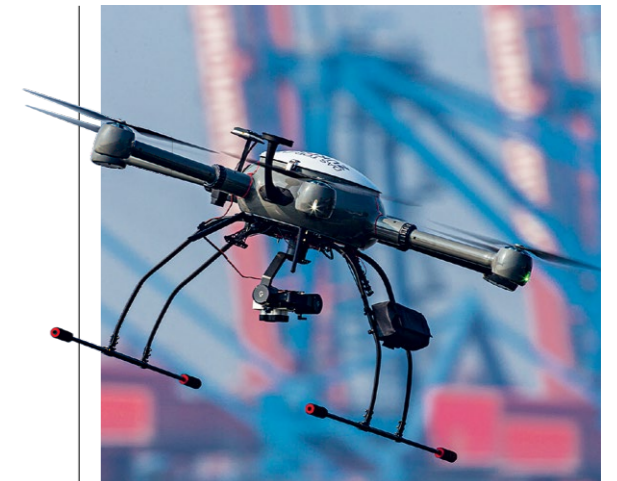
In addition to the traditional means of encouraging occupational safety, we envision a structured communication campaign that will improve the safety level in the long term. People in the company must be aware of the required measures, pass them on and apply them. Our campaign will make it clear why we encourage certain conduct, what we want to achieve, and how we will do it.

What are the next steps?

Our long-term vision is to see safety as key. We will make it as important as the business! A crucial step in this direction is to develop a management system that is tailored to our activities and needs.

And the short-term measures?

These are quite varied: we want to further improve the audits that we carry out with managers of other business areas. These audits show employees that the company cares about safety issues while at the same time increasing our commitment to operations, pooling expertise, and making the role model function concrete. We will also introduce toolbox meetings at the beginning of every work shift. These are short meetings led by the shift manager. Meeting participants will discuss aspects of safety and the environment in order to increase awareness and attention. This might include information about accidents that took place or were prevented. We can learn from this for the future.



Support from the air

HHLA's operational emergency management programme has been enhanced by a flying early warning system. Since 2022, drones have been used to check for possible leakage of dangerous goods in containers and for the assessment of handling areas as well as safety-relevant sections of the facilities. In addition, aerial footage from drones provides support during accidents and also helps with training, situation assessment, and routine material inspections.



Robust safety culture at HHLA TK Estonia



A safe start to careers is good practice at HHLA's multi-function terminal in Muuga near Tallin (Estonia). New employees at HHLA TK Estonia receive extensive, two-stage safety training. The first step consists of general safety instructions. The

second step for all operational activities is training directly on-site with specific occupational safety instructions. HHLA also provides all new employees with mentors as guides and contacts in their day-to-day work. Regular training, information and health checks also contribute to a safe and healthy working environment.

Run for it!

53 HHLA employees took part in the “Stark für Hamburg” charity run in 2022 for a good cause – and ran an impressive total distance of 521.59 kilometres. The event supports socially disadvantaged children and youth as well as young people with disabilities in Hamburg. Metrans’ 2022 Charity Run also raised funds for a good cause, with proceeds financing physical therapy for a sick girl.



School children explore the port

How do bananas from Central America end up in our shopping bags? Port Scouts know the answer. Nearly 1,500 primary school children in Hamburg had the opportunity to become real port experts last year. Each week until the end of June 2022, two Hamburg school classes had a tour of the port museum and Container Terminal Altenwerder, and discovered how exactly the transport of goods and commodities via the port works.



Planting trees for the climate

Ready your spades, get set, go! Together with Unifeeder and TFG Transfracht, HHLA actively supported the non-profit tree-planting organisation “Aktion Baum” in Germany. In total, 1,800 of 8,000 donated seedlings were planted by participants in the reforestation campaign. The initiative was started by Hamburg shipping company Hapag-Lloyd.

HHLA onboarding opens up perspectives

A special collaboration was introduced during the onboarding of new students and trainees at HHLA in Hamburg. The social welfare provider Evangelische Stiftung Alsterdorf (ESA) provided the perspective of people with disabilities. The organisation provides this target group with more than just housing and educational opportunities. A particular highlight is ESA’s new sports facility, which was opened during the onboarding. As part of the celebration, all participants could try out sports like wheelchair-accessible basketball, boccia, tennis and table tennis.



Blood donation made easy

With regular blood donation drives, HHLA subsidiary Metrans makes it possible for its employees to donate blood without having to go to the hospital. Instead, transfusion services come to the corresponding company locations. The programme is a complete success. At the Slovakia site alone, 38 employees donated blood during the most recent drive.



ON THE ROAD TO PROMOTE DIVERSITY Employees and students at HHLA have initiated a joint diversity project.

Diversity container on tour

HHLA is sending a container on a journey to various company sites to raise awareness about diversity. The mobile showroom is as colourful and diverse as HHLA and its employees. Inside, numerous objects make the topic tangible and bring it to life. The container began as a project by three young HHLA employees for the Diversity Challenge that is organised by non-profit association Charta der Vielfalt e.V. “We are participating in the Diversity Challenge as a student team to draw attention to the subject of ‘Diversity at HHLA’ and to realise our own ideas. We absolutely want to win the competition and would be delighted to be invited to the award ceremony in Berlin,” says International

Business student Noah Eilers. He answered the call for the team competition with students Gustav Lobeda (Logistics Management) and Vivien Mossadegh (Marketing & Digital Media). The competition has taken place since 2018 and is funded by the Federal Ministry of Family Affairs, Senior Citizens, Women and Youth as part of the Federal “Live Democracy!” programme. The travelling diversity container is a combined exhibition and encounter box for HHLA employees, who have already met in front of and inside the container. It is intended to facilitate cross-departmental dialogue on the various dimensions of diversity.

Historical modernism

Heavy goods and more: HHLA's large floating cranes are indispensable for numerous special projects at the Port of Hamburg. The giants, built in 1941 and 1957, have been continuously kept up to date. This is one way that HHLA **uses resources responsibly**. The new construction of such large crane systems would use a great deal of material and be energy- and cost-intensive.

HOME TERRITORY
HHLA's two self-driving floating cranes perform a wide variety of tasks at the Port of Hamburg. Here, HHLA III, built in 1941, is on the move.

Most 82-year-old technical equipment has long been relegated to a museum. Not so HHLA's floating cranes, which still handle numerous special projects in the Port of Hamburg. The 76-metre high HHLA III went into operation in 1941; its slightly lower sister crane, HHLA IV, started working in 1957. The articulated luffing cranes on self-driving platforms, which can be fully rotated by 360 degrees, are used to move complete locomotives or huge ship propellers, especially when heavy goods are transhipped between the quay and a ship in the harbour.

In the summer of 2023, HHLA III was needed for a particularly sustainable assignment. The special ship removed the main jib of its sister, HHLA IV, which is younger by 16 years. The old lady, which can lift a payload of 200 tonnes, is due for a complete renovation – for the first time since its commissioning in 1957! The fact that the floating crane has worked so reliably for so long speaks for the good care provided by the HHLA team. Prolonging the service life of production resources by maintaining and repairing them is a decidedly sustainable form of operation. The floating crane most recently received new engines in 2014, and the 200-tonne veteran was reclassified last December.

Heavy goods specialists in demand

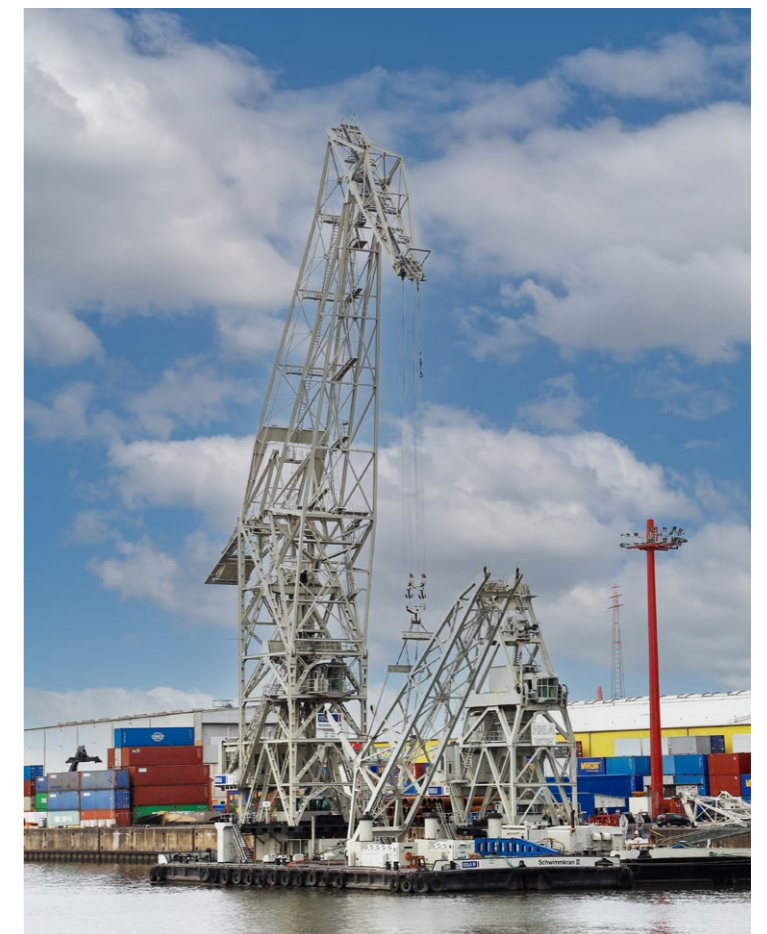
What exactly is happening with the renovation of HHLA IV? Stephan Fröhlich, Head of HHLA floating cranes, summarises: "The jib is being removed, its steel structure repaired, and worn riveted joints will be replaced by fitted bolts as thick as a finger. At the same time, the Voith Schneider Propeller propulsion system will be overhauled by the manufacturer in Heidenheim in southern Germany. We will also take this opportunity to give the crane fresh corrosion protection." HHLA subsidiary HPC Hamburg Port Consulting is responsible for project management and construction supervision for the maintenance and repair work. HHLA III (which received a new jib in 2012) and mobile cranes were deployed to disassemble and assemble the six jib components.

"Our floating cranes are now unique in German ports," Stephan Fröhlich is pleased to note about the fully operational classics. Their capabilities are increasingly needed at the moment

66
YEARS
old: the
200-tonne
floating crane
HHLA IV,
which is
undergoing
extensive
renovations.

since rotor housings for very large wind turbines have expanded the traditional heavy goods portfolio in the Port of Hamburg.

At other handling facilities, HHLA takes a similarly sustainable approach to the one it takes with the floating cranes. In a pilot project for the retrofit of warehouse cranes, crane systems at Container Terminal Altenwerder are modernised after 20 years of service rather than being decommissioned and replaced by new ones. Essential components such as the steel structure remain intact. Only the drive and control technology are replaced. Thus upgraded, the cranes are to be used for at least another ten years.

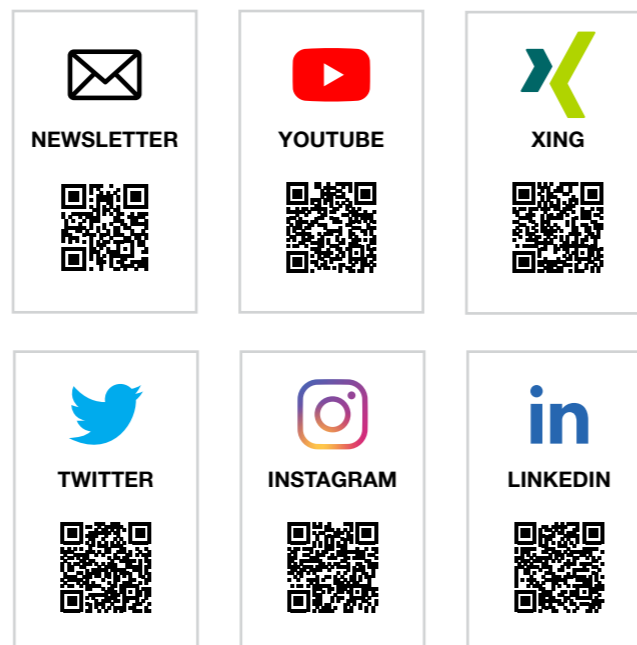


PARTNERSHIP The jib of HHLA IV (right) was removed from its sister crane HHLA III in June 2023 for the repair work.



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IMPRINT

Publisher
Hamburger Hafen
und Logistik AG Executive Board

Individual responsible
Carolin Flemming, Manager
HHLA Corporate Communications

Editor-in-chief
Christian Lorenz

Art direction, design
Redaktion 4 GmbH, Hamburg, Germany

Photos
Adobe Stock (Cover), Nele Martensen,
Thies Rätzke, HHLA archives

Infographics
Redaktion 4 GmbH, Hamburg;
Florian Müller

Contact
HHLA Corporate Communications
Bei St. Annen 1
20457 Hamburg, Germany
Phone: +49 (0)40 3088-3520
unternehmenskommunikation@hhl.de
www.hhl.de/en

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