CEO Statement

“Sustainability means doing our business with the care and due diligence that allows us to look ourselves in the mirror every morning.”

We are in the business of investing in, owning and operating large fixed assets with long lifetimes, specifically container terminals and inland facilities. Our goal is to be the most efficient and profitable terminal operator in the industry, with 70 operating terminals by 2014.

We are especially focusing on advancing our core businesses in emerging markets, where economic growth, the needs of growing populations and rising affluence mean increased demand for efficient port and terminal infrastructure. So our business has by nature long-term positive effects on trade, growth and economic and social development, particularly in emerging market areas.

However, we also recognize that our activities can have strong impacts on the communities where we work. We understand that managing our local social, environmental and economic impact is a key component of APM Terminals’ license to operate.

So to be able to “look ourselves in the mirror every morning” we should be sustainable in all that we do. It is in our best interest to focus on mitigating impacts and driving efficiency today, while maintaining a long-term perspective on how global challenges will shape the world of tomorrow.

It is for these reasons that I am proud of our sustainability achievements in 2012, described in the report you are reading now. Some of the highlights are:

- We have further integrated sustainability through a new governance structure.
- We have improved our safety performance as well as our energy efficiency.
- By focusing on berth productivity we have improved our turnaround times, lowering our carbon footprint and operating costs.
- Our employees are more engaged than ever and we continue to drive diversity and inclusion within our workforce.
- We have scaled up the number of impact assessments to improve our understanding of the positive and negative impacts of terminals on local communities and the environment.

Nevertheless, much work remains to be done, particularly in the area of safety. We are still experiencing fatalities in our operations and until we are able to achieve our targets of zero incidents and zero fatalities, we will continue to drive improved safety culture and performance within each and every facility.

At APM Terminals we want to be transparent about what we do, why and how. That is why we committed to the principles of the United Nations Global Compact (UNGC) as part of A.P. Moller-Maersk Group. We see increased transparency on strategy, performance and industry challenges as an important part of our competitive advantage and integral to achieving our vision of becoming the leading port operator. Working towards sustainability and transparency increases value for our company, our customers and society as a whole.

On this note, I am pleased to introduce you to APM Terminals’ 2012 Sustainability Report.

Kim Fejfer
CEO
About the Business in 2012

Our goal is to be the most efficient and profitable terminal operator in the world.

- **62** Port Terminals
- **14** New terminal developments and expansions underway
- **25,000** Employees
- **35.4** million TEU throughput
- **$4.8 Billion** Revenues (USD)
- **$723 Million** Profit

**Improvement in 2012**
- 8% crane lift per hour improvement across the portfolio
- LTIF performance further improved in 2012
- 4% reduction in CO₂ emissions per TEU since 2011
- 6% increase in overall container throughput

**Key Figures**
- **5** continents
- **68** countries
- **15.2%** ROIC
- **170** Inland Services Operations

**Definitions**
- **ROIC**: Return On Invested Capital
- **TEU**: Twenty foot Equivalent Unit
Embedding social, ethical and environmental considerations into our day to day business will create value for our stakeholders and foster our long term success.

Our Approach
Sustainability is not a new concept to APM Terminals, and our approach to sustainability has been long founded in our core values, the policies of the A.P. Moller - Maersk Group and more recently by the Group’s commitment to the principles of the UN Global Compact.

The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption.

Our sustainability strategy focuses on four core areas:
- Health, Safety and Security
- Environment
- Responsible Business
- Social Responsibility

For each core area we develop programs to address specific topics and the needs of our various stakeholders. We integrate these sustainability programs into the business and as such many of our sustainability programs sit within the functional departments to which they relate.

Prioritised Sustainability Issues for 2012*
- Employee Safety: The safety of our employees continues to be of paramount concern to us.
- Communities: APM Terminals invests in building long-term relationships with local communities.
- Diversity and Inclusion: Increasing diversity across APM Terminals remains a long term objective.

*as defined in our 2012 materiality assessment

Governance
To achieve our global sustainability objectives and targets, we have established a clear governance structure for sustainability. A key milestone change in 2012 has been the establishment of an APM Terminals Sustainability Steering Group. The group, chaired by Tiemen Meester, Vice President, Business Implementation, provides strategic direction and leadership on sustainability across our business. The Sustainability Steering Group comprises key senior management and leaders from the areas of Safety, Communications, Human Resources, Sustainability and Project Implementation.

Sustainability Governance Structure
- Kim Fejfer (CEO APM Terminals)
- Tiemen Meester (Vice President Business Implementation)
- Member of A.P. Moller-Maersk Group Sustainability Council and reports quarterly to CEO
- APM Terminals Sustainability Steering Group
- Implementation, driving targets, global objectives, report performance
- Regional performance and implementation
- Regional CEO and relevant functions
- Local implementation, driving and reporting performance and progress
Health, Safety and Security

“Our goal of zero incidents and zero fatalities will never change and our commitment to safety is higher than ever”

Kim Fejfer, CEO

Safety is managed using a dedicated safety team. Although the number of accidents was reduced in 2012, fatalities remain an issue of concern. Fatal accidents occurred last year in Pipavav, (India), Mobile (USA), Cai Mep (Vietnam) and two occurred in Callao (Peru). All fatalities are unacceptable and APM Terminals has made strong commitments to improve safety performance. The commitments entail aggressive safety activism, increased onsite visits and a new approach to communication. The Safety Activist is a representative from the senior management team that continuously engages port and inland facilities to explore safety issues and discuss action plans with local managers. Selected staff have been trained in incident investigation to increase the efficacy of risk assessment, prevention procedures and information dissemination.

In 2012 APM Terminals also introduced four new global safety commitments and associated minimum requirements. Facilities which are not yet in compliance have been charged with preparing an action plan to meet these standards, which will be monitored during 2013.

The increasing focus on safety has been felt by the organisation and in the yearly Employee Engagement Survey 84% of employees agreed that APM Terminals is committed to employee safety.

Health and security are currently primarily managed locally. However, a review of this structure and the underlying procedures are planned to take place in the future.

APM Terminals Sustainability Report 2012

During 2012 a number of Safety Initiatives were started to support APM Terminals’ Safety goals and targets.

Safety Activists are the outcome of four key risk areas identified in APM Terminals. Not all facilities are in compliance but each facility has set actions to close their areas of non-compliance and this is reviewed by senior management on a quarterly basis.

The Safety Activist program is supported by visual communications and social media campaigns to systematically raise safety awareness in our terminals.

The Global Safety Day took place on 16th October 2012. The theme of the 2012 edition was intervention. According to research, 40% of us do nothing about an unsafe act or condition when we see it, 25% do not intervene because the other person might become defensive or angry, and 20% do not intervene because they do not think it will make a difference. It is when we see unsafe situations that we can actually act and do something about it. By focusing on the theme of intervention, we reinforced our commitment to building a culture of safety. By intervening we can avoid accidents and even fatalities.

The Global Minimum Requirements (GMRs) comprise of 45 items and set the minimum threshold of what must be in place in all facilities regardless of size, product offering and location. The GMRs are the outcome of four key risk areas identified in APM Terminals. Not all facilities are in compliance but each facility has set actions to close their areas of non-compliance and this is reviewed by senior management on a quarterly basis.

**Safety Activist**

Safety Activist is a representative from the senior management team that continuously engages port and inland facilities to explore safety issues and discuss action plans with local managers. Selected staff have been trained in incident investigation to increase the efficacy of risk assessment, prevention procedures and information dissemination.

**Global Safety Day 2012**

**Safety Goals and Targets**

1. Safety is our license to operate
   We will not stop until we are sure all our people return home without harm at the end of each day.

2. Safety has no hierarchy
   Everyone has the right and responsibility to raise issues and to stop unsafe operations.

3. Safety means no compromise
   We will not participate in businesses where we need to lower our standards.

4. Safety is not optional
   Those not actively committed to safety will have no place in our organisation.

**APM Terminals Global Safety Commitments**

- **Global Minimum Requirements (GMRs)**
- **Safety Activist**
- **Safety Goals and Targets**

**LTIF Performance**

- **Fatalities (within operational control)**

**LTIF = Lost-time Injury Frequency**

<table>
<thead>
<tr>
<th>Year</th>
<th>APM Terminals</th>
<th>Inland Service</th>
<th>Combined</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>3.41</td>
<td>4.42</td>
<td>2.59</td>
</tr>
<tr>
<td>2011</td>
<td>3.38</td>
<td>4.56</td>
<td>2.54</td>
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<tr>
<td>2012</td>
<td>2.78</td>
<td>3.54</td>
<td>2.32</td>
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Environment

Our business activities carry environmental risk and we have identified three primary environmental risk categories: climate change (emissions to air), soil and water pollution and biodiversity impacts. We monitor and report data across our global portfolio to help understand and manage these risks to reduce any adverse impact on the environment.

Climate change
APM Terminals is a key node in the shipping value chain. However, research by Garrat and Rowlands (2011) indicates that the contribution to supply chain CO2 emissions from terminal operators is low, with approximately 2-3% of the total CO2 emitted in the intercontinental supply chain attributable to terminals. Nevertheless, as part of our sustainability strategy we have committed to reduce our global terminal CO2 emissions by 25% per TEU by 2020, based on a 2010 baseline, and in 2012 we achieved a further 4% reduction in CO2 emissions per TEU, compared to the previous year.

Climate change impacts can be addressed most effectively by working together with our customers, port authorities and industry peers. In support of this, in 2012 APM Terminals contributed to the development of Guidance for Greenhouse Gas Emission Footprinting for Container Terminals, as part of a project developed by the EU Ports European Economic Interest Group.

Soil and water pollution
Spillage of environmentally harmful substances such as oil or lubricants is a risk of our activity, and facilities are therefore required to have procedures in place to mitigate and manage this risk. We also require each facility to report on spillages and in 2012 we had no reported significant spills, compared to 2 reported in 2011.

Biodiversity
In 2012 APM Terminals, as part of an A.P. Moller-Maersk Group project, worked with the UN Environment Programme (UNEP) - World Conservation Monitoring Centre to undertake a study to assess our global operating sites potential exposure to biodiversity sensitivities. The assessment considered threatened and vulnerable species and ecosystems, protected areas and areas of conservation importance. This project provided a first step in understanding biodiversity in the context of our global operations.

In 2012 we reported:
- 0 significant spills
- 1,585,000 m³ water used
- 24,000 tonnes of waste

Performance – GHG Emissions (Absolute)

<table>
<thead>
<tr>
<th>1,000 tonnes</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
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<tbody>
<tr>
<td>Direct (Scope I)</td>
<td>359</td>
<td>358</td>
<td>356</td>
</tr>
<tr>
<td>Indirect (Scope II)</td>
<td>226</td>
<td>258</td>
<td>252</td>
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</table>

Includes figures for both terminals and inland services

Hurricane Sandy
In late October, Hurricane Sandy battered the East coast of the US, closing the ports of New York and New Jersey including APM Terminals’ Port Elizabeth facility. Operations were impacted for more than a week in the entire port, however, APM Terminals was the first terminal in the area to recommence operations after the hurricane and was able to contribute to some of the relief efforts following the hurricane.

Innovation for climate change
We are working to identify new technologies, improved operational efficiencies and alternative energy sources that can help us achieve our ambitious CO2 reduction target. These are applied in many of our terminals, for example the selection of automated and electrified yard equipment at Maasvlakte II in the Port of Rotterdam, the planned implementation of shore side electric power at Pier 400 in Los Angeles and the implementation of Electric-RTGs at the Port of Tanjung Pelepas in Malaysia. The goal is to reduce our carbon footprint and to contribute to better local air quality conditions surrounding our ports.

CO2 Emissions
Target: reduce Terminal CO2 emissions by 25% per TEU by 2020
Performance: since 2011 (financial scope)
4% reduction in CO2 per TEU
Global Transformation

Sustainable Leadership in action, generating value for our company, our customers and society as a whole.

In 2012, APM Terminals experienced renewed interest from shipping lines wishing to secure access to modern container terminals with crane specifications and operational capabilities to match future market requirements.

APM Terminals launches the Global Transformation Program

Sustainability effects

Environment: By reducing waiting times, driving distances and over-processing, we positively impact the consumption of fuel and electricity thus saving costs, and lowering our CO2 emissions per TEU.

People: Local teams take responsibility for the program in the long term and therefore a large part of the program is focused on sharing knowledge and building local capability.

GT Project in a nutshell

The program follows a process of diagnostics, implementation and execution and seeks to achieve significant operational improvements in terms of efficiency and effectiveness. Key focus areas are:

- Increase and stabilise berth productivity
- Eliminate waste
- Identify cost efficiencies
- Reduce waiting times

Performance data

2012
8% improvement in crane-lift per hour productivity compared with previous year = quicker turnaround for our customers

2013
Target: 15% improvement from 2011 baseline

Result:
Efficient modern terminal facilities

APM Terminals works ethically and lawfully in all aspects of our business, complying with national and international regulations. We believe conducting business in a sustainable and responsible way upholds our reputation and the way we are viewed as industry leaders. We focus our responsible business sustainability programs on Anti-Corruption and Procurement.

Corruption is considered a major hindrance to sustainable development. Corruption promotes inequality, usually impacts poor communities and impedes the socio-economic development of societies through the distortion of competition. APM Terminals is committed to working rigorously against all forms of corruption and minimise our legal and reputational risks. We have implemented compliance self-assessments for our global facilities and developed e-learning modules to help us meet our aims.

As a global company with a large fragmented supplier base, responsible procurement is of strategic importance. Our approach combines supplier commitment to our Code of Conduct, auditing of key suppliers and training of our procurement staff. We also promote our health, safety and security considerations and best practices throughout our value chain.

APM Terminals launches the Global Transformation Program

2012 we conducted 625 Anti-Corruption trainings worldwide through e-learning, webEx and face-to-face trainings
**Social Responsibility**

APM Terminals’ people are the most important key to success for our company. Therefore a strategic priority for the company is to ensure the recruitment and retention of talent across the organisation.

**Our People**

Every year we assess the level of employee engagement and satisfaction through the Employee Engagement Survey. Kenexa’s Employee Engagement Index allows us to benchmark our performance versus 100’s of other companies. The global benchmark for engagement (top quartile) in 2012 was 75% favourable responses, while APM Terminals’ result was 79%. Our goal is to maintain our position in the top quartile of companies we benchmark against.

We believe strong employee engagement drives performance, continuous improvement and retention within our organisation. The goal of the survey is to identify the key issues that need improvement to foster engagement, commitment and performance across the board. In 2012, more than 5,000 employees provided feedback to the online survey and more than 11,000 to the paper-based survey.

“Diversity is crucial to us. We need the best people in the world and if the whole world is our talent pool, it would be foolish to only fish in part of it.” Steve Bird, Vice President HR

**Key highlights in 2012:**

- **88%** of our employees indicate they are proud to be working for APM Terminals
- **85%** of our employees state they are extremely satisfied with APM Terminals as a place to work
- **62%** of our employees are positive about their career opportunities at APM Terminals
- **80%** of our employees indicate that APM Terminals treats people equally with respect to gender, race, nationality, religion and other differences

**Analysis of data in 2012 shows a continual steady increase in cultural diversity in the Director population of APM Terminals, with non-western Directors almost doubling from 14% in 2010 to 27% in 2012. We also see a gradual increase in gender diversity within both the director and general manager population, however there still remains room for improvement. One of the key challenges remains attracting women to the ports sector. As part of the 2013 action plan, there will be a global roll-out of a recruitment training program focused on interviewing techniques, proper use of assessment tools and other means of eliminating bias in the staffing process. By having diverse candidate slates for leadership positions, we seek to accelerate the number of women and local nationals in our leadership ranks.

**Gender and Cultural Diversity in 2012**

<table>
<thead>
<tr>
<th>Gender and Cultural Diversity in 2012</th>
<th>Gender Diversity – Manager population</th>
<th>Cultural Diversity – Manager population</th>
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<tr>
<td><strong>Gender Diversity – Manager population</strong></td>
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<tr>
<td>Female</td>
<td>16%</td>
<td>Male</td>
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<td><strong>Cultural Diversity – Manager population</strong></td>
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<tr>
<td>Denmark</td>
<td>8%</td>
<td>Other Western</td>
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<tr>
<td>Netherlands</td>
<td>54%</td>
<td>Non-Western</td>
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<tr>
<td>USA</td>
<td>43%</td>
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<td>43%</td>
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<td>20%</td>
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<tr>
<td>Female</td>
<td>6%</td>
<td>Male</td>
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<tr>
<td><strong>Cultural Diversity – Director population</strong></td>
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</tr>
<tr>
<td>Denmark</td>
<td>12%</td>
<td>Other Western</td>
</tr>
<tr>
<td>Netherlands</td>
<td>28%</td>
<td>Non-Western</td>
</tr>
<tr>
<td>USA</td>
<td>18%</td>
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Other Western is defined as: Canada, Australia, New Zealand and all other European Territories.
Our Communities

APM Terminals is an integral part of many local communities. Understanding and managing local social, environmental and economic impacts is a key component of APM Terminals’ license to operate.

As we become more engaged, particularly in emerging markets where the socio-economic impacts of new investments can be considerable, this principle has become even more important. The presence of terminals can become a significant positive influence through the introduction of new technologies, employment and educational opportunities, implementation of global safety, health and operating standards, increased tax revenue, economic expansion through employment and payments to local suppliers. The next chapter further elaborates on this topic with regard to our new terminals.

In recognition of the importance of local communities, we introduced a set of Community Investment Guidelines in 2012. These guidelines help us to direct local investments in line with our three strategic areas:
1. Supporting safety in our surrounding communities
2. Health promotion and awareness
3. Education and training programs

These principles help us to make real positive impacts as a result of our investments, as demonstrated in Monrovia, Liberia, where APM Terminals has collaborated with partners and a local NGO to invest in education through the construction of a new school for disadvantaged local children.

A better understanding of the effects of local investment in terminals will help to foster strong positive relationships with local stakeholders.

Two terminal impact studies were initiated in 2012 in Callao, Peru and Moin, Costa Rica where APM Terminals has committed to invest USD 749 million and USD 992 million respectively.

Economic growth in Costa Rica

APM Terminals will design, finance, construct and maintain a new container terminal in the Caribbean port of Moin in Costa Rica. It is the largest single investor infrastructure project in the country. The investment is likely to attract other investors, business activities and development efforts that will stimulate economic growth.

Foreign investments
APM Terminals Moin has co-founded the Limon Development Agency to support the effort of attracting foreign investors for industrial growth.

7.5% of gross income will go to the regional development of the Province of Limon

USD 992m investment over 33 years

400 core jobs estimated once fully operational

Indirect effects
Many more jobs are expected to be created locally as a knock on effect of the investment.

Health and education
APM Terminals Moin’s community programme focuses on improving health and digital skills in the community.

Inland infrastructure
The terminal will be the property of the Costa Rican government. The government has committed to invest in roads, an oil refinery plant, electricity and water services.

Jump-starting Digital Skills. Moin Elementary School, Costa Rica
New Terminals

Growth can bring considerable local socio-economic benefit, but it is essential that we undertake our growth in a sustainable manner and to design, develop, operate and maintain economically, environmentally and socially advantaged facilities.

Infrastructure investment is a key part of APM Terminals’ business, demonstrated by the six new terminal development projects and fourteen expansion programs currently underway. Our focus is investment in high growth emerging markets and Brazil, Costa Rica, Peru, India and Georgia are just a few of the countries where we have recently made considerable investments.

Infrastructure investment typically results in the faster and safer transportation of goods, increased business activities, and overall improved national competitiveness. New and expanded ports and terminals have the potential to provide positive socio-economic benefits to societies as they ensure smooth running of many economic sectors, contribute to the creation of wealth, jobs and promote the expansion of industry and cities in the vicinity of the port, as demonstrated in the Port of Santos case study, overleaf. At the same time, new port and terminal developments may cause social or environmental impacts due to the nature and size of project. By instigating professional independent Environmental and Social Impact Assessments (ESIA), we can get an objective understanding of potential adverse impacts on the local environment and communities and learn how to mitigate these throughout the project life.

APM Terminals considers it important to take sustainability criteria into account early in the development process and to fully understand the local context of a project so as to maximise sustainability into the design phase and avoid potential project delays. In response to this in 2012, we have established an environmental and social risk screening process for our business development phase. In 2013 we aim to screen all our projects before board approval so we can incorporate risk management procedures, if needed, early on.

Upgrades to Brazil’s busiest port in Santos, Sao Paolo are being made to alleviate congestion and delays. Many socio-economic impacts can be realised from a USD 1 billion joint venture container terminal project.

Building tomorrow’s terminal today

The growth in Brazilian export and import is putting port capacity and productivity under pressure. With a 30% market share, the Port of Santos is Brazil’s most important port.

Since 2003, the waiting time for vessels at the port has steadily increased. During the first half of 2012, ships have had to wait about 16 hours on average before berthing. The World Bank estimates that extra charges for delayed cargo constitute around USD 700 million per year in Santos.

Investing in Brazilian trade growth

Container traffic in the Port of Santos is expected to grow by 10–12% per year in the period 2010–2016. Maintaining the status quo of the current container terminal capacity in Santos would lead to excess demand for container transport of around 0.9 million containers (TEU) by 2015, corresponding to 25% of today’s total demand.

Together with Terminal Investment Limited, APM Terminals is investing USD 1 billion in the construction of a new world-class container terminal, Brasil Terminal Portuario (BTP). When fully operational in 2013, BTP is expected to deliver a berth productivity of up to 80 containers per hour – a 52% improvement compared to the current average berth productivity of Santos’ three operating terminals.

More containers at lower cost

The development of BTP will increase capacity in the Port of Santos by up to 40%. This will prevent further deterioration in waiting and berth times, increases in already high transport costs, and loss of ‘trade and diversion to other ports. Moreover, BTP will improve Santos’ overall berth productivity by up to 10%. Combined, the increased capacity and improved productivity have the potential to increase the annual container throughput by up to 12% – corresponding to an increased trade potential worth up to USD 15.3 billion per year.

But it requires better access roads in Brazil, most containers are transported by trucks to and from the Port of Santos but the current access roads are not adequate to accommodate this traffic without delays. Today, the inland transport bottlenecks add to the costs of using the port. To fully reap the benefits of the BTP, Brazil would need to improve the road infrastructure around the port.

BTP will improve the berth productivity of Santos Port by up to 10%.

Combined with increased capacity this has the potential to increase the annual container throughput in Santos by up to 12%.

The increased trade potential is worth up to USD 15.3 bn per year.

Taxes and jobs in numbers

Through the development of BTP the Port of Santos will benefit annually from over USD 100 m tax income (federal, state and municipality).

BTP is expected to create 3,000 jobs during the construction phase.

1,500 jobs during the operational phase.

9,000 indirect jobs once operational.

More information about the socio-economic impact study in Brazil can be found in the A.P. Moller-Maersk Group Sustainability Report www.maersk.com

www.maersk.com
2012 Global Sustainability in Action

Global

We are currently rolling out the Global Transformation (GT) program to increase berth productivity and through that add further value to our customers and shareholders. Concurrently, we reduce waiting times, driving distances and over-processing which positively impacts the consumption of fuel and electricity thus saving costs, and lowering our emissions per TEU.

Netherlands

APM Terminals Maasvlakte II in Rotterdam became the first company to order a fleet of Lift-Automated Guided Vehicles (Lift-AGVs), setting the pace for the industry in terms of emissions reducing, quiet and cost efficient equipment.

Jordan

Aqaba Container Terminal continues its sustainability journey with transparency on performance via its annual sustainability report.

Oman

To mark World Earth Day, oil drums used to power the port’s enormous machines in Salalah, have been recycled as planters for rare Frankincense tree saplings, used to populate a local Conservation Park.

Peru

APM Terminals invests in the development of a new modern commercial fishing terminal at the Port of Callao to accommodate the local fishing industry which had been concerned about potential displacement with the ongoing construction of a new expanded cargo facility at the port.

Malaysia

In line with our global electrification process significant environmental benefits are predicted at the Port of Tanjung Pelepas with the signing of an ambitious program to electrify its fleet of RTGs in 2012.

India

In Pipavav a new sustainable approach to waste management has been implemented. The costs of developing and maintaining the new waste management facility were covered by selling the wastes collected in the earlier facility.

Brazil

In Santos, the BTP terminal is being constructed on an area formerly occupied by the Alemoa Dump (Lixo da Alemoa). As part of the concession to develop the terminal, BTP was required to undertake remediation of the contaminated area.

Liberia

APM Terminals Monrovia collaborates with partners to invest in education through construction of a new school for disadvantaged local children.

For more information please go to www.apmterminals.com
2012 Sustainability Performance

--- | --- | --- | --- | ---
Revenue | USD 1000 | 4,202,071 | 4,682,933 | 4,780,365
Segment profit/loss (NOPAT) | USD 1000 | 781,359 | 648,037 | 723,041
ROIC, segment (New) | % | 16.1 | 12.9 | 13.6

Social Performance | Unit | 2010 | 2011 | 2012
--- | --- | --- | --- | ---
Number of employees | FTEs | 21,146 | 22,538 | 25,000
Employee engagement | % | 72 | 77 | 79

Environmental Performance* | Unit | 2010 | 2011 | 2012
--- | --- | --- | --- | ---
GHG emissions (Scope 2 GHG Protocol) | 1,000 tonnes | 226 | 258 | 252
Total CO2 | 1,000 tonnes | 585 | 616 | 608
Waste total | 1,000 tonnes | 27 | 26 | 24
Water consumption | 1,000 m³ | 862 | 1,250 | 1,585
Significant Spills (oil) | m³ | 0 | 2 | 0

Lloyd’s List Global Awards 2012 “Port Operator of the Year”
The annual award is presented to APM Terminals in recognition of “the company or port authority that has maintained the highest standards for operational efficiency and customer service throughout the year”.
The judging panel were impressed by the $3 billion in infrastructure investments made during the past year and cited APM Terminals’ commitment to “the highest standards of ethical and sustainable business practices”, praising the tangible results in improvement of Safety Performance and reduction of CO2 emissions.

Containerisation International 2012 “International Container Operator of the Year”
APM Terminals was awarded for the “ongoing investment programs at its terminals and its ability to implement and adapt very effectively global safety, security and environmental guidelines at the local level, and successfully combining development with continuous improvements in its CSR and environmental policies”.


Scopes:
The data has been collated in accordance with the provisions of the Greenhouse Gas (GHG) Protocol and we have reported CO2 emissions under scope 1 and 2 as outlined in the Protocol.

The reported data includes Port Terminals and Inland Services activities.

* The reported data includes Port Terminals and Inland Services activities.

USD = United States Dollar
ROIC = Return on Invested Capital
FTE = Full-time Employee
GHG = Greenhouse Gas
CO2 = Carbon Dioxide
Significant Spill = a function of distance to shore and volume of individual spill

Awards

Lloyd’s List Global Awards 2012 “Port Operator of the Year”
The annual award is presented to APM Terminals in recognition of “the company or port authority that has maintained the highest standards for operational efficiency and customer service throughout the year”.
The judging panel were impressed by the $3 billion in infrastructure investments made during the past year and cited APM Terminals’ commitment to “the highest standards of ethical and sustainable business practices”, praising the tangible results in improvement of Safety Performance and reduction of CO2 emissions.

Containerisation International 2012 “International Container Operator of the Year”
APM Terminals was awarded for the “ongoing investment programs at its terminals and its ability to implement and adapt very effectively global safety, security and environmental guidelines at the local level, and successfully combining development with continuous improvements in its CSR and environmental policies”.

Containerisation International 2012 Award for Corporate Social Responsibility
The Port of Salalah, managed by APM Terminals, was named winner of the 2012 Containerisation International Award for Corporate Social Responsibility.

Nigeria Maritime Excellence Awards “Best Terminal Operator of the Year”
APM Terminals Apapa was named the winner of the 2012 Terminal Operator Award by the Maritime Reporters’ Association of Nigeria (MARAN) at their annual Maritime Excellence Awards ceremony held in December.

The Signal Mutual Gerald H. Halpin Safety Excellence Award
APM Terminals was presented with The Gerald H. Halpin Safety Excellence Award for 2010-2011 by the Signal Mutual Indemnity Association recognising APM Terminals’ operations in the United States with Signal’s highest honour.

The Signal Mutual Industry Leader Safety Award
APM Terminals Pacific Ltd., was named winner of the annual Signal Mutual Industry Leader Safety Award in the category of large stevedoring operations (over 500,000 man hours worked) for demonstrating the most improvement in safety performance.

India Maritime Week Gateway Award of Excellence
APM Terminals Chennai, Ltd., part of APM Terminals Inland Services operations, was named “Container Freight Station of the Year” of 2011 at the India Maritime Week Gateway Awards of Excellence Ceremony.
We welcome any questions, comments or suggestions you might have for this report and our performance.

Please send your feedback to the Sustainability department at the World headquarters.

You can also send an email directly to:

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