

CMP

NEWS

THEME RoRo

Statoil and CMP – well-oiled cooperation

Stena – leader in recycling

CMP 10 years, 2001 – 2011

NEWS FROM COPENHAGEN MALMÖ PORT ● No 1 2011



CMP

COPENHAGEN MALMÖ PORT





PHOTO: DENNIS ROSENFELDT

Well-oiled cooperation

Statoil and CMP have cooperated in various forms since 1956, with products ranging from oil, petrol, diesel to biofuel. Today, the environmental focus is strong.

Page 3

New environmental technology at CMP

Copenhagen Malmö Port will be the first port in the world to install a system for automatically deploying booms in the event of an oil leak.

Page 4

DFDS goes east

With two weekly departures, the Fredericia-Århus-Copenhagen-Klaipeda route provides quick, direct access to the Baltic countries and Russia.

Page 5

Full speed ahead for Nordö

Following the economic downturn, things are now improving for the RoRo shipping line, which is now ready to move full speed ahead again.

Page 6

Malmö – Helsingfors – St Petersburg

Goods volumes are now increasing on this successful RoRo route and Finnlines is expecting continued growth.

Page 8

The Stena Sphere – a global giant with a family corporate culture

The Stena Group is probably most familiar from its shipping activities, but is also involved in recycling and trade around the world.

Page 9

CMP 10 years

CMP is celebrating in 2011. Ten years have passed since its formation. During this period, the company has developed strongly and has contributed to increasing the attractiveness of the Øresund region.

Page 10

Notices

Page 11

Profile: Anneli Kristoffersson

She is a port worker in a male-dominated environment and keeps a check on lorries entering and exiting Swede Harbour in Malmö.

Page 12

RoRo traffic in focus

WELCOME TO THIS FIRST issue of CMP News of the year. For CMP, 2011 will be the most exciting year for a long time. During spring, Norra Hamnen (Northern Harbour) will be taken into use, thus expanding capacity in Malmö significantly. In parallel, the development of new areas at Prøvestenen and planning of the new cruise terminal in Copenhagen are proceeding. One of the areas receiving a huge boost from Norra Hamnen is RoRo traffic. The infrastructure is being expanded with new terminals for both RoRo and RoPax, plus more and bigger storage areas. The accessibility of the terminals is increasing compared with before, and that means that we will have shorter call times for vessels. Once the RoRo traffic has moved, lorry traffic carrying goods will disappear from central Malmö – and that has huge environmental benefits! CMP's environmental profile is strong. This is also proof of the investment in Eco Drive, which in the last year alone has reduced diesel consumption in Copenhagen by just over 9 per cent and in Malmö by over 7 per cent. At the same time, emissions from our working machines have fallen by 10 per cent.

In this issue of CMP News, we take a look at our RoRo traffic. Thanks to investments, we can see the opportunities from expanding this activity. This is particularly the case in the east-west direction, where goods flows in the Baltic Sea create huge potential for CMP. With regard to RoRo, we will also be introducing some of our partners – Nordö, Finnlines and DFDS. These are professional RoRo players who we are proud to be able to cooperate with.

I AM ALSO PROUD of the incredible environmental technology that will soon be in place at the oil terminal in Malmö – an automatic system for deploying oil booms. CMP will be the first port to use this technology in the world. It allows a boom to be placed in the harbour basin rapidly in the event of an oil leak. Another article with an environmental slant looks at Stena Recycling – Scandinavia's largest recycling company, which supplies scrap iron and metal to its global customers.

LAST BUT NOT LEAST we want to draw attention to the fact that CMP is ten years old in 2011. We will return to this theme with several articles during the year. CMP is a successful example of integration over the Sound. We are profitable, invest in the future and contribute to making the region more attractive for both companies and people.

Happy reading!

Johan Röstin, CEO for CMP

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PHOTO: JOHAN RAVBERG

Straight lines between **CMP and Statoil**

Statoil has cooperated with CMP since 1956, when Statoil's Malmö depot was constructed. In 55 years, oil, petrol, diesel and biofuel have flowed through the straight pipelines that run high overhead along the dock. Peter Jönsson has been depot manager since 2002 but has been involved in the oil industry since 1977.

"VERY LITTLE HAS CHANGED since the depot was constructed. This is a superb port with a good structure. There are straight pipes here," he says. Peter Jönsson knows his industry, his port and his company. His job is to run the facility in a safe way so that loading and unloading of various oil products runs smoothly. Statoil's Malmö depot provides the whole of Skåne with heating oil, diesel, petrol and aviation kerosene.

"If we stop, Skåne stops," he explains quietly, adding that they are the only oil importer at Malmö oil terminal.

THERE ARE A LOT OF SAFETY REGULATIONS, and all the processes, from the moment the ships arrive until the tankers leave the depot, are governed by strict rules. Samples are taken on board the ships, and this process continues in the pipes, depot and vehicles. All checks and volumes are reported regularly. Peter and his colleagues can constantly monitor everything going on at the facility via computer screens.

"Sampling on the vessels does not expose the product, as we use a 'close sampling' system. When loading the tankers, we recycle all the gas in a closed circuit. The tankers are not permitted to load up any petrol unless the gas recycling system is in operation," he explains.

Sometimes, biofuel is mixed into both the petrol and diesel to reduce carbon dioxide emissions. In addition, the depot is currently being expanded in order to be able to handle E 85 shortly. The company is also in-

vesting huge sums in sealing the storage tanks used for petrol and ethanol.

"I think the future will look different. We will see more types of product and more climate-friendly fuel. Demand for diesel is already increasing dramatically. Ethanol, RME (rape methyl ester) and methane fuel are also becoming more popular," says Peter.

The location of Statoil's Malmö depot is, of course, explained by its proximity to the sea. That's how it was in 1956 and that's how it remains today. The proximity to the motorway network is also part of the reason for the location. Malmö was and remains a strategic location for a depot for liquid fuel, both fossil and renewable.

Facts: Svenska Statoil AB

Statoil's Malmö depot is part of Sweden's Statoil AB, in turn part of the Statoil Fuel & Retail Group with its head office in Oslo. A total of 100-135 vessels call at the depot every year. In 2010, the depot took in 918,000 cubic metres of oil, which was then loaded onto and driven away by around 100 tankers a day (Monday-Friday). The Malmö depot handles a million cubic metres of oil per year, has 40 oil storage tanks and can store 120,000 cubic metres of oil. www.statoil.se



PHOTO: DENNIS ROSENFELDT

New technology protects port **four times as fast from oil leaks**

CMP will be the first port in the world to install a system for automatically deploying booms in the event of an oil leak.

"The oil leak has occurred. Within a short time, the oil will flow out and lie on the water in the dock, and from there spread out to the rest of the port and the Sound. The port has been closed for several weeks while the clean-up takes place. The financial and environmental consequences are enormous. "

SO FAR THIS HAS NEVER HAPPENED, but it is a scenario that CMP wants to avoid at all costs. That's why CMP is the first port in the world to have invested in equipment that can block oil leaks from the oil terminal in Malmö in just a few minutes.

Instead of manually pulling an oil boom out into the port from a boat, it will be possible to activate an Autonomous Surface Vehicle – also known as 'the torpedo'. It is an electrically-powered unit that pulls the oil boom behind it through the water. Within 5-6 minutes, it can seal the dock and prevent the oil leak from spreading. It is four times faster than the current solution. ASV has been developed by the Swedish company SP Marine AB in Gothenburg.

"AS SOON AS IT IS activated – locally or via a mobile phone – the ASV drops into the dock and pulls the floating boom behind it," explains Ove Petersson, development manager at SP Marine. Using GPS technology, the ASV can either be programmed to follow a fixed course, or it can be controlled using a wireless transmitter. It

locks onto one of the three docking stations located at the other end of the dock, effectively sealing the oil leak off. The ASV has a range of several kilometres and can pull 0.25 tons.

So far, CMP has been forced to use floating booms which are laid out by the rescue service when there is a leak. However, this takes time. First you need to raise the alarm by calling 112, and once the rescue service arrives, the booms need to be laid out from a boat. That can easily take 25-30 minutes, whereas now it only takes 5-6 minutes.

"TIME IS CRITICAL in this situation, and so far laying out an oil boom has largely been a manual, time-consuming operation. With the ASV, this can be done in a few minutes, to the benefit of both the environment and port operations," says Jens Haugsøen, Oil Terminal Manager at CMP.

"However, safety in the port is already high, and so far we have avoided any leaks. All loading and unloading is monitored by employees at depots and the quaysides, and we are always investing so that loading arms, pipes and other technology are of the highest quality."

Installation of the ASV system at the oil terminal will take place as soon as possible, once the winter weather has passed.

Klaipeda centrally located for Russia and the Baltic

DFDS's route from Copenhagen to Klaipeda provides important access to the Russian and Baltic markets, and the company is again experiencing success with its RoRo services in the Baltic Sea.



Peder Gellert Pedersen,
Executive Vice President of
DFDS's Shipping Division.



RORO TRAFFIC IS DFDS SEAWAYS' LARGEST business area. With a route network covering the North Sea and the southern part of the Baltic Sea, DFDS links up a large part of Northern Europe and is responsible for much of the goods transport between these important markets. In July 2010, DFDS increased its volume and its route network in the North Sea further with the acquisition of Norfolk Line.

"The North Sea is a huge market for us, with a strong route network north-south between Sweden, the Netherlands, Belgium, the UK, Norway and Denmark. Together with our Baltic routes, this means that we are in a strong position competitively in Northern Europe," says Peder Gellert Pedersen, Executive Vice President of DFDS's Shipping Division.

From Copenhagen, DFDS has a direct RoRo route to Klaipeda in Lithuania, and to Oslo, which in addition to being a passenger route, also has significant RoRo traffic. With two weekly departures, the Fredericia-Århus-Copenhagen-Klaipeda route provides quick, direct access to the Baltic countries and Russia.

"Klaipeda is centrally located. The only motorway link into Russia starts here, and it is also close to Poland, Belarus and Latvia. That makes it the most important hub for our RoRo traffic in the Baltic Sea," says Peder Gellert Pedersen.

IN ORDER TO ACCESS KNOW-HOW on the local market, and so strengthen its presence in the area, DFDS has purchased the Lithuanian shipping company Lisco, which has changed its name to DFDS Seaways.

It is primarily agricultural machinery, semi-finished goods and construction materials that are being shipped from Denmark to Klaipeda. In the opposite direction come solid-form fuels (wood pellets, briquettes and split wood), fertiliser, road salt, textiles and consumer goods.

From Klaipeda, DFDS has three additional routes to Karlshamn, Kiel and Sassnitz. The shipping company has another RoRo route in the Baltic Sea, namely St. Petersburg-Karlshamn-Kiel.

THE TRANSPORT SECTOR IMMEDIATELY feels the effects of any crisis, as did DFDS. But the traffic in the Baltic Sea is one of the areas that has recovered most quickly after the crisis.

In 2009, the downturn hit hardest in the first two quarters, but traffic returned in the fourth quarter. The third quarter of 2010 shows significant growth in turnover and operating profit compared to the third quarter of 2009.

"Our RoRo Shipping division had a surplus in 2009, and we are expecting growth in operating profit for 2010," says Peder Gellert Pedersen.



Full speed ahead for Nordö

After two tough years of a market downturn, Rederi AB Nordö-Link is now ready to move full speed ahead again. Three ferries will soon become four and the investment in passenger traffic has increased.

"DURING OUR MOST DIFFICULT YEARS, we lost 20 per cent of our sales," says line manager Antonio Raimo, who is now looking forward to brighter times.

Nordö's head office in Malmö is in a yellow one-storey wooden building at Nyhamnen. The building is full

of activity and is surrounded by huge, heavy lorries on their way to the quay.

Nordö is a subsidiary of the Finnlines Group. The business is mainly freight traffic; 80 per cent consists of lorries, but trailers, containers and car passengers are also



PHOTO: JOHAN RAMBERG

offered room on the ferries. Traffic today comprises three departures a day between Malmö and Travemünde, with a crossing time of nine hours. After three hours in port, they sail again. A lot can happen in these three hours, including the loading and unloading of the ferries, which places huge demands on cooperation with the port.

SINCE 2009, NORDÖ HAS been increasingly investing in passenger traffic. "In 2009 we had over 25,000 passengers and last year we had over 60,000. This year we are expecting a further 40 per cent increase, and we will make more changes to our public areas in order to improve stays onboard for our private passengers," says Antonio.

He thinks that there is a huge benefit in Nordö's ferries departing from central Malmö and although Nordö's activities will shortly be moving out to Norra Hamnen, there are solutions in sight. Plans for connecting buses from Malmö Central Station to the ferries are well advanced.

THE CONSTRUCTION OF A LINK over Fehmarn Bält does

not worry him too much – it will be some time before the bridge or tunnel is ready, 2020 to be precise. Antonio also believes it will also cost to travel through the tunnel. "The benefit of the ferries is that drivers also get a chance to relax. I believe it is possible that the ferry traffic between Denmark and Germany will be affected, but that traffic between Sweden and Germany will remain unchanged.

Antonio's worries are more about the cost of fuel increasing.

"From 2015, no more than 0.1 per cent sulphur will be permitted in the fuel compared to the current 1 per cent. This means that fuel will become much more expensive for us, which may affect the competitiveness of maritime shipping with other forms of travel. This may lead to traffic shifting from the sea to the land. I hope, therefore, that the legislation will be reviewed."

EVEN TODAY, IT IS SIGNIFICANTLY more environmentally-friendly to use the ferry than put more lorries on the road.

"With our current three ferries, we have space for 100,000 lane metres per week. We keep 100 km of traffic off the roads every day."

Nordö's ferries are currently the largest ferries, in load terms, sailing between southern Sweden and Germany.

Antonio has a staff of 20. He comes from Naples, in Italy, and after three years in Ireland, he started at Nordö in 2009. To a question about cultural differences, he laughs a little evasively.

"I have a very dedicated, knowledgeable team," he says glowingly. "But I have never seen as much rain as I saw in Ireland, and in Sweden it is cold, of course, but in both countries I have experienced a very high quality of life. However, I hope to get to a warmer country at some point."



PHOTO: JOHAN RAMBERG

Antonio Raimo,
Line Manager at
Rederi AB Nordö-Link

Facts: Rederi AB Nordö-Link

Rederi AB Nordö-Link has its origins in Öregrund, Uppland. In 1969, the head office was moved to Malmö and in 1986 the line was sold to Sea-Link Shipping Nacka. Rederi AB Nordö-Link is now a subsidiary of the Finnlines Group. Since 2007, the majority owner of Finnlines has been Italy's Grimaldi Group, one of the world's largest operators of RoRo vessels and Europe's largest player in passenger and freight transport.

In the 1960s, Rederi Nordö-Link operated traffic to both Gotland and Öland. After the move to Malmö, the company's focus also shifted to the continent. Goods traffic between Sweden and Germany commenced in 1982.

Nordö-Link's concept was primarily intended for freight traffic, but significant investments are now being made in private passengers. Traffic today comprises three departures a day between Malmö and Travemünde, with a crossing time of nine hours.



PHOTO: SØREN BALKEN

Rapid route to St. Petersburg for trailer and bulk

The Malmö-Helsinki-St. Petersburg route is a popular RoRo link to Russia, which can also take Danish goods over the Øresund Bridge to Malmö.

EVERY SATURDAY IT IS BUSY on the Finnlines RoRo ship, which docks in Frihavnen in Malmö. Tractors unload trailers from Helsinki and St. Petersburg, and run new trailers on board for the return trip over the Baltic Sea with goods for Finland and the large growing market in Russia.

Since May 2009, Finnlines has sailed the Malmö-Helsinki-St. Petersburg route, and the quantity of goods has been increasing. On Saturday at 22.00, the RoRo ship leaves Malmö and arrives, via Helsinki, into St. Petersburg on Tuesday morning at 07.00.

"THE INTERESTING THING for our customers is that we are offering one of the best transit times for St. Petersburg with a high degree of reliability. Customers can count on us arriving on time," says director of Finnlines in Denmark, Claus Høgh.

"We also believe that the route is useful for Danish customers in Zealand and Copenhagen. They only need to get over the Øresund Bridge with their goods. We load a lot of Danish goods. I think that around half of our goods are Swedish, half Danish."

Finnlines primarily sails with trailers on the Malmö to Helsinki and St. Petersburg route, but can also carry

bulk and special transports when necessary. The tonnage is huge, with fast, modern ships less than 10 years old, including 'Longstone' and 'Beachy Head'.

FINNLINES OPERATES RORO TRAFFIC in the Baltic Sea and the North Sea, and also has RoPax ships that carry passengers between five countries and eight ports. The shipping line is owned by Italy's Grimaldi Group. Grimaldi was one of the pioneers of the roll-on/roll-off concept, and is currently one of the world's largest operators of RoRo ships with route networks in South America, West Africa and Europe.

In addition to Finnlines, Grimaldi owns another shipping company with a route from CMP, NordöLink, which operates the RoPax service between Malmö and Travemünde, with three daily departures.

Finnlines' activities will be moving to Norra Hamnen in Malmö once the new RoRo terminal opens later this year.

During the third quarter of 2010, Finnlines experienced a rise in transport volume, and in turnover and profit, compared to 2009, and the shipping company is expecting positive development compared to 2009 to continue for the rest of the year.

The Stena Sphere

– a family company with a broad reach

There is an exciting Kamprad-like history to the Stena Group (Kamprad was the founder of IKEA). It has to do with a scrap dealer who purchased a boat and then turned it into a global group involved with recycling, trade and shipping. Today the Sten A Olsson family owns an international group with 19,000 employees that spans a wide gamut.

"THE OLSSON FAMILY ARE REALLY the entrepreneurs' entrepreneurs," says Magnus Persson, production manager at Stena Recycling at the bulk terminal in Malmö.

Both he and branch manager Magnus Bornell talk about the family's constant presence in the now so large and diverse company. About how, in the most recent economic downturn, for instance, they travelled around and checked out the situation.

"They are really down to earth, and it is fun for us when they come and visit us at work," says Magnus Bornell. "But of course the economic downturn was less fun. That was the first time the company had ever been forced to make cutbacks. That's against Stena's strategy."

THE STENA SPHERE IS PERHAPS most well-known for its ferry lines and shipping activities, but the group also includes recycling, environmental work and trade. Stena Recycling in Malmö belongs to one of the three parent companies – Stena Metall. During our visit, the office was attractively surrounded by snow and we wondered if we would ever get out again when we parked our car in a snow bank.

"We operate within four different areas: iron and metal, hazardous waste, recycled paper and fragmenting," says Magnus Persson.

AROUND 70 PEOPLE WORK in the production facilities at the bulk terminal. Here, dirty scrap metal is ground down for recycling. But paper and hazardous waste are also dealt with.

"We support industry and help them to deal with residual products," says Magnus Bornell.

The scrap is stored at the adjacent Swede Harbour where Stena leases space. 90 per cent of the scrap iron and metal is then exported.

"It mainly goes to the USA and Asia and is used for new cars and for reinforcement rods. Turkey and the Middle East also take a lot," he adds.

The process for waste paper involves classification and quality assurance. It is then pressed and packaged so that it can be transported as economically as possible.

The hazardous waste is classified and delivered to various approved recipients. For example, the waste oil goes for refinement to Stena's own plant in Halmstad.



PHOTO: JOHAN RAMBERG

Facts: The Stena Sphere

Since the start in 1939, Stena has developed into an international group with activities over large parts of the world. Its activities now span several areas – ferry lines, shipping activities, offshore, property, finance as well as recycling, environment and trade.

The Stena Sphere comprises the three parent companies, wholly owned by the Sten A Olsson family, Stena AB, Stena Sessan AB and Stena Metall AB and wholly-owned and partially-owned subsidiaries to these. Together, they form one of Sweden's largest family-owned company groups. The partially-owned company Concordia Maritime AB is listed on the Nasdaq OMX Stockholm Exchange. Fifty-two per cent of its shares are owned by Stena Sessan AB. The head offices for all the parent companies are located in Gothenburg.

The Stena Sphere has a total of 19,000 employees. Its total turnover in 2008 amounted to SEK 56 billion, with a profit before tax of SEK 2.2 billion.

www.stena.com



CMP is celebrating this year. Ten years have passed since its formation, and today the company is viewed as a successful example of integration in the Øresund region. The past years have been characterised by development and new investment, which have helped to put the region on the map and increase its competitiveness.



PHOTO: ANDERS ANDERSSON

2002: COPENHAGEN MALMÖ PORT signs a contract with Toyota Motor Company in February to build and operate a car terminal in Malmö, the 'Nordic Hub Malmö'. From here, Toyota will prepare and distribute cars for the whole of the Nordic market.



PHOTO: JENS HALIGSÖEN

2009: CMP STARTS USING new marine arms on quay 840 at Prøvestenen. They make the handling of oil products between ships and the oil terminal on land easier, something previously undertaken manually, and increase capacity at the facility.



PHOTO: SØREN BALKEN

2003: A NEW RAMP for NordöLink's ships at Frihamnen in Malmö is inaugurated in February. NordöLink has three departures a day between Malmö and Travemünde with RoPax ships.



PHOTO: MOGENS BECH

2009: THE LARGEST CONTAINER SHIP that has ever visited Copenhagen docks at the container terminal on 24 February. It is Unifeeder's 'Vera Rambow', with a capacity of 1,425 TEU. It is 17,488 BT, 168 m long and 27 m wide.



PHOTO: SØREN BALKEN

2010: COPENHAGEN IS THE FIRST PORT outside North America to be named 'Port of The Year'. The prize is awarded every year in Miami by Princess Cruises, whose passengers have chosen the best turn-around port for cruise ships from a shortlist of thirty-three.

2005: OPENING OF the Skandia Transport car terminal in Copenhagen



New silo to become shimmering blue landmark

Cementa's new landmark in Malmö will shine blue at the top. "The top of the silo will consist of three metres of blue glass which will be lit up from behind," Jan Gabrielson, Project Manager at HeidelbergCement, says.

CMP's new 250 metre long quay in the North Port has just been completed. The white-pigmented silo, which will be built 30 metres from the quay, will form a sleek and elegant silhouette in Malmö. It will contain six chambers with a total capacity for 30,000 tonnes of cement. When completed in late 2011, it will have reached its full height of 90 metres and have a diameter of 27 metres. It has currently reached a height of 28 metres.

HeidelbergCement bought the land from the local authority in Malmö. The company is leasing ships, which will unload their cargo in the North Port. The goods will then continue by rail and road.

A million Toyotas have passed through the port

On Monday 31 January we celebrated the fact that one million Toyota cars have passed through CMP.

From the start in 2003 until today one million cars have passed through CMP. Or, if you want to be precise, it's actually slightly more than 1.1 million.

"Toyota is a big and important car customer for us, so it is of course a great joy to be able to celebrate this," Lennart Petterson, Deputy CEO of CMP, says.

Toyota's car terminal in Malmö's Frihamnen hosted the celebrations, which, in addition CMP, were attended by Malmö's Consul-General for Japan,



PHOTO: DENNIS ROSENFELDT

Leif Almö, Hasting and Scandiatransport.

Peter Stern is the Site Manager for Toyota: "It is the fact that we have a good exchange with the companies around us that has made it possible to handle so many cars," he says.

The cars, which arrive from different parts of Europe and from Japan, are transported on to other destinations, mainly in Russia and Kazakhstan. Some of them also go the Scandinavian countries, Finland and the Baltic states.

With no less than 255,000 m² at its disposal, Toyota is the car make with by far the largest number of cars in the port.

New initiatives to improve cruise-ship experience in 2011

The 2011 cruise-ship season looks like being another success for CMP. With almost 360 registered arrivals, it will be busy on the cruise-ship quay next summer. With lots of experience and a position as the most popular port and destination in Europe

"We are very highly regarded by shipowners and cruise-ship passengers. This is due, not least, to the location of Copenhagen as the starting point for cruise ships to three popular destinations: Norway, the Baltic Sea and northern Europe," comments CMP's General Manager for Cruise & Ferries, Arnt Møller Pedersen.

Copenhagen can have up to nine cruise ships in port at any one time, three at Langelinie, one at Nordre Toldbod and five at Frihavnen.

"One of our strengths is that we are good at receiving and servicing ships and passengers. If there are several ships looking to turn around in Copenhagen, we can get up to 20,000 passengers coming ashore and taking sightseeing tours or heading to the airport in the morning, and another 20,000 onboard again later in the day."

One of the innovations Arnt Møller Pedersen hopes will have more of an impact next year is 'push-mail', i.e. an SMS message or e-mail to passengers and other interested parties informing them when the ships will arrive and their location on the quayside.

"We started using push-mail in the middle of this year's season, and it has been a success. It makes a difference whether you are headed for Langelinie or Frihavnen, and it can get very busy with several hundred taxis in the same place at the same time. We will be even better at coordinating that next year."

In order to maintain and improve the high service level, CMP's cruise-ship department has employed a number of permanent employees all year round; previously the department was only manned during the high season.

"They are specialists and we have now made sure that they remain with the company, helping to continue the development of our services," comments Arnt Møller Pedersen.

Under 2011 förbättras servicen ytterligare för de tusentals turister som gästar Köpenhamn på kryssningar.



PHOTO: DENNIS ROSENFELDT

Arnt Møller Pedersen is CMP's General Manager, Cruise & Ferries

Would you like to receive news by e-mail? Send an e-mail, with your name, to cmport@cmport.com. Write "Yes please to e-mail news" in the subject heading.

PROFILE: ANNELI KRISTOFFERSSON

A good manager has good employees

Anneli Kristoffersson is a port worker in a male-dominated environment. She keeps a strict check on lorries entering and exiting Swede Harbour in Malmö. Her vigilant eyes miss nothing, and she is always available to do a little extra.

"It feels like I have come home," she says smiling.

THE ENVIRONMENT IS COSY at the Bulk terminal at Swede Harbour, where Anneli Kristoffersson and her twelve colleagues work. Anneli herself is happy and candid, and she likes joking with her work colleagues, who immediately catch on.

"A good manager has good employees," she says and points to works manager Perry Emchen.

Anneli Kristoffersson sits in a room with a glass window facing the barrier at the entrance to the port. All vehicles entering or exiting Swede Harbour must report to her.

"I weigh the lorries before and after loading," she explains. "I have a lot of customer contact with the drivers, and I help them with various things. I like it. How you treat people is important, although sometimes you have to be firm with people as well."

THE LORRIES COME from Peab, various municipalities and elsewhere. Some are disposing of sheet metal scrap, while others are filling up with the various types of salt and sugar stored at the port.

"I also deal with some of the practical matters in the office," she says. "Such as making sure the lads



PHOTO: DENNIS ROSENFELDT

have good work clothes."

The fact that Anneli is the sole woman among her work colleagues does not seem to bother her.

"Previously I was a driver at Tobaksbolaget, so I am used to working with men. There is a good atmosphere and we have fun. I don't feel excluded in any way."

EVERY NOW AND THEN the interview is interrupted by speakers from the vessels in the port making announcements and by Anneli's phone ringing. Once it was her daughter asking what they were eating that evening – it was her turn to decide.

"I work full time – from seven in the morning until four in the afternoon. They're good times. I get up early and can go out with my dogs before work. My husband looks after our children in the mornings, and I am the first one home in the afternoons. That works well for me."

Anneli Kristoffersson works at Swede Harbour at the bulk terminal. She keeps an eye on all the lorries entering and exiting the harbour. Her good humour and service-mindedness are a huge asset in her work.