



SUSTAINABILITY REPORT

2022 / 2023





We acknowledge that the lands and waters on which Port Saint John and its partners operate are situated on the traditional and unceded territory of the Wolastoqey, the Mi'kmaq, and Peskotomuhkati Nations who signed Treaties of Peace and Friendship with the British crown in the 1700s, here in lands around our harbour. These treaties protect their rights to land and resources and are affirmed in Section 35 of the Canadian Constitution.

At Port Saint John, our commitment to truth and reconciliation and the actions that will result from this are based on a foundational respect for First Nations culture and heritage and a desire to engage in meaningful relationships.



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A LETTER FROM OUR CEO /



Welcome to Port Saint John's second Sustainability Report. Building on the successes and insights gained from our inaugural report, our second report serves as a testament to our ongoing dedication to sustainability and marking key moments in our sustainability journey.

By sharing our achievements and future objectives, we continue to foster greater transparency, engagement, and accountability.

As always, a crucial aspect of our dedication to sustainability lies in our acknowledgement that we operate on the ancestral, unceded lands of the Wolastoquey, Mi'kmaq, and Peskotomuhakati Peoples. Our organization is on a path of truth and reconciliation, eagerly anticipating further opportunities to learn from and incorporate the traditional wisdom of Indigenous peoples.

This year at Port Saint John, we've made strides towards monumental growth and change. We've celebrated new cranes making us a major Atlantic gateway, the arrival of world-class cruise ships, and set new records for cruise ship passengers and container traffic. With each new accomplishment, we solidify our position as one of Canada's fastest-growing ports while leading sustainability practices.

Our success as a cornerstone of the New Brunswick economy rests on the strong foundations of collaboration, partnership, and a shared commitment to do more for our community and the environment.

As we continue our journey of modernization and growth, we're always working with our partners, local businesses, and organizations to build on our sustainability initiatives.

Although we achieved many positive benchmarks this year, we also encountered challenges to learn from. We know we cannot be a successful port without a thriving and vibrant community around us. To do this, we must continue to evolve, adapt, and grow for the betterment of our region and our province.

We believe sustainability is a journey, not just a goal. We are dedicated to working towards a balance of economic, environmental, and social impacts and being a responsible and resilient organization. At Port Saint John, we will continue to work with our community to do better each year. We know this is a foundational piece to being good stewards of our waterfront and our city.

Thank you for being with us on our journey towards a bright and more sustainable future.

Craig Bell Estabrooks
President & CEO
Port Saint John

ABOUT PORT SAINT JOHN

Before starting on our sustainability journey, get to know us a little better.

OUR VISION, PURPOSE & VALUES

Vision

To be a catalyst for growth recognized for our community leadership.

Purpose

Through our focus on people, we serve as connectors who find innovative solutions to create economic and social value. By building partnerships, we provide a platform for prosperity and sustainability.

Core Values

- ▶ **Safety & Wellness:** We make decisions based on a safety-first approach, ensuring that we support the well-being of the whole person in every aspect of their life.
- ▶ **Investment in People:** Our team's success is our success. By investing in our team, we invest in our community. Learning and development is a core responsibility.
- ▶ **Drive:** Our people and our organization demonstrate initiative, innovation, and perseverance in the face of obstacles, working every day to build a world-class port of choice.
- ▶ **Inclusion:** We include others in our mission by engaging our community, building relationships, and ensuring we have a diverse team ready to meet any challenge.
- ▶ **Integrity:** Individually and as Port Saint John, we treat people with respect and build trust by honouring our promises and being open and honest in our interactions.

OUR LEADERSHIP

Management Approach & Governance

The Saint John Port Authority, doing business as Port Saint John, is a non-shareholder, financially self-sufficient corporation established by the Government of Canada on May 1, 1999, under the Canada Marine Act, and accountable to the Federal Minister of Transport.

Port Saint John is governed by a board of directors consisting of seven members who set the strategic direction; approve policies, budgets, and major capital works; and set goals for corporate performance to guide the President & CEO and his team.

Our board of directors reflects not just our business interests but our organization's values. We strive to ensure diverse representation.



Port Saint John's Board Vice-Chair and Audit, Master Planning, and Human Resource & Governance Board Committee Chairs are women.

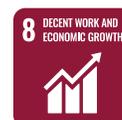


Stakeholders, community members, and employees reported a satisfaction rating of 83% when asked about their satisfaction with the overall direction of Port Saint John.



Stakeholders, community members, and employees expressed an 88% satisfaction level regarding Port Saint John's performance in the areas of business conduct and ethics.

CONTRIBUTING TO:



SENIOR MANAGEMENT /



CRAIG BELL ESTABROOKS
President & CEO



ANDREW DIXON
Chief Operating Officer



PAULA COPELAND
Vice President, Engagement
and Sustainability



ALEX CALVIN
Vice President,
Infrastructure and Planning



SERENE ALLEN
Vice President, Strategy
and Performance



BRUCE CONNELL
Vice President,
Risk & Compliance

BOARD MEMBERS /



JACK KEIR
Chair



DONNA GATES
Vice-Chair



SHELLEY RINEHART
Director



THOMAS O'NEIL
Director



PETER MCGUIRE
Director



SHILO BOUCHER
Director



RALPH LANDERS
Director

MATERIAL TOPICS

Port Saint John is on a path of continually improving our sustainability practices. Each year in our review of material topics, we asked our employees, stakeholders, and community to rank our performance as it relates to our governance, environment, safety, human resources, and commitment to the community. Below are the main themes that we assess each year. These topics are covered throughout this report.



Governance:
Business Conduct,
Ethics & Compliance



**Corporate
Financial
Performance**



**HR/Safety: Attract,
Develop, Retain
Employees**



**Social
Impact**



**Climate Change
& Environment**

We assess material topics through our annual engagement and sustainability programming. This includes consulting with our stakeholders through meetings, one-on-one interactions and annual surveys. This is important because:

- It allows us to collect information that helps our team identify potential sustainability topics.
- It helps us compile stakeholder and community perspectives.
- We use it to provide guidance to our leadership on industry best practices to develop sustainable operations and public transparency.



SUSTAINABILITY FRAMEWORKS

Port Saint John adheres to leading international goals and commitments to guide our sustainability efforts.

United Nations Global Compact Initiative

In March 2023, Port Saint John joined the [United Nations Global Compact](#) initiative, a voluntary leadership platform for the development, implementation, and disclosure of responsible business practices. Port Saint John is excited to be part of a global movement of sustainable companies and stakeholders committed to taking responsible business action.

United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) were adopted in 2015 by all United Nations Member States as a blueprint for peace and prosperity for people and the planet, now and into the future. Acting as an urgent call to action, they highlight the importance of an inclusive transition to a sustainable world and society.





AIVP 10 Commitments

Port Saint John is a member of AIVP, an international organization that helps members find solutions to build port cities that meet their citizens' hopes and aspirations. AIVP's sustainable development agenda works to organize dialogue, promote exchanges, and suggest solutions.

We are working on these [goals together with our Port community](#).



ISO 26000 Guidance on Social Responsibility

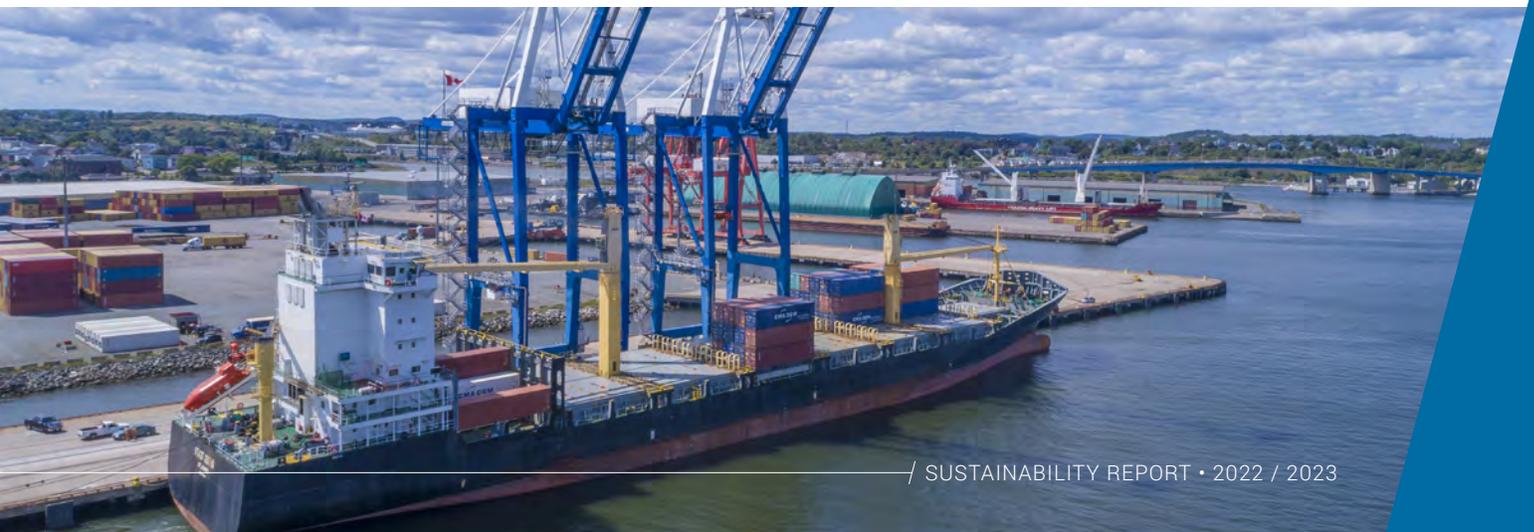
Port Saint John has used ISO 26000 as a guide to integrate social responsibility into our values and practices.

ISO 14001 Occupational Health and Safety Management System

Port Saint John attained ISO 45001:2018, Occupational Health and Management Systems certification. As the first Canadian port to obtain this certification, Port Saint John was audited by BSI, and officially presented with the certificates for its Occupational Health and Safety Management System on November 21, 2022.

Green Marine

In 2011, Port Saint John received certification from [Green Marine](#), an environmental certification program for the North American marine industry. The program is scored on a scale of 1-5, each level progressing farther above the compliance line.



PORT SAINT JOHN TIMELINE



1927

Federal government takes over Port operations.

1931

Port fire destroys much of West Side port facilities, which were rebuilt within a year.

1936

Saint John becomes an initial member of the National Harbours Board.

1948

Pugsley Terminal built.

1962

Long Wharf construction.

2009

Marco Polo Cruise Terminal opens.

2012

Diamond Jubilee Cruise Terminal opens.

2017

DP World takes a long-term lease of Rodney Container and Navy Island Terminals. Multi-year terminal modernization project begins.

2020

Saint John becomes the only Atlantic Canadian Port with two Class I rail providers, CP Rail and CN Rail.

2021

Global shipping company Hapag-Lloyd begins regular Mediterranean container service from New Brunswick.

With an average of 28 million metric tonnes of cargo annually, Port Saint John is one of Canada's key ports recognized for its strategic importance to the nation's trade and economy. Not only is Port Saint John an international seaport, but it is also part of the critical infrastructure of the municipality and region, providing close to 3,000 direct and indirect jobs.

The Port is essential to New Brunswick's petroleum, forestry, and aquaculture industries and to its import and export trade. The Port also makes a significant contribution to the provincial tourism sector through its rank as the fourth

busiest cruise destination in Canada. Port Saint John is a cornerstone of the Saint John community, a facilitator of trade and a part of Canada's transportation infrastructure, providing the marine gateway to global markets.

1975

Port of Saint John enters containerized shipping business.

1983

Saint John becomes member of Ports Canada as a Port Corporation.

1985

Barrack Point Terminal dedicated to potash.

1989

First large cruise ship visits the Port, establishing Saint John as a cruise destination.

1999

Saint John Port Corporation dissolved, Saint John Port Authority founded.

2022

Port Saint John begins decarbonization journey through purchase of Saint John Energy's Renewable Energy Certificates (RECs).

Port Saint John welcomes additional Hapag-Lloyd service to northern European markets.

Three millionth cruise ship guest arrives in the port city.

Port Saint John and partners break records, reaching 100,000 TEU milestone and going on to surpass 150,000 TEUs and attain the ranking of fastest growing container port in North America for the year.

2023

DP World puts into operation two additional gantry cranes to turn Port of Saint John into a major Atlantic gateway for Canada.

CP Rail acquires Kansas City Southern to form CPKC, adding direct rail connection through to Mexico via the mid-West US.

OUR COMMUNITY

Port Saint John is part of a fantastic community, and we take our role as a contributor and active partner seriously.

PUBLIC & STAKEHOLDER ENGAGEMENT

Community Liaison Committee (CLC)

Port Saint John has instituted the Community Liaison Committee as a best practice in creating open dialogue with community members and between community and Port-related operations.

The committee operates as a collaborative forum where community, industry, and Port Saint John representatives meet to liaise between different groups, share information, identify concerns, and address Port-related issues.

The committee serves as an advisory role and does not replace government regulations, controls, and other procedures that are in place for public health, safety, and environmental protection.

In the spirit of transparency, all documentation related to the committee (including meeting summaries) is located in the [Community section of the Port Saint John website](#).

88%

Community members, employees, and stakeholders perceive Port Saint John as having an 88% level of importance to the identity of Saint John.

83%

Community members, employees, and stakeholders have rated Port Saint John's community leadership at 83%.

CONTRIBUTING TO:



COMMUNITY EVENTS & INITIATIVES

Port Saint John fosters port culture and identity through multiple events and initiatives throughout the year.

Saint John Seafarers' Mission

The seafarers who work on vessels in the inner and outer harbour and help keep vital trade products moving are essential members of the Port Saint John community. We support them by donating time and resources to the Saint John Seafarers' Mission. The pandemic intensified the extremely isolated life of seafarers. Port Saint John stepped up, investing in pier-side Wi-Fi at the West Side terminals to help our seafarers stay connected in a time of crisis.

Several members of our management team also serve on the Board of Directors of the Seafarers' Mission.

Maiden

Among our many firsts this year, we welcomed **Maiden**, an all-female sailing yacht which made the only Canadian stopover in its 2022 leg of their three-year world tour in Saint

John. Sponsored by global logistics leader DP World, their 90,000 nautical mile journey launched from Dubai to raise funds to support and empower girls from around the world through education.

The Harbour Lights

The mission of The Harbour Lights Campaign is to coordinate fundraising for 16 food banks in Southwestern New Brunswick on an annual basis and to disperse the funds raised to those

food banks. The Campaign primarily occurs during the month of December each year via a founding partnership of CBC Radio One in Saint John and Port Saint John, and with supporting partner Saint John Energy. The charitable organization is now managed by a community-based board of directors.

In 2022, Nutrien, who is a Port Saint John waterfront stakeholder, announced a \$200,000 four-year commitment to The Harbour Lights Campaign. Nutrien has since been named a 'Sustaining Donor'.



The Port Pod

Located in the AREA 506 Waterfront Container Village, the Port Pod is an interpretive experience for the public to learn about all things Port Saint John. Engaging with the community is a top priority, and the Port Pod provides the perfect space to welcome youth groups and students. In 2023, the Port Pod was operated in collaboration with our regional growth agency, Envision Saint John. The Port Pod pairs both visitor experience and information about economic development in our region with our original port interpretation displays in a seamless holistic presentation. This season we engaged with over 2,100 visitors.





Each year PALS students plant marigolds outside of our corporate office for the annual city-wide Marigold Project.

Education

Our Port Education Program for local students inspires them to consider a career in the marine transportation industry and develops engaged community members who understand port operations. Since 2014, we've shared in-class presentation materials with teachers for Grades 3-12 and given port education tours.

PALS (Partners Assisting Local Schools) was instrumental in helping us develop our Education Program, and PALS schools are still the core users of the program, which reaches between 800-1,000 students in a typical school year.

CONTRIBUTING TO:



Supporting Post-Secondary Education

Annually, we award the Betty MacMillan Bursary for high school students pursuing higher education in the tourism industry. The scholarship honours Betty, who retired from Port Saint John a few years ago. She pioneered the cruise industry in our region, and her work lives on in our bustling cruise sector.

Port Saint John supported 23 student work terms throughout 2022 and 2023 in various areas such as business development, IT, human resources, health/safety, and engagement and sustainability.



In partnership with the Pond-Deshpande Centre, university and college students from across New Brunswick participated in the journey to decarbonize Port Saint John with a business plan competition, designed to stimulate ways for the Port to engage Port tenants and customers to reduce GHG emissions.

In 2023 we completed the final contribution of a three-year commitment to NBCC's "Going Beyond" Campaign which was designed to build capacity trade sectors. Our contributions were targeted to increasing student capacity in trades impacting the transportation and logistics industry.

Anchored in the Community

To broaden our reach to local community members, we also launched a new Port community e-newsletter in 2022. In this newsletter we share information about Port operations, business developments, and interaction opportunities for the community.



Sign up for our **NEWSLETTER**



PUBLIC WATERFRONT ACCESS

Saint John Harbour is a beautiful landscape where the city's natural and human history can be enjoyed and explored. At Port Saint John, we believe it is essential that locals and visitors alike have access to our waterfront. Port Saint John added improved port-city transitions as a strategic objective in 2023. This means that, over the years to come, we are committed to improving the areas where the Port meets the city.

Long Wharf Trail

Harbour Passage is a cranberry-coloured series of interconnected walkways, lookouts, and heritage sites connecting Reversing Falls Rapids to Uptown Saint John. It includes Long Wharf Trail, which passes through Port Saint John property, and the trail along Water Street abutting our cruise terminal properties. We're proud to be part of this precious community asset that promotes active transportation and offers prime views of the harbour and our active Port.

Port Venues

The Marco Polo and Diamond Jubilee Cruise Terminals don't just give thousands of cruise passengers a stellar first impression of our city; they are in-demand facilities for a host of community events. Our terminals are cherished waterfront venues for food and cultural festivals, local awards ceremonies, celebrations, fundraisers, meetings, weddings, and more.

We also donate our space to local charities. During the first COVID-19 lockdown, the Emergency Food Program, which fed thousands of people, used the Diamond Jubilee Cruise Terminal as an in-kind donation.

Long Wharf Landing

Port Saint John is currently working on a big project to improve the sightliness and usability of the area around Long Wharf Slip. Once complete, the public will have greater access to the waterfront with unparalleled views of the harbour from the new breakwater.





AREA 506 Container Village

In July 2021, Port Saint John was thrilled to announce plans for a shipping container retail village to be built on property adjacent to our primary cruise terminal. A unique way to expand waterfront access to both residents and visitors, it has spaces for retail, outdoor performance, and community activities, attracting cruise and other tourists, and supporting events like the AREA 506 waterfront concert series.

Fort La Tour

Place Fort La Tour, located on Harbour Passage on the Bay of Fundy, commemorates nearly 6,000 years of ceremonial, trade, and industrial activity. Members of our team have served important roles on the Board of Directors over the years.

Port Saint John donated \$100,000 to the development.



CONTRIBUTING TO:



INDIGENOUS RELATIONS

When engaging and consulting with local Indigenous communities, we align with guidelines as set by the federal government and engage in a manner that is consistent with the United Nations Declaration on the Rights of Indigenous Peoples Act and the following principles:

1. Provide clear, accessible, and transparent information while respecting the privacy of all parties.
2. Respect that our perspectives may be based on different world views.
3. Seek Indigenous perspectives during the consultation process, be open to understanding the interests and knowledge of Indigenous groups, and strive to incorporate them into our work.
4. Build strong working relationships between Indigenous groups and the port authority to allow for meaningful dialogue.

Port Saint John is committed to aligning with the federal *"Principles Respecting the Government of Canada's Relationship with Indigenous Peoples"* within its mandate provided for in the Canada Marine Act.

Reconciliation Awareness Training

Port Saint John provides Truth & Reconciliation professional development opportunities to our staff, such as:

- Our entire management team participated in the Joint Economic Development Initiative's Indigenous Reconciliation Awareness Module.
- Our full staff was invited to a professional development session by Phyllis Webstad, Founder of the Orange Shirt Society.
- All employees were invited to the [First Nations Storytellers](#) walk around the waterfront to learn more about the Indigenous history of our area.



COMMUNITY INVESTMENT

Port Saint John gives back. Through donations and employee volunteer hours, our team supports dozens of local charities and non-profits, especially those with a strong focus on providing basic needs to children and families in neighbourhoods surrounding the harbour. Other giving categories include:

- Poverty reduction
- Food security
- Health & well-being
- Education
- Diversity and inclusion
- Environmental initiatives
- Arts and culture

New Brunswick Naval Memorial Support

We have committed a multi-year donation to the New Brunswick Naval Memorial on Harbour Passage to help complete groundwork around the memorial and to support a three-year research project into New Brunswick's naval heritage being carried through by the Gregg Centre at UNB. The outcome of the three-year project will be a digital series of videos of varying lengths telling stories connected to naval history, including connections to the area of the Port. The series will augment the information on site at the memorial through strategically placed QR codes and also be available on the [New Brunswick Naval Memorial's website](#).

Port Artist In Residence

In 2022, artist and sculptor Fred Harrison, best known for his stunning murals in the Sussex area, was selected for the second biannual Port Saint John Artist Residency. The aim of the residency is to support the community and the arts while elevating profiles and opportunities for New Brunswick artists. His art was presented at Saint John Arts Centre in September 2023. Our next artist residency will be chosen in the summer of 2024 and will be on exhibit in September of 2025.



CONTRIBUTING TO:



OUR PEOPLE

OUR TEAM

People are at the heart of our Port operations and the community that surrounds us. Yes, our infrastructure is important, but to operate at our best, it takes a diverse team of more than 53 dedicated, diverse, and forward-looking professionals.

Our organization has evolved tremendously in recent years. While port authorities traditionally tended to be male-dominated workplaces, today Port Saint John's team skews female and relatively young. This evolution is by design, not by accident. We are intentional in our hiring and employment practices to build an inclusive and resilient workforce for today and into the future.

- ▶ **We value** innovative thinking, problem-solving, initiative, and a willingness to challenge the status quo.
- ▶ **We empower** our employees to grow and learn by investing an average of over \$2,500 a year on professional development per employee.
- ▶ **We embrace** leading human resources practices and the latest workforce trends.
- ▶ **We reward** excellence through competitive total compensation that reflects fair industry rates.
- ▶ **We support** a healthy work-life balance and a family-first philosophy.



“Investing in our people and creating a culture of inclusion and safety are a priority for our management team at Port Saint John. Through this commitment, we are creating a workplace culture that is globally competitive. We have fostered a sense of belonging in our flexible and supportive work environment that brings our proud and experienced workforce to Port Saint John every day.”

EMILY MCGILL

Director of Human Resources



Our Team in Numbers

FTE					
2021		2022		2023	
Age: 50+	10	Age: 50+	9	Age: 50+	9
Age: 30-50	28	Age: 30-50	36	Age: 30-50	39
Age: Under 30	7	Age: Under 30	6	Age: Under 30	4
Male Employees:	23, 51%	Male Employees:	27, 53%	Male Employees:	25, 48%
Female Employees:	22, 49%	Female Employees:	24, 47%	Female Employees:	27, 52%
Tenure: Under 5	22, 49%	Tenure: Under 5	28, 55%	Tenure: Under 5	30, 58%
Tenure: 5-15	17, 38%	Tenure: 5-15	18, 35%	Tenure: 5-15	18, 35%
Tenure: 16-25	6, 13%	Tenure: 16-25	5, 10%	Tenure: 16-25	4, 7%
Tenure: Average	6 years	Tenure: Average	6 years	Tenure: Average	6 years
Retention Rate (PSJ) (Voluntary turnover)	7%	Retention Rate (PSJ) (Voluntary turnover)	12%	Retention Rate (PSJ) (Voluntary turnover)	2%
Retention: National		Retention: National		Retention: National	
Managers (F)	7, 41%	Managers (F)	8, 44%	Managers (F)	9, 45%
Managers (M)	10, 59%	Manager (M)	10, 56%	Manager (M)	11, 55%
Non-Managers (F)	15, 54%	Non-Managers (F)	16, 48%	Non-Managers (F)	19, 59%
Non-Managers (M)	13, 46%	Non-Managers (M)	17, 52%	Non-Managers (M)	13, 41%
Total FTE:	45	Total FTE:	51	Total FTE:	52
CASUAL/SEASONAL/CONTRACT					
2021		2022		2023	
Age: 50+	3	Age: 50+	11	Age: 50+	14
Age: 30-50	1	Age: 30-50	9	Age: 30-50	7
Age: Under 30	5	Age: Under 30	13	Age: Under 30	12
Male Employees:	6	Male Employees:	14	Male Employees:	13
Female Employees:	4	Female Employees:	19	Female Employees:	20
BOARD OF DIRECTORS					
2021		2022		2023	
Male Members:	4	Male Members:	4	Male Members:	4
Female Members:	3	Female Members:	3	Female Members:	3



TRAINING & DEVELOPMENT

Port Saint John values continuous learning. Our staff are encouraged each year to choose education and training opportunities that align with their career goals and our organizational strategies.

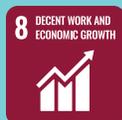
Training varies for each employee, but there is a significant focus on project management and safety within our corporate training opportunities.

We are also actively building our sustainability skills through professional development.

TRAINING SPEND PER EMPLOYEE:

\$2,500

CONTRIBUTING TO:



EQUITY, DIVERSITY & INCLUSION

Port Saint John is a welcoming workplace committed to equity, diversity, and inclusion in all we do, from our hiring practices to how we conduct our day-to-day business. That said, we recognize that this is an area where we can continue to improve.



We do not tolerate harassment, discrimination, or violence in any form. To continue to nurture an environment based on respect, dignity, and equal rights, we actively pursue learning and training in this area. Recent EDI learning opportunities include:

Preliminary Assessment on Indigenous Inclusion

In 2023, with the guidance of Indigevisor during a two-day workshop involving team members from departments across the organization, we carried out a preliminary

assessment which will provide a baseline for improvement of Indigenous inclusion at Port Saint John. Through this exercise, opportunities were identified in cultural competency, procurement, recruitment and retention, including traditional knowledge in decision making, and communication both with and about Indigenous peoples. Areas where the addition of Indigenous storytelling or culture may be added through visual representation in our facilities was also explored. Over the coming years we look forward to building on improvements identified through this exercise.

Becoming More Accessible

Port Saint John engaged the services of Ability NB under their Accessible NB program to conduct an accessibility assessment of our office. This is a new free service designed to help New Brunswick foster more accessible work environments. Through an initial audit review and future consultation, Port Saint John will look forward to enhancing our workspace with the support and partnership of Ability NB.

“ Port Saint John is an inclusive environment where everyone's input is sought, and their concerns are respected. By working to accommodate everyone, it makes for a positive workplace.”

JANE BURCHILL

Decarbonization and Environment Manager

CONTRIBUTING TO:



HEALTH & SAFETY

In recent years, Port Saint John has focused on enhancing our safety programs and culture. It's been a team effort, with everyone doing their part to strive for a healthy, incident-free workplace. We have received ISO 45001 certification which demonstrates our commitment.

Safety Management System

In 2018, we implemented our first formal Safety Management System. This framework continues to guide a culture of continuous improvement in occupational workplace health and safety.

Strengthened Workplace Health & Safety Committee

As part of a heightened emphasis on safety, we renewed our WHSC, which comprises representatives from across our workforce. Working together, we developed a new Observation Reporting Program, to understand opportunities for improvement, and ensure health, safety, security, and environmental risks are mitigated appropriately.

Regular observations can help build a culture of safety in the workplace, where increased safety leads to increased morale and productivity, which in turn leads to safety improvements by identifying trends.

Reporting of an observation is done by a simple and easy-to-use QR code with anonymous reporting by stakeholders, staff, and members of the public. The QR code is posted on signage throughout Port property for easy access to the online reporting form. Any observation requiring corrective and preventive action will be carried out by our Health and Safety Specialist.

OUR PEOPLE

INCIDENTS BY TYPE	2021	2022
NUMBER OF FATALITIES	0	0
NUMBER OF RECORDABLE EVENTS	3	3
NUMBER OF OTHER PROPERTY DAMAGE	2	2
NUMBER OF FIRST AID EVENTS	3	7
NUMBER OF NEAR MISSES	2	4
TOTAL NUMBER OF HOURS WORKED	87,750	92,629.25
INCIDENTS BY LOCATION	2021	2022
OFFICE	1	0
OUTSIDE	9	16
CONTRACTOR SAFETY INCIDENTS	17	10

Emergency Management & Security

Our emergency management and business continuity programs are aligned with CSA Z1600 and utilize the Incident Command System to allow for greater standardization and interoperability with other federal, provincial, and municipal response regimes.

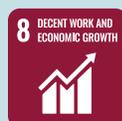
Health and Wellness

Port Saint John encourages employees to be physically and mentally healthy.

Employees are eligible to receive an annual Health and Wellness Credit to offset the cost of fitness and wellness activities and equipment.

A number of our team members are trained in Mental Health First Aid, to be prepared to help someone with a mental health problem or who is in a mental health crisis. First aid is given until appropriate professional help is received or the crisis resolves.

CONTRIBUTING TO:



77%

Stakeholders, employees, and community members collectively rate the company's positive safety culture across the organization at 77%.

“Health and safety is a top priority at Port Saint John. We continue to move the program forward by having conversations and with involvement at all levels throughout the organization. Our team is excited to continue to make positive changes to the safety program.”

BILL VAUGHAN
Health and Safety Specialist

EMPLOYEE INITIATIVES

Goal Setting Workshop

Port Saint John worked with a business strategist to guide the employees through a goal setting and personal reflection workshop in January 2023.

Master Planning

To support the master planning process, each employee was assigned to one of the 8 Working Committees. This is increasing employee engagement, as well as access to expertise.

Student Work Experience Program

The student work experience program has been enhanced to allow for increased exposure to different departments within Port Saint John, and an enhanced onboarding and offboarding program.

Total Compensation Review

In 2022 and 2023, Port Saint John completed a total compensation review of salaries and benefits for both unionized and non-unionized employees.

100%

100% of Port Saint John employees are on an internal Port Saint John committee or working group.

LABOUR RELATIONS

In 2023, 22% of our employees were members of the Public Service Alliance of Canada (PSAC), the bargaining agent for our maintenance positions. The Port Saint John union is a separate local from the Federal Government Union. A successful collective bargaining process between PSAC Local 61124 and Port Saint John was completed in 2022.



Port of Saint John
Employers Association

International Longshoremen's Association Local 273 & Port of Saint John Employers Association

ILA Local 273 has 118 members and provides labour to stevedoring companies at Port Saint John through the Port of Saint John Employers Association. In addition to the members above, there are also 40 non-union card list members and 65 non-union referrals who are referred by the union to the Port of Saint John Employers Association when required to ensure adequate labour for all port operations.

Longshoremen and women perform a variety of work including positions and trades such as equipment operators, ship loaders, terminal work, linesmen, heavy-duty mechanics, industrial electricians and technicians. Other positions include checkers and shipliners who are responsible for documentation of cargo movement and securing of cargo either in the terminal or aboard the ship. ILA Local 273 trainers are responsible to train employees in any of the skills needed for the stevedoring companies to operate.

Workforce Partnership Committee

In 2021, the provincial government partnered with employers, labour representatives, and others to maximize employment and economic development opportunities expected to result from the Port Saint John Modernization Project. The primary objectives of the workforce partnership committee are to:

- ▶ Develop and implement a recruitment and training strategy that supports and aligns with the needs of all potential employers associated with the Port of Saint John.
- ▶ Develop and refine a workforce partnership model that targets and accelerates strategic workforce recruitment.



OUR ENVIRONMENT

Under the Canada Marine Act and Saint John Port Authority Letters Patent, we must create customer value while respecting community needs. This is accomplished through transparent and accountable practices in operating and developing the Port in an environmentally, socially, and financially responsible manner. One of the most important roles we play is a steward of the environments in which we operate. We strive to ensure environmental protection and improvements are integrated into our overall business model.

The Port Authority is also committed to decarbonizing its operations and in 2022 became one of the first companies to purchase Renewable Energy Certificates (RECs) from Saint John Energy. As we work towards decarbonization, these RECs help us offset our current emissions from energy use, which accounts for the majority of our greenhouse gas footprint.

The Port is also participating in a rigorous decarbonization and sustainability planning exercise, which includes examining our current footprint, setting ambitious sustainability targets, and building a forward-looking master plan and strategy to reach those targets.

POLICIES & PROCEDURES

Port Saint John adopted an environmental policy in 2011 to focus our efforts, establish goals, identify performance indicators, and provide a framework to continue enhancing our environmental stewardship.

Green Marine

In 2011, Port Saint John received certification from [Green Marine](#), an environmental certification program for the North American marine industry. The program is scored on a scale of 1-5, each level progressing farther above the compliance line.

2022 GREEN MARINE RATINGS





Sustainability Policy

Port Saint John is a critical part of Canada's national transportation system. Under the Canada Marine Act and Saint John Port Authority Letters Patent, we must create customer value while respecting community needs. This is accomplished through transparent and accountable practices in operating and developing the Port in an environmentally, socially, and financially responsible manner.

Sustainable Procurement

We strive to ensure environmental protection and improvement are integrated into our overall business model. Port Saint John purchases products and services that do the least damage to the environment. In 2021, we implemented a responsible procurement policy to guide purchasing and ensure we consider the long-term impacts of what we buy.

Sustainable Cruise

Our cruise team has received training from the [Global Sustainable Tourism Council](#), which establishes and manages global standards for sustainable travel and tourism, to help take our commitment to sustainability to the next level.

We are also members of collaborative groups that help facilitate sharing of sustainable cruise best practices such as:

- ▶ AIVP and MedCruise's Sustainability Working Group
- ▶ Cruise Lines International Association (CLIA)

CONTRIBUTING TO:





MEMBERSHIPS

Saint John Port Authority and its team are active members of local, national, and international organizations, associations, and committees that support our sustainable and innovative growth goals in trade and tourism. These include:

- [AIVP](#)
- [Green Marine](#)
- [International Association of Ports and Harbours](#)
- [Sustainable Saint John](#)
- [United Nations Global Compact](#)

EMISSIONS & ENERGY

With port decarbonization as a new strategic objective and a new master plan under way, Port Saint John has created ambitious targets to help fight climate change with an overall goal of reaching **carbon neutrality by 2050**. Until then, we are offsetting our part of our footprint with Renewable Energy Certificates (RECs) through Saint John Energy's Burchill wind farm.



Port Saint John acquired our first fully electric vehicle in 2023, the Ford e-transit. Our electricians use this vehicle to carry out their work around the Port. We also installed 4 electric vehicle chargers with 6 connectors for our staff and fleet.

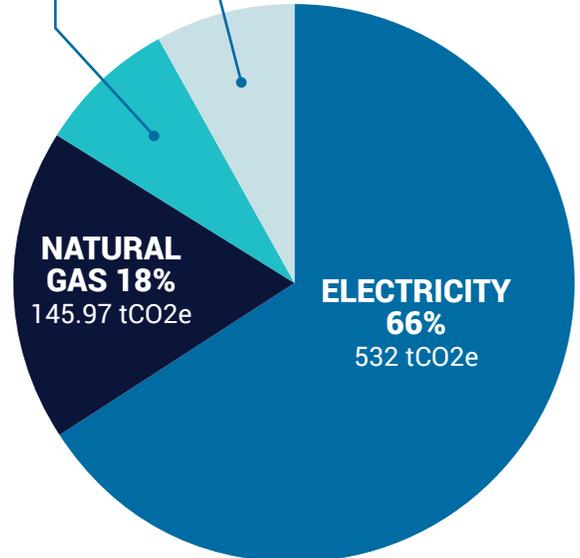
Port Saint John's Scope 1 & 2 Emissions Footprint

FLEET VEHICLES 8%
65.62 tCO₂e

EMPLOYEE COMMUTING, GROUND BUSINESS TRAVEL AND PAPER 8%
57.51 tCO₂e

NATURAL GAS 18%
145.97 tCO₂e

ELECTRICITY 66%
532 tCO₂e



Sustainability Targets

In line with our decarbonization master plan, Port Saint John developed ambitious targets to reduce our footprint and remain accountable in our journey.

- ⊙ Port Saint John commits to reaching carbon neutrality by 2050.
**scope 1, 2 & 3 emissions*
- ⊙ Port Saint John will reduce greenhouse gas emissions from the port authority's scope 1 & 2 inventory from 2022 levels by 60% by 2030 **and reach carbon neutrality by 2040.**
- ⊙ Port Saint John will reduce emissions from electricity and natural gas use at our cruise terminals (Marco Polo, Diamond Jubilee & Long Wharf) by 60% from 2022 levels by 2030.
- ⊙ Port Saint John will convert all fleet vehicles to low emissions options as vehicles reach end of life or leases end.
- ⊙ Port Saint John will convert all light posts at Port-owned terminals to high efficiency alternatives by 2030 and ensure all new light posts are high efficiency.
- ⊙ Port Saint John aims to have zero marine mammal vessel strikes in approach to Port Saint John.
- ⊙ Port Saint John will phase out the purchase of plastic water bottles for Port-hosted events and meetings by the end of 2023.
- ⊙ Port Saint John will reach level 5 of all applicable Green Marine indicators.
- ⊙ Port Saint John will build any new Port-owned buildings to a net-zero standard and retrofit any newly acquired buildings to be in line with hitting PSJ reduction targets.
- ⊙ Port Saint John will support one habitat restoration/conservation project every year on top of any regulatory offsetting projects.



Tariff Rebates for Good Performance

Port Saint John provides a tariff rebate to cruise and cargo ships that are listed with a score of 25 or higher on the [Environmental Ship Index](#). This globally adopted index identifies seagoing ships that perform better in reducing air emissions than required by the current emission standards of the International Maritime Organization. A score of 100 means the ship is performing at a very high standard, a score of 0 indicates poor performance.



In 2023, 26 vessels that visited Port Saint John received this rebate. A total of 51 rebates were issued as some vessels visited more than once.

CONTRIBUTING TO:



OUR ENVIRONMENT

WASTE & SPILL PREVENTION

Keeping Our Shorelines and Oceans Clean

Port Saint John and our maritime stakeholders have been collaborating on an annual beach cleanup since 2022. Each year we choose a beach close to the Port and gather to collect litter.



Preventing Marine Rope Pollution

The Fundy North Fisherman's Association has a ghost gear retrieval program in which they go out and retrieve marine rope that has been left behind or disposed of in the ocean. This is important because marine mammals can become entangled in this rope. Port Saint John supports this program financially but also collaborates with them on rope mat weaving workshops with the community to repurpose the rope.

Office Waste Program

Following a waste audit in 2018, our corporate office implemented a program that drastically reduced the amount of waste going to landfills through reduction measures, recycling, and composting.

Spill Prevention

Port Saint John's safety program includes rigorous spill prevention procedures, and we have invested heavily in spill prevention kits and equipment. In their orientation, we train our contractors on spill prevention, which is part of our inspection processes.



🎯 **NEW WASTE TARGET:** Port Saint John will phase out the purchase of plastic water bottles for Port-hosted events and meetings by the end of 2023.



2023

PARTNERSHIPS

ACAP Saint John

As an environmental non-profit in Saint John and longtime partner of Port Saint John, ACAP finds solutions to Saint John's ecological challenges through outreach, restoration, and research. In collaboration with the city, they created the Saint John Climate Change Adaptation Plan, which features the risks and adaptation opportunities for the city and the Port.

“The support of the Port is especially relevant to our coastal environmental monitoring program. This work is crucial to develop baseline environmental conditions of fish communities, water quality, and contaminant levels in and around the coast and watersheds surrounding the Port.”

ROXANNE MACKINNON
Executive Director, ACAP

CONTRIBUTING TO:



Canadian Whale Institute

We partnered with the Canadian Whale Institute and the Campobello Whale Rescue Team to raise awareness about whale conservation. Cruise ship crew members and passengers can now find materials to learn about how they can help in the AREA 506 Waterfront Container Village cruise ship crew lounge and Port Pod.

🎯 Port Saint John aims to have zero marine mammal vessel strikes in approach to Port Saint John.



CONTRIBUTING TO:



OUR ECONOMY

ABOUT OUR ECONOMY

The growth at Port Saint John has been substantial over the past year, landing our Port as one of the fastest growing ports on the Eastern seaboard. In 2022, Port Saint John nearly doubled its container throughput from 86,000 TEU (in 2021) to 151,000 TEU. This growth will continue in 2023, our first full year with three container lines making regular calls. Over the course of the next five years, we project to grow our container business to an annual throughput of 300,000 TEU.

Port Saint John boasts a diversified cargo base with significant economic impact from containers, dry bulk, and cruise within the inner harbour. Port Saint John's cruise operations continue to grow at or near all-time highs with a scheduled 75 ships calling in 2023. Our dry bulk operations have grown significantly over the past few years.

The impact of Port Saint John is significant on our provincial and local economy and our growth means that we can continue to play a role in job creation for our community. In a 2022 study, Deloitte measured the economic

impact of container throughput at 300,000 TEU as well as dry bulk and cruise operations (liquid bulk operations are significant but not included in this study of the inner harbour). The total economic contribution estimates (direct, indirect, and induced level) would be \$163M in GDP resulting in \$14.1M in provincial and municipal taxes. Deloitte also mapped out our future growth potential and at 550,000 TEU the impact is \$275.1M in GDP resulting in \$24M in taxes and at 800,000 TEU the impact is \$377M in GDP resulting in \$33M in taxes.

In addition to these impacts, the cruise sector brings over \$68 million annually to the Saint John and southern New Brunswick economies. This economic impact includes direct spending by cruise lines, passengers, and crew in the Bay of Fundy region and direct jobs for New Brunswickers.

CONTRIBUTING TO:



CRUISE

In 2022, Port Saint John celebrated its 3 millionth cruise ship guest to the Port. Our focus on improving and enhancing our cruise passenger experience will mean continued and sustainable growth, and more milestones to celebrate, in the years to come.

2022 Cruise Season

Following a two-year hiatus due to COVID-19, Port Saint John announced the return of its cruise sector to the waterfront in April 2022. The 2022 season which ran from May–November had an impressive schedule totaling 75 cruise ship visits, carrying 174,229 cruise guests and 75,982 crew arriving in the Port City. Specifically, September and October are the traditional busy months for cruise activity in our region, and 2022 was no exception with 87% of the ships visiting after the Labour Day weekend.

The Crew Lounge

In 2022, Port Saint John opened a world-class Crew Lounge for cruise ship staff, which provides thousands of crew members with a unique space to call their own when they visit the beautiful Bay of Fundy. The investment was an easy decision for the Port while we aim to broadly enhance and elevate the passenger experience at Port Saint John.

2023 Cruise Season

The 2023 cruise season saw 174,229 passengers and 73,441 crew members sail into the Port city through 75 ship visits. Representing a 17.8% increase over 2022, these statistics signal stability and recovery for Atlantic Canadian cruise tourism. 2023 season highlights include:

- **Largest single ship day in Port history:** Royal Caribbean's *Oasis of the Seas* on May 30 brought a record-breaking 5,931 passengers and 2,113 crew members to Saint John for the day.



In 2023, we welcomed

174,229

CRUISE PASSENGERS

and

73,441

CREW MEMBERS.

- Celebrated nine vessels making their inaugural visit to the Port city.
- Welcomed four overnight calls, seven triple ship days, and nine double ship days.

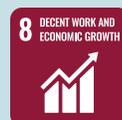
International Award Nomination

In September 2023, Port Saint John received a nomination on the international stage as one of the top three finalists for Seatrade Cruise Awards' Cruise Port of the Year in Hamburg, Germany.

December Cruise Ship Visit

An unexpected surprise occurred at the Port in December of 2023 when the MSC Meraviglia took a route diversion to Saint John due to weather just prior to the holidays. This is the first time the Port has ever had a cruise ship call in December. Despite being diverted from warmer weather, passengers were greeted with warm smiles and vibrant voices from the Saint John High School choir.

CONTRIBUTING TO:



OUR ECONOMY

CARGO

Port Saint John is Atlantic Canada's largest port by volume. It has a diverse cargo base, handling an average of 28 million metric tonnes of cargo annually, including dry and liquid bulks, break bulk, and containers.

With global connections to over 500 ports worldwide, Port Saint John is easily connected to central Canadian inland markets by rail and road. Our Port is a facilitator of trade, providing a marine gateway to global markets. As a result of a diversified cargo base, Port Saint John enjoyed overall growth in 2022 despite a drop in the break bulk sector, representing only 0.01% of all cargoes.



Port Saint John had the highest container throughput in port history in 2022.

Containers

DP World Saint John has been seeing solid container growth at the west side multi-purpose cargo terminal. The Port and its partners reached an impressive 150,194 TEU in 2022 which is more container throughput than Port Saint John has ever experienced on an annual basis. The year-over-year growth in 2022 was 72% in this sector, leading to the ranking of Port Saint John as the fastest growing container port in North America.

The alignment of the supply chain partners is a unique opportunity for shippers and receivers to experience world-class service through Port Saint John. The best is yet to come as the Port continues along their growth trajectory with capacity volumes expected to reach 800,000 TEU within the next few years.

CONTRIBUTING TO:



27,454,799
2022 CARGO IN METRIC TONNES



INFRASTRUCTURE DEVELOPMENTS

Sustainable growth depends upon a modern and efficient port. We are investing in infrastructure that positions us for the long term.

West Side Modernization Project



Port Saint John's \$205 million modernization project was a three-way partnership between the Government of Canada, the Province of New Brunswick, and Port Saint John that increases our container handling capacity. Project outcomes include:

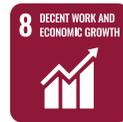
- Increased cargo fluidity
- Attraction of world class shipping lines offering weekly services through the Port.
- Introduction of new technologies
- A deeper harbour
- The ability for two container ships to dock simultaneously

The **Enhanced West Side Terminal Modernization Project** (phase 2 of modernization) aims to capitalize on the momentum created from the initial project with upgrades to increase capacity to handle container cargo from 325,000 TEU in 2023 to 800,000 TEU annually by the end of 2025. Upgrades include:

- Increasing cargo laydown capacity of the West Side terminal.
- Enhancing crane capabilities.
- Adding Ro-Ro (Roll On-Roll-Off) capabilities.

The Port is now the fastest growing container port in North America with optionality of three Class I rail systems reaching into key markets in North America.

CONTRIBUTING TO:









SUSTAINABILITY REPORT

2022 / 2023

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