

Corporate social responsibility of the Port of Gdansk

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Abstract

Nowadays, seaports are not only important links between land and sea transport chains, but also serve as logistics centres. Due to their nature, they have an impact on environments both near and far, which requires the implementation of the corporate social responsibility (CSR) concept. In practice, this primarily means taking into account stakeholder expectations in planning and implementing marketing strategies. CSR is becoming the subject of interest not only for major seaports but also smaller ports with regional significance. The Port of Gdansk is the largest in Poland and one of the largest in the Baltic Sea Region, and it therefore plays a significant role in the region's development. The aim of this article is to define the CSR areas of the Port of Gdansk Authority S.A., and the socially responsible tasks undertaken by port operators and the whole port service centre under the name of the Port of Gdansk.

Introduction

The concept of CSR is becoming an object of interest for a growing number of business entities, including ports (both port authorities and commercial businesses operating on the port premises). This is due to the specificity of seaport activities, which strongly affect the environment and generate significant external side effects. A review of the literature shows that CSR is of interest not only to major seaports but also smaller ones of only regional significance, in which the awareness of the need for responsibility and building a positive image is growing.

The unit of analysis of this study was the Gdansk seaport, the largest in Poland and one of the largest in the Baltic Sea Region (occupying the 4th position in the RMB in 2018 due to 49.03 million tons of reloading). The Port of Gdansk was used as an example to determine whether and where the CSR concept is implemented and the impact of this implementation on the environment and society.

The article is structured as follows: Part one presents historical background information and a review

of the literature on CSR at seaports. The research methods are discussed next (part two), and then the Port of Gdansk is presented as a unit of analysis (part three). A description of the activities in which Port of Gdansk Authority SA (PGA SA) and commercial enterprises engage as part of CSR is presented in part four. Finally, the research conclusions are presented, as well as a description of the effects of socially responsible activities of the Port of Gdansk.

Corporate social responsibility background and literature review

Currently, H. Bowen is considered to be the “father” of social responsibility. In his book *Social Responsibilities of the Businessman*, Bowen stated that entrepreneurs should show responsibility in areas that society deems important. He argued that it is society that drives the idea of CSR (Bowen, 1953). J.W. McGuire represented a similar approach in which “the idea of social responsibility supposes that the corporation has not only economic and legal obligations but also certain responsibilities to society

which extends beyond these obligations (McGuire, 1963).” K. Davis (Carroll, 2008) also contributed significantly to the development of the idea of CSR, describing it as a concept regarding decisions and actions undertaken by entrepreneurs for reasons other than economic gains or technical benefits, at least in part (Davis, 1960).

One of the most popular CSR outlines was proposed by AB Carroll, based on A. Maslow’s theory of the hierarchy of needs, where the basis of human behaviour is the order in which basic human needs are met (from lower to higher orders). Carroll assumed economic responsibility was the foundation of CSR, from which legal, ethical, and philanthropic responsibilities grow (Kashyap, Mir & Mir, 2011; Adamus-Matuszyńska, 2013).

The breakthrough in defining and understanding social responsibility was E. Freeman’s theory of stakeholders (Freeman & Dmytriiev, 2017), in which CSR is defined as the responsible management of a company’s relations with all stakeholders (both internal and external). This model is widely used in modern enterprises.

In the literature on this subject matter, the concept of social responsibility of seaports is considered through the lens of their environmental impact and pro-ecological actions (Bateman, 1996; Liao et al., 2010; Berechman & Tseng, 2012; Dinwoodie, Tuck & Knowles, 2012; ESPO, 2012). Some authors have focused on the external effects of maritime transport (Berechman & Tseng, 2012; Dinwoodie, Tuck & Knowles, 2012; Goulielmos, Lun & Lai, 2012), while others have focused on emissions caused by harbour transport (Roso, 2007; Liao, Tseng & Lu, 2009; Bergqvist & Egels-Zandén, 2012). The growing interest in the impact of ports on the environment has compelled actions aimed at protecting the interests of not only local communities, but society in general (Acciaro, 2015). Very few publications are devoted to the social and economic responsibility of seaports (Denktas Sakar & Karatas-Cetin, 2012; Acciaro, 2015), particularly when it comes to integrating various aspects of CSR (Haralambides & Gujar, 2012; Lam & Gu, 2013). Hardly any publications present the actual scope of CSR implementation in seaports (Verhoeven, 2011; Santos, Rodrigues & Branco, 2016; Płoska & Próchniak, 2017).

The European Sea Ports Organisation (ESPO) carried out research in 116 European ports that showed that only 45% of port authorities maintained a formal CSR policy (the highest were in France, Italy, and Spain, for which this ratio was 60%) (Verhoeven, 2011). However, out of 186 significant

European seaports, only about 34% did not publish any information about CSR on their websites (Santos, Rodrigues & Branco, 2016). In the Baltic Sea Region, not many ports have a comprehensive CSR policy. Generally, their activities are focused on the environment, port security, and business practices towards clients while they are least often concerned about their relations with employees (Płoska & Próchniak, 2017).

Previous studies on the social responsibility of Polish seaports have mostly regarded ecological issues (Kuźma, 1978; Misztal, 2008), although K. Gromadowski, J. Żurek, H. Klimek and J. Dąbrowski studied CSR activities comprehensively in the port in Gdynia (Gromadowski, 2013; Żurek, 2016; Klimek & Dąbrowski, 2018). These authors concluded that the Port of Gdynia was socially responsible. The social responsibility of the port in Gdansk was analyzed by M. Terebińska in 2017 (Terebińska, 2017), who positively assessed the pro-social and pro-ecological activities of the Port of Gdansk Authority S.A.

Research methods

This study analyzed the seaport in Gdansk as a case study to show whether the CSR concept in seaports is implemented and if so, in which areas. The extensive analysis included the activity of both the entity managing the port infrastructure and land, as well as the operational companies that shape the service offers of the port. At the data collection stage, secondary sources included scientific publications, documents of the Port of Gdansk Authority S.A., and materials from the websites of enterprises forming the centre of supply of port services in Gdansk. In addition, an in-depth non-standardized interview was conducted with employees responsible for preparing reports on the implementation of CSR policy at the Port of Gdansk Authority S.A. Analysing the data from these sources allowed for the identification of areas and scope as well as the assessment of activities undertaken within the social responsibility of the Port of Gdansk.

The main hypothesis of this study was that the seaport in Gdansk is a socially responsible entity. The additional hypothesis is that CSR activities in the Port of Gdansk have positive effects on both the state of the environment in the seaport and improvements in stakeholder relations. The main aim was to determine whether the Port of Gdansk implements socially responsible activities. The first specific aim is to define the areas of social responsibility of this

port and the scope of activities undertaken in these areas by the port authority and businesses conducting operations on the port premises. The second specific aim is to determine the effects of the socially responsible activities of the Port of Gdansk.

Unit of analysis

The Port of Gdansk is located on the southern coast of the Baltic Sea and has favourable navigational conditions, is easily accessed from the sea, it does not freeze, and it does not experience tides. It is currently the only deepwater port in Poland that can accept the largest ships navigating the Baltic Sea. It has regular *short sea shipping* and *feeder service connections* with the ports of the Baltic Sea Region and the North Sea, Spain, and Greece, as well as transcontinental ports with Asia, North and South America, and Africa. In addition, there are intermittent connections for the transport of cargo to various ports across the world, depending on the needs of shippers. The port is well connected with the hinterland via road and rail lines as well as pipelines. The Port of Gdansk is one of the four Polish ports of fundamental economic importance, and is the initial link in the Baltic-Adriatic corridor with the Trans-European Transport Network TEN-T core network. This ranks it as one of the vital land-sea channels for the EU transport system.

The entity managing the areas and infrastructure within the administrative boundaries of the port is the Port of Gdansk Authority SA (PGA SA), a public entity with the following shareholders: the State Treasury (95.5%), the Municipality of Gdansk (2.32%), and individual shareholders (2.18%). The subject of activity of the PGA SA is the management of the seaport in Gdansk within the scope specified in the *Act on Seaports and Harbours from December 20, 1996*, in accordance with the *landlord* management model.

Within the administrative boundaries of the Port of Gdansk, in addition to PGA SA, there are several operational companies which form a port service centre under the name of the Port of Gdansk. In the port, there are two areas with different operational parameters, where cargo is transhipped: the internal port, located along the Dead Vistula and the port-channel (in which general cargo and bulk companies operate), and an external port with direct access to the open area of the Gulf of Gdansk (deep seaport), in which dry and liquid bulk, as well as container businesses, operate (Port Gdańsk, 2019). The port also houses companies offering services for ships (including towing, piloting, renovation, bunkering,

ship-waste), cargoes (forwarding, appraisal, control, logistics), shipowners, agencies, as well as offices and institutions that supervise and control port operations. This is in addition to services in the field of energy and heating and others. Another element of the port is an industry represented by 13 entities, including four shipyards, and by the Pomeranian Special Economic Zone. The Port Fire Brigade and the Maritime Fire and Rescue Guard also operate in the port. In total, about 200 different enterprises form a centre of port services whose activities occur at the intersection of economic, social, and environmental interests. The mutual relationship and influence between the port and its surroundings are clear, and many stakeholders are involved here.

Results

The Port of Gdansk Authority S.A.

In Resolution No. 35/2016 of February 11, 2016, the Port of Gdansk Authority S.A. adopted a document titled *The policy of good CSR business practices in force at the Port of Gdansk Authority SA* (Port of Gdansk Authority SA, 2016). The rules included in the resolution serve to guide the company's activities. However, the port made decisions and took actions in line with the CSR principles much earlier, for example by adopting the *Code of Ethics*, *Employee Code of Conduct* or *Internal Antimobbing Policy*. The guide is the authority's own voluntary CSR concept that takes into account the awareness of its impact on the environment, including the natural environment. The Management Board declared that CSR is an integral part of the company's strategy, and is its way to achieve business goals and ensure a balance between effectiveness, profitability, and social interests. The main thematic areas of CSR, selected based on the PN-EN-ISO 26000 standard, include organisational order and employee matters, contractors and social development, environmental protection and monitoring of pollution limits, and business ethics. Each of these areas has been assigned appropriate objectives, i.e. 1. ensuring balanced human resources management (taking care of employees, especially their wellbeing in the workplace, a sense of identification with the company and raising their qualifications); 2a. ensuring dialogue with stakeholders (cultivating positive relationships with them); 2b. implementing works to benefit the local community; 3. promoting and implementing pro-ecological activities (implementing environmental protection activities, minimising the risks

and negative impacts of the port on the environment, and conducting environmental education and studies aimed at counteracting pollution); 4. promoting principles of ethical businesses (maintaining the highest standards of employee behaviour, building a positive image of the company, and managing it with care and adherence to ethical standards, transparency of activities, and openness to dialogue). The document presents in detail all the major commitments, plans, and actions taken in each of the above areas. PGA SA has identified its key stakeholders, which include company shareholders, employees, customers, suppliers, competitors, and the public. Although *The policy...* was adopted by PGA SA, the company's management emphasizes that it ensures that the mindset of social responsibility is also adopted by commercial enterprises which form the port service centre in Gdansk. These are independent entities which represent various activity profiles with their own set of priorities and strategies. The document stresses that all these entities must be mindful of the environment, local, regional, and country-wide community, and must also respect the values, ethics, and policy principles of good business practices. The PGA SA decided that the adoption of good business practices consistent with CSR will be monitored by the cyclical reporting of the company's operations.

In 2017, PGA SA first published a report documenting its activities in the field of CSR (for 2016 Port of Gdansk Authority SA, 2017)). This report was prepared based on the *Global Reporting Initiative* (GRI) G4 guidelines for sustainable development reporting, but it was not subject to external verification. The report presents in detail the most important initiatives undertaken in each of the areas adopted in the *Policy*.

The company's management emphasizes that one of its top priorities is to take care of its employees. Of the 250 people employed, 98.8% had employment contracts. Two types of activities were identified in the *Report summarizing activities in the area of corporate social responsibility of PGA SA in 2016* in the field of sustainable human resources management: the organization of employee training, including financial aid training workshops, coaching programs to complement employees' existing skills, their integration, and improved communication, and company benefits (including various forms of support such as subsidizing employees and their children's vacation, public transport passes, and medical and fitness packages).

In terms of dialogue with stakeholders, the 2017 report identified two main areas of action: customer

satisfaction surveys aimed at improving the offerings and building positive relationships, and an international dialogue, which included the participation of PGA SA representatives in conferences, trade fairs, and other international events and establishing partnerships with other ports.

PGA SA is involved in various activities which benefit the local community. In 2016, there were numerous community welfare activities (including working with universities, organizing school trips in the port for students, offering student internships, partnership in the organization of the Sailing Tricity Cup, etc.). They also developed a partnership with the project *Smart Port & City* under the *Intelligent Specialization of Pomerania*, and implemented the project "Beautification of the Port of Gdansk". The PGA SA also cooperated with the Gdansk Entrepreneurship Incubator STARTER (Polish: Gdański Inkubator Przedsiębiorczości STARTER) which started joint activities aimed at creating the Sea Incubator (Polish: Inkubator Morski; startup support program in the maritime transport industry).

In the area of pro-ecological activities, in 2016, water and noise was monitored in the port (an acoustic map of the port was created). Additionally, among others, the following were carried out: thermo-modernization of the warehouse, insulation of buildings, replacement of lighting for energy-saving, and the purchase of ecological rescue and hydrographic-surveying boats.

For its socially responsible activities, PGA SA was honoured with several awards in 2016, including, the title of *Pomeranian Employer of the Year 2015*, *Diamond of Polish infrastructure*, *Pomeranian Storm in the category "Company of the Year"*, title of *Ambassador of the Polish Economy in the Foreign Business Partner category* and *Crystal of Public Tenders*.

A report summarizing the socially responsible activity of PGA SA in 2017–2018 was prepared in 2019 based on the revised GRI G4 guidelines (Interview, 2019; Port of Gdansk Authority SA, 2019). The company recognized that non-financial information disclosure builds up its image and increases its transparency and credibility. In the period covered by the report, CSR objectives and goals adopted in *The policy...* from 2016 were still in force. In the sphere of organizational order and employee matters, the 2017–2018 report included, conducting various professional trainings for employees, organization of seminars and workshops aimed at improving employee competencies and integration, employee participation in conferences, organization of port

security exercises, organization of foreign language classes, and developing personnel policies regarding both personal and professional advancement of employees. From 2017–2018, the company continued supporting services from 2016 (financial aid for employees, including public transport discounts, and co-financing sport and medical programs). It should be added that in 2018 the company began the process of organizing all the documents it has issued so far (by either adapting them to applicable law or repealing them if needed and by adjusting them to the current market environment), as well as improving the employee's portal in the company's information system.

In terms of dialogue with stakeholders, a significant undertaking was studying the needs, expectations, and satisfaction of PGA SA clients. The results were included in a confidential report, and served to improve the company's service offerings and build longer-lasting and positive customer relationships. An important area of stakeholder relations is the international dialogue. In 2017–2018, the company's representatives participated in various events in the international arena, such as conventions, conferences, and other meetings, as well as in economic missions organized by Polish embassies abroad. In November 2018, the Port of Gdansk opened its first business office in China. The company's international dialogue was also implemented by establishing international partnerships with other ports for promotional reasons and to create the conditions for developing international relations and exchanging information.

In 2017–2018, the PGA SA engaged in pro-social activities, shaping its image of a socially sensitive company. The most significant types of activities in this area included: propagation of knowledge about port activities among school children and university students (meetings, lectures, and study visits), organization of port history exhibitions, charity campaigns for children, hospice care support, and the Foundation for Social Welfare for Children "Mr. Włodek", for victims of storms in the municipality of Brusy (employee participation in removing debris after the disaster and supply of necessary equipment), annual conferences to summarize the company's activity in a given year and to further integrate PGA SA staff, and continuation of the project "Beautification of the Port of Gdansk", organization of open port days, and cooperation with startups.

Protecting the natural environment is one of the priorities of PGA SA. The company declares that it complies with the norms and principles of

environmental protection, participates in the implementation of numerous projects aimed at improving the ecosystem, while at the same time overseeing activities carried out in this respect by other employers in the port area. In 2018, the company's representatives participated in various legal consultations concerning environmental protection and were involved with numerous environmental organizations. In March 2018, PGA SA joined the European ecological network *Ecoports*, which is the main environmental initiative of the European port sector. The company helped implement the "Envisum" project, in cooperation with the Maritime University of Szczecin, to determine the impact of limiting the sulphur content in ship fuel (used on ships plying in the sulphur emission control area, i.e. *SECA*) on air quality in port agglomerations. The results of the air quality survey in Gdansk indicated the positive effects of implementing the so-called sulphur directive.

PGA SA regularly monitors the air quality and noise level (using the advanced YetiSense air quality analysis system) as well as the presence of water pollutants in port areas. An environmental database was created covering foreign species present in the port's waters. In order to limit the pollution of port waters, embankments are being modernized, and the rainwater sewage system is undergoing an expansion. In 2017–2018, the company started modernizing buildings to reduce energy losses, building or updating the water supply network, building sewage collection points from ships, and replacing worn-out boilers and LED street light fittings, reconstructing the sanitary sewage system together with building a new sewage pumping station.

In 2017, the Port of Gdansk Authority S.A. became the winner of the 8th edition of the *Well-Perceived Company* (Polish: *Firma Dobrze Widziana*) competition for social commitment and ongoing implementation of corporate social responsibility.

To summarize these considerations thus far, it can be stated that the discussed reports effectively organise information about the activities of the port's management in Gdansk, and their publication on the company's website allows this information to be presented to all interested parties. *The policy...* serves as a form of public disclosure of PGA SA's social responsibility, adopted by the management board, and the reports summarizing the company's activities in the sphere of CSR in 2016–2018 contain examples of CSR practices implemented for the benefit of stakeholders. It should be added that all company employees were trained in all aspects, goals, and areas of CSR.

Table 1. Presentations of the social responsibility of seaport terminal operators in the Port of Gdansk (own descriptions based on data from the websites of port operators operating in the Port of Gdansk)

Operator's name	Major activities and declarations regarding CSR
EXTERNAL PORT	
Deepwater Container Terminal Gdańsk SA	<ul style="list-style-type: none"> – Implementation of a quality management system compliant with the ISO 9001:2015 standard, an integrated management system compliant with the ISO 14001:2015 and ISO 45001:2018 standards, a management system compliant with the ISO 50001:2011 standard – declaration of sustainable development – AEO (Authorized Economic Operator) certificate – CSR is an integral part of DCT's business strategy – declaration of an uncompromising approach to security and respect for the local community and the natural environment – declaration of concern for natural resources, work safety in the terminal, and reducing potential environmental threats – declaration of support for its own employees as well as the local community in health preservation, and physically and mentally active life-style – declaration of responsible and ethical behaviour towards own employees and business partners – implementation of the Code of Ethics for DCT Gdansk SA partners – declaration of counteracting discrimination and other manifestations of workplace inequalities – implementation of guidelines for dealing with any type of discrimination (establishment of the institution of the Husband of Trust in order to help employees in such matters) – educational program "Safe child in the city (Polish: Dziecko bezpieczne w mieście)" implemented in cooperation with the police – financing trips and biological workshops for school students and social care home pupils – cooperation with history enthusiasts interested in fortifications around DCT, with the police, fire brigade, schools, universities, as well as with Gdansk foundations and hospices – financing the development and improvement of DCT employees skills – implementation of electric gantry cranes
GASPOL SA	<ul style="list-style-type: none"> – implementation of a management system compliant with ISO 9001:2008, BS OHSAS 18001:2007 and ISO 22301:2012 – declaration that community betterment and environmental protection are an integral part of the company's strategy – the company is a signatory of the Best Practices NPSH (National Petroleum Safety & Health) document and declared that it operates in accordance with the principles of the best global practices – declaration of commitment to actions for equal opportunities and charitable engagement – declaration of implementation of projects aimed at improving the quality of life and development of local communities – in GASPOL there is an employee volunteering project People of Great Hearts – declaration of concern for meeting individual clients' needs – declaration of high quality and safety of products – declaration of using modern, environmentally friendly technologies, monitoring of operational processes in the terminal in terms of their environmental impact – declaration of sound management of raw materials and waste – company's involvement in environmental and health education as well as the promotion of clean and effective energy resources, through social campaigns and the activities of the Forum for Effective Energy Forum (GASPOL Supports the ClimateSolid, Particle Trackers, Balon.Lab), among others – declaration of compliance with all Polish and European environmental protection laws
WĘGŁOKOKS Capital Group INTER BALT Ltd.	<ul style="list-style-type: none"> – declaration of appropriate attitude, honesty, and openness to clients – declaration of respect for business partners – declaration of employee development support – declaration of providing high quality services thanks to the values of commitment, professionalism, diligence, responsibility, reliability, and integrity
Handling and Storage Enterprise, North Port Pvt. Ltd. (Polish: Przedsiębiorstwo Przeladunkowo-Składowe Port Północny Sp. z o.o.)	<ul style="list-style-type: none"> – regulations and safety rules at PPS Port Północny (PPS North Port) – implementation of an integrated management system compliant with ISO 9001:2015 and PN-N 18001:2004 – declaration of concern for the natural environment as well as health and safety at work – declaration of meeting customer requirements, safely and without harming the environment, while also achieving measurable economic effects from business activities

Table 1 (cont.)

Operator's name	Major activities and declarations regarding CSR
Naftoport Marine Oil Terminal Ltd.	<ul style="list-style-type: none"> – implementation of an integrated management system compliant with the following standards: PN-EN ISO 9001, PN-N-18001 and PN-EN ISO 14001 – confirmation of the port facility with the ISPS code – air monitoring station for the city of Gdansk – a modern installation for the collection of hydrocarbon vapours and their utilization – manoeuvring systems for tankers in port areas – separation and purification of rainwater – terminal port basins protected against the spread of cargo spills in the Gulf of Gdansk area – on-going water purity monitoring – protection against spills and elimination of all harmful emissions to the atmosphere and coastal waters
INTERNAL PORT	
Siark-Port Ltd.	<ul style="list-style-type: none"> – confirmation of compliance of the port facility with the ISPS code – implementation of a quality management system compliant with ISO 9001:2015 – declaration of compliance with safety standards – declaration of emphasis on training and employee compliance with safety rules
Handling and Storage Services Enterprise "Chemiki Pvt. Ltd. (Polish: Przedsiębiorstwo Usług Przeladunkowo-Składowych „Chemiki” Sp. z o.o.)	<ul style="list-style-type: none"> – implementation of a quality management system compliant with ISO 9001:2015 – confirmation of compliance of the port facility with the ISPS code – declaration of building good and lasting relationships with clients – declaration of individual approach to each contractor and professional support of service staff – declaration of transparency of financial transactions with contractors
Gdansk Phosphorus Fertilizer Plant "Fosfory" Pvt. Ltd (Polish: Gdańskie Zakłady Nawozów Fosforowych „Fosfory” Sp. z o.o.)	<ul style="list-style-type: none"> – implementation of an integrated management system, including a quality management system compliant with the requirements of ISO 9001:2015 and a laboratory management system compliant with the standard PN-EN ISO / IEC 17025:2005 – confirmation of compliance of the port facility with the ISPS code – numerous awards, including the Business Gazelle Club (Polish: Klub Gazeli Biznesu) award for the fastest-growing companies – declaration of the highest quality products and care for the full satisfaction of recipients – declaration of compliance with all environmental protection requirements
Malteurop Poland Ltd.	<ul style="list-style-type: none"> – implementation of a quality management system compliant with ISO 9001 – HACCP implementation of food safety – <i>Pomeranian Employer of the Year 2013 Award</i> – The Business Gazelle Club award for the fastest-growing companies – European medal for malts Pale and Karmel and for contribution to the development of the Polish economy
Gdansk Bulk Terminal GBT Ltd.	<ul style="list-style-type: none"> – implementation of a quality management system compliant with ISO 9001:2008 – GMP + B3 certificate trade, purchase, storage and transshipment
Clariant Poland Pvt. Ltd. Branch in Gdansk (Polish: Clariant Polska Sp. z o.o. Oddział w Gdańsku)	<ul style="list-style-type: none"> – sustainable development is a pillar of the company's business strategy – GRI Report 2018
Gdansk Mills Pvt. Ltd. (Polish: Gdańskie Młyny Sp. z o.o.)	<ul style="list-style-type: none"> – IFS – BRC – GMP+
ADAMPOL SA	<ul style="list-style-type: none"> – implementation of an environmental management system in accordance with ISO 14001:2015 – implementation of a quality management system in accordance with ISO 9001:2015
Port of Gdansk Cargo Logistics SA	<ul style="list-style-type: none"> – implementation of a quality management system in accordance with ISO 9001: 2000 in the field of handling and storage services – GMP + B3 (2007) issued by DEKRA Certification GmbH – declaration of compliance with all procedures resulting in maintaining high quality standards towards customers
COLDSTORE Gdansk Ltd.	<ul style="list-style-type: none"> – implementation of a quality management system in accordance with ISO 9001 – IFS LOG – BRC S&D – MSC COC – ISO 14001 – OHSAS – SMETA – implementation of an ethical and socially responsible business policy

Tabela 1 (cont.)

ISO 9001 is a standard for a quality management system.
 ISPS (*International Ship and Port Facility Security Code*).
 GMP Plus is a feed safety standard for auditing with product suppliers in the feed supply chain. GMP + B3 is a feed safety standard that applies to entities purchasing grain, trading grain and feed, storing grain and distribution
 ISO 14001 is a standard for an environmental management system.
 ISO 50001 standard for energy management.
 OHSAS is a standard for an occupational safety management system.
 IFS (*international food standard*) is an international food quality and safety standard developed for the needs of private label manufacturers.
 IFS LOG is an international standard for the operation of logistics companies dealing in the transport, packaging, storage and distribution of food and non-food products. It was developed to audit the entire logistics chain.
 BRC (*global standard for food safety*) is a global food safety standard.
 ISO 22301 is a standard for a business continuity management system.
 BS OHSAS 18001:2007 is a standard for an occupational safety management system.
 SMETA (*Sedex Members Ethical Trade Audit*) is an audit procedure developed by the Sedex non-profit organization to examine the social responsibility of its members.
 PN-EN 18001 is a standard regarding an occupational health and safety management system.
 PN-EN ISO / IEC 17025 is a standard for the competence of testing and calibration laboratories.
 HACCP (*Hazard Analysis and Critical Control Points System*) is a system of hazard analysis and critical control points, focused on ensuring the safety and quality of food, which identifies, assesses, and controls hazards relevant to food safety.
 BRC S&D (*Global Standards for Storage and Distribution*) is a global standard for the storage and distribution of food, packaging, and other consumer products in logistics processes.
 MSC COC (*The MSC Chain of Custody Standard*) is a product origin control standard.

Terminal operators

In the Port of Gdansk, operational companies are also socially responsible, as demonstrated by the survey conducted in July 2019 among operators of transshipment terminals. They have certificates showing that their quality, environmental, and food safety management systems comply with ISO standards. Additionally, some have implemented solutions under GMP + B3 standards, confirmed the compliance of their facilities with the *International Ship and Port Facility Security Code*, and have certificates of compliance showing the implementation of solutions with other international standards. They declare that the quality of services offered, investing in employee-development, and running a business has been conducted in a responsible way to protect the environment, or to minimize the negative impact on the environment. In this way, it is possible to identify the most important areas of CSR in which enterprises operating in the port of Gdansk show activity and, more importantly, provide information about it through their websites. The detailed results of this study are presented in Table 1.

The data in Table 1 shows that operators in the Gdansk port are active in the following CSR areas: broadly understood good business practices and responsibility towards business partners (ISO 9001 certificates, declarations of honest and ethical business practices), environmental protection (ISO 14001 certificates, emission reduction declarations,

and energy and water savings), security in the port area and the safe handling of various cargoes (GMP + B3, confirmation of the port facility compliance with ISPS, OHSAS, PN-EN 18001), concern for customer satisfaction, ensuring high-quality services and flexibility in adapting the service offerings to the expectations of service recipients (declarations), responsibility towards the local community (sponsorship of educational, cultural, and sporting events, charity, hospice, and social care home support, cooperation with universities, schools, and police), as well as employee relations (declarations of taking care of employees' development, raising their qualifications and job satisfaction, preventing discrimination and other inequalities, and information on organizational culture). It should be added that similar declarations are made on the websites of other operational enterprises at the Port of Gdansk.

Conclusions

Analysing the collected data enabled the identification of the most important areas of activities undertaken by the seaport in Gdansk as part of the CSR (which applies to both the port management and enterprises providing services for cargo, passengers, and ships).

In 2016, the Port of Gdansk Authority S.A. published the first document devoted to good business practices in the field of CSR, in which it described its own concept of the behaviour of a socially

responsible entrepreneur. In *The policy of good CSR business practices in force at the Port of Gdansk Authority SA* document, it was recognized that social responsibility is a permanent element of this company's strategy. The policy of good practices helps to balance the economic, ecological, and social dimensions of a company's operation. Prior to 2016, various company activities concerned both the area of responsible business practices, environmental responsibility, good relations with the local community, as well as relations with employees. However, no periodic reports on these topics were prepared, and the company did not have a formal CSR policy. *The policy...* is the publication of socially responsible intentions of the company, correlated with the port's development strategy and, at the same time, the basis for preparing reports on the company's activities in this area. Reports summarizing the PGA SA activities from 2016–2018 confirm the awareness of the company's impact on various stakeholders, as well as the natural environment, and take these under consideration in decision making. Analysing the data contained in both reports makes it possible to state that all objectives adopted by the PGA SA for individual CSR areas (identified on the basis of ISO 26000) were met.

The data analysis on the socially responsible activities of running operational enterprises in the port of Gdansk led to the conclusion that they also engage in activities that can be qualified in various CSR areas. In particular, these are broadly understood good business practices and responsibility towards business partners, environmental protection, ensuring security in the port area and safe handling of various cargoes, concern for customer satisfaction, high quality of services, responsibility towards the local community, as well as good relations with employees and responsibility for their advancement. This is confirmed by numerous certificates showing the ISO compliance of their management systems or other organizational standards and numerous declarations (in some cases also awards). It must be mentioned that the scope of projects undertaken by individual operational entities in the Gdansk port as well as their experience and level of advancement of CSR activities are all different.

The positive effect of PGA SA and port operators, operating in the Port of Gdansk, that undertake pro-ecological actions is confirmed annually by comprehensive tests conducted on the state of the natural environment. Regular examinations show that the port's water basins under PGA SA administration are clear, and the concentrations of measured

heavy metals (lead, zinc, and cadmium) remain below set levels. The measurement results clearly show that the noise levels generated by facilities and equipment, including vessel traffic within the area administered by the Port of Gdansk Authority SA, do not exceed permissible levels. Comprehensive inspections failed to detect any irregularities in terms of air emissions. As a result of the modernisation port facilities, a significant ecological effect was achieved since the volume of pollutants emitted into the air was greatly reduced. Equivalent gas and particulate emissions decreased by 98.9%. At the same time, benzo[a]pyrene emissions, soot, and solid waste generated by burning coal dust were eliminated. Responsible waste management is carried out at the port. An examination of the bottom sediments conducted in most of the water basins under the management of PGA SA showed that the dredged output was free from contamination and may be deposited in the sea. On the port area, effective activities to combat pollution threats (competent authorities respond immediately to threats) are undertaken. Efforts are constantly made to mitigate hazards and minimise harm. It should be added that the effects of these activities is also visible in stakeholder relations. Regular surveys of clients' needs and expectations improve the port's service offerings and attract new clients, as evidenced by the increased reloading of ports each year. Communication with stakeholders is also improving, and the port regularly informs the local community, clients, and potential investors about its activities and development plans via its website and local and social media. This improves relations with the local community, as evidenced by the numerous displays of gratitude sent to the PGA and operators from beneficiaries (assistance centres, schools, and individuals) and participants in events organized by the port, as well as an increasing interest in these events (as evidenced by the increasing number of participants from year to year). Positive effects are brought by activities aimed at developing maritime education (student internships and apprenticeships, study visits, competitions, exhibitions, and conferences) in the form of increased public awareness of the seaport's importance and function. The promotion of business integrity attracts new investors to the seaport (which is particularly valuable in connection with ambitious investment plans). The effect of the consultation of PGA, seaport operators, and entities with the authorities of the city of Gdańsk, is a significant improvement in the port's transport accessibility, thanks to the modernized and expanded system of transport connections with the

hinterland, including the Dead Vistula tunnel and the southern Gdańsk bypass. Work in the immediate vicinity of the port is still ongoing. It should also be added that the growing interest in being employed by port companies demonstrates that the Port of Gdańsk is an employee-friendly work environment (Port Gdańsk, 2019).

It should be emphasized that although the described reports were not subjected to external verification, they were created in accordance with the guidelines of the *Global Reporting Initiative G4*. Therefore, it can be concluded that the company is a socially responsible entity.

To summarize the discussion about CSR implementation of the Port of Gdansk, it can be concluded that the managing entity and other enterprises which form the port services supply centre in Gdansk undertake various types of activities in the most important areas of CSR. The effects are positive, and the scale of these activities is increasing, showing that they are indeed socially responsible entities, which allows the seaport in Gdansk to be labelled socially responsible. There are no grounds to reject the hypotheses adopted in the introduction. In the future, however, it is expected that all port business entities will adopt a uniform strategy in key CSR areas for the entire Port of Gdansk. It seems that the described activities undertaken by the Port of Gdansk can be used as an example for other port centres, including those of regional significance which would like to implement the CSR concept but have not yet undertaken activities in this area.

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