

Belfast Harbour is delighted to present its first Responsible Business report.



Belfast Harbour very clearly recognises the business benefit to Responsible Business and is committed to investing in the sustainable growth of the region which complements our Corporate Responsibility (CR) activity.

Our approach to CR is based on four pillars - Young People, The Community, Creative Culture and the Environment - with the theme of sustainability and regeneration underpinning programmes we support. This approach focuses on initiatives and programmes delivering social change and positive outcomes through partnerships which deliver for the community.

In 2016 we were delighted to be the first organisation to be accredited the Gold Award in the CORE – Standard for Responsible Business promoted by Business in the Community. We take an organisation wide approach to Corporate Responsibility to deliver on our vision to be a good corporate citizen.

For the past 8 years, Belfast Harbour has achieved Platinum status – the highest scoring level – in the ARENA Network Environmental Benchmarking Survey showing how committed we are to achieving and maintaining high environmental standards.

In 2016 we partnered with more than 20 organisations making a difference to both individual lives and the community in many different ways. We continued to support NEETs activity working in partnership with organisations such as The Prince’s Trust and BITC as well as tackling educational attainment with partners like BookTrust and StemAware.

Within our own business we are committed to offering employment opportunities to under and unemployed young people, currently employing four interns, two business administration apprentices and two operational engineering apprentices. Our continued support of creative activities backing the ongoing development of Belfast as a vibrant, fun and engaging place for people to work, live and play in, helps us engage with the wider community. This is easily seen through our partnership with Culture Night, an annual event attracting almost 75,000 people into Belfast to enjoy free arts including performance, dance, artistic installations and family fun!

Many organisations are engaging with CR in a proactive way and we will continue to be committed to supporting communities, caring for our environment and developing our people in a positive way as it just makes good business sense.

Roy Adair
CEO, Belfast Harbour

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2016 Highlights

Our Community



Belfast Harbour was the first organisation to be awarded Gold in the 'Business in the Community CORE – Responsible Business Standard'

Named 'Business of the Year' by Arts and Business NI

Our support of Belfast Culture Night made it the biggest public event in the City

Enabled 200 graduates to get paid internships through a Responsible Internship Programme



Funded Essential Skills training via the Prince's Trust

350 bikes security marked at events in City Quays and Titanic Quarter



Conducted 10 crime prevention initiatives

Welcomed 15 athletic events including Titanic Quarter 10K run and The Belfast Half Marathon

Our Planet



Achieved Platinum status in Business in the Community's annual ARENA Network Environmental Benchmarking Survey for the eighth consecutive year

Retained accreditation to ISO 14001 and ISO 50001 standards for Environmental and Energy Management

Created one acre of wild flower meadow to promote endangered species and encourage biodiversity



Introduced 24 nesting boxes for Black Guillemots

Installed energy efficient LED lighting on our major quays and initiated a similar replacement program for street lighting

85% of the materials for City Quays 1 were sourced from within 25 miles of the site

97% of the waste created from City Quays 1 was diverted from landfill

50% of aggregates from the City Quays 1 project were recycled

Our People

During 2016, the Harbour's Health and Well-being Programme included:

- Annual influenza vaccinations
- Smoking Cessation Programme
- Cycle to Work Scheme
- Gym Scheme and employee gym
- Stress Awareness Programmes
- Acupressure Massages
- A trial fibrillation screening
- 'MOT' Health Checks and Action Cancer awareness and screening
- Support for employees participating in sporting events
- Provision of counselling through an employee assistance programme

Our Marketplace

The letting of £50m of contracts to local construction companies

The Harbour Estate facilitated the arrival of more than 1.75 million people to Belfast via ferries, cruise ships and the George Best Belfast City Airport.

Recognised as Best Practice for Community Engagement under the 'Considerate Constructor Scheme' for Minecraft partnership with Gilbert Ash



Belfast Harbour operates a 2,000 acre estate with more than 700 businesses working from the heart of the City. The Harbour Estate is home to some of Northern Ireland's best known organisations including Belfast Metropolitan College, Harland and Wolff, Bombardier and world class tourist attractions such as Titanic Belfast. Every day more than 23,000 people work and are educated in the Harbour Estate with more than 1,500 choosing to live here.

We seek to be a good corporate citizen and to work with neighbouring communities, such as Sailortown, New Lodge and Shankill areas as well as Greater Belfast and beyond.

Belfast Harbour aims to build sustainable communities through a wide reaching Corporate Responsibility programme enabling community initiatives under four themes – Young People, Community, Environment and Creative Culture.



60

Serviced 60 life-jackets to ensure Belfast Lough Sailability could carry out their vital work with disabled and disadvantaged young people safely.



1%

of operating profit committed to CR Programmes

£8k

fundraised for local charities



90,000

people impacted by Belfast Harbour supported programmes and events



20

In 2016 we worked with more than 20 organisations supporting programmes and initiatives aimed at making a difference to both individual lives and the community, in many different ways.

Belfast Harbour's approach to CR is based around the themes of – Young People, The Community, Creative Culture and the Environment with the ethos of sustainability and regeneration underpinning activity. This approach focuses on initiatives and programmes delivering social change and positive outcomes through partnerships which deliver for the community.



Case study BookTrust



As part of our commitment to improving the educational attainment of young people we worked with Book Trust on two programmes. One aimed at young males and another helping to introduce parents to reading and its importance to a baby's routine.

BookTrust's aim is to ensure that everyone has access to books in their home. Their programmes also seek to inspire people to engage with the world of reading and writing for pleasure and to improve their life chances.



In February 2016 children's author and football journalist, Dan Freedman hosted an event at the Harbour Office to support young people's literacy and reading. More than 200 pupils from Christian Brothers' School, Belfast Boys' Model, Priory Integrated College and De La Salle College in Belfast came along to hear about Dan's life as an author, and how his former career as an official reporter for the FA was an inspiration for his popular, football-related Jamie Johnson series of books, which are now being made into a series for CBBC.

Belfast Harbour also enabled the 2016 'Babies Need Books' programme. This project provided 500 families across South and West Belfast with a specially designed pack helping parents to incorporate reading into their daily routine with their babies. The pack contained two books and a guidance booklet for parents explaining the benefits of reading to babies.



Case study Regeneration



City Quays is a £250m development regenerating Belfast's waterfront. It is Belfast's newest and most modern project, providing offices, shops, cafes, restaurants and other local services as well as the new AC Hotel by Marriott Belfast.



The City Quays will be a vibrant community where people live, work and play. It will be integrated into the City with a waterfront walkway, cycle lanes and public transport links as well as a community plaza and public art for everyone to enjoy.

During construction the development will support thousands of construction jobs both directly and within the local supply chain. City Quays is aimed at attracting global organisations to Belfast, providing employment and further developing our economy.

A Safe Environment



Belfast Harbour is committed to the provision of a safe and secure environment for everyone who uses and visits Belfast Harbour.

Aided by our Neighbourhood Policing Team, we seek to deliver an effective visible policing service and have developed strong relationships with the communities within and around the Harbour Estate.

During Road Safety Week we conducted a range of activities across the Harbour Estate, this included working with the Road Safety Partnership and at Belfast Metropolitan College to promote the 'Road to Zero' message.

Our Safety and Environmental teams work closely with Harbour Tenants to support their business operations and plans and promote best practice in Health and Safety.



Be Prepared Events

Belfast Harbour oversees the operation of a Business Continuity Management System (BCMS) certified to ISO 22301:2012. This ensures the effective continuity of critical core business functions essential to the operation of the Port management of the Harbour Estate and support for the local economy.

We actively engage in the multi-agency Belfast Emergency Preparedness Group (BEPG) including attendance and participation in many of the BEPG working groups such as Harbour and River Lagan Working Group, First Responder Working Group and the Severe Weather and Flooding Working Group.

Belfast Harbour also participated in the creation and validation of the Belfast Coastal Flooding Contingency Plan and in the review of the Off-site Emergency plans for Control of Major Accident Hazard (COMAH) sites within the Harbour Estate.



Belfast Harbour is also active in maintaining, reviewing and testing an Oil Spill Contingency plan which was exercised during October 2016.

The engagement with BEPG enables us to advise, support and guide our 700 tenants in their emergency preparedness and business continuity plans.



The Harbour and the City

The changing landscape of our business means that many areas of the Estate have become more publicly accessible.

We have sought to make them more pleasant and welcoming for the people of Belfast through investing in public art and public space such as the City Quays Walkway, connecting the development to the City.

We have also opened up the Harbour office for the community to use and we host tours of the Harbour office during European Heritage Weekend.

62 events were held in the Belfast Harbour Office in 2016.

650 visited the Harbour Office during European Heritage weekend and tours throughout the year.

Belfast Harbour also facilitated events such as Belsonic and the European Championships Fan Zone, held on the Titanic Slipways.



Culture Night

Supporting Belfast to be a City where people want to work, live and play is one of our key aims. In 2014 we engaged with Culture Night to ensure the survival of Belfast's most popular event. Culture Night Belfast is an entirely free event showcasing the best that Belfast has to offer in Arts and Culture.

With more than 250 events in 2016, more than 75,000 people descended on the City to soak up the atmosphere and participate in something a little bit different.

The main event in the run up to Culture Night and on the afternoon was 'Breaking Bread' developed out of the idea that we build community around food. It saw international food-waste campaigner, Pascale Robinson, transform Donegall Street into a unique, outdoor dining venue which welcomed hundreds of guests to enjoy a delicious free meal using 'waste food'.

Following the success of previous events delivered by Pascale in Sydney, Brussels, Amsterdam and Manchester, Breaking Bread served up a tasty communal feast made entirely out of food that would otherwise have been wasted for more than 500 people.

As our relationship develops with Culture Night the event is set to be even bigger and better in 2017, expanding to Belfast Harbour's City Quay development with more than 300 events set to be unveiled on the night!

Case study



Harbour in Bloom

During Spring 2016, in partnership with The Conservation Volunteers (TCV), Belfast Harbour provided tenants within the Harbour Estate with planters and floral displays to improve the local environment.

TCV is a community volunteering charity that works to create healthier and happier communities for everyone through environmental conservation and practical tasks undertaken by volunteers.

The scheme was developed after a Biodiversity Workshop hosted for tenants at the end of 2015. Twelve businesses took part in the pilot scheme including The Food Standards Agency, Bank of Ireland, Belfast City Council Port Health and George Best Belfast City Airport. In 2017 we will roll this project out to 30 community gardens and spaces engaging the local community with the building of the planters and on-going maintenance to develop a sense of pride in areas where anti-social behaviour may be an issue.





Belfast Harbour recognises that effective environmental management and performance are fundamental to our business. We consider it a priority to reduce the risks to our environment and to minimise the environmental impact of our activities.

The development of the Port through the centuries is inextricably linked to the development, growth and significance of Belfast. Consequently Belfast Harbour understands the importance of engaging with local communities, providing assistance in terms of both time and money, building bridges to education and training, managing and improving our environmental impact (particularly in respect of climate change) and encouraging suppliers to also behave responsibly.

Safeguarding and improving our environment is an ongoing task and we will continue to work with partners such as Business in the Community, RSPB, the Carbon Trust and the Northern Ireland Environment Agency to ensure the sustainable development of Belfast Harbour.



1,178

tonnes of waste diverted from landfill



10%

of employees participated in bio-diversity projects



85%

of its materials for City Quays 1 were sourced from within 25 miles of the site



3%

decrease in electricity use since 2015 (per £000 turnover)

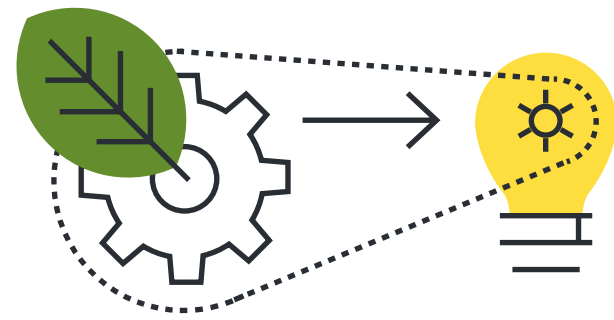


97%

of the waste created was diverted from landfill during the construction of City Quays 2



Circular economy



A circular economy is an alternative to a traditional linear economy (make, use, dispose) in which we keep resources in use for as long as possible, extract the maximum value from materials whilst in use, then recover and regenerate products and materials at the end of each service life.

Belfast Harbour has hosted a number of resource matching workshops to assist in diverting waste from landfill by identifying alternative uses for what would otherwise be waste materials.

During the latest workshop held in November 2016:

- 35 Organisations were represented
- 208 matches were identified
- The potential for landfill diversion was identified as 19,611 tonnes
- Potential cost savings of £2.6m were identified.

Belfast Harbour has also been working with partners to promote and facilitate energy from waste initiatives which diverted more than 73,000 tonnes of waste from landfill in Northern Ireland during 2016.



Guillemot Boxes

Black guillemots are typically found in ones and twos, scattered around rocky islets.

In recent years we have seen their population increase in the Harbour Estate and they have become a regular attraction for bird watchers in the area. During 2016 we wanted to encourage the population growth in the Port and the Facilities Team built 24 boxes which we fitted along the quay edges for the birds to 'move' into. Monitoring of the boxes has shown that they are all currently occupied!



Case study Wildflower Meadows



During 2016 many people contacted us as they had noticed the Wildflower Meadow we had established on Airport Road West. Planted in April, the meadow is part of Belfast Harbour's commitment to the natural environment and those who work in the Harbour Estate, as it not only brightens up the grass area, it also provides a habitat and food source for the insects and small wildlife, such as birds and mammals, that live in the Harbour Estate.



The Irish Coastal blend of wildflowers includes 34 species such as Seaside Wildflora, Devils Bit Scabious, Marjoram, Birdsfoot Trefoil and Wild Chamomile, as well as threatened, rare and endangered species such as Corncockle, Cornflower, Hare's Foot Clover and Sea Aster, which add a conservation aspect to the scheme.

These wildflowers can grow in all conditions, except waterlogged clay, which makes them perfect for a coastal location such as Airport Road West.

The meadow doesn't stop here either... there are further meadows under cultivation on Dargan Road and Dargan Drive.



Case study Sustainable Development



The first office to be completed, City Quays 1 was built to the BREEAM Excellent rating – the world's longest established method of assessing green buildings. Securing BREEAM certification is a major challenge which begins with the location of the development and its design process - there's more to being sustainable than installing low energy light bulbs!



Every aspect of City Quays, including the construction supply chain, was scrutinised and assessed for environmental impact.

Other initiatives include the extent of prefabricated design, use of heat pumps to provide heating and cooling (this is up to four times more efficient than traditional systems) and high performance solar control glazing to reduce solar heat gain while offering high levels of natural light. This also reduces the amount of artificial light required from the building's 100% LED lighting system which utilises sensors to dim according to day light levels, and to turn off completely should an area be unoccupied.

Securing a BREEAM Excellent rating, however, isn't a process which ends once the building is let. All of the occupiers at City Quays 1 have committed to Green Leases. These place obligations on both Belfast Harbour and the tenant to keep pursuing environmentally friendly initiatives through measures such as the creation of a Green Building Committee and commitments by occupiers to ensure that their fit-out works are energy efficient.

Safeguarding and improving the environment is an ongoing commitment and Belfast Harbour works with a wide range of stakeholders including the Northern Ireland Environment Agency to ensure the sustainable development of the Harbour.



Belfast Harbour is committed to the provision of a safe and healthy working environment and to the elimination of accidents.

Belfast Harbour operates a formal Occupational Health and Safety Management System (SMS) which is certified to the internationally recognized BS OHSAS 18001:2007 standard.



The key competencies, skills and knowledge required of Harbour employees are delivered through the recruitment selection process and on-going training and development programmes.

Safe working requirements are embedded into job descriptions, training and development, systems of work and performance management.

Belfast Harbour also has a wide ranging Health and Well-being programme and training and development opportunities.



70%

of Employees took part in Well-being initiatives



10%

of workforce made up of apprentices and interns



£160k

spent on employee training in 2016



670

Observations - We encourage our people to be vigilant and report any safety concerns they observe



Safety Observations

Report near misses, potential hazards, unsafe acts and unsafe conditions.

Belfast Harbour

5th Supported the Belfast Mela for a fifth consecutive year



1 Reportable Health and Safety Incident. Our reportable incident rate compares favourably with the industry average



5 5 Days lost due to accidents. Last year we recorded our lowest ever Days Lost Due to Accidents





Learning & Development

A substantial individual development budget is in place for all employees and is devolved to people managers specifically for personal development and is in addition to skills training.

Fuller spend is permissible with additional approval. Employees are offered opportunities to develop relevant skills that contribute to the overall business goals and objectives, with development opportunities beyond the scope of their current role also possible.

People Volunteering

As part of the annual Business in the Community – Be A Saint Day seven Belfast Harbour employees helped Turf Lodge Residents Community and The Forthspring Inter Community Group freshen up their outside space by cleaning gardens and painting walls.

Throughout the year employees also participated in the Grant Thornton 'Runway Run' for The Mary Peter's Trust, packed Christmas gifts for the Cool FM 'Cash for Kids' appeal and cycled from Mizen Head to Malin Head and also participated in the Grand Fondo both in aid of Cancer Fund for Children.

Other employees volunteer on boards such as Prince's Trust Committee, The Simon Community or support events such as the Special Olympics. Each member of staff is afforded a day to volunteer in their community either as part of a formally organised event or something they prefer to do independently.



Supporting Routes to Employment

We support three main routes to employment for young people:



Business Administration Apprentices

Two Business Administration Apprentices completed their Level 2 Diploma in Business Administration in 2016 and finished the Level 3 Diploma in early 2017. One of the individuals has since successfully applied for a permanent role within the organisation.

Operations Engineering Apprentices

The current intake of two Apprentice Maintenance Technicians are now over half way through their full 4 year Apprenticeship, due to complete in late 2018. The Apprenticeship involves both classroom and on-the-job learning. This is an on-going initiative which has been very successful in creating permanent positions for trained apprentices.

Graduate Interns

For the past three years Belfast Harbour has partnered with Business in the Community to develop a Responsible Internship Charter. On the back of this we have employed four under-employed graduates in various departments including Property and Communications. In one case this programme has led to a permanent post. In 2017 we plan to expand the recruitment of interns, providing opportunities across the business.

Interns are taken through Skills Reviews, via BitC, inviting the Interns and employers to provide feedback on the Intern's performance within a set timescale and discuss any support that can be provided. These development roles make up more than 10% of our workforce.

Case study StepSeptember

During the month of September, we set our employees the challenge of walking 10,000 steps a day for their chosen three charities – Chest Heart and Stroke, Action Cancer and Niamh Mental Wellbeing.

Staff are encouraged to 'step out' as much as they could in their own time but there were also weekly team walks to help them reach their target.

Each person received Pedometer, a 'Ship-Shape' T-shirt and a calendar wall chart to record their steps on.

In addition to walking we also arranged Fresh Fruit Fridays, Fitness Thursdays with Yoga and meditation during lunch and a treadmill challenge encouraging departments to get a team together to see who could do the most steps in two hours.

In total we raised more than £3,000 for our charities and recorded over 25 million steps!





Belfast Harbour aims to run the Port, develop Port capacity and develop property, in order to support the regional economy. Belfast Harbour recognises its importance to the community and economy and is committed to making a difference to our local and regional communities and to support the development and growth of the economy.



We identify best practice and we share our findings with our neighbours and other industry participants. We recognise our responsibility to work in partnership with suppliers and to ensure that all suppliers, including local SMEs, have fair access to the market.

We also understand that it is our responsibility to ensure that our suppliers and customers also act as good corporate citizens and manage their behaviour through Service Level Agreements, licences and contracts.



248 tonnes

Energy improvement projects reduced carbon emissions by 248 tonnes



73,000

Facilitation of 73,000 tonnes of waste to energy



10%

reduction in energy consumption by 2020 against a baseline of 10.8m KW hours (2014)



Support of local suppliers and SMEs



Belfast Harbour aims to support local SME's where possible and we were delighted when Cushendall-based Red Bay Boats won a European Journal Tender process to be awarded our new pilot boat contract.

The £2 million contract, delivered equipment which plays a vital role in servicing the significantly larger cargo and cruise vessels which regularly call at the Port.

The boats were developed to meet the Harbour's specific 24/7 needs. The Stormforce 1650 is designed to operate safely as an all-weather boat in sea conditions.

With improved handling and enhanced comfort, the boat allows pilots to board vessels in conditions beyond what would have

been traditionally possible – helping keep the Port open all year round. Design on the development of this type of new vessel began five years ago when Redbay Boats built a prototype to test the technology.

For the Co. Antrim boat builder, which is celebrating its 40th year in business this year, the delivery represented a significant milestone in the company's history. Employing 22 staff and building 40 boats a year, Redbay Boats recently invested £500,000 in a new factory to facilitate the growth of its product range.



Ethical Supply Chain

Belfast Harbour subscribes to a set of moral principles that guide the way we conduct our business.

These principles include:

Bribery

Our policies prohibit our employees and agents from making or receiving any bribe or other form of improper inducement. To ensure adherence to the policies we adopt a number of structural and procedural controls. Within the procurement process Belfast Harbour utilises multiple levels of approval authority and adopts, where practical, a segregation of duties. Such controls are underpinned by regular audits by both internal and external parties. To avoid inadvertent non-compliance,

employees are provided with clear guidance on procurement policies, negotiation procedures and on the rules about accepting gifts, hospitality or donations. Belfast Harbour also has strict rules on avoiding and managing conflicts of interest and requires Directors to declare any known conflicts annually in writing and verbally at the start of each formal meeting.

Slavery

Given our relatively small and wholly Belfast-based workforce Belfast Harbour is satisfied that there is no risk of failure to comply with the Modern Slavery Act 2015 within our direct employees.

We take steps to ensure that slavery and human trafficking is not taking place in our supply chains and do not engage with any company that is in contravention of the requirements and principles of the Act. Belfast Harbour does this by playing an active leadership role with our direct suppliers clearly communicating our expectations for ethical behaviour via contracts and other documentation. We also conduct risk assessments of our supplier base and, where

we perceive a risk, require our suppliers to confirm that compliance with the Act persists throughout the supply chain. New suppliers are similarly required to confirm compliance at the tendering stage and this ongoing requirement is enshrined in all subsequent terms and conditions.

To demonstrate leadership and ensure transparency we produce an annual compliance statement to the Act detailing the steps taken to ensure that our supply chains are free from slave labour.

Belfast Harbour welcomes our people speaking up about any unethical behaviour, and makes it easy for them to do so via their manager or via our whistleblowing policy.

Case study

Belfast Harbour Studios



In 2015 Belfast Harbour responded to the need for more studio space in the City. Working with Belfast City Council we agreed a lease for a site on Giant's Park where Belfast Harbour Studios was constructed.

In partnership with NI Screen, we actively sought a tenant to bring to the facility to further establish Northern Ireland as a filming location. This investment with Belfast Harbour is an economic enabler, not just for the construction sector supporting more than 200 jobs during the period of the build, but also upon leasing there will be a number of supply chain contracts to be delivered.



Case study

Marketplace Support



Input from those who engage with our business and operations is gathered through various means including regular meetings with trade bodies, other statutory planners and regulatory bodies.

To assist those in our industry we monitor potential changes to legislation and share such matters with our stakeholders, trade bodies and local businesses. We actively participate in the monitoring of and consultation and lobbying on regulation and legislation in the strategic interests of the marketplace.



Future Goals

Our Community

Work with organisations to develop environmentally sustainable business initiatives

Play our part in making Belfast a destination

Use our skills and resources to address social issues key to the development of local communities

Help unemployed and underemployed young people into work

Provide a safe and secure environment for Harbour users



Improve road safety within the Harbour Estate

Continue to forge strong relationships with the communities within and around the Harbour

Help tenants and customers develop robust Emergency Plans

Reduce Road Traffic collisions to the lowest possible level

Reduce the disruption and safety risks caused by illegal parking

Continue to keep City Quays and the surrounding area free from graffiti



Complete the installation of new CCTV systems throughout the Harbour Estate

Host two cyber security seminars for tenants and customers

Revise Cruise Ship Emergency Arrangements

Hold Be Prepared event for Harbour tenants to promote Business Continuity, Crime Prevention and Fire Safety

Our Planet

Retain Platinum status in ARENA Survey

Establish baseline for water consumption and losses

Assess the Biodiversity outcomes of wild flower meadows

Complete two additional Biodiversity projects



Achieve electricity savings of 30 million watt hours

Host one environmental forum for stakeholders

Achieve ISO 14001:2015 accreditation

Install de-watering waste station for road sweeping waste

Continue to improve dust management

Reduce annual CO2 emissions by 700 tonnes

Reduce water loss by 95%

Our People

Test internal departmental Business Continuity plans

To eliminate workplace injuries and work related ill health

Continue supporting the development of our employees

Support routes to employment for young people in our business

Support the emotional and physical well-being of all employees

Our Marketplace

Better understand the opportunity Belfast Harbour has to support local SMEs

Ensure the Port is fit for purpose to deliver what the regional economy needs to grow and develop

Host multi-agency emergency and security exercise in conjunction with major tenants

To promote a healthy working environment

To establish a "Zero Harm" health and safety culture

To engage with UK Ports supporting policy development and success of the sector



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