

CORPORATE SOCIAL RESPONSIBILITY REPORT 2022



Metro Service



This year, Metro Service celebrated 20 years of service in Copenhagen. As a company, we are committed to furthering the sustainable agenda by striving to operate our business in a responsible way.

Claudio Cassarino, CEO

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Letter from the CEO

2022 was a positive year for Metro Service. We celebrated 20 years of service in Copenhagen and reached 100 million customers within a single year. Throughout 2023, Metro Service will continuously focus on developing our business, a sustainable agenda and our employees' well-being.

Despite Covid-19 restrictions in the beginning of the year, our customers gradually returned to the Metro. At the same time, thanks to the exceptional effort from all our employees, we carried on with the operation and maintenance of the Metro while providing our customers with a continued high level of service.

This year, Metro Service celebrated 20 years of service in Copenhagen. We are very proud of the important role we have played by continuously delivering sustainable collective transportation. Additionally, we reached an impressive 100 million customers in December, all of whom used the Metro for their travels throughout 2022. The Tour de France on 1st July was one of the past year's major events that resulted in the large amount of passengers, when an astonishing 560,000 passengers used the Metro in Copenhagen.

In 2022, eight new trains were put into operation to expand the M1 and M2 fleet and meet future customer demands. Service Availability delivered to our customers was once again extremely high: 99.3 % for M1 and M2; 99.5 % for M3 and M4.

Another big accomplishment was reaching our goal for 2022 to make our service cars 100% electric, which I am personally very satisfied with.

Our continuous CSR commitment

At Metro Service we are committed to furthering the sustainable agenda by striving to operate our business in a responsible way. I am very proud of how our commitment continuously grows, and how we aim to achieve new goals each year.

Throughout the year, we continued to implement CSR activities initiated in 2022, despite challenges stemming from the Covid-19 pandemic.

In 2022 new meter reading services for our energy consumption on traction power supply were established. We recruited seven new apprentices as part of our ambition to continue helping young people and adults enter or return to the labour market, thus having a total of 13 apprentices at the end of 2022. Furthermore, Metro Service has initiated the project "An even better place to work", which aims to shed light on our employees' well-being and how we can improve our workspace to create an environment where Metro Service's employees will continue to thrive in the future.

Looking ahead

2023 will be another interesting year with even more sustainable initiatives on the agenda. With new EU legislation on corporate social responsibility on its way, our goal is to develop and improve our CSR strategy. The intent of this report is to be transparent about our actions, the dilemmas we face and how we respond to societal challenges. I sincerely hope that 2023 will be yet another productive year and that we can continue to deliver a reliable operation and maintenance of the Metro with our dedicated employees, while providing a high level of assistance for our customers.

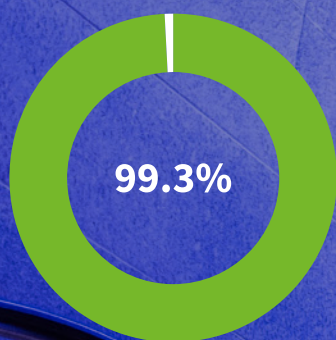
In this report you will find our CSR-related policies, initiatives and progress.



Claudio Cassarino, CEO

Highlights from 2022

SERVICE AVAILABILITY



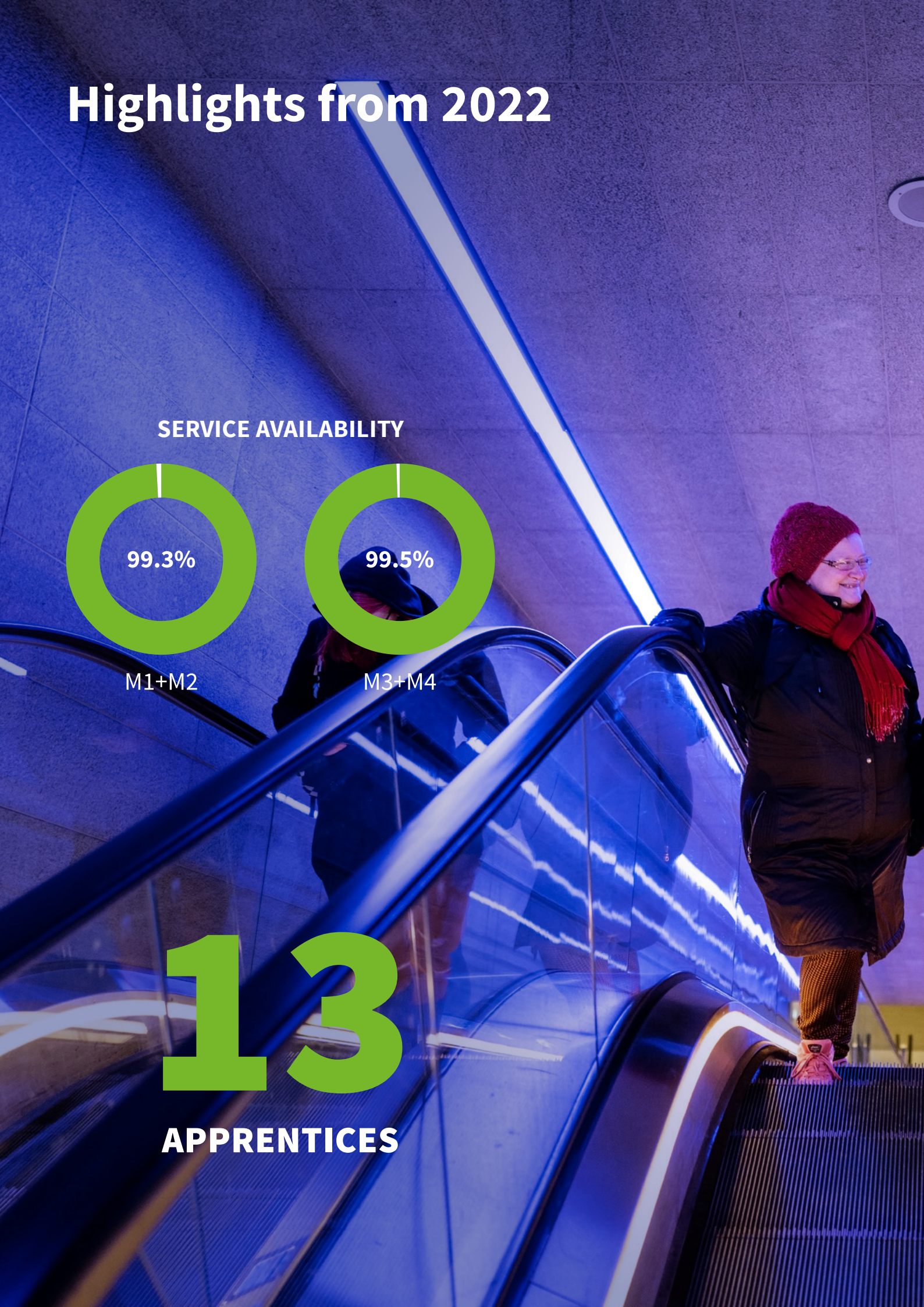
M1+M2



M3+M4

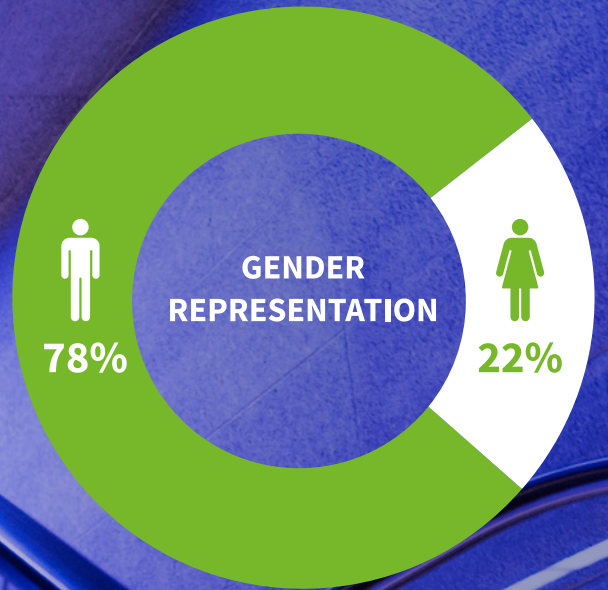
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APPRENTICES





**ALL SERVICE CARS ARE
ELECTRICALLY DRIVEN**



70,386 MWh
ENERGY CONSUMPTION

Responding to the events of 2022

In the beginning of 2022, the Covid-19 pandemic continued to have an impact on our operations, customers and employees. As a responsible employer, we followed the recommendations from the Danish Health Authorities, purchased Covid-19 tests for our employees and encouraged social distancing, the use of face masks, hand sanitiser and teleworking where possible. In the spring, restrictions were gradually removed, and the city of Copenhagen began to feel like its old self.

Covid-19 was not the only major event this year. The Russo-Ukrainian war escalated drastically in February when Russia launched a full-scale invasion of Ukraine. As a result, energy prices have increased dramatically. This means we are navigating a period of uncertainty with increasingly higher expenses for our company as well as a higher cost of living for our employees. Inflation has also increased throughout the year, as a response to Covid-19 and the Russo-Ukrainian war, amongst other things, thus creating issues across the entire supply chain.

2022 has therefore been a turbulent year with many fluctuations, which we have experienced firsthand as a large company. We must adjust accordingly and prepare for possible changes and developments. We aim to evolve even further in 2023 by developing our sustainability goals, thereby contributing to the ten principles of the UN Global Compact.









Metro Service at a glance

Metro Service has more than 20 years of experience operating and maintaining driverless metros. We aim to be the operator of choice for metro and light rail systems in Denmark and further expand our business operations in Scandinavia. Our ambition is to deliver the best mobility services to the community and exceed our customers' expectations for reliability, safety and comfort.

We operate and maintain the four existing metro lines in Copenhagen, which are categorised as M1, M2, M3 and M4. During the year of 2022, we extended the M1+M2 fleet with eight new trains, thereby increasing our operation to a total of 81 trains, owned by our contract partner Metro-selskabet. In 2024, we expect the extension of M4 to Sydhavn, and in 2025 we expect to operate and maintain the Copenhagen Light Rail, which is currently under construction.

Metro Service A/S is a limited company owned by International Metro Service S.r.l. — a joint venture between the companies Azienda Trasporti Milanesi S.p.A (ATM) and Hitachi Rail STS. The company consists of a central organisation and three business units: the M1+M2, the M3+M4 and the L3 business unit. They are located near the metro lines and the upcoming light rail.

Metro Service aims to excel in awareness of safety and environment, customer orientation, professional expertise and teamwork. Our ambitions, visions and values are the anchor of our organisation, which we daily remain committed to.

Impact on the value chain

Ongoing maintenance

We enable the mobility of society and work closely with our contract partners, clients and suppliers to increase our positive impact. We have established new CSR key performance indicators and implemented initiatives to improve our risk management and integrate sustainability across our value chain. Our impact on the value chain is explained below — from our impact on our customers to our impact on the environment.

Metro Service

Start destination

We are responsible for the operation and maintenance of trains and infrastructure owned by our contractual partner.

Society

We perform an important community task by ensuring the Copenhagen Metro runs safely and without interruption as part of the public transport system. The Metro is critical infrastructure for society. A major incident followed by a long-term disruption of service would therefore greatly impact the mobility of citizens and visitors in Copenhagen.

Highly specialised and qualified workforce

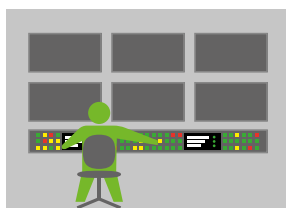
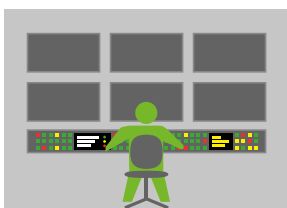
Metro Service depends on a highly specialised and qualified workforce to run our business successfully. All departments contribute to this by continuously receiving relevant and mandatory education and training from both internal and external parties. Metro Service’s control room employees, stewards and technicians work around the clock. They are supported by highly skilled specialists in IT, data analytics, engineering, HR, finance etc.

Customers are the focus

Operating the Metro

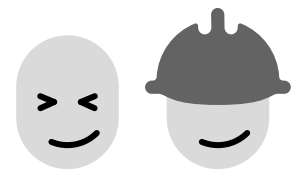
Customers are the focus of our daily operations. On the ground – in the trains and on the stations – our stewards are always visible and proactively ensure our passengers have a safe and convenient journey with high-quality service. Our two control room centres – one for M1+M2 and the other for M3+M4 – are responsible for meeting our service availability goal. This requires qualified control room employees to be on duty 24/7 to ensure the Metro always runs smoothly.

24-hour operation



Maintaining trains and infrastructure

A smooth and safe 24-hour operation with high service availability and satisfied customers requires substantial maintenance of the trains, infrastructure and systems. Precise procedures for the effective planning of preventive and remedial maintenance are essential to minimise downtime and breakdowns. We perform the greatest part of the maintenance work ourselves but also have external suppliers, who must work in accordance with our planning and safety requirements. Our skilled and specialised technicians carry out maintenance on all our trains and tracks from our two workshops and in the field.



Keeping customers and employees safe

Safety always comes first. Railway safety is part of any decision-making process. We continue to work to prevent incidents and accidents as well as provide training in conflict management to protect our customers and employees.



Environmental management

We are dedicated to minimising our environmental impact. Through our energy-saving initiatives and sustainability investments, we continue to make progress – but more can always be done.



Auditing suppliers

We continue to monitor, screen and address sustainability issues within our supply chain. We have a dedicated responsible supplier process to ensure compliance with our Supplier Code of Conduct.



Sustainability at Metro Service

Corporate social responsibility (CSR) is a core part of our business model, and from the very beginning we have strived for sustainable development. The ambition for Metro Service is to unite social and environmental responsibility to further evolve our business. Therefore, we work systematically to adhere to the ten principles of the UN Global Compact, which are based on internationally recognised conventions on human rights, labour rights, the environment and anti-corruption.

CSR plays an important role at Metro Service, since we firmly believe in continuously making public transport more sustainable for our passengers in Copenhagen. Our ambition is to continuously develop our CSR strategy and create new initiatives, so our brand is associated with respect and a responsible approach to sustainability.

Code of Ethics

In accordance with the ten principles from the UN Global Compact, our Code of Ethics sets the standard for our work environment. Our Code of Ethics meet the principles of the ATM group, which we are a part of. This means Metro Service is required to contribute to the community we work in, encouraging growth and heightening the quality of life in the area. Our Code of Ethics is incorporated into our business model through policies and practices.

Metro Service perceives the Code of Ethics as a framework, which enables our employees to cooperate and contribute to maintaining a good working environment with mutual respect for individual dignity, honour and reputation. Training in our Code of Ethics is mandatory for all employees as we aim to ensure that we fully comply with these principles.

Supplier Code of Conduct

In line with our Code of Ethics, we developed a Supplier Code of Conduct to provide a framework for our contracting parties to ensure the ethical standards are complied with. Metro

Service expects our suppliers to be transparent and willing to contribute to solving any challenges related to human rights, labour rights, the environment and anti-corruption. We take great responsibility for our suppliers, which is why we can terminate the contract with a supplier if they fail to comply with our code, refuse to participate in due diligence activities and so forth.

Future focus on CSR

Throughout 2022 we have evolved our internal CSR process following the establishment of a more structured key performance indicator (KPI) focus and process in 2021. In last year's report we set a goal to develop a new CSR strategy for 2022 in order to deliver on future CSR ambitions. Due to the aforementioned events of 2022, we have not been able to meet these expectations. Instead, 2023 will be the year where we fully focus on establishing a new CSR strategy for Metro Service.

Due to the new EU Directive on Corporate Social Responsibility (CSRD), our CSR strategy must evolve and become more tangible. Metro Service aims to focus on the framework of the UN Sustainable Development Goals (SDGs), the CSRD and the GRI 305 standards, which focus on emissions within scope 1 and 2. Scope 3 will be incorporated over time. 2023 will be an exciting year. At Metro Service we hope to improve our ability to assess and track our sustainability performance to reach our targets, which are based on ATM's targets for social responsibility and sustainability.

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Creating value for interested parties

We want to be transparent with our stakeholders. To properly identify and understand our sustainability impacts throughout our value chain and to align expectations, we aspire to engage with all relevant interested parties on a daily basis.

Metro Service has six main interested parties:

Clients – Our clients are Metroselskabet and Hovedstadens Letbane for metro lines M1+M2. Hitachi Rail STS is Metro Service’s contract partner for metro lines M3+M4. They define the contractual requirements we must fulfil regarding operation, maintenance and sustainability. Through an ongoing and valuable dialogue, we can deliver effective operation and maintenance conditions for our business, thereby making a positive contribution to society and our customers. By contributing with propositions to our clients, Metro Service has the opportunity to influence and obtain our joint ambitions and goals for a more sustainable public transport.

Shareholders – We are owned by ATM and Hitachi Rail STS. They expect us to maintain the long-term economic stability of Metro Service, which includes upholding and developing the strong reputation for providing reliable public transportation. At Metro Service we are also expected to limit our impact on the environment, which we continuously work on, while focusing on the development of all other aspects of the business.

Customers – Our main customers are the passengers. We aim to offer a safe, reliable, convenient and increasingly sustainable transportation service in the Copenhagen area. This offer will broaden its scope to include Greater Copenhagen when the light rail is launched in 2025.

Employees – Our goal is to continuously create valuable job content in healthy surroundings. Metro Service focuses on developing new opportunities for our employees in close cooperation with staff representatives. As a company, we aim to offer great working conditions. We make sure to conduct employee satisfaction surveys so we can improve the working environment in order to continuously ensure the best possible working conditions. Metro Service takes responsibility for the way we interact with and impact the surrounding environment while promoting diversity and equality in the workplace. Throughout 2022 we have established and initiated the project “An even better place to work”. Through this project we aim to create a working environment where employees are seen and heard, while giving them the possibility to make a change through constructive dialogues, satisfaction surveys and information meetings. This will guarantee that the individual is taken into consideration, and that Metro Service achieves its goal of creating an even better place to work. This focus will continue during 2023.

Suppliers – Metro Service has close contact with our suppliers. This is key to a reliable partnership and for us to deliver and exceed expectations in our contractual agreements with our clients, while minimising our impact on the environment. Based on our Supplier Code of Conduct, we expect our suppliers to act responsibly in relation to environmental risks and impacts.

Authorities – We prioritise having a close cooperation with the emergency preparedness services in Copenhagen. Selected employees from Operation and Communication participate in network activities, study tours and drills. This is the best possible preparation for handling critical events.



Environment

At Metro Service we believe in making public transportation as sustainable as possible in the city of Copenhagen. However, we acknowledge our own environmental footprint. We are committed to minimising the environmental impact we have on our surroundings by carrying out sustainable investments and taking initiatives to reduce energy consumption, water usage and waste in our operations. These initiatives happen in close cooperation with our client Metroselskabet, who has the final decision-making power and ownership of the Metro in Copenhagen.

Energy

Our metro system runs on electricity and is our largest source of carbon emissions. Therefore, Metro Service aims to minimise energy consumption within the core of our operations. Constant improvements must be made on all four metro lines in accordance with our contractual agreement. Throughout 2022, a number of initiatives have been completed, as presented later in this report.

Our consumption of energy

In 2022, our total energy consumption was 70,386 (MWh), which is a slight decrease from 73,323 (MWh) in 2021. The metro lines M1, M2, M3 and M4 drove a total of 11,271,295 kilometres, which is 187,679 kilometres more compared to 2021.

In 2022, Metro Service had an energy audit conducted, where potential steps to optimise our energy consumption were identified. Metro Service will report on this going forward.

Energy-saving initiatives

To evaluate and improve potential energy-saving initiatives, a due diligence was performed in 2018. Through this, Metro Service was introduced to a number of systematic approaches, which provided us with the opportunity to improve our energy efficiency over the past few years. In 2023, another due diligence will be completed to provide a new indication for our environmental focus over the next five years.

The operating times for our ventilation systems in the control room and the workshop at our business unit at Metrovej have been reduced. In 2021, the ventilation system was replaced in the control room, and in 2022 the ventilation system in the workshop was optimised.

As mentioned in last year's report, we have installed LED lights in all tunnels and emergency signs. LED lights will continue to be installed throughout 2023 on metro lines M1+M2. We are also pleased to confirm that we achieved our

Energy

In MWh	2020	2021	2022
Total energy consumed	64,141	73,323	70,386
Purchased electricity for services (auxiliary and traction)		70,368	25,275
Purchased electricity for powering service vehicles		64	43,124
Diesel for powering service vehicles		143	89
District heating		2,748	1,961
Total energy produced – solar panels		66	63

Note: Due to new traction power meters in 2022, data on purchased electricity has now been split.

goal to install motion sensors in relevant technical rooms, back entrances and toilets. A re-investment plan for halogen lights is on-going with the owner of the Metro and is planned to commence at the end of the year.

In 2022 a new investment was made in the turnout heating system from Vestamager to Vanløse (M1 line), which is expected to be in full operation by 2023. Metro Service expects the new turnout heating system to save up to 70% of the electricity consumption compared to the old system.

Another goal Metro Service set out in 2021, was the implementation of new meter reading services of our energy consumption on traction power in 2022. The project was finalised for the M1+M2 metro lines in 2021 and has been carried out for the M3+M4 metro lines in 2022. We can now monitor our energy consumption in a more structured and sustainable manner.

Our goal for 2022 was for our service cars to become 100% electric. In 2021, Metro Service managed to make 85% of the service cars electric, and during 2022 we reached 100%. This is an accomplishment we are very proud of.

Other environmental investments

Each year Metro Service looks at the sustainability impact of all investments. The positive or negative sustainability effect of every investment must be identified, described and evaluated before the investment can be approved. Of the total investment value in 2022, 17% was estimated to have an energy-optimising impact. In 2022 Metro Service made energy-optimising investments of more than DKK 3 million. The key investments have been energy efficient servers, new heating elements for the tracks and a new ventilation control system in the workshop. Throughout the year, we replaced IT equipment, which also reduced our energy consumption.

Electrical cars

In %	2020	2021	2022
Percentage of electrical cars out of total service car fleet	59	85	100



Waste

Metro Service focuses on waste management to minimise our environmental footprint. We are committed to purchasing environmentally friendly and low-impact products to improve the waste separation and collection process as much as possible. Metro Service aims to reuse as much waste as possible. When we renew parts of the metro system every year, the obsolete parts and components are scrapped. When possible, these parts are sold and reused by others to minimise our waste production. Metro Service works with an external advisor that helps us prioritise and improve existing processes related to sorting, managing and disposing of waste generated by our operation and maintenance activities.

Our key priorities for the future are:

- Define annual goals related to waste production
- Develop corrective actions to improve the validation of waste data in general
- Identify methods to improve waste recycling and reduce the production of hazardous waste

Waste generated

In 2022 we registered a total of 823 tonnes of waste, which is an increase of 65% from 458 tonnes in 2021. This rise stems primarily from the waste on the stations, which could be due to the increasing number of customers using the Metro after the removal of Covid-19 restrictions.

Waste recovery

Our waste is always handled and recovered in line with local and national regulations. The non-hazardous waste, such as paper, cardboard, food waste and plastics, is recycled or reused and the hazardous waste, including metal, batteries, oil and electronic parts, is recovered whenever possible. Since 2021, Metro Service has made the total waste recovery and disposal part of the CSR KPIs. In 2022 we recovered a total of 145 tonnes out of the waste generated. The rest was disposed of. This is something we will continue to report on going forward.

Waste

In tonnes	2020	2021	2022
Total waste generated	445	497	823
Total waste recovered from disposal		117	145
Total waste disposed		380	678

Water

Metro Service uses water to wash the tunnels, trains and company cars. Our water consumption is therefore a primary indicator of our environmental impact. Metro Service's efforts to minimise water consumption is a central focus of our environmental management. Today, we measure our water consumption via water meters installed at every train station and relevant locations at Metrovej and Vasbygade — the company's two main premises. Water meters continue to be installed regularly at key locations as part of our strategy to improve our monitoring capabilities. This will also help us identify potential areas for improvements.

Our water consumption

In 2022 our total water consumption was 13,882m³, which is a large increase compared to 11,286m³ in 2021. A contributing factor to this development is the train washing machine on metro lines M3+M4. Throughout 2023, Metro Service aims to find solutions for minimising our water consumption, especially on the M3+M4 lines. The eight new trains on the M1+M2 lines, which were put into operation in 2022, are also a contributing factor to the increase in the total water consumption.

Water saving initiatives

At Metro Service, we are very proud to have a train washing machine at Metrovej, which is the first of its kind in Scandinavia to have received the Nordic Ecolabel certification. The machine is equipped with a water treatment system, which enables us to reuse 95% of the water from each train wash on the M1+M2 lines. A more environmentally friendly soap is used in the machine. We also have motion sensors installed that automatically turn lights on and off to save energy in the train washing machine.

The remaining 5% is defined as wastewater and discharged into the public sewage system. The water is tested and documented in accordance with the discharge permit to ensure compliance with regulations. Our Nordic Ecolabel certification must be renewed every third year. It was most recently renewed in 2021. At Vasbygade, rainwater is utilised for things like train washing. The system was expected to be in full operation in 2022 and contributing to a reduction in water consumption. However, the system is still not in operation but is expected to start running in 2023.

Water

In m ³ 2020	2021	2022	
Total water withdrawal	11,283	11,286	13,882
Water consumption — train washing machine on M1+M2		1,206	1,017
Water consumption — train washing machine on M3+M4		2,994	6,029
Water consumption — tunnel wash on M1+M2		799	286
Water consumption — tunnel wash on M3+M4		351	136
Water meters on M1+M2		4,912	4,989
Water meters on M3+M4		6,373	8,893

Note: 2021 data regarding water meters on M1, M2, M3 and M4 corrected.

People

We believe that a sustainable and successful business is all about the people. Our employees' competences, ideas and engagement are essential to the continuous success of Metro Service. One of our key priorities is to retain and develop our workforce to continuously attract future employees and take care of our current employees. This begins by ensuring a safe and healthy working environment, where each employee feels valued and has the opportunity to grow. Metro Service ensures that internationally recognised human and labour rights are respected while promoting diversity and equal opportunities.

A diverse and inclusive workplace

An overall goal in Metro Service is to be an inclusive employer committed to promoting equal opportunities while securing a diverse working environment. For us, an inclusive and diverse workforce is where our employees differ in gender, race, religion, ethnic background, sexual orientation, age, level of education and socioeconomic status. By working towards this goal, Metro Service believes our workplace is more engaged, effective and makes better decisions. The reason is that it creates a culture where different viewpoints are recognised, and each person's unique contribution is acknowledged.

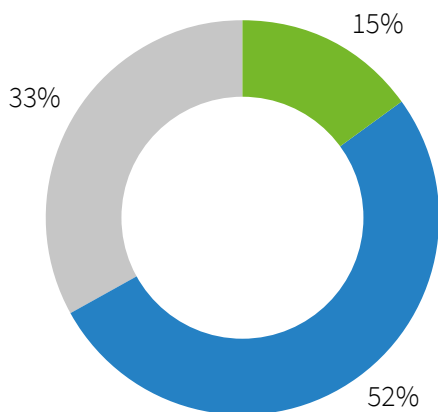
Diversity and inclusion are at the top of our agenda and continue to be an integral part of our HR recruitment processes.

Our goal to develop a diverse workforce has largely been achieved. Metro Service has departments and teams that differ, particularly when it comes to gender, nationality, age and experience. In 2022, 22% of all employees were women, which is slightly below the 23% in 2021. However, this varies from profession to profession. For example, it remains a challenge to attract women with the necessary skills for our technical positions. Despite this, we increased our number of female technicians in 2022 from two to three, which is an increase of 50% in female technicians.

Promoting diversity in the hiring process

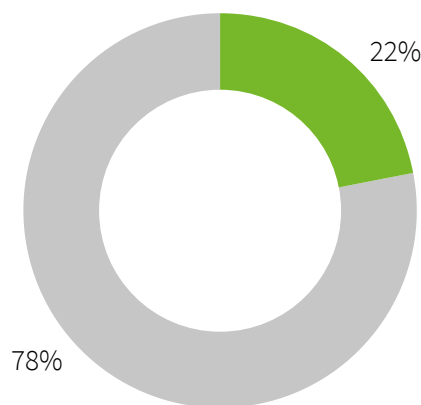
To further improve gender diversity in our workforce, we continue to give special attention to the underrepresented gender in the hiring process. This means that, if several candidates

Age distribution in Metro Service



● < 30 years ● 30-50 years ● > 50 years

Gender distribution in Metro Service



● Women ● Men



apply for the same position with equal professional and personal qualifications, the under-represented gender will be chosen. Furthermore, in 2022 new legislation regarding age discrimination was enforced, which has obligated us to revise our recruitment process.

Representation of women on the Board and in management

Metro Service aims to increase the number of women on three levels: the Board of Directors, Executive Team and the Middle Management Team. In 2023, targets will be set for these levels, as required by Danish legislation. Metro Service will continuously work towards creating an environment focused on equal gender representation.

The Board of Directors in Metro Service is comprised of four members appointed by the General Assembly and two employee representatives. Our current target is to have a minimum of 25% women on the Board of Directors. One of the four Board members appointed by the shareholders is female. This means our current target has been met. A future target will be to have at least 40% women on the Board.

In 2022, women made up 26% of the Middle Management Team. This is a very positive result compared to the representation of 19% in 2021. Throughout 2023, Metro Service will aim to develop a target for the Middle Management Team. This target will be developed in accordance with the natural employee turnover and Metro Service’s aim to improve gender diversity.

Representation of women

In %	2020	2021	2022
Woman total	24	23	22
Women on the Board of Directors	25	25	25
Women managers	19	19	26

Health and well-being in the workplace

Our goal is to create a workspace where our employees thrive. Thus, Metro Service continues to take measures that allow our employees to thrive, grow and contribute. One of the cornerstones and initiatives of our company is the Appreciative Inquiry (AI) dialogue concept, which promotes a respectful and appreciative working environment. This priority across our organisation has resulted in a common culture with improved cooperation, high job satisfaction and prevention of conflicts. Our six defined principles for company behaviour — safety, integrity and loyalty; result achievements; customer relations; open and honest communication; people development and teamwork — are also an integral part of our company culture and used in our daily dialogue, in 1:1 meetings and in annual appraisal interviews.

Ongoing initiatives

In 2022, initiatives were made to create a healthy and safe workspace for our employees. These have included developments of new job opportunities, expansion of our physical space, optimisation of internal systems and more.

Metro Service continues to make efforts in the areas of diet, smoking, alcohol, exercise and stress, as outlined in our health policy. These areas are based on a five-step model recommended by the Danish National Health Service.

- **Diet** — We continue to provide healthy and nutritious food for all our employees every day. We also focus on minimising food waste through better planning and by re-using as much as possible.
- **No smoking or alcohol** — Metro Service is a smoke-free workplace and has a zero-tolerance



policy regarding alcohol and other intoxication substances. Our health care insurance includes treatment programmes for alcohol and drug abuse if needed.

- **Exercise** — We offer to pay part of the membership fee for a fitness centre of our employees' own choice to promote a healthy lifestyle.
- **Stress** — Metro Service wants to create the best possible work-life balance to reduce stress-related factors. We continue to offer various treatment options to our employees to prevent and treat work-related issues. These treatments include massage, chiropractic care and foot care. We offer teleworking for employees where possible. Our company has a continued structured dialogue with the Cooperation Committee and union representatives and organisations to help build good working conditions. We continue to encourage all employees to enroll in the health insurance programme paid for by Metro Service and avail themselves of the opportunities for counseling and treatment.

Surveys to assess employee well-being

To provide and ensure a good working environment for our employees, an annual employee satisfaction survey measures progress with employee well-being.

This year's survey recorded an employee response rate of 82.1%. That is very satisfactory and slightly better than last year, when 81.7% participated. The overall results of the annual survey remain positive. The 2022 survey showed an overall satisfaction score of 3.8 on a scale

from 1 to 5, where 5 is best. This is slightly lower than the overall score of 3.9 in 2021. The adjustment in the overall score could be due to a change in our supplier, since a different questionnaire framework has been used with only a few of the previous questions included. Regarding the overall score, a statistical uncertainty is also a possibility.

Every third year, we carry out a psychosocial and physical workplace assessment that focuses on areas such as working hours, bullying, indoor climate and ergonomics. In 2023 the next workplace assessments are expected to be carried out. In the years where the assessments are not carried out, we include questions regarding bullying and sexual harassment in the employee satisfaction survey.

As the last three years have changed the way many of us work due to Covid-19, this year Metro Service decided to carry out a survey on working from home to get a better feeling of our employees' well-being, standpoint and wishes regarding teleworking in the future. The survey targeted the central organisation and managers across the organisation, as they have been most affected by teleworking during the pandemic. To address this issue at a more permanent level, general guidelines and policies will be developed in 2023.

In 2022 the new project "An even better place to work" was launched within Metro Service. This project has been initiated to improve our workspace and create an environment where Metro Service's employees will also thrive in the future. Our goal is to engage our employees and improve their overall job satisfaction.

Health and well-being in the workplace

	2020	2021	2022
Participation in the annual employee satisfaction survey	80.1%	81.5%	82.1%
Employee satisfaction (from 1-5)	4.1	3.9	3.8
In %			
Total company — absence due to sickness	5	5.9	7.6
Sickness — absence among stewards	7.3	8.8	11
Sickness — absence among technicians	4.7	5.9	6.3
Sickness — absence in control room	5.6	5.6	6.2
Sickness — absence in administration	2	1.6	4.9
Total employee turnover	14.8	12.5	15.75

The project was initiated by Metro Service's Executive Team in May 2022 followed by a process of addressing issues that could be improved within Metro Service.

In September 2022 the theme was presented internally at all levels and a dialogue between our employees took place at our annual company meeting. We introduced the employee satisfaction survey shortly after, in which we focused on topics like motivation and satisfaction, working conditions and efficiency. Additionally, focus groups were held to complement the employee satisfaction survey and the company meeting, as we aim for our employees to be a part of making Metro Service an even better place to work.

In 2023, Metro Service aspires to develop and implement the themes, which were discussed and addressed in the survey and the focus groups.

We also aim to follow up on the process and inputs from Metro Service's managers and employees in 2023. The initiatives to develop an even better place to work will once again be presented and discussed at our annual company meeting in April 2023, where potential local initiatives at department levels will also be dealt with. In the third quarter of 2023, we hope to see an improvement in the annual employee satisfaction survey.

Indicators of a good working environment

Metro Service believes that the sickness rate within the company is a good indicator to measure our employee's health and well-being across the organisation. In our view, a low sickness rate indicates a well-functioning working environment. In 2022 the sickness rate was 7.6%, which is quite an increase compared to a rate of 5.9% in 2021. This is due to Metro Service experiencing more cases of long-term sickness amongst employees. Another factor, which is expected to impact the sickness level, is the Danish authorities' recommendations to stay at home if you feel sick. These recommendations are a result of Covid-19, and we fully support them.

Another indicator for a good working environment is the employee turnover. In 2022 our employee turnover was 15.75%, which is an

increase from last year's 12.48%. However, the variation in profession amongst employees must be taken into account. This year's result is unfortunately above our overall KPI goal of 15%. The result for 2022 has been affected negatively by the heated labour market with high demand for qualified labour and historically high inflation.

Employee education and development

Professional and personal development as well as education play a central role. That is why Metro Service offers our employees opportunities to develop their skills through ongoing education, training and re-training relevant to safety-related assignments and specific work tasks. We also encourage our employees to undertake further education that is not directly related to their current job, but which might be relevant for a future job and personal development.

Safety training

Safety training has always been a top priority at Metro Service. We have a set of specific requirements that ensure compliance with the railway safety certification of the Danish Civil Aviation, BOStrab and Railway Authorities. BOStrab is the German Federal Regulations regarding the construction and operation of light rail transit systems. Employees with safety-related work must undergo extensive education programmes with periodic tests to ensure that relevant skills are maintained.

Leadership development and training

During 2018 and 2019 several new managers were employed due to the expansion of our business. To ensure a common culture and business understanding, Metro Service decided to focus on developing leadership competences. A common leadership training programme was developed and initiated in 2021, but it was postponed due to the pandemic. During 2022 we revised our leadership programme. Throughout 2023 Metro Service aims to develop and initiate an internal leadership programme at different management levels. We want to create an open-minded learning environment with focus on both practical management tasks and new approaches to leadership. For example, during 2023, Metro Service will prioritise the onboarding process of new leaders. They will be invited to various

onboarding sessions where they will be introduced to multiple tools to do with leadership, HR policies, quality management systems, budget planning and more.

The content is based on our present leadership knowledge, previous training and our principles of behaviour.

Professional and personal development

To support further professional and personal development, we encourage employees to participate in external training. The company pays for the tuition fee as well as materials for the most part. If the training is within working hours, the employees have that time off.

Metro Service has three education committees that represent our stewards, technicians and control room employees. The purpose of these committees is to secure, maintain and continue the education and training of these employees.

In 2022, Metro Service spent a total of 26,896 hours on training, which is the equivalent of approximately 45 hours of training per employee. That is a decrease from the 37,512 hours spent on training in 2021. The fewer hours spent on training in 2022 are a result of different aspects, such as a new time registering system, a course which is no-longer mandatory and leadership training, which is taken only after a couple of years of working for Metro Service. 2022's de-

crease is also a natural result of obtaining eight new trains in 2021 on the M1+M2 metro lines, for which many stewards and technicians received training in 2021.

Retaining our senior employees

Metro Service wants to retain our senior employees. Therefore, we continue to offer them an attractive working environment by providing more flexibility and concessions to meet the needs that naturally arise with age. Our company offers all senior employees an annual conversation to discuss their future work plan as well as reduced and flexible working hours if this can be accommodated by the job function. Additional senior holidays are also offered. In 2022, 75 employees were awarded additional senior holidays. In 2021 and 2020 the numbers were 67 and 56, respectively.

Attracting new apprentices

In 2022 we had 13 apprentices working for us as part of their education. Seven new apprentices were hired in the areas of IT, administration, storage and maintenance. It is our goal to increase the intake of apprentices and interns to contribute to the education of youths and adults and secure the future workforce. Our goal for 2023 is to reach 17 apprentices within Metro Service which is above the contractual obligations of 10 apprentices. In addition to apprentices, students join us for short and long-term internships.

Employee education and development

	2020	2021	2022
Total hours of training undertaken by employees	32,133	37,512	26,895.85
Total hours of training undertaken by employees in SMT		47	122.85
Total hours of training undertaken by employees in MMT		782	541.12
Total hours of training undertaken by employees in FLMT		3,398	2,228.91
Total hours of training undertaken by employees in the central organisation	1,547		1,137.09
Total hours of training undertaken by employees in the operations		20,179	13,567.59
Total hours of training undertaken by employees in maintenance		11,559	9,298.59
Number of hours employees have spent on basic training	18,213	22,387	21,143.65
Number of hours employees have spent on re-training	3,52	5,199	4,538.1
Number of hours employees have spent on electrical safety training	349	453	911.9
Number of hours employees have spent on railway safety training	803		8,746.35
Number of hours employees have spent on education and development training	6,915	10,589	2,167.44
Number of hours employees have spent on instructors training	2,333	2,989	2,730
Intake of apprentices	4	4	7
Number of apprentices working for Metro Service	7	8	13

A strong health and safety environment

Keeping our people safe is a core value and ethical responsibility for us as a company. For many years, Metro Service has invested in creating a health and safety culture focused on preventing workplace incidents, accidents and assaults. Our efforts include robust safety management systems as well as extensive safety and conflict management training. Our ambition is to continue our efforts to create safe working conditions for our employees and protect our passengers. Throughout 2022 we have continued our efforts to build on our safety performance and strengthened our safety culture. One important step towards achieving this is the preparation for the occupational health and safety certification. Metro Service aims to obtain the ISO 45001 certification in the future.

Metro Service runs regular dust measurement campaigns with the assistance of an accredited company. The latest measurements, which were performed in 2020 and 2021, showed compliance with the Danish Working Environment Authority’s requirements. The next dust measurement campaign is planned for Q1-2023.

Prevention of assaults in the Metro

Our stewards are our first-line employees with daily passenger contact. Protecting them and our passengers from verbal and physical assaults is

also a high priority. Conflict management training is one of our key efforts to ensure a safe and secure working environment. This training is mandatory for each steward, customer service and control room employee.

All stewards are continuously re-trained to ensure they are up to date with how to handle conflicts in the Metro. Our stewards are also trained to handle social media issues due to its large impact in society and its effects on their working environment. We aim to prepare our stewards in the best way possible for many different situations.

Support is provided during and after any incident, including the offer of medical and psychological assistance if needed.

Our stewards play a key role in actively preventing and addressing unsafe behaviour and conditions. As new stewards have become more experienced in handling and de-escalating conflicts, we expected to see a natural decrease in the number of assaults. However, this was not the case in 2022.

The total number of assaults increased in 2022 compared to 2021, especially on our M3+M4 line. This is an unsatisfactory result, which can be related to the overall increase of passengers in 2022. Covid-19 also had an impact on the number of assaults during 2020 and 2021, as fewer customers used the Metro.

A strong health and safety environment

	2020	2021	2022
Total number of assaults	78	119	177
Number of pshysical assaults	26	62	36
Number of verbal assaults	52	57	113
Total number of fatalities as a result of work-related injuries		0	0
Total number of high-consequence work-related injuries		0	0
Total number of recordable work-related injuries		36	44

Prevention of injuries at the workplace

Our approach to safety is based on assessments of risk and the need to maintain and improve safety awareness. Metro Service can always do more to prevent incidents and accidents at work.

Our risk management systems are in place to identify main hazards, which include working with power tools, heavy lifting and falling from heights. User-friendly reporting, registration and action planning to follow-up on incidents plays an important part in our systems to correct unsafe conditions and for future prevention.

In 2022 our main types of work-related injury were sprains and strains, physical overload and joint injury.

All employees are offered ergonomic support to review their working position and, for those in office jobs, suggestions are made for optimal seating and placement of monitors, keyboards, chairs and tables. We also have technical aids for various heavy lifts in the workshops.

In 2021 Metro Service focused on the follow-up of our ergonomic assessment, covering technicians and stewards at our M1+M2 business unit. A similar ergonomic assessment covering our M3+M4 business unit was also performed. In 2022 prioritised initiatives were presented in an action plan. For both metro lines, Metro Service has continuously followed up on ergonomic assessments. For technicians in the workshop, the wrench has been substituted by an electrically operated alternative to reduce ergonomic workload from the manually operated torque wrench. In the control room on metro lines M3+M4, adjustable holders for computer screens have been installed to improve our employees' ergonomic workload.

Railway safety

Our goal is to give our passengers the best possible journey without compromising on safety. Our safety management system is designed to record and assess all railway safety hazards to ensure the safe operation and maintenance of the Metro. The system complies with applicable laws and regulations as well as contractual provisions and is audited every year by the Danish Civil Aviation and Railway Authority.

Quantitative and qualitative safety objectives are established each year, and the status on the achievement of these objectives is monitored and reviewed during the Annual Management Review.

Since 2021, Metro Service is ISO 9001 certified. This sets the standard for embedding an organisational culture that engages in a continuous cycle of self-evaluation, correction, review and improvement through heightened employee awareness, management, leadership and commitment.





CSR governance and risks

Metro Service aims to optimise and drive our sustainability efforts further and we believe a robust and ambitious governance structure is essential to reach our goals. We constantly try to gain a better understanding of sustainability risks, opportunities and impacts across our value chain. Our goal is to improve our internal processes, thereby optimising our sustainability and social awareness efforts both now and in the future.

CSR governance

CSR is an important aspect of our organisation. We aim to incorporate it into all of our internal processes as well as our governance structure. This way, Metro Service's CSR commitment is enabled throughout the entire organisation as the responsibilities are placed on every individual and the accompanied functions. In 2023, we aim to establish a CSR strategy, which will encompass all our efforts to optimise our governance structure and sustainability goals.

Board of Directors

Metro Service's Board of Directors establishes the mandate for all CSR initiatives implemented in the company. It also approves the annual CSR report, ensuring its alignment with our long-term business strategy. The board delegates the task of implementing the company's business strategy

to the managing director. Supported by the Executive Team, the goal is to meet and exceed our contractual requirements and to deliver the best mobility service to the community.

Executive Team

Our Executive Team is responsible for determining our company's future CSR direction and operational CSR approach. To support our long-term targets, we continue to set up new KPIs and adjust whenever needed. In 2021, we established CSR KPIs to guide the long-term strategic direction of our efforts. These CSR KPIs were incorporated in the company's business KPI system. In last year's report, we mentioned that new targets would be developed in 2022. These targets are still under evaluation. However, we aim to develop a final set of KPI's for future targets based on the CSR strategy. Members of



VISION

We want to be the company that is the operator of choice for metro and light rail systems in Denmark and expanding the business to new opportunities in Scandinavia



MISSION

Our ambition is to continuously deliver the best mobility services to the community by meeting and exceeding our customers' expectations for reliability, safety and comfort



VALUES

- Awareness of safety and environment
- Customer orientation
- Professional expertise
- Teamwork

the Executive Team are also part of our CSR steering committee. Their role is to encourage and empower employees, so we can continue to work towards collective sustainable success.

CSR functions

The responsibility for carrying out our operational CSR work is assigned to relevant corporate functions across the organisation. They are responsible for the day-to-day management of CSR initiatives and for driving continuous CSR improvements in the different business units as well as operation and maintenance departments.

Risk assessment

Understanding the sustainability risks we may produce and encounter, is key to how we work with sustainability in Metro Service. A robust governance structure is required for us to have the ability to understand, assess and manage potential sustainability risks and opportunities across our value chain.

Our governance structure and risk management approach to sustainability are central to the continuous improvement of our sustainability impacts.

New legislation — the CSRD

The new EU directive on Corporate Sustainability Reporting (CSRD) will be implemented in the financial year of 2024/25. The CSRD aims to improve the existing requirements of the EU’s Non-Financial Reporting Directive (NFRD) and aspires to increase transparency of corporate progress in relation to sustainability. The CSRD requires companies to report on the roles and responsibilities of management, which is why governance will weigh more in the future of sustainability reporting.

Our risk assessment will also be adjusted, as the CSRD requires that we focus on scope 1, 2 and 3. Additionally, the concept of double materiality will be introduced in the CSRD. Therefore, we will begin to consider both financial and impact materiality in future reporting. We will also follow in the footsteps of ATM and conduct our own double materiality analysis.

The CSRD creates new ambitions for sustainable reporting. 2023 will be the year where our focus lies on fulfilling the new requirements of the EU-wide CSRD.

Enterprise Risk Management (ERM) framework

Metro Service’s Enterprise Risk Management (ERM) framework governs the management of risk across the company and covers the:

- Roles and responsibilities for risk governance
- Link between risk appetite and strategy
- Risk processes
- Systems and culture that support risk management in the company

Metro Service’s ERM policy outlines the risk management principles with the overall aim to deliver sustainable growth and protect the interests of owners, clients, customers and employees — all while meeting legal and regulatory obligations.

Our ERM framework enables us to determine and identify how sustainability issues may constitute opportunities or risks to our business. It also helps us understand where Metro Service has a responsibility to mitigate any potential negative impact of our business on society or the environment. Furthermore, we aim to integrate anti-corruption into our ERM framework throughout 2023.

Business ethics and values

	2020	2021	2022
Amount of employees who completed the CSR e-learning program	85%	91%	98%
Total number of reported whistleblower cases		1	0

Sustainability risks

Through our ERM framework, we have identified different sustainability risks deriving from our business. Based on this, we have analysed our potential negative impact on the environment and society. The sustainability issues that are considered our top risks are:

- Railway safety and occupational safety and health: failure to ensure the safety and security of passengers and our employees
- The environment: failure to comply with rules and regulations concerning management of environmental aspects like emissions, spills, pollution and more — or failure to comply with the guidelines of the international standards on environmental and energy management (ISO 14001 and ISO 50001)
- Anti-corruption: failure to comply with our code of ethics

In order to comply with applicable laws, regulations and contractual provisions, we have a safety management system. Within this system, railway safety incidents are recorded and assessed. Implementing an environmental framework, which can be integrated in our management system, is also a goal for Metro Service in the future.

In other sustainability areas, such as human rights, we have evaluated the risks as low. However, the future ERM process may show a more diverse picture, requiring further action.

Business ethics and values

Metro Service’s vision, mission and values reflect our conduct and are representative of how we run our business. Given our continuous company growth, we adapted our mission statement in 2020 to reflect this development.

Code of ethics

At Metro Service, our code of ethics is an integral part of our day-to-day operations. This ensures that all activities in Metro Service are performed with respect for human rights, under responsible working conditions, with social engagement, without corruption and in an environmentally sustainable manner.

All new and future employees at Metro Service are informed about the code of ethics, as well as our main CSR activities in the introductory e-learning program. We recently updated the code to ensure alignment with the requirements of our owners and contract partners.

By the end of 2022, 98% of our employees had completed the CSR e-learning program, which is an improvement from 2021. However, as it is mandatory for all employees to receive CSR training, our goal for 2023 is to reach 100%. Our CSR e-learning program is regularly updated — most recently at the end of 2021.

Whistleblower scheme

A whistleblower scheme was established during the summer of 2021. This provides a safe and confidential channel for all employees, board

Responsible Supply Chain Management

	2020	2021	2022
Total number of suppliers	691	732	734
Number of suppliers assessed for social impacts	4	4	5
Number of suppliers identified as having negative social impacts	1	0	0
Number of suppliers identified as having negative social impacts where improvements were agreed upon	1	0	0
Number of suppliers identified as having negative social impacts where the relationships were terminated	0	0	0

members, suppliers and other partners relevant to Metro Service to report on any serious misconduct or suspicions of criminal and unethical issues. Reports may concern matters like financial crime, bribery, fraud, violations of occupational safety, sexual harassment and more.

The whistleblower scheme was not used in the year of 2022.

The scheme will be promoted regularly to ensure that everyone is aware of its existence.

Responsible supply chain management

We want to strengthen our supply chain processes to ensure compliance with our sustainability requirements and responsible working conditions. As part of that ambition, we integrate environmental, social and ethical considerations into our business operations and supply chain by placing demands on our suppliers.

Metro Service collaborates with 734 local and international suppliers, mainly divided into the categories of supplies and services. We want to work with suppliers in a transparent and compliant manner, so we expect them to support our sustainability goals and share our standards of responsible business conduct.

All main suppliers sign a standard contract which includes an obligation to act in accordance with our code of ethics. The contract lists the documentation the supplier is required to deliver.

When new supplier contracts are signed for materials and services, requirements are made for social clauses regarding employment and training of apprentices as well as requirements for reporting on working conditions. The requirements are defined in Metro Service’s purchasing policy.

Supplier code of conduct

In 2022 Metro Service’s supplier code of conduct has been under development. This code applies to anybody who collaborates with Metro Service, regardless of whether they work directly or indirectly with Metro Service or whether they work permanently or temporarily. Additionally, Metro Service works closely with Metroselskabet and Hovedstadens Letbane to ensure compliance with their code of conduct.

Our supplier code of conduct outlines our expectations for suppliers and business partners regarding the ten principles of the UN Global Compact. We expect our suppliers to be just as environmentally and socially responsible as Metro Service.

This includes compliance with minimum requirements and recognised international standards for the environment, anti-corruption as well as human and labour rights. The code requires our suppliers to provide a safe, responsible and healthy working environment for all employees. It is compulsory for all suppliers and business partners to adhere to the supplier code of conduct and code of ethics.

Supplier assessment

For suppliers above a certain size, we collect data regarding responsible business conduct. Each quarter, they are required to complete a questionnaire regarding their compliance with our code of conduct and documentation of their employees’ working conditions. Their responses are assessed by Metro Service. Corrective measures are taken if a supplier fails to comply with our conditions. We also monitor performance and progress through regular audits of our contract suppliers. Bureau Veritas conducts these

Anti-corruption

	2020	2021	2022
Total number of confirmed incidents of corruption	0	0	0
Total number of non-compliance cases with policy for gifts and representation	0	0	0

audits and evaluates the collected data further if deemed necessary. Five audits were conducted in 2022. All suppliers adhered to our requirements.

Responsible procurement

Purchases must always be executed in a fair, responsible and objective way to eliminate the risk of corruption and fraud. We aim to encourage healthy competition between suppliers. For purchases above DKK 10,000, we obtain quotes and document the supplier selection process. In each case, relevant selection criteria must be defined and shared with the bidders. This ensures a transparent and fair process.

For large supply contracts, Metro Service lives up to the requirements of the EU Supply Directive 2014/25/EU to ensure objective supplier selection. For certain types of suppliers, this involves a pre-qualification of bidders to ensure that i.e. railway safety criteria are met.

Additionally, Metro Service adhered to the EU sanctions regarding supplies from Russia in 2022. Metro Service has no trading agreements with any Russian companies.

Anti-corruption

Metro Service does not tolerate corruption, bribery or other forms of unethical practices. We consider the mitigation of corruption to be the responsibility of all our employees. We reassure and encourage our employees, suppliers and other partners to notify us if they experience or have any suspicion of unethical practices within our company. One way to do this is via our whistleblower scheme.

Due to our continuous expansion, Metro Service is becoming more complex and there is a need to expand our supply chain. This increases the risk of corruption during the purchasing process and the risk of suppliers not complying with our standards for responsible business conduct. To mitigate this risk, we follow our purchase and compliance policy in our day-to-day business, securing transparency in all third-party relations.

This supports our already strict purchasing procedures, our ongoing supplier screening and monitoring and our supplier code of conduct. Due to these mitigating factors, Metro Service considers the risk to remain low.

We also focus on anti-corruption training through our CSR training programme, which all employees must complete. In 2023 we aim to review our policies to ensure they all comply with ATM's anti-corruption and transparency policy. Our goal is to implement and develop our own anti-corruption policy within Metro Service, which is aligned with ATM. We aim to investigate internally how anti-corruption can be integrated into our ERM framework to create a stronger base for preventing corruption in Metro Service in the future.

Metro Service does not use any suppliers that are located in a high-risk country, as identified on the list developed by the Business Social Compliance Initiative (BSCI).

No corruption cases have ever been identified in Metro Service.

Gifts and representation

Our company is based on transparency and credibility. Therefore, we believe that personal interest must never be allowed to affect work-related transactions or conflict with the interests of Metro Service. This means that receiving or giving gifts, representation or other gratuities must only be accepted within reasonable limits and after approval by the nearest manager.

In Metro Service, we have implemented a policy regarding gifts and representation. This ensures that all employees are aware of what is acceptable to receive as a gift and when they may participate in representative arrangements.

Metro Service registers all costs related to gifts, representation or social arrangements offered to third parties to ensure transparency.

In 2022 no non-compliance cases were reported regarding the policy. The policy will be reviewed in 2023.



Charity

It is important that our charity and donations are channelled to the local communities in which our operations are based. Our aim is to continue having open dialogues and to create trustworthy relationships with these local communities.

The Metro Service policy for charity and donations has established the framework for future donations and engagement with non-profit organisations in local communities. The policy clearly defines target groups, criteria, donation management etc., ensuring that all donations are granted on equal terms. The policy focuses on four strategic areas: charity, donations, partnerships and voluntary work.

Every year we donate up to DKK 250,000 to worthy causes that are aligned with our policy. Donations were made to Copenhagen-based organisations that help vulnerable citizens in the local community.

In 2022 we continued our cooperation with Kofoed Skole. As in previous years, we donated funds for Christmas presents for the children of homeless parents. We also showed our continued support for the Danish Cancer Society by giving a financial contribution to their fight against cancer during the 'Knæk Cancer' week.

Throughout 2022, Metro Service decided to join Solsikkeprogrammet. This programme is about creating awareness for individuals with an invisible disability e.g. ADHD, anxiety or PTSD. By supporting this programme, we decided to become a part of something bigger and support a community of individuals who may find it difficult to ask for help in their daily commute. Those of our stewards who are interested in supporting the programme receive training regarding invisible disabilities in order to provide the help. Furthermore, our trained stewards receive a sunflower badge to wear, so they are visible to invisibly disabled passengers, who want to reach out and ask for help. It is not only stewards who have the opportunity to join Solsikkeprogrammet and receive training. All of Metro Service's employees have access and can be a part of supporting the programme on a voluntary basis.

We have always taken pride in donating through our participation in various charitable events. This was possible once again after a long period with Covid-19 restrictions. In 2022 we participated in the Copenhagen Pride Parade, which focuses on the rights of LGBTQIA+ people and encourages diversity and equal rights. We also participated in Cycling4Cancer, which supports the fight against cancer, and Lady Walk, which supports different diseases which affect women.

In 2023, we aim to participate in the same charitable events. As previously mentioned, we aim to establish a CSR strategy throughout the year, where we also will assess our charity policy and work on expanding our efforts when it comes to being socially aware in the city of Copenhagen.

Reporting practices

Metro Service complies with Årsregnskabsloven (08.08.2019) and reports in accordance with accounting class C – large companies.

The reporting requirements include balance sheet statement, profit and loss statement, cashflow report, equity statement and information regarding financial transactions to related parties.

The CSR report constitutes the company's mandatory report of social responsibility, cf. §99a, and the gender composition of the management, cf. § 99b of the Financial Statements Act.

The report monitors the performance of the company within the following areas:

- Environment
- People
- CSR governance, risks and corruption

The company has defined policies within these areas. These policies are monitored by a set of KPIs, based on objective data gathering and validation by independent auditors or assessors where possible.

The data sets include prior years to ensure the information has the highest possible value and provides all stakeholders with the opportunity to follow company progress.

The report is published annually as an integral part of the company's annual report. In addition, the report is published on the company's website as a separate document. (www.metroservice.dk)

For further information, please contact Metro Service at info@metroservice.dk or Metroservice A/S, Metrovej 3, 2300 København S.





Performance overview

	2020	2021	2022
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ENVIRONMENT

In MWh			
Total energy consumed	64,141	73,323	70,386
Purchased electricity for services (auxiliary and traction)		70,368	25,275
Purchased electricity for powering service vehicles		64	43,124
Diesel for powering service vehicles		143	89
District heating		2,748	1,961
Total energy produced — solar panels		66	63
Number of electrical cars out of total service car fleet (in tonnes)	59	85	100
Total waste generated	445	497	823
Total waste recovered from disposal		117	145
Total waste disposed (In m ³)		380	678
Total water withdrawal	11,283	11,286	13,882
Water consumption — train washing machine on M1+M2		1,206	1,017
Water consumption — train washing machine on M3+M4		2,994	6,029
Water consumption — tunnel wash on M1+M2		799	286
Water consumption — tunnel wash on M3+M4		351	136
Water meters on M1+M2		4,912	4,989
Water meters on M3+M4		6,373	8,893

PEOPLE

Women total	24%	23%	22%
Women on the Board of Directors	25%	25%	25%
Women managers	19%	19%	26%
Participation in the annual Employee Satisfaction Survey	80.1%	81.5%	82.1%
Employee satisfaction (scale from 1-5)	4.1	3.9	3.8
Total company — absence due to sickness	5%	5.9%	7.6%
Sickness — absence among stewards	7.3%	8.8%	11%
Sickness — absence among technicians	4.7%	5.9%	6.3%
Sickness — absence in control room	5.6%	5.6%	6.2%
Sickness — absence in administration	2%	1.6%	4.9%
Total employee turnover	14.8%	12.5%	15.75%
Total hours of training undertaken by employees	32,133	37,512	26,895.85

	2020	2021	2022
Total hours of training undertaken by employees in SMT		47	122.85
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Number of apprentices working for Metro Service	7	8	13
Total number of assaults	78	119	177
Number of pshysical assaults	26	62	36
Number of verbal assaults	52	57	113
Total number of fatalities as a result of work-related injuries		0	0
Total number of high-consequence work-related injuries		0	0
Total number of recordable work-related injuries		36	44

CSR GOVERNANCE AND RISKS

Amount of employees who completed the CSR e-learning program	85%	91%	98%
Total number of reported whistleblower cases	0	1	0
Total number of suppliers	691	732	734
Number of suppliers assessed for social impacts	4	4	5
Number of suppliers identified as having negative social impacts	1	0	0
Number of suppliers identified as having negative social impacts where improvements were agreed upon	1	0	0
Number of suppliers identified as having negative social impacts where the relationships were terminated	0	0	0
Total number of confirmed incidents of corruption	0	0	0
Total number of non-compliance cases with policy for gifts and representation	0	0	0

GRI standards 2021, 2020, 2018 & 2016

Metro Service aims to fulfill the GRI standards listed below. GRI has revised its Universal Standards in 2021, which is why we have adjusted to these standards. For further description of the presented GRI standards, please follow this link: <https://www.globalreporting.org/standards/>

Old disclosure nr. 2016, 2018, 2020	New disclosure nr. 2021	Disclosure title
Organisational profile		
102-1 102-3 102-4 102-5	GRI 2: 2-1	Organisational details
102-2 102-6 102-7 102-9 102-10	GRI 2: 2-6	Activities, value chain and other business relationships
102-7-a-i 102-8	GRI 2: 2-7	Employees
102-8-d	GRI 2: 2-8	Workers who are not employees
102-13	GRI 2: 2-28	Membership of associations
Strategy		
102-14	GRI 2: 2-22	Statement on sustainable development strategy
Ethics and integrity		
102-11 102-16	GRI 2: 2-23	Policy commitments
Governance		
102-18 102-22	GRI 2: 2-9	Governance structure and composition
Stakeholder engagement		
102-40 102-42 102-43	GRI 2: 2-29	Approach to stakeholder engagement
Reporting practice		
102-46	GRI 3: 3-1	Process to determine material topics
102-47 102-49	GRI 3: 3-2	List of material topics
102-48	GRI 2: 2-4	Restatements of information
102-50 102-52 102-53	GRI 2: 2-3	Reporting period, frequency and contact point
102-54	GRI 1: Requirement 8	Provide a statement of use
102-55	GRI 1: Requirement 7	Publish a GRI content index
102-56	GRI 2: 2-5	External assurance

Old disclosure nr. 2016, 2018, 2020	New disclosure nr. 2021	Disclosure title
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PEOPLE

Diversity and Equal Opportunities

102-11 Clauses 1.1 & 1.2 103-1 103-2 103-3	GRI 3: 3-3	Management of material topics
405-1 (2016)		Diversity of governance bodies and employees

Employment

102-11 Clauses 1.1 & 1.2 103-1 103-2 103-3	GRI 3: 3-3	Management of material topics
401-1 (2016)		“New employee hires and employee turnover”

Training and Education

102-11 Clauses 1.1 & 1.2 103-1 103-2 103-3	GRI 3: 3-3	Management of material topics
404-1 (2016)		“Average hours of training per year per employee”
404-2 (2016)		Programmes for upgrading employee skills and transition assistance programmes

Occupational Health and Safety

102-11 Clauses 1.1 & 1.2 103-1 103-2 103-3	GRI 3: 3-3	Management of material topics
403-5 (2016)		Worker training on occupational health and safety
403-9 (2016)		Work-related injuries

CSR GOVERNANCE AND RISKS

Supplier Social Assessment

102-11 Clauses 1.1 & 1.2 103-1 103-2 103-3	GRI 3: 3-3	Management of material topics
414-1 (2016)		Supplier social assessment
414-2 (2016)		Supplier social assessment

Old disclosure nr. 2016, 2018, 2020	New disclosure nr. 2021	Disclosure title
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Anti-corruption

102-11 Clauses 1.1 & 1.2 103-1 103-2 103-3	GRI 3: 3-3	Management of material topics
205-3 (2016)		Anti-corruption

Local Communities

102-11 Clauses 1.1 & 1.2 103-1 103-2 103-3	GRI 3: 3-3	Management of material topics
413-1 (2016)		Local communities

ENVIRONMENT**Energy**

102-11 Clauses 1.1 & 1.2 103-1 103-2 103-3	GRI 3: 3-3	Management of material topics
302-1 (2016)		Energy consumption within the organisation

Waste

102-11 Clauses 1.1 & 1.2 103-1 103-2 103-3	GRI 3: 3-3	Management of material topics
306-3 (2020)		Waste generated
306-4 (2020)		Waste diverted from disposal
306-5 (2020)		Waste diverted from disposal

Water and Effluents

102-11 Clauses 1.1 & 1.2 103-1 103-2 103-3	GRI 3: 3-3	Management of material topics
303-3 (2018)		Water withdrawal

About the report

The 2022 CSR report describes the non-financial performance of Metro Service A/S, based in Copenhagen, and supplements the 2022 annual report. The CSR report has been published every consecutive year since 2015 in accordance with the Financial Statements Act § 99a and § 99b. The reporting period – 1 January 2022 to 31 December 2022.

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M3 M4 Exit



← Exit
Strøget

← M3 M4

M1



Information
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Oplysninger om Metroen

