



CSR Report 2023

Metro Service
TOGETHER ON THE JOURNEY



Metro Service will gradually expand and evolve due to our goal of not only meeting but also exceeding our customers' expectations.

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Letter from the CEO

2023 was another positive year for Metro Service. Continuous growth and business development were two key factors for us resulting in a new business unit, an increased number of metro trains in service, and the implementation of exciting new projects.

In December 2022 we reached 100 million annual passengers in the Metro for the first time. In 2023, the same number was reached already in October, resulting in an impressive total of 120 million annual passengers. Despite the massive passenger growth of more than 20% in 2023, Metro Service's service availability delivered to our customers was once again extremely high: 99.2% for M1+M2, 99.5% for M3+M4.

To meet the future demands of our customers the metro train fleet at M1+M2 was expanded with eight new trains in 2022. Throughout 2023, Metro Service has worked intensively towards going from operation of 31 trains in rush hour to 33 trains. In 2024, we aim for 34 trains, and in 2026, we expect to have 36 trains in service during rush hour. Metro Service is currently conducting the five-year review of the fleet at M3+M4 and is almost complete with the twenty-year review at M1+M2. Additionally, Metro Service and Metroselskabet have started the mid-life overhaul project on the old fleet at M1+M2, which is a life extension programme to ensure the

metro trains can run up to the year 2035 and continue with the same high service level for our passengers.

Our new business unit L3 in Glostrup, where the Copenhagen Light Rail will have its headquarters, officially opened in September. The control and maintenance centre is now the primary location for the first group of many new employees. It is a milestone, which I am personally very proud of. As we approach the opening of L3 expected in 2025, Metro Service will in 2024 focus a great deal on recruitment. It is expected that approximately 150 people will be recruited for the business unit L3 in 2024, as we are getting ready for operations.

Many exciting business projects have been initiated throughout 2023. Compliance and ISO certifications have had a great deal of focus throughout the year. I am very pleased with our work on becoming ISO 55001, ISO 27001, and ISO 14001 certified, which we aim and expect to achieve in 2024.

Our employees are of the utmost importance, and therefore Metro Service has continued the work with the project 'An even better place to work', which was initiated in 2022. Here, we focus on our employees' well-being through dialogue, information meetings, and feedback to create an environment where we will continue to thrive in the future. Additionally, Metro Service has established and implemented a new core story focusing on being 'Together on the Journey' to underline our business purpose and the values we uphold.

I am very proud of how we evolve and achieve the goals we continuously set each year.

Our continuous CSR commitment

Our continuous growth also has an impact on our use of resources, our governance, and

our ability to attract and retain employees. At Metro Service we are committed to conducting responsible business.

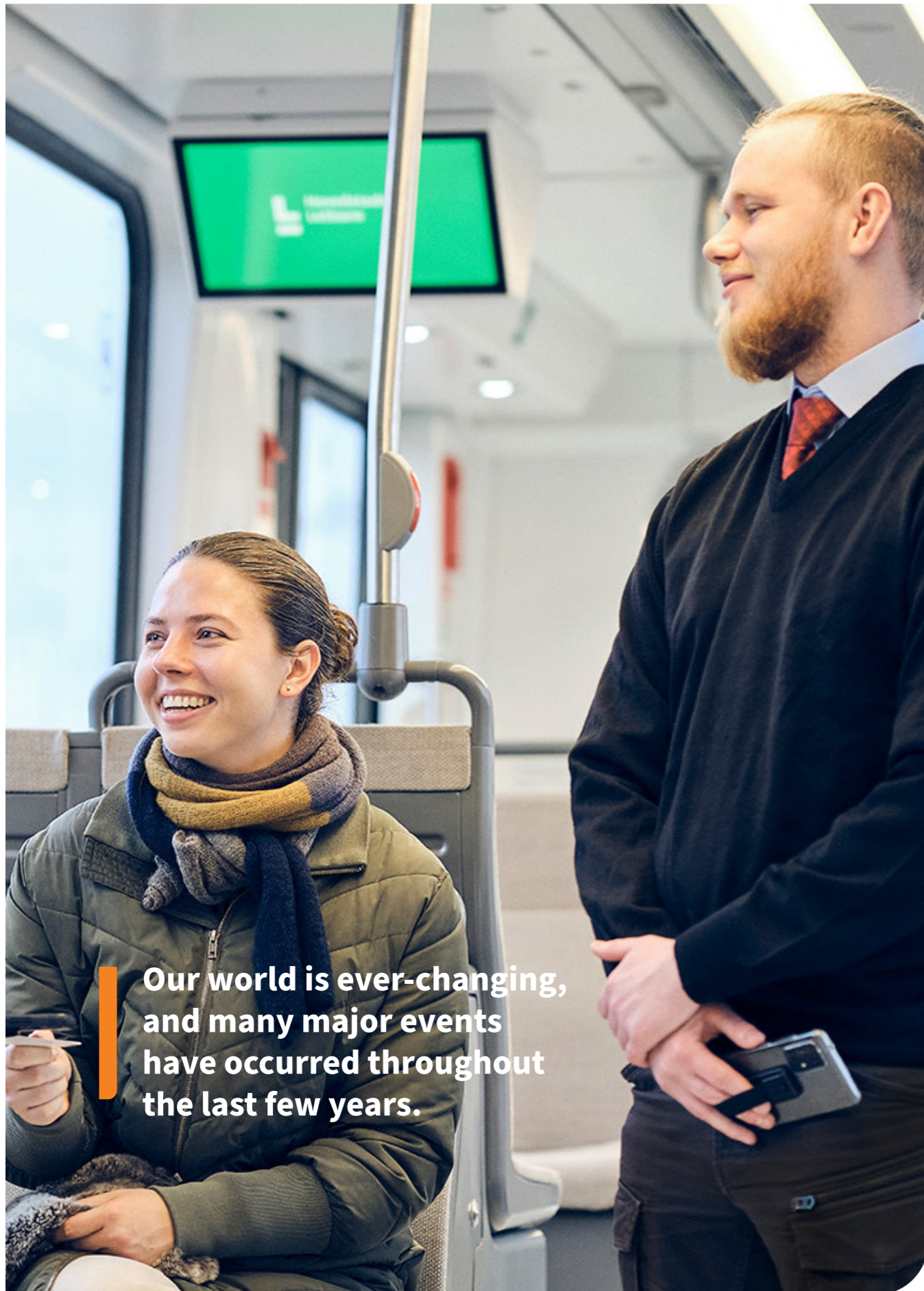
Throughout 2023, we have prepared Metro Service for the EU Corporate Sustainability Reporting Directive (CSRD) and the upcoming challenges and opportunities that follow. There is no doubt that this regulation will help push the sustainable agenda in the right direction, and Metro Service is excited to be a part of this movement.

Looking ahead

2024 will be another interesting year with sustainability and growth on the agenda. Metro Service will gradually expand and evolve due to our goal of not only meeting but also exceeding our customers' expectations. Our growth does not only involve the mobilisation of the Copenhagen Light Rail as we approach opening in 2025 but also the expansion of the M4 line. Five new stations will be added to the metro line in 2024, hereby connecting Copenhagen even further. Therefore, I look forward to initiating, implementing, and completing the many projects we are working on, and experiencing all the benefits our business harvests when the projects are fully implemented. In this report, you will find our CSR-related policies, initiatives, and progress. This report intends to be transparent about our actions, the dilemmas we face, and how we respond to societal challenges.

I sincerely hope that 2024 will be another productive and successful year for Metro Service.

Claudio Cassarino, CEO



Our world is ever-changing, and many major events have occurred throughout the last few years.

Responding to the events of 2023

Our world is ever-changing, and many major events have occurred throughout the last few years. With climate change, geopolitical tensions, a pandemic, inflation, and cyberattacks, the world is evolving at a fast pace, and it demands we act and adapt like never before.

Due to this development, Metro Service has become more aware of the potential outside

factors we may encounter. The large focus on cybersecurity, climate change, and regulation has also affected Metro Service to be more prepared when facing potential situations that can affect our business model and value chain. 2023 has therefore been a year where we have focused on ensuring Metro Service's business model, thus making us more capable of facing potential future challenges.

Highlights from 2023

Energy consumption

71,389 MWh



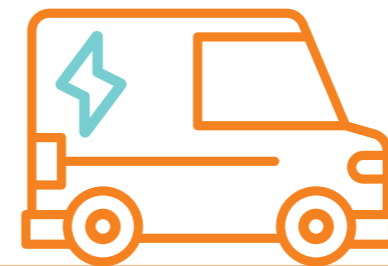
Service availability

M1+M2

99.2%

M3+M4

99.5%



All service cars are electrically driven

100%

16

Apprentices

Gender representation

21% Women

79% Men



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.

Our work is based on around 700 committed employees in Denmark, who make an extraordinary effort every day so that passengers get a seamless journey and arrive safely and on time. We are a growing company, and every month we welcome new colleagues who want to work on delivering good customer experiences, handling complex technical systems, and ensuring high operational reliability.

We operate and maintain the four existing metro lines in Copenhagen, with a total of 81 metro trains. We will operate and maintain the extension of the M4 line to Sydhavn, which will open in 2024 and we will operate 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. Metro Service consists of a central organisation and three business units: the M1+M2, the M3+M4, and the L3 business unit, which is under establishment. 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 remain committed to daily.



Impact on the value chain

We enable the mobility of society and work closely with our contract partners, clients, and suppliers to increase our positive impact.

We continuously establish CSR key performance indicators and implement initiatives to improve our risk management and integrate a more sustainable approach 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.

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. A major incident followed by a long-term disruption of service would greatly impact the mobility of citizens and visitors in Copenhagen.

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.

Highly qualified workforce

Metro Service depends on a 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.

Maintaining metro 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 Code of Ethics and the principles of the ATM group.

Sustainability at Metro Service

Corporate social responsibility 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 live up 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 customers in Copenhagen. Our ambition is to continuously develop our CSR strategy and create new initiatives so that 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 lives up to 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 that 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 use a Supplier Code of Conduct to provide a framework for our contracting parties to ensure they comply with our ethical standards. 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.

Metro Service has six main interested parties:

Clients: Our clients are Metroselskabet and Hovedstadens Letbane for metro lines M1+M2 and the Light rail. 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 propositions to our clients, Metro Service can influence and obtain our joint ambitions and goals for 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 a 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 expectedly 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 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 2023 we have continued the work with An even better place to work. Through this project, we are aiming for a working environment where employees feel seen and heard while giving them the possibility to make a change through constructive dialogues, satisfaction surveys and information meetings. This has guaranteed 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 2024.

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. They too must take environmental responsibility and aim to solve environmental challenges in the best way possible.

Authorities: We prioritise having 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. We provide key operational and safety specialists to all significant events such as football games, concerts, and other planned events for the emergency preparedness operations centre in Copenhagen.



Metro Service must comply with the CSRD from January 2026 to the financial year of 2025.

Future focus on CSR

As mentioned in last year's CSR report, 2023 was the year where Metro Service would focus on the EU's Corporate Sustainability Reporting Directive. The CSRD aims to improve the existing requirements of the EU's Non-Financial Reporting Directive (NFRD) and aspires to increase the transparency of corporate progress in relation to sustainability. Metro Service must comply with the CSRD from January 2026 to the financial year of 2025. Metro Service understands the importance of the CSRD, and therefore we have spent most of 2023 preparing. Our planning included attaining the assistance of external consultants, who have helped Metro Service conduct a double materiality assessment, a data gap assessment, and suggestions for implementation of the actions and targets that are needed.

The year 2024 will be a trial year for Metro Service, where we will focus on the actions and targets needed to comply with the CSRD. Hereto set an ambition level where Metro Service gradually can evolve throughout the years and become a contributing factor in the sustainable agenda.

Alongside the preparations for the CSRD, 2023 was also the year where we established a sustainability strategy. Metro Service's sustainability strategy has been developed supporting our business strategy, goals, and ambitions. Throughout 2024, our sustainability strategy will be fully implemented and drive Metro Service's mission and vision of becoming a strong and responsible business.

Further, at Metro Service, we still hope to improve our ability to assess and track our sustainability performance based on our sustainability strategy and compliance with the CSRD to reach our targets, which are based on ATM's targets for social responsibility and sustainability.

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.

Environment

Acknowledging our environmental footprint as a public transport operator, Metro Service has been dedicated to ongoing initiatives throughout 2023.

These efforts encompass sustainable investments, energy and water conservation measures, and a focus on reducing waste within our operations. These initiatives are integrated into our ISO 14001:2015 compliant Environmental Management System and carried out in close partnership with Metroselskabet.

Energy

Our metro system runs on electricity and is therefore our largest source of carbon emissions. Due to electricity being our number one emission, Metro Service aims to minimise energy consumption within the core of our operations. Based on the energy screening, which was conducted in 2022, Metro Service has spent 2023 on initiating and completing projects to improve our energy consumption on both metro lines in accordance with our contractual agreement.

Our consumption of energy

In 2023, the energy consumption of Metro

Service was 71,389 MWh, which is a slight increase compared to 2022. Metro Service increased the number of metro trains operating on the M1+M2 line during rush hour, thereby enhancing the service frequency of the M1+M2 metro trains while ensuring a consistent high service availability throughout 2023. The metro lines M1+M2 and M3+M4 drove a total of 11,221,294 kilometres.

We are pleased with the ability to maintain our operation stability on both metro lines whilst increasing the number of metro trains in rush hour on the M1+M2 line, to meet and exceed our customers' expectations. Even so, we foresee our energy consumption will continue to increase gradually, as we plan to introduce more trains in rush hour, starting with 34 trains in Q1 2024, and the opening of the Sydhavn extension on the M3+M4 line in 2024. Both initiatives will add to the driven kilometres and the total energy consumption. Additionally, Metro Service produces its green energy through solar cells at the business unit of the M3+M4 line. The amount of energy produced in 2023 was 66,000 KWh.

Energy-saving initiatives

To evaluate and improve potential energy-saving initiatives, an energy screening was performed in 2022, and presented in 2023, which allowed us to plan and continue improving our energy efficiency by introducing new projects for the next three years.

Based on this, Metro Service has undertaken several initiatives, with some being finalised in 2023, while others are to be completed in 2024 or are ongoing towards achievement by 2025.

Some of the initiatives Metro Service aims to work on are for example the optimisation of kilometres driven on the M3+M4 line, an

Energy

| In MWh | 2021* | 2022** | 2023 |
|--|--------|--------|--------|
| Total energy consumed | 68,894 | 70,581 | 71,389 |
| Purchased electricity for services (auxiliary) | 24,576 | 25,335 | 24,070 |
| Purchased electricity for powering service vehicles (traction power) | 41,493 | 43,182 | 44,998 |
| Diesel for powering service vehicles | 143 | 167 | 143 |
| District heating | 2,748 | 1,961 | 2,243 |
| Total energy produced – solar panels | 66 | 63 | 66 |

* 2021 - data corrected based on actual and new invoices from supplier

** 2022 - estimate updated with actual

energy management system, the conversion to LED light where possible, or the alternative to lower consumption, and optimisation of the ventilation system.

On the M3+M4 line, we have in recent years had a significantly higher number of kilometres driven than planned (19%) to maintain a high level of service availability. In 2023, we have managed to reduce the overall number of exceeded kilometres by 2.5%, equivalent to approximately 130,000 kilometres.

This result has been achieved by a high focus on the supporting KPI, and further by optimising the transition between the daily rush hours and afternoon service. This has resulted in a yearly energy saving of approximately 500 MWh while continuing the same high service availability of 99.5% in 2023. This work will continue in 2024 with high focus and optimisation and is expected to further improve in 2024 with the opening of the Sydhavn extension.

As mentioned in last year's report, we have continued working on replacing fluorescent lighting in the tunnels. This work will continue in 2024. The LED lighting in tunnels and emergency exits is almost complete on the M1+M2 line and is expected to be finalised at the beginning of 2024.

Metro Service does not only focus on replacing the lighting in the tunnels. We aim to replace all lights with LED lights on all stations, where this is feasibly possible, or to

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convert to a lower energy-consuming solution. We hope to achieve this in 2025.

Last year, Metro Service finalised the project of implementing an automatic meter reading of our energy consumption on traction power. This initiative was conducted in collaboration with our client, Metroselskabet, and was to help us monitor our energy consumption in a more structured and sustainable manner. We continued the work and collaboration throughout 2023 and will still focus on this initiative for years to come.

With all the initiatives completed in 2023, Metro Service has saved a total estimate of approximately 1,200 MWh, which is equal to roughly 250 average households' electricity consumption.

In 2023 a larger project was initiated which focused on the ventilation system on the M3+M4 line, hereby upgrading it with an electrostatic filter solution (ERP). The project is

currently in its initial phase, functioning as a proof of concept. This initiative aims to further decrease dust levels in the station area, and enhance air quality around the stations, all while conserving energy and reducing CO2 emissions. The project depends on the success of the proof of concept and is planned to be carried out throughout 2024. The estimated saving of energy is estimated to be approximately 1,000 MWh per year if the project is fully implemented.

Other environmental investments

Annually, Metro Service conducts a comprehensive assessment of the sustainability impact associated with all investments. This evaluation necessitates the identification, description, and thorough evaluation of the investment's potential positive or negative sustainability effects.

Of the total investment value in 2023, 26% has been invested in sustainable initiatives. Metro Service has made investments related to our working environment and the climate of approximately DKK 6 million, which is double the amount of last year's DKK 3 million.

The key investments have been improving Metro Service's working environment and the climate, such as new software for a ventilation system for controlling and lowering the noise level and to save energy, and electric vehicles and charging stations for the extension of the M4 line to Sydhavn. Metro Service will continue to invest in these initiatives going forward.

Waste

Metro Service focuses on waste management to minimise the 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, which is done every year by renewing parts of the metro system. 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 who helps us prioritise and improve existing processes related to sorting, managing, and disposing of waste generated by our operation and maintenance activities.

In 2023 we have focused on:

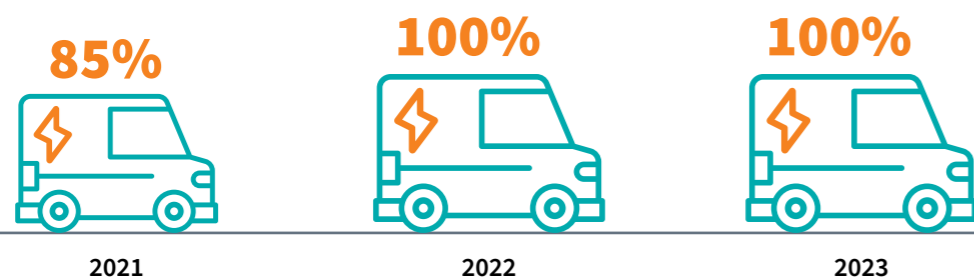
- Strengthening our mapping and management of waste data and KPI's to continuously define opportunities for improvements.
- Optimising our waste system so that it complies with new waste legislation and is user-friendly.

In 2023 we have generated a total amount of 890 tons of waste which is a small increase compared to 2022.

The amount of waste and its type are linked to the source. Waste from passengers at stations consists exclusively of waste for incineration and amounts to approximately 450 tons,

Electrical cars

Number of electrical cars out of total service car fleet



Waste

| In tonnes | 2021 | 2022 | 2023* |
|-------------------------------------|------|------|-------|
| Total waste generated | 497 | 823 | 890 |
| Total waste recovered from disposal | 117 | 145 | 129 |
| Total waste disposed | 380 | 678 | 760 |

* 2023 - waste estimated for Dec

corresponding to just over half of the total amount of waste generated.

The amount of waste divided into the forms of treatment: recycling, incineration, and special treatment including landfill from our operation and maintenance activities varies from year to year due to special annual activities, where, for example, major cleaning of a water treatment plant and construction activities have played a role in 2023. Approximately 30% of the waste from the headquarter activities has been recovered in 2023.

Water

Metro Service utilises water for the cleaning of tunnels, trains, and our fleet of company vehicles. Reducing our water consumption holds significant importance in our environmental management approach, evident through our dedicated initiatives. Our monitoring of water usage involves the installation of water meters at every train station and relevant sites, with an ongoing strategy to expand this monitoring capability through additional meter installations. Throughout 2023, Metro Service has prioritised initiatives aimed at managing wastewater and minimising the use of chemicals.

Our Water Consumption

In 2023, Metro Service's total water consumption was 18,930 m3, which is an increase compared to last year's 14,212 m3. One of the reasons for the increase in water consumption is due to our train washing machine on M3+M4. As mentioned in last year's report, rainwater is to be utilised for train washing.

Water

| In m3 | 2021 | 2022 | 2023 |
|---|--------|--------|--------|
| Total water withdrawal* | 11,286 | 14,216 | 18,930 |
| Water consumption train washing machine | 4,200 | 7,046 | 13,315 |
| Water consumption tunnel wash | 1,150 | 422 | 476 |

*2022 - estimate updated with actual

We experienced issues with its operation in 2022 and expected it to be in place throughout 2023. Even so, we have still experienced challenges with the washing machine using too much water. A mapping and design check is currently being conducted with Metro Service's supplier, and our goal is to rectify this in 2024.

Additionally, as we now have 33 trains in operation during rush hour on the M1+M2 line, we have increased our number of trains to wash compared to 2022.

Water Saving Initiatives

From a perspective covering both environmental and working environment conditions, we aim to investigate opportunities to decrease the use of water and chemicals used for washing of trains.

In addition, we have set ourselves the goal of investigating the possibilities of changing the diversion of washing water from tunnel washing by eliminating the CO2-demanding transportation of this fraction of wastewater.

Both objectives will have a positive impact on the quality and quantity of wastewater to be recycled and ultimately discharged. Metro Service will focus on both projects throughout 2024.

At Metro Service, we are also 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.



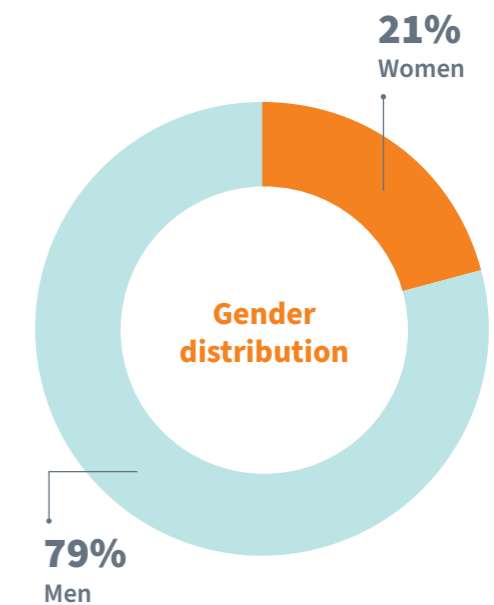


People

We firmly believe that the vitality of a sustainable and thriving business lies within its people. At Metro Service, we acknowledge that the competencies, ideas, and commitment of our employees serve as fundamental pillars contributing to our ongoing success.

Among our top priorities is the nurturing and advancement of our workforce, creating an environment that not only retains our current employees but also attracts prospective talent. Emphasising the significance of diversity today, we actively work with internationally recognised human and labour rights while advocating for a diverse workforce and equal prospects among all employees.

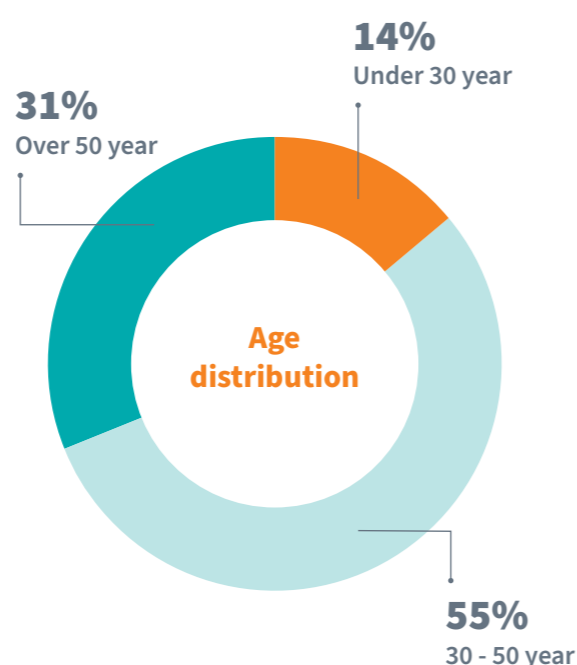
A diverse and inclusive workplace
A primary objective within Metro Service is to foster inclusivity as an employer, dedicated to promoting equitable opportunities while cultivating a varied and inclusive workplace. We believe a diverse and inclusive staff comprises individuals varying in gender, race, religion, ethnicity, sexual orientation, age, educational background, and socioeconomic status. Pursuing this objective, Metro



Service firmly believes that our workplace will become more involved, efficient, and capable of making informed decisions. This belief stems from the establishment of a culture that values diverse perspectives and appreciates the distinct contributions of everyone.

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Metro Service's HR recruitment processes are reflected in our commitment to a diverse and inclusive workplace. Throughout the organisation, our teams and departments differ when it comes to gender, nationality, age, and experience. In 2023, 21% of all employees were women, which is slightly below the 22% in 2022. However, this varies from profession to profession. Recruiting women possessing the requisite skills for our technical roles continues to pose a challenge for us. As a result, our focus for 2024 will focus on implementing initiatives aimed at enhancing our efforts in this area. In 2024, Metro Service plans to enact a diversity and inclusion policy as part of our initiatives.



Promoting diversity in the hiring process

In our ongoing efforts to enhance gender diversity within our workforce, we maintain a focused approach towards addressing the underrepresented gender during our hiring process. This entails giving preference to the underrepresented gender when multiple candidates apply for the same position with comparable professional and personal qualifications. Additionally, the implementation of new legislation concerning age discrimination in 2022 has mandated a thorough review of our recruitment procedures to make sure that no candidate assessments are based on information about the candidate's age.

Representation of women on the Board and in senior management

Metro Service aims to increase the number of women on two levels: the Board of Directors and the senior management. In last year's report, we stated that targets would be set for both levels, as required by Danish legislation. Metro Service has achieved this. Throughout 2023, we have worked on a diversity policy, which will be fully implemented in the year 2024. In this policy, Metro Service addresses the ongoing efforts to increase the representation of women on the Board and in senior management. The Board of Directors in Metro Service is comprised of four members appointed by the General Assembly

and additionally two employee representatives. Our goal has been to have at least 25% women on the Board. One of the four Board members, appointed at the General Assembly, is a woman, which is why we have achieved a balanced distribution according to the Danish Business Authority's definition, thus reaching our goal.

From 2023 and onwards, we have chosen to include our directors in the definition of senior management along with our middle managers, as they have not been represented in previous years. The senior management consists of 42 employees, of which 10 are women. Therefore, women in senior management accounted for 24% in 2023. Metro Service's goal is to increase the representation of women in senior management by 20% by the end of 2027, resulting in women accounting for 28.6% in senior management.

Health and well-being in the workplace

Our objective is to cultivate a workspace where our employees can thrive. Metro Service remains committed to implementing measures that foster the growth, well-being, and contributions of our employees. One of

our company's pivotal initiatives is the Appreciative Inquiry (AI) dialogue concept, aimed at nurturing a respectful and appreciative workplace environment. This overarching focus within our organisation has led to a unified culture characterised by enhanced collaboration, heightened job satisfaction, and conflict prevention. Furthermore, we have six guiding principles for company conduct—safety, integrity, and loyalty; achieving results; customer relations; transparent communication; people development, and teamwork—which are integral components of our corporate culture. These principles are consistently applied in our day-to-day interactions, one-on-one meetings, and annual performance reviews.

Metro Service focuses on creating a work environment where there is space for the growing number of employees. To ensure this, we have taken extra space in use. Metrovej 11 is an extra location that was implemented in 2023 which our different departments have the opportunity to utilise. Furthermore, as Metro Service will operate the future Light Rail in 2025, our new location in Glostrup also officially opened in September 2023. Hereby, we are prepared for the 150 new employees we will take in throughout 2024, securing well-being in the workplace.

Ongoing initiatives

In 2023, we have continued the initiatives which we started in 2022. These initiatives were made to create a healthy and comfortable 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 remains dedicated to

addressing healthy diet, non-smoking, non-alcohol consumption, preventive as well as incident treatment, and stress in accordance with our health policy. Our focus on these aspects aligns with the five-step model advocated by the Danish National Health Service.

Metro Service upholds a strict no-smoking and no-alcohol policy within the workplace, ensuring a smoke-free environment and maintaining a zero-tolerance approach toward alcohol and other intoxicating substances. Additionally, our voluntary health care insurance covers treatment for alcohol and drug abuse, offering necessary support if required.

We encourage a healthy lifestyle among our employees by contributing a portion of the membership fee for a fitness centre of their choosing. This initiative aims to support and promote regular exercise and well-being.

We continue to provide diverse treatment options to our employees, focusing on preventing and addressing work-related concerns. These options encompass massage therapy, chiropractic care, and foot care. Additionally, we facilitate teleworking for employees whenever feasible.

Our company maintains an ongoing, structured dialogue with the Cooperation Committee (SU), union representatives, and organisations to foster favourable working conditions. Furthermore, we actively promote employee enrolment in Metro Service's health insurance programme, offering free influenza vaccinations, and covering counselling and treatment services. This encourages our workforce to

Representation of women

| In % | 2021 | 2022 | 2023 |
|---------------------------------|------|------|------|
| Women total | 23 | 22 | 21 |
| Women on the Board of Directors | 25 | 25 | 25 |
| Women managers | 19 | 26 | 24* |

*It is referred to the section regarding the new definition of senior management.

take advantage of available resources for their well-being.

Metro Service focuses on creating the best possible work-life balance to reduce stress-related factors. Hereby, we practice flexibility and aim to provide a working environment where there is a balance between work life and private life for our employees. We acknowledge the variety of individual needs among our employees and continue to work on this aspect.

Surveys to assess employee well-being

Metro Service performs an annual employee satisfaction survey conducted by an external supplier. This survey helps us to provide and ensure a good working environment and enables Metro Service to continuously have a dialogue with our employees.

This year's survey recorded an employee response rate of 81.6%, which is a slight

decrease from last year where 82.1% responded. Even though it is a slight decrease, it is a satisfactory result, and we aim to encourage even more employees to answer in 2024.

The overall results of the annual survey remain positive. We had an overall satisfaction score of 3.7 on a scale from 1 to 5, where 5 is best. This score is a slight increase from last year's overall satisfaction score of 3.6. A lot has changed in our organisation over the past couple of years. We have increased our number of employees to more than 650 people in 2023 and are continuously expanding the organisation. Our employees' well-being and satisfaction are a high priority for Metro Service, and we continue to work with the feedback we receive.

Every third year, we carry out a psychosocial and physical workplace assessment that focuses on areas such as working hours, bullying and abusive behaviour, indoor climate, and ergonomics. In 2023, the employee satisfaction survey and the psychological

assessment were handled in one survey and will also in the upcoming years be performed as one survey. Additionally, it is important to mention that the topics of bullying and abusive behaviour are covered in the annual employee satisfaction survey. All departments in Metro Service also continuously work on these two topics in the follow-up of the survey.

In 2023, we carried out a physical working environment assessment covering the entire company. The result of this assessment has, among other things, shown a need for us to focus on air quality.

Examination of the air quality has been a high priority for Metro Service in 2023. The breathing air for both stewards and technicians has been included in a comprehensive set of measurements and studies. In our work, we have involved external experts in the field and The Danish Working Environment Authorities. The conclusion was that the air's content of dust and metals is close to or below 10% of the limit values. However, Metro Service will still strive to improve this in 2024.

In last year's report, Metro Service mentioned surveying working from home in retrospect

of COVID-19. The survey targeted the central organisation and managers across the organisation, as they have been most affected by teleworking during the pandemic. We wanted to address the issue and therefore set the goal of developing general guidelines and policies throughout the year. We have achieved this goal, and Metro Service has now enforced a working-from-home policy.

In 2022 the new project An even better place to work was launched within Metro Service. This project was 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, which we are aware takes time and hard work.

Throughout 2023, Metro Service has followed up on the process and inputs from Metro Service's managers and employees. Many projects have been initiated based on An even better place to work, where we have focused on the following groups: stewards, customer service, technicians, the control room, our first-line management team and the central organisation.



Health and well-being in the workplace

| | 2021 | 2022 | 2023 |
|--|-------|-------|-------|
| Participation in the annual Employee Satisfaction Survey | 81.5% | 82.1% | 81.6% |
| Employee satisfaction (scale on a 1-5)* | 3.9 | 3.6 | 3.7 |
| In % | | | |
| Total company sickness absence | 5.9 | 7.6 | 5.5 |
| Sickness absence among stewards | 8.8 | 11 | 7.7 |
| Sickness absence among technicians | 5.9 | 6.3 | 4.7 |
| Sickness absence in control room | 5.6 | 6.2 | 5.9 |
| Sickness absence in administration | 1.6 | 4.9 | 3.8 |
| Total employee turnover | 12.5 | 15.75 | 15.16 |

*2022 - data has been corrected regarding employee satisfaction

For example, Metro Service has implemented 24/7 IT support, as our operations exceed what is categorised as normal working hours. Our customer service and control room can, amongst others, experience IT problems during night shifts or weekends, and it is therefore important that they too can receive IT support. Additionally, we are working on providing better ergonomic equipment for the control room's physical working environment. Metro Service has also worked on improving the uniform regulation for our stewards, making it more comfortable to wear their workwear. A larger focus on visible management has been a priority to improve for Metro Service and is something we continuously work on. Furthermore, Metro Service will work on a campaign to encourage and enhance even better behaviour and culture across departments in the workplace in 2024. We will continue the An even better place to work-project throughout 2024.

Indicators of a good working environment

Metro Service considers the sickness rate within the company as a valuable metric for measuring the overall health and well-being

of our employees throughout the organisation. We believe that a low sickness rate reflects a well-operating and healthy work environment.

In 2023 the total sickness rate for Metro Service was 5.5%, which is a decrease from 2022 where the sickness rate was 7.6%. This is a very satisfactory result. Metro Service still fully supports the Danish authorities' recommendations to stay home if you feel sick as a result of Covid-19.

Another indicator of a good working environment is the employee turnover. In 2023 our employee turnover was 15.16%, which is a slight decrease from last year's 15.75%.

2023's result is still unfortunately above our overall KPI goal of 15%. The result for 2023 has been affected negatively by the heated labour market with high demand for qualified labour and historically high inflation.

Employee education, development, and training

Professional growth, personal development, and education hold significant importance at Metro Service. Consequently, we provide

Employee education and development

| | 2021 | 2022 | 2023 |
|---|--------|-----------|----------|
| Total hours of training employees have undertaken | 37,512 | 27,133.74 | 50,164.5 |
| Total hours of training employees in SMT have undertaken | 47 | 122.85 | 266.5 |
| Total hours of training employees in MMT have undertaken | 782 | 541.12 | 499 |
| Total hours of training employees in FLMT have undertaken | 3,398 | 2,228.91 | 3,357.5 |
| Total hours of training employees in the central organisation have undertaken | | 1,137.09 | 2,199.5 |
| Total hours of training employees in the operations have undertaken | 20,179 | 13,567.59 | 33,946 |
| Total hours of training employees in maintenance have undertaken | 11,559 | 9,298.59 | 9,896 |
| Number of hours employees have spent on basic training | 22,387 | 21,143.65 | 43,703 |
| Number of hours employees have spent on re-training | 5,199 | 4,538.1 | 6,461 |
| Intake of apprentices | 4 | 7 | 5 |
| Number of apprentices working for Metro Service | 8 | 13 | 16 |



our employees with opportunities to enhance their skills through continuous education, training, and retraining pertinent to safety-related responsibilities and specific job duties. Ensuring safety through training has remained a pertinent focus at Metro Service. We adhere to a stringent set of criteria to align with the Danish National Safety Authority executive orders, BOStrab and its guidelines and CENELEC Railway standards. Our training and education focus for example on work environment, railway safety and cyber security. Additionally, we actively support our employees in pursuing further education, even if not directly tied to their current roles, as it may prove beneficial for future career prospects and personal advancement.

Leadership development and training

One of the projects initiated by An even better place to work was a leadership development programme for all management levels. The goal is to create an open-minded learning environment with a focus on both practical

management tasks and new approaches to leadership. Throughout 2023 Metro Service has focused on the onboarding process and have invited to various onboarding sessions where the new managers have been introduced to multiple tools connected to leadership, HR policies, quality management systems, budget planning and more. Furthermore, in Q3 of 2023, the entire management was on a two-day seminar focusing on strategy and leadership.

The material is derived from our current understanding of leadership, past training experiences, and our guiding principles of conduct.

Professional and personal development

To foster both professional growth and personal development, we actively endorse employees' engagement in external training opportunities. The company covers tuition fees and materials required for the training. Additionally, if the training occurs during working

hours, employees are granted time off to attend.

At Metro Service, three education committees represent our stewards, technicians, and control room employees. These committees are dedicated to ensuring the ongoing education and training of these specific groups, aiming to secure and perpetuate their skill development.

In 2023, Metro Service spent a total of 50,164.5 hours on training which is equivalent to the average of 76 hours of training per employee. This is a large increase from the 27,133.74 hours spent on training in 2022. The large amount of training hours in 2023 is the result of a new time registration procedure, the growth of employees in the organisation and an overall increase in basic training for our employees.

Retaining our senior employees

Metro Service aims to retain our senior employees by cultivating an appealing work environment that accommodates the natural needs associated with ageing. To achieve this, we offer regular annual discussions for all senior staff to address their future work plans. Furthermore, we provide opportunities for reduced and flexible working hours, whenever feasible, based on the job requirements. Additionally, senior holidays are also offered. In 2023, 81 employees were awarded additional senior holidays. In 2022 and 2021, the numbers were 75 and 67 respectively. As a new initiative, Metro Service has decided to acknowledge 25 years of service with an allowance and celebration. Furthermore, senior employees who retire due to pension, are invited to Metro Service’s following Christmas party.

Attracting new apprentices

In 2023 Metro Service had 16 apprentices working for us as part of their education. It is our ambition to increase the intake of apprentices and interns to contribute to the education of youths and adults and secure the future workforce. Metro Service aims

to contribute to ensuring that more people complete their vocational education and enter the job market. Our objective is therefore to exceed the contractual obligations of 10 apprentices. In addition to apprentices, students join us for short and long-term internships.

A strong health and safety environment

Ensuring the safety of our personnel stands as a fundamental value and ethical obligation within our company. Over numerous years, Metro Service has dedicated substantial resources to instilling a culture of health and safety aimed at preventing workplace

It is our ambition to increase the intake of apprentices and interns to contribute to the education of youths and adults and secure the future workforce.

incidents, accidents, and assaults. Our initiatives encompass robust safety management systems and comprehensive training in safety and conflict management. Our commitment remains steadfast in advancing endeavours to foster secure working environments for our employees and to support the satisfaction of our passengers.

In 2023 we have aimed to increase the level of awareness of the work and improvements that are being taken care of within the working environment organisation. The purpose of moving actions from being managed by the central organisation to the local groups is to create a shorter path to knowledge and decisions and even closer

cooperation with the elected representatives. This focus area will continue in 2024.

During 2024, Metro Service will intensify its efforts concerning the handling of chemicals. A primary initiative involves educating employees on the utilisation of our chemical database, particularly for those to whom it applies. We consider this initiative crucial, as insufficient knowledge may lead to accidents and adverse outcomes for the external environment. Furthermore, at the M3+M4 line, a container for the disposal of chemicals will be introduced.

Besides the continuous realisation of improvements to specific physical working conditions, Metro Service has established a controlled process that enables us to manage the possible risks and impacts of changes before they are decided. This timely due diligence approach aims to ensure that we can prevent unwanted impacts from major physical changes in relation to the health and safety of employees to an even greater extent, and it complies with requirements regarding control of changes according to ISO 45001, which we aim to obtain in the future.

Prevention of assaults in the metro

Our stewards serve as the initial point of contact for passengers daily. Ensuring their protection and that of our passengers from verbal and physical assaults remains a top priority. One of our primary strategies to guarantee a safe and protected work environment involves conflict management training,

mandatory for all stewards, customer service representatives, and control room employees. Continuous retraining is provided for all stewards to ensure they remain updated on conflict resolution techniques within the metro. They also receive training on addressing social media issues, given its significant impact and influence on their work environment. Our goal is to equip our stewards with the necessary skills to handle diverse situations effectively.

In the event of any incident, comprehensive support is available during and after, including access to medical and psychological assistance if required.

Our stewards actively contribute to preventing and addressing unsafe behaviours and conditions. As newer stewards gain experience in handling and de-escalating conflicts, we anticipate a natural decrease in the number of assaults, reflecting their growing expertise in managing challenging situations. However, this was still not the case in 2023 as in 2022.

The total number of assaults is the same in 2023 compared to 2022. This is an unsatisfactory result, which Metro Service continuously works on. Even so, we appreciate that our stewards choose to report if attacked as it shows psychological safety and trust amongst our employees. In 2023, Metro Service’s steward supervisors received retraining in conflict management to better support stewards who experience challenging

A strong health and safety environment

| | 2021 | 2022 | 2023 |
|---|------|------|------|
| Total number of assaults | 119 | 177 | 182 |
| Number of pshysical assaults | 62 | 36 | 77 |
| Number of verbal assaults | 57 | 113 | 105 |
| Total number of fatalities as a result of work-related injuries | 0 | 0 | 0 |
| Total number of high-consequence work-related injuries | 0 | 0 | 0 |
| Total number of recordable work-related injuries | 36 | 44 | 31 |

situations. In continuation of this, all of our stewards will receive retraining in conflict management in 2024.

Furthermore, Metro Service will initiate a pilot project regarding night shifts for stewards with a focus on communication and action plans in 2024. This is to reduce the risk of physical and mental health problems which our stewards may experience.

Prevention of injuries at the workplace

Our safety strategy revolves around evaluating risks and continually enhancing safety awareness. At Metro Service, there is a commitment to proactively prevent workplace incidents and accidents.

To achieve this goal, our risk management systems are diligently implemented to pinpoint primary hazards, such as tasks involving power tools, heavy lifting, and working at heights. Utilising accessible reporting methods, registration protocols, and comprehensive action planning are vital components of our systems. These procedures serve the dual purpose of rectifying unsafe conditions and establishing preventive measures for the future.

In 2023, our main types of reported occupational injuries primarily consisted of sprains and various forms of psychological and physical harm aimed at our stewards.

All employees receive ergonomic support to evaluate their workstations. For those in office roles, recommendations are provided to optimise seating arrangements and monitor placements, keyboard positions, chairs, and tables. Additionally, technical aids are available for heavy lifting tasks in the workshops.

Throughout 2023, our technicians have been equipped with new platforms for working on the metro trains at M3+M4. Hereby, they can adjust the height of the platform according to their workload. In Q1 2024, a new washing

machine will be installed in the bogie department at the M3+M4 line for washing and painting bogies. Metro Service has also invested in a central vacuum cleaner system for Q1 2024, which will ease the workload of our technicians. Both initiatives at the beginning of 2024 will have an immense positive effect on the working environment.

Additionally, a new workshop was established in 2023. This was initiated to perform major maintenance for the trains on M1+M2 and M3+M4. The workshop was established with a high focus on the ergonomic work environment, especially for the vehicle bogie frame. Two special lifts, supported by cranes and other tools, have been procured, which allow turning the entire bogie frame thereby providing optimal ergonomic working conditions for our technicians.

Railway safety

Our primary aim is to provide passengers with the best possible journey while upholding uncompromised safety standards. The safety management system we employ is meticulously crafted to document and evaluate all railway safety hazards, ensuring the secure operation and maintenance of the metro. Aligned with relevant laws, regulations, and contractual obligations, this system undergoes an annual audit by the Danish National Safety Authority.

Every year, both quantitative and qualitative safety objectives are established, and their progress is continuously monitored and assessed during the Annual Management Review.

Metro Service proudly holds the ISO 9001 certification, which establishes a benchmark for instilling an organisational culture focused on continuous self-assessment, corrective measures, reviews, and enhancements. This cycle is obtained by heightened employee awareness, robust management, leadership, and unwavering commitment to improvement.



CSR Governance and Risks

Metro Service is committed to enhancing and advancing our sustainability endeavours, recognising that a strong and ambitious governance framework is crucial for achieving our objectives.

Continuously striving to deepen our comprehension of sustainability risks, opportunities, and influences throughout our entire value chain, we aim to enhance our internal procedures. Ultimately, we aim to optimise our sustainability initiatives and social consciousness, both presently and in the future.

CSR governance

CSR holds significant importance within our organisation. Our objective is to integrate CSR into every facet of our internal procedures and governance framework. By doing so, Metro Service's commitment to CSR becomes ingrained throughout the entire organisation, as every individual assumes responsibility along with their respective roles.

Board of Directors

The mandate for all CSR initiatives within

Metro Service is set by the Board of Directors. This body approves the annual CSR report and ensures its harmony with our overarching business strategy and our owner, ATM's, requirements. Delegating the execution of the company's business strategy to the Managing Director, the Board works alongside the Executive Team. Together, their objective is not only to fulfil contractual obligations but to surpass them, striving to provide the community with the highest quality mobility service possible.

Executive Team

The Executive Team holds the responsibility of charting our company's forthcoming CSR trajectory and implementing the operational approach towards CSR. In support of our enduring objectives, we consistently set new KPI's and adapt them as necessary. In 2021, we instituted CSR KPI's to guide our long-term strategic initiatives, integrating them into the company's overall KPI framework. In alignment with the EU's CSRD, new targets, metrics and actions will be implemented, thereby contributing to future objectives in Metro Service's CSR strategy. Members of the Executive Team actively engage in our CSR steering committee, tasked not only with encouraging but also

empowering employees. This collective effort aims to drive us towards sustainable success collaboratively.

CSR functions

The implementation of our operational CSR initiatives is delegated to specific corporate functions throughout the organisation. These departments bear the responsibility for overseeing the day-to-day execution of CSR endeavours and are responsible for fostering ongoing enhancements in CSR across various departments.

Risk assessment

Comprehending the sustainability risks we might generate or face, alongside identifying the opportunities we can seize, forms the cornerstone of our approach to sustainability within our company. Establishing a robust governance framework is essential to enable us to comprehend, evaluate, and address potential sustainability risks and opportunities across our entire value chain.

The structure of our governance and our approach to managing sustainability risks are pivotal elements in continually enhancing our impact on sustainability.

Throughout 2022, Metro Service has initiated the process of becoming ISO 27001 certified. This certification specifies the requirements for establishing, implementing, maintaining, and continually improving an Information Security Management System (ISMS) within an organisation. By being ISO 27001 certified, we will be able to demonstrate that we have implemented a robust framework to manage information security risks and ensure the

confidentiality, integrity, and availability of sensitive information. To support and lead the process, Metro Service has a CIO and CISO appointed. Furthermore, there will be at least one ISMS Ambassador in every management team.

Metro Service takes Cyber Security seriously and we see it as an important asset to conduct responsible business. We have been audited throughout December 2023, and Metro Service will hopefully be certified in ISO 27001 in Q1 2024.

The Corporate Sustainability Reporting Directive

The forthcoming EU directive on Corporate Sustainability Reporting is set to take effect in the financial year 2024/25. Metro Service must adhere to the CSRD in the financial year 2025, reporting in January 2026. It intends to enhance the current stipulations of the EU's Non-Financial Reporting Directive (NFRD) and aims to improve the visibility of corporate advancements in the realm of sustainability. Under the CSRD, companies will be mandated to disclose information regarding the roles and accountabilities of management, elevating the significance of governance in future sustainability reporting endeavours.

Our risk assessment will also be adjusted, due to the entailment of the CSRD. Metro Service will look into this throughout 2024, based on the conducted double materiality assessment and the gap fit assessment. We will also focus on sharing and working together with our owner ATM and clients Metroselskabet and Hovedstadens Letbane on aligning our future reporting. The CSRD enables Metro Service to set new targets for

conducting an even more responsible business looking forward.

Enterprise Risk Management (ERM) framework

Metro Service's Enterprise Risk Management framework governs the management of risk across the company and covers the:

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

The ERM policy of Metro Service delineates the guiding principles for risk management, ultimately directed toward achieving sustainable growth and safeguarding the interests of stakeholders such as owners, clients, customers, and employees, in adherence to legal and regulatory mandates.

Our ERM framework empowers us to discern and recognise sustainability concerns that could either present opportunities or pose risks to our operations. It aids us in comprehending the areas where Metro Service holds an obligation to alleviate any potential adverse effects that our business might have on society or the environment. Our goal for 2023 was to seamlessly integrate anti-corruption measures into our ERM framework, which we have achieved.

Sustainability risks

Utilising our ERM framework, Metro Service has pinpointed various sustainability risks stemming from our business operations. Using this assessment, we have conducted



an analysis of the potential adverse effects on the environment and society. The sustainability concerns identified as our primary risks include:

- 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

To adhere to relevant laws, regulations, and contractual obligations, we maintain a safety management system that includes the recording and evaluation of railway safety incidents.

Regarding other sustainability aspects such as human rights, our assessments have indicated low risks. Nonetheless, as part of our ongoing ERM process, we anticipate a potentially more varied landscape, possibly necessitating additional measures. Metro Service currently does not have a human rights policy. As we do not engage in trade agreements with suppliers located in high-risk countries, we have assessed that our internal policies have been sufficient. However, we will work on a human rights policy during 2024 and focus even more on our suppliers and value chain in accordance with CSRD.

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 have implemented a new core story 'Together on the journey' to reflect our ambitions and goals for the future.

Business ethics and values

| | 2021 | 2022 | 2023 |
|--|------|------|------|
| Total number of employees completed the CSR e-learning programme | 91% | 98% | 96% |
| Total number of reported whistleblower cases | 1 | 0 | 0 |



Code of ethics

At Metro Service, our code of ethics forms an essential component of our day-to-day operations. This guarantees that all activities within Metro Service are conducted in adherence to human rights, in responsible working environments, with a commitment to social engagement, free from corruption, and with a focus on environmental sustainability.

Every new and future employee at Metro Service is acquainted with the code of ethics and our primary CSR initiatives through an introductory e-learning programme. We recently revised the code to ensure it aligns with the expectations of our stakeholders and contractual partners. In 2024, Metro Service's CSR e-learning programme will be updated in accordance with the CSRD.

By the end of 2023, 96% of our employees had successfully completed the CSR e-learning programme. Those employees who have not started the e-learning programme are new employees, who we expect to complete throughout 2024.

Whistle-blower scheme

In 2021, Metro Service implemented a whistle-blower scheme, offering a secure and confidential platform for all employees, Board members, suppliers, and other pertinent partners associated with Metro Service. This platform enables reporting of any significant misconduct or suspicions involving criminal or unethical behaviour. Reports might encompass various issues such as financial crime, bribery, fraud, breaches of occupational safety, sexual harassment, and more.

There were no reports in the whistle-blower platform in the year 2023.

We intend to consistently promote the scheme to ensure widespread awareness of its availability and encourage our employees to use it if needed.

Responsible supply chain management

We aim to strengthen our supply chain processes, ensuring alignment with our sustainability prerequisites and responsible labour conditions. As part of this endeavour, we incorporate environmental, social, and ethical considerations into our business operations and supply chain by setting specific expectations for our suppliers.

Metro Service engages with a network of 804 local and international suppliers, predominantly categorised into supplies and services.

**By the end of 2023,
96% of our employees
had successfully
completed the CSR
e-learning programme.**

We seek transparent and compliant collaboration with our suppliers, expecting their active support for our sustainability objectives and adherence to our standards of ethical business practices.

All primary suppliers are required to endorse a standard contract that includes an obligation to abide by our code of ethics. This contract outlines the necessary documentation the supplier must deliver.

Upon the signing of new supplier contracts for materials and services, we stipulate additional requisites concerning social clauses related to employment, apprenticeship training, and reporting obligations on working conditions. These specifications are clearly outlined in Metro Service's procurement policy. This policy was updated throughout 2023.

Supplier code of conduct

We developed a supplier code of conduct in 2022, which applies to all entities collaborating with Metro Service, irrespective of their direct or indirect association, or whether their engagement is permanent or temporary. Moreover, Metro Service collaborates closely with Metroselskabet and Hovedstadens Letbane to ensure alignment with their respective codes of conduct.

Our supplier code of conduct outlines our expectations for suppliers and business partners, encompassing the ten principles of the UN Global Compact. We hold our suppliers to the same standards of environmental and social responsibility as Metro Service.

This entails adherence to established international standards for environmental practices, anti-corruption, human rights, and labour rights. The code mandates that suppliers provide a safe, responsible, and healthy working environment for all their employees. Compliance with both the supplier code of conduct and the code of ethics is mandatory for all suppliers and business partners associated with Metro Service.

Supplier assessment

Suppliers of a specific scale are mandated to provide information on responsible business practices. Quarterly, they must fill out a questionnaire detailing their adherence to our code of conduct and the documentation

of their employees' working conditions. Metro Service evaluates its responses, implementing corrective actions should any supplier fail to meet our standards. Additionally, we monitor supplier performance and progress by conducting routine audits of our contractual suppliers.

These audits, carried out by Bureau Veritas, involve evaluating collected data and conducting further assessments when deemed necessary. In 2023, a total of five audits were conducted, all of which confirmed adherence to our stipulated requirements by the suppliers.

Responsible procurement

Procurements are carried out with a commitment to fairness, responsibility, and objectivity, aimed at mitigating the risks associated with corruption and fraud. Our goal is to foster healthy competition among suppliers. For purchases exceeding DKK 80,000, we actively retrieve quotations and document the selection procedure for suppliers. In each instance, relevant selection criteria are established and shared with potential bidders, ensuring a transparent and equitable process.

In the case of major supplier contracts, Metro Service aligns with the stipulations of the EU Supply Directive 2014/25/EU, guaranteeing an impartial selection of suppliers. For specific supplier categories, there exists a pre-qualifi-

cation process to verify compliance with requirements such as railway safety criteria.

Furthermore, Metro Service still adheres to the EU sanctions concerning supplies from Russia throughout 2023. Notably, Metro Service does not engage in any trading agreements with companies based in Russia.

Anti-corruption

Metro Service maintains a zero-tolerance policy towards corruption, bribery, and unethical practices. We view the prevention of corruption as a shared responsibility among all our employees. We actively encourage our employees, suppliers, and partners to report any instances or suspicions of unethical behaviour within our organisation, using channels like our whistle-blower scheme.

As our business expands, our supply chain becomes more intricate, elevating the potential risk of corruption during procurement processes and the possibility of suppliers not meeting our standards for responsible business conduct. To mitigate these risks, we diligently adhere to our procurement and compliance policy in our daily operations, ensuring transparency in all third-party relationships. This commitment supports our already stringent procurement procedures, ongoing supplier screening, monitoring efforts, and the implementation of our supplier code of conduct. Consequently, Metro Service considers the risk associated with corruption to be minimal.

Furthermore, we prioritise anti-corruption training through our CSR programme,

mandatory for all employees. In 2023, we aimed to review our policies to align them with ATM's anti-corruption and transparency policy. Metro Service has achieved this and will establish and implement an anti-corruption policy in 2024. Anti-corruption measures have also been integrated into our ERM framework, fortifying our capacity to prevent corruption within Metro Service moving forward. Additionally, Metro Service will during 2024, in accordance with our owner's, ATM, guidelines, adopt and implement Transparency International's definition of anti-corruption.

Metro Service does not engage with suppliers situated in high-risk countries, as identified in the list developed by the Business Social Compliance Initiative (BSCI).

As of now, there have been no identified cases of corruption within Metro Service.

Gifts and representation

At Metro Service, transparency and integrity are fundamental values. Thus, we firmly uphold that personal interests should never compromise work-related transactions or conflict with Metro Service's interests. This necessitates that the giving or receiving of gifts, entertainment, or other favours should only occur within reasonable bounds and after approval from the immediate manager.

To reinforce this principle, Metro Service has instituted a policy governing gifts and representation. This policy ensures that all employees understand the permissible limits for receiving gifts and participating in representative engagements.

Responsible Supply Chain Management

| | 2021 | 2022 | 2023 |
|--|------|------|------|
| Total number of suppliers | 732 | 734 | 804 |
| Number of suppliers assessed for social impacts | 4 | 5 | 5 |
| Number of suppliers identified as having negative social impacts | 0 | 0 | 0 |
| Number of suppliers identified as having negative social impacts where improvements were agreed upon | 0 | 0 | 0 |
| Number of suppliers identified as having negative social impacts where the relationships were terminated | 0 | 0 | 0 |

Anti-corruption

| | 2021 | 2022 | 2023 |
|---|------|------|------|
| 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 |

Metro Service documents all expenses related to gifts, entertainment, or social events offered to external parties to ensure transparency. The gifts and representation policy was to be reviewed in 2023, which has been conducted to ensure its relevance and effectiveness. Throughout 2023, there were no reported instances of non-compliance with the policy.

Charity

Ensuring that our charitable contributions and donations benefit the local communities where our operations are situated is of utmost importance to Metro Service. We strive to maintain open dialogues and foster trusting relationships within these local communities.

Metro Service's charity and donations policy has laid the groundwork for our future engagements with non-profit organisations in these communities. This policy sets out clear guidelines regarding target groups, criteria,

donation management, and other essential aspects, guaranteeing equitable distribution of all donations. It emphasises four strategic areas: charity, donations, partnerships, and voluntary work. Our donations policy has been updated throughout the year 2023. 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 people in the local community.

2023 has been a very rewarding year. As in previous years, Metro Service has shown our continued support for the Danish Cancer Society by providing a financial contribution to their fight against cancer during the 'Knæk Cancer' week and the Cycling4Cancer event every October.

Additionally, Metro Service has donated to two homeless shelters close to two of our

business units, M1+M2 on Amager and M3+M4 in Sydhavn. We have supported the homeless shelter, Herbergscenteret og Natcaféen Sundholm, on Amager with dinner and festivities for both Christmas Eve and New Year's Eve, and the homeless shelter, Himmelekspressen, in Sydhavn with new furniture. We also continued to support Kofoeds Skole with Christmas presents for the children of homeless parents.

invested in more visible merchandise due to the growing interest from our employees.

Participation in the Hidden Disabilities Sunflower and access to related training are not exclusive to stewards alone. All Metro Service employees have the opportunity to participate voluntarily and contribute with their support to this programme. We take pride in our ongoing support of the Hidden Disabilities Sunflower and remain committed to supporting its initiatives in the future.

Metro Service contributes to charitable causes through active involvement in various events. In 2023, our engagement has included joining the Copenhagen Pride Parade, advocating for LGBTQIA+ rights and promoting diversity and equality. Additionally, we participated in Cycling4Cancer, supporting the fight against cancer, and participated in Lady Walk, which supports the battle against female-related diseases.

In 2024, our goal is to continue our involvement in these meaningful charitable events. As mentioned earlier, Metro Service has established a CSR strategy in 2023 which will be fully implemented in 2024. This strategy will support our aim to broaden our social impact and social awareness within the city of Copenhagen.

Every year we donate up to DKK 250,000 to worthy causes that are aligned with our policy.

In 2023, Metro Service became involved with a new organisation in Copenhagen, named Ventilen. This voluntary organisation aims to help young adults who battle loneliness. Metro Service wants to help the young adults in Copenhagen, and we hope our contribution in 2023 and forward will make a difference.

In 2022, Metro Service decided to participate in the Hidden Disabilities Sunflower. This programme aims to raise awareness for individuals with invisible disabilities, such as ADHD, anxiety, or PTSD. By endorsing this initiative, we chose to contribute to a larger cause, supporting a community of individuals who may encounter challenges seeking assistance during their daily commute.

Those among our stewards who express interest in supporting the programme undergo specialised training related to invisible disabilities. This training equips them to provide optimal care and assistance. Additionally, our trained stewards are provided with identifiable merchandise to wear, making them visible to passengers with invisible disabilities who may seek assistance. In 2023, Metro Service





Reporting practices

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

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

This constitutes our statement pursuant to Section 99a ref. Årsregnskabsloven.

The report monitors the performance of the company in 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 KPI's, 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 Metro Service A/S, Metrovej 3, 2300 København S.

Performance overview

| | 2021 | 2022 | 2023 |
|--|--------|--------|--------|
| Environment | | | |
| In MWh, %, Ton and m3 | * | ** | *** |
| Total energy consumed | 68,894 | 70,386 | 71,389 |
| Purchased electricity for services (auxiliary) | 24,576 | 25,275 | 24,070 |
| Purchased electricity for powering service vehicles (traction power) | 41,493 | 43,124 | 44,998 |
| Diesel for powering service vehicles | 143 | 167 | 143 |
| District heating | 2,748 | 1,961 | 2,243 |
| Total energy produced - solar panels | 66 | 63 | 66 |
| Number of electrical cars out of total service car fleet (in tonnes) | 85% | 100% | 100% |
| Total waste generated | 458 | 823 | 890 |
| Total waste recovered from disposal | 112 | 145 | 129 |
| Total waste disposed (In m3) | 346 | 678 | 760 |
| Total water withdrawal** | 11,286 | 14,216 | 18,930 |
| Water consumption train washing machine | 4,200 | 7,046 | 13,315 |
| Water consumption tunnel wash | 1,150 | 422 | 476 |

People

| | | | |
|--|--------|-----------|----------|
| Woman total | 23% | 22% | 21% |
| Women on the Board of Directors | 25% | 25% | 25% |
| Women managers | 19% | 26% | 24% |
| Participation in the annual Employee Satisfaction Survey | 81.5% | 82.1% | 81.6% |
| Employee satisfaction (scale on a 1-5)**** | 3.9 | 3.6 | 3.7 |
| Total company sickness absense | 5.9% | 7.6% | 5.5% |
| Sickness absense among stewards | 8.8% | 11% | 7.7% |
| Sickness absense among technicians | 5.9% | 6.3% | 4.7% |
| Sickness absense in control room | 5.6% | 6.2% | 5.9% |
| Sickness absense in administration | 1.6% | 4.9% | 3.8% |
| Total employee turnover | 12.5% | 15.75% | 15.16% |
| Total hours of training employees have undertaken | 37,512 | 27,133.74 | 50,164.5 |
| Total hours of training employees in SMT have undertaken | 47 | 122.85 | 266.5 |
| Total hours of training employees in MMT have undertaken | 782 | 541.12 | 499 |

| | 2021 | 2022 | 2023 |
|---|--------|-----------|---------|
| Total hours of training employees in FLMT have undertaken | 3,398 | 2,228.91 | 3,357.5 |
| Total hours of training employees in the central organisation have undertaken | 1,547 | 1,137.09 | 2,199.5 |
| Total hours of training employees in the operations have undertaken | 20,179 | 13,567.59 | 33,946 |
| Total hours of training employees in maintenance have undertaken | 11,559 | 9,298.59 | 9,896 |
| Number of hours employees have spent on basic training | 22,387 | 21,143.65 | 43,703 |
| Number of hours employees have spent on re-training | 5,199 | 4,538.1 | 6,641 |
| Intake of apprentices | 4 | 7 | 5 |
| Number of apprentices working for Metro Service | 8 | 13 | 16 |
| Total number of assaults | 119 | 177 | 182 |
| Number of pshysical assaults | 62 | 36 | 77 |
| Number of verbal assaults | 57 | 113 | 105 |
| Total number of fatalities as a result of work-related injuries | 0 | 0 | 0 |
| Total number of high-consequence work-related injuries | 0 | 0 | 0 |
| Total number of recordable work-related injuries | 36 | 44 | 31 |

CSR Governance and Risks

| | | | |
|--|-----|-----|-----|
| Total number of employees completed the CSR e-learning program | 91% | 98% | 96% |
| Total number of reported whistleblower cases | 1 | 0 | 0 |
| Total number of suppliers | 732 | 734 | 804 |
| Number of suppliers assessed for social impacts | 4 | 5 | 5 |
| Number of suppliers identified as having negative social impacts | 0 | 0 | 0 |
| Number of suppliers identified as having negative social impacts where improvements were agreed upon | 0 | 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 |

* 2021 - data correct based on actual and new invoices from supplier

** 2022 - estimation updated with actual

*** 2023 - waste, estimated for Dec

****2022 - data has been corrected regarding employee satisfaction

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 |

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

| Old disclosure nr. 2016, 2018, 2020 | New disclosure nr. 2021 | Disclosure title |
|--|-------------------------|---|
| 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) | | Programs for upgrading employee skills and transition assistance programs |
| 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 |
| 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 |

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

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