

**CORPORATE
SOCIAL RESPONSIBILITY
REPORT
2021**



Metro Service



As a company, we have an obligation to do everything we can to develop a responsible business, where social responsibility and care for the environment go hand in hand.

Claudio Cassarino, CEO

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Letter from the CEO

2021 turned out to be another year when COVID-19 set the agenda for society and for us at Metro Service. We started in January with restrictions and lockdown throughout Denmark, but also with hope. The vaccines were being rolled out and we experienced a summer with an increasing number of passengers.

Despite the growing infection numbers during the autumn and winter of 2021, there is reason for optimism in 2022. Experience has shown that passengers will gradually return to the metro. Furthermore, thanks to the impressive effort of our employees, we have proven that we are able to operate and maintain the metro while providing our customers with a high level of service – even during this challenging and ever-changing pandemic period.

The operation of the metro is critical to ensuring mobility in our society. In 2022 Metro Service's growth and development will continue.

Expanding the metro to meet future customer needs

In 2021 we prepared for eight new trains to be handed over to us and put into operation. The testing of the trains was completed as planned as well as the training of technicians and stewards. We have succeeded in stabilising operations and worked hard to reduce noise on the M3+M4 metro lines.

The service availability results for both metro lines are remarkable: 99.5% for M1+M2 and 99.1% for M3+M4. These results reflect our ability to meet and exceed the passengers' expectations.

Our continuous CSR commitment

At Metro Service we are committed to operating our business in a responsible way. I am very proud that this commitment remains firmly embedded in our organisation.

Throughout the year, we continued to implement CSR activities initiated in 2021. We launched a whistleblower scheme to ensure that people

with a professional connection to Metro Service can report on serious matters in a confidential manner.

85% of our total service car fleet was electrical at the end of the year. By early 2022, we will reach our 100% target. We recruited four new apprentices as part of our ambition to continue helping young people and adults enter or return to the labour market at a place where their technical skills are needed.

Finally, an internal CSR KPI process was established following the Global Reporting Initiative (GRI) standards. This was a major milestone to help us set a new and more ambitious CSR direction for Metro Service in the years to come.

Looking ahead

2022 will be another exciting year with many new initiatives. At the time of publishing this report, Danish society is still affected by COVID-19. We remain committed to delivering the critical and safe infrastructure that society needs. In addition, a new CSR strategy will be developed in line with Metro Service's business model to support the company's future growth.

I sincerely hope that we can soon return to life as we knew it before COVID-19 – for the sake of our passengers and to allow our dedicated employees to focus on the core task of running and maintaining the Copenhagen metro.

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



Claudio Cassarino, CEO

Responding to the COVID-19 pandemic

Once again, the COVID-19 pandemic had a significant impact on our operations, customers and employees. As a responsible employer, we continue to follow the health authorities' rules and recommendations, monitor the situation and act where necessary. Our priority is to ensure the safety of our employees and their families, protect passengers and ensure that trains continue to run smoothly.

Impact and response – at work

Face masks, sanitisers, extra cleaning, social distancing and COVID-19 testing continued to play a major role in our daily activities for most of 2021. Fixed teams were set in Operation and Maintenance to minimise the spread of the infection across teams and functions. We kept the control rooms isolated from other colleagues and visitors during peak periods of COVID-19 infection, since they are critical to the operation of the metro. In addition, meetings were held online, and external visitors were asked to have a valid corona certificate during the times when external guests were permitted to visit Metro Service.

Our regulatory safety training was also impacted, particularly for courses that had to be held physically. While we managed to proceed with some courses, others had to be postponed. All necessary safety related courses were held.

The entire organisation has shown great flexibility and supported the COVID-19 measures, enabling us to keep the metro running and provide a reliable, safe service for our passengers. Service availability on all four metro lines improved over the year.

COVID-19 has also changed the way many of us work, especially when it comes to working from home. Our support and administrative functions have demonstrated their flexibility and ability to fulfil their responsibilities, while developing and implementing new projects during the pandemic. We believe the future will require us to embrace the flexible combination of office work and working from home. Therefore, we will focus

more on teleworking going forward to ensure our employees feel engaged while fulfilling their tasks. In response to this, the policy on teleworking will be updated in 2022.

Throughout the year, we continued to support our employees and their families as the impact of COVID-19 continued to be felt. Apart from offering remote working opportunities, we also put weekly on-site testing in place for all our employees during some periods of 2021.

Despite the challenges of the pandemic, we have accelerated our sustainability work on many fronts, including developing new KPIs based on the Global Reporting Initiative (GRI). These efforts set a new and more ambitious direction for the future, including continued investments in energy-reducing initiatives.

Impact and response – in our operation

In September 2021 we experienced an increase in our passenger numbers compared to 2020, due to a low COVID-19 infection rate throughout the summer period – a 49% increase on our M1+M2 line and a 57% increase on M3+M4. This is a good indication that our service is highly needed – also in a pandemic-free future.

Face masks were part of the passengers' day-to-day lives until the summer, when we could partially and later fully remove them. They were reintroduced in late November 2021, when our stewards also took on an additional service role of handing out face masks to passengers. A total of 6,200 masks were distributed in the last two months of 2021 on all four metro lines.



B15

Pladsen ved klapdøren
er til dem, der har brug for den



Red information text on a yellow handrail.



Metro Service at a glance

Metro Service is one of the world's leading service providers for operation and maintenance of driverless metros – and very soon also light rail. Our vision is to be considered the operator of choice for metro and light rail systems in Denmark and to expand our business to all Scandinavian countries.

We operate and maintain the entire metro system in Copenhagen with four metro lines. An extension of M4 to Sydhavn is expected to open in 2024. In 2025 we expect to initiate the operation and maintenance of the Copenhagen Light Rail, which is currently under construction.

Metro Service operates a total of 81 trains, owned by our contract partner Metroselskabet. This includes the extension of the M1 and M2 fleet with

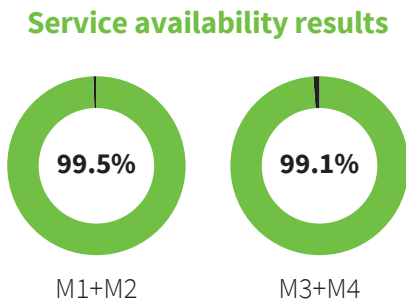
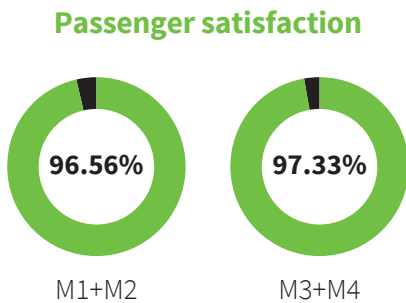
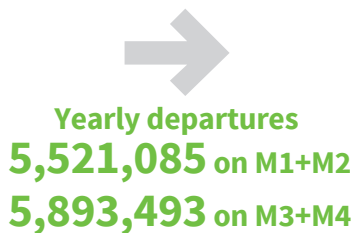
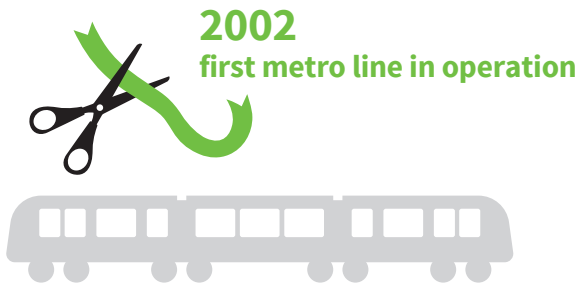
eight new trains which will become operational during 2022.

Metro Service is a limited company owned by International Metro Service – a joint venture between ATM and Hitachi Rail STS. Our organisation 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 coming light rail.

Performance highlights 2021



590 skilled employees





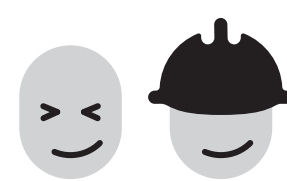
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Maintaining trains and infrastructure

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. Read more about our environmental efforts on pages 12-15.



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. Read more about our progress on pages 26-27.



Sustainability at Metro Service

Since the establishment of Metro Service in 1999, corporate social responsibility has been an integral part of our core business operations. We want to participate actively in global, sustainable development, where social responsibility and care for the environment go hand in hand with the healthy development of our business. To achieve this, Metro Service works 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. We want our brand to be associated with respect and a responsible approach for these principles.

Code of Ethics

In accordance with these principles, our Code of Ethics sets the standard for our work and ensures we adhere to the Code of Ethics of the ATM Group, of which we are part. The Code of Ethics is incorporated in our business policies and practices.

Training in our Code of Ethics is mandatory for all our employees to enable them to contribute to our integrity and overall success. Such measures ensure we are always in compliance with relevant regulations and contract obligations.

Supplier Code of Conduct

In 2022, we will develop a Supplier Code of Conduct, which will be submitted to all companies that have a contract with Metro Service. This will set out our expectations that all suppliers comply with national and international law, regulations and collective agreements and document how their social and environmental responsibilities are fulfilled in accordance with the Code.

New CSR KPIs

In 2021 we reviewed the internal CSR process to assess our current approach and set a new and more ambitious direction for the future. Part of this process was to revisit our key performance indicators (KPIs) and establish a more structured KPI focus to track our CSR progress over the next five years.

The new CSR KPIs are aligned with the GRI Standards and are described in further detail elsewhere in the report. We will report on this new data set as we move forward. Once we have collected data over a longer period and established a robust data baseline, a number of targets will be defined. This will improve our ability to assess and track our sustainability performance in relation to the targets we have set.

As part of this process, we also expect to develop a new CSR strategy in 2022. This will help guide our company to deliver on future CSR ambitions.

Future focus on SDGs

2022 will also be the year where we will look into the UN Sustainable Development Goals (SDGs) and map which SDGs we can support best in line with our business objectives, future CSR strategy and targets.

Creating value for interested parties

To identify and understand all our sustainability impacts, opportunities and risks throughout our value chain, we must engage with all relevant interested parties through transparent, open communication channels and dialogues. An insight into their expectations will also enable our continuous improvement.



Metro Service's main interested parties:

Clients – Metroselskabet and Hovedstadens Letbane along with their respective owners are our main clients. They define the contractual requirements regarding the operation and maintenance of the metro, in particular, and also sustainability requirements. We can only deliver on these through an ongoing and constructive dialogue to secure good operation and maintenance conditions for our business, thereby making a positive contribution to society and our customers.

Shareholders – ATM and Hitachi Rail STS are our owners. They expect us to maintain the long-term economic stability of Metro Service. We live up to this expectation by maintaining and continuously developing a strong reputation for providing reliable public transportation with a limited impact on the environment as well as focusing on continuously developing all aspects of the business.

Customers – Metro Service's main customers are the passengers. We offer our customers a safe, reliable, convenient and environmentally-friendly transportation service in the Copenhagen area.

This offer will broaden its scope to include Greater Copenhagen when the light rail is launched in 2025. We also aim to deliver world-class service to them every day.

Employees – We create jobs and continuously upgrade our workforce. We strive to offer excellent working conditions and development opportunities created in close cooperation with staff representatives. At the same time, we take responsibility for the way we interact with and impact the surrounding environment while promoting diversity and equality in the workplace.

Suppliers – Reliable partners are central to our ability to deliver on our contractual agreements with our clients. Close contact with our suppliers is, therefore, key.

Authorities – As part of the critical national infrastructure, we prioritise close cooperation with the emergency preparedness services in Copenhagen. Selected employees from Operation and Communication participate in network activities, study tours and drills. This provides the best possible preparation for handling potential critical events, such as natural disasters, crime and so on.

Environment

As a public transport operator, we contribute to making sure people can move around the city of Copenhagen. This, however, leaves an environmental footprint. We are committed to minimising our environmental impact as much as our technical and financial means will allow us. This involves incremental changes to daily operations as well as longer-term initiatives and investments in technologies and processes that reduce energy consumption, emissions, water usage and waste in our operations. This will be carried out in close cooperation with our client Metroselskabet, which has the final decision-making power and ownership of the metro in Copenhagen.

Energy

The metro system runs on electricity and, therefore, represents our biggest source of carbon emissions. Thus, Metro Service's greatest efforts to minimise energy consumption and CO2 emissions will focus on the core of our operations. We hope to improve the existing fleet, making it more efficient, and to use cleaner energy sources wherever possible and in accordance with our contractual agreement.

Our consumption of energy

In 2021, our total energy consumption was 73,323 (MWh). This is an increase from 64,141 (MWh) in 2020 – an increase of nearly 15%, which is linked to the higher number of kilometres driven in 2021. The fleet (M1+M2 and M3+M4) drove a total of 11,122,329 kilometres, which is 1,414,260 kilometres more than in 2020.

In 2022 CO2 emissions will be included in our new CSR KPIs. We will report on this going forward.

Energy-saving initiatives

A due diligence was performed in 2018 to map our energy consumption and evaluate the potential for energy savings and improvements. This

showed that strategic, tactical and day-to-day savings can be achieved through a systematic approach to energy savings.

As a result of this survey, we have invested in a number of initiatives that have improved energy efficiency over the last couple of years with regard to traction and auxiliary power from stations and the control and maintenance centre. The status of some of these initiatives is listed below. A new due diligence is planned for 2023. This will give us an indication of where to focus our environmental efforts in the coming five years.

We have reduced the operating times of the ventilation systems in the control room and the workshop at our business unit in Metrovej. The ventilation system in the control room was replaced in 2021. The optimisation of the ventilation system at the workshop is planned for 2022.

Traction power inverters with negative recovery have been shut down for major power savings. Only one continues to be in operation and still generates profits. By doing so, we achieve a saving of approximately 134 tonnes of CO2 emissions every year. The inverter initiative was finalised in early 2021.

Energy

In MWh	2019	2020	2021
Total energy consumed	38,198	64,141	73,323
Purchased electricity for services (auxiliary and traction)			70,368
Purchased electricity for powering service vehicles			64
Diesel for powering service vehicles			143
District heating			2,748
Total energy produced – solar panels			66

In 2021 we continued to convert to LED lights in the stations, tunnels and the depot. This project is progressing. LED lights were installed at all stations, including the installation of motion sensors for lights in the depot toilets, hallway and corridors. In 2022 we expect to install LED lights in the tunnels and on emergency signs, including the installation of motion sensors in toilets, relevant technical rooms and back entrances. It has been decided to use fluorescent light in 2022. A re-investment plan for halogen light is ongoing with the owner of the metro and is planned to commence at the end of the year.

Other general initiatives include the implementation of automatic readings of meters for energy consumed on traction power, which will improve our ability to monitor our energy consumption. This project was finalised on M1+M2 in 2021 and is expected to be finalised on M3+M4 in 2022. A potential expansion to include auxiliary power will also be assessed. This will enable us to identify other investments that can improve our environmental impacts.

Shifting towards electrical cars

Our technicians often need to get around for maintenance duties at stations or tunnels, so we have a significant fleet of service cars – a total of 41. As these cars are only used for occasional short journeys, there is a great opportunity to use electric cars and vans.

Since 2014 we have been on a zero-emission service car journey. This will soon come to an end. For our M1+M2 business unit on Metrovej, the transition was completed in 2021, as all former diesel-powered vehicles were replaced by electrical cars. As a result of this transition, we have reduced our CO2 emissions by 75.6 tonnes. At M3+M4 on Vasbygade, six new service vans had been ordered for 2021, but were not delivered as planned due to a significant shortage of vehicle components. This means that 85% of our total service car fleet was electric at the end of the year. By early 2022, when the remaining cars have been delivered, we will reach our goal of 100%. That is an accomplishment that we are very proud of.

Electrical cars

In %	2019	2020	2021	2022 target
Number of electrical cars out of total service car fleet	68	59	85	100



Other environmental investments

Each year Metro Service looks at the sustainability impact of all investments. The positive or negative sustainability effect of the investment must be identified, described and evaluated before the investment can be approved. Of the total investment value in 2021, 70% is estimated to have an energy-optimising impact.

In 2021 Metro Service made energy-optimising investments of more than DKK 12 million. A substantial part of this was the installation of a new ventilation system for the control room, which has not only reduced energy consumption by 40% but also improved the working environment considerably. Throughout the year, we replaced IT equipment, which also reduced our energy consumption.

Waste

We continue to focus 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. We also strive to reuse as much waste as possible rather than sending it for disposal whenever this is possible. For example, every year we renew 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 that helps us prioritise and improve existing processes related to sorting, managing and disposal 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 2021 we registered a total of 458 tonnes of waste, which is almost equal to the 445 tonnes in 2020 and considered to be within the norm for annual variations.

During 2021 we have changed to a new waste collector company. An advisor was involved in designing the material for the tender, which identified inconsistencies related to waste registration by our former waste collector. However, we welcome the findings, which we are already using in the implementation of new quality assurance/control initiatives to secure reliable waste data in 2022. As a result, our generated waste in 2020 has been adjusted significantly from 338 to 445 tonnes.

Waste recovery

Our waste is always handled and recovered in line with local and national regulations. Our non-hazardous waste, such as paper, cardboard, food waste and plastics, are recycled or reused and our hazardous waste, including metal, batteries, oil and electronic parts, is recovered whenever possible.

Total waste recovery and disposal are also part of our new CSR KPIs this year and something we will report on going forward. In 2021 we recovered a total of 112 tonnes out of the waste generated. The rest was disposed of.

Waste

In tonnes	2019	2020	2021
Total waste generated	317	445	458
Total waste recovered from disposal			112
Total waste disposed			346

Water

Water is used to wash the tunnels, trains and company cars. This makes water consumption a primary indicator of our environmental impact. Metro Service's efforts to minimise water consumption is therefore a central focus of our environmental management.

Today, we measure our water use via water meters installed at every train station and relevant locations in Metrovej and Vasbygade – the company's two headquarters. 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 areas for potential improvements.

Our water consumption

Our total water consumption stayed at same levels in 2021 as in 2020. In 2021, we consumed 11,286m³. A contributing factor to our annual result is that we had the same number of trains in operation in 2021 as in 2020.

Water-saving initiatives

At Metro Service, we 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 used for each train wash. An environmentally friendly soap is also used. We have motion sensors installed that automatically turn lights on and off to save energy.

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 and requires that we have a water treatment system in place, that all chemical products are eco-labelled and that we ensure the implementation of energy and electricity-saving initiatives. In 2021 we achieved an extension of the certification for another three years.

At Vasbygade, our water system for the train wash uses rainwater. We had a few startup issues in 2021 but expect to be up and running by 2022. By then we will be able to see the full impact. Higher consumption of rainwater is, therefore, expected to impact the 2022 results positively.

Water

In m ³	2019	2020	2021
Total water withdrawal	7,937	11,283	11,286
Water consumption train washing machine on M1+M2			1,206
Water consumption train washing machine on M3+M4			2,994
Water consumption tunnel wash on M1+M2			799
Water consumption tunnel wash on M3+M4			351
Water meters on M1+M2			2,907
Water meters on M3+M4			3,029

People

A sustainable and successful business is about people. Our employees' competences, ideas and engagement are essential to the continuous success of Metro Service. Attracting, retaining and developing our workforce, therefore, remains a key priority. This begins by ensuring a safe and healthy working environment where each employee feels valued and can develop and grow. We also ensure that internationally recognised human rights and labour rights are respected while promoting diversity and equal opportunities.

A diverse and inclusive workplace

We want to be an inclusive employer committed to promoting equal opportunities while securing a diverse working environment. We believe that an inclusive and diverse workforce – where our employees differ in gender, race, religion, ethnic background, sexual orientation, age, level of education and socioeconomic status – is a workforce that 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.

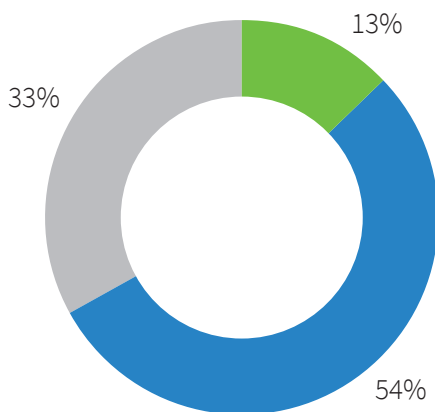
Diversity and inclusion are at the top of our agenda and continue to be an integral part of our HR recruitment processes.

Our goal to develop a diverse workforce has largely been achieved. We have departments and teams that differ, particularly when it comes to gender, nationality, age and experience. In 2021 23% of all employees were women, which is slightly below the 24% of 2020. However, this varies from profession to profession. For example, it remains a challenge to attract women with the necessary skills for our technical positions.

Promoting diversity in the hiring process

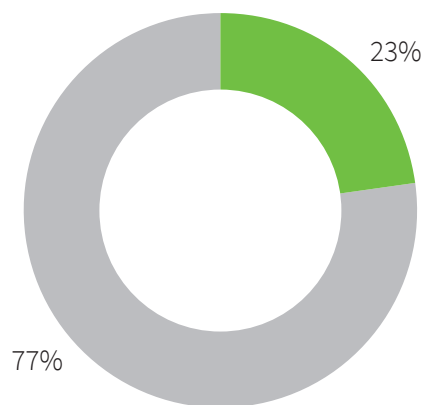
To further improve gender diversity in our workforce, we continue to give special attention to the underrepresented gender in the hiring process. This means that, if several candidates apply for the same position with equal professional and personal qualifications, the underrepresented gender will be chosen.

Age distribution in Metro Service



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

Gender distribution in Metro Service



● Women ● Men



Representation of women on the Board and in management

Metro Service's Board of Directors consists of four members appointed by the General Assembly and two employee representatives. Our 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.

The representation of women at management level remained at the same level as 2020 – 19%. As we want to increase the number of women in our management team, we expect to set targets during 2022.

Health and well-being in the workplace

We want employees to be happy when they go to work and when they go home. Therefore, we continue to take measures that allow our employees to thrive, grow and contribute.

One of the cornerstones of our company culture 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.

Representation of women

In %	2019	2020	2021
Woman total	23	24	23
Women on the Board of Directors	25	25	25
Women managers	15	19	19

Ongoing initiatives

In 2021 a new ventilation system was installed in the control room for M1+M2. Adjustments will be ongoing, but this project has already improved the indoor climate and, thereby, the working environment enormously.

We continue 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** – We want 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.

We have 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 counselling and treatment.



Surveys to assess employee well-being

As part of our efforts to ensure a good working environment, an annual employee satisfaction survey measures progress with employee well-being.

This year’s survey recorded an employee response rate of 81.7%. That is very satisfactory and slightly better than last year, when 80.1% participated. The overall results of the annual survey remain positive. The 2021 survey showed an overall satisfaction score of 3.9 on a scale from 1 to 5, where 5 is best. This is slightly lower than the overall score of 4.1 in 2020.

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. The next workplace assessments are expected to be carried out in 2023. In the years where the assessments are not carried out, we include questions regarding bullying and sexual harassment in the employee satisfaction survey. In 2021, an additional survey was made specifically focusing on bullying and sexual harassment.

As the last two years have changed the way many of us work due to COVID-19, this year we 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 in particular, as they have been most affected by teleworking during the pandemic.

The overall results gave a clear indication that most employees from the central organisation prefer a flexible working scheme. Some of the advantages mentioned in the survey were a better work-life balance, increased efficiency and job satisfaction. The disadvantages experienced by some employees were the feeling of isolation and occasionally finding it difficult to keep up with what was going on in the company. Based on these results, a different leadership focused on teleworking is required. We will update our policy on teleworking in 2022.

Indicators of a good working environment

One indicator we use to measure our employee’s health and well-being is the sickness rate across the organisation. From our perspective, a low sickness rate is a good indicator of a well-functioning working environment. However, COVID-19 impacted this year’s results once again. In 2021 the sickness rate slightly increased to 5.9% from 5% in 2020. Of the 5.9%, 1% was related to COVID-19. We are lucky not to have had even more employees impacted by COVID-19. It might be explained by our continuous safety precautions throughout the pandemic, encouraging employees to stay home when feeling any kind of COVID-19 related symptoms, access to disinfection material, keeping distance, behavioural restrictions etc. We expect these numbers to stabilise once we are past the COVID-19 pandemic.

Health and well-being in the workplace

	2019	2020	2021
Participation in the annual employee satisfaction survey	81.4%	80.1%	81.5%
Employee satisfaction	3.9	4.1	3.9
In %			
Total company sickness absence	4.3	5.0	5.9
Sickness absence among stewards	5.4	7.3	8.8
Sickness absence among technicians	3.1	4.7	5.9
Sickness absence in control room	4.9	5.6	5.6
Sickness absence in administration	4.0	2.0	1.6
Total employee turnover	18.0	14.8	12.5

Another indicator for a good working environment is our employee turnover. In 2021 our employee turnover was 12.48%, which is a further decrease from 2020 when the turnover was 14.8%. This year's result remains below our overall KPI goal of 15%. That is a positive result considering the heated labour market with high demand for qualified labour.

Employee education and development

Professional and personal development as well as education play a central role. That is why we offer 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. 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, we decided to focus on developing leadership competences. A structured common leadership training programme was developed and initiated in 2021. Due to delays resulting from the pandemic, a revised leadership programme will be carried out in 2022 and 2023.

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 handle the administrative work regarding the specific education each employee chooses to pursue. The company pays for the tuition fee as well as materials and offers flexible working hours.

We have 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.

Employee education and development

	2019	2020	2021
Total hours of training employees have undertaken	40,057	32,133	37,512
Total hours of training employees in SMT have undertaken			47
Total hours of training employees in MMT have undertaken			782
Total hours of training employees in FLMT have undertaken			3,398
Total hours of training employees in the central organisation have undertaken			1,547
Total hours of training employees in the operations have undertaken			20,179
Total hours of training employees in maintenance have undertaken			11,559
Number of hours employees have spent on basic training	20,003	18,213	22,387
Number of hours employees have spent on re-training	2,087	3,520	5,199
Number of hours employees have spent on electrical safety training	538	349	453
Number of hours employees have spent on railway safety training	2,635	803	
Number of hours employees have spent on education and development training	14,794	6,915	10,589
Number of hours employees have spent on instructor training		2,333	2,989
Intake of apprentices		4	4
Number of apprentices working for Metro Service	8	7	8

Note: All railway safety training in 2021 has been registered as basic and re-training.

In 2021 we spent a total of 37,512 hours on training. That is a slight increase from the 32,133 hours we spent on training in 2020. More training was planned for 2021 but was delayed by COVID-19. We managed to proceed with some courses, while others were held online. Those that required physical presence were postponed until 2022. This year's increase is also a natural result of new employees being hired between 2020 and 2021. The hours spent on safety training also vary from year to year due to the re-training intervals.

Retaining our senior employees

We want 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. We offer 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 2021, 67 employees were awarded additional senior holidays. In 2020 and 2019 the numbers were 56 and 51, respectively.

Attracting new apprentices

In 2021 we had eight apprentices working for us as part of their education. Four were new apprentices hired in the areas of IT, administration 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. In addition to apprentices, students join us for short and long-term internships. In 2021, we had five long-term internships in the technical area.

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, we have 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.

During 2022 we will continue our efforts to build on our safety performance and strengthen our safety culture further. One important step towards achieving this is our preparation for occupational health and safety certification. We aim to obtain ISO 45001 certification by the end of 2022 or early 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 our top priority. Conflict management training is one of our key efforts to ensuring a safe and secure working environment. This training is mandatory for each steward, customer service and control room employee.

Our stewards play a key role in actively preventing and addressing unsafe behaviour and conditions. As new stewards become more experienced in handling and de-escalating conflicts, we expect to see a natural decrease in the number of assaults. All stewards are continuously re-trained to ensure they are up to date with how to handle conflicts in the metro.

A strong health and safety environment

	2019	2020	2021
Total number of assaults	94	78	119
Number of physical assaults	35	26	62
Number of verbal assaults	59	52	57

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

The total number of assaults increased in 2021 compared to 2020, specifically on our M1+M2 line. This is an unsatisfactory result. The increase was partly related to the use of face masks and partly due to other COVID-19 restrictions with extensive crowd control on M1+M2. We did not carry out any crowd control or similar interventions on M3+M4 due to a much lower passenger load. We will reassess our internal safety procedures and evaluate to see if there is more we can do to improve, but we believe these numbers will naturally decrease once we are past the COVID-19 period.

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. We 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 2021 our main types of work-related injury were COVID-19, 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, placement of monitors, keyboards, chairs and tables. We also have technical aids for various heavy lifts in the workshops.

In 2021 we 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. Prioritised initiatives will be presented in an action plan in 2022.

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 National Safety 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.

In 2021 we obtained ISO 9001 certification. 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.

A strong health and safety environment

	2019	2020	2021
Total number of fatalities as a result of work-related injuries			0
Total number of high-consequence work-related injuries			0
Total number of recordable work-related injuries			36



CSR governance and risks

A robust governance structure is essential to drive our sustainability efforts further. We need to gain a better understanding of sustainability risks, opportunities and impacts across our value chain and improve our internal processes to guide our sustainability work both now and in the future.

CSR governance

Our overall goal is to move towards making CSR live within our organisation. To achieve this, Metro Service's CSR commitment must start at the top and cascade down through the organisation to individual functions.

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 strategies to the managing director. Supported by the executive team, the goal is to meet and exceed our contractual requirements and to deliver world-class service.

Executive team

At executive level, 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 key performance indicators (KPIs). In 2021, we established new CSR KPIs to guide

the long-term strategic direction of our efforts. These CSR KPIs were incorporated in the company's business KPI system. New targets will be developed in 2022. The executive team regularly receives updates on our CSR work.

Members of 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 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.

Risk assessment

Understanding sustainability risks and opportunities is key to the way we work with sustainability in our company. This requires a robust governance structure to ensure we understand, assess and ultimately manage potential sustainability risks and opportunities across our value chain.



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 for safety and environment
- Customer orientation
- Professional expertise
- Teamwork

In 2020 we strengthened our governance and risk management in relation to sustainability. Our governance structure and risk management approach to sustainability are central to the continuous improvement of our sustainability impacts.

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.

The ERM system enables us to determine and identify how sustainability issues may constitute opportunities or risks. It also helps us understand where Metro Service has a responsibility to mitigate the potential negative impact of our business on society or the environment and where issues may pose a significant risk to our business.

Sustainability risks

At Metro Service, we have identified sustainability risks deriving from our business and analysed how likely we are to have a negative impact on the environment and society. The sustainability issues that are considered to be 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

We have a safety management system in place in compliance with applicable laws and regulations as well as contractual provisions. Here, all railway safety hazards are recorded and assessed. In 2022 we also expect to implement a framework for environmental management as part of our integrated management system.

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 attitudes and behaviours and are representative of how we run our business. Given our continuous company growth, we adapted our mission statement last year 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.

Business ethics and values

	2019	2020	2021	2022 target
Total number of employees completed the CSR e-learning program	77%	85%	91%	100%
Total number of reported whistleblower cases	-	-	1	

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 programme. We recently updated the code to ensure alignment with the requirements of our owners and contract partners.

By the end of 2021, 91% of our employees had completed the CSR e-learning programme, which is a much better result than in 2020. However, as it is mandatory for all employees to receive CSR training, our goal for 2023 is to reach 100%. Our CSR e-learning programme is updated regularly – 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 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.

In 2021 the whistleblower scheme was used on one occasion to report on an incident regarding sexual harassment. The case was investigated and has now been closed.

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 732 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

A new supplier code of conduct is currently under development and will be introduced in 2022. The 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.

Our supplier code of conduct will outline our expectations for suppliers and business partners.

Responsible Supply Chain Management

	2019	2020	2021
Total number of suppliers	641	691	732
Number of suppliers assessed for social impacts	4	4	4
Number of suppliers identified as having negative social impacts	0	1	0
Number of suppliers identified as having negative social impacts where improvements were agreed	0	1	0
Number of suppliers identified as having negative social impacts where the relationships were terminated	0	0	0

This will include compliance with minimum requirements and recognised international standards for the environment, anti-corruption and human and labour rights. The code will also reflect the ten principles of the UN Global Compact and oblige our suppliers to provide a safe, responsible and healthy working environment for all employees. It will be 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 and documentation of their employees’ working conditions. The 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 audits and evaluates the collected data further if deemed necessary.

Four audits were conducted in 2021. 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. Metro Service wishes to encourage healthy competition between suppliers. Hence, for all purchases above DKK 10,000, we must obtain three 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 supplier, this involves a pre-qualification of bidders to ensure railway safety criteria are met.

Anti-corruption

We do not tolerate corruption, bribery or other forms of unethical practices in our company. We consider the mitigation of corruption to be the responsibility of all our company’s employees. We encourage our employees, suppliers and other partners to notify us if they suspect any non-conformities in our business practices. One way to do this is via our whistleblower scheme.

Metro Service’s business is becoming more complex and, therefore, there is a greater need to expand the supply chain. This increases the risk of corruption during the purchasing process and the risk of suppliers not complying with our high standards of responsible business conduct.

To mitigate this risk, we have implemented a purchase and compliance policy in our day-to-day business, securing transparency in all third-party relations. This supplements our already strict purchasing procedures and ongoing supplier screening and monitoring. Due to these mitigating factors, we consider the risk to remain low.

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.

Anti-corruption

	2019	2020	2021
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

Gifts and representation

We believe in a business based on transparency and credibility. Personal interest must, therefore, 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.

A policy regarding gifts and representation ensures that everyone in Metro Service is 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 and/or social arrangements offered to third parties to ensure transparency.

In 2021 no non-compliance cases were reported regarding the policy.

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 and so on, 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 people in the local community.

In 2021 we continued our cooperation with Kofoed Skole. As in previous years, we donated funds for Christmas presents for the children of the school's students. 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.

We have always taken pride in donating through our participation in various charitable events. This was again possible after a long period of COVID-19 restrictions. In 2021 we participated in both the Copenhagen Pride Parade, which focuses on the rights of the LGBTQIA+ groups and encourages diversity and equal rights, Cycling4Cancer, which supports the fight against breast cancer, and Lady Walk which supports the Danish Heart Foundation.



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 company also provides a management commentary ref. Årsregnskabsloven § 99 and the CSR report 99a.

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 Metro Service A/S, Metrovej 3, 2300 København S.



Performance overview

	2019	2020	2021
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ENVIRONMENT

In MWh			
Total energy consumed	38,198	64,141	73,323
Purchased electricity for services (auxiliary and traction)			70,368
Purchased electricity for powering service vehicles			64
Diesel for powering service vehicles			143
District heating			2,748
Total energy produced - solar panels			66
Number of electrical cars out of total service car fleet (in tonnes)	68%	59%	85%
Total waste generated	317	445	458
Total waste recovered from disposal			112
Total waste disposed (In m ³)			346
Total water withdrawal	7,937	11,283	11,286
Water consumption train washing machine on M1+M2			1,206
Water consumption train washing machine on M3+M4			2,994
Water consumption tunnel wash on M1+M2			799
Water consumption tunnel wash on M3+M4			351
Water meters on M1+M2			2,907
Water meters on M3+M4			3,029

PEOPLE

Woman total	23%	24%	23%
Women on the Board of Directors	25%	25%	25%
Women managers	15%	19%	19%
Participation in the annual Employee Satisfaction Survey	81.4%	80.1%	81.5%
Employee satisfaction	3.9	4.1	3.9
Total company sickness absence	4.3	5.0	5.9
Sickness absence among stewards	5.4	7.3	8.8
Sickness absence among technicians	3.1	4.7	5.9
Sickness absence in control room	4.9	5.6	5.6
Sickness absence in administration	4.0	2.0	1.6
Total employee turnover	18.0%	14.8%	12.5%
Total hours of training employees have undertaken	40,057	32,133	37,512
Total hours of training employees in SMT have undertaken			47

	2019	2020	2021
Total hours of training employees in MMT have undertaken			782
Total hours of training employees in FLMT have undertaken			3,398
Total hours of training employees in the central organisation have undertaken			1,547
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Number of hours employees have spent on education and development training	14,794	6,915	10,589
Number of hours employees have spent on instructor training		2,333	2,989
Intake of apprentices		4	4
Number of apprentices working for Metro Service	8	7	8
Total number of assaults	94	78	119
Number of physical assaults	35	26	62
Number of verbal assaults	59	52	57
Total number of fatalities as a result of work-related injuries			0
Total number of high-consequence work-related injuries			0
Total number of recordable work-related injuries			36

Note: All railway safety training in 2021 has been registered as basic and re-training.

CSR GOVERNANCE AND RISKS

Total number of employees completed the CSR e-learning program	77%	85%	91%
Total number of reported whistleblower cases	-	-	1
Total number of suppliers	641	691	732
Number of suppliers assessed for social impacts	4	4	4
Number of suppliers identified as having negative social impacts	0	1	0
Number of suppliers identified as having negative social impacts where improvements were agreed	0	1	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

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103-1	Explanation of the material topic and its Boundary	<p>a. An explanation of why the topic is material</p> <p>b. The Boundary for the material topic, which includes a description of;</p> <p>I. where the impacts occur;</p> <p>II. The organisation's involvement with the impacts. For example, whether the organisation has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships</p>	17-20
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103-1	Explanation of the material topic and its Boundary	<p>a. An explanation of why the topic is material</p> <p>b. The Boundary for the material topic, which includes a description of;</p> <p>I. where the impacts occur;</p> <p>II. The organisation's involvement with the impacts. For example, whether the organisation has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships</p>	26, 27
103-2	The management approach and its components	a. An explanation of how the organisation manages the topic	26
103-3	Evaluation of the management approach	a. An explanation of how the organisation evaluates the management approach	26, 27
414-1	Supplier social assessment	New suppliers that were screened using social criteria	26
414-2	Supplier social assessment	Negative social impacts in the supply chain and actions taken	26

Anti-corruption – 2016

103-1	Explanation of the material topic and its Boundary	<p>a. An explanation of why the topic is material</p> <p>b. The Boundary for the material topic, which includes a description of;</p> <p>I. where the impacts occur;</p> <p>II. The organisation's involvement with the impacts. For example, whether the organisation has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships</p>	27, 28
103-2	The management approach and its components	a. An explanation of how the organisation manages the topic	27
103-3	Evaluation of the management approach	a. An explanation of how the organisation evaluates the management approach	27, 28
205-3	Anti-corruption	Confirmed incidents of corruption and actions taken	27

Local communities – 2016

103-1	Explanation of the material topic and its Boundary	<p>a. An explanation of why the topic is material</p> <p>b. The Boundary for the material topic, which includes a description of;</p> <p>I. where the impacts occur;</p> <p>II. The organisation's involvement with the impacts. For example, whether the organisation has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships</p>	28
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GRI	Standard	Disclosure title	Page
103-2	The management approach and its components	a. An explanation of how the organisation manages the topic	28
103-3	Evaluation of the management approach	a. An explanation of how the organisation evaluates the management approach	28
413-1	Local communities	a. Operations with local community engagement, impact assessments and development programs	28

MANAGEMENT APPROACH DISCLOSURES

ENVIRONMENT

Energy – 2016

103-1	Explanation of the material topic and its Boundary	a. An explanation of why the topic is material b. The Boundary for the material topic, which includes a description of; I. where the impacts occur; II. The organisation's involvement with the impacts. For example, whether the organisation has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships	12-14
103-2	The management approach and its components	a. An explanation of how the organisation manages the topic	12
103-3	Evaluation of the management approach	a. An explanation of how the organisation evaluates the management approach	12-14
302-1	Energy consumption within the organisation	a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used c. In joules, watt-hours or multiples, the total: i. electricity consumption ii. heating consumption	12

Waste – 2020

103-1	Explanation of the material topic and its Boundary	a. An explanation of why the topic is material b. The Boundary for the material topic, which includes a description of; I. where the impacts occur; II. The organisation's involvement with the impacts. For example, whether the organisation has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships	14
103-2	The management approach and its components	a. An explanation of how the organisation manages the topic	14
103-3	Evaluation of the management approach	a. An explanation of how the organisation evaluates the management approach	14

GRI	Standard	Disclosure title	Page
306-3	Waste generated	a. Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste b. Contextual information necessary to understand the data and how the data has been compiled.	14
306-4	Waste diverted from disposal	a. Total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste	14
306-5	Waste directed to disposal	a. Total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste	14

Water and Effluents – 2018

103-1	Explanation of the material topic and its Boundary	a. An explanation of why the topic is material b. The Boundary for the material topic, which includes a description of; I. where the impacts occur; II. The organisation's involvement with the impacts. For example, whether the organisation has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships	15
103-2	The management approach and its components	a. An explanation of how the organisation manages the topic	15
103-3	Evaluation of the management approach	a. An explanation of how the organisation evaluates the management approach	15
303-3	Water withdrawal	a. Total water withdrawal from all areas in megaliters, and a breakdown of this total by the following sources, if applicable; i. Surface water; ii. Groundwater; iv. Produced water;	15

About the report

The 2021 CSR report describes the non-financial performance of Metro Service A/S, based in Copenhagen, and supplements the 2021 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 2021 to 31 December 2021.

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