

M4

Orientkaj

SAMFUNDSANSVAR
CORPORATE SOCIAL
RESPONSIBILITY

2020

Metro Service

Denne rapport udgør den lovpligtige redegørelse for samfundsansvar og kønsfordeling jf. årsregnskabsloven §99a og §99b.

Rapporten udgør en bestanddel af ledelsesberetningen i årsrapporten for 1. januar 2020 til 31. december 2020 for Metro Service A/S.

This report represents the statutory report on corporate social responsibility and gender distribution according to the Financial Statements Act § 99a and § 99b.

This report is a part of the management commentary in the annual report for 1 January 2020 to 31 December 2020 for Metro Service A/S.

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Til vores interessenter

2020 har på mange måder været et usædvanligt år. COVID-19-pandemien lukkede hele samfundet i foråret, og metroen stod over for en ny virkelighed med mange restriktioner og færre passagerer. Som altid har sikkerheden af vores medarbejdere og deres familier haft højeste prioritet. Driften af metroen er imidlertid af afgørende betydning for samfundets mobilitet, hvorfor det var nødvendigt at tage yderligere forholdsregler for at beskytte vores medarbejders og kunders helbred og trivsel.

De fleste af vores medarbejdere, såsom teknikere, kontrolrumspersonale og stewards, fortsatte deres daglige arbejde for at sikre, at metroen fortsat kørte og dermed ydede en vigtig service til vores kunder. De administrative medarbejdere, der kunne arbejde på distancen, blev opfordret til at arbejde hjemmefra i overensstemmelse med myndighedernes retningslinjer.

Det har været en udfordrende tid for os alle. Vi har været nødt til at vænne os til social afstand, hånd-sprit og ikke mindst ansigtsmasker. Vi har været i stand til at beskytte alle medarbejdere i virksomheden og også rekruttere nye. Metro Service har desuden ikke modtaget nogen hjælpepakker fra staten.

Jeg vil gerne takke alle medarbejdere for deres meget store indsats for at sikre den fortsatte drift af metroen, samtidig med at både passagerer og alle vores medarbejdere er i god behold.

Omsorg for passagererne samtidig med et historisk resultat for servicetilgængelighed

I 2020 kørte vi flere kilometer, men med færre kunder. Som en forebyggende foranstaltning for COVID-19 blev antallet af afgang øget for at fordele togpassagererne mest muligt. På trods af de flere kørte kilometer opnåede vi et historisk resultat for servicetilgængelighed på 99,5 % for M1+M2 og et stærkt 98,6 % for M3+M4, hvoraf M4 først åbnede i marts 2020. Disse resultater afspejler vores evne til altid at give vores passagerer den bedst mulige rejse – hver dag.

Letter to interested parties

2020 has in many ways been an unusual year. In the spring, the COVID-19 pandemic shut down society, and the metro faced a new reality with many restrictions and fewer passengers. As always, the safety of our employees and their families is our top priority. But as the operation of the metro provides a critical function to the mobility of the society, we had to take additional necessary precautions to safeguard the health and well-being of our employees and customers.

Most of our employees, such as technicians, control room officers as well as stewards, continued their daily work to ensure the metro would continue to run and provide the critical service to our customers. The administrative staff who could perform their job remotely, were encouraged to work from home in accordance with the Authorities' guidelines.

This has been a challenging period for all of us. We had to get used to social distance, hand sanitizer and, not least, face masks. We were able to protect the job of all employees in the company and also recruit new ones. Furthermore, Metro Service did not receive any help packages from the Government.

I would like to express my gratitude to all employees, for their tremendous efforts in ensuring the continuation of the operation of the metro, while keeping both passengers and all our employees safe.

Caring for passengers, while achieving historic SA results

In 2020, we drove more kilometres, but with fewer customers. As a preventive measure for COVID-19, departures were increased to distribute passengers on the trains as much as possible. Irrespective of more kilometres driven, we achieved a historical Service Availability (SA) result of 99.5 % for M1+M2 and a solid 98.6 % for M3+M4, opening M4 only in March 2020. These results reflect our ability to always give our passengers the best possible journey – every day.

Vores fortsatte CSR-engagement

Hos Metro Service har vi forpligtet os til at drive forretning på en ansvarlig måde. Jeg er meget stolt over, at dette engagement stadig er fast forankret i Metro Service.

Gennem hele 2020 fortsatte vi med at implementere nye CSR-aktiviteter. Vi rekrutterede fem nye lærlinge som en del af vores ambition om fortsat at hjælpe unge og voksne med at komme ind på eller vende tilbage til arbejdsmarkedet. Vores mission og etiske regelsæt er blevet tilpasset, så de bedre afspejler vores virksomheds situation. Vores risikostyringssystem blev også forbedret og integreret i vores nye kvalitetsstyringssystem Minerva. Dette var en vigtig milepæl for at sikre det nødvendige grundlag til styring af virksomhedens risici, inklusiv bæredygtighedsrisici.

Fremtiden

2021 bliver endnu et spændende år med mange nye initiativer. Samtidig med at vi offentliggør denne rapport, er det danske samfund stadig lukket ned. Vi vil fortsat bestræbe os på at vi leverer en tryk og sikker mobilitet, som er vigtig for samfundet. Derudover vil vi igangsætte en intern proces for fastsættelse af KPI'er i forbindelse med CSR-aktiviteter som hjælp til at sætte en ny og mere ambitiøs CSR-retning for Metro Service i de kommende år.

Jeg håber oprigtigt, at vi vil kunne vende tilbage til livet, som vi kendte det før COVID-19.

I denne rapport finder du vores politikker, tiltag og resultater for virksomhedens samfundsansvar.



Claudio Cassarino,
administrerende direktør

Our continuous CSR commitment

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

Throughout the year, we continued to implement CSR activities initiated in 2020. We recruited five new apprentices as part of our ambition to continue to help young people and adults enter or return to the labour market. Our Mission Statement as well as our Code of Ethics have been adjusted to better reflect the state of our company. Also, our Enterprise Risk Management System was improved and integrated in our new quality management system Minerva. This was a major milestone to ensure the necessary foundation for managing our company's risks, including sustainability risks.

Looking ahead

2021 will be another exciting year with many new initiatives. As we publish this report, the Danish society is still under lockdown. We will remain committed to deliver the critical and safe mobility that society needs. In addition, an internal CSR KPI process will be established to help us set a new and more ambitious CSR direction for Metro Service in the years to come.

I sincerely hope that we will be able to return to life as we knew it before Covid-19.

In this report you will find our policies, initiatives, and progress within Corporate Social Responsibility.



Claudio Cassarino,
CEO



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Om Metro Service

Metro Service har mere end 20 års erfaring i at drive og vedligeholde Københavns Metro. I overensstemmelse med vores vision om at være den foretrukne operatør af metro- og letbanelinjer i Danmark har vi udvidet vores forretningsområder. I dag har vi drifts- og vedligeholdelseskontrakterne for metro-linjerne M1, M2, M3 (som kunne fejre første år i drift i september 2020) og M4 (som blev sat i drift i marts 2020). Den anden forlængelse mod Sydhavnen forventes at åbne i 2024.

Metro Service har også drifts- og vedligeholdelsesvedligeholdelseskontrakten for Hovedstadens Letbane, som forventes at åbne i 2025.

I alt otte nye tog blev modtaget i 2020 for at øge antallet af tog på M1 og M2. Alle tog er ved at blive testet, og det første tog forventes at være i drift i efteråret 2021.

Metro Service er et aktieselskab ejet af International Metro Service, som er et joint venture mellem ATM og Hitachi Rail STS (tidligere AnsaldoSTS). Bestyrelsen har uddelegeret til den administrerende direktør, med støtte fra ledelsen, at gennemføre de overordnede strategier og dermed opfylde og overgå kontraktkravene samt levere service i verdensklasse til vores interessenter.

SELSKABSSTRUKTUR

Organisationen består af en central organisation og tre forretningsenheder. Forretningsenheden M1+M2 er placeret i kontrol- og vedligeholdelsescentret på Metrovej og forretningsenheden M3+M4 i kontrol- og vedligeholdelsescentret i Vasbygade.

Mange medarbejdere i den centrale organisation arbejder på Metrovej. Nogle medarbejdere veksler dog mellem de to lokationer. I 2020 blev en ny projektstyringsenhed oprettet i vores centrale organisation til at lede større projekter. Forretningsenheden L3 vil være en del af denne projektledelsesenhed frem til mobiliserings- og driftsfasen.

About Metro Service

Metro Service has more than 20 years of experience in operating and maintaining the Copenhagen Metro. In line with our vision to be the operator of choice for metro and light rail systems in Denmark, we have expanded our business areas. Today, we hold the Operation and Maintenance contracts for the metro lines M1, M2, M3 (which celebrated one year of service in September 2020) and M4 (that began its operations in March 2020). The second extension to Sydhavn is expected to open in 2024.

Metro Service also holds the Operation and Maintenance contract for the Greater Copenhagen Light Rail, which is expected to open in 2025.

During 2020, a total of eight new trains were received to increase the fleet of M1 and M2. All trains have been set up for testing and the first train is expected to be operational by the autumn of 2021.

Metro Service is a limited company, owned by International Metro Service, which is a joint venture between ATM and Hitachi Rail STS (formerly AnsaldoSTS). The Board of Directors has delegated the Managing Director to implement the overall strategies to meet and exceed the contract requirements and to deliver world class service to our interested parties supported by the Executive Team.

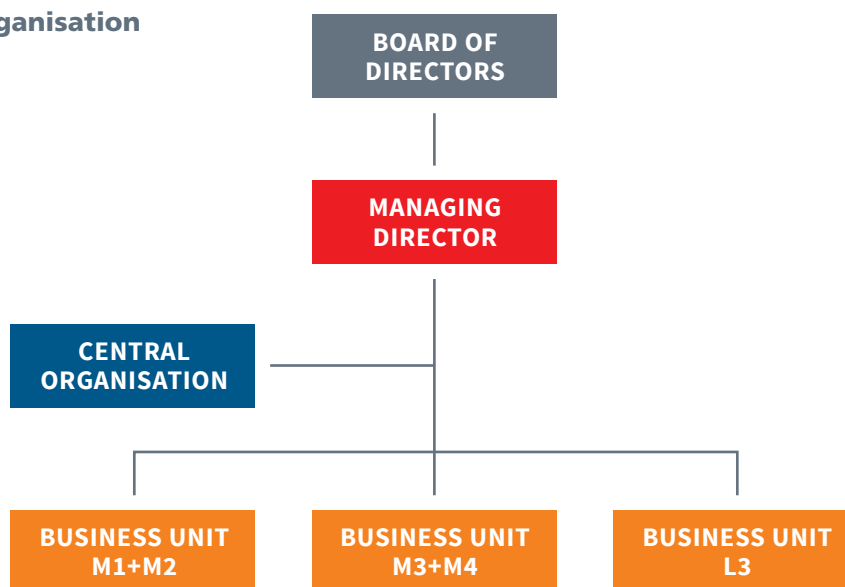
COMPANY STRUCTURE

The organisation consists of a central organisation and three business units. The M1+M2 business unit is located at the Control and Maintenance Centre at Metrovej, and the M3+M4 business unit is located at the Control and Maintenance Centre at Vasbygade.

Many of the employees in the central organisation work at Metrovej, while some alternate between the two locations. In 2020, a new unit – the Project Management Organisation (PMO) – was set up in our central organisation to manage major projects. L3 will be part of PMO, until the mobilisation phase and once in operation.



Metro Service A/S Organisation





VISION

Vi vil være den virksomhed som er den førende operatør for metro- og letbanesystemer i Danmark og udvide forretningen til nye muligheder i Skandinavien

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

Vores ambition er konstant at levere de bedste mobilitetsløsninger til samfundet ved at opfylde og overgå vores kunders forventninger til pålidelighed, sikkerhed og komfort

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



VÆRDIER

- Bevidsthed om sikkerhed og miljø
- Kundeorientering
- Faglig ekspertise
- Teamwork

VALUES

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

VÆRDIER OG CSR-ENGAGEMENT

Den strategiske styring af Metro Service og dermed den måde, vi organiserer og leder vores arbejde på, er forankret i vores vision, mission og værdier samt principper for god adfærd, hvilket er fælles for hele organisationen. Set i lyset af vores fortsatte vækst er vores mission i år blevet tilpasset til bedre at afspejle denne udvikling.

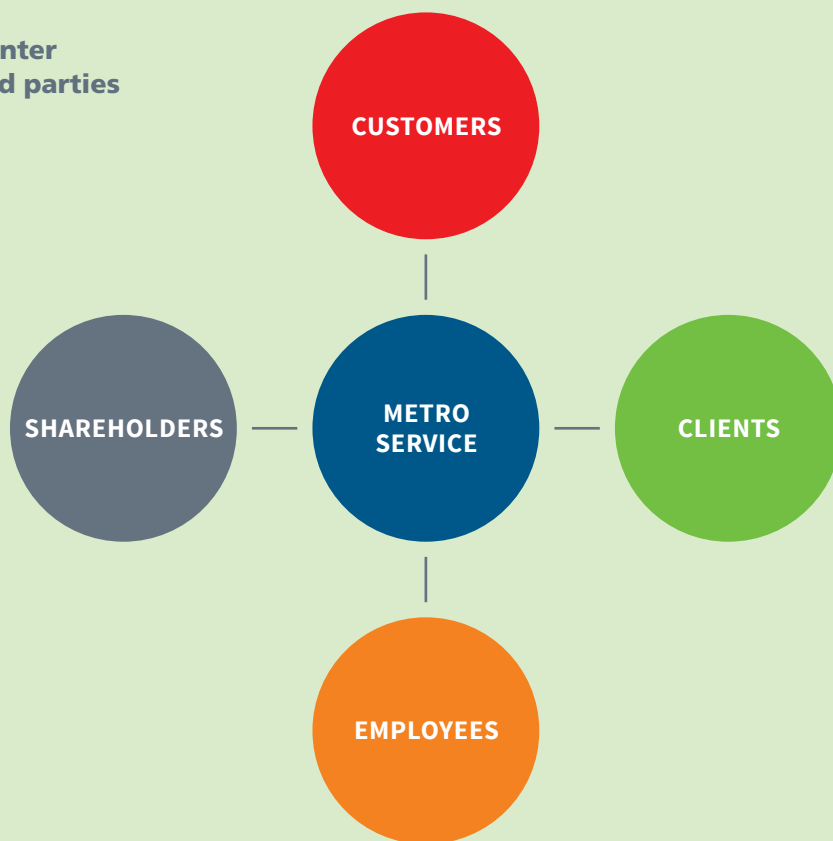
Siden stiftelsen af Metro Service i 1999 har CSR været en integreret del af vores daglige arbejde, bl.a. gennem vores etiske kodeks. Vores etiske regelsæt, som blev opdateret i 2020, sætter standarden for vores arbejde, men sikrer også, at vi overholder ATM-koncernens etiske retningslinjer.

VALUES AND CSR COMMITMENT

The strategic governance of Metro Service, and thus the way we organise and lead our work, is anchored by our Vision, Mission and Values as well as a set of principles for good behaviour, which are shared across the organisation. Given our continuous company growth, our Mission statement was this year adapted to better reflect this development.

Since the establishment of Metro Service in 1999, Corporate Social Responsibility has been an integral part of our daily operations, among other things, through our Code of Ethics. The Code of Ethics, which was updated in 2020, sets the standard for our work, but also ensures that we adhere to the Code of Ethics of the ATM Group.

Interessenter Interested parties



Undervisning i disse etiske regler er obligatorisk for alle vores medarbejdere, og overholdelse af reglerne er også obligatorisk for alle leverandører. Gennem foranstaltninger som disse sikrer vi, at vi altid overholder gældende lovgivning og kontraktforpligtelser.

Vi vil i 2021 gennemgå vores interne proces for CSR-aktiviteter, med det formål at revurdere vores nuværende tilgang til CSR, men også for at sætte en ny og mere ambitiøs kurs for fremtiden. En del af denne proces vil være at fokusere mere struktureret på KPI'erne med henblik på at følge vores fremskridt inden for CSR hen over de næste fem år.

Training in these topics is mandatory for all our employees, and compliance with the Code of Ethics is mandatory for all suppliers too. Through measures such as these, we ensure that we are always in compliance with relevant regulations as well as contract obligations.

In 2021, we will review the internal CSR process, with the purpose of reassessing our current CSR approach, but also to set a new and more ambitious direction for the future. Part of this process will be to revisit the KPI's and establish a more structured focus on these to track our CSR progress within the next five years.

METRO SERVICES INTERESSETER

Metro Service har defineret fire hovedgrupper af interessenter:

Kunderne – Passagererne bruger den københavnske metro, fordi den er en sikker, pålidelig og behagelig form for transport, der samtidig også er et mere bæredygtig valg af transport. De forventer, at metroen fortsat vil levere en god service uden at påvirke miljøet negativt.

Klienterne – Metroselskabet og Hovedstadens Letbane med deres respektive ejere fastsætter de kontraktmæssige krav, som Metro Service skal leve op til med hensyn til drift, vedligeholdelse og i et vist omfang bæredygtighed. Det betyder, at de skal godkende ethvert tiltag på bæredygtighed, som har indflydelse på anlæggene, og ofte også betaler for investeringer inden for disse områder.

Aktionærerne – ATM og Hitachi Rail STS er interesseret i Metro Services langsigtede økonomiske stabilitet. Dette indebærer vedligeholdelse og fortsat udvikling af et positivt omdømme for at levere en af driftssikker offentlig transport med minimal indflydelse på miljøet samt fokus på en fortsat udvikling af virksomheden i alle henseender.

Medarbejderne – Metro Service har altid været i stand til at tiltrække og fastholde motiverede og engagerede medarbejdere. Dette skyldes, at vi fortsat tilbyder fremragende arbejdsvilkår, der skabes i tæt samarbejde med medarbejderrepræsentanter, og også attraktive udviklingsmuligheder. På et arbejdsmarked præget af intens konkurrence er det også vigtigt, at vi tager ansvar for måden, vi interagerer med og påvirker det omkringliggende miljø, samtidig med at vi fremmer mangfoldighed og lighed på arbejdspladsen.

INDVIRKNING PÅ DEN SAMFUNDSMÆSSIGE INFRASTRUKTUR

Metro Service udfører en vigtig samfundsmæssig opgave med at sikre, at metroen i København, som en del af det offentlige transportsystem, kører sikkert og uden afbrydelser. En større hændelse med en efterfølgende lang afbrydelse af driften vil få stor indflydelse på borgeres og besøgendes mobilitet i København.

INTERESTED PARTIES OF METRO SERVICE

Metro Service has defined four main groups of interested parties:

The customers – The passengers use the Copenhagen Metro because it is a safe, reliable, and convenient means of transportation, which is also a more sustainable transportation choice. They expect the metro to continue to deliver a good service without impacting the environment in a negative manner.

The clients – Metroselskabet and Hovedstadens Letbane, with their respective owners, define the contractual requirements that Metro Service must live up to, with regards to operation, maintenance, and to a certain extent sustainability. This also means that they must approve any sustainability measures that impact assets and often pay for investments in these areas.

The shareholders – ATM and Hitachi Rail STS, are interested in the long-term economic stability of Metro Service. This includes maintaining and continuously developing a strong reputation for providing reliable public transportation with a limited impact on the environment as well as focusing on a continued development of the business in all aspects.

The employees – Metro Service has always been able to attract and retain motivated and committed employees. This is because we continue to offer excellent working conditions, created in close cooperation with staff representatives as well as attractive development opportunities. In a highly competitive labour market, it is also important that we take responsibility for the way we interact with and impact the surrounding environment, while promoting diversity and equality in the workplace.

IMPACT ON SOCIAL INFRASTRUCTURE

Metro Service performs an important community task in ensuring that the Copenhagen Metro, as part of the public transport system, runs safely and without interruptions. A major incident followed by a long-term disruption of service, would greatly impact the mobility of the citizens and visitors in Copenhagen.

Inden for Metro Services tekniske formåen og økonomiske midler, lægges der fortsat mange kræfter i at forhindre hændelser og ulykker samt forbedre indsatsen inden for sikkerhed. Det gør vi for at sikre en sikker drift og vedligeholdelse af metroen til gavn for vores kunder og ansatte. Vi har etableret et sikkerhedsstyringssystem, der overholder alle gældende love og forskrifter samt kontraktlige bestemmelser. Jernbanesikkerhedsreglerne indgår selvfølgelig i alle overvejelser og beslutningsprocesser.

Metro Service benytter sig af dialogkonceptet "Den Anerkendende Tilgang" og har en "no blame"-virksomhedskultur, hvor medarbejdere opfordres til at indberette nærværdige hændelser og fejl for at forhindre gentagelse af fejl, der kan udvikle sig til ulykker. Metro Service sætter sikkerhed over driften, hvilket vil sige, at hvis der på noget tidspunkt kan drages tvivl om sikkerhedsniveauet, udviser medarbejderne altid forsigtighed frem for alt. Derudover registrerer og vurderer Metro Service alle sikkerhedsrisici forbundet med jernbanedriften. Hvert år sættes der kvantitative og kvalitative mål, og status for opnåelse af disse mål overvåges og vurderes ved den årlige ledelsesgennemgang. Samtidig vurderes niveauet af virksomhedens fulde modenhed hvert år af Trafik-, Bygge- og Boligstyrelsen.

Som en del af den vigtige nationale infrastruktur prioriterer Metro Service et tæt samarbejde med beredskabstjenesten i København. Udvalgte medarbejdere fra drift og kommunikation deltager i netværksaktiviteter, studieture og øvelser. Dette giver den bedst mulige forberedelse for håndtering af potentielle kritiske situationer som naturkatastrofer, kriminalitet mv.

BÆREDYGTIGHEDSRISICI

Metro Service fastsatte rammer for risikostyring i 2020. Rammerne for virksomhedens risikostyringsfunktion gælder for risikostyringen på tværs af organisationen og omfatter:

- Roller og ansvar for risikostyring
- Sammenhængen mellem risikovillighed og strategi
- Risikoforløb
- Systemer og kultur, der understøtter brugen af risikostyring i virksomheden

Metro Service will, within its technical and economic means, continuously work to prevent incidents and accidents as well as improve the efforts towards safety. This is to ensure a safe operation and maintenance of the metro to the benefit of our customers and employees. We have established a Safety Management System, which complies with all applicable laws and regulations as well as contractual provisions. The company always considers railway safety in any decision-making processes.

We use the Appreciative Inquiry (AI) method and has a "no blame" culture, which encourages employees to report near missed incidents and defects to prevent repetition of mistakes that could develop into accidents. Metro Service places safety above operation, meaning if there is ever doubt as to the level of safety, employees always exercise caution above all. Furthermore, we record all railway safety hazards, and risks are assessed. 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. The level of maturity of the Safety Management System is evaluated every year by the Danish Transport, Construction and Housing Authority.

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 situations such as natural disasters, crime, etc.

SUSTAINABILITY RISKS

During 2020, Metro Service developed an Enterprise Risk Management (ERM) framework. The ERM framework governs the management of risk across the company and covers the:

- Roles and responsibilities for risk governance
- The link between risk appetite and strategy
- The risk processes
- The systems and culture that support the application of risk management in the company

Metro Service har udviklet en risikostyringspolitik, der skitserer principperne for risikostyring, med henblik på at levere bæredygtig vækst, beskytte vores forretning og vores kunder, aktionærernes og medarbejdernes interesser samt opfylde vores juridiske og lovmæssige forpligtelser. Risikostyringssystemet hjælper os til bedre at identificere, vurdere og formindske den risiko, som vores virksomhed udgør på områder såsom miljø, menneskerettigheder og arbejdsmarked, vores aktiviteter påvirkning på samfundet og infrastrukturen samt bekæmpelse af korruption.

Projektet går ind i risikoprioriteringsfasen i første kvartal af 2021 og dermed godkendelsen af alle risikostyringsrisici, der fører til udarbejdelsen af den årlige risikostyringsrapport.

Det forventes, at risikostyringssystemet, når det er fuldt implementeret og integreret i Metro Service, kan hjælpe til at:

- Opbygge engagement blandt medarbejderne
- Lede ressourcer og investeringer hen til de vigtigste områder (fastlægge primære bæredygtigheds mål)
- Engagere eksterne interessenter i en meningsfuld dialog
- Fremme resultater ved at stille store krav til virksomhedens målsætning

Metro Service har identificeret bæredygtighedsrisici afledt af vores virksomhed og analyseret sandsynligheden for vores negative påvirkning af miljøet og samfundet omkring os. Vi har konstateret en lav bæredygtighedsrisiko inden for alle områder, men den fremtidige risikostyringsproces vil måske vise et mere nuanceret billede. Skulle det være tilfældet, vil vi reagere herpå.

I sammenhæng med de fire hovedemner i vores CSR-rapport har vi kategoriseret risiciene således:

MENNESKERETTIGHEDER

På grund af vores forretnings karakter og gennemsigthed, anses eksponering for menneskerettighedsrisici for øjeblikket at være begrænset.

Metro Service developed an ERM Policy that outlines the risk management principles, with the intention to deliver sustainable growth, protect our business and our customers', shareholders', and employees' interests as well as meet legal and regulatory obligations. The ERM system assists us to better identify, assess and mitigate those risks that our business poses on areas such as, the environment, human rights and the labour market, the impact of our activities to society and infrastructure as well as anti-corruption.

In the first quarter of 2021, the ERM project will enter the phase of risk prioritisation as well as the approval of all ERM risks leading to the drafting of the annual ERM report.

It is anticipated that the ERM system, when fully implemented and embedded into Metro Service, can help to:

- Build engagement amongst employees
- Guide resources and investment into the areas that are most important (define main sustainability objectives)
- Engage external stakeholders in a meaningful dialogue
- Drive performance by stretching the company to achieve goals

At Metro Service, we have identified sustainability risks deriving from our business and analysed how likely we are to negatively impact the environment and society around us. In all areas, we find the sustainability risks to be low, but the future ERM process might create a more nuanced picture. In this case, we will act hereupon.

In context of the four main topics of our CSR report, we have categorised the risks as follows:

HUMAN RIGHTS

Due to the nature and transparency of our business, exposure to human rights risks are currently considered to be limited.

ARBEJDSTAGERRETTIGHEDER OG -FORHOLD

Det danske arbejdsmarked er under forandring i disse år, og prognoser fra handels- og industriorganisationer forudsiger en betydelig mangel på især kvalificeret arbejdskraft i de kommende 5-10 år. Metro Service har iværksat flere afbødende tiltag for at sikre rekruttering og fastholdelse af kvalificeret personale, herunder et tæt samarbejde med fagforeninger og en aktiv fastholdelsespolitik.

Virksomheden har også igangsat en betydelig brandingkampagne, herunder brug af hjemmeside, rekrutteringsvideoer, rekrutteringsmøder med forskellige professionelle jobformidlere og anbefalinger for at tiltrække nye medarbejdere samt engagere eksisterende medarbejdere til at blive ambassadører for virksomheden.

Det anerkendes, at mangel på kvalificeret personale kan medføre stress og udmattelse hos den nuværende medarbejderstab. Den psykiske arbejdspladsvurdering (APV) og den årlige medarbejdertilfredsundersøgelse for 2020 viser en stor trivsel blandt medarbejderne, og risikoen forbliver derfor lav.

LABOUR RIGHTS AND CONDITIONS

These years, the Danish labour market is under transformation, and projections from the trade and industry boards, predict significant shortage of especially skilled labour in the coming 5-10 years. Metro Service has initiated several mitigating actions to ensure recruitment and retention of qualified staff, including close collaborations with unions and an active retention policy.

The company has also initiated a significant branding campaign, including use of website, recruitment videos, recruitment meetings with different professional job providers and testimonials to attract employees as well as engaging employees to become ambassadors for the company.

It is recognised that lack of qualified staff, could result in stress and fatigue in the current workforce. The psycho-social workplace assessment and annual employee satisfaction surveys for 2020, show a high level of well-being among employees, and the risk thereby remains low.



MILJØ

Væsentligste miljømæssige risikofaktorer er:

- Manglende overholdelse af regler og forskrifter vedrørende effektiv styring af væsentlige miljømæssige forhold (udledning, udslip, forurening, miljømæssig støj og rystelser).
- Manglende vurdering af de miljømæssige forholds påvirkning på områder forbundet med tredjepartsforhold såsom leverandører og besøgende.
- Manglende overholdelse af retningslinjer i ISO 14001- og ISO 50001-standarderne.
- Manglende kontrol af tilstrækkeligheden af leverandører.

El- og vandforbrug

El- og vandforbrug er primære faktorer for metroens påvirkning af miljøet. Denne påvirkning kan således mindskes yderligere ved brug af renere energikilder og oprettelse af strategiske løsninger til at øge brugen af metroen.

ENVIRONMENT

Key environmental risk factors are:

- Failure to comply with rules and regulations, concerning the effective management of significant environmental aspects (emissions, spills, pollution, environmental noise, and vibration)
- Failure to assess the environmental aspects' impact in areas related to third parties, such as suppliers and visitors
- Failure to comply with the guidelines of the ISO 14001 and ISO 50001 standards
- Failure to verify the adequacy of suppliers.

Electricity and water consumption

Electricity and water consumption are primary factors for the environmental impacts of the metro system. Consequently, their impact can be further mitigated, using cleaner energy sources and through the creation of strategic solutions to increase the use of the metro transit system.



Tiltag for at mindske påvirkningen af de miljømæssige risici

I 2018 iværksatte Metro Service en energi-due diligence med formålet at fastslå energiforbruget og vurdere potentielle områder for energibesparelse og forbedring. Sidstnævnte er udført under hensyntagen til energiforbruget fra togdrift, stationerne samt kontrol- og vedligeholdelsescentret for M1+M2-linjen på Metrovej.

Energiforbruget er tydeligvis en omkostning af afgørende betydning for Metro Service. Den udførte due diligence viser, at strategiske, taktiske og daglige besparelser kan opnås ved hjælp af en systematisk tilgang til energibesparelse.

Vi vil fortsat fokusere på energibesparelser med et internt afkast på 2-3 år. Der forventes besparelser fra et reduceret energiforbrug opnået gennem implementering af energibesparelsesprogrammer bestående af såvel lokationsspecifikke som generelle tiltag.

Eksempler på lokationsspecifikke tiltag til yderligere vurdering omfatter en nedbringelse af ventilationssystemets driftstider hos kontrol- og vedligeholdelsescentret samt værkstedet på Metrovej. Ventilationssystemet vil blive udskiftet i kontrolrummet. Ventilationssystemet på værkstedet vil blive optimeret, hvilket indebærer en udskiftning af ventilationsmotorerne. Disse projekter er allerede påbegyndt og forventes afsluttet i 2021.

Tekniske tiltag til yderligere vurdering omfatter udskiftning af transformere og nedlukning af vekselrettere med negativ genindvinding. Alle vekselrettere på metrostationerne er blevet lukket ned i 2020 bortset fra en enkelt, der stadig giver overskud. Tiltaget vedrørende vekselrettere forventes afsluttet i starten af 2021. Andre tekniske tiltag omfatter fortsat installation af LED-lys på stationerne og vores værksted på Metrovej.

Installationen af LED-lys og nødlys i tunnellerne forventes afsluttet i 2022. Vi installerer også bevægelsessensorlys på alle toiletter og tilhørende rum på værkstedet på Metrovej. Dette projekt afsluttes i 2021. Bevægelsessensorlys bliver også fortsat installeret på toiletter og tilhørende rum på metrostationer. Endelig vil udendørs bevægelsessensor-

Initiatives to mitigate the environmental risk impacts

In 2018, Metro Service initiated an energy due diligence, with the aim to establish its energy consumption and evaluate potential areas of energy savings and improvements. The latter has been performed, taking into consideration the energy consumption from traction, the stations as well as the Control and Maintenance Centre for the M1+M2 line at Metrovej.

Evidently, energy consumption is a critical expense at Metro Service. The due diligence shows that strategic, tactical as well as day-to-day savings can be achieved, through the application of a systematic energy savings approach.

We will continue to focus on energy savings, which have an internal rate of return (IRR) of 2-3 years. Savings, from a reduced consumption of energy through the implementation of programs in both location specific as well as general initiatives, are expected.

Examples of location-specific initiatives for further evaluation and assessment, include the reduction of the operating times of the ventilation systems at the Control and Maintenance Centre and Workshop at Metrovej. In the Control Room, the ventilation system will be replaced. At the Workshop, the ventilation system will be optimised, which includes the replacement of the ventilation engines. These projects have already been initiated and are expected to be finalised in 2021.

Technical initiatives, for further evaluation and assessment, include the change of converters and the shutdown of inverters with negative recovery. In 2020, all inverters at the metro stations have been shut down, except for one, which still generates profits. The inverter initiative is expected to finalise in early 2021. Other technical initiatives include the continuation of installing LED lights on the stations and at our Workshop at Metrovej.

The installation of LED lights and emergency lights in the tunnels, is expected to be completed by 2022. We are also installing motion sensor lights at all toilets and related rooms at the Workshop at Metrovej. This project finalises in 2021. Motion

belysning samt manuel belysning på værkstedet på Metrovej blive erstattet med LED-lys.

Andre generelle tiltag til yderligere vurdering omfatter automatisk aflæsning af elmålere, som kan hjælpe til bedre at vurdere potentielle fremtidige besparelser. Dette er planlagt for 2021. En potentiel udvidelse til også at omfatte kontorer, stationer etc. vil ligeledes blive vurderet.

Oplysninger om udviklingen af potentielle investeringer for 2021 findes i afsnittet om miljø på side 33.

Politikker for at mindske påvirkningen af de miljømæssige risici

- Bevidsthed om miljøbeskyttelse og energibesparelse
- Overholdelse af retningslinjerne i de internationale standarder for miljøstyring og energistyring (ISO 14001 og ISO 50001)
- Intern dialog i Metro Service om, hvordan en bæredygtighedsstrategi kan skabe værdi, herunder tilpasning af strategien til forretningsmålene, beslutning om fastsættelsen af mål og opfølgning på dens implementering. Vi forventer at implementere rammer for miljøstyring i vores risikostyringssystem i 2021.

BEKÆMPELSE AF KORRUPTION

Den stigende kompleksitet i Metro Services forretning har også øget antallet af nødvendige leverandører. Dette øger risikoen for korruption i indkøbsfasen og risikoen for, at leverandører ikke lever op til vores etiske kodeks. For at mindske denne risiko er vores procedurer i forbindelse med indkøb, herunder udbudsrunder for alle store kontrakter, og leverandører af revisionsydelser fortsat restriktive. På baggrund af disse formildende faktorer anser vi risikoen for at være lav.

sensor lights also continues to be installed at toilets and related rooms at metro stations. Finally, outdoor motion sensor lighting as well as manual lighting at the Workshop at Metrovej will be replaced with LED.

Other general initiatives, for further evaluation and assessment, include the automatic readings of meters, which can help better evaluate potential future savings. This is planned for 2021. A potential expansion to include auxiliary power will also be assessed.

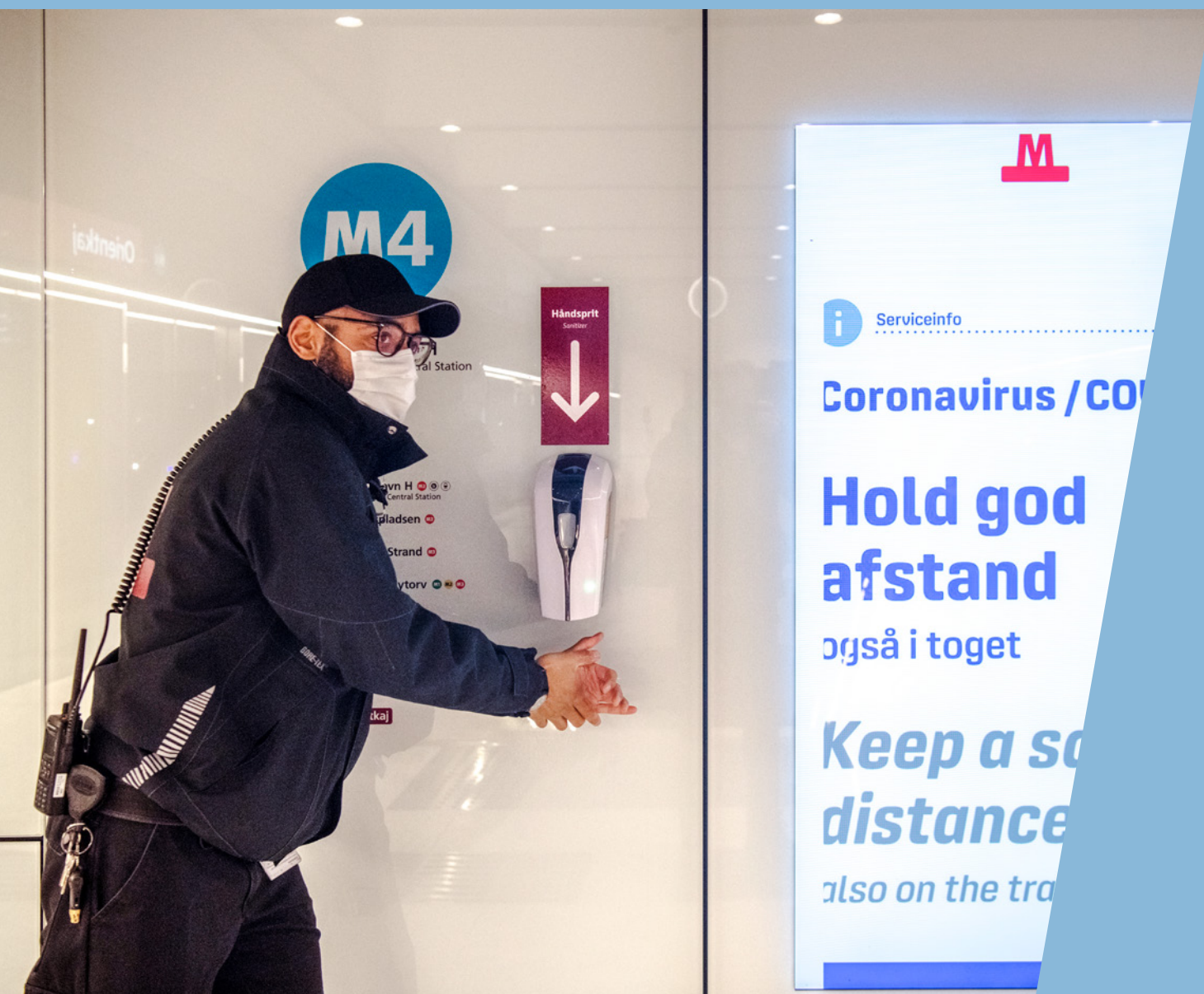
Information on the progress of potential investment programs for the year 2021, can be found in the environmental section on page 33.

Policies to mitigate the environmental risk impacts

- Policy awareness for environmental protection and energy conservation
- Adherence to the guidelines of the international standards on environmental management and energy management (ISO 14001 and ISO 50001)
- Internal dialogue in Metro Service, about how a sustainability strategy can create value, aligning the strategy with business objectives, decide on the setting of targets and following up on its implementation. In 2021, we expect to implement a framework for environmental management in our ERM-system.

ANTI-CORRUPTION

Increased complexity of the Metro Service business has also increased the necessary number of suppliers. This increases the risk of corruption during the purchasing process, and the risk of suppliers not complying with our Code of Ethics. To mitigate this, we continue to apply strict procedures for all purchases, including tender processes for all major contracts, as well as auditing suppliers. Due to these mitigating factors, we consider the risk to be low.



I marts 2020 vågnede vi alle op til en ny virkelighed. Hele organisationen har siden starten af denne svære periode arbejdet hårdt for at sikre, at metroen fortsat kører upåklageligt, samtidig med at vi garanterer sikkerheden for både passagerer og vores medarbejdere.

Vi er meget stolte over, at vi sammen har vist stort ansvar, fleksibilitet og teamwork i udførelsen af en samfundskritisk opgave i denne vanskelige periode.

In March 2020, we all woke up to a new reality. Throughout this difficult period, the entire organisation has worked hard to make sure that the metro continues to operate smoothly, while keeping both passengers and our employees safe at the same time.

We are very proud, that we together, have proven great responsibility, flexibility, and teamwork in fulfilling a socially critical task during this challenging period.

Menneskerettigheder

RESPEKT FOR MENNESKERETTIGHEDER

ETISKE REGLER

De etiske regler sikrer, at alle aktiviteter, der udføres i Metro Service, foregår med respekt for menneskerettigheder, under ordentlige arbejdsforhold og med et socialt engagement, uden korruption af nogen art samt på en miljømæssig forsvarlig måde. Det etiske kodeks er underskrevet af den administrerende direktør og godkendt af bestyrelsen. Alle medarbejdere og andre, der direkte eller indirekte, fast eller midlertidigt samarbejder med eller arbejder i Metro Services interesse, er forpligtet til at gøre sig bekendt med og overholde disse etiske regler.

Metro Service respekterer medarbejdernes ret til foreningsfrihed, medlemskab af fagforeninger og kollektiv forhandling i overensstemmelse med lokale love og regler. Vi har i årenes løb opbygget et godt forhold til fagforeninger og andre arbejdsmarkedsorganisationer, hvilket har gjort os i stand til at tiltrække kvalificerede medarbejdere. Vi har f.eks. i 2020 fornyet alle aftaler i godt samarbejde med fagforeningsrepræsentanter og uden strejker.

Vi respekterer ytringsfrihed og tager afstand fra enhver brug af tvangs- eller børnearbejde, både direkte og indirekte gennem underleverandører. Metro Service ønsker at fremme lighed og accepterer ikke diskrimination, chikane eller mobning.

HANDLINGER OG RESULTATER

De etiske regler er en integreret del af vores daglige virke. Alle nye og fremtidige medarbejdere hos Metro Service bliver informeret om vores CSR-aktiviteter og etiske kodeks i vores e-learning introforløb. I 2020 blev det etiske kodeks opdateret for at sikre overensstemmelse med de krav, der stilles af vores ejere og samarbejdspartnere.

85 % af vores ansatte havde gennemført CSR e-learningforløbet i slutningen af 2020, hvilket er flere end i 2019. Da det er obligatorisk for alle medarbejdere at få CSR-undervisning, opdaterer vi regelmæssigt vores CSR e-learningprogram.

Human Rights

RESPECT FOR HUMAN RIGHTS

CODE OF ETHICS

The Code of Ethics ensures that all activities in Metro Service are performed with respect for human rights, under acceptable working conditions, with social engagement, without corruption and in an environmentally sound way. The Code of Ethics is signed by the Managing Director and approved by the Board. Every employee and anybody who directly or indirectly, permanently, or temporarily collaborates with or works in the interest of Metro Service, are obligated to know, and respect the Code of Ethics.

Metro Service respects the right of the employees' freedom of association, membership of professional associations and collective bargaining, in accordance with local laws and regulations. Over the years, we have built excellent relations with unions and other labour market organisations, which has enabled us to attract qualified employees. As an example, we have in 2020, renewed all agreements in good cooperation with union representatives and without strikes.

We respect the freedom of expression, and refrain from any use of forced or child labour, be it directly or indirectly or through sub-contractors. Metro Service wants to promote equality and does not accept discrimination, harassment, or bullying.

ACTIONS AND ACHIEVEMENTS

The Code of Ethics is an integral part of our day-to-day operation. Every new and future employee at Metro Service is informed about our CSR activities and Code of Ethics in the introduction e-learning program. In 2020, the Code of Ethics was updated to ensure alignment with the requirements set forth by our owners and contract partners.

At the end of 2020, 85 % of our employees completed the CSR e-learning program, which is higher than in 2019. As it is mandatory for all employees to receive CSR training, we update our CSR e-learning program regularly.

RESPEKT FOR MANGFOLDIGHED

POLITIK

Hos Metro Service fokuseres der på at sikre et arbejdsmiljø med respekt for medarbejdernes mangfoldighed. Ifølge Metro Services rekrutteringspolitik skal vores medarbejdere afspejle befolkningens sammensætning med hensyn til køn, religion, etnicitet, alder mv. Dette fremgår af vores rekrutteringskampagner.

HANDLINGER OG RESULTATER

En af grundstenene i vores kultur er dialogkonceptet "Den Anerkendende Tilgang", der fremmer et arbejdsmiljø baseret på respekt og anerkendelse. Denne prioritering på tværs af vores organisation har medført en fælles kultur med forbedret samarbejde, øget medarbejdertilfredshed og forebyggelse af konflikter.

Vi har defineret principper og forventet adfærd inden for seks områder: sikkerhed, integritet og loyalitet, opnåelse af resultater, kunderelationer, åben og ærlig kommunikation samt medarbejderudvikling og teamwork. Disse principper er en integreret del af virksomhedens kultur og bruges ved 1:1-møder samt ved de årlige medarbejdersamtaler.

Vores langsigtede indsats for at forbedre arbejdsforholdene er vigtig for at kunne fastholde nuværende medarbejdere og tiltrække nye. Medarbejderomsætningen var 14,8 % i 2020, et fald fra 18 % i 2019, og en anelse under KPI-målet på 15 %. Faldet i omsætningshastigheden er dog ikke uventet, da vi i 2020 afsluttede mobiliseringen til de nye metro-linjer; M3 Cityringen i 2019 og M4 i marts 2020. Det betyder, at rekrutteringsprocessen vedrørende mobilisering til og drift af disse to nye linjer er vendt tilbage til et mere stabilt niveau i 2020.

Samtidig har mobileringsperioden skabt nye karrieremuligheder for eksisterende medarbejders potentielle forfremmelse eller flytning til nye stillinger hos Metro Service. Det er en del af vores strategi at sørge for personlige og faglige udviklingsmuligheder for medarbejderne og dermed medvirke til opbygningen af en fælles virksomhedskultur.

RESPECT FOR DIVERSITY

POLICY

At Metro Service, we focus on securing a working environment with respect for diversity among our people. Metro Service's recruitment policy states that our employees must reflect the population of the surrounding community, with regards to gender, religion, ethnicity, age, etc. This is reflected in our Employer Branding advertisements.

ACTIONS AND ACHIEVEMENTS

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.

We have six defined principles and expected behaviours within: Safety, integrity, and loyalty; result achievements; customer relation; open and honest communication; people development and teamwork. These principles are an integral part of our company culture and used at 1:1-meetings as well as at annual appraisal interviews.

Our long-term commitment to maintain a good working environment is key to retain current employees and attract new ones. In 2020, the staff turnover was 14.8 %, which is a decrease from the 18 % in 2019, and slightly below the KPI goal of 15 %. However, the decrease in turnover, is not unexpected as we in 2020 completed the mobilisation for the new metro lines; M3 Cityringen, in 2019 and for M4, in March 2020. Therefore, the recruitment process for the mobilisation and operation of these two new metro lines, have returned to a more stable level in 2020.

The mobilisation period also created new career opportunities for existing employees, with regards to potential promotions or moving into new positions within Metro Service. This has been part of our strategy to provide personal and professional development opportunities for our employees and to help build a strong one-company culture.

VELGØRENHED OG DONATIONER

POLITIK

En politik for velgørenhed og donationer sætter rammen for vores donationer til og involvering i velgørhedsorganisationer. Politikken definerer klart målgrupperne, kriterierne for og forvaltningen af donationer mv. for at sikre, at alle gaver og donationer gives på lige vilkår. Politikken fokuserer på fire strategiområder: velgørenhed, donationer, partnerskaber og frivilligt arbejde.

HANDLINGER OG RESULTATER

I 2020 havde vi planlagt at iværksætte et program, hvor vores medarbejdere kunne donere deres arbejdstid til en velgørende sag. På grund af den aktuelle COVID-19-pandemi blev det imidlertid besluttet at udsætte dette projekt. Når COVID-19-pandemien har stabiliseret sig, vil vi genoptage projektet og etablere et partnerskab med en velgørhedsorganisation.

Vi har altid været stolte over at donere gennem vores deltagelse i forskellige velgørhedsarrangementer. Tidligere har vores medarbejdere deltaget i Copenhagen Pride-paraden, der fokuserer på LGBTQIA+-rettigheder og opfordrer til mangfoldighed og lighed, FC Sunshine-fodboldturneringen, der støtter kampen mod brystkræft, samt Kræftens Bekæmpelses arrangement "Cycling4Cancer".

Det var desværre ikke muligt i 2020 på grund af COVID-19. I stedet har vi forhøjet vores direkte donationer til specifikke velgørhedsorganisationer. Vi har fortsat vores samarbejde med Kofoeds Skole, hvis formål er at hjælpe udsatte mennesker i lokalområdet. Som i tidligere år donerede vi penge til julegaver til elevernes børn. Vi fortsatte også vores støtte til Kræftens Bekæmpelse med et bidrag i Knæk Cancer-ugen.

I sommeren 2020 donerede vi vores ubrugte sædebetræk fra togene til LivaRehab, Kofoeds Skole og Projekt KLAB. LivaRehab, som er en rådgivnings- og rehabiliteringsorganisation for ofre for prostitution, vold og seksuelle overgreb, har brugt stoffet til at sy puder og tæpper. Projekt KLAB – "Kvinde Laboratoriet" – er en syværksted, der ud over syning

CHARITY AND DONATIONS

POLICY

A policy for charity and donations sets the framework for our donations and engagement with non-profit organisations. In the policy, target groups, criteria and donation management etc. is clearly defined, to ensure that all donations given, are granted on equal terms. The policy focuses on four strategic areas: Charity, donations, partnerships, and volunteering work.

ACTIONS AND ACHIEVEMENTS

In 2020, we had planned to initiate a program where our employees would donate their working time to a charitable cause. However, given the prevailing COVID-19 pandemic, it was decided to postpone this project. Once the COVID-19 pandemic has stabilised, we will review this project as well as establishing a partnership with a non-profit organisation.

We have always taken pride in donating through our participation in various charitable events. In previous years, our employees have participated in the Copenhagen Pride Parade, which focuses on the rights of the LGBTQIA+ groups and encourages diversity and equal rights, the FC Sunshine football tournament, which supports the fight against breast cancer as well as Kræftens Bekæmpelse's event; "Cycling4Cancer".

Unfortunately, this was not possible this year, because of COVID-19. Instead, we increased our direct donations to specific non-profit organisations. We continued our cooperation with Kofoed Skole, which is an organisation committed to helping vulnerable people in the local community. As in previous years, we donated funds for Christmas presents for their student's children. Also, we showed our continued support to Kræftens Bekæmpelse, by giving a financial contribution to their fight against cancer, at Knæk Cancer week.

During the Summer of 2020, we donated our unused seat fabric from the trains to LivaRehab, Kofoed Skole and Project KLAB. LivaRehab, which is an advisory and rehabilitation organisation

fokuserer på kontakt, læring og beskæftigelse. Med hjælp fra deres frivillige “klimakrigere” har de syet stofposer til projektet “Plastikposefrit Amager”. ReDesign-eleverne fra Kofoeds Skole vil snart bruge stoffet i deres værksted. Resultatet vil kunne ses i en af deres butikker, hvor produkterne vil blive solgt til fordel for skolen og dens elever.

for victims of prostitution, violence, and sexual assaults, have used the fabric to create pillows and blankets. Project KLAB – “Kvinde Laboratoriet” – is a sewing workshop, which in addition to needlework, focuses on contact, learning and employment. With help from their voluntary “climate warriors”, they have created textile bags for the project “Plastikpose frit Amager”. The ReDesign students, from Kofoed Skole, will soon be using the fabric in their workshop. The result will be found in one of their stores, where the products will be sold for the benefit of the school and their students.







Metroen gennemgik for få år siden et større om-polstringsprojekt, hvor stoffet fra togsæderne blev udskiftet med et nyt og mere slidstærkt materiale. 300 meter ubrugt sædestof i god kvalitet, som var tilovers, blev derfor i 2020 doneret til tre velgørehedsorganisationer, der kunne bruge stoffet til at gøre en forskel og skabe værdi for udsatte borgere i København.

LivaRehab er en af de tre organisationer. De har brugt sædestoffet til at sy smukke puder og tæpper til projektet Nada. Ud over LivaRehab har vi også doneret sædestof til Projekt KLAB og Kofoeds Skole.

A few years ago, the metro went through a major reupholstery project, where the fabric from the train seats was replaced with a new and more durable material. In 2020, 300 meters of unused and good quality seat material, was therefore donated to three organisations that could use the fabric to make a difference and create value for vulnerable citizens in Copenhagen.

LivaRehab is one of the three organisations. They have used the material to create beautiful pillows and rugs for their Nada project. In addition to LivaRehab, we have donated the fabric to Project KLAB and Kofoed School.

Arbejdstagerrettigheder og -forhold

SOCIALE KLAUSULER

POLITIK

Metro Service er forpligtet til at sikre rimelige og ansvarlige arbejdsforhold gennem hele vores forsyningskæde. Derfor har vi udviklet en compliance-model til sikring af ansvarlige arbejdsforhold, fair konkurrence og fuld overensstemmelse med danske og internationale arbejdsmarkedsbestemmelser og standarder.

HANDLINGER OG RESULTATER

Som en del af compliance-modellen overvåger vi resultater og fremskridt gennem regelmæssige auditeringer af vores kontraktleverandører. Modellen omfatter også overvågning af medarbejdernes sundhed og sikkerhed hos leverandører, der arbejder i metroen. For at sikre at vi opfylder alle krav, gennemgik vi en SMETA-auditering (Sedex Members Ethical Trade Audit) i 2017. Auditeringen var baseret på fire områder: arbejdsforhold, arbejdsmiljø, miljø og forretningsetik.

BESKYTTELSE AF MEDARBEJDERNES SUNDHED OG SIKKERHED

POLITIK

Metro Service gør fortsat tiltag til at fremme medarbejdernes sundhed og trivsel på arbejdspladsen. På baggrund af vores sundhedspolitik, der bygger på Sundhedsstyrelsens anbefalede 5-trins model, er der fastlagt indsatsområder inden for områderne kost, rygning, alkohol, motion og stress.

HANDLINGER OG RESULTATER

Det fortsatte fokus på forbedring af arbejdsmiljøet er en af grundene til, at Metro Service kan fastholde et meget lavt sygefravær. I 2020 blev sygefraværet desværre påvirket af COVID-19, hvilket kan ses i dette års resultat. Sygefraværet steg en smule fra 4,3 % i 2019 til 5 % i 2020. Ud af de 5 % vedrører 1,33 % COVID-19. Denne stigning kan forklares

Labour Rights and conditions

SOCIAL CLAUSES

POLICY

Metro Service is committed to ensuring fair and responsible working conditions throughout our supply chain. For this reason, we have developed a compliance model to ensure responsible working conditions, fair competition, and full compliance with Danish and international labour market regulations and standards.

ACTIONS AND ACHIEVEMENTS

As part of the compliance model, we monitor performance and progress through regular audits of our contract suppliers. The compliance model also includes monitoring the health and safety of employees working for suppliers that work in the metro. To ensure that we, ourselves, are compliant, we underwent the Sedex Members Ethical Trade Audit (SMETA) in 2017. The audit is based on four areas: working conditions, working environment, environment, and business ethics.

PROTECTION OF EMPLOYEE HEALTH AND SAFETY

POLICY

Metro Service continues to take measures to promote employee health and well-being in the workplace. Based on our health policy, which draws on a five-step model recommended by the Danish National Health Service, efforts have been defined within the areas of, diet, smoking, alcohol, exercise, and stress.

ACTIONS AND ACHIEVEMENTS

The continued focus on the improvement of the working environment, is also one of the reasons that Metro Service can maintain a very low sickness rate. In 2020, the sickness rate has unfortunately been affected by COVID-19, which can be seen in this year's results. The sickness rate has slightly

med vores yderligere sikkerhedsforanstaltninger, der opfordrer medarbejderne til at blive hjemme ved enhver form for COVID-19-relaterede symptomer. Heldigvis har vi kun haft meget få tilfælde af COVID-19. Vi forventer, at disse tal stabiliseres, når vi er på den anden side af COVID-19-pandemien.

En fortsat struktureret dialog med Samarbejdsudvalget og forskellige fagforeningsrepræsentanter og organisationer har også hjulpet til opbygningen af gode arbejdsforhold og fastholdelsen af et højt trivselsniveau hos vores medarbejdere.

Vi opfordrer alle medarbejdere til at tilmelde sig sundhedsforsikringen, som betales af Metro Service, og dermed benytte sig af mulighederne for rådgivning og behandling.

Kost

Kanterne på Metrovej og i Vasbygade tilbyder sund og næringsrig mad, der hovedsagelig er økologisk. Alle medarbejdere tilbydes frugt, mælk, vand, te og kaffe på hverdage. Derudover har de mulighed for at bestille mad fra kantinerne, der kan spises, når man arbejder om eftermiddagen eller aftenen.

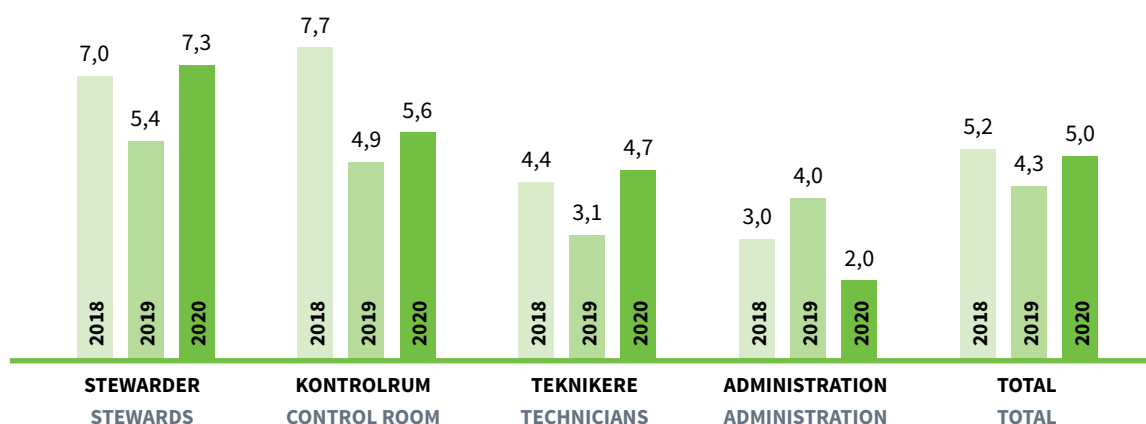
increased to 5 % in 2020, from 4.3 % in 2019. Out of the 5 %, 1.33 % is related to COVID-19. This increase can be explained by our additional safety precautions, encouraging employees to stay home when feeling any kind of COVID-19 related symptoms. Luckily, we have only had very few COVID-19 incidents. We expect these numbers to stabilise, once we are past the COVID-19 pandemic.

Continued and structured dialogue with the Cooperation Committee and different union representatives and organisations, has also helped build good working conditions and maintain a high level of well-being among our employees.

We encourage all employees to enroll in the health insurance program, paid for by Metro Service, and avail themselves of the opportunities for counselling and treatment.

Diet

The canteens at Metrovej and Vasbygade, provides healthy and nutritious food, which is mainly organic. All employees are offered fruit, milk, water, tea, and coffee on weekdays and also have the possibility to order meals from the canteens, to consume, when working in the afternoon or at night.



SYGEFRAVÆR SICKNESS ABSENCE

NUMBERS IN DANISH

Derudover fokuserer kantinerne på at begrænse madspild ved bedre planlægning og genbrug i størst muligt omfang.

Rygning

Metro Service er en røgfri arbejdsplads.

Alkohol

Metro Service har en nultolerancepolitik over for alkohol og andre rusmidler. Dog hvis en medarbejder lider af et eventuelt misbrug, kan Metro Service overveje at tilbyde behandling til medarbejderen. Sundhedsforsikringen omfatter behandlingsforløb for alkohol og stofmisbrug. Der har i 2020 ikke været tilfælde af alkohol- eller stofmisbrug i Metro Service.

Motion

Vi går meget op i medarbejdernes sundhed. Således tilbyder vi medarbejderne at betale en del af medlemskabet i et fitnesscenter efter eget valg.

I tidligere år har Metro Service deltaget i DHL-stafetten, "Lady Walk", "Cycling4Cancer" samt Sunshine Cup-fodboldturneringen. I 2020 kunne vi desværre ikke deltage i nogen af disse begivenheder på grund af COVID-19. Forhåbentlig vender vi tilbage til en mere almindelig hverdag i 2021, så vi igen kan socialisere og træne sammen.

Stress

Hos Metro Service bestræber vi os på at sikre vores medarbejders trivsel og skabe den bedst mulige balance mellem arbejde og privatliv for at reducere stressrelaterede faktorer. Der gennemføres en årlig medarbejdertilfredshedsundersøgelse for at overvåge udviklingen inden for disse områder.

Resultaterne af den årlige undersøgelse forbliver positive. Undersøgelsen viste en samlet tilfredshed på 4,0 (på en skala fra 1-5, hvor 5 er højest) i 2020 sammenlignet med 3,9 i 2019. Vi er meget tilfredse med, at resultaterne er forbedret inden for næsten alle områder.

Med henblik på forebyggelse og behandling af arbejdsrelaterede lidelser tilbyder Metro Service sine medarbejdere forskellige behandlingsmuligheder, herunder massage, fodterapi og kiropraktik.

In addition, the canteens focus on minimising food waste through better planning and by re-using as much as possible.

Smoking

Metro Service is a smoke-free workplace.

Alcohol

Metro Service has a zero-tolerance policy regarding alcohol and other intoxication substances. However, if an employee suffers from a substance abuse problem, Metro Service can consider offering the employee treatment. The health care insurance includes treatment programs for alcohol and drug abuse. In 2020, there have been no cases involving misuse of alcohol or drugs in Metro Service.

Exercise

The health of our employees is very important to us. Therefore, we offer to pay part of the membership fee for a fitness Centre of own choice.

In previous years, Metro Service has participated in the DHL relay race, "Lady Walk", "Cycling4Cancer" as well as the Sunshine Cup football. In 2020, we were unfortunately not able to participate in any of these events, due to COVID-19. Hopefully, in 2021, life will get back to normal, so we can socialise and exercise together again.

Stress

At Metro Service, we aim to ensure the well-being of our employees as well as create the best possible work-life balance to reduce stress-related factors. An annual Employee Satisfaction Survey is carried out to monitor progress within these areas.

The results of the annual survey remain positive. The survey showed an overall satisfaction of 4.0 (on a scale from 1-5, where 5 is highest) in 2020, against 3.9 in 2019. We are very pleased that the results have improved in almost all areas.

To help prevent and treat work-related health issues, Metro Service offers its employees various treatment options, including massage, foot care, and chiropractic.

ARBEJDSMILJØ

POLITIK

Indenfor Metro Services tekniske og økonomiske formåen lægger vi fortsat mange kræfter i at forhindre arbejdsrelaterede hændelser, mindske medarbejdernes arbejdsbyrde samt forbedre arbejdsmiljøet yderligere. Metro Service overholder gældende lovgivning og alle kontraktlige forpligtelser, og vi prioriterer arbejdsmiljøet højt, når der skal træffes beslutninger. Metro Service ønsker at forhindre alle former for overfald af og aggressiv adfærd mod vores medarbejdere.

HANDLINGER OG RESULTATER

Metro Service overholder principperne i ISO 45001 "Arbejdsmiljøledelse" og stiler mod at blive ISO-certificeret inden udgangen af 2021. For at sikre overholdelse af internationale krav er alle ansatte uddannet i og/eller informeret om de gældende procedurer.

FOREBYGGELSE AF OVERFALD

Virksomheden har fortsat som højeste prioritet at reducere antallet af overfald på stewards. Forebyggelse og håndtering af verbale og fysiske overfald er en del af de uddannelses- og udviklingsmæssige programmer, som stewards, kundeservice og kontrolrumspersonale skal gennemgå.

Efterhånden som nyere stewards bliver mere erfarne i håndtering og nedtrapning af konflikter, forventes antallet af overfald at falde. Efteruddannelse af stewards er også vigtigt for at sikre, at de fortsat er opdaterede med hensyn til håndtering af konflikter og undgår at de eskalerer til vold. Som svar herpå blev alle stewards efteruddannet i konflikthåndtering i 2020.

Der ydes støtte under og efter enhver hændelse, herunder tilbud om læge og psykologhjælp.

Antallet af overfald på stewards faldt i 2020 sammenlignet med 2019. Dette er meget positivt, også i betragtning af udvidelsen af metrolinjerne – med de nye linjer M3+M4 – samt et stigende antal stewards, der arbejder for os. Vi mener, at dette er et direkte resultat af vores fortsatte fokus på

WORKING ENVIRONMENT

POLICY

At Metro Service, we will, within its technical and economic feasibility, continue our efforts to prevent workplace incidents, reduce employees' workload and improve the working environment further. Metro Service complies with all applicable legislations as well as contractual provisions, and we prioritise the working environment in all decision-making processes. Metro Service wants to prevent all forms of violence and anti-social behaviour towards our employees.

ACTIONS AND ACHIEVEMENTS

Metro Service adheres to the principles of the Occupational Health and Safety Management standard ISO 45001, and aims to obtain certification by the end of 2021. To secure compliance with international requirements, all employees are trained in or informed of the applicable procedures.

PREVENTION OF ASSAULTS

Decreasing the number of assaults against all stewards remains a top priority to the company. Prevention and handling of verbal and physical assaults is part of the training, development and education programs that all stewards, customer service and control room staff must undergo.

As newer stewards become more experienced in handling and de-escalating conflicts, the number of assaults is expected to decrease. Re-training of all stewards also remains key to ensure they continue to be up to date with how to handle conflicts as well as avoid they escalate to violence. In response, re-training of all stewards in conflict management was carried out in 2020.

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

In 2020, the number of assaults against stewards decreased compared to 2019. This is very positive, also considering the expansion of metro lines – with the new M3+M4 lines – as well as an increasing number of stewards working for us. We believe

forebyggelse af vold og opfølgning på rapporterede hændelser.

Når det er nødvendigt, vil vi aktivt bidrage til retsforfølgelse af personer, som har begået en voldelig handling.

ARBEJDSPLADSVURDERING

I 2020 blev der foretaget en psykisk og fysisk arbejdspladsvurdering for at fastholde vores fokus på arbejdsmiljøet. Det var meget tilfredsstillende, at mere end 80 % af alle medarbejdere deltog i disse undersøgelser. Næste arbejdspladsvurdering vil finde sted inden for de næste tre år.

Den fysiske arbejdspladsvurdering fokuserede på indeklima, ergonomi, sikkerhed, skader og forhold vedrørende COVID-19. Undersøgelsen viser, at 79 % af vores medarbejdere er tilfredse med det fysiske arbejdsmiljø. Vores syv arbejdsmiljøgrupper har allerede udarbejdet udkast til en handlingsplan. På baggrund af dette udkast vil en endelig handlingsplan være på plads inden marts 2021.

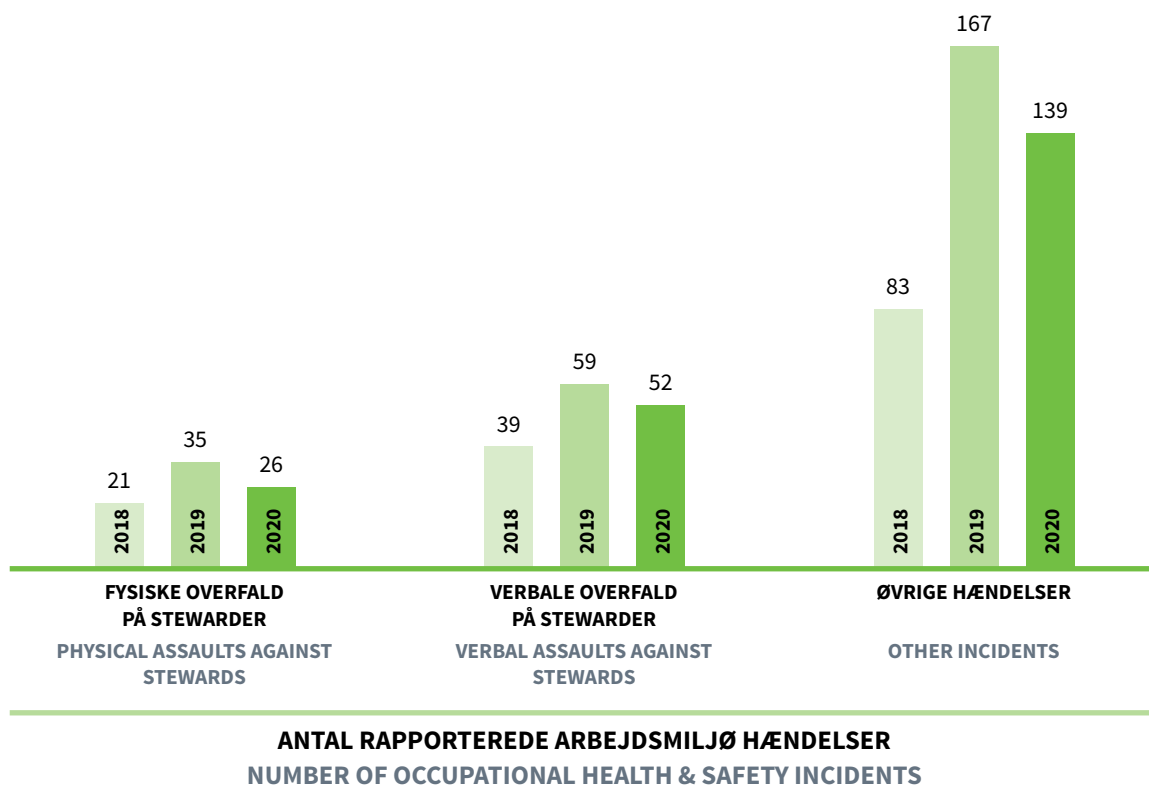
this to be a direct result of our continued focus on violence prevention work and follow-up on incident reports.

Whenever relevant, we will actively contribute to the prosecution of persons committing a violent act.

WORKPLACE ASSESSMENTS

In 2020, a psychosocial and a physical workplace assessment was carried out to maintain our focus on the working environment. It was very satisfactory that more than 80 % of all employees participated in these surveys. Next workplace assessments will take place within the next three years.

The physical workplace assessment focused on indoor climate, ergonomics, safety, injuries and COVID-19 aspects. The survey shows that 79 % of our employees are satisfied with the physical working environment. Action plans have already been drafted by our seven working environment groups. Based on these, a final action plan will be in place by March 2021.



Den psykiske arbejdspladsvurdering fokuserede på arbejdstid, mobning, krænkende adfærd, trusler og/eller voldshandlinger samt engagement, kommunikation, tillid mv. Undersøgelsen viser en generel tilfredshed med det psykosociale arbejdsmiljø på 84 %, hvilket er en stigning fra 80 % i 2019.

Samtidig viser undersøgelsen, at 7 % af alle medarbejdere har oplevet at blive mobbet af en kollega. Da ingen medarbejdere skal opleve at blive mobbet, er resultatet uacceptabelt. Ledelsen er derfor i samarbejde med arbejdsmiljøgrupperne og Samarbejdsudvalget blevet enig om en handlingsplan med forskellige tiltag, der vil blive iværksat i 2021.

ØVRIGE IGANGVÆRENDE TILTAG

Fokus i 2020 var opfølgningen på vores ergonomiske vurdering, der omfattede teknikere og stewards på M1+M2. Vurderingen forventes afsluttet i 2021, hvor en tilsvarende ergonomisk vurdering vil blive foretaget for M3+M4.

Alle medarbejdere tilbydes med mellemrum hjælp af en ergoterapeut til at gennemgå deres arbejdsstillinger og – for dem med skrivebordsarbejde – forslag til hvordan man sidder korrekt, placering af skærm og tastatur, stole og borde mv.

De ergonomiske udfordringer, der er blevet identificeret i forbindelse med manuel transport af kortslutningsudstyr samt håndteringen af tunge togdele, er blevet løst ved hjælp af tekniske hjælpemidler og efterfølgende instruktion. Denne løsning er godkendt af Arbejdstilsynet. Uanset godkendelsen forsøger vi fortsat at forbedre forholdene yderligere i forbindelse med kortslutningsudstyret.

I 2019 blev det planlagt at installere et nyt ventilationsystem i kontrolrummet for M1+M2 med henblik på at forbedre indeklimaet. Grundet det komplekse omfang af ventilationsaktiviteter i kontrolrummet blev projektet først afsluttet i 2020 og vil være klar til fuld implementering i 2021.

I 2019 blev der desuden hængt et "SoundEar" (støjmåler) op på væggen på første sal på Metrovej. Dette blev gjort for at afhjælpe, at receptionisterne bliver forstyrret af støjen fra første sal i form af trafik og samtale. Projektet afsluttedes i 2020 og betragtes nu som en del af den daglige drift.

The psychosocial workplace assessment focused on working hours, bullying, offensive conduct, threats and/or acts of violence, as well as commitment, communication trust etc. The survey shows a general satisfaction regarding the psychosocial work environment of 84 %, which is an increase from 80 % in 2019.

At the same time, the assessment shows that 7 % of all employees have experienced to be bullied by a colleague. As no employee should experience to be bullied, the result is unacceptable. Therefore, the management in collaboration with the Working Environment Organisation and the Cooperation Committee have agreed on an action plan with different initiatives, which will be initiated in 2021.

OTHER ONGOING INITIATIVES

A focus in 2020, was the follow-up on our ergonomic assessment, covering technicians and stewards at M1+M2. The assessment is expected to be finalised in 2021, where a similar ergonomic assessment will be performed at M3+M4.

At intervals, all employees are offered ergonomic support to review their working positions and – for those in deskbound jobs – suggestions for the optimal seating, placement of monitors, keyboards, chairs and tables, etc. are also made.

Identified ergonomic challenges related to manual transport of Short Circuit Device (SCD), as well as handling of defined heavy train components, have been solved by means of technical aids and associated instructions. These solutions have been approved by the Danish Working Environment Authority. Regardless the approvals, we have continued searching additional improvements regarding the SCDs.

In 2019, a new ventilation system was planned to be installed in the control room for M1+M2 to improve their indoor climate. Due to the complex scope of the control room ventilation activities, the project was only finalised in 2020 and ready to be fully implemented by 2021.

Also, in 2019, a "SoundEar" was placed on the wall on the first floor at Metrovej. This was done to help employees working in the reception not to be disturbed from noise related to first floors manual traf-

MEDARBEJDERNES UDDANNELSE OG UDVIKLING

POLITIK

Hos Metro Service spiller udvikling og uddannelse en central rolle. Uddannelse og videreuddannelse, der er relevant for sikkerhedsmæssige opgaver og for det enkelte job, som en medarbejder udfører, har høj prioritet. Medarbejderne opfordres også til at videreuddanne sig inden for områder, der ikke direkte relaterer sig til det job, de besidder, men som kunne være relevant for deres fremtidige arbejde og personlige udvikling.

HANDLINGER OG RESULTATER

Metro Service har opstillet nogle specifikke krav for at kunne opfylde Trafik-, Bygge- og Boligstyrelsens certificering for jernbanesikkerhed. Det betyder, at medarbejdere, der udfører sikkerhedsrelateret arbejde, må gennemgå omfattende uddannelsesforløb og og løbende testes for at sikre, at deres færdigheder opretholdes.

For at hjælpe medarbejderne i deres videre faglige og personlige udvikling varetager Metro Service det administrative arbejde, der vedrører den specifikke uddannelse, som medarbejderen ønsker. Virksomheden betaler undervisningsafgifter og materialer og tilbyder fleksible arbejdstider.

Metro Service har oprettet tre uddannelsesudvalg, der repræsenterer stewards, teknikere og kontrolrumspersonale. Formålet med udvalgene er at sikre, opretholde og fortsætte udviklingen af uddannelse og videreuddannelse af denne gruppe medarbejdere.

Sikkerhedstræning har altid været højt prioriteret i Metro Service. I 2020 brugte vi i alt 32,133 timer på uddannelse, hvilket er en anelse mindre i forhold til 40,057 timer i 2019. Faldet er et naturligt resultat af færre nyansættelser mellem 2019 og 2020 og den fortsatte optimering af brugen af simulatoren. Timer brugt på sikkerhedstræning varierer også fra år til år som følge af intervallerne for videreuddannelse.

fic and conversations among the employees. The project ended in 2020 and is now considered part of the daily operation.

EMPLOYEE EDUCATION AND DEVELOPMENT

POLICY

At Metro Service, professional and personal development and education play a central role. Education, training, and re-training, relevant to both safety related tasks and the specific job each employee is doing, has a high priority. Employees are also encouraged to undertake further education that is not directly related to the job they presently hold, but which could be relevant for a future job and personal development.

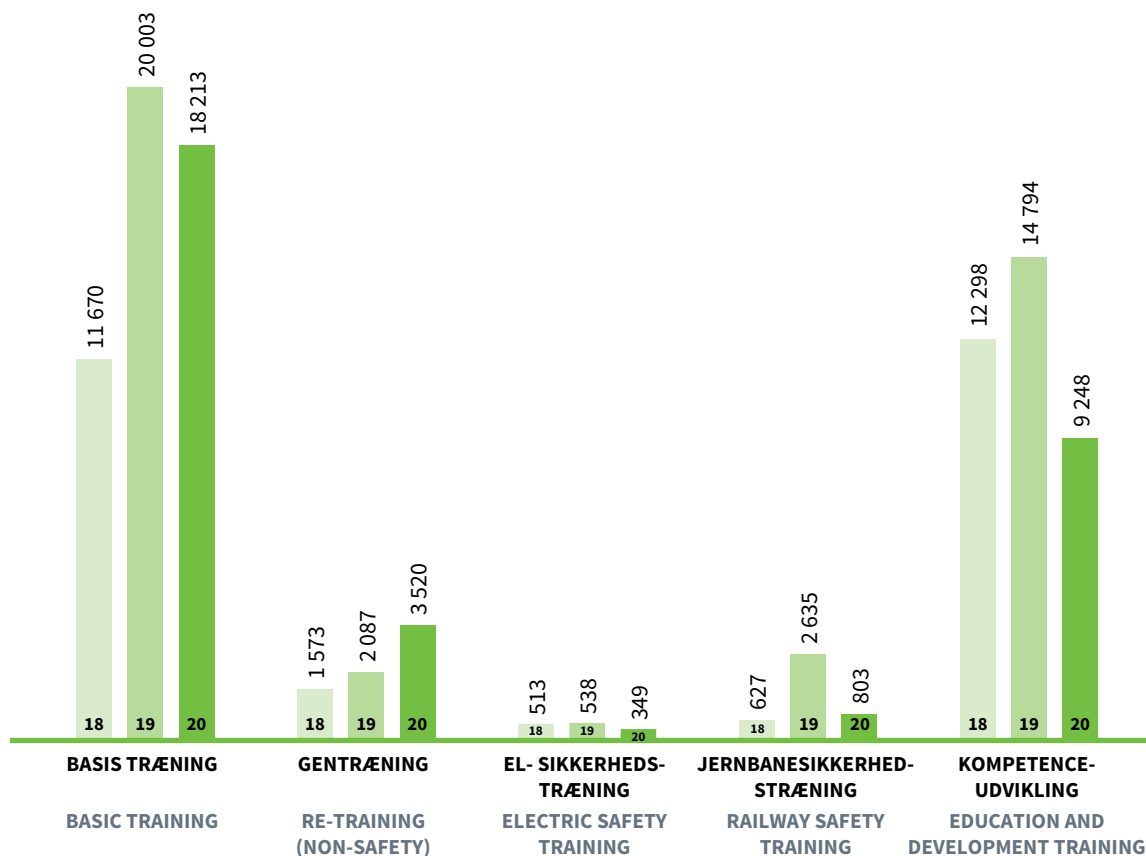
ACTIONS AND ACHIEVEMENTS

Metro Service has a set of specific requirements that ensures compliance with the railway safety certification, laid out by the Danish Transport, Construction and Housing Authority. Therefore, employees who do safety related work, need to undergo extensive education programs with periodic tests to ensure that relevant skills are maintained.

To support the employees' further professional and personal development, Metro Service handles the administrative work regarding the specific education the employee chooses to pursue. The company pays for the tuition fee as well as materials and offers flexible work hours.

Metro Service has established three education committees, representing stewards, technicians, and control room staff. The purpose of the committees is to secure, maintain, and continue the development of education and training of this group of employees.

Safety training has always been a top priority at Metro Service. In 2020, we spent a total of 32.133 hours on training, which is a slight decrease from the 40.057 hours spent in 2019. The decrease is a natural result of fewer new employees being hired between 2019 and 2020 and the further optimisation of the use of the simulator. The hours spent on safety training also varies from year to year, due to the re-training intervals.



ARBEJDSTIMER BRUGT PÅ UDDANNELSE NUMBER OF WORKING HOURS SPENT ON TRAINING

JOBORDNINGER

POLITIK

Metro Service har en ambition om at fastholde seniormedarbejdere. Derfor bestræber vi os på fortsat at kunne tilbyde seniormedarbejdere et attraktivt arbejdsmiljø, f.eks. via fleksible ordninger og særlige hensyn for at imødekomme de ekstra behov, som naturligt kommer med alderen.

Vi ønsker også at ansætte lærlinge inden for teknik og administration samt skolepraktikanter for at bidrage til uddannelsen af unge og dermed sikre den fremtidige medarbejderstab.

JOB ARRANGEMENTS

POLICY

Metro Service has an ambition to retain senior employees. Therefore, we strive to continue to offer senior employees an attractive working environment, e.g., by providing more flexibility and concessions to meet the extra needs, which come naturally with age.

We also wish to employ apprentices within the technical and administrative areas, as well as interns to contribute to the education of younger people and thereby securing the future workforce.

HANDLINGER OG RESULTATER

Metro Service tilbyder alle seniormedarbejdere en årlig samtale for at drøfte planlægningen af den enkeltes fremtid. Seniormedarbejdere tilbydes desuden nedsat eller fleksibel arbejdstid, forudsat at dette kan imødekommes i den pågældende jobfunktion. Seniormedarbejdere tilbydes ligeledes ekstra seniorfridage. I 2020 fik 56 medarbejdere tildelt ekstra seniorfridage. I 2019 og 2018 lå dette tal på henholdsvis 51 og 47.

Det er vores målsætning at ansætte flere lærlinge og udvide områderne, inden for hvilke vi kan tilbyde uddannelse som en del af vores fortsatte indsats til at hjælpe både unge og voksne til at opnå kompetencer, der kan hjælpe dem til at sikre deres muligheder på arbejdsmarkedet. I 2020 begyndte de første to lærlinge deres uddannelse som data- og automatikteknikere hos Metro Service. I 2021 vil vi tilbyde lærepladser inden for områderne IT, Mekanik & Elektronik, Rullende Materiel, Ejendomsservice og Administration. I 2020 arbejdede syv lærlinge og skolepraktikanter hos Metro Service som en del af deres uddannelse.

ACTIONS AND ACHIEVEMENTS

Metro Service offers all senior employees an annual conversation to discuss their future work plan. Senior employees are also offered reduced and flexible work hours, provided the job function can accommodate this, as well as additional senior holidays. In 2020, 56 employees were awarded additional senior holidays. In 2019 and 2018, the numbers were 51 and 47, respectively.

It is our goal to hire more apprentices and expand the areas, in which we can offer training and education, as part of our continuous efforts to help young people and grown-ups gain competences that can help secure their prospects on the labour market. In 2020, the first two data and automation technician apprentices started their training at Metro Service. In 2021, we will offer apprenticeships within the areas of IT, Mechanical & Electrical, Rolling Stock, Facility Service and Administration. In 2020, seven apprentices and interns worked at Metro Service as part of their training and education.





Vi har hos Metro Service en ambition om at ansætte flere lærlinge og skolepraktikanter, da vi fortsat ønsker at hjælpe både unge og voksne med at opnå kompetencer, der kan medvirke til at sikre dem en plads på arbejdsmarkedet.

I 2020 arbejdede syv lærlinge hos Metro Service som led i deres uddannelse inden for automatik-teknik, el-arbejde, indkøb, ejendomsservice, IT og administration. Dermed fortsætter vi indsatsen med at gøre en afgørende forskel for både unge og voksne. I 2021 forventer vi at kunne byde velkommen til lærlinge inden for områderne IT, Mekanik & Elektronik, Rullende Materiel, Ejendomsservice og Administration. Vi er stolte over, at vi for andet år i træk har modtaget en bonus for at have overgået forventningerne i tre-parts-aftalen omkring ekstraordinær hjælp til elever, lærlinge og virksomheder.

We have an ambition to hire more apprentices and interns at Metro Service, as we want to continue to help young people and adults gain competencies that can support their way into the labour market.

In 2020, seven apprentices worked at Metro Service, as part of their education in the areas of automation, electrical work, purchasing, real estate service, IT, and office administration. We thereby continue our efforts to make a real difference for both young people and adults. In 2021, we expect to welcome our apprentices within the areas of IT, Mechanical & Electrical, Rolling Stock, Facility Service and Administration. We are proud that we, for the second year in a row, have received a bonus for exceeding the expectations of the three-party agreement on extraordinary help for students, apprentices, and companies.

4

Miljø

KLIMAPÅVIRKNING

POLITIK

Som operatør af offentlig transport med et stort antal passagerer gør Metro Service en aktiv indsats for at integrere bæredygtighed i vores drift og aktiviteter. Inden for vores tekniske og økonomiske rammer arbejder vi hos Metro Service løbende på at mindske vores belastning af miljøet og forbedre vores miljømæssige forhold. Vi overholder alle gældende love og kontraktlige forpligtelser og inddrager hensynet til miljøet i alle beslutninger.

HANDLINGER OG RESULTATER

Metro Service efterlever principperne i ISO 14001 "Miljøledelse". Som virksomhed arbejder vi løbende på at reducere energiforbruget, sikre korrekt affaldshåndtering og reducere vandforbruget.

Mindre energiforbrug

I 2020 var vores samlede energiforbrug 64.141 MWh. Dette er en stigning i forhold til sidste års 38.198 MWh. Der er flere faktorer, som påvirker dette resultat. M3 har nu været i drift i et år og M4 siden marts 2020. Derudover havde vi flere tog i drift i myldretiden for at sprede så mange passagerer som muligt under hele COVID-19-pandemien. Dette var et bevidst valg for at reducere risikoen for COVID-19 blandt passagerer og personale.

Energiforbruget er faldet en smule for M1+M2 i 2020 i forhold til sidste år. Dette skyldes, at vekselløstretter er blevet lukket for at opnå en større strømbesparelse på grund af et stort standby-forbrug i forhold til den frembragte gendannelseseffekt. Dermed opnår vi en besparelse på ca. 134 tons CO₂-udledning hvert år. Vi udskiftede også ventilationssystemet i togene i 2019. Dette projekt blev afsluttet i 2020.

I en undersøgelse i 2018 identificerede vi flere potentielle investeringsprojekter med henblik på at reducere energiforbruget ved togdrift, på stationer og kontorer. I 2019 påbegyndte vi en forbedring af

Environment

CLIMATE IMPACT

POLICY

As a public transport operator, with a high number of passengers, Metro Service makes an active effort to integrate sustainability into its business operation and activities. At Metro Service, we continue to work to minimise our environmental impact as well as improving our environmental contribution within our technical and financial means. We comply with all applicable laws and regulations as well as contractual obligations and brings environmental considerations into all decision-making processes.

ACTIONS AND ACHIEVEMENTS

Metro Service adheres to the principles of the environmental management standard ISO 14001. As a company, we are constantly seeking to reduce our energy consumption, ensure a proper management of our waste and reduce our water consumption.

Reducing our energy consumption

In 2020, our total energy consumption was 64,141 MWh. This is an increase from last year's result of 38,198 MWh. There are several factors that impact this result. We have been operating the M3 line for a year now, and the M4 line since March, this year. In addition, we had more trains in service during rush hours to distribute as many passengers as possible throughout the COVID-19 pandemic period. This was a deliberate choice to reduce the risk of COVID-19, among passengers and staff.

In 2020, the energy consumption decreased slightly for M1+M2, compared to last year. This is a result of traction inverters being closed for major power savings, due to big standby consumptions relative to generated recovery effect. By doing so, we achieve a saving of approximately 134 tons of CO₂ Emissions every year. In 2019, we also replaced the ventilation system in the trains. This project was finalised in 2020.

		2018	2019	2020
VANDFORBRUG WATER CONSUMPTION		6 536 m³	7 937 m³	11 283 m³
ENERGI ENERGY CONSUMPTION		AUXILIARY 13 467 MWh TRACTION 17 116 MWh	AUXILIARY 16 166 MWh TRACTION 22 032 MWh	AUXILIARY 12 748 MWh TRACTION 17 108 MWh TOTAL 34 285 MWh
PRODUKTIONSAFFALD WASTE PRODUCTION		215 741 KG	317 400 KG	337 883 KG

ventilationssystemet på værkstedet på Metrovej. Dette projekt fortsatte ind i 2020, ligesom det vil fortsætte ind i 2021.

Metro Service har siden 2014 haft et program for udskiftning af firmabiler, der kører på diesel. I 2020 fortsatte vi udskiftningen af dieselmotorer med servicevogne, der kører på el, til både M1+M2 og M3+M4. Vi købte to nye elbiler til M3+M4 og yderligere to til M1+M2. Det betyder, at 59 % af vores samlede servicevognpark nu er elbiler. Målet er 100 %. I 2019 var tallet 68 %. Dette års resultat er imidlertid påvirket af en stigning i den samlede servicevognpark på grund af et ekstra antal udlejningsbiler, der kører på diesel. Da det ikke er økonomisk rentabelt eller miljømæssigt ansvarligt at skrotte velfungerende biler, vil vi fortsat udskifte vores nuværende køretøjer med elbiler, når de alligevel skal udskiftes.

Metro Service er nødt til hvert år at udskifte dele af metrosystemet, og de gamle dele og komponenter skrottes. Når det er muligt, sælges de gamle dele og genbruges af andre for at begrænse mængden af spild.

Through an energy survey from 2018, we identified several potential investment projects to reduce energy consumption for traction and auxiliary. In 2019, we initiated the improvement of the ventilation system at the workshop at Metrovej. The project continued in 2020 and will also continue in 2021.

Since 2014, Metro Service has run a replacement program for company cars running on diesel. In 2020, we continued to replace diesel cars, with electrical service cars for both M1+M2 and M3+M4. We purchased two new electrical service cars for M3+M4 and two for M1+M2. This means that 59 % of our total service car fleet is now electrical – the goal is 100 %. In 2019, that number was 68 %. However, this year's result is impacted by an increase in the total service car fleet due to an additional number of rental vehicles, which are diesel driven. Since it is not economically viable or environmentally responsible to scrap well-functioning cars, we will continue to replace our current vehicles with electric cars when they need to be replaced at end-of-life.

Every year, Metro Service needs to renew parts for the metro system and the obsolete parts and components are scrapped. When possible, the obsolete parts are sold and re-used by others to minimise the amount of waste.

Affaldshåndtering

I 2020 producerede vi i alt 337,9 ton affald sammenlignet med 317,4 ton i 2019. Denne lille stigning anses at være inden for de almindelige årlige udsving.

Mindre vandforbrug

Vores vandforbrug er steget siden 2019. I 2020 brugte vi i alt 11.283 m³ vand sammenlignet med 7.937 m³ vand sidste år. En medvirkende årsag til dette års resultat er stigningen i antal tog siden åbningen af de nye metrolinjer M3 og M4. Omvendt har vi optimeret vask af servicebiler. I 2020 har vi reduceret vandforbruget fra 40 liter vand pr. bilvask til kun 1,5 liter vand pr. bilvask.

Hos Metro Service er vi også stolte over at have en togvaskemal på Metrovej, som er den første af sin slags i Skandinavien som er "Svanemærket"-certificeret.

Investeringer

Metro Service kigger hvert år på CSR-effekten af alle foretagne investeringer. Investeringens positive eller negative CSR-effekt skal kunne identificeres, beskrives og evalueres, inden investeringen kan godkendes. Af den samlede investeringsværdi i 2020 skønnes 80 % at have en energioptimerende effekt og 30 % at have en positiv indvirkning på det fysiske arbejdsmiljø.

Metro Service foretog investeringer for mere end 22 mio.kr i 2020. En meget væsentlig del heraf var indførelsen af et digitalt reklamenetværk bestående af energibesparende LCD-skærme, som delvist erstattede gamle skærme i M1+M2 og delvist forøgede netværket fra 54 skærme til 116 skærme. Selvom netværket er mere end fordoblet, vil det samlede energiforbrug kun stige med 41 %.

Metro Service fortsatte også sin vej mod servicekøretøjer, der ikke udleder CO₂. I 2020 udskiftede vi fire varevogne, der kørte på diesel, med nye varevogne, der kører på el. Dette var kun 33 % af de planlagte udskiftninger. På grund af forsinkelser hos elbilproducenterne vil disse udskiftninger imidlertid blive foretaget i 2021, hvis det er muligt. Metro Service har fortsat udskiftningen af ældre IT-udstyr med nyt udstyr, som forventes at have en positiv indvirkning på vores energiforbrug.

Management of waste

In 2020, we had a total of 337.9 tons of waste production, compared to 317.4 tons in 2019. This small increase is considered within the normal annual variations.

Reducing our water consumption

Our water consumption has increased since 2019. In 2020, we consumed a total of 11,283 m³ water, compared to 7,937 m³ of water last year. A contributing factor to this year's results, is the growth of our train fleet since the launch of the new metro lines M3 and M4. On the other hand, we have optimised the wash of service cars. In 2020, we have reduced the consumption of water from 40 litres of water used per car wash to only 1.5 litre of water per wash.

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 a "Svanemærket" certification.

Investments

Each year, Metro Service looks at the CSR impact of all investments. The positive or negative CSR effect of the investment must be identified, described and evaluated before the investment can be approved.

Of the total investment value in 2020, 80 % is estimated to have an energy optimising impact and 30 % to have a positive impact on the physical working environment.

In 2020, Metro Service made investments of more than DKK 22 million. A very substantial part hereof, was the introduction of a digital advertising network of low voltage energy efficient LCD screens, which partly replaced old screens for M1+M2 and partly increased the network from 54 screens to 116 screens. Despite, more than doubling the network, the total energy consumption is only going to be increased by 41 %.

Metro Service also continued its journey towards zero emission service vehicles. In 2020, we replaced four diesel vans with new electrical vans. This was only 33 % of the planned replacements. However, due to delays from the automotive manufacturers

Ud over ovennævnte investeringer, som alle har en direkte indvirkning på energiforbruget, har Metro Service også investeret i et nyt løfte- og transportudstyr, der er med til at reducere tunge løft og dermed risikoen for arbejdsskader. De nye elbiler er også mere komfortable og støjer mindre.

De energibesparende investeringer udgjorde 17 mio.kr., og investeringerne i fysiske forbedringer af arbejdsmiljøet udgjorde 2,4 mio.kr.

of suitable products, these will instead be made in 2021, if possible. Metro Service has continued its replacement of older IT equipment with new equipment, which is expected to have a positive impact on our energy consumption.

In addition, to the above-mentioned investments, which all have a direct impact on the consumption of energy, Metro Service also invested in a new lifting and transportation equipment that helps reduce heavy lifting and thereby the risk of work-related injuries. The new electrical service cars are also more comfortable and with less noise.

The energy reducing investments, totalled DKK 17 million and the investments in physical working environment improvements, totalled DKK 2.4 million.







Hos Metro Service gør vi vores bedste for at minimere påvirkningen af miljøet. Vi er stolte over, at vores indsats har kunnet betale sig, og at vi fortsat er de eneste i Skandinavien, som har en togvaskehal, der er "Svanemærket"-certificeret. Vi genbruger 95% af vandet og bruger samtidig en miljøvenlig sæbe.

At Metro Service, we do our best to minimise our environmental impact. We are proud that our efforts have paid off, and that we remain the only ones in Scandinavia with a train washing machine with a "Svanemærket" certification. We reuse 95 % of the water and use at the same time an environmentally friendly soap.

5

Bekæmpelse af korruption

Metro Service har en indkøbs- og compliancepolitik med henblik på at mindske risikoen for korruption og svindel. Denne politik er implementeret i den daglige forretning for at sikre gennemsigtighed i alle tredjepartsforhold.

ANSVARLIG SUPPLY CHAIN MANAGEMENT

POLITIK

Metro Service kræver, at alle væsentlige leverandører underskriver en standardkontrakt, som indeholder en forpligtelse om at agere i overensstemmelse med vores etiske regler. I kontrakten anfører Metro Service også den påkrævede dokumentation, som leverandøren forventes at levere.

Metro Service stiller fortsat krav til sociale klausuler vedrørende beskæftigelse og uddannelse af lærlinge samt krav til rapportering om arbejdstagerrettigheder og arbejdsvilkår, når nye leverandørkontrakter indgås vedrørende materialer og services.

Kravene er præciseret i Metro Services indkøbspolitik, der samtidig anfører, at alle leverandører til metroen er underlagt auditering vedrørende arbejdstagerrettigheder såsom løn- og ansættelsesforhold.

Hos Metro Service bestræber vi os på at samarbejde med vores leverandører på en gennemsigtig måde og i overensstemmelse med lovgivningen. Vi har en høj standard og stiller store krav; også når det kommer til arbejdsforhold, indkøb, gaver og repræsentation.

HANDLINGER OG RESULTATER

Som opfølgning på vores leverandørers og deres underleverandørers overholdelse af krav mv. indsamler vi data vedrørende sociale og arbejdsmæssige klausuler for leverandører til metroen over en vis størrelse. Hvert kvartal skal de udfylde et spørgeskema vedrørende deres overholdelse og dokumentation af arbejdsforholdene. Svarene vurderes af Metro Service, og korrigerende tiltag gennemføres, hvis en leverandør ikke lever op til Metro Services betingelser.

Anti-corruption

Metro Service has a purchase and compliance policy to reduce the risk of corruption and fraudulent behaviour. The policy is implemented in the daily business to secure transparency in all third-party relations.

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

POLICY

Metro Service requests all main suppliers to sign a standard contract, which includes an obligation to act in accordance with our Code of Ethics. In the contract, Metro Service also states the required documentation, which the supplier is expected to deliver.

We continue to set requirements for social clauses regarding employment and training of apprentices as well as requirements for reporting on labour rights and working conditions when new supplier contracts are signed for materials and services.

The requirements are defined in Metro Service's purchasing policy, where it also states that all suppliers working on the metro are subjected to audits, related to labour rights, such as pay and employment conditions.

At Metro Service, we strive to cooperate with our suppliers in a transparent and compliant manner. We have high standards and set high demands, also when it comes to working conditions, purchasing, gifts, and representation.

ACTIONS AND ACHIEVEMENTS

As a follow-up to our suppliers' and their sub-suppliers' compliance, we collect data regarding social and labour clauses, for suppliers above a certain size that work on the metro. Each quarter, they must fill out a questionnaire regarding their compliance with and documentation of their working conditions. The responses are assessed by Metro Service, and corrective measures are implemented if a supplier fails to comply with Metro Service's requested conditions.

Metro Service har indgået en aftale med Bureau Veritas om at foretage auditering af udvalgte leverandører med henblik på at evaluere svarene fra de indsamlede data og sikre overensstemmelse med den indgåede kontrakt og vores etiske regler. Auditeringen fokuserer på arbejdsforhold og -miljø samt overholdelse af lovgivningen vedrørende arbejdstid, løn mv. Overvågningen af sundhed og sikkerhed er også en del af auditeringen.

I alt fire auditeringer var planlagt i 2020. Der er gennemført tre auditeringer, og den sidste er blevet udskudt til februar 2021 på grund af den nuværende COVID-19-situation. En af de gennemførte auditeringer havde en bemærkning til arbejdstiden. Leverandøren er blevet underrettet og pålagt at overholde vores krav.

INDKØB

POLITIK

Indkøb skal altid foregå på en retfærdig og objektiv måde for at eliminere risikoen for korruption og svindel. Metro Service ønsker at opretholde en sund konkurrence mellem leverandørerne. Derfor skal der for alle indkøb over 10.000 kr. indhentes tre tilbud, og valget af en ny leverandør skal dokumenteres. I hvert enkelt tilfælde skal relevante udvælgelseskriterier fastlægges og deles med tilbudsgiverne. Dette sikrer en gennemsigelig og retfærdig udvælgelsesproces.

Metro Service forventer, at alle virksomhedens leverandører og deres underleverandører overholder gældende national og international lovgivning, ligesom det forventes, at deres etiske adfærd er i overensstemmelse med vores etiske retningslinjer.

For store indkøbsaftaler har Metro Service implementeret EU's direktiv 2014/25/EU om offentlige indkøb, der følges for at sikre en objektiv udvælgelse af leverandører. For visse typer af leverandører indebærer det en forhåndskvalificering af tilbudsgivere for at sikre, at kriterierne for jernbanesikkerhed overholdes forud for valget af den endelige leverandør.

Metro Service has an agreement with Bureau Veritas to conduct audits of selected suppliers to evaluate the answers from the collected data and to secure compliance with our contract and Code of Ethics. The audit focuses on the working conditions and environment as well as the adherence to legislation regarding work hours, salary, etc. The monitoring of health and safety is also part of the audits.

A total of four audits were planned for 2020. Three audits have been conducted and one has been postponed to February 2021, due to the current COVID-19 situation. One of the conducted audits had a remark concerning the work schedule. The supplier has been informed and instructed to comply with our requirements.

PURCHASING

POLICY

Purchases must always be executed in a fair 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, three offers must be collected, and the selection of the new supplier must be documented. In each case, relevant selection criteria must be defined and shared with the bidders. This ensures a transparent and fair process.

Metro Service expects all suppliers and their sub-suppliers to comply with the applicable national and international laws and regulations and expect their ethical behaviour to be in line with our Code of Ethics.

For large supply contracts, Metro Service has implemented and follows the EU supply Directive 2014/25/EU to ensure an objective supplier selection. For certain types of suppliers, this involves a pre-qualification of bidders to ensure Railway Safety Objective criteria are met, prior to the selection of the final supplier.

HANDLINGER OG RESULTATER

Metro Service anvender ikke leverandører i højrisikolande, jf. liste udarbejdet af Business Social Compliance Initiative (BSCI).

Der har aldrig været konstateret tilfælde af korruption i Metro Service.

GAVER OG REPRÆSENTATION

POLITIK

Hos Metro Service skal vores aktiviteter være baseret på gennemsigtighed og troværdighed, og personlige interesser må aldrig mistænkes at påvirke arbejdsrelaterede transaktioner eller stride mod Metro Services interesser. Derfor må gaver, repræsentation og andre erkendtligheder kun gives og modtages inden for rimelighedens grænser og efter godkendelse fra nærmeste leder.

En politik vedrørende gaver og repræsentation sikrer, at alle i Metro Service er bevidste om, hvilke gaver der kan modtages på acceptabel vis, og hvornår det er acceptabelt at deltage i repræsentative arrangementer. Det relevante e-learning program vil blive gennemgået og opdateret i 2021.

HANDLINGER OG RESULTATER

Metro Service registrerer alle omkostninger til gaver, repræsentation og/eller sociale arrangementer, der tilbydes til tredjepart, for at sikre gennemsigtighed.

Der er ikke rapporteret om tilfælde af overtrædelse af politikken i 2020.

ACTIONS AND ACHIEVEMENTS

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

No corruption cases have ever been identified in Metro Service.

GIFTS AND REPRESENTATION

POLICY

at Metro Service, our business must be based on transparency and credibility, and personal interest must never be suspected to affect work-related transactions or conflict with the interest of Metro Service. Therefore, receiving or giving gifts, representation or other gratuities must only be accepted within reasonable limits and after approval from 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 you may participate in representative arrangements. The associated e-learning program will be reviewed and updated in 2021.

ACTIONS AND ACHIEVEMENTS

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

In 2020, no non-compliance cases have been reported regarding the policy.



6

Særlige krav

LIGELIG KØNSFORDELING I BESTYRELSEN

POLITIK OG MÅL

Bestyrelsen består af fire medlemmer, der er udpeget af generalforsamlingen samt to medarbejderrepræsentanter.

En ud af fire bestyrelsesmedlemmer udpeget af aktionærerne i 2020 var kvinde. Bestyrelsen har således nået sit mål om, at mindst 25 % af medlemmerne skal være repræsenteret ved det underrepræsenterede køn.

Virksomheden nåede således også sit langsigtede mål om, at have ligeligt repræsentation af begge køn.

Specific requirements

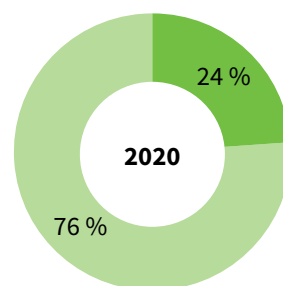
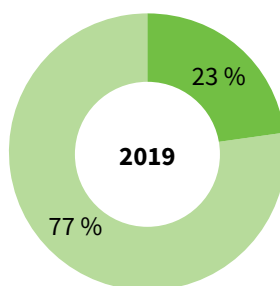
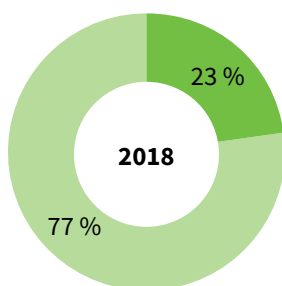
EQUALISATION OF GENDER AT BOARD OF DIRECTORS

POLICY AND OBJECTIVES

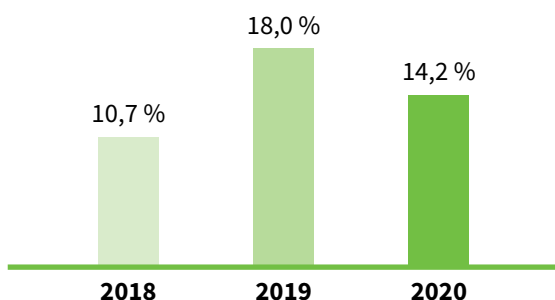
The Board consists of four members, appointed by the General Assembly and two employee representatives.

In 2020, one of the four Board members appointed by the shareholders was female. Thus, the Board has met its goal of having a minimum of 25 % of the underrepresented gender being represented.

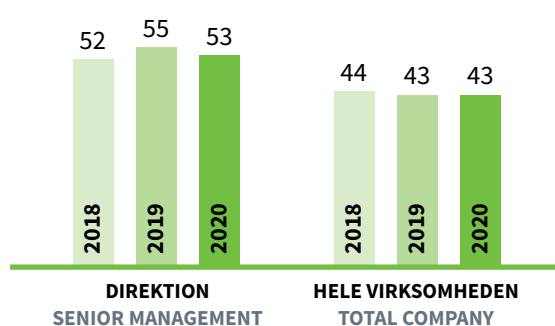
The company has also achieved its long-term objective of having equal representation of both genders.



KØNSFORDELING
GENDER BALANCE



PERSONALEOMSÆTNING
STAFF TURNOVER



ALDERSGENNEMSNIT
AVERAGE AGE

LIGELIG KØNSFORDELING PÅ LEDELSESNIVEAU

POLITIK OG MÅL

Politikken for rekruttering af både medarbejdere og ledere er beskrevet i medarbejderhåndbogen. Vi understreger, at kvalifikationer og erfaringer prioriteres forud for køn. Metro Service ønsker at afspejle samfundets generelle sammensætning og opfordrer i sine jobannoncer alle uanset politisk overbevisning, religiøs orientering, etnicitet eller køn til at søge de ledige stillinger.

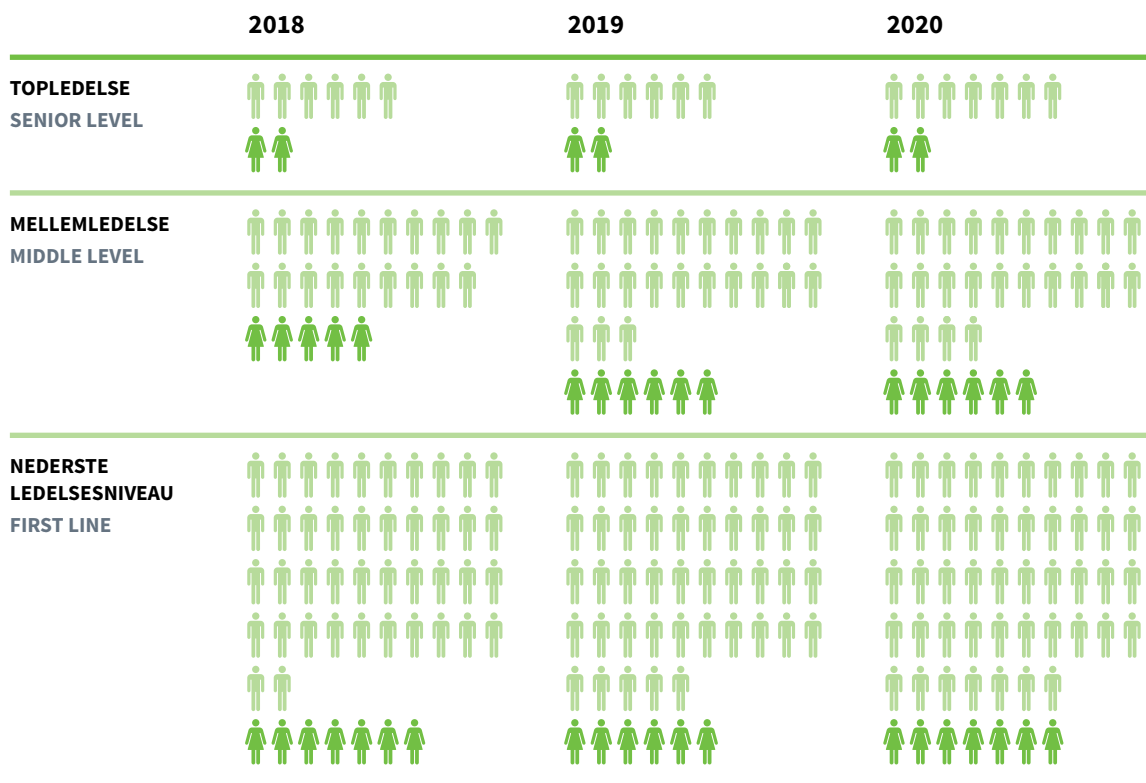
24 % af alle medarbejdere var kvinder i 2020, hvilket er en anelse mere end 23 % i 2019. Denne procentdel varierer imidlertid en hel del mellem de forskellige jobtyper. Især blandt teknikerne, hvis antal steg væsentligt i 2020, varierer kønsfordelingen, da meget få kvinder besidder den nødvendige tekniske kompetence og uddannelse. Dette forhold har gjort, at det stadig er svært at tiltrække kvinder til disse stillinger.

EQUALISATION OF GENDER AT MANAGEMENT LEVEL

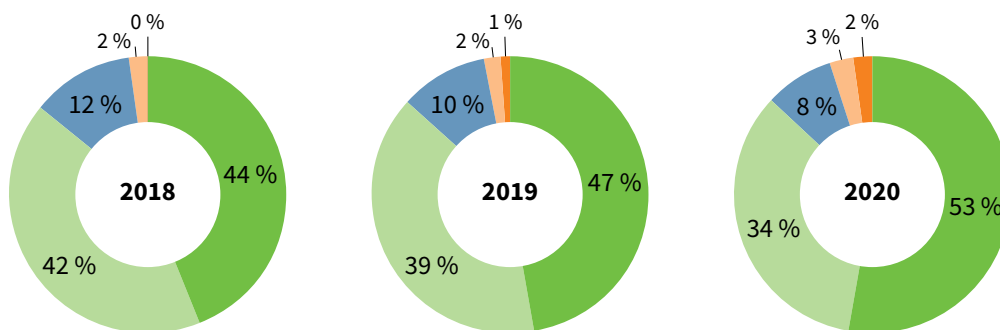
POLICY AND OBJECTIVES

The policy for recruiting both employees and managers, is described in the Employee Handbook. We emphasize that qualifications and experience is prioritised above gender. In job advertisements, Metro Service wants to reflect society in general and encourages everyone, irrespective of political conviction, religious beliefs, ethnicity, or gender to apply for the available positions.

In 2020, 24 % of all employees were women, which is slightly above the 23 % in 2019. The percentage, however, varies a great deal from profession to profession. Especially among the technicians, whose number has increased significantly in 2020, the gender rate differs, since very few women have the required technical skills and education. Therefore, it is still difficult to attract women for these positions.



KØNSFORDELING PÅ DE FORSKELLIGE LEDELSESNIVEAUER
GENDER SPLIT BETWEEN MANAGEMENT TIERS



RESULTATER FRA TRIVSELSUNDERSØGELSEN RESULTS FROM EMPLOYEE SATISFACTION SURVEY



PÅ SPØRGSMÅLET METRO SERVICE TILBYDER LIGE MULIGHEDER UANSET RELIGION, KØN ELLER ETNISK BAGGRUND
ON THE QUESTION METRO SERVICE OFFERS EQUAL OPPORTUNITIES IRRESPECTIVE OF RELIGION, GENDER OR ETHNICITY

For medarbejdere på ledelsesniveau udgør kvinders repræsentation 19 %, hvilket er en stigning i forhold til 15 % i 2019.

Regarding employees at management level, women are represented with 19 %, which is above the 2019 number of 15 %.

HANDLINGER

Når Metro Service rekrutterer, gives der forrang til det underrepræsenterede køn. Hvis flere kandidater ansøger om samme stilling, og deres faglige og personlige kvalifikationer er lige gode, vil en kandidat fra det underrepræsenterede køn blive valgt til stillingen.

Metro Service tilbyder lederkurser og gør i øvrigt en ekstra indsats for, at kvindelige ledere får kendskab til disse udviklingsmuligheder.

Den årlige trivselsundersøgelse indeholder også et spørgsmål om lige muligheder. I 2020 var 86 % af medarbejderne enige eller meget enige i udsagnet: "Metro Service tilbyder lige muligheder uanset religion, køn eller etnicitet". Dette resultat er det samme som i 2019.

ACTIONS

When recruiting, Metro Service gives special attention to the underrepresented gender in the company. If several candidates apply for the same position with equal professional and personal qualifications, the underrepresented gender will be chosen.

Metro Service offers training in management programs and makes an extra effort to encourage female managers to be aware of these development opportunities.

In the annual Employee Satisfaction Survey, a question on equal opportunities is also included. In 2020, 86 % of the employees agree or highly agree that "Metro Service offers equal opportunities regardless of religion, gender or ethnicity". This is the same result as in 2019.



7

Governance

Vores ledelse er fortsat engageret i at sætte tonen og kursen for vores virksomheds bæredygtige fremtid og samtidig levere langsigtet værdi til vores investorer.

CSR-udvalgets rolle er at opmuntre og styrke de medarbejdere, hvis indsats fortsat vil drive virksomhedens samlede succes. Alle medarbejdere i Metro Service er forpligtet til at kende og respektere vores etiske regelsæt og CSR-politikker samt overholde vores politikker vedrørende social og miljømæssig bæredygtighed. Disse politikker udtrykker utvetydigt vores forventninger til medarbejderne. Alle medarbejdere skal uanset titel eller ansvarsområde bidrage til deres kollegers overordnede sikkerhed og trivsel, fællesskaberne og samfundet som helhed.

Vores overordnede mål er at gå fra at integrere samfundsansvar i Metro Services forretning til at levendegøre dette i vores organisation.

Governance

Our Executive Team remains committed to set the tone and direction for our company's sustainable future and, at the same time, deliver long-term shareholder value.

The CSR Steering Committee's role is to encourage and empower employees, whose efforts will continue to drive collective success. All of Metro Service's employees are obliged to know and respect our Code of Ethics, our CSR policies, and to abide by our social and environmental sustainability policies. These policies clearly express the expectations to our employees. All employees, irrespective of title or responsibilities, must contribute to the overall safety and well-being of their colleagues, communities and society at large.

Our overall goal is to move from integrating CSR into Metro Service's business, towards making CSR live within our organisation.



PRAKSIS FOR RAPPORTERING

Metro Service overholder årsregnskabsloven (8. august 2019) og aflægger regnskab i henhold til reglerne for regnskabsklasse C (stor).

Disse rapporteringskrav omfatter resultatopgørelse, balance, egenkapitalopgørelse, pengestrømsopgørelse og oplysning om transaktioner med nærtstående parter.

Derudover aflægges virksomheden også en ledelsesberetning i henhold til årsregnskabslovens § 99 og en CSR-rapport i henhold til § 99a.

CSR-rapporten fører kontrol med virksomhedens resultater inden for politikker vedrørende:

- A) Miljømæssig påvirkning
- B) Samfundsmæssig påvirkning
- C) Tiltag vedrørende menneskerettigheder
- D) Bekæmpelse af korruption

For at kunne følge disse aktiviteter har virksomheden fastlagt politikker, hvis resultater måles ud fra en række KPI'er. Disse KPI'er indsamles så objektivt som muligt, og hvor det er muligt bliver de også valideret af uafhængige revisorer eller vurderingsmænd.

Datasættene er udvalgt til at omfatte tidligere år for at sikre den størst mulige værdi af oplysningerne, og for dermed at give alle interessenter muligheden for at sammenligne virksomhedens udvikling.

Rapporten offentliggøres årligt som en samlet del af virksomhedens årsrapport. Derudover offentliggøres rapporten også separat på selskabets hjemmeside. (www.metroservice.dk)

For yderligere oplysninger kontakt venligst Metro Service på info@metroservice.dk, eller Metroservice A/S, Metrovej 3, 2300 København S.

REPORTING PRACTICES

Metro Service complies with Årsregnskabsloven (08.08.2019) and is reporting according to accounting class C – Large companies.

The reporting requirements includes Balance sheet statement, Profit and Loss statement, Cashflow report, Equity statement, and information regarding financial transactions to related parties.

In addition, hereto 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 policies related to:

- A) Environmental impact
- B) Social impact
- C) Human rights initiatives
- D) Anti-corruption

To follow these activities, the company has defined policies, which are monitored by a set of KPI's. Metro Service's KPI's are collected as objectively as possible, and where possible also validated by independent auditors or assessors.

The data sets have been selected to include prior years to ensure the highest possible value of the information and provide interested parties with the possibility to compare progress of the company.

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

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

Metro Service

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