

CORPORATE SOCIAL RESPONSIBILITY

2013



"Corporate social responsibility is an integrated part of the work with creating a "Healthy DSB"", Jesper Lok, CEO

Corporate Social Responsibility

“Our objective is to create connections. Connection between A and B. Between work and home. Between Granny and Victor. But also connection between expenses and revenue, promise and delivery, the past and the future. Between conventional and green accounting, partners and different modes of transport. Safely, efficiently and easily.”

This is DSB's basic story about DSB's objective. DSB's CSR initiatives support DSB's objective by contributing to creating connections and interrelationships and ensuring that DSB is an environmentally friendly and trustworthy corporation. With this focus, DSB reviewed its CSR activities during the course of 2013.

Framework

At DSB we have incorporated CSR in the way we work – in policies, processes and practice and in procurement, environmental considerations and in economy. DSB has an ethical policy which commits DSB to comply with the 10 universal principles of the UN Global Compact with focus on human rights and employee rights. As an integrated part of the environmental policy, DSB works actively to reduce the corporation's impact on the climate.

Memberships and partnerships

DSB joined the UN Global Compact in 2009 and contributes to the work both financially and by annually reporting on its progress.



In 2013 DSB accepted an invitation from the Minister for Employment to join the board of the Danish Business Forum for Corporate Social Responsibility which advises the Minister for Employment and has the purpose of inspiring and motivating more companies to take social responsibility. DSB has also signed the Copenhagen Diversity Charter to support the work with diversity at workplaces in Denmark.

DSB also takes CSR initiatives through a number of partnerships with associations that have public interest objectives. DSB has se-

lected these associations based on whether they contribute to public interest objectives that are closely related with DSB's core purpose – train operation.

Livslinjen (Lifeline), an organisation working with suicide prevention, is one of DSB's selected partnerships. For three weeks in October DSB displayed posters supporting Livslinjen's anti-suicide campaign at the stations. The DSB-supported campaign resulted in a tripling of the number of people who contacted Livslinjen.

DSB also cooperates with Natteravnene ("Night Owls"), a national voluntary organisation consisting of 7,000 adults. The volunteers walk around at night in the towns and cities with the purpose of being good role models, contributing to the sense of safety and security and helping children and young people, providing joy of life and promoting integration. DSB and Natteravnene have been partners since 2008 and besides receiving financial support from DSB, the organisation's volunteers can ride all DSB trains free of charge while doing volunteer work. DSB is a member of the board of the association Socialt Ansvar, which is behind Natteravnene.

DSB also cooperates with the humanitarian associations in Denmark. Every year DSB thus permits a number of humanitarian organisations to collect money for their charitable causes and distribute material to DSB's customers at the stations. The organisations include Danmarks Indsamlingen (Denmark's 12 largest humanitarian organisations), DanChurchAid, the Danish Cancer Society, ActionAidDenmark, Save the Children Denmark, Danish Red Cross, the Danish Refugee Council and the World's Best News.

At election time in Denmark, DSB supports the democratic process by permitting the political parties and their candidates to distribute material at the stations in the period leading up to the election. This was also the case in connection with the local elections on 19 November 2013.

DSB's CSR activities are not only realised through the way we work at DSB, but also through the requirements we make on our suppliers.

DSB's ethical rules require that our suppliers comply with national and international rules regarding child labour, health and safety at work, discrimination, use of forced or involuntary labour, corruption and bribery as well as the environment.

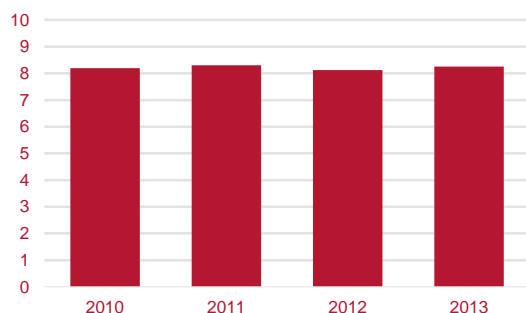
In connection with procurement procedures DSB ensures that strategic suppliers are prequalified and informed about our ethical rules. We expect the suppliers to comply with and act in accordance with these basic principles.

At the onset of 2013 unresolved issues existed in relation to three suppliers on account of a previously conducted analysis of the suppliers' ethical conduct. These issues have now been settled.

Safety and security

Fig. 1: Satisfaction with feeling safe and secure on the train

Scale 0-10

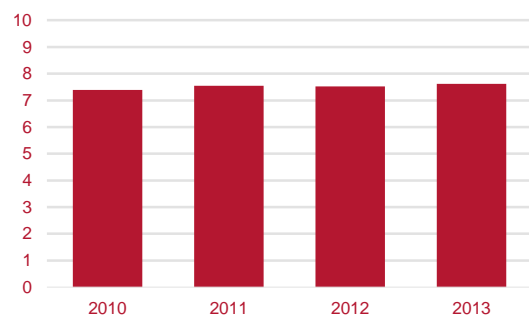


DSB has installed approx. 1,700 cameras at the stations and 3,824 in the S-trains, which contribute to creating a feeling of safety and security for DSB's customers and employees. The cameras are i.a. used to summon the po-

lice and extra staff if necessary and to help the police solve cases concerning vandalism, violence, pick-pocketing etc. In 2013 DSB's surveillance centre contributed to police investigations in 742 cases and entered into a nationwide cooperation agreement with the Danish National Police regarding the use of video etc. in connection with police investigations of 'person under train' incidents and other investigations.

Fig. 2 Satisfaction with feeling safe and secure on the station

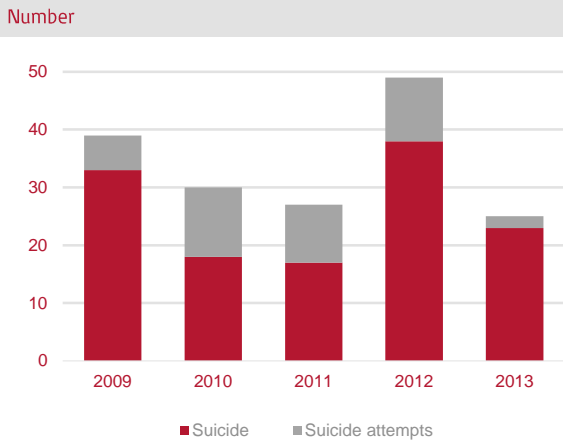
Scale 0-10



Every year DSB spends large amounts of money on removing graffiti, i.a. to create a nice and clean environment and improve the customers' sense of safety and security. To help us in the fight against graffiti, we have teamed up with a supplier of graffiti removal. The experience from this cooperation will i.a. form the basis for a tender for graffiti cleaning at approx. 85 stations in the Greater Copenhagen area.

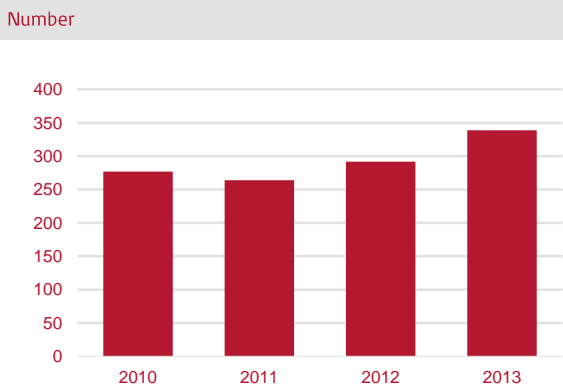
Unfortunately, 'person under train' incidents in connection with suicide and suicide attempts are a recurring event for DSB. In addition to being a tragic event for the person and his/her family, it also affects DSB's customers and employees by way of train cancellations, delays and crisis counselling for engine drivers as well as other employees and customers who witnessed the incident.

Fig. 3: Suicide- and suicide attempts



DSB experienced a marked decline in the number of suicide and suicide attempts in 2013.

Fig. 4: Violence and threats of violence against DSB staff



When many people are gathered at stations and in the trains as well as in connection with ticket inspections, disagreements may arise, which may escalate to threats and violence against fellow passengers and DSB staff.

DSB makes every effort to continue to become better at preventing and handling these situations, e.g. DSB's employees are trained in conflict handling, DSB cooperates with the police, maintains a dialogue with the customers and ensures the availability of special trains for special events.

In case of big events such as festivals and football matches where many customers, often in a festive mood and rather noisy, are travelling to the same destination, DSB enters into a dialogue with organisers and customers with a view to arranging for a special train for the individual event. The purpose is to ensure that both the participants and DSB's other customers can have as pleasant a journey as possible and with as few conflicts as possible. DSB operated 39 special football trains in 2013, which were used by approx. 19,000 football fans travelling to a match. Today DSB has 32 conductors who are trained as football guides. This is one of the reasons that no industrial injuries in connection with the special football trains have been recorded for the past two years.

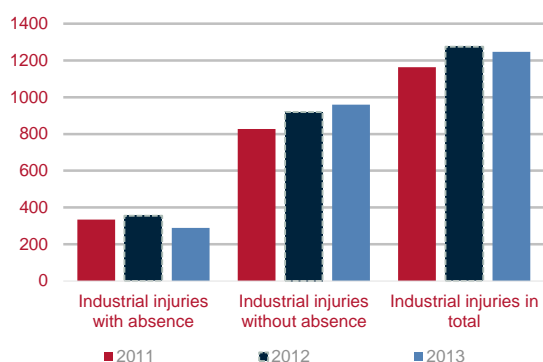
DSB also makes a special effort for children who are part of a family living in separate parts of the country. DSB has 65 trained children's guides who take care of the children from departure station to destination station. A special coach is reserved for these children, and only the children who have seat reservations for this coach are allowed there. DSB's children's guides meet the children at the station, are there for the children if they need help during the journey and make sure that the children get off at the right stations. The special trains with children's guides are available Fridays and Sundays as well as on other days in connection with national holidays. In 2013 there was a total of 15,600 seat reservations for the special children's coaches.

Health and safety at work

DSB is certified according to the internationally recognised standard for health and safety at work, OHSAS 18001. To meet the standard, DSB must ensure a safe and healthy working environment through ongoing development and improvements. In 2013 an extensive audit was carried out; a total of 70 spot checks were carried in the Group across the country. A total of 15 deviations were observed, which have all been addressed in separate action plans containing preventive and corrective actions.

Fig. 5: Reported industrial injuries

Number of days (average)



DSB's health and safety objective is to reduce the number of industrial injuries and the number of days the employees are absent from work. While the number of industrial injuries with absence fell by 19 percent in 2013, there was a 4 percent increase in the number of injuries without absence. Overall, the decline was 2 percent.

Accessibility

DSB's objective is to create connections for all our customers, also the customers with reduced mobility. Therefore, DSB continuously endeavours to make our trains and stations accessible and to assist disabled customers with their transport.

In 2013 DSB provided assistance to disabled customers 18,000 times and sold 42,000 companion tickets, compared with 19,000 and 47,000, respectively, in 2012.

DSB also wishes to provide easy access to buying a ticket for the journey and is therefore, in addition to Rejsekortet, developing ticket services for mobile phones and computers. These services are often new, and not everybody is familiar or comfortable with them yet. Therefore, DSB provides information about the services by means of leaflets and advertisements, on websites and at our customer service. We also offer courses where DSB employees come and tell our cus-

tomers about how the various ticket buying options work in practice. These courses are typically held at libraries, in senior citizens' associations and local chapters of the DaneAge Association. In 2013 DSB held 107 courses in the use of the ticket systems.

Diversity

DSB believes that diversity makes the corporation stronger and increases its competitiveness. Among other things, this is about the diversity in the corporation in the form of gender and ethnicity and about the diversity developed by DSB among its staff through education and experience.

25 percent of DSB's employees are seniors (aged 55+). 256 employees (3.2 percent) are employed on special terms such as acute jobs, flexijobs, light jobs, partially ill and Section 56 illness¹. Of DSB's staff 7 percent of the employees and 5 percent of the managers have another ethnic origin than Danish.

Equal representation at management levels is part of DSB's HR policy and focus on diversity. On DSB's Board of Directors 33 percent are women (not including employee representatives), while the figure is 13 percent for the Corporate Management. 28 percent of all managers at DSB are women. DSB's objective for 2016 is that 33 percent of all managers will be women, distributed on 25 percent among directors, 20 percent among managers of a function, 30 among managers of managers and 35 among managers of employees. DSB will fulfil this objective i.a. by requiring recruitment consultants to provide both female and male candidates and by considering the underrepresented gender in connection with successor planning.

In 2013 as well DSB marked the corporation's support of diversity by participating in Copenhagen Pride for the third year in succession. 129 employees wearing stilettos, uniforms,

¹ Employees with Section 56 illness were not included in the annual report 2012.

glitter and a parade was DSB's contribution to the celebration of diversity and tolerance.

DSB also wants to assume responsibility for helping young people get a job. DSB does so by making available training places and offering special activities for young people with special challenges. DSB has 40 trainee positions (0.5 percent). In addition, a special project carried out by DSB in cooperation with the Municipality of Høje-Taastrup in 2013 gave 20 young people with no job and education/training in 14 weeks the possibility of getting a sniff at what kind of jobs and education/training a corporation like DSB can offer.

Environment and climate

Train operations are responsible for approx. 85 percent of DSB's total energy consumption and trains are an energy-friendly mode of transport.

Fig. 6: CO₂ emissions (Aalborg - Copenhagen)

Kg per person

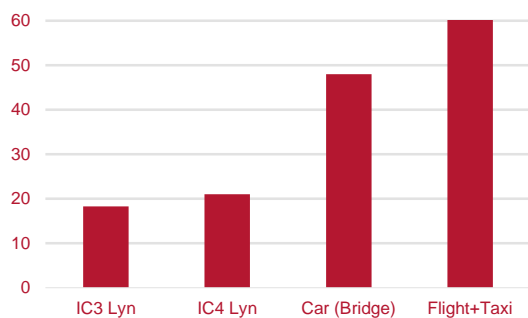
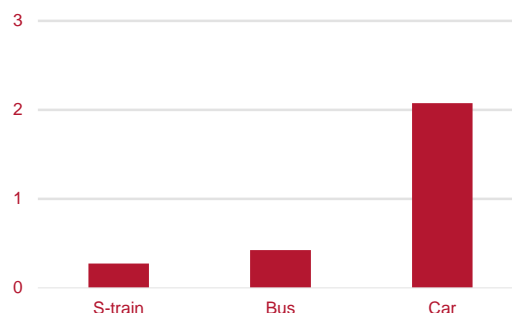


Fig. 7: CO₂ emissions from a 12-km trip in the Copenhagen area

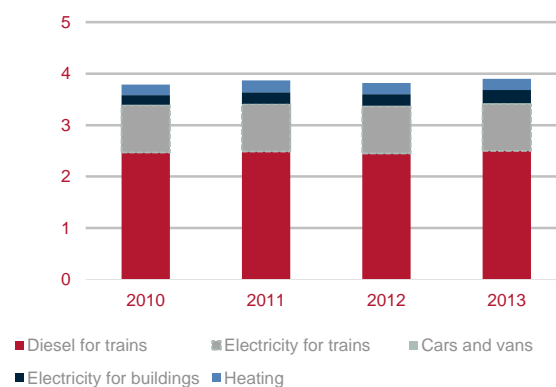
Kg per person



Nevertheless, DSB wishes to increase efficiency through a reduction of its energy consumption per passenger kilometre. In the long term, the adopted electrification of the main network in Denmark will make it increasingly possible to operate on renewable energy.

Fig. 8: Direct and indirect energy consumption

GJ (million)



DSB's total energy consumption for trains rose by 2 percent in 2013 compared with 2012. DSB's diesel operations are responsible for the increase, while electric operations produced minor reductions. The energy consumption for the corporation in the form of electricity for buildings and employee transport to and from work increased.

DSB's total CO₂ emissions rose by approx. 25 percent in 2013 compared with 2012, primarily due to the fact that DSB in 2013 chose no longer to purchase RECS certificates for its electricity consumption for train operations. This means that CO₂ emissions are stated for the electricity consumption again from 2013.

For S-trains the energy consumption per passenger kilometre fell by 3 percent. This fall was obtained through growth in the number of passenger kilometres of 1.3 percent and a fall in the overall energy consumption of 1.7 percent. The falling energy consumption was realised through increased use of the short S-train sets compared with the long S-train sets plus a minor decline in the number of degree days and consequently a reduced energy consumption for heating.

Fig. 9: Development in electricity and diesel consumption per passenger kilometre



Tabel 1: Energy consumption and CO₂ emission

Development	Energy consumption per seat kilometre	Energy consumption per passenger kilometre	CO ₂ emission per passenger kilometre
Long-distance & Regional trains			
- Diesel trains	-1%	1%	1%
- Electric trains	2%	0%	
S-train	-1%	-3%	

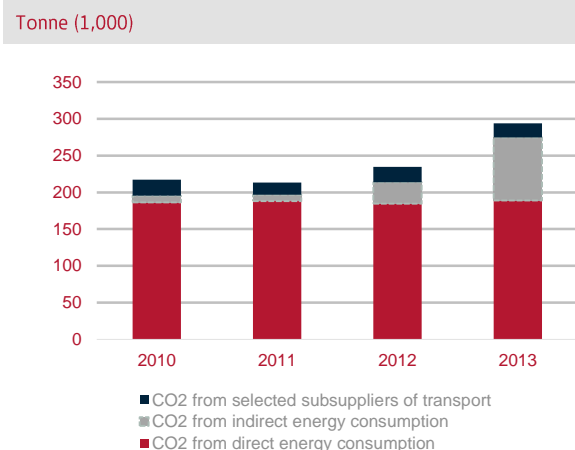
DSB makes a targeted effort to reduce the energy consumption in its buildings and fixed installations. The following measures are among those taken in 2013:

- Gathering of DSB's administrative staff in new domicile in Taastrup.
- Energy review of DSB's fixed installations.
- Replacement of lighting by LED at a number of addresses; expected annual savings of 800 mWh.
- Gathering of workshops and insulation of buildings.

CO₂ emissions from selected suppliers of transport fell by 9 percent compared with 2012. The reason is that replacement bus services in connection with track improvement work were reduced by 36 percent. At the same time CO₂ emissions from school trips fell by 5 percent compared with 2012.

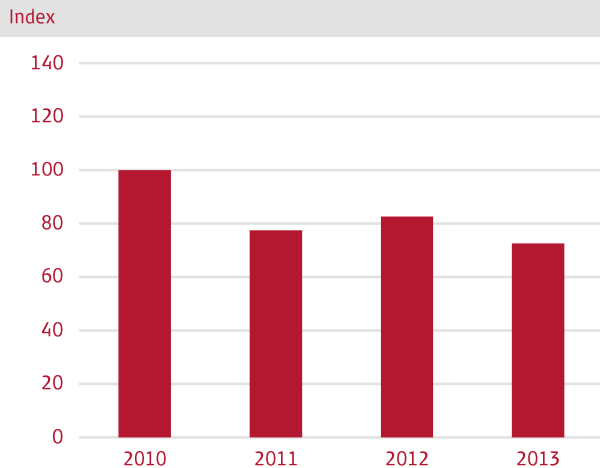
CO₂ emissions from transport relating to the corporation increased by 14 percent, primarily because of changed employee commuting patterns due to the relocation of DSB's domicile to Taastrup.

Fig. 10: CO₂ emission distributed on source



Diesel rolling stock emits particles and also impacts the air quality in other ways as well.

Fig. 11: Particle emission



Total emission of particles from diesel trains fell by 12 percent compared with 2012. The reason is a marked change in the use of rolling stock; from MR train sets to the more environmentally friendly IC4 train sets. In addition, the fitting of the emission kit on the ME locomotives also contributed to the reduction.

In 2013 DSB completed the fitting of emission kits in all 33 ME locomotives. The emission kit lowers the locomotives' emission of nitrogen and carbon. The emission kit reduces emissions of NO_x by 34 percent, while particle emissions fall by 37 percent. DSB has also fitted catalytic converters on an ME locomotive with the purpose of testing the technical and environmental advantages and disadvantages.

In 2013 special focus was on the number of ultrafine particles in the double-decker coaches pulled/pushed by the ME locomotives. The measurements show a high level of ultrafine particles when the locomotive pulls the coaches. Measurements in DSB's other types of diesel rolling stock show a markedly lower level of ultrafine particles.

The number of noise and smoke complaints submitted by neighbours and customers rose from 40 in 2012 to 66 in 2013.

51 of the complaints concern noise, primarily from idling trains in connection with reversing and preparation and from running on flat wheels (worn wheels).

There were seven cases involving municipalities as authorities.

The decision to establish a railway to Aalborg Airport and consequently the decision not to move the preparation facilities at Lindholm station meant a re-opening of complaints from neighbours and from the City of Aalborg claiming that DSB is violating a current order from the City of Aalborg.

