HOCHBAHN GRI-Report

CONTENTS

Sustainability does not mean sacrifice, but innovation

The climate is concerned with one crisis and one crisis alone: the one that it faces. With this mind, we are not losing sight of our goals - even after another year marked by the Covid-19 pandemic and low passenger numbers. We are forging ahead with the mobility transition in Hamburg and will make HOCHBAHN climate-neutral by 2030. Our top priority is to have a positive impact with our business activities and investments while keeping an eye on related risks for people, the climate and the environment.

Foreword

GRI 102-11, 102-14

Sustainability is firmly enshrined in our vision, mission and strategy. In keeping with the Sustainable Development Goals (SDGs) and the UN Global Compact, we are organising our actions around three key principles: sustainable leadership, impact orientation and business integration.

We think that innovative technology and processes are our biggest lever to have a positive impact on people, the climate and the environment. HOCHBAHN fully considers and evaluates risks, for instance in the supply chains for battery-powered buses or in work to expand our infrastructure. Together with partners from industry, experts and the City of Hamburg, we are working to bring about technological transformation and targeted solutions with bravery, transparency and in a spirit of trust.

For us, sustainable urban mobility does not mean sacrifice, but above all innovation. One case in point: we will use waste heat from e-bus charging technology to heat buildings at the future e-bus depot in Meiendorf. It's a small step on the road towards our big goal of becoming climate-neutral by 2030.

Our investors on the green capital market are also on board: in 2021, we became the first German transport company to issue a green bond, raising 500 million euros on the green capital market to finance Hamburg's mobility transition. This was based on a top rating of our sustainable corporate strategy, processes and projects that have a genuine impact on the climate and society. The conclusion was simple: HOCHBAHN is Dark Green.

This distinction spurs us on to keep working together with the City of Hamburg, industry, academia and researchers on this journey – and to constantly expand our joint efforts. For instance, with the Hamburg-Takt initiative, which aims to revolutionise life on the go in our city by 2030.

The ten principles of the UN Compact and the UN Sustainable Development Goals are firmly embedded in our DNA. As an active member of the UN Compact, we also use the network as a knowledge platform. In 2021, for instance, we took part in the global SDG Ambition Programme to implement the SDGs in businesses. We are now using this methodology to develop our own impact programme so that we can make material issues measurable for our stakeholders and integrate them even better into our business processes.

Yours sincerely,

Henrik Falk
Management Board

FOCUS
ON FIVE SDGs

- Affordable and clean energy
- Decent work and economic growth
- Sustainable cities and communities
- Industry, innovation and infrastructure
- Climate action

Report profile

GRI 102-45, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-56

For the 2021 financial year, Hamburger Hochbahn AG (HOCHBAHN) is publishing its second GRI Report in accordance with the standards of the Global Reporting Initiative (GRI), an internationally recognised organisation for sustainability reporting.

As a result, HOCHBAHN's corporate reporting now consists of these three formats:

- The content and design of the **Annual and Sustainability Report** reflects HOCHBAHN's strategically most important projects and combines a review of the financial year ended with an outlook for the future. It vividly describes which projects HOCHBAHN is using to advance sustainability and the UN Sustainable Development Goals, substantiating this presentation with various key figures.
- The **Management Report** and the **Annual Financial Statements** present the course of business, the financial results and the economic position of the company. In addition to financial aspects, non-financial performance indicators are also reported.
- This **GRI Report** provides supplementary and in-depth sustainability information in accordance with the GRI standards and serves as an annual progress report taking stock of HOCHBAHN's sustainability performance. Among other things, the report contains the GRI Content Index, in which reference is also made to relevant content in the other reporting formats.

This report was prepared in accordance with the GRI Standards "Core" option. The reporting period covers the 2021 financial year; in individual cases, current developments taking place in the first quarter of 2022 are included. The GRI Report is published annually, with the next issue expected to be published in July 2023.

The disclosures in this report relate to the scope of activities of Hamburger Hochbahn AG (HOCHBAHN) and its subsidiary Fahrzeugwerkstätten Falkenried GmbH (FFG). FFG's specific sustainability activities are summarised on page 7f. and the scope of the respective key figures in the report is shown accordingly. If, in justified cases, detailed information and key figures on the activities of other subsidiaries have also been published, this is explicitly indicated.

This GRI Report was not subjected to external assurance. However, key figures have been taken from the Management Report and have been audited in this context by an auditor. The information in this report also serves as a progress report for the UN Global Compact; a corresponding index can be found in the GRI Content Index.

HOCHBAHN's goal in publishing this GRI Report in combination with its Annual and Sustainability Report is to provide its stakeholders with comprehensive, relevant and transparent sustainability information.

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HOCHBAHN at a glance

GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-10, 103/201, 203-1

Hamburger Hochbahn AG is a company organised and managed according to private sector principles which is wholly-owned by the Free and Hanseatic City of Hamburg via HGV Hamburger Gesellschaft für Vermögens- und Beteiligungsmanagement mbH (HGV). Both the company's headquarters and all of its operations are located in Hamburg. Operating four U-Bahn lines and 116 bus lines HOCHBAHN provides approximately half of all public transport services within the Hamburg Public Transport Association (Hamburger Verkehrsverbund - hvv). With just under 6.300 employees, it is one of Hamburg's largest employers. Together with its many subsidiaries and investees, including those providing rolling stock maintenance, security, cleaning and ferry services, HOCHBAHN is an integral part of mobility in Hamburg. HOCHBAN has a total of seven bus depots with two annexes, and three U-Bahn workshops.

Detailed information on HOCHBAHN's course of business and key financial figures is presented in the Management Report and the Annual Financial Statements.

HOCHBAHN at a glance

GRI 102-7

	2021	2020	2019
EBITDA[1] (€ million)	-28.7	2.1	39.5
Sales (€ million)	438.9	458.2	534.3
Net loss for the year before loss absorption by HGV (€ million)	150.5	113.4	68.8
Cost coverage ratio (%)	80.8	84.7	90.1
Fixed assets (€ million)	1,648.3	1,498.8	1,409.8
Total assets (€ million)	2,087.8	1,701.0	1,529.3
Equity (€ million)	167.4	167.4	167.4
Capital expenditures, gross (€ million)	327.5	224.4	324.1
Employees[2]	6,284	6,308	6,074
Bus			
Passengers (million)[3, 4]	139.0	147.1	211.7
Passenger kilometres (million)[3, 4]	432.3	457.8	658.7
Capital expenditures (€ million)	64.8	41.5	105.9
Number of buses	1,106	1,107	1,090
Number of lines	116	119	114
Number of stations	1,452	1,425	1,402
Rail			
Passengers (million)[3, 4]	146.8	163.9	250.2
Passenger kilometres (million)[3, 4]	876.4	978.5	1,493.8
Capital expenditures (€ million)	252.2	174.4	212.4
Number of carriages	995	965	929
Number of lines	4	4	4
Number of stations	93	93	93

[1] Earnings before loss absorption, net interest income, taxes, depreciation and amortisation
[2] At 31 December, including Management Board and trainees
[3] 2021: provisional figures
[4] 2020/2019: updated figures

Sustainability at FFG

Fahrzeugwerkstätten Falkenried GmbH (FFG), a wholly owned subsidiary of HOCHBAHN and a full-service bus provider, is responsible for the servicing and repair of the HOCHBAHN bus fleet. Its portfolio also includes fleet management services, service concepts and roof workstations for electric buses, as well as maintenance of technical equipment for bus stops. FFG has eight locations around Hamburg: the main garage and administrative headquarters in Hummelsbüttel plus seven workshops at HOCHBAHN's bus depots.

As HOCHBAHN's full-service bus provider, FFG's sustainability strategy is designed to provide the City of Hamburg with comprehensive support in delivering the mobility transformation and achieving its climate targets. In this capacity, the company is instrumental in implementing HOCHBAHN's sustainability goals and the SDGs prioritised by HOCHBAHN (see p. 5). This is guided by FFG's vision of "craftsmanship and innovation for the mobility of the future". The company has also made it its mission to deliver the bus mobility of tomorrow today in its role as an electric bus specialist. FFG is focused on making a key contribution to the successful transition to a purely electric bus fleet by harnessing its craftsmanship and technical expertise in the configuration, repair and maintenance of electric buses. As a result, the company sees itself as a relevant player in delivering the mobility transformation. FFG is already making an important contribution in this area by developing modern roof workstations as well as special tools for electric bus components.

In addition to providing technical support to converting the bus fleet to zero-emission operation, another key element of FFG's sustainability strategy is the creation of state-of-the-art workshop infrastructure designed with sustainability in mind as well as a focus on servicing models that conserve resources. As a result, the main sustainability target is to establish FFG as a sustainable maintenance company. This is underpinned by two further supporting company-wide sustainability goals:

I. Establish FFG as a sustainable maintenance company:
   - Expand electric bus workshop infrastructure and maintenance models
   - Focus on employees: strategy training, high occupational safety standards, collectively agreed labour protection, promotion of diversity

II. Reduce maintenance emissions and resource consumption:
   - Expand scope of maintenance, repair more, replace less and thus avoid scrap
   - Promote sustainable procurement

III. Share accumulated expertise:
   - Promote further development of low-emission workshop solutions
   - Market these solutions

When it comes to servicing, FFG particularly aims to extend the useful life of major components such as engines by carrying out appropriate repair and maintenance work to prevent these components from being replaced too soon. With this in mind, the company has set up its own workshop area for servicing major components.

To lower its consumption of resources, one of FFG's main targets is to establish a principle of reusability, particularly for products used in large quantities. In 2021, most of the single-use wiping rolls previously used in the workshops were replaced with a multiple-use solution in which reusable cloths are processed for further use without creating any waste water. FFG has launched a trial of reusable alternatives to steering wheel protectors and seat covers for vehicles in the workshop and is striving to reduce the use of disposable gloves.

Going forward, the company will also purchase a model of desk chair known for its repairability and environmentally-friendly materials for use in its offices.

One of the deciding factors in implementing these objectives is FFG's employees, whose continuing professional development is essential, particularly in the areas of systems and high-voltage technology. FFG's corporate values also provide guidelines for its employees:

Respect each other: We all treat each other with respect and fairness. This helps us to manage conflict constructively.

Honour agreements: To collaborate constructively, everyone needs to be able to rely on each other. We do what we say we will.

Take responsibility for results: Everyone in our company is responsible for the results of their actions, and each individual is responsible for keeping our customers satisfied and achieving the company's targets.

Sustainability has been firmly anchored in FFG's organisational structures since 2020 and is managed by the Sustainability, Occupational Health and Data Protection team within the Human Resources and Sustainability division. The company has also introduced a cross-departmental sustainability round table that manages operating sustainability issues and implements and tracks related measures. Sustainability targets for management are also defined within this context. To raise awareness of sustainable action across FFG, an initiative was launched in 2020 as part of the company suggestion scheme to award special prizes for any sustainability-related suggestions for improvement submitted. The topic "Sustainability in the workshop" is also integrated as a fixed component of all internal training sessions for the workshops. In addition, FFG is planning to introduce online training sessions on the topic of sustainability for management.

Sustainable corporate strategy

GRI 102-16

Considering the global challenge of climate change, how people in a growing city like Hamburg can stay mobile in the future without owning a car while at the same time helping to protect the climate is a key issue in urban mobility.

In resolving an update of the Hamburg Climate Plan in 2019 and adopting the Hamburg Climate Change Act in 2020, the City of Hamburg is acting on its stated goal of reducing carbon emissions in Hamburg by 55 percent by 2030 compared with the 1990 baseline. In the transport sector, which, as of 2020, accounts for around 28 percent of Hamburg's carbon emissions, efforts will be made to reduce these by approximately 1,4 million metric tonnes by 2030 compared with 2017 levels. This is to be achieved in two principal ways:

- Bringing about a shift from private car use to environmentally friendly modes of transport (travelling on foot, cycling, local public transport), with the goal of increasing modal split in favour of local public transport from 22 percent in 2017 to 30 percent in 2030 (with environmentally friendly modes of transport making up a total share of 80 percent).
- Converting vehicle fleets – which in local public transport mainly concerns the bus fleet – to zero-emission drive systems.

Implementation of this strategy centres on the City's local public transport strategy, the Hamburg-Takt. A strategic realignment of the local public transport system will allow almost half of the carbon savings required from the transport sector to be achieved. As an integrated mobility strategy, the Hamburg-Takt embodies the paradigm shift in local public transport from demand-focused to customer-centric, needs-based and supply-focused planning. The goal is to design the offering in such a way that timetables become a thing of the past. This translates into the vision that by 2030 every passenger will be able to access an adequate public mobility offering within five minutes. To make the switch to public mobility offerings more attractive and

comprehensive, the Hamburg-Takt will raise the provision of public transport services to a new level by linking buses, trains and ferries with on-demand and sharing services.

The Hamburg-Takt is centred on the philosophy that mobility services must be geared to people and their continually changing needs and their appeal should make them the obvious mobility option on a daily basis. Besides expanding traditional local public transport and integrating on-demand and sharing services, this also entails creating a very positive customer experience with a high level of service across all points of contact. The focus throughout all points of contact, from the planning of the trip to the actual journey and up to the passenger's destination, is on the customer. A lighthouse project in this context is the Dammtor/Stephansplatz model station developed jointly by HOCHBAHN, DB Station & Service and hvv, where customers were able to try out a whole range of innovative approaches to information services and routing in October 2021.

+ See also the Annual and Sustainability Report, p. 64

The mission statement of the Hamburg-Takt serves as the basis of the corporate identity for Hamburg's new local public transport system. It is based on the following attributes, to which all transport companies in Hamburg are committed:

- **Reliable –** Anytime, anywhere: Even when conditions change and the unexpected occurs, we are perceived as agile and eager to find a solution. Systems respond in real time and waits are minimised.
- **Efficient –** We are focused, pinpointed. We take customers to their destination quickly and directly and ignore distractions along the way.
- **Safe –** We provide support, give people a good feeling and put different safety needs on an equal footing. The person with the greatest sense of insecurity is the benchmark for our actions.
- **Intuitive –** Local public transport is a smooth ride. The local public transport system is so simple that all customers can use it effortlessly and without prior knowledge. The offering is designed in such a way that little effort is required to get one's bearings. Whenever information is needed, it is there and does not require a search.
- **Comfortable –** Customers are our guests. They like using local public transport, feel understood and visibly cared for at all times. We provide space and quality and are approachable. High standards from other service experiences can be carried over to our services.
- **Consistent –** We always have the big picture in mind and act seamlessly. In the spirit of the Hamburg-Takt we share findings with other transport companies at an early stage, work in networks and accept good solutions from other parties. On the trip, everything meshes seamlessly – from information to arrival.
- **Fair –** Equal consideration is given to the needs of all customers. Local public transport is available to everyone equally. We operate on equal terms, transparently, comprehensibly and with compassion. When conflicts arise, we act calmly but firmly.

Along with this, HOCHBAHN is pushing ahead with the Hamburg-Takt, which is turning hvv from a transport network into a joint brand with a view to ensuring "one face to the customer".

To make this new self-image visible and perceptible to customers, hvv carried out a comprehensive brand relaunch in October 2021. Easy access to sustainable mobility solutions and an extensive and innovative service are the key features with which the "new hvv" supports its passengers. The transport and holding companies are working even more closely together than before under the shared motto "Wir sind die neue hvv" ("We are the new hvv"). The new main hvv slogan "Und was bewegt dich?" ("And what moves you?") reflects the Group's unwavering focus on its customers.

+ For more information on the new hvv, please refer to p. 74 of the Annual and Sustainability Report.

HOCHBAHN sees itself as a shaper of the Hamburg-Takt and therefore as an essential player in the mobility transformation and for the mitigation of climate change in Hamburg. With its vision for creating "intelligent mobility for a future worth living", HOCHBAHN reinforces its role as a key mobility partner for the City of Hamburg and carries out its day-to-day activities on this basis. Its innovative and sustainable solutions provide intuitive, user-oriented mobility for all life situations. This will serve to fulfil the vision of achieving climate neutrality by maximising the attractiveness of environmentally friendly modes of transport and making private car use obsolete. When it comes to lowering its own emissions, HOCHBAHN adopted its "Climate Neutrality 2030" target in 2019.

As a municipal company, HOCHBAHN believes that it has a particular duty in the context of responsible corporate governance to help ensure a high quality of life within the city. HOCHBAHN underlines its responsibility to people, the environment and society with its commitment to the UN Sustainability Development Goals (SDGs) and the Ten Principles of the UN Global Compact.

Whether this strategic objective is successfully implemented depends to a large extent on the actions of all HOCHBAHN employees. Employee recruitment, retention and continuous development is therefore a key element of its corporate strategy. This also includes a corporate culture that promotes customer focus, cooperation, and the willingness of each and every individual to change and innovate, in addition to supporting and valuing diversity. HOCHBAHN has developed corporate values in the five areas of customer centricity, cooperation/interaction, efficient work, future readiness and social responsibility to guide employees' behaviour in their daily work. These are as follows:

"How we intend to do it – our corporate values"

- We are there for our customers
- We work as a network
- We act efficiently
- We think ahead
- We assume responsibility

Stakeholder dialogue

GRI 102-13, 102-40, 102-42, 102-43, 415-1

HOCHBAHN engages in active, transparent dialogue with different groups of stakeholders. Stakeholders for HOCHBAHN are persons or organisations who have an influence on the company's success or are impacted by its business activities. These include customers, the City of Hamburg and its citizens, the scientific community, companies and collaboration partners, interest groups and associations, the media and the public, as well as investors.

HOCHBAHN's internal stakeholders are its employees and the Supervisory Board.

Information on the different forms of stakeholder engagement can be found in the sections entitled Sustainable corporate strategy (p. 8), Materiality analysis (p. 12), Expansion of mobility services (p. 13), High-quality mobility for all (p. 17), Working conditions (p. 39), New work (p. 49) and Diversity (p. 52) and in the management report, for example in the Research and development section on p. 20.

The media and the public are furnished with important information on the company via official press releases, at regular press conferences and on various social media platforms. Through its membership of different associations and organisations, HOCHBAHN regularly exchanges information with other companies, service providers and partners from the transport industry and thus actively helps to shape the development of the overall environment for local public transport. HOCHBAHN's memberships of professional organisations include the Association of German Transport Companies (Verband Deutscher Verkehrsunternehmen – VDV), the International Association of Public Transport (Union Internationale des Transports Publics – UITP) and Deutsches Verkehrsforum e.V. (DVF). HOCHBAHN does not donate to political parties. HOCHBAHN has also been a partner of Hamburg Climate Week since 2018, which the participating United Nations Environment Programme (UNEP) calls the largest climate communication event in Europe. HOCHBAHN was represented with an information booth at "Climate Week 2021" in September.

Sustainability management

GRI 102-12, 102-18, 102-19

Since joining the UN Global Compact in 2017, HOCHBAHN has aligned its corporate governance with the Global Compact's ten principles and the Sustainable Development Goals (SDGs). The issue of sustainability is also an integral part of HOCHBAHN's corporate strategy and is reflected in five company-specific sustainable development goals:

- Position HOCHBAHN as a sustainable mobility provider
- Minimise emissions arising from our business activities
- Take responsibility, both locally and globally
- Use resources efficiently and protect the environment
- Promote sustainable innovation

HOCHBAHN's sustainability management has been allocated to Management Board level. Since 1 January 2020, Sustainable Development, Environmental Protection and Occupational Safety has been part of the Finance and Sustainability division.

In 2021, sustainability targets were set in the context of sustainable corporate governance (sustainability programme) and in connection with the procurement of zero-emission buses and construction of the U5 line. The achievement of targets is now taken into account when determining the variable portion of remuneration.

In order to integrate sustainability further into its business processes, HOCHBAHN included the topic of climate impacts in its risk and opportunity management in 2020.

There are also various formats for raising awareness of sustainability in processes across the company and actively involving employees in the implementation of these issues. Being considered as a strategic field of internal communication in general communication measures, sustainability topics are regularly addressed in HOCHBAHN's internal portal and in the employee magazine. In 2021 HOCHBAHN launched a Green Lunch where employees can discuss sustainability issues informally with a variety of external guests.

Based on the findings of the materiality analysis, HOCHBAHN developed an impact-based sustainability programme (impact programme) in 2021. The method chosen for this programme is based on the recommendations of the UN Global Compact for the implementation of the Sustainable Development Goals (HOCHBAHN's participation in a global peer learning group in 2021). The impact programme implements the key issues from the stakeholders' perspective by means of targets and metrics (KPIs) and is intended to serve in future as an internal instrument for monitoring and control and to provide a basis for sustainable corporate governance, management accounting and reporting. In this context, the topic of business integration of the required data processes was also considered and specified in the form of visions.

In carrying out its sustainability activities, HOCHBAHN participates in the following external agreements on sustainability:

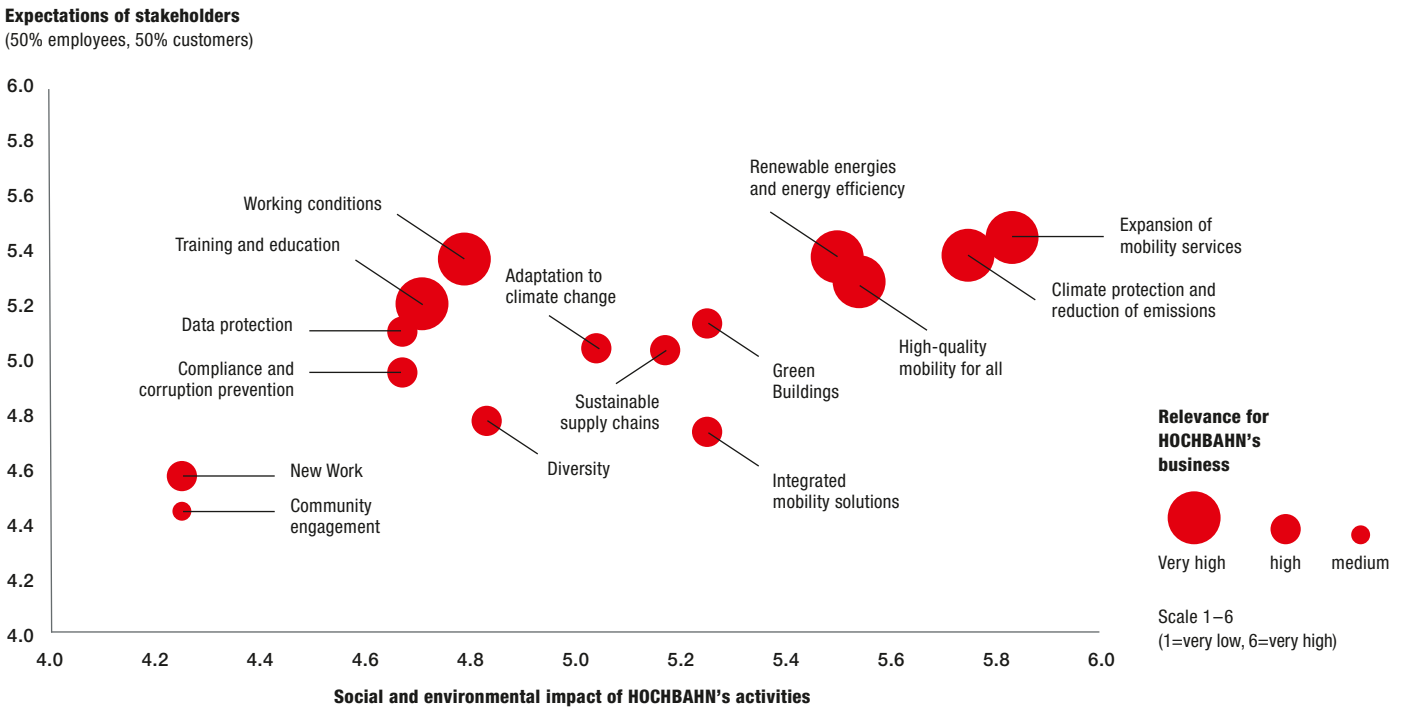
- **UN Global Compact (UNGC):** HOCHBAHN is aligning its corporate governance with the Global Compact's ten principles and the Sustainable Development Goals (SDGs). In 2021, HOCHBAHN took part in the United Nations' Climate Ambition Accelerator Programme through the German Global Compact Network.
- **UN Sustainable Development Goals (SDGs):** HOCHBAHN focuses on the five SDGs Affordable and Clean Energy (7), Decent Work and Economic Growth (8), Sustainable Cities and Communities (11), Industry, Innovation and Infrastructure (9) and Climate Action (13).
- **Global Reporting Initiative (GRI):** Since the 2020 financial year, HOCHBAHN has been publishing a sustainability report (GRI Report) in accordance with the GRI Standards.
- **German Sustainability Code (DNK):** HOCHBAHN discloses its compliance with the criteria of the German Sustainability Code (DNK) in its GRI Report via a DNK Content Index.
- **Green Bond Principles of the International Capital Market Association (ICMA):** The basis for the successful issue of HOCHBAHN's Green Bond includes a green bond framework prepared in accordance with the international standards of the ICMA.

Materiality analysis

GRI 102-44, 102-46

In 2020, HOCHBAHN further honed its sustainability strategy within the framework of a materiality analysis conducted in accordance with the GRI Standards and evaluated 15 sustainability topics with relevance for HOCHBAHN in terms of its business, stakeholder expectations and the social and environmental impact of its activities. Both internal and external stakeholders were surveyed for this, including customers, HOCHBAHN employees and recognised experts in the fields of mobility and sustainability (for more details, see the GRI Report 2020). The results of this analysis are presented in the following materiality matrix, which also applies to 2021 and depicts the key sustainability reporting issues for HOCHBAHN from which the main focus areas of this GRI Report were derived.

Materiality matrix



List of material topics

GRI 102-47

- Expansion of mobility services
- High-quality mobility for all
- Integrated mobility solutions
- Climate protection and reduction of emissions
- Renewable energies and energy efficiency
- Adaptation to climate change
- Sustainable supply chains
- Green buildings
- Data protection
- Working conditions
- Compliance and corruption prevention
- New Work
- Training and education
- Diversity
- Community engagement

Green Bonds

In February 2021, HOCHBAHN became Germany's first transport company to issue a 500 million euro "green bond", thus breaking new ground in the financing of sustainable transport projects.

The proceeds from the issue of green bonds will be used exclusively to finance sustainable and climate-friendly projects. It is based on a green bond framework that defines HOCHBAHN's sustainability targets and obligations and corresponds to the Green Bond Principles of the International Capital Market Association (ICMA). When the experts from the CICERO Shades of Green institute reviewed the green bond framework, their "Second Party Opinion" report awarded it the highest rating of "Dark Green". In addition to the green bond framework, CICERO Shades of Green also gave the HOCHBAHN governance structure its highest rating of Excellent.

In line with the criteria defined in the green bond framework, the bond is used to finance U-Bahn, bus and service projects, with around 70 percent of funds allocated to the U-Bahn network.

See also the Annual and Sustainability Report, p. 16

The green bond framework can be found at www.hochbahn.de/de/unternehmen/investor-relations/gruene-finanzierung.

Expansion of mobility services

GRI 103/203

Expansion of mobility services is an key element of the Hamburg-Takt and the related goal of bringing about a shift from private car use towards environmentally friendly modes of transport (travelling on foot, cycling, local public transport) by creating additional mobility services – even as Hamburg's population continues to grow. By the mid-2030s, Hamburg will have a population of around two million. Transport companies in Hamburg have put various measures in place to improve their services with a total of three service campaigns coinciding with the hvv timetable change in December 2018, 2019 and 2020.

The past year was dominated by the ongoing coronavirus pandemic. HOCHBAHN recorded around 285,8 million1 passengers (including those changing means of transport) in 2021. This corresponds to a decrease in demand of 38,1 percent1 versus 2019. While passenger numbers were highly positive in the second half of the year in particular despite the fourth wave of coronavirus, they remained 8,1 percent down on the previous year's figure overall, primarily due to the fact that the first two-and-a-half months of 2020 were not adversely impacted by the pandemic. HOCHBAHN did not substantially reduce its transport services in 2021 despite the challenges it faced. The permanent discontinuation of SchnellBus-lines with the timetable change in December could be compensated by the expansion of Xpress bus lines.

In 2022, the focus of wide-ranging investments will be on the expansion of the infrastructure. In close collaboration with the City of Hamburg and hvv, the aim will be to broaden the Hamburg-Takt local public transport strategy, expand the hvv switch network and boost online sales.

HOCHBAHN transport performance

	2021[1]	2020[2]	2019[2]
Number of passengers carried (in thousand)			
U-Bahn	146,807	163,895	250,221
Bus	138,965	147,142	211,715
Total of both divisions (U-Bahn + bus)	**285,772**	**311,037**	**461,936**
Total number company-wide[3]	**242,905**	**264,381**	**392,646**
Kilometres per space (in thousand)			
U-Bahn	9,093,963	9,198,359	8,933,221
Bus	4,502,249	4,396,167	4,131,658
Total number company-wide[3]	**13,596,212**	**13,594,526**	**13,064,878**
Passenger kilometres (in thousand)			
U-Bahn	876,438	978,453	1,493,822
Bus	432,327	457,767	658,657
Total number company-wide[3]	**1,308,765**	**1,436,220**	2,152,479

[1] provisional figures
[2] updated figures
[3] In the line entitled 'Total number company-wide', passengers changing from bus to underground and vice versa are only included once.

Access to local public transport[1]

	Scope	2021[3]	2020[3]	2019
Residents with direct access to local public transport[2]	HOCHBAHN	1.543	1.520	1.515
Share of residents with direct access to local public transport[2]	HOCHBAHN	81.3	80.3	80.3

1 Direct access within stop catchment areas (according to VDV publication 4, air line distance): U-Bahn: 600m; Bus: 400m
2 Address-specific resident data as at 31,12. of the previous year (Source: Statistical Office North)
3 Deviations from previous year's report: change in calculation method from network-based approach to air line distance (better comparability); more recent population figures for 2020

Barrier-free upgrading of U-Bahn stations

The barrier-free upgrading of U-Bahn stations fulfils the legal mandate concerning integration and will be instrumental in the development of high-quality mobility. Lifts and level access to the U-Bahn unit will make it much easier particularly for older people, parents with buggies and passengers with luggage to use public transport, which in turn will lead to greater acceptance of this mobility option.

In an upgrade programme coordinated with the City of Hamburg, it was decided in 2011 to make all U-Bahn stations completely barrier-free by 2025. HOCHBAHN is implementing these modifications, which include installing lifts from street level down to platform level, (partly) raising platforms and installing guidance systems for the blind. On the basis of feasibility studies, a preferred option for the upgrade was identified for each station and the order of the station upgrade was determined. HOCHBAHN has coordinated the plans with the disability organisations, the Office for the Protection of Historical Monuments in some cases, the competent district authorities and, if necessary, with the Chief Planning Director.

	2021	2020	2019
Total number of U-Bahn stations	93	93	93
Number of barrier-free U-Bahn stations	84	82	78
Share of barrier-free U-Bahn stations (in %)	90.3	88.2	83.9

The Jungfernstieg and Steinstraße were upgraded to facilitate barrier-free access in 2021. Building work at the Mönckebergstraße and Rathaus stations will continue until mid-2022, while refurbishment work at the Alsterdorf and Hudtwalckerstraße stations will commence in 2022. New construction outside of the barrier-free upgrade programme is currently being planned for the Sternschanze station but is not expected to take place until the second half of the 2020s.

Expansion of the U-Bahn network

Since the rapid transit system, along with buses and ferries, forms the backbone of the Hamburg-Takt, the expansion of the U-Bahn network is one of HOCHBAHN's and the City of Hamburg's core projects. The following U-Bahn network expansion measures were being prepared at the turn of 2021/2022:

1. Construction of a U3 station at Fuhlsbüttler Straße
2. Extension of the U4 to Grasbrook
3. Expansion of the U4 to Horner Geest
4. Construction of a new U5 line from Bramfeld to the Volkspark arenas

+ Further information on the expansion projects can be found in the Annual and Sustainability Report on p. 24-38 and in the management report on p. 34f.

The table below provides an overview of the main expansion projects.

Overview of U-Bahn network expansion

U-Bahn	New stations	Overview	Citizen participation and project communication
Expansion of the U4 to Horner Geest	Stoltenstraße Horner Geest Extension: Horner Rennbahn	The U4 line will be extended to Horner Geest with two new stops. This will give around 13.000 people a U-Bahn stop in close proximity. After preparatory construction work was carried out in 2020, construction officially started in February 2021.	• Collaboration project “U4 macht Schule” launched • Consultation hours in the city district • Supporting project communication on site and via the website www.schneller-durch-hamburg.de/u4-horner-geest
Extension of the U4 to Grasbrook	Moldauhafen	The U4 will be extended beyond the Elbbrücken stop to Grasbrook and will stop above Moldauhafen in the future. This will connect the newly emerging district and the northern Veddel with the centre. As in HafenCity, the U-Bahn is being built at the same time as the new district.	• Evaluation of online dialogue and identification of key issues: design and equipment of the bus stop • Mobility offers in the area and answering questions about the extension of the U4 to the south
Construction of U5 line – new Bramfeld – City Nord section	Bramfeld, Steilshoop, Barmbek Nord, Sengelmannstraße, City Nord (Stadtpark)	The U5 section from Bramfeld to City Nord received planning permission in autumn 2021. This enabled preparatory work for the construction to begin at the end of 2021.	• Supporting communication on U5 includes the following topics: receipt of planning permission, search for station names and new passenger number forecasts • Search for names for four stations on the U5 section • Face-to-face local discussions about construction work
U5 Borgweg to Stellingen	Borgweg, Jarrestraße, Beethovenstraße, Uhlenhorst, St. Georg, Hauptbahnhof, Jungfernstieg, Stephansplatz, Universität, Grindelberg, Hoheluftbrücke, Gärtnerstraße, University Medical Center, Hamburg-Eppendorf (UKE), Siemersplatz/Behrmannplatz, Hagenbecks Tierpark, Sportplatzring, Stellingen, Arenen/Volkspark	This section of the U5 line runs from Borgweg to Arenen/Volkspark It will connect the University Medical Center Hamburg-Eppendorf (UKE), the University, Kampnagel and many other important points in the city. Preliminary planning was completed and in-depth planning began in 2021. Construction of further sections of the U5 line is planned to start in the mid-2020s.	• Online dialogue: participation at Borgweg on the subjects of accessibility, surroundings and the design of the station • Online dialogues about the Universität, Grindelberg and Hoheluftbrücke stations on accessibility, surroundings and the design of the stations
U3 Fuhlsbüttler Straße	Fuhlsbüttler Straße	The new U3 stop at Fuhlsbüttler Straße will give around 10.000 residents direct access to rapid transit.	• Online dialogue on architecture and environmental planning at the station • Online event to present the current planning status

Citizen participation

GRI 102-43, 103/413, 413-1

Since 2016, the Citizen Participation staff unit has involved Hamburg's residents in the planning process for U-Bahn network expansion projects from a very early stage. The main objectives of citizen participation are to transparently inform stakeholders about planning status, incorporate ideas and suggestions into the planning process as far as possible, build trust and acceptance, and identify any potential conflicts at an early stage in order to find common solutions. This is made possible by maintaining an ongoing dialogue on equal terms. With this in mind, the Citizen Participation staff unit acts as an interface between HOCHBAHN and the public.

HOCHBAHN considers citizens to be experts in their own city (or district), with knowledge and suggestions that enrich the planning process. Both parties benefit from direct interaction between HOCHBAHN's planners and local people. Once the construction phase begins, HOCHBAHN keeps residents thoroughly informed about the progress of building work and any local adverse impacts, and remains accessible throughout the project.

As well as keeping local residents informed, the Citizen Participation team also ensures that representatives from local political bodies, associations, organisations and other local and nationwide interest groups are fully involved the process. Representatives of individual projects are on hand within districts to act as direct points of contact. They accept the concerns and suggestions of the actors, attend meetings of the district bodies and use this platform to disseminate information about the projects in the districts.

Another element of citizen participation is the website www.schneller-durch-hamburg.de, which provides information on all projects to expand the U-Bahn network as well as on opportunities for participation and discussion, and thus opens up new opportunities for interested people to get involved digitally.

Over time, the range of tasks falling within the remit of the Citizen Participation staff unit has grown beyond U-Bahn network expansion. Stakeholder management is now also being undertaken in projects such as upgrading of the U3 city centre stations to enable barrier-free access or construction of the new bus depot in Meiendorf.

Key figures for www.schneller-durch-hamburg.de in 2021

	2021	2020
→ Website visits	**357.000 page views** and **69.500 users**	**345.000 page views** and **61.000 users**
→ Online dialogues	**Ten dialogues** with a total of **2.228 contributions**	**Eight dialogues** with a total of **753 contributions**

Additional initiatives implemented in 2021:

- U3: digital event for the new U3 station at Fuhlsbüttler Straße (topic: architecture and environmental planning)
- U4 Horner Geest: project communication via the website www.schneller-durch-hamburg.de (e.g. ground-breaking ceremony, progress of building work, newsletter)
- U5: confirmation of new line colour ("caramel")
- U5: search for names of four new stations on the U5 section from Bramfeld to City Nord
- U5: project communication e.g. updates on preparatory work for U5 construction, planning permission
- Face-to-face local discussions

High-quality mobility for all

The main goal of the Hamburg-Takt is to encourage people to switch from private car use to public transport, i.e. to attract as many passengers as possible and bring about a shift towards environmentally friendly modes of transport in the long term. The Hamburg-Takt is therefore making the biggest contribution to the mobility transformation and achievement of the city's climate targets. The paradigm shift to supply-focused action anchored in the Hamburg-Takt is centred on the philosophy that mobility services must be geared to people and their continually changing needs. In addition to expansion of the offering and integration of new mobility solutions, this relates to the quality of the offerings and the service that decisively shape the customer experience.

HOCHBAHN engages with its customers through various analogue and digital channels. It uses the feedback and concerns expressed to make continuous improvements in the range of services it offers. In addition to provision of a reliable on-the-spot service, taking advantage of the opportunities that digitalisation offers is particularly important in this regard, with new service and sales models being developed alongside analogue ones. At the same time, HOCHBAHN uses its quality management system to record and manage key performance indicators so that it can provide its customers with a high-quality, reliable mobility service.

Customer engagement

GRI 102-43

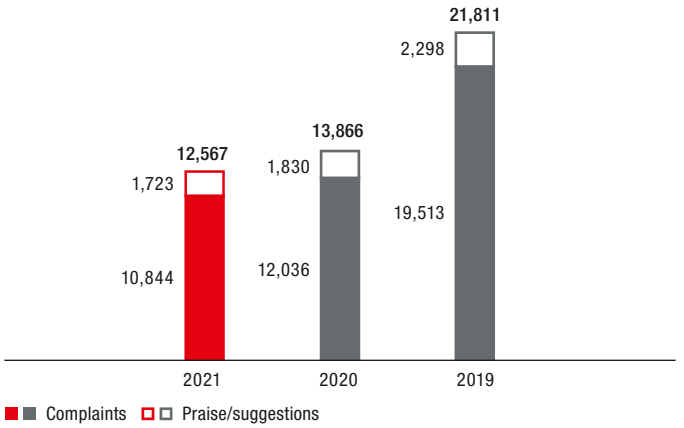
HOCHBAHN's customers have many points of contact with the company, including the following:

- Staff in the vehicles
  (bus and U-Bahn drivers, HOCHBAHN-Wache employees)
- HOCHBAHN's own service points
  (with around 620.500 customers in 2020 and
  approximately 400.000 in 2021)
- The hvv hotline number 19449
  (around 390.000 calls in 2020 and around 360.000 calls
  in 2021)
- Support of regular customers on social media platforms
  (Facebook, Twitter, YouTube, HOCHBAHN blog)
- Advertisements, flyers, posters and passenger TV
  in the U-Bahn trains
- Customer engagement

HOCHBAHN pursues an active approach to customer engagement. Customer feedback, be it positive or negative, is explicitly requested. The company views complaints and criticism in particular as an opportunity to improve its services. HOCHBAHN provides several communication channels (including telephone, e-mail, website) for such purposes and specifically makes reference to these online, on flyers and posters, on information brochures for residents and through dissemination by bus drivers. In telephone conversations and in written responses to complaints, it is also expressly pointed out that customers should get in touch again if they are not satisfied with HOCHBAHN's services and/or would like to make suggestions or even share positive experiences.

In addition to direct contact, customer concerns concerning HOCHBAHN are forwarded daily by hvv's Customer Engagement department for response. hvv's facebook editorial team also forwards any complaints made in the feedback received from HOCHBAHN customers that it processed for inclusion in the statistics. In addition, it refers all personnel-related complaints directly to the respective transport company's Customer Engagement team.

Customer concerns received by HOCHBAHN's Customer Engagement department



The figures for 2021 reflect the considerably lower level of passenger numbers in the year under review owing to the ongoing coronavirus pandemic.

In the 2021 calendar year, HOCHBAHN's Customer Engagement department received 1.533 concerns (previous year: 3.043) in connection with Covid-19, mainly relating to compliance with and monitoring of mask-wearing requirements, ventilation of the vehicles and other hygiene measures.

In accordance with a target set by hvv, customers of the Hamburg transport companies should receive a response to their concern within 14 days. The average response to a customer concern in HOCHBAHN's Customer Engagement department was one day in 2021 (1 day in 2020 and 6,2 days in 2019) due to declining passenger numbers and the related drop in the number of complaints.

Customer feedback is analysed on a monthly basis and is included in various reports and evaluations, among them the quality and customer engagement reports. Here, the Customer Engagement department supplies the necessary data and the operating and sales units then have the task of developing and implementing appropriate measures.

Customer satisfaction

Since 2002, HOCHBAHN has regularly conducted surveys to determine how satisfied its customers are with its service. Since 2014, the survey has been carried out every two years. Customer satisfaction was recorded once again in September 2021 for the first time since 2018.

Known as the 'customer satisfaction analysis' until 2018, HOCHBAHN's customer experience monitoring survey was carried out with a completely new study design for the first time in September and October in line with the surveys conducted for the public transport user barometer in Germany. The results of the customer experience monitoring survey are no longer comparable with previous years as a result of changes to the scale and sampling procedure.

The reference value for global satisfaction at HOCHBAHN, based on a scale where 1 = completely satisfied and 5 = dissatisfied, results in a very strong average of 2,38 points (2021 hvv figure: 2,54 points; 2021 Germany figure: 2,79 points).

The reference values for the U-Bahn network (2,32) and HOCHBAHN buses (2,48) are also above average.

This survey conducted in accordance with the customer barometer model will be run annually between 2022 and 2024.

Customer service and sales

Sales activities are designed to attract new customers and, where possible, tie in with high-quality, innovative products in the long term so that passengers are always offered the ticket that meets their requirements – wherever they want and with maximum convenience.

Personalised on-the-spot customer support remains key here, as is an intuitive digital service experience tailored to customers' needs. Especially given the decline in passenger numbers as a consequence of the coronavirus pandemic, digitalising fares and sales and increasing their flexibility is an important tool in maintaining customers' loyalty to the local public transport system. This is why we focused on strengthening digital sales channels with several major projects in 2021, including the relaunch of the hvv app, the introduction of a new, flexible bundle of ten daily tickets, and further improvements to the hvv switch app, which now offers car sharing in addition to MOIA and hvv ticketing. Two "thank you" campaigns were aimed at customers with hvv subscriptions who travel in a particularly sustainable way in their everyday lives. One of these campaigns was rolled out by hvv, while VDV launched the other. During these campaign weeks, the validity of hvv subscriptions was expanded to allow customers to travel with other people free of charge. New hvv subscribers had the opportunity to receive a bonus as part of a drive to attract new customers.

Service points

The six hvv service points operated by HOCHBAHN are the first stop for customers when it comes to issues relating to hvv season tickets, ticket sales, timetable information, acceptance of higher fares or other questions relating to hvv. The priority here is providing high-quality customer support with the goal of ensuring passengers' long-time loyalty to local public transport. HOCHBAHN employees receive encouragement and support through seminars on specific topics as well as technical and communicative supervision in the workplace. HOCHBAHN staff are available to assist customers at the Hauptbahnhof Süd, Johanniswall, Jungfernstieg, Barmbek, Wandsbek Markt and Billstedt service points. The Jungfernstieg service point is currently being remodelled and is expected to reopen in a new design in the summer of 2022. All other service points are open. To be able to offer customer service in keeping with the times, the service points will be successively transformed based on the "service point of the future" model. A total of 27 partners provide support throughout the area covered by hvv, supplementing the hvv service points operated by HOCHBAHN.

Self-service terminals

HOCHBAHN achieved its aim to replace around 200 of the current ticket machines with state-of-the-art self-service terminals by summer 2021. User-friendly and providing several payment options, these new terminals will also display a large-format map to facilitate the selection of destinations. The self-service terminals build an important bridge between personal ticket office sales and the use of mobile devices. What is more, they will further reduce the barriers to accessing Hamburg's local public transport system. Stations on the U3 and U4 lines were fitted out during the initial roll-out. Next up was the U2 line starting in April 2021, with the U1 line following suit. Since September 2021, at least one self-service terminal has been available at every U-Bahn station. HOCHBAHN has put further free-standing self-service terminals into operation as cash-less versions at the hvv service points at the Hauptbahnhof, Barmbek and Johanniswall stations.

A major software update is planned for 2022, which will provide additional features and services for customers.

Check In/Be Out project as part of a fare network

The Check In/Be Out (CIBO) project jointly led by hvv and HOCHBAHN, will enhance the functionality of the mobile ticketing sales channel. This aims to minimise one of the major barriers to accessing the local public transport system arising from the complexity of the fare system: purchasing a valid ticket.

Up to now, customers have had to specify how far they are travelling and know how long the journey will take when selecting a fare. By contrast, the Check In/Be Out principle is based on users actively "checking in" using a smartphone app before getting on a bus or train or entering a stop or station.

After the user has checked in, the customer's movements through the hvv area are captured via the smartphone and combined into fare-relevant travel routes in accordance with the applicable fare conditions. These will then be allocated to fares based on further conditions entered (e.g. information on whether additional adults or children are being taken along): The amount corresponding to the sum of all trips will be billed automatically for all trips taken during the day. The rollout of the new system is expected to add significant value for passengers when using public transport in the hvv network.

CIBO was officially unveiled as "hvv Any" at the ITS World Congress in October 2021. Integration of hvv Any into the hvv switch app is also progressing according to plan.

+ See also the Annual and Sustainability Report, p. 60

Quality management

The quality management system serves as a central management tool for HOCHBAHN. Among other things, it is guided by the quality criteria set out in DIN EN 13816, the European standard for demonstrating the quality of service of transport companies in public passenger transport.

HOCHBAHN continuously records the key indicators relating to quality criteria and measures them against targets. The most important characteristics that are indicative of quality are punctuality, availability, accessibility, information, customer service, comfort and safety.

Trip availability and punctuality at HOCHBAHN stabilised in 2021. With passenger numbers still relatively low, these figures remained at a high level in the second year of the pandemic. On U-Bahn journeys there were fewer delays caused by passengers boarding and alighting. The relative increase in passenger numbers and the rise in the volume of traffic on the roads caused the punctuality of buses to reduce slightly year-on-year.

Trip availability and punctuality of U-Bahn and bus
in %

	Scope	2021	2020	2019
Trip availability, U-Bahn [1]	HOCHBAHN	99.8	99.8	99.8
Punctuality, U-Bahn [2]	HOCHBAHN	98.7	98.7	98.0
Trip availability, bus [1]	HOCHBAHN	99.7	99.8	99.6
Punctuality, bus [3]	HOCHBAHN	95.8	96.2	93.2

[1] Trip availability corresponds to the ratio of actual departures to planned departures
[2] A trip is considered late if it is more than 3 minutes delayed
[3] A trip is considered late if it is more than 5 minutes delayed

The relevant divisions at HOCHBAHN receive monthly briefings on key quality indicators for steering purposes. The corresponding data is also evaluated further in the quarterly report. In addition, key indicators are presented in notices that are updated each month.

HOCHBAHN is also restructuring its central quality management system. Additional quality characteristics will be added such as the quality of the services (range of connections, expansion of the local public transport network, new forms of mobility). The "customer perspective" will also be consistently and systematically integrated into the quality management system to make it easier to compare operational quality with the feedback obtained from Customer Engagement and through the customer satisfaction survey. All things considered, the overall system will be better aligned with the needs of (potential) users in keeping with the aims of the Hamburg-Takt.

Customer safety

GRI 103/416, 416-1

HOCHBAHN has put a variety of measures in place to ensure the safety of its customers. These extend to all HOCHBAHN mobility services, bus and U-Bahn vehicles and their stops, and include technical safety measures (such as safety markings and escape routes), communication and information systems (such as CCTV and emergency phones) as well as the deployment of staff on site.

[1] See also https://hochbahnwache.de/unser-netzwerk

The staff of HOCHBAHN-Wache, HOCHBAHN's security service, are responsible for the safety of customers across the HOCHBAHN network.[1] The HOCHBAHN-Wache operations centre carries out video surveillance of the U-Bahn stations 24 hours a day, seven days a week. The senior security officers working in the operations centre coordinate the on-site security personnel and support them in their work.

The partnership between the police, local authorities and transport companies in Hamburg also plays a decisive role in ensuring the safety of HOCHBAHN customers. Members of the "hvv Safety Partnership", which has been in place since 2011 and includes the state police, the federal police and the security personnel of the transport companies, regularly carry out a range of measures designed to increase passengers' sense of safety both onboard and at the hvv stops. These include tactical operations as well as carrying out regular patrols and providing security support for many of the large events held in Hamburg.

To improve safety for cyclists and reinforce environmentally friendly modes of transport by enabling bicycles and buses to co-exist more harmoniously, HOCHBAHN began to equip its buses with turn assistance systems in 2021.

+ See also the Annual and Sustainability Report, p. 70

Integrated mobility solutions

As a driver of sustainable mobility in Hamburg, HOCHBAHN is expanding its core business to include complementary intuitive mobility services. HOCHBAHN plans to combine its regular public transport services with new mobility services to create a coherent product range that is easy and convenient to use. This mobility transformation will only become a reality, however, if the current public transport system is aligned very closely with the new public mobility services.

The hvv switch platform offers passengers in Hamburg a multimodal service that adapts to their individual mobility needs and will therefore play a decisive role in the implementation of the mobility transformation. The Kellinghusenstraße switch point shows how cycling, public transport and vehicle sharing services will be linked in the future.

hvv switch app

At the end of June 2020, HOCHBAHN launched the hvv switch app and simultaneously replaced the switch brand with hvv switch. The new application is at the heart of the Hamburg-Takt strategy. In the future, it will make all of the city's mobility services available digitally via a single app. This will then connect traditional public transport services with other sharing services.

As of 31 January, 2022, hvv tickets, MOIA, SIXT share, MILES and TIER can be booked via the hvv switch app. In 2022, the WeShare car share and the StadtRAD bike share services will be added. Furthermore, in 2021 the hvv switch app was linked with Google Maps, enabling users to buy the ticket they need directly in the app via Google Maps. At the same time, real-time information about the HOCHBAHN buses is being integrated into the map view of Google Maps so that users can track the location of vehicles at any time.

See also the Annual and Sustainability Report, p. 50

hvv switch app
(as of 31 January 2022)

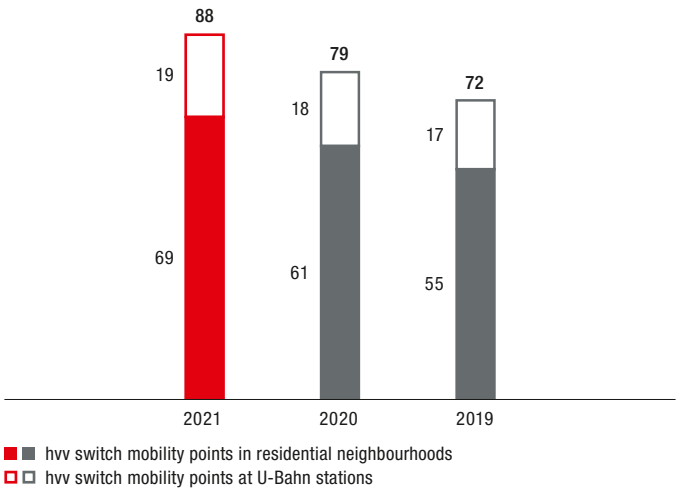
Over 170,000
app installations
(2020: almost 70,000)

Over 3.2 million
euros in sales with hvv tickets
(2020: over 600,000)

Over 150,000
registrations
(2020: over 50,000)

Over 800,000
hvv tickets sold
(2020: almost 170,000)

hvv switch points



hvv switch points

As well as being a key part of the digital mobility platform alongside the hvv switch app, the hvv switch concept is based on a network of mobility service points that bring together various complementary services, such as car and bike sharing, in one place: the hvv switch points.

In 2013, HOCHBAHN set up the first hvv switch point at the Berliner Tor U- and S-Bahn stop, thereby adding mobility services to its range of regular public transport services for the very first time. Car2go and Europcar were the first two providers on board, but DriveNow, Cambio and StadtRAD followed soon after to supplement bus, train and ferry services.

As of 31 January 2022, there are 88 hvv switch points, 19 of which are located at U-Bahn and S-Bahn stops in Hamburg, plus 69 points located away from regular public transport stops in the city districts.

The current hvv switch point network has a total capacity of 429 parking spaces. The Free and Hanseatic City of Hamburg is supporting the addition of further switch points at municipal railway stations and in local neighbourhoods.

At the moment, all users of the car sharing providers SIXT share, MILES, SHARE NOW and cambio can use the hvv switch points. Vehicles operated by these providers can also be parked there. As the scheme develops, other providers will be permitted to use the hvv switch points too.

Parking space sensors and electrification of the mobility points

All existing and planned hvv switch points have been and will be equipped with ground sensors. They can be used to provide information in the hvv switch app on the availability of parking spaces at the mobility points. The installation and digital integration of these parking space sensors at existing hvv switch points are being funded by the Federal Ministry of Transport and Digital Infrastructure as part of a research project.

The electrification of mobility points is also making good progress. A green charging infrastructure was installed in 2020 at the hvv switch points at Kellinghusenstraße, Christuskirche, Dammtor and Barmbek, and in 2021 at the hvv switch points at Berliner Tor, Altona, Finkenwerder (Köhlefleet Hauptdeich), Hauptbahnhof (Heidi-Kabel-Platz). The charging stations can only be used to charge vehicles belonging to hvv switch's car-sharing partners. To avoid confusion with the public charging infrastructure, the charging stations have special branding. By mid-2022, 38 charging points should be available at hvv switch points.

Climate protection and reduction of emissions

GRI 102-11, 103/305

After the energy sector and manufacturing industries, the transport sector is the third largest source of greenhouse gas emissions in Germany, responsible for about 20 percent of all carbon emissions. While other sectors have achieved significant reductions in their emissions since 1990, emissions from transport have increased slightly over the same period [1]

According to the carbon footprint for Hamburg, the mobility sector was responsible for around 28 percent of the city's carbon emissions in 2020. [2]

HOCHBAHN's climate protection programme is based on the City of Hamburg's Climate Plan and the Hamburg Climate Protection Act (for more information, see the section on Sustainable corporate strategy on page 8).

Minimising the emissions of its business activities has been one of HOCHBAHN's top sustainability goals since 2018. By adopting its "Climate Neutrality 2030" target in 2019, HOCHBAHN underlined its ambitions and contribution to complying with the Paris Agreement and the City of Hamburg's CO_2 reduction target. By 2030, HOCHBAHN will reduce its direct (Scope 1) and indirect (Scope 2) greenhouse gas emissions as much as possible. Any remaining carbon quantities that cannot be completely avoided in any other way will be made climate-neutral from 2030 onwards by means of compensation measures.

Its most important measures include the procurement of zero-emission buses for local routes and the purchase of high-quality certified green electricity. Additional potential lies in converting the company's vehicle fleet to zero-emission and reducing the emissions of the systems used to heat and cool the company's operational and administrative buildings.

In addition, HOCHBAHN looked into the methods and the required processes to be able to analyse the indirect emissions from upstream and downstream processes (Scope 3) and to review their additional savings potential.

As a member of the Hamburg Environmental Partnership since 2007, HOCHBAHN has been committed to complying with legal regulations and obligations and to the continued implementation of voluntary corporate environmental and climate protection.

Moreover, since signing the climate partner agreement ("climate partnership") in 2018, HOCHBAHN has been committed to supporting the goals of the Hamburg Climate Plan by

- establishing and further developing the company's own climate protection strategies,
- carrying out an annual assessment of all carbon reduction activities,
- making its climate action strategy and carbon footprint information available to the Climate Control Centre of the Hamburg Environmental Authority (BUKEA),
- purchasing green electricity, with a particularly rigorous certification whenever possible, and
- carrying out periodic energy audits.

[1] See Climate Action Report 2019 of the Federal Government (https://www.bmuv.de/themen/klimaschutz-anpassung/klimaschutz/klimaschutzberichterstattung)
[2] https://www.hamburg.de/co2-bilanz-hh/

HOCHBAHN'S carbon footprint

HOCHBAHN has been calculating its carbon footprint for Scope 1 and Scope 2 emissions since 2019. Scope 1 includes all direct emissions from the combustion processes of stationary and mobile facilities and direct fugitive gas emissions. Scope 2 includes indirect emissions from purchased electricity, district heating and hydrogen.

Although HOCHBAHN expanded its bus services by 2.4 percent, or around 106 million kilometres per space, compared to the previous year, its U-Bahn services declined by 1.1 percent or around 104 million kilometres per space. As a result, the overall service remained virtually unchanged compared to the previous year, rising by 0.01 percent or 1.7 million kilometres per space. In contrast, its carbon footprint including FFG grew by 2.9 percent (2,213 tonnes of CO_2). This is partly due to the 2.4 percent increase in diesel consumption resulting from the expansion of bus services and partly because of higher heating energy requirements caused by colder weather combined with measures to limit the spread of the pandemic, such as opening the doors on buses and U-Bahn trains centrally to improve ventilation of indoor areas.

HOCHBAHN carbon footprint[1]) in t of CO_2

GRI 305-1, 305-2, 305-5

HOCHBAHN'S carbon footprint[1]	Scope[2]	2021[3]	2020[4]	2019[2]	Change vs. 2020 absolute	Change vs. 2020 %
Scope 1	HOCHBAHN, FFG	**75,035.3**	**73,197.6**	**72,892.1**	**1,837.7**	**2.5**
of which diesel (bus fleet)	HOCHBAHN	66,404.9	65,525.5	66,342.6	879.4	1.3
of which heating oil (bus fleet)	HOCHBAHN	2,316.0	1,456.6	1,316.4	859.4	59.0
of which natural gas (heating of buildings)	HOCHBAHN, FFG	2,283.7	2,157.9	1,921.8	125.8	5.8
of which refrigerants (bus fleet)	HOCHBAHN	1,934.4	1,917.5	1,763.7	16.9	0.9
of which insulating gases (U-Bahn fleet & switchgear)	HOCHBAHN	1,110.7	1,110.7	477.9	0.0	0.0
of which diesel + petrol (company and service vehicles)	HOCHBAHN, FFG	561.2	587.4	674.4	-26.3	-4.5
of which refrigerants (buildings)	HOCHBAHN	222.2	245.7	217.9	-23.4	-9.5
of which natural gas (other facilities)	HOCHBAHN	139.4	64.5	69.0	74.9	116.2
of which heating oil (heating of buildings)	HOCHBAHN	52.2	65.7	49.6	-13.5	-20.6
of which refrigerants (U-Bahn fleet)	HOCHBAHN	4.9	60.7	49.4	-55.8	-91.9
of which diesel (shunters)	HOCHBAHN	3.9	3.7	7.1	0.2	5.7
of which heating oil (emergency power systems)	HOCHBAHN	1.8	1.6	2.4	0.1	8.2
Scope 2	HOCHBAHN, FFG	**3,028.4**	**2,652.7**	**2,872.7**	**375.7**	**14.2**
of which electricity (market-based)[5]	HOCHBAHN, FFG	0.0	0.0	0.0	0.0	
of which district heating	HOCHBAHN, FFG	3,023.1	2,579.5	2,774.3	443.7	17.2
of which hydrogen	HOCHBAHN	5.3	51.4	59.2	-46.1	-89.8
of which electricity (location-based)[6]	HOCHBAHN	0.0	21.9	39.2	-21.9	-100.0
Scope 1 + 2	HOCHBAHN, FFG	**78,063.7**	**75,850.3**	**75,764.8**	**2,213.3**	**2.9**

[1] Recorded since 2019. Emission factors of the Department of the Environment, Climate, Energy and Agriculture (current as of November 2021)
Exceptions:
- Refrigerants and insulating gases: Emission factors of the Intergovernmental Panel on Climate Change (5th Assessment Report) and Federal Environment Agency (2019)
- Hydrogen: 13.62 kg of CO_2e per kg hydrogen based on current sourcing (by-product of chlor-alkali electrolysis)

[2] Including JASPER and Süderelbe Bus GmbH

[3] Provisional figures for district heating, electricity (400 V), natural gas (heating of buildings) and heating oil (heating of buildings)

[4] Updated figures

[5] Climate neutral by purchasing high-quality green electricity from unsubsidised renewable energy plants with a plant age of 6 years or less (market-based approach); using regional emission factors (location-based approach), Scope 2 emissions from electricity sourcing were 63,150 metric tons of CO_2 in 2021 (2020: 60,802; 2019: 61,122)

[6] From existing contracts of the subsidiaries integrated in 2020. The last separate contract ended on 31.7.2020. It concerned the Heykenaukamp delivery point.

The emissions responsible for the carbon footprint originate from two categories of activity data: energy consumption data and fugitive gas loss data. The trend in energy consumption is described on page 32 of the section on Renewable energies and energy efficiency. The diesel consumption of the bus fleet, which increased by around 3.6 GWh, results in 879 tonnes of CO_2, a 1.3 percent increase in emissions from this source. Significant additional emissions arising from further power consumption can be attributed mainly to the increased consumption of heating oil for the bus fleet (859.4 tonnes of CO_2 or 59 percent), demand for district heating (443.7 tonnes of CO_2 or 17.2 percent) and natural gas for heating buildings (125.8 tonnes of CO_2 or 5.8 percent). The reduction in the fuel consumption of HOCHBAHN's company and service vehicles has cut carbon emissions by around 26 tonnes (4.5 percent).

The change in fugitive gas losses has led to a rise in emissions from refrigerants to cool buses rose by 16.9 tonnes of CO_2e [1] or 0.9 percent, whereas insulating gases remained at the previous year's level. Insulating gases are used in switchgear and in the power electronics of the first and second series of DT4 U-Bahn rolling stock. The emissions attributable to U-Bahn air conditioning fell by 55.8 tonnes of CO_2e or 91.8 percent. Losses in building climate control were reduced by 23.4 tonnes of CO_2e or 9.5 percent.

The specific energy consumption of the different modes of transport is described on page 30 in the section on Renewable energies and energy efficiency.

Comparing the development of energy consumption figures with the development of the bus fleet's carbon emissions reveals similar trends: While carbon emissions decreased by 1.1 percent per kilometre per space, they rose by 7.2 percent in terms of passenger kilometres. Once again, total electric bus charge current almost doubled year-on-year, now accounting for around 1.9 percent of the bus fleet's overall drive system energy consumption. Adopting the same strategy as for the U-Bahn system, the continued, exclusive purchasing of high-quality certified green electricity reduces carbon emissions for this portion of bus drive power to 0.0 g of CO_2 per kilometre per space/passenger kilometre.

The share of carbon emissions from diesel (bus fleet) in the carbon footprint fell to 85.1 percent compared to the prior-year figure of 86.4 percent.

Carbon emissions of modes of transport

GRI 305-4

	2021 [1]	2020 [2]	2019 [3]	Change vs. previous year absolute	Change vs. previous year %
U-Bahn					
Specific CO_2 emissions (in g/kilometres per space) [4, 5, 6]	0.0	0.0	0.0	0.0	
Specific CO_2 emissions (in g/passenger kilometre) [4, 5, 6]	0.0	0.0	0.0	0.0	
Bus [6]					
Specific CO_2 emissions (in g/kilometres per space) [4, 5, 6, 7, 8]	14.75	14.92	16.07	-0.17	-1.1
Specific CO_2 emissions (in g/passenger kilometre) [4, 5, 6, 7, 8]	153.61	143.25	100.81	10.36	7.2

1 2021: provisional figures
2 2020: updated figures
3 2019: updated passenger kilometre figures
4 Related to the vehicle drive without considering the upstream chain
5 Emission factors for calculating the reduction of CO_2 emissions as part of the Hamburg Climate Plan. Made available by the Department of the Environment, Climate, Energy and Agriculture. Current as of: November 2021.
6 Starting with the 2019 reporting year, the emission factor of 0 g CO_2 per kWh was calculated on the assumption that operation is exclusively based on track power and charge current generated by non-subsidised renewable energy plants with a maximum plant age of 6 years (market-based approach).
Using regional emission factors (location-based approach), the specific carbon emissions of U-Bahn transport in 2021 were 4.9 g per kilometre per space and 51.1 g per passenger kilometre.
7 Based on timetable data of the concession of HOCHBAHN
8 Sum of diesel, charge current and hydrogen including JASPER and Süderelbe Bus GmbH

Due to the progressive exchange of drive systems, the carbon trend values were lower than the energy efficiency trends. HOCHBAHN intends to increase its overall fleet of electric buses to more than 160 vehicles by the end of 2022 while maintaining the quality of electricity.

1 For better comparability, emissions of greenhouse gases other than CO_2 are converted into CO_2 equivalents (CO_2-e) based on their impact on the climate

Green electricity

Since January 2019, HOCHBAHN has been purchasing 100 percent high-quality, certified green electricity, which comes from non-subsidised renewable energy plants less than six years old. By doing this, HOCHBAHN is making a significant contribution to the cause of renewable energies. Its commitment to purchasing this quality of electricity exclusively has made it possible to maintain the specific carbon emissions of the U-Bahn at 0.0 g per kilometre per space or passenger kilometre.

Company and service vehicles

HOCHBAHN's revised company car policy has stipulated zero-emission requirements for all company or service vehicles purchased since 1 January 2021. When replacing or purchasing new passenger cars or light commercial vehicles (< 3.2 t), zero-emission specification vehicles must always be selected. If in exceptional cases it is not possible to procure a purely electric vehicle, a hybrid vehicle (e.g. plug-in) should be selected. Any purchase of vehicles powered solely or predominantly by internal combustion engines (e.g. plug-in hybrids) must be justified and approved by the Management Board. Heavy goods vehicles (> 3.2 t) are currently also permitted as diesel variants due to the range limitations of alternatives. 23 percent of company and service vehicles (HOCHBAHN and FFG) are already purely electric. This represents an increase of 2 percent compared to the previous year's figure.

Zero-emission buses

GRI 103/305

The City of Hamburg gave HOCHBAHN and all other Hamburg transport companies the political remit in 2012 of acquiring only local emission-free buses from 2020 onwards.

The plan is to operate the entire fleet on a zero-emission basis by the early 2030s. An interdisciplinary project capable of cross-departmental project organisation was installed by HOCHBAHN to enable the company to fulfil the mandate given to it by the City of Hamburg in a targeted manner. This project is responsible for achieving this target.

The future of vehicle procurement depends on the development of battery technology and the range of the electric vehicles they power. In 2014, HOCHBAHN started operating the 109 bus line as an "innovation line" in order to test vehicles with alternative drives. HOCHBAHN's discussions with different bus manufacturers have therefore played a part in supporting the development of a market for zero-emission buses.

In light of this, HOCHBAHN procured and put into operation 30 battery-powered buses (20 Evobus and ten Solaris) as early as 2018 and 2019. Moreover, HOCHBAHN successfully completed Germany's largest tender for electric buses in 2020. Three European manufacturers were awarded the contract to supply up to 530 zero-emission solo and articulated electric buses between 2021 and 2025. By the end of 2021, the number of zero-emission buses had grown to 101, including the first twelve articulated buses. Nine additional battery buses are expected to be delivered in the current year from order placed in 2021. A further 56 battery buses have been ordered for delivery in 2022.

Related to the vehicle drive without considering the upstream chain, HOCHBAHN saved a total of 2,956 tonnes of CO_2 by using zero-emission buses in 2021 [1]

+ See also the Annual and Sustainability Report, p. 44

[1] The emission factor of 0 g CO_2 per kWh was calculated on the assumption that operation is exclusively based on charge current generated by non-subsidised renewable energy plants with a maximum plant age of 6 years (market-based approach). Using regional emission factors (location-based approach), a total of 899 tonnes of CO2 was saved in 2021 by using zero-emission buses.

Fuel cell buses

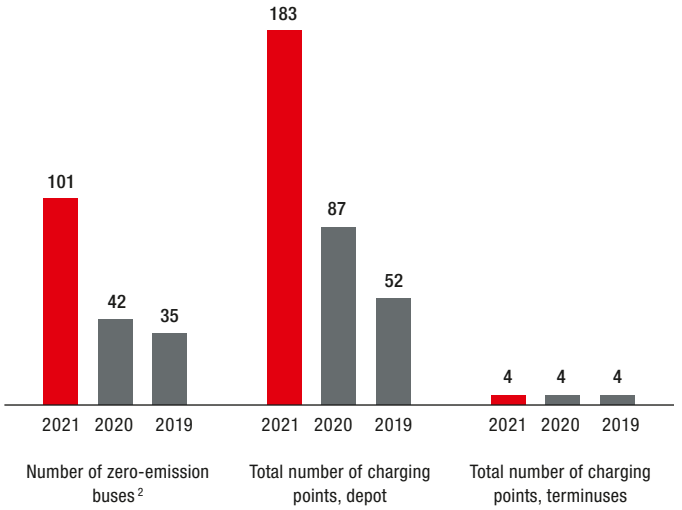
For many years, fuel cell technology has been part of HOCHBAHN's strategy for converting its bus fleet to emission-free operation. HOCHBAHN has many years of experience in the field of hydrogen technology and is participating in the Northern German Regulatory Sandbox, a large consortium of partners from industry and the scientific community, which is supervised by Hamburg University of Applied Sciences (HAW) and hySOLUTIONS GmbH and funded by the federal government. According to current information, HOCHBAHN will operate five subsidised fuel cell buses in regular services for this project.

Expansion of electric bus infrastructure

In addition to converting its bus fleet, HOCHBAHN also needs to equip its infrastructure to accommodate alternative drive concepts. This includes initiatives such as constructing charging facilities for electric buses and expanding workshop infrastructure for electric buses (e.g. roof workstations) as well as developing maintenance protocols and ensuring employees are suitably qualified, something that HOCHBAHN and FFG have already done at the Alsterdorf and Hummelsbüttel depots. In 2021, the electric bus charging infrastructure at the Hummelsbüttel (Carport 1) and Alsterdorf (Carport 3 and 4) depots were put into operation as planned. All production-ready battery-powered buses are currently stationed at these depots. Around 180 charging points are currently available to charge these buses.

In 2023, additional charging facilities will be completed at the Alsterdorf and Hummelsbüttel depots and a section of the bus depot in Langenfelde will be electrified, bringing the total number of charging points to around 330 that year. Other bus depots will follow gradually during this decade. The bus depots will be equipped to enable the use of buses running with fuel cell technology. In 2020, HOCHBAHN started to plan a new bus depot in Meiendorf. Construction of this first fully electric bus depot will begin in 2022, with operations expected to commence at the start of 2024/2025.

Zero-emission buses[1]



[1] Scope: Group
[2] This includes battery buses and 2 REX fuel cell buses from the project Innovation Line 209

The development and enhancement of the digital infrastructure will also be an important component of smooth and efficient passenger operations. As part of these efforts, the existing depot management system (DMS) was converted into an e-DMS. In addition, a load and charge management system was developed to coordinate and optimise the electricity supply and charging processes. Both systems will be further expanded and optimised in the coming years.

Preventing air pollution

HOCHBAHN is doing its part to safeguard air quality by reducing its buses' emissions of nitrogen oxides and diesel soot particles. The bus fleet has been modernised continually in the past few years in order to improve its emissions performance. Low emissions were achieved by adopting a timely and targeted procurement policy and equipping the bus fleet with diesel particulate and nitrogen oxide filters. In 2021, 60 battery-powered vehicles entered service, while the number of Euro V/EEV buses fell by 5.4 percent. At the same time, 21 additional Euro V buses from this vehicle group were retrofitted with SCRT systems to provide effective exhaust gas aftertreatment.

The operational pollutant emissions of the HOCHBAHN bus fleet can be modelled based on emission values that are valid throughout Germany. For reporting purposes, the kilometrage was calculated by vehicle emission standard for the transport performance of the different parts of the fleet. Thanks to the continued modernisation of the bus fleet, specific nitrogen oxide emissions were 5.9 percent lower at the end of the reporting year than in the previous year, while specific particulate emissions were down 1.5 percent. Specific sulphur dioxide emissions fell by 2.4 percent in the same period.

HOCHBAHN Group bus fleet

GRI 305-7

	2021[1]	2020[2]	2019[2]
Number of vehicles, HOCHBAHN Group[3]	1,100	1,100	1,030
Share of zero-emission buses[3] (%)	9.2	3.7	3.4
Share of vehicles meeting EURO VI standard[3] (%)	58.7	58.7	56.9
Share of vehicles meeting EURO V/EEV standard[3] (%)	32.1	37.5	39.7
Share of vehicles meeting EURO IV standard[3] (%)	0.0	0.0	0.0
Share of vehicles meeting EURO III standard[3] (%)	0.0	0.0	0.0
spec. nitrogen oxide (NO_x) emissions[4, 5] (g/passenger km)	0.34302	0.36455	0.29208
spec. particle emissions[4, 5] (g/passenger km)	0.00226	0.00229	0.00161
spec. sulphur dioxide (SO_2) emissions[4, 5] (g/passenger km)	0.00054	0.00055	0.00041
Absolute nitrogen oxide (NO_x) emissions[6] (t)	130.3	202.6	160.9
Absolute particulate emissions[6] (t)	1.06	1.55	1.05
Absolute sulphur dioxide (SO_2) emissions[6] (t)	0.25	0.37	0.27

1 2021: provisional figures
2 2020/2019: updated figures
3 Vehicles used in ongoing operations
4 Related to the vehicle drive without considering the upstream chain
5 Emission factors according to the German Federal Environment Agency (2021), TREMOD transport emission model 6.21, traffic relation: within city boundaries
6 Product of specific emissions and transport performance on a pro rata basis by vehicle emission standard

Reduction in operational noise impacts

GRI 103 / Noise protection

Noise and vibration can be very annoying, particularly in inner-city areas. Both road and rail traffic generate noise that fluctuates over time. Depending on their intensity (sound level) and duration, sound and vibration emissions can greatly impair mental and physical performance and cause chronic damage to health. Reducing noise and vibration in large cities is therefore very important, especially in densely populated Europe. The EU Environmental Noise Directive is intended to "avoid, prevent or reduce (...) the harmful effects, including annoyance, due to exposure to environmental noise". [1]

In accordance with the EU Environmental Noise Directive, the City of Hamburg calculates the exposure of the population based on strategic noise maps, which are reviewed every five years and revised when necessary. The first noise map for the City of Hamburg was drawn up in 2007 and updated in 2012 and 2017. [2] HOCHBAHN supplies the data required to calculate the noise maps. This includes operational data on route sections (such as maximum speeds, service frequency, number and length of U-Bahn rolling stock) as well as route data describing the nature of the local U-Bahn network (bridge/arch radius/tunnel, type of superstructure, radii of curves). At the beginning of 2022, the HOCHBAHN provided BUKEA with [3] corresponding data on U-Bahn traffic for the new noise mapping planned for 2022.

Because much of the HOCHBAHN operating network is in the open, the company has to take appropriate measures. Around two thirds of the U-Bahn network runs above ground in residential areas, some of which are densely populated. Most of the bus depots are also located in mixed use areas that include high-density residential environments. To minimise the effects of noise and vibration, HOCHBAHN uses a whole range of noise reduction measures. An interdepartmental working group has also drawn up a comprehensive assessment of the noise protection measures available to HOCHBAHN. These noise protection measures are implemented by the HOCHBAHN divisions responsible (e.g. Infrastructure, Metro Rolling Stock and New Construction).

HOCHBAHN takes noise protection into account in the development of new construction projects.

It encourages citizen participation in the planning process and listen to the concerns and suggestions of residents. In addition, feedback received by HOCHBAHN – via its customer dialogue system, for example – is forwarded to and examined by the departments concerned. HOCHBAHN was actively involved in implementing measures to mitigate noise and vibration even before the EU Environmental Noise Directive came into force. Some of these included regular maintenance and repair work such as monitoring for track irregularities and carrying out corrective grinding work where necessary, checking for out-of-roundness in the wheels and wheel treads of U-Bahn rolling stock and carrying out regular wheel profiling. In addition, the wheels on all HOCHBAHN U-Bahn passenger vehicles are equipped with specially designed sound absorbers to dampen the tendency for the wheels to scrape against the track and squeal when going round bends.

To reduce the second cause of curve squeal, the wheel running up on the rail head side, the U-Bahn rolling stock also has wheel flange lubrication systems. Further measures are also described in the Noise Action Plan [4] (Third Stage) of the City of Hamburg adopted in November 2021.

Official tests carried out on the DT4 and DT5 U-Bahn rolling stock that currently make up almost 97 percent of the fleet have categorised their operational noise levels as very low.

[1] Directive 2002/49/EC relating to the assessment and management of environmental noise
[2] www.hamburg.de/laermkarten/
[3] BUKEA: Department of the Environment, Climate, Energy and Agriculture of the City of Hamburg
[4] www.hamburg.de/laermaktionsplan/15609114/laermaktionsplan-2018/

Renewable energies and energy efficiency

GRI 103/302

Energy is an important resource for HOCHBAHN, particularly for its transport operations. The annual consumption for operating the HOCHBAHN's vehicle fleet in 2021 was around 27 million litres of diesel and 5 gigawatt hours (GWh) of charge current for the bus fleet and around 115 GWh of electricity for the U-Bahn fleet.

If all energy sources are combined, the energy consumption of HOCHBAHN and FFG in 2021 was 467.6 GWh, with diesel consumption by the bus fleet accounting for the largest share at 57.7 percent, followed by electricity consumption for U-Bahn operations at 24.6 percent.

HOCHBAHN has made a real effort over many years to identify energy-saving potentials and increase its energy efficiency based on a combination of small and large measures. Since HOCHBAHN's absolute energy consumption will continue to rise in the future as a result of the potential rollout of new services, absolute energy consumption is not very meaningful in this context. This is because an increase in transport volumes or services is inevitably accompanied by an increase in energy consumption (see the section Expansion of mobility services p. 13). HOCHBAHN's primary energy policy goal is therefore to reduce specific energy consumption while at the same time increasing service performance.

Fuel consumption from non-renewable sources in kWh

GRI 302-1

	Scope	2021[1]	2020[2]	2019[2]	Change vs. 2020 absolute	Change vs. 2020 %
Diesel (bus fleet)	HOCHBAHN	269,938,567	266,363,879	269,685,240	3,574,688	1.3
Diesel (shunters, company and service vehicles)	HOCHBAHN, FFG	1,680,907	1,758,863	2,060,184	-77,956	-4.4
Heating oil (bus fleet)	HOCHBAHN	9,414,720	5,921,150	5,351,130	3,493,570	59.0
Heating oil (heating of buildings and emergency power systems)	HOCHBAHN	201,310	251,340	194,070	-50,030	-19.9
Petrol (company and service vehicles)	HOCHBAHN, FFG	623,835	652,104	718,815	-28,269	-4.3
Natural gas	HOCHBAHN, FFG	13,313,661	12,211,073	10,938,464	1,102,589	9.0
Hydrogen	HOCHBAHN	12,891	125,831	145,019	-112,940	-89.8

[1] Provisional figures
[2] Updated figures

Electricity and heating consumption in kWh

GRI 302-1

	Scope	2021[1]	2020[2]	2019[2]	Change vs. 2020 absolute	Change vs. 2020 %
Electricity (U-Bahn operation)	HOCHBAHN	114,822,594	111,382,396	113,291,836	3,440,198	3.1
Electricity (electric bus fleet charge current)	HOCHBAHN	5,275,626	2,688,633	808,505	2,586,993	96.2
Electricity (locations and other)	HOCHBAHN, FFG	41,825,562	41,888,267	42,596,000	-62,705	-0.1
Natural gas (heating of buildings)	HOCHBAHN, FFG	12,547,857	11,856,838	10,559,319	691,020	5.8
District heating	HOCHBAHN, FFG	10,496,960	8,956,491	9,632,886	1,540,468	17.2
Heating oil (heating of buildings)	HOCHBAHN	194,710	245,240	185,220	-50,530	-20.6

[1] Provisional figures
[2] Updated figures

HOCHBAHN's overall service remained virtually unchanged compared to the previous year, rising by 1.7 million kilometres per space or 0.01 percent. By contrast, total energy consumption increased by 3.4 percent or 15.5 GWh compared to the previous year. This rise was primarily driven by the higher energy consumption of the bus and U-Bahn fleets as well as greater heating energy requirements for buildings due to factors including a drop in the average annual temperature of 1.1 °C compared to 2020 and 1.0 °C compared to 2019.

In U-Bahn operations, track power consumption for U-Bahn services rose by 4.3 percent per kilometre per space, while the equivalent demand measured in passenger kilometres increased by as much as 15.1 percent. Possible reasons for this include higher heating energy requirements resulting from factors such as a lower average annual temperature compared to the previous two years. Preventative measures taken during the Covid pandemic also had a role to play, with all doors opened centrally at all stops and stations between August 2020 and May 2021. Improved air exchange in the passenger compartments also cooled these down more than usual. In addition, the average travel speed increased by 2.1 percent.

Bus transport services saw slight growth in the year under review, increasing by 2.4 percent. The number of electric buses increased by 60 units year-on-year. Together with the increase in bus transport services, the bus fleet's total charge current thus nearly doubled, now accounting for 1.9 percent of the bus fleet's overall drive system energy consumption. The increasing use of energy-efficient battery-powered buses in the bus fleet reduced service-related energy consumption by 0.2 percent. As a result of the 5.6 percent drop in demand, demand-related energy consumption increased by 8.3 percent.

Specific energy consumption of modes of transport

GRI 302-3

	2021[1]	2020[2]	2019[3]	Change vs. 2020 absolute	Change vs. 2020 %
U-Bahn					
Specific energy consumption (in kWh/kilometre per space)[4]	0.01263	0.01211	0.01268	0.00052	4.3
Specific energy consumption (in g/passenger kilometre)[4]	0.13101	0.11384	0.07584	0.01718	15.1
Bus					
Specific energy consumption (in kWh/kilometres per space)[4, 5, 6]	0.06113	0.06123	0.06550	-0.00010	-0.2
Specific energy consumption (in kWh/passenger kilometre)[4, 5, 6]	0.63662	0.58802	0.41089	0.04859	8.3

1 2021: provisional figures
2 2020: updated figures
3 2019: updated passenger kilometre figures
4 Related to the vehicle drive without considering the upstream chain
5 Based on timetable data of the concession of HOCHBAHN
6 Sum of diesel, charge current and hydrogen including JASPER and Süderelbe Bus GmbH

Energy management

GRI 103/302

In order to identify and quantify further potential energy savings, HOCHBAHN carried out a second DIN EN 16247-1 energy audit in 2019. The DIN standard states that an audit should cover at least 90 percent of the total energy consumption. This meant carrying out inspections at eleven HOCHBAHN locations, including the bus depots, two U-Bahn depots and administrative offices such as the Hochbahnhaus. The 2023 follow-up audit will be prepared in the current year.

During the site inspections, the external auditor suggested several measures for optimising energy use, and these are currently being followed up and examined for feasibility by HOCHBAHN's energy optimisation project group. The energy-saving plan is based on planning appropriate measures and actions. Comprehensive technical solutions

are currently being developed for the criteria that have already been identified. HOCHBAHN evaluates the commercial and consumption-related factors of each measure and prioritises them according to the ABC method.

Depending on its nature and technical or economic feasibility, we evaluate the potential solution as a short-, medium- and long-term measure. The measures evaluated by the energy optimisation project group are entered into a centrally held list of measures, which is updated at regular intervals. The measures implemented relate to HOCHBAHN's vehicles, infrastructure and premises.

HOCHBAHN started on the path to energy saving in 2010 when it converted the lighting in its buildings to more energy-efficient options. The quantifiable measures implemented so far include the conversion of vehicles, stops, escalators, parking facilities, offices, workshop buildings and bridge lighting. The lighting refurbishments carried out in buildings and U-Bahn rolling stock since 2010 have resulted in savings of approximately 2,798,213 kWh of electricity.

Energy-efficient interior lighting

Switching from conventional interior lighting, such as T8 fluorescent tubes for example, to a more energy-efficient alternative such as LEDs, has achieved significant energy savings in many cases. The savings made from converting the lighting at U-Bahn stops, which remain on for up to 8,700 hours per year, were particularly marked.

HOCHBAHN has fitted energy-efficient lamps to lighting systems in 159 separate conversion operations at 79 locations since 2010. The total annual savings from all of these conversions is 2,138,016 kWh. In 2021, 38 further operations were carried out at 24 locations. Taking into account the system performance of the old and new installations, the number of luminaires and the operating hours, this has resulted in additional savings of 364,512 kWh per year.

Energy-efficient lighting in U-Bahn carriages.

Due to their high number of operating hours, the lighting U-Bahn carriages offers excellent potential for energy-saving. U-Bahn vehicles operate for an average of 5,440 hours annually. This is calculated from 16 hours per day and 340 days per year.

Based on this annual operating time, converting a type DT4 vehicle to LED lighting can reduce the amount of energy used on lighting by 7,279 kWh per year and vehicle. Last year, eight items of rolling stock of this type were converted, bringing the number of DT4 vehicles converted to 32 out of a total of 126. The conversion is carried out at the same time as other refurbishment work in order to minimise time spent in the workshop. All new DT5 vehicles have had factory-fitted LED lighting since 2017. This saves lighting energy amounting to 5,774 kWh annually per DT5 vehicle compared to the previously delivered vehicles with conventional lighting. In 2021, 27 more DT5 vehicles equipped with LED lighting were put into service. In the current year, HOCHBAHN plans to convert at least 13 DT4 vehicles. The company also intends to put 15 new DT5 vehicles into service. The Metro Rolling Stock division is currently introducing measures to accelerate conversion of the DT4 vehicles and to retrofit the 69 DT5 vehicles (301 to 369) that were delivered with conventional lighting. The conversion of the DT5 vehicles is scheduled to start in the second quarter of 2022.

Energy optimising measures in the U-Bahn division

GRI 103/302

Examples of the efficiency-enhancing measures implemented by the U-Bahn division include stationary energy storage devices and the new "Hesop" energy converter system. In modern regenerative U-Bahn vehicles, virtually all of the kinetic energy generated by a braking vehicle is converted into electrical energy and fed back to the overhead line. Even though it is not possible to exchange this electrical energy with other vehicles at the same time, its use is based on two sound principles.

Stationary energy storage

One principle is to use energy storage systems to store the energy temporarily and to release it to the overhead line later (e.g. by means of a mass flywheel system). In 2007, a stationary energy system based on the flywheel principle was installed in the Ochsenzoll substation and in 2010 in the Fuhlsbüttel substation. Thanks to these two stationary energy storage systems, HOCHBAHN was able to save 945,000 kWh in 2021. In 2021, the system in the Ochsenzoll substation has been in operation for 6,386 hours, while the one in Fuhlsbüttel ran for 6,436 hours.

Savings from stationary energy storage in kWh

GRI 302-4

	Savings		
Year	**Ochsenzoll energy storage**	**Fuhlsbüttel energy storage**	**Both energy storage systems**
2019[1]	483,000	389,000	872,000
2020[1]	390,000	509,000	899,000
2021[2]	**469,000**	**476,000**	**945,000**
Total (since 2007)	5,704,000	4,572,000	10,276,000
Ø p.a.	380,267	415,636	
Max savings p.a.	483,000	509,000	

[1] Updated figures
[2] Provisional figures

Energy converter: Hesop system

Another principle is to convert braking energy using regenerative inverters, which make it possible to supply the energy to other consumers at the same time (converter systems). The main advantage of converter technology is its ability to regulate the output voltage dynamically, which in theory maximises the total potential savings from unused braking energy.

A Hesop energy converter system made by Alstom has been installed in the Rauhes Haus substation. The energy recovered from the braking energy of the U-Bahn vehicles is redirected for use by the substation's consumers, such as lighting and escalators, for example. Any energy that is not used within the passenger station is fed into the public 10kV medium-voltage grid of Stromnetz Hamburg. Since it was commissioned in March 2020, the Hesop system has run for 13,279 hours and recovered a total of 1,319,000 kWh of braking energy (figures current as of 31 December 2021). The configuration and pilot phase contractually agreed with system providers on the U-Bahn network ended on 31 May 2021. The most significant change during this time was the extension of the Hesop system's service hours to 24-hour operation after the publication of the noise assessment in mid-December 2020. Since then, the Rauhes Haus substation's traction power has been provided solely by the Hesop system, with the two traditional traction power inverters having been switched off and kept in reserve. This enables the Hesop system to be used at different parameter settings to increase the amount of energy recovered. The knowledge gained from the Hesop system was incorporated into the U-Bahn network in a software update released in April 2021. Overall, these initiatives caused the annual figures for 2021 to increase to 1,042,000 kWh of recovered braking energy and 8,619 operating hours.

Other energy-optimising measures implemented by the U-Bahn division

Besides the energy-saving projects already mentioned, the U-Bahn division has introduced a large number of other measures:

1. Energy-saving running based on pre-determined switch-off speed.
2. Consistent reduction in rolling stock weight through lightweight construction
3. Use of automatic heating controls in vehicles and systems
4. Energy-saving pre-heating of passenger compartments (DT4 and DT5) and pre-cooling (DT5) strictly on demand and immediately before the start of operation
5. Heating of vehicles during operation via regenerative braking (DT3) and use of waste heat from cooling water (DT4 and DT5)
6. Lower energy losses through better utilisation of the adhesion coefficient by the three-phase technology (DT4 and DT5)
7. Use of dusk/dawn sensors at stops and in vehicles
8. Strong preference for the use of natural light (e.g. glass roofs) when refurbishing stops
9. On-demand operation of power consumers (e.g. escalators, lifts)
10. Remotely monitored, energy-optimised control of point heating systems

Energy optimising measures in the Bus division

GRI 103/302

The most important energy efficiency measure in the Bus division is the conversion of the vehicle powertrains. The new powertrains improve energy efficiency in two ways. First, because battery-powered electric drive trains connect directly to the primary energy, they do not suffer from conversion losses occurring in production of power-to-gas or power-to-liquid fuels. Second, when braking is applied, the electric motors used are able to convert their electrical energy back into propulsion energy rather than heat, as is the case with conventional vehicle brakes.

Other measures taken by the Bus division to optimise energy use

- Introduction of a depot management system (DMS) in 2014
- Driver training
- Optimisation of bus routes
- Changes to the traffic light systems/priority switching for buses at traffic lights
- Reconstruction of crossroads

Energy savings at HOCHBAHN in kWh

GRI 302-4

	Scope	2021 [1]	2020 [2]	2019 [2]
Annual energy savings from measures implemented since 2007	**HOCHBAHN, FFG**	**7,594,572**	**5,952,169**	**5,146,647**
Of which savings through:				
interior lighting refurbishments	HOCHBAHN	2,138,017	1,773,505	1,376,891
a reduction in energy consumption by U-Bahn rolling stock (DT4) during out-of-service periods	HOCHBAHN	1,500,000	1,500,000	1,500,000
braking energy recovered (from U-Bahn rolling stock) by stationary energy storage systems	HOCHBAHN	945,000	899,000	872,000
through energy-efficient passenger compartment lighting in U-Bahn carriages	HOCHBAHN	660,196	446,068	369,256
braking energy recovered (from U-Bahn rolling stock) by Hesop energy recovery system	HOCHBAHN	1,319,000	277,000	
self-generation of energy (photovoltaic, solar thermal) and CHP unit	HOCHBAHN	175,823	201,010	176,365
through efficient IT	HOCHBAHN	19,184	18,234	14,784
other savings	HOCHBAHN	837,351	837,351	837,351

[1] Provisional figures
[2] Updated figures

Use of natural resources

GRI 103/301

As a service company, HOCHBAHN consumes comparatively few raw materials itself. Nevertheless, HOCHBAHN does use a variety of materials that consume natural resources. It goes without saying that HOCHBAHN uses these raw materials sustainably and as sparingly as possible.

Paper is a much-used resource that plays an important role in HOCHBAHN's administrative offices, but also in its promotional and ticket sales work.

Many years ago, HOCHBAHN embarked on a programme to digitise its administrative work processes in order to minimise the consumption of this resource. Payslips and holiday applications are now sent digitally, for example. Continual improvements to the e-ticketing service have cut down on the number of paper-based tickets and reduced HOCHBAHN's paper consumption. Since June 2021, HOCHBAHN has been using A4 recycled paper with the "Blue Angel" seal.

Due to their size, vehicle washing facilities have a major impact on water and wastewater systems. In order to use water as sparingly as possible, vehicle washing at bus depots and the washing systems for U-Bahn vehicles make use of treated service water or rainwater and this water is recirculated extensively. Washing vehicles only when required and recirculating the washing water reduces the amount of fresh water used for bus and U-Bahn vehicle washing.

In order to reduce the amount of waste produced within the company, HOCHBAHN's canteens have been working since 2018 with RECUP, Germany's largest deposit network for reusable coffee cups, and have recently extended this partnership to include REBOWL, the deposit system for refillable bowls. HOCHBAHN is currently piloting a scheme for repurposing IT hardware. Using IT equipment collected and refurbished by a certified service provider should significantly increase the recycling rate of these items in the coming years. Other measures include, for example, favouring environmentally friendly products when purchasing electrical appliances and equipping kitchens with Waterlogic water dispensers.

HOCHBAHN is using more and more recycled products in construction and modernisation projects, replacing the materials it has used in the past with more durable alternatives that better lend themselves to end-of-life recycling. For example, HOCHBAHN used wall tiles made of recycled glass for the refurbishment of the Hamburger Straße U-Bahn station. HOCHBAHN's U-Bahn rolling stock has a very high recycling rate of between 90 and 94.3 percent depending on the series. For more information, see the section on Green buildings, p. 37.

Resource consumption

GRI 301-1, 303-3, 306-3

	Scope	2021	2020
Hazardous waste (t)[1]	HOCHBAHN	3,796	1,357
Non-hazardous waste (administrative sites) (t)	HOCHBAHN	109	124
Non-hazardous waste (U-Bahn stations, bus transfer facilities, bus depots (t)	HOCHBAHN	1,110	1,101
Paper consumption (copy/printer paper, A4) (sheets)	HOCHBAHN	4,912,500	5,750,000
Water consumption (fresh water, Farmsen U-Bahn workshop) (m^3)	HOCHBAHN	1,522	1,541
Water consumption (fresh water, bus wash facilities) (m^3)	FFG	8,126	7,259

[1] The increase in the amount of hazardous waste in 2021 is mainly due to construction waste resulting from track construction work on the U3 line as well as the disposal of end-of-life vehicles.

Sustainable supply chains

GRI 102-9, 103/308, 308-1, 412-3, 103/414, 414-1

HOCHBAHN's responsibility for the social and natural environment goes far beyond its own business activities; it also extends to suppliers and business partners and applies in particular to products or product components that are manufactured in global supply chains and are therefore associated with particular environmental and social risks.

By introducing a sustainable sourcing model in 2019, the company is acknowledging its responsibility to the world and its duty of care in relation to human rights.

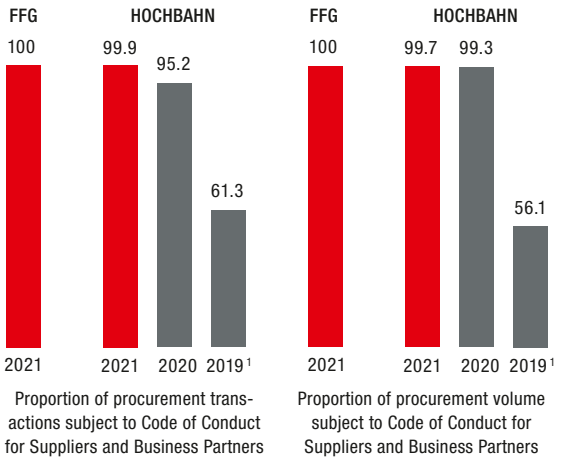
As part of its sourcing programme, HOCHBAHN drew up the "Sustainability Standards for Suppliers and Business Partners" document in May 2019. This is a binding code of conduct overseen by the Procurement department that forms a binding and integral part of the contract for all procurement transactions except non-critical small orders. The code of conduct is based on the principles of the UN Global Compact and the core labour standards of the International Labour Organisation (ILO). In order to provide its services, HOCHBAHN has to procure a wide range of goods, commodities and services. The Procurement unit is divided into three departments: construction procurement, engineering procurement/procurement of vehicles and

components, and general sourcing. The scope of its sourcing activities therefore extends from the procurement of durable capital goods to the sourcing of disposable consumer goods as well as construction and miscellaneous services.

In 2021, HOCHBAHN purchased goods and services worth approximately 386 million euros from around 1,600 suppliers and service providers. 99.7 percent of the procurement volumes were carried out under HOCHBAHN's code of conduct:

Code of Conduct for Suppliers and Business Partners in %

GRI 308, 414-1



[1] Introduction of the Code of Conduct for Suppliers and Business Partners on 01 May 2019

HOCHBAHN also carries out an audit of social and environmental risks when preparing large tenders. It asks manufacturers to supply the sustainability criteria for product groups with a risk profile and consider these when making the award decision. This is in line with HOCHBAHN's goal of creating transparency in the supply chain, minimising risks and working to improve ecological and social standards.

+ See also the Annual and Sustainability Report, p. 48

The sustainable procurement model was continued in 2021, with sustainability aspects taken into account in tenders for e-bus charging technology and IT outsourcing, among others. When the model was being refined, contract performance conditions on sustainability requirements were also implemented for the first time. For example, going forward the new IT outsourcing partner will be required to be consistently transparent in its disclosure of greenhouse gas emissions or compliance with social standards in the manufacture of IT hardware.

Overall, sustainability criteria in the form of award criteria, mandatory requirements or performance conditions were applied in tenders for around 8 percent of the procurement volume in 2021.

To instigate even more targeted improvements along the value chain, HOCHBAHN is pushing for the integration and harmonisation of sustainability criteria as part of local public transport vehicle procurement at the levels of the Association of German Transport Companies (Verband Deutscher Verkehrsunternehmen - VDV) and the International Association of Public Transport (Union Internationale des Transports Publics - UITP).

Adaptation to climate change

Hamburg and HOCHBAHN will have new challenges to deal with in the next few decades as a result of climate change, caused in particular by changing rainfall distribution, an increase in extreme precipitation events and heatwaves. These clearly noticeable changes in the weather and their effects will have to be taken into greater account in HOCHBAHN's business processes going forward.

As an urban company and climate partner for the Free and Hanseatic City of Hamburg, HOCHBAHN is well aware of the consequences of climate change, and has therefore integrated climate impact risks into its Group-wide risk and opportunity management, where the financial consequences, risks and opportunities of climate change are evaluated for HOCHBAHN as part of a continuous process.

In terms of climate impact risks, HOCHBAHN is focusing on extreme weather events (including torrential rain, storms and tidal surges), which have caused damage as well as service disruptions and outages in the past. HOCHBAHN aims to specify and standardise monitoring processes in the context of climate impacts in order to

derive suitable resilience measures in a more targeted manner. The company is in continuous exchange with external climate experts in this process.

Action taken by HOCHBAHN to mitigate these climate impact risks includes vegetation management and regular tree inspections. HOCHBAHN has also introduced measures to adapt its infrastructure, which include the installation of green roofs as well as storm water drainage and detention systems.

Green buildings

GRI 103/302, 103/305

HOCHBAHN approaches the topic of Green buildings as implying the construction and use of future-proof infrastructure that is not only sustainable and cost-effective but also highly durable and of a high quality. One point of focus here is the handling of construction- and building-related emissions at HOCHBAHN.

This follows from the fact that the production of building materials generates a large proportion of greenhouse gas emissions worldwide (share for cement and concrete industry 2020: around 8 percent) and is therefore a key factor for the achievement of global climate targets.

HOCHBAHN is aware of this issue and is therefore striving to utilise available market solutions for green and sustainable building. The aim here is to consider reducing greenhouse gas emissions and energy needs at an early stage of the planning process, especially in the deployment and operation of new infrastructure projects, and while accounting for built structure requirements (including operational and traffic safety, and durability), standards and regulations.

Going forward, HOCHBAHN intends to put an increasing emphasis on carbon footprint in addition to economic aspects when assessing planning variants and tenders. Since 2019, selected planning contracts have included an analysis of energy demand and greenhouse gas emission figures for planning variants.

With the aim of achieving the climate-neutral, energy-efficient and eco-friendly planning of new infrastructure, the following topics are assessed individually for each project, and implemented where appropriate and economically justifiable:

- Use of climate-friendly building materials (including wood, low clinker cement)
- Climate-friendly building operation, including
  - the KW 40 energy efficiency standard
  - Use of PV to generate green electricity (also in combination with green roofs)
  - Heat pumps
  - Waste heat use by charging infrastructure (electric bus depots)
  - Solar thermal energy
  - Energy-efficient lighting models
- Green roofs
- Rainwater treatment (for vehicle cleaning)

In addition to climate- and environment-friendly planning and implementation of infrastructure projects, ensuring barrier-free access to our infrastructure is a focus topic: by 2025, almost all existing and new U-Bahn stations will also be upgraded to fully accessible facilities. For more information, see the section on Expansion of mobility services, p. 13.

+ See also the Annual and Sustainability Report, p. 46

HOCHBAHN meets the general energy needs of its properties solely with high-quality certified green electricity from renewable energy plants no more than six years old, with additional needs met by energy generated from its internal PV systems.

Key figures: Green buildings

	2021[1]	2020[2]	2019[2]
Green roofs (m^2)	24,350	19,900	16,400
Photovoltaics (kWh)	33,200	42,850	31,900
Solar thermal energy (kWh)	79,600	79,600	79,600
Combined heat and power (kWh)	76,350	89,650	75,350

[1] Provisional figures
[2] Updated figures

Data protection

GRI 103/418

Data protection is a highly relevant subject for many business processes. For this reason, HOCHBAHN is very careful to ensure full compliance with all applicable legal and internal provisions.

HOCHBAHN processes all personal data from employees, job applicants, customers and business partners solely in agreement with applicable legislation governing the protection of personal data and data protection, with particular reference to the EU General Data Protection Regulation (GDPR) and the German Data Protection Act (BDSG). Important aspects here include customer data privacy, video surveillance and employee data privacy.

HOCHBAHN has defined the principles and responsibilities in an internal privacy policy, which has been approved by the Management Board. All company employees are required to observe and uphold this policy in addition to complying with legal data protection regulations. HOCHBAHN also entered into a general works agreement on data protection with the Works Council.

The following supporting processes have also been defined and published internally as annexes to the privacy policy:

- Policy for handling data breaches
- Cloud-Computing Guideline
- Policy for handling requests for information or complaints
- Sample contract for commissioned data processing (Art. 28 GDPR)
- Sample list of processing activities (Art. 30 GDPR)

Complementing the company Data Protection Officer and the Data Protection Administrators in the Data Protection Unit, Data Protection Coordinators have also been appointed in all relevant parts of the company. These Coordinators act as points of contact for data protection issues while also promoting good practice in their departments.

The Data Protection Unit is tasked with monitoring compliance with data protection regulations, and is also responsible for raising awareness of the topic and providing training for employees. All HOCHBAHN employees who process personal data in their work must complete these data protection training courses.

Specifically:

- All management staff must complete two e-learning modules.
- Employees who work with personal data must work through an e-learning module that covers the most important principles for data protection.
- Employees who process special personal data as part of their duties (such as video surveillance work in operational control rooms, the internal post office, personnel department, customer service/subscription services, etc.) are also required to complete a special data protection course organised by the Data Protection Unit, which covers individual issues and specifics. This is a classroom seminar, offered as part of HOCHBAHN's internal continuing professional development programme.
- Data protection training in combination with e-learning is expected to be carried out virtually in the first half of 2022.

Data protection training

Number of participants	2021	2020	2019[1]
Data protection seminar	36	26	149
E-learning: EU General Data Protection Regulation	67	80	287
E-learning: EU data protection for executives and IT managers (advanced module)	5	4	120

[1] In 2019, additional training courses were organised for the Works Council and Bus Operations

As a result of the company's risk exposure in relation to the topic of data protection, the company Data Protection Officer is always consulted as part of the rollout of new technologies and for all relevant digitalisation projects. This applies in particular to projects involving the processing of customer data.

HOCHBAHN also was an early adopter of the concept of a dedicated data protection mailbox. This facility aims to ensure that data subjects are able to contact the company Data Protection Officer directly and at any time. In this way, data protection issues relating to employees, customers or other data subjects (such as individuals seeking information or lodging a complaint) can be processed in a targeted and timely fashion.

GRI key figures on data protection

GRI 418-1 (Substantiated complaints concerning breaches of customer privacy and losses of customer data)

Complaints/inquiries	2021	2020
Complaints received from outside parties and substantiated by the organisation [1]	15	22
• Complaints from customers	13	16
• Complaints from other data subjects	2	5
Complaints from/about regulatory bodies	3	1
Cases of data theft and data loss in connection with customer data [2]	8	2
• Internally audited cases	8	2
• Cases reported to the regulatory body	0	0

[1] In connection with the "complaints" category, it is sometimes not possible to make a precise differentiation between a simple request for information and a complaint. Therefore, the listed cases include both variants. For the sake of completeness, complaints/inquiries from other data subjects who are not or were not customers of HOCHBAHN are also listed. Three complaints from customers were forwarded to HOCHBAHN via the regulatory body in 2021.Only one customer complaint from 2021 is based on misconduct on the part of HOCHBAHN.

[2] There were no reportable cases of data theft or data loss in the 2021 reporting year. 8 cases were investigated by the Data Protection Officer following an internally reported suspected case and were classified as not reportable. As a result, no report was made to the HmbBfDI in this context.

Working conditions

GRI 103/401

The acquisition and retention of suitably qualified employees works to safeguard the long-term success of the company and therefore to ensure its future growth.

As for many organisations, tackling social trends such as demographic change, skills shortages or the changes brought to the workplace as part of the digital transformation is also an important task for HOCHBAHN. Working conditions that may also present their own challenges (such as shift work caused by timetabling and weekend work) are obstacles that HOCHBAHN must overcome to acquire workers.

The 2021 financial year presented HOCHBAHN with additional challenges as an employer during the coronavirus pandemic.

While transport scheduling needed to be maintained, the company also had to take steps to protect its own employees and customers against a potential outbreak of infection. Apart from giving administrative staff the option of working from home, HOCHBAHN also introduced various protective measures for its bus and U-Bahn services. HOCHBAHN also issued regular bulletins with news and updates to ensure employees remained as well-informed as possible.

Workforce

In 2021, HOCHBAHN employed a total of 6,346 persons, with 649 of these in part-time roles. This makes HOCHBAHN one of Hamburg's largest employers.

HOCHBAHN employees by employment type

GRI 102-7, 102-8

	HOCHBAHN			FFG		
	2021	2020	2019	2021	2020	2019
Total number [1]	6,346	6,378	5,607	291	303	284
Men (%)	82.6	82.6	82.1	93.1	93.7	94.4
Women (%)	17.4	17.4	17.9	6.9	6.3	5.6
Full-time employees	5,663	5,747	5,064	282	288	270
of which men	4,885	4,965	4,343	265	272	257
of which women	778	782	721	17	16	13
Part-time employees [2]	649	597	509	9	10	9
of which men	327	399	424	6	7	6
of which women	322	324	278	3	3	3

[1] Including. employees on parental leave

[2] Not including temporary staff

New hires and employee turnover

GRI 401-1

	HOCHBAHN			FFG		
Newly hired employees	**2021**	**2020**	**2019**	**2021**	**2020**	**2019**
Total	357	623	620	25	49	41
of which men (%)	78.2	76.9	79.0	88.0	91.8	100.0
of which women (%)	21.8	23.1	21.0	12.0	8.2	0.0
under 30 years old (%)	32.8	32.3	29.7	68.0	36.7	68.3
30–50 years old (%)	49.0	52.8	53.7	20.0	49.0	22.0
over 50 years old (%)	18.2	14.9	16.6	12.0	14.3	9.8
Rate of new hires (%)	5.6	9.9	11.3	8.5	16.7	14.7
Employee turnover						
Total	401	371	364	33	30	30
of which men (%)	76.6	83.6	83.9	93.9	96.7	100.0
of which women (%)	23.4	16.4	16.1	6.1	3.3	0.0
under 30 years old (%)	17.7	15.6	23.5	33.3	33.3	46.7
30–50 years old (%)	30.7	34.5	37.7	21.2	43.3	23.3
over 50 years old (%)	51.6	49.9	38.8	45.5	23.3	30,0
Employee turnover rate (%)	6.3	5.9	6.7	11.3	10.2	10.8

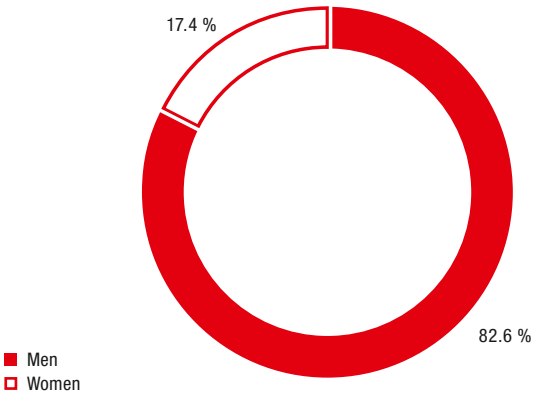
A number of personnel marketing strategies were used to portray the company as an employer. HOCHBAHN utilised recruiting videos in buses and on U-BAHN passenger TV screens, for example, plus various touchpoints in leisure settings (e.g. cinemas, cafés and restaurants, ads on taxis), flyers and other measures tailored to the vocational training market. The internal JobDeal recommendation programme was launched in October 2019, which gives HOCHBAHN employees the chance to receive a bonus by personally recommending successful job applicants. Since the start of the programme, 81 new employees have been recruited.

All in all, 357 new employees were recruited during 2021. This represents a hiring rate of 5.6 percent (after 9.9 percent in 2020 and 11.3 percent in 2019). The staff turnover rate at HOCHBAHN was 6.3 percent in 2021.

HOCHBAHN employees

GRI 102-7, 102-8

Total number of employees[1]: 6,346



[1] Including employees on parental leave

Employees by employment contract

GRI 102-8

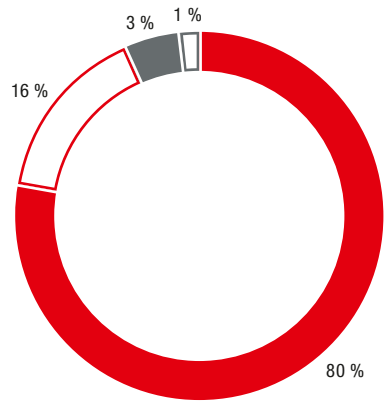
	HOCHBAHN			FFG		
	2021	**2020**	**2019**	**2021**	**2020**	**2019**
Total[1]	6,193	6,240	5,479	272	285	266
Permanent employment contract	5,982	5,841	5,055	270	276	255
of which men	4,969	4,854	4,175	251	259	242
of which women	1,013	987	880	19	17	13
Temporary employment contract	211	399	424	2	9	11
of which men	160	317	345	2	8	9
of which women	51	82	79	0	1	2

[1] Excluding apprentices

HOCHBAHN employees by employment contract (EC)

GRI 102-8

Total number of employees [1]: 6,193



[1] Excluding trainees

Integration of refugees

As part of a refugee project carried out in collaboration with DEKRA and the Jobcenter in 2017, HOCHBAHN has employed 79 of the 140 migrants to have taken part in the training programme so far as bus drivers as of 31 December 2021. One further training course with a total of 13 participants began in 2021. The company plans to continue the project with additional training courses in 2022.

HOCHBAHN as an attractive employer

HOCHBAHN utilises a range of measures in order to create an attractive and fair working environment for its employees. These include offering employees a collective bargaining agreement negotiated directly with unions, extra company and employee benefits, various working arrangements, as well as many other programmes designed to ensure a harmonious work-life balance.

Remuneration system

GRI 102-35, 102-38

The collective bargaining agreement concluded by HOCHBAHN with the ver.di union ensures fair working conditions for its employees. Apart from wages themselves, this agreement also regulates working hours and time off on public holidays, days off for employees working shifts, holiday allowances and special payments. For further information on the 2021 collective wage agreement, please see the management report, p. 30 and 52.

An overview of the remuneration system for members of the Management Board, as well as total benefits of the HOCHBAHN Supervisory Board and Management Board, is provided in the HOCHBAHN Management Report. The annual remuneration report of the City of Hamburg [1] also provides details of the relationship between the total remuneration of the Management Board and the average income of company employees.

[1] The remuneration report can be downloaded here: http://beteiligungsbericht.fb.hamburg.de/Download.html

Collective bargaining agreements

GRI 102-41

Percentage of employees covered by collective bargaining agreements	2021	2020	2019
HOCHBAHN (%)	95.8	96.2	95.9
FFG (%)	93.5	94.1	93.3

Working arrangements

As part of its Hamburg-Takt strategy, HOCHBAHN has been continuously expanding its services since 2018. As services become more frequent and service hours become extended, HOCHBAHN has needed a larger workforce at all times of the day – and especially during rush hours, at the weekend, in the early hours of the morning and at night. At the same time, many employees working in bus and U-Bahn services have expressed an interest in changes to their working arrangements. Specifically, requests have been made for more free weekends, a greater choice of shift timings and days off, and changes to shift schedules, so as to achieve a better balance between job, leisure time and family, despite the need for weekend work and rotating shifts. In addition, however, employees also need future work schedules to be easily plannable in advance.

HOCHBAHN currently offers its employees a number of working arrangements. Alongside a flexible model for administrative staff and shift workers in bus and U-Bahn services, up to ten part-time models and various rota models (with varying blocks of time off) are available, plus a long-term account with additional options for designing and reconfiguring working hours.

In human resource planning, HOCBAHN works to identify and implement opportunities for improvement on a continuous basis. Bus Operations has set up an internal project group dedicated to this topic, which focuses on identifying alternative options for HR planning work. In summer 2021, the project group held a three-day ideas workshop where a cross-departmental team addressed two key issues: How can we make the rota models for bus operations attractive and fit for the future, and how can we gather and incorporate preferences easily, transparently and fairly? One of the ideas developed at the workshop is being put into practice as part of an initial trial run from March 2022 onwards. In the “Im Team ans Ziel” (“Achieving goals as a team”) project, drivers can plan their shifts independently as a self-organised team for about six months. Further pilot projects are planned for the future; this will include trialling models aimed at creating greater flexibility around days off and weekend shifts. The goal behind this is to conduct specific tests to gather experience that can then be used to develop viable and practical solutions for HOCHBAHN.

Work-life balance

With family-friendly shift models in service operations, working from home options for administrative staff, and the provision of emergency childcare and nursing services (the latter offered with Pflege-Partner Diakonie, PPD), HOCHBAHN makes a significant contribution to helping employees balance out the needs of their careers, families and free time. Support programmes during holiday periods, to help employees caring for relatives or who find themselves in difficult family or personal situations, and in the three part-time vocational training courses, plus sabbaticals, all help employees achieve an optimum work-life balance.

Since 2014, HOCHBAHN has regularly been awarded the certificate from berufundfamilie Service GmbH for an HR policy that is tailored to family and lifestyle needs. This certificate is typically awarded for a period of three years; the most recent audit was carried out in 2020.

Parental leave

HOCHBAHN provides options that help employees balance the demands of work and family, aiming to make it as straightforward as possible for employees to return to work after a period of parental leave. In 2021, a total of 210 employees (151 men and 59 women) took parental leave at the company. Overall, 157 employees (25 women and 132 men) returned to work in the reporting period after completing their parental leave.

Parental leave

GRI 401-3

	HOCHBAHN			FFG		
	2021	**2020**	**2019**	**2021**	**2020**	**2019**
Total number of employees who took parental leave	**210**	**199**	**169**	**10**	**8**	**12**
of which men	151	149	126	9	8	11
of which women	59	50	43	1	0	1
Total number of employees entitled to parental leave	**6,346**	**6,378**	**5,607**	**291**	**303**	**284**
of which men	5,242	5,268	4,605	271	284	268
of which women	1,104	1,110	1,002	20	19	16
Total number of employees who returned to work in the reporting period after parental leave ended	**157**	**148**	**136**	**9**	**8**	**12**
of which men	132	128	116	9	8	11
of which women	25	20	20	0	0	1
Total number of employees who returned to work after parental leave ended that were still employed 12 months after their return to work	**–[1]**	**141**	**133**	**–[1]**	**8**	**12**
of which men	–[1]	122	113	–[1]	8	11
of which women	–[1]	19	20	–[1]	0	1
Return to work rate of employees who took parental leave (%)	**98.8**	**100.0**	**96.5**	**100.0**	**100.0**	**100.0**
of which men	100.0	100.0	100.0	100.0	100.0	100.0
of which women	92.6	100.0	80.0	100.0	0.0	100.0
Retention rate of employees who took parental leave (%)	**–[1]**	**95.3**	**97.8**	**–[1]**	**100.0**	**100.0**
of which men	–[1]	95.0	97.4	–[1]	100.0	100.0
of which women	–[1]	95.3	100.0	–[1]	0.0	100.0

[1] No statement possible for 2021, as 12-month period after return from parental leave has not yet been completed

Occupational safety and health

GRI 102-11, 103/403, 403-1, 403-8

Occupational safety and health utilises a number of occupational safety measures with the aim of keeping employees as safe and healthy as possible in the workplace. Safety and health are aspects that should be addressed predictively and proactively before an actual hazard arises. This preventive approach is required both by the German Occupational Safety and Health Act (ArbSchG) and Code 1 from the DGUV (German Social Accident Insurance). Alongside hazard assessments, record-keeping obligations and the appointment of company doctors as well as safety specialists, this also includes the provision of suitable working materials and equipment.

The Management Board resolution "Policy for occupational safety and health at HOCHBAHN" provides the company with a clear set of regulations for the tasks, cooperation and responsibilities in the field of occupational safety for all individuals concerned, including both management staff and employees. This framework policy applies to HOCHBAHN as an entire company – including all employees and all units – as well as to the planning of new workplaces and operational facilities.

In addition, the new "Mobile/Remote Working" works agreement came into force on 25 August 2021. This works agreement was formulated by an interdisciplinary team and includes information about working hours, the work environment, workplace design and occupational health and safety provisions.

As of this writing, HOCHBAHN has appointed 100 Safety Officers (pursuant to section 22 of Book VII of the German Social Code). This number conforms to the provisions of DGUV Code 1. Most Safety Officers have been appointed in bus and U-Bahn operations, and in industrial/technical units; full details are posted on publicly accessible noticeboards.

To date, HOCHBAHN has been audited by the Hamburg Office for Occupational Safety on three occasions (2000, 2005 and 2014), and certified as having an "Exemplary Workplace Safety System".

Hazard assessments

GRI 403-2

The hazards that employees are exposed to as part of carrying out their duties must be identified and assessed in all areas of the company. Work-related hazards are identified by a process that involves the use of technical hazard assessments. These hazard assessments are essentially based around the regular performance of a number of safety checks. These document aspects of activities from the perspective of work safety and assess the hazards that arise as appropriate. Measures are then derived that have the preventive goal of creating and/or maintaining safe and healthy workplaces.

Hazards may also arise in the context of handling hazardous substances or biological agents, or may be specific to certain sites (in relation to certain systems, machinery or equipment).

Mental stress also plays an increasingly significant role in contemporary working environments. Special indicators are used to identify these kinds of stresses. If corresponding indicators suggest the need for a more in-depth analysis, an expert team – consisting of company medical staff, the Works Council, specialists working in Occupational Safety, Company Welfare Advice and Health Management, and the responsible manager – can be tasked with the completion of such an analysis.

Technical hazard assessments are normally completed as part of a two-year cycle. However, the work situation faced by company employees must be assessed regularly for changes and the hazard assessment must then be repeated where appropriate. If actions are to be taken, the necessary protective measures are then documented and implemented. Measures are tested for their effectiveness after roughly three to six months.

In addition, every organisational unit conducted a SARS-CoV-2 hazard assessment as a result of the pandemic. These assessments, particularly the SARS-CoV-2 occupational health and safety directive and the SARS-CoV-2 occupational health and safety regulation, were regularly updated in 2021 to reflect changing requirements.

Hazard and accident reporting

GRI 403-7

At HOCHBAHN, the reporting and remediation of defects relating to occupational safety is clearly defined in the corresponding occupational safety policy. This states that safety-relevant defects must be remediated without delay and reported to supervisors. Safety-relevant defects occurring in other company divisions or departments can be reported internally by the employees who discover them in a number of ways:

1. Operational report via control stations or control rooms
2. Report to responsible staff in the units
3. Report to the Sustainable Development, Environmental Protection and Occupational Safety unit (also for serious defects in relation to the hazard assessment)
4. Notification to Safety Officers in individual units

The company suggestion scheme can also be used to submit suggestions for improvements in relation to occupational safety.

All incidents involving employee injury (accidents at work and while commuting) must be notified with an accident report to the Sustainable Development, Environmental Protection and Occupational Safety unit. This unit forwards the accident report to the employer's (accident) liability insurance association, the respective health insurer and the Hamburg Office for Occupational Safety. The unit discusses any necessary safety measures internally, and summarises the accident reports in an annual report providing accident figures and other metrics of interest. Employees can find information about submitting an accident report and the necessary steps in the process on the HOCHBAHN Employee Portal. The categorisation of an incident as a work or commuting accident – whose medical costs will therefore also be met – is a decision made by the employer's liability insurance association.

In 2021, the number of work-related accidents at HOCHBAHN climbed back to 2019 levels overall (+25 percent). However, as the number of employees increased, the number of accidents per 100 employees only rose by 19 percent.

The number of working days lost on account of accidents only increased moderately compared to the previous year. In particular, the number of work-related trip and fall accidents rose markedly in 2021. Encouragingly, cases of assault on security and inspection staff fell by almost 50 percent. Traffic accidents continue to account for the largest proportion of total accident figures at HOCHBAHN.

FFG works closely with HOCHBAHN in the field of occupational health and safety, and FFG's employees can take advantage of a large number of HOCHBAHN's offerings. FFG's focus in occupational safety is on improving safety in its workshops. In 2020, FFG registered 37 incidents, including four commuting accidents and 33 accidents at work, 17 of which were reportable.

In cases where external contractors are employed, HOCHBAHN pursues a safety strategy that aims to mitigate any elevated risk of accidents or health hazards, and to coordinate work wherever possible. In such scenarios, the external company is itself responsible for reporting and documenting employee accidents. Coordination work also involves ensuring details are provided about the cause of accidents.

Work-related injuries / accidents at HOCHBAHN and HOCHBAHN-Wache

GRI 403-9

	2021 [1]	2020 [2]	2019
Fatal accidents at work	0	0	0
Fatal commuting accidents	1	0	0
Reportable accidents at work [3]	173	138	172
Non-reportable accidents at work [4]	221	231	240
Accidents at work per 1,000 employees [5]	26.4	22.1	31.5
Reportable commuting accidents [3]	55	51	46
Non-reportable commuting accidents [4]	45	42	55
Total days away from work due to accidents at work	4,971	4,519	5,051
Total days away from work due to commuting accidents	1,745	1,471	1,358

[1] 2021: provisional figures
[2] 2020: updated figures
[3] Accidents resulting in more than 3 days away from work
[4] Accidents resulting in up to 3 days away from work
[5] 1,000-man rate, based on reportable accidents at work

Work-related injuries / accidents at FFG

GRI 403-9

	2021	2020	2019
Accidents	27	37	34
Total days away from work due to accidents	533	387	207
Reportable accidents [1]	16	17	18
Commuting accidents	4	4	9
Days away from work due to commuting accidents	33	116	101
Accidents at work	23	33	25
Days away from work due to accidents at work	500	271	106

[1] Accidents resulting in more than 3 days away from work

Occupational health services

GRI 403-3

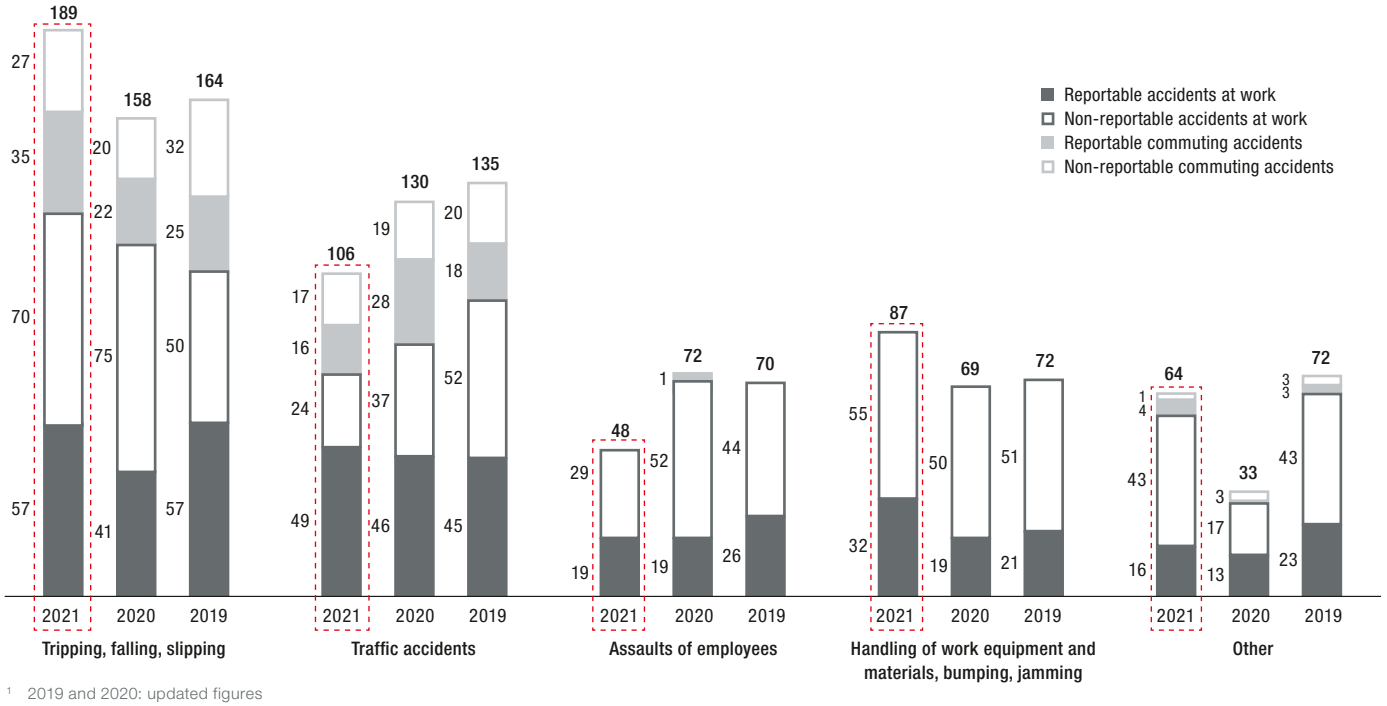
The Company Medical Service at HOCHBAHN is positioned as a service provider for management staff and employees, and helps these to implement occupational safety from a medical standpoint. The service aims to ensure the health of all employees while going about their work at HOCHBAHN.

The Company Medical Service is assigned the following tasks:

- Site tours and participation in Occupational Safety Committee sessions
- Regular consultation with external bodies (e.g. employer's liability insurance associations)
- Company medical exams for new hires, fitness tests and work-related medical screening
- Evaluating work-related stress for specific working areas
- Helping with vocational rehabilitation after long illness

Accidents at HOCHBAHN [1]

GRI 403-9



[1] 2019 and 2020: updated figures

The HOCHBAHN Company Medical Service is staffed by a team of seven company doctors supplied by an external service provider. In the 2021 reporting year, the Company Medical Service performed 4,368 medical exams. In addition, 2,132 employees and 132 family members were vaccinated against Covid-19 in the year under review.

Worker participation

GRI 403-4

HOCHBAHN uses a number of approaches to ensure workers are kept informed about occupational safety and health, and to ensure their participation in this topic. As a rule, the Works Council is always involved in the planning of new premises and working areas, and project and working groups. A regular meeting is also held at unit management level. This meeting serves as a sounding board for the orientation and further development of corporate health as a topic. This regular health meeting incorporates the individual working areas as well as key workers, and ensures an interdisciplinary focus is maintained for corporate health decision-making.

An online platform offers employees the chance to book items from HOCHBAHN's "GESUNDHEITplus" programme, and to submit feedback and requests in relation to health management. New topics and formats as well as individual providers are recommended by employees using this portal.

The Occupational Safety Committee (OSC) is composed of a company representative, the company doctors, two representatives from the Works Council, two representatives of the Safety Officers, the company Disability Officer and occupational safety support staff. The OSC is chaired by a member of the HOCHBAHN Management Board. "Responsible persons" and "appointed persons" are also named as committee members. These individuals are responsible for enforcing committee decisions in their units. The OSC is an advisory body for occupational safety. As a result of its composition, the committee is able to take decisions that are to be implemented in the corresponding units. Records of committee sessions are published internally and can be accessed by all employees from the company's Employee Portal.

Worker training

GRI 403-5

The internal training programme at HOCHBAHN encompasses a series of employee training programmes on the subject of occupational safety and health aimed at all employees, as well as special courses for management staff, including company first aid, a basic seminar for safety officers and occupational safety as a management task. There is also an opportunity to attend seminars offered by the VBG employer's liability insurance association.

Occupational health management

GRI 403-6

Occupational health management strategy at HOCHBAHN comprises targeted approaches for specific groups as well as a focus on interdisciplinary networking within the company. Together with the Occupational Medical Service, Occupational Integration Management, the Occupational Health Officers and the company Welfare Advice unit, the various health aspects are considered comprehensively, and this interdisciplinary perspective is strengthened by regular steering meetings held with representatives from the company units. This is supported by extensive communications work, with relevant media provided company-wide in printed and online formats, and also catering to specific professions. All of this ensures that the topic of health is highly visible throughout the company.

Occupational Health Management at HOCHBAHN is currently based on the following pillars:

- Management development, aiming at health-oriented management styles
- Employee participation in health management at HOCHBAHN
- Health modules for career starters
- Maintaining and promoting mental health, and crisis intervention backed by a professional support system
- Healthy nutrition
- Healthy sleep
- Various health promotion activities from the "GESUNDHEIT*plus*" programme
- Health modules specific to work at various stages in a career

In the reporting year, alongside the provision of extensive occupational health advice and support to company directors, the crisis team and senior management about the Covid-19 pandemic, other key points of focus included company-internal communications about relevant occupational health measures to protect against infection, aimed at both management and staff. Occupational health management also covered the following areas:

- Sugar-free challenge, city cycling, “Nikolauf” run: a gamified approach to positive habit formation
- Free cardiovascular screening
- Introduction of a health consultation hour to facilitate easy transition to suitable formats
- Introduction of digital health promotion bites
- Integration of the sleep pillar in the occupational health management system

As part of welfare advice work, the crisis intervention system was expanded and put on a firmer footing. The HOCHBAHN crisis intervention team was evaluated, enabling additional starting points for further development, optimisation and integration to be identified.

Evaluation and monitoring

Corporate health activities are documented and analysed as part of an annual health report. As an interdisciplinary instrument, the health report offers a comprehensive view of the current state of health for the workforce, as well as the curative and preventive instruments and products.

Alongside further expansion of the existing, comprehensive portfolio of advisory services and products, the results of the annual health report were used to derive the following key points of focus for 2022:

- Further increasing the focus on straightforward and/or workplace-focused formats for encouraging and promoting personal responsibility
- Continuation of digitisation to boost customer focus

In November 2018, occupational health management at HOCHBAHN was presented with the Corporate Health Award and the accolade “outstanding”. This award recognises that HOCHBAHN not only meets the necessary criteria but is also one of Germany’s best practitioners in this respect, and indeed leads the field in the transport and logistics sector.

Compliance and corruption prevention

GRI 103/205, 205-1, 205-3, 103/419, 419-1

Over the course of its hundred-year history, HOCHBAHN has acquired a reputation as a highly capable and highly principled company. HOCHBAHN employees are both loyal and committed to the work they perform for the company. HOCHBAHN therefore does not tolerate behaviour inconsistent with these values that could damage the company’s reputation or standing.

For this reason, the company introduced a comprehensive works agreement on corruption prevention in 2008. This agreement, which was developed jointly by the Management Board and Works Council, serves as a code of conduct to be observed by employees.

An analysis of potential corruption risks was also performed in this context and evaluated in 2021. The works agreement provides a wealth of detail on the topic of corruption, and includes guidance for preventing corruption, such as in relation to the acceptance of gifts, concessions or hospitality.

When it comes to the prevention of corruption, management staff should seek to lead by example. They are responsible for following up even anonymous tip-offs about corruption and ensuring that all justified cases of suspected corruption are handled properly.

A certified electronic whistleblower system is available to both company employees and third parties for the anonymous reporting of information about criminal activities within HOCHBAHN, and particularly in relation to corruption. In accordance with the Framework Directive on Compliance for Public-Sector Companies in Hamburg that entered into force in February 2020, HOCHBAHN introduced a compliance management system in 2021, which will see all employees receive regular training to raise aware of the topic of corruption.

In the 2021 reporting year, there were no confirmed cases of corruption, nor were any measures taken. No fines or other non-monetary sanctions were levied against HOCHBAHN.

New Work

GRI 103 / New Work

Contemporary society is being shaped by a multi-faceted transformation in which the general economic, technological and political conditions are undergoing rapid and fundamental change. The workplace is no exception to these changes – nor is the mobility sector.

Digitalisation, automation and electrification are creating new forms of transport and new business models. Personal transport and travel needs are changing. Last but not least, a green mobility transformation is urgently needed to counter climate change, and to safeguard and improve quality of life – especially in large cities such as Hamburg – over the long term.

To position itself in this context as a forward-looking provider of mobility services and an attractive employer, HOCHBAHN is striving to strengthen its innovative abilities and customer focus, pairing this with an emphasis on teamwork as the key to intracompany cooperation. HOCHBAHN therefore views workforce diversity as offering a major advantage.

New ways of working offer a route to achieving this objective. These include organisational approaches such as collaborative working, agile working methods and workplace digitalisation (which include digital forms and processes, new tools for online meetings and remote working). For young professionals in particular, the use of agile methods and their associated agile mindset is an important criterion when deciding whether to accept an offer from an employer. In many teams, agile working methods will also help to reduce rates of staff turnover while improving employee motivation.

At the same time, changes are also needed in leadership culture. This involves a new role model whereby management staff work together with their employees while enjoying greater self-determination in work organisation. Conversely, this also means that company employees themselves share greater responsibility for the success of the business, while the employer is required to provide an attractive working environment that is appropriate to the needs of these employees. Sufficient latitude should also be granted to individuality and independent working styles.

HOCHBAHN introduced agile working methods in the company in 2017. In 2020, the Innovation and Change unit was established. This unit brings together a number of competencies, especially in change management and the use of agile methods, and acts as an ideas factory and service provider to HOCHBAHN and its employees for achieving improvements in relation to company organisation and culture.

This work includes the following:

- Provision of support and advice to management staff and company units, project participation
- Introducing targeted cultural development initiatives based on a comprehensive cultural analysis. Deriving options for action to ensure improved collaboration as well as greater employee motivation, especially in the context of Hamburg-Takt, and new conditions as part of the New Normal (during and after the coronavirus pandemic).
- Supporting space planning and collaboration issues for better and more meaningful use of office space in connection with mobile working and hybrid forms of work.
- Continuing development and refinement of new forms of working and methods in the unit for deployment within HOCHBAHN, and organisational structures such as self-organisation
- Promotion of networking and dialogue within the company, one example here being a corporate culture chat group
- Establishment of customer-centricity in the hvv network and of agile techniques in the organisation, such as by introducing agile teams and – over the last year–migrating agile teams to virtual formats as a result of Covid-19

Training and education

GRI 103/404

The world of work is changing – and not merely in terms of new professions. In response to a general shortage of specialists, HOCHBAHN is increasingly resorting to internal training measures to ensure a supply of qualified personnel.

In 2021, HOCHBAHN trained an average of 131133 trainees, including 22 work-study programme students ("dual students") in 19 different roles and study programmes. The proportion of female trainees and work-study programme students was 24.84 percent. A total of 86 percent of the graduates became HOCHBAHN employees in 2021 after completing their training.

The Covid-19 pandemic presented the vocational training and continuing professional development programmes at HOCHBAHN with a number of challenges, as this kind of work benefits in particular from face-to-face interaction and group dynamics. To ensure it could continue to offer its employees the best-possible choice of training programmes even in pandemic conditions, HOCHBAHN further expanded its online seminar programme in 2021 while simultaneously organising operationally critical seminars with reduced participant numbers, and corresponding safety and hygiene measures. Wherever possible, new, hybrid training formats were also introduced.

Vocational training

A vocational training course in a technical, industrial or commercial discipline gives HOCHBAHN trainees a varied and thorough grounding in the principles of company operations and practice. HOCHBAHN also partners with several higher education institutions to offer work-study programmes. Agile working methods and a three-day Innovation Camp form an integral part of vocational training at HOCHBAHN. With 19 professions and dual study programmes now available, the company is making a concerted effort to acquire qualified personnel by internal training. Since 2017, HOCHBAHN has offered young adults unable to participate in a full-time programme for family reasons the option of completing vocational training as a part-time course.

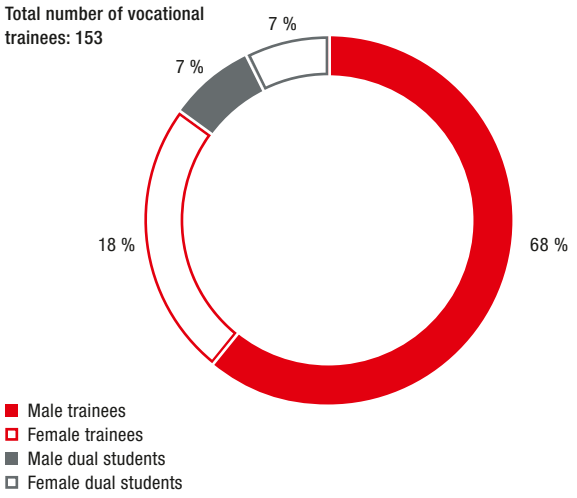
FFG offers apprenticeships to people interested in training as vehicle mechatronics technicians specialising in systems and high-voltage technology, as body and vehicle construction mechanics, or as automotive painters.

In 2021, the following measures were implemented by HOCHBAHN in relation to vocational training:

- The range of work-study programmes was expanded to include additional positions specialising in building services engineering at the hs21 Buxtehude University of Applied Sciences and engineering and management majoring in logistics and mobility at the Hamburg University of Technology (TUHH).
- We also began training two trainees for the new role of information and systems technology electronic engineer, with technical training at the Heinrich Büsing Vocational College in Braunschweig.
- Two of the students who graduated in 2021 were named the best in their year by the Hamburg Chamber of Commerce for their training as an operating systems electronics engineer and transport services administrative assistant. This also marked the end of the transport services administrative assistant training course, which has been fully replaced by the dialogue marketing administrative assistant role.
- To expand our digital working and learning further, the professional digital study portal from Vocanto was introduced for technical/industrial training in cooperation with the Hamburg Training Centre (Hamburger Ausbildungszentrum e.V. - HAZ). The aim of this portal is to provide interactive support for the preparation and follow-up of theoretical training content as well as facilitating a link between educational institutions in the dual system.
- The first digital Innovation Camp focusing on values and the intergenerational workforce was held in May, with the 2020 and 2019 trainee classes taking part in interactive exercises on virtual boards over two days to imagine what training might look like in the future.
- Most of the onboarding for the new 2021 intake of trainees took place in digital formats during summer 2021.

Vocational training at HOCHBAHN

GRI 404-1



Training

GRI 404-1

	HOCHBAHN			FFG		
Vocational training	**2021**	**2020**	**2019**	**2021**	**2020**	**2019**
Trainees	131	119	112	19	18	18
of which men	104	86	78	18	17	17
of which women	27	33	34	1	1	1
Dual students	22	21	16	0		
of which men	11	11	7	0		
of which women	11	10	9	0		
Retention rate, apprentices (%)	86	94	90	0	100	100

Continuing professional education at HOCHBAHN

Carefully aligned with company goals, the programme of personnel development courses at HOCHBAHN creates a framework within which qualified and motivated employees can deepen their commitment to the company, which thereby ensures that HOCHBAHN is well-positioned to meet the challenges it is likely to face in the future.

HOCHBAHN therefore offers an extensive programme of continuing professional education that includes subject-specific seminars, and courses to develop methodological and personal competencies as well as leadership skills. In addition, interested employees are also given the opportunity to attend a number of lifestyle-focused courses offered by HOCHBAHN.

The “FREIZEIT plus” programme offers courses on IT, languages, communication and self-organisation skills, health learning bites as well as insights into and presentations on HOCHBAHN as a company. There is also a growing e-learning portfolio that offers a comfortable way to learn at the trainee’s own pace. All e-learning courses are accessible from the HOCHBAHN study portal. The curriculum offers a wide range of interactive content and exercises and can be used both on PCs and mobile devices.

HOCHBAHN completed the following activities in relation to continuing professional education in the 2021 financial year:

- Execution of the continuing professional development programme by way of online seminars while complying in full with Covid-19 regulations
- Expansion of digital learning formats with new e-learning courses for agile working (scrum, kanban, agile Leadership, digitisation), methodological skills (creativity techniques), mobile working, first aid and fire protection as well as subject- and industry-specific topics (DT5 basics and psychological first aid)
- The HOCHBAHN study portal now acts as the further training hub for all interested employees in the company. The portal hosts all of the courses offered by the internal continuing professional development programme, the e-learning catalogue as well as the “FREIZEIT plus” courses. Some departments also offer their own internal training programmes.

Continuing professional education

GRI 404-1

Average number of hours for continuing professional education (hours)	HOCHBAHN 2021	2020	2019	FFG 2021
Per employee	7.6	10.1	15.1	15.8
Per employee (drivers)	5.7	12.3	11.3	-
Per employee (non-drivers)	10.2	8	19.8	-
Per female employee	8.4	9.4	14.5	7.9
Per male employee	7.4	10.3	17.7	16.4
Average expenditure on continuing professional education per employee (in €)	113	77	195	727[1]

[1] Including expenses related to the employer-financed bus driver's license for workshop employees

Executive development at HOCHBAHN

The executive development strategy within HOCHBAHN is based on developing competencies to match needs. For those just starting out in their management career, HOCHBAHN has arranged a course consisting of nine mandatory seminars. This curriculum focuses on building leadership skills and company-specific knowledge to support management activities. Techniques to diagnose aptitude are deployed to discover action areas relevant for the individual. For those further up the leadership ladder, the emphasis changes to focus on personal development. Various activities and instruments are used here, including both coaching and mentoring. Alongside formal, curriculum-based courses, HOCHBAHN also offers informal, self-study learning formats. One example is the company's extensive e-learning portfolio, which covers a wide range of leadership topics. Internal and external dialogue formats are also used as informal options.

Diversity

GRI 103/405, 103/406

Diversity is of strategic importance to HOCHBAHN. Not least because the promotion of diversity has a significantly positive effect on business success and company development: diversity forms an important part of an innovative and contemporary corporate culture, leads to increased satisfaction among the workforce, improves employer appeal and also makes it easier to recruit highly qualified personnel. Productivity is also higher in more diverse teams. Just as important is the fact that a diverse workforce reflects the diversity of HOCHBAHN's customer base, which makes it easier to develop more tailored services.

With diversity, HOCHBAHN's strategy is to pursue an integrated approach that considers the subject from all angles. One expression of the philosophy that this engenders is an appreciation of the multi-faceted potential of the company's workforce, supplemented by an inclusive corporate culture that rejects discrimination in any shape or form. For these reasons, HOCHBAHN has established diversity as an integral part of its long-term corporate strategy, has been a signatory to the Diversity Charter since 2007, takes part in the German Diversity Day and is proactive in making diversity part of the workplace. The company created the position of Diversity Manager in 2017.

Aspects of HOCHBAHN's work here include a focus on increasing the proportion of women in the company overall (currently around 17%) and the intergenerational workforce. The Supervisory Board set targets for the proportion of women on the Supervisory Board and the Management Board in 2016. The Management Board, in turn, has set related targets for the first two management levels below the Management Board. Two of these targets have now been achieved (see table). HOCHBAHN continues to strive to reach the targets set for all levels of management. In 2021, the HOCHBAHN Supervisory Board and Management Board defined new targets to be met by 31 December 2023.

Targets for the share of women at HOCHBAHN

GRI 405-1

Level	**Target by 31.12.2020** (share of women in %)	**Actual share** (in %) **as of 31.12.2021**	**Target by 31.12.2023** (share of women in %)
Supervisory Board	37.5	31.3	37.5
Management Board	25	25	25
First management level	28	26.1	30
Second management level	19	19.7	25

Diversity

GRI 405-1

	HOCHBAHN			FFG		
	2021	**2020**	**2019**	**2021**	**2020**	**2019**
Total employees[1]	**6,346**	**6,378**	**5,607**	**291**	**303**	**284**
Average age (total workforce)	46.1	45.8	46	38.7	39	39
under 30 years old (%)	10.0	10.7	11.1	30.2	31.0	32.4
30–50 years old (%)	47.5	47.8	47.5	43.3	41.9	41.9
over 50 years old (%)	42.6	41.5	41.4	26.5	27.1	25.7
Nationalities (total workforce)	68	67	60	9	11	11
of which German citizens (%)	87.5	87.8	90.0	95.5	95.0	95.8
of which other nationalities (%)	12.5	12.2	10.0	4.5	5.0	4.2
Total employees (excluding managers)	**6,019**	**6,046**	**5,300**	**265**	**272**	**253**
of which men (%)	82.7	82.7	82.2	92.5	93.0	93.7
of which women (%)	17.3	17.3	17.8	7.5	7.0	6.3
of which share of women among drivers (%)	11.7	11.7	12.4	n.r.	n.r.	n.r.
Average age	45.9	45.6	45.0	38.0	38.0	41.0
under 30 years old (%)	10.4	11.2	11.6	32.8	34.2	35.6
30–50 years old (%)	47.5	47.7	47.6	42.3	40.1	38.3
over 50 years old (%)	42.1	41.1	40.8	24.9	25.7	26.1
Total number of nationalities	67	67	59	9	10	11
of which German citizens (%)	86.9	87.2	89.5	95.1	95.5	96.5
of which other nationalities (%)	13.1	12.8	10.5	4.9	4.5	3.5
Total number of managers	**323**	**328**	**303**	**26**	**31**	**31**
of which men (%)	81.7	81.1	81.8	100.0	100.0	100.0
of which women (%)	18.3	18.9	18.2	0.0	0.0	0.0
Average age	49.1	48.8	49.2	47.0	46.0	44.0
under 30 years old (%)	1.9	2.1	1.3	3.8	3.2	6.5
30–50 years old (%)	47.7	49.4	47.2	53.8	58.1	71.0
over 50 years old (%)	50.5	48.5	51.5	42.3	38.7	22.6
Total number of nationalities	7	6	6	1	1	1
of which German citizens (%)	98.1	98.5	98.3	100.0	100.0	100.0
of which other nationalities (%)	1.9	1.5	1.7	0.0	0.0	0.0
Management Board	**4**	**4**	**4**			
of which men (%)	75	75	75			
of which women (%)	25	25	25			
Average age	55.5	54.5	54			
under 30 years old (%)	0.0	0.0	0.0			
30–50 years old (%)	25.0	50.0	50.0			
over 50 years old (%)	75.0	50.0	50.0			
Total number of nationalities	1	1	1			
of which German citizens (%)	100	100	100			
of which other nationalities (%)	0	0	0			

[1] Including employees on parental leave

	HOCHBAHN			FFG		
	2021	2020	2019	2021	2020	2019
Supervisory Board[2]	**16**	**16**	**16**	**6**	**6**	**6**
of which men (%)	68.7	68.7	68.7	66.7	66.7	66.7
of which women (%)	31.3	31.3	31.3	33.3	33.3	33.3
Average age	54	57	57	54	53	52
under 30 years old (%)	0.0	0.0	0.0	0.0	0.0	0.0
30–50 years old (%)	37.5	37.5	25.0	33.3	33.3	33.3
over 50 years old (%)	62.5	62.5	75.0	66.7	66.7	66.7
Share of severely disabled persons						
HOCHBAHN (%)	6.1	6.1	6.1	2.7	2.1	1.9

[2] Ms Twachtmann retired from the Supervisory Board of FFG on 31 October 2021

In 2021, the following measures were implemented on the topic of diversity at HOCHBAHN:

- HOCHBAHN participated in the German Diversity Day
- HOCHBAHN introduced a generation management programme, taking stock of the existing situation, with various HOCHBAHN units providing information on the extent to which they already integrate intergenerational issues into their work.
- Three workshops were held with employees in the 50+, 55+ and 60+ age groups, giving them an opportunity to explain whether the issue of age has an impact on their work and, if so, what this impact is.
- A legally formalised complaints process was defined in accordance with Section 13 (1) of the German General Act on Equal Treatment (Allgemeines Gleichbehandlungsgesetz – AGG) to enable the company to respond to cases of discrimination.
- The first eight pairs of mentors and mentees were selected for the mentoring programme pilot. These pairings were determined based on the values and (desired) skills of the individuals involved in each case.
- HOCHBAHN participated in Christopher Street Day on 7 August 2021. A colourful group of employees decked out in special HOCHBAHN outfits joined forces to take part in a bicycle parade through the city.
- Communication featured the topic of diversity as part of a diversity calendar. Articles on International Mother Language Day (21 February), International Women's Day (8 March), the start of Ramadan (13 April), World Refugee Day (20 June) and International Men's Day (19 November) were published on the portal. Colleagues with a connection to each of these days were introduced in these articles.
- Finally, networking events were also held for female management staff and the Queer Group. The Diversity Management team also set up a networking group for their T- colleagues.

In 2022, HOCHBAHN is planning the following measures in relation to diversity:

- Develop targets and initiatives for intergenerational management based on findings from the stocktaking exercise and workshops with colleagues
- Improve opportunities for part-time work as part of a diverse range for working time models
- Launch the mentoring pilot
- Conduct a scientifically-supported survey in operations to identify stress factors affecting drivers. The professor assisting the project will propose measures to support drivers based on the results of the survey

Discrimination incidents

GRI 406-1

HOCHBAHN does not tolerate employees being discriminated against for any reason whatsoever. Any employee at HOCHBAHN can contact the Diversity Manager or the Welfare Advice team to report discrimination on account of their gender, age, ethnic background, religion, physical circumstances or some other reason. HOCHBAHN is aware of three cases of discrimination for the 2021 reporting year. In all three cases, appropriate remedial measures were initiated after the facts had been clarified.

Community engagement

As a local company with a long tradition, HOCHBAHN is dedicated to supporting the people in the City of Hamburg. HOCHBAHN therefore believes strongly in supplementing donations in kind with the commitment of time, know-how, infrastructure and the use of its network for the benefit of the people of Hamburg. In this context, HOCHBAHN aims to provide continued support to social and community projects over the long term.

One particular focus here is the company's work on addressing social responsibilities such as supporting homeless people or promoting the inclusion of disadvantaged groups in the labour market.

HOCHBAHN employees are also actively included in the company's engagement with these issues. The company's commitments were maintained during the Covid-19 pandemic.

HOCHBAHN provided support for the following social projects in 2021.

"Keep-Warm Bus", in cooperation with Hanseatic Help

Homeless people have been hit particularly hard by the pandemic. Some facilities and support services offer only limited access due to hygiene regulations, while many homeless people have pre-existing conditions that place them in high-risk groups. As part of the #wärmegeben campaign from Hanseatic Help, HOCHBAHN therefore made its very first "Keep-Warm Bus" available in 2020. The Keep-Warm Bus is a mobile collection point for donations to the homeless in Hamburg. The main focus here is on donations in kind, especially sleeping bags and mats, tents and winter clothing. This collaboration was continued and expanded in 2021 so that the "Keep-Warm Bus" was able to collect the necessary donations in kind for those in need at four locations within Hamburg.

GoBanyo – Showers provide dignity

Keeping clean is a basic human right. But a lack of facilities turns it into a luxury. Thanks to GoBanyo, homeless people get free access to sanitary facilities and care products – while also enjoying privacy. For the non-profit limited liability entity, HOCHBAHN supplied a bus previously used for public transport. In 2021, GoBanyo deployed the "Shower Bus" more than 500 times, during which it was used for over 9,000 showers. HOCHBAHN also supports GoBanyo by providing long-term support to the project with its infrastructure, expertise and network. The company also handles the cleaning and maintenance of the vehicle used for the "Shower Bus".

More than just a hot meal

Since 2012, Rock Antenne Hamburg, Hinz&Kunzt and Friends Cup Förderverein e.V. have organised a special event for homeless people just before Christmas in Hamburg's former fish auction markets with the support of Hamburg-based businesses, as well as a large army of volunteers. For its part, HOCHBAHN provides buses and bus drivers for transporting participants to and from the event.

Hamburg gets it (done) together

The "Hamburg gets it (done) together" community initiative set up in 2020 by committed companies from across the Hamburg region supports people who are particularly struggling as a result of the pandemic. The initiative puts together care parcels for disadvantaged members of society and distributes them in cooperation with charity partner Hanseatic Help e.V. Alongside families with both younger and older children, older people and the homeless, refugees and students all benefit from the "Hamburg gets it (done) together!" initiative. Almost 65,000 parcels were packed and distributed as part of this scheme by January 2022. HOCHBAHN trainees and dual students have also helped out with this packing work.

In addition, HOCHBAHN has supported this initiative by featuring the campaign on its passenger TV service and by helping out with logistics. Alongside these projects, HOCHBAHN is also represented on the Social Responsibility Committee in the Hamburg Chamber of Commerce.

Vaccination campaigns help tackle coronavirus

HOCHBAHN shouldered its social responsibility to help fight the coronavirus pandemic by rolling out various vaccination campaigns in partnership with Hamburg's welfare authorities from autumn 2021 onwards.

These efforts began with a vaccine bus that offered mobile vaccinations at the Reeperbahn Festival in September and Germany's international football match at the Volksparkstadion in October. This initiative was expanded to include a vaccine train that allowed hundreds of people to receive their inoculations at the Schlump, Billstedt and Niendorf Nord stations. We organised additional opportunities for Hamburg residents to get a coronavirus vaccination as easily and accessibly as possible via the specially created vaccination hub at our "Halle 13" communication centre in Barmbek.

Overall, this enabled us to give more than 4,300 people a first, second or booster vaccine by March 2022.

Sustainability frameworks

HOCHBAHN's GRI report was prepared in accordance with the GRI Standards "Core" option. The GRI has confirmed the placement of the General Standard Disclosures GRI 102-40 to 102-49 using a Materiality Disclosure Service.

The GRI Content Index lists all topics on which HOCHBAHN reports in accordance with the GRI Standards. The content index also shows which principles of the United Nations Global Compact (UNGC) and which criteria of the German Sustainability Code (DNK) the respective statements provide information on. It also presents the link to the United Nations Sustainable Development Goals (SDGs).

The ten principles of the United Nations Global Compact (UNGC)

Human rights

1. Businesses should support and respect the protection of internationally proclaimed human rights
2. Businesses should ensure that they are not complicit in human rights abuses.

Labour standards

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. Businesses should uphold the elimination of all forms of forced and compulsory labour.
5. Businesses should uphold the effective abolition of child labour.
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.

Environment

7. Businesses should support a precautionary approach to environmental challenges
8. Businesses should undertake initiatives to promote greater environmental responsibility
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.

Anti-corruption

10. Businesses should work against corruption in all its forms, including extortion and bribery.

More at: https://www.unglobalcompact.org/

The 20 criteria of the German Sustainability Code (DNK)

Strategy

1. Strategic analysis and measures
2. Materiality
3. Objectives
4. Depth of the value chain

Process management

5. Responsibility
6. Rules and processes
7. Control
8. Incentive schemes
9. Stakeholder engagement
10. Innovation and product management

Environment

11. Usage of natural resources
12. Resource management
13. Climate-relevant emissions

Society

14. Employee rights
15. Equal opportunities
16. Qualifications
17. Human rights
18. Corporate citizenship
19. Political influence
20. Conduct that complies with the law and policy

More at: www.deutscher-nachhaltigkeitskodex.de

THE 17 SUSTAINABLE DEVELOPMENT GOALS (SDGs)

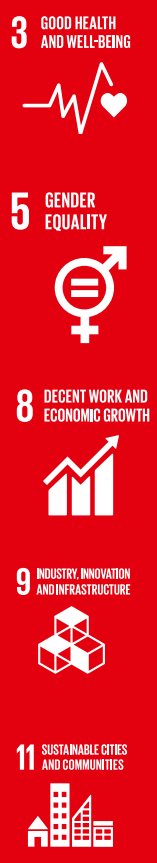
For the Materiality Disclosures Service, the GRI Service Team checked whether the GRI Content Index is clearly presented and the references for disclosures 102-40 to 102-49 are consistent with the relevant parts of the report. The service was performed for the German version of the report.

GRI Content Index

GRI 102-55

GRI Standard and disclosure	**Title of disclosure**	**Page(s) in the GRI report 2021** or reference	**Comment**	**UNGC Principle**	**DNK Criterion**	**SDG**
GRI 101: Foundation 2016			GRI 101 does not contain any disclosures.			
GRI 102: General disclosures 2016						
102-1	Name of the organisation	6				
102-2	Activities, brands, products and services	6				
102-3	Location of headquarters	6				
102-4	Location of operations	6				
102-5	Ownership and legal form	6				
102-6	Markets served	6				
102-7	Scale of the organisation	6, 7, 39, 40				
102-8	Information on employees and other workers	39, 40		6		8
102-9	Supply chain	35			4	
102-10	Significant changes to the organisation and its supply chain	6			4	
102-11	Precautionary principle or approach	5, 23, 44		7,8,9	1,3	
102-12	External initiatives	11			1	
102-13	Membership of associations	10			19	
102-14	Statement from senior decision-maker	5			1	
102-16	Values, principles, standards and norms of behaviour	8		1-10	5, 6, 7	
102-18	Governance structure	11, Management report 2021: p. 17				
102-19	Delegating authority	11				
102-35	Remuneration policies	41, Management report 2021: p. 30			8	
102-38	Annual total compensation ratio	41, Management report 2021: p. 30			8	
102-40	List of stakeholder groups	10				
102-41	Collective bargaining agreements	42		3	14	8
102-42	Identifying and selecting stakeholders	10			9	
102-43	Approach to stakeholder engagement	10, 16, 17			9	

GRI Standard and disclosure	**Title of disclosure**	**Page(s) in the GRI report 2021** or reference	**Comment**	**UNGC Principle**	**DNK Criterion**	**SDG**
102-44	Key topics and concerns raised	12			9	
102-45	Entities included in the consolidated financial statements	6, Management report 2021: p. 46				
102-46	Defining report content and topic Boundaries	12				
102-47	List of material topics	12			2	
102-48	Restatements of information	6				
102-49	Changes in reporting	6			2	
102-50	Reporting period	6				
102-51	Date of most recent report	6				
102-52	Reporting cycle	6				
102-53	Contact point for questions regarding the report	6				
102-54	Claims of reporting in accordance with the GRI Standards	6				
102-55	GRI Content Index	58				
102-56	External assurance	6				
Noise protection						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		29				3
New Work						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		49			10	8, 9
GRI 201: ECONOMIC PERFORMANCE						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		6				
201-1	Direct economic value generated and distributed	Management report 2021: p. 41			18	8, 9
GRI 203: INDIRECT ECONOMIC IMPACTS 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		13		8, 9		
203-1	Infrastructure investments and services supported	6 Management report 2021: p. 27		8, 9	10	5, 9, 11
GRI 205: ANTI-CORRUPTION 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		48		10		
205-1	Operations assessed for risks related to corruption	48		10	20	
205-3	Confirmed incidents of corruption and actions taken	48		10	20	



GRI Standard and disclosure	**Title of disclosure**	**Page(s) in the GRI report 2021** or reference	**Comment**	**UNGC Principle**	**DNK Criterion**	**SDG**
GRI 301: MATERIALS 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		34		7, 9		
301-1	Materials used by weight or volume	35			11	
GRI 302: ENERGY 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		30, 31, 32, 34, 37		7, 8, 9		
302-1	Energy consumption within the organisation	30		8, 9	11, 12, 13	7, 9, 12, 13
302-3	Energy intensity	31		8, 9	12, 13	7, 12, 13
302-4	Reduction of energy consumption	33, 34		8, 9	10, 12, 13	7, 12, 13
GRI 305: EMISSIONS 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		23, 26, 37		7, 8, 9		
305-1	Direct (Scope 1) GHG emissions	24		8, 9	13	9, 12, 13
305-2	Energy indirect (Scope 2) GHG emissions	24		8, 9	13	12, 13
305-3	Other indirect (Scope 3) GHG emissions		Scope 3 emissions are currently not yet recorded.		13	12, 13
305-4	GHG emissions intensity	25		8, 9	13	12, 13
305-5	Reduction of GHG emissions	24			13	12, 13
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions	28			13	3, 12
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		35		7, 8, 9		
308-1	New suppliers that were screened using environmental criteria	35, 36		8	4	
GRI 401: EMPLOYMENT 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		39		6		
401-1	New employee hires and employee turnover	40		6		5, 8
401-3	Parental leave	43		6		5, 8

GRI Standard and disclosure	**Title of disclosure**	**Page(s) in the GRI report 2021** or reference	**Comment**	**UNGC Principle**	**DNK Criterion**	**SDG**
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		44		1		
403-1	Occupational health and safety management system	44		1	14	3, 8
403-2	Hazard identification, risk assessment and incident investigation	44				3, 8
403-3	Occupational health services	46				3, 8
403-4	Worker participation, consultation and communication on occupational health and safety	47			14	3, 8
403-5	Worker training on occupational health and safety	47				3, 8
403-6	Promoting worker health	47				3, 8
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	45				3, 8
403-8	Workers covered by an occupational health and safety management system	44				3, 8
403-9	Work-related injuries	45. 46			14	3, 8
GRI 404: TRAINING AND EDUCATION 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		50		1, 6		
404-1	Average hours of training per year per employee	51, 52		6	16	4, 5
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		52		1, 6		
405-1	Diversity of governance bodies and employees	52, 53		6	15	5, 8
GRI 406: NON-DISCRIMINATION 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		52		1, 2, 6		
406-1	Incidents of discrimination and corrective actions taken	54		6		5, 8
GRI 413: LOCAL COMMUNITIES 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		16				

GRI Standard and disclosure	**Title of disclosure**	**Page(s) in the GRI report 2021** or reference	**Comment**	**UNGC Principle**	**DNK Criterion**	**SDG**
413-1	Operations with local community engagement, impact assessments and development programmes	16				11
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		35		1-6		
414-1	New suppliers that were screened using social criteria	35, 36		1-6	4, 17	5, 8
GRI 416: CUSTOMER HEALTH AND SAFETY 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		20				
416-1	Assessment of the health and safety impacts of product and service categories	20				3, 11
GRI 418: CUSTOMER PRIVACY 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		38				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	39				
GRI 419: SOCIOECONOMIC COMPLIANCE 2016						
GRI 103: Management approach 2016 (incl. 103-1, 103-2, 103-3)		48				
419-1	Non-compliance with laws and regulations in the social and economic area	48			20	

Additional GRI performance indicators disclosed by HOCHBAHN based on the DNK criteria:

GRI Standard and disclosure	**Title of disclosure**	**Page(s) in the GRI report 2021 Disclosure** or reference	**Comment**	**UNGC Principle**	**DNK Criterion**	**SDG**
GRI 303: WATER AND EFFLUENTS 2018						
303-3	Water withdrawal	35			11, 12	12
GRI 306: WASTE 2020						
306-3	Waste generated	35			11, 12	11, 12
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018						
403-10	Work-related ill health		Involvement in clarifying and determining work-related illnesses is carried out at the initiative of the employer's liability insurance association (VBG) responsible for HOCHBAHN, which is also responsible for the recognition of occupational illnesses. This is usually done for one or two cases per year.		14	
GRI 412: HUMAN RIGHTS ASSESSMENT 2016						
412-1	Operations that have been subject to human rights reviews or impact assessments		The operating sites of HOCHBAHN are located in Germany, where high legal standards regarding the observance of human rights apply. No separate audit has been performed.	1-6	17	
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	35		1-6	17	

GRI Standard and disclosure	**Title of disclosure**	**Page(s) in the GRI report 2021 Disclosure** or reference	**Comment**	**UNGC Principle**	**DNK Criterion**	**SDG**
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016						
414-2	Negative social impacts in the supply chain and actions taken		By signing the Code of Conduct, the direct suppliers and business partners of HOCHBAHN commit themselves to complying with social standards and human rights. HOCHBAHN asks manufacturers to supply information on compliance with social standards and human rights – including at subordinated levels of the supply chain – for product groups with a risk profile and considers such information when making the award decision.	1-6	4, 17	5, 8
GRI 415: PUBLIC POLICY 2016						
415-1	Political contributions	10		10	19	
FS11	Percentage of assets subject to positive and negative environmental or social screening		Investments in financial assets mainly related to the purchase of money market fund shares in the amount of €2.2 million, which serve to finance partial retirement and long-term working hours accounts. Investments are not screened based on environmental or social factors.		10	

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

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