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P10NEER1NG^{NEW} OPPORTUNITIES

At HOCHBAHN, being a pioneer is about being proactive – acting with foresight and making provision for future generations. That is why we are driving forward the mobility transformation in Hamburg so resolutely and systematically. Even in these times of crisis, it is important to keep climate change in mind and factor its impact into our actions.

Foreword

GRI 2-22

We firmly believe that innovation is the key to sustainable mobility and liveable cities. More than 100 years ago, HOCHBAHN was already striving to help people move around Hamburg more conveniently. Back then, we called it pioneering spirit. Innovation and sustainable development are therefore embedded in our DNA – and have been since 1911. As a signatory of the UN Global Compact, we organise our actions in compliance with the Sustainable Development Goals (SDG), which are part and parcel of our corporate strategy.

Our goals are twofold: to transform the future of mobility in Hamburg and to become a climate-neutral company by 2030. To this end, we are also upgrading our existing infrastructure with smart innovations, which will help us to act efficiently and minimise our use of resources. The U-Bahn100 project launched in 2022 to implement the automation of the U2 and U4 U-Bahn lines in the east of the city is a shining example of our endeavours. It will increase capacity for the volume of services along the section from Horner Rennbahn to the heart of Hamburg by 50 percent. Simply put, this will mean a U-Bahn train passing in each direction every 100 seconds.

Speaking of automation: by deploying the HOLON Mover we will strike out in entirely new directions in the future and bring autonomous, zero-emission on-demand shuttles to the streets of Hamburg as early as 2024. They will play an important role in achieving the objectives of the Hamburg-Takt and provide a necessary addition to our bus service.

We are in the process of switching over to purely zero-emission drive systems in our buses. And we're not stopping at Hamburg either because sustainable sourcing is an issue that is close to our hearts. After all, products are frequently manufactured in worldwide production processes with global supply chains. Our responsibility for protecting the environment and upholding human rights does not end at our own operating sites but also extends to suppliers of the products and services we procure. That is why sustainability criteria are now relevant for the award of contracts in tenders.

In building the U5 we are also showing our pioneering spirit. Not only that, but with our reduction strategy for what is currently Germany's largest urban transport infrastructure project we are demonstrating how we can implement major projects in a more environmentally friendly manner. Here, regular exchange with representatives of

science and industry help us to keep future technological advances and innovations in our sights – and use them to help people and mitigate the effects of climate change.

With apps like hvv switch and hvv Any, we are increasing people's mobility options while radically simplifying access to it. Only by combining infrastructure expansion and digital innovation will we be able to turn the mobility transition into reality.

The next step will be to lock the goals of the Hamburg-Takt and achieving climate neutrality by 2030 into our decision-making and management processes even more holistically so that we maintain our standing as a sustainable, pioneering company.

Ever since 2017 we have been guided by the ten principles of the United Nations Global Compact and the Sustainable Development Goals. As an active member of the UN Global Compact, we particularly like to use the network as a knowledge platform to exchange ideas and information with other pioneers of sustainable development around the world.

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 2-2, 2-3, 2-4, 2-5

This report (GRI Report) serves as an annual progress report taking stock of the sustainability performance of Hamburger Hochbahn AG (HOCHBAHN). The report has been prepared in accordance with the GRI Standards and covers financial year 2022 (from 1 January 2022 to 31 December 2022). The GRI Report is published at the same time as the management report and the annual financial statements, in June 17 of the following year.

Further information related to sustainability is published in the following reporting formats and in the GRI report through cross-references.

- **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. The report vividly describes which projects HOCHBAHN is using to advance sustainability and the UN Sustainable Development Goals.
- **The Management Report and the Annual Financial Statements** present the course of business, the financial results and the economic position of the company.

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 12 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. No corrections or restatements were made in the reporting period; where key performance indicators have been updated, this is noted accordingly.

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 contact point for questions regarding the GRI Report is: Daniel Schulz (nachhaltigkeit@hochbahn.de).

Hamburger Hochbahn AG

GRI 2-1, 2-6, 203-1

Hamburger Hochbahn AG (HOCHBAHN) is a company organised and managed according to private sector principles which is wholly-owned by the Free and Hanseatic City of Hamburg (FHH) via HGV Hamburger Gesellschaft für Vermögens- und Beteiligungsmanagement mbH (HGV). As part of the public services it provides, HOCHBAHN provides local public transport services in Hamburg.¹ In the U-Bahn network, HOCHBAHN is responsible for the upkeep and operations of its four U-Bahn lines with 93 stations in all, total track length of 105.8 kilometres and three U-Bahn workshops, as well as for the expansion of the route network with the extension of the U4 and the new U5 U-Bahn line. In the bus segment, HOCHBAHN operates a fleet of around 1,100 buses at seven bus depots with two annexes. HOCHBAHN serves a total of 115 bus lines. As the largest partner in the Hamburg Public Transport Association (Hamburger Verkehrsverbund – hvv) and together with its subsidiaries and investees, including those providing U-Bahn network expansion, digital mobility, rolling stock maintenance and security services, HOCHBAHN is an integral part of Hamburg's transport network.



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

¹ See also the report on equity holdings of the Free and Hanseatic City of Hamburg (FHH): <http://www.beteiligungsbericht.fb.hamburg.de/Download.html> (German only).

HOCHBAHN AT A GLANCE

GRI 201-1

	2022	2021	2020
EBITDA ¹ (€ million)	-32.8	-28.7	2.1
Sales (€ million)	492.8	438.9	458.2
Net loss for the year before loss absorption by HGV (€ million)	162.0	150.5	113.4
Cost coverage ratio (%)	80.9	80.8	84.7
Fixed assets (€ million)	1,744.6	1,648.3	1,498.8
Total assets (€ million)	2,052.0	2,087.8	1,701.0
Equity (€ million)	167.4	167.4	167.4
Capital expenditures, gross (€ million)	327.1	327.5	224.4
Employees ²	6,329	6,284	6,308
Bus			
Passengers (million) ^{3, 4}	188.3	139.0	147.1
Passenger kilometres (million) ^{3, 4}	585.7	432.3	457.8
Kilometres per space (million) ^{3, 4}	4,588	4,502	4,396
Capital expenditures (€ million)	60.3	64.8	41.5
Number of buses	1,073	1,106	1,107
Number of lines	115	116	119
Number of stations	1,421	1,452	1,425
Rail			
Passengers (million) ^{2, 3}	195.8	146.8	163.9
Passenger kilometres (million) ^{2, 3}	1,168.9	876.4	978.5
Kilometres per space (million) ^{3, 4}	8,983	9,094	9,198
Capital expenditures (€ million)	259.3	252.2	174.4
Number of carriages	1,037	995	965
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 2022: provisional figures

⁴ 2021: updated figures

HOCHBAHN's governance structure

GRI 2-9, 2-10, 2-12, 2-13, 2-14, 2-15, 2-16, 2-17, 2-18

HOCHBAHN is organised into the Corporate Management, Human Resources and Operations, Finance and Sustainability, and Technology divisions (see also page 15 of the management report and

annual financial statements). Its main bodies are the four-member¹ Management Board plus the Supervisory Board as the highest governance body. This is comprised of eight shareholder representatives and eight employee representatives.² The chair of the Supervisory Board represents the competent authority³ (Department of Transport and Mobility Transition) and is therefore not an executive of the company. The Supervisory Board is responsible for regularly advising and supervising the Management Board, its remit also extending to the risk management system as well as internal control systems. The Management Board reports back to the Supervisory Board on a regular basis on important matters affecting the company, including sustainability issues and significant events that are of material importance for the assessment of the company's position and performance as well as for its management. One element of this is the present report, which is presented to the Supervisory Board each year prior to publication.

Stakeholder dialogue

GRI 2-28, 2-29, 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.



Information on the different forms of stakeholder engagement can be found in the sections entitled "HOCHBAHN's corporate strategy" (p. 9), "Materiality analysis" (p. 11), "Expansion of mobility services" (p. 13), "High-quality mobility for all" (p. 18), "Working conditions" (p. 39), "New Work" (p. 49) and "Diversity" (p. 53), and in the Management report and annual financial statements, for example in the "Research and development" section on p. 19.

¹ Until 30 September, the Management Board comprised four members; from 1 October it provisionally comprises three members.

² The members of the Supervisory Board and Management Board are listed in the annual financial statements, page 52; for more information on their eligibility, election, term of office, conflicts of interest and the independence of the members of the Supervisory Board, please refer to the Articles of Incorporation of Hamburger Hochbahn AG: <https://www.hochbahn.de/resource/blob/4828/5fe06e36a6f5fcc9f912d4be7d0b02a3/satzung-der-hochbahn-data.pdf> (German only) and the Hamburg Corporate Governance Code (HCGK) <http://www.beteiligungsbericht.fb.hamburg.de/Download/HamburgerCorporateGovernanceKodexab2020.pdf> (German only)

³ The HCGK provides that each company in which the Free and Hanseatic City of Hamburg holds an equity interest shall have a competent authority.

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

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). In the VDV and the UITP, HOCHBAHN is represented in the relevant sustainability committees, among others. The company does not donate to political parties.

Hamburg's mobility transformation: Hamburg-Takt

GRI 2-23

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. The transport sector generated 3.7 million tonnes of CO₂ in 2020, around 28% of Hamburg's total CO₂ emission.¹ In its second update of the Hamburg Climate Plan in 2023, the Free and Hanseatic City of Hamburg announced plans to increase its climate targets,² entailing a 70% reduction in emissions by 2030 compared with the 1990 baseline (previous target: 55%) and a 98% reduction by 2045. When it updated the Hamburg Climate Plan for the first time in 2019, the City of Hamburg had defined the Mobility Transformation Pathway, establishing two important sets of measures in which HOCHBAHN as a municipal company plays a key role.

- 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% in 2017 to 30% in 2030 (with environmentally friendly modes of transport making up a total share of 80%).
- 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. 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, bus, train and ferry services need to be extensively expanded and on-demand and sharing services integrated, taking automation into account.

This also entails creating a very positive customer experience with a high level of service across all points of contact – under the same umbrella as the hvv (Hamburger Verkehrsverbund) brand. 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. 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.

¹ Share according to the carbon footprint for Hamburg in 2020: <https://www.statistik-nord.de/zahlen-fakten/umwelt-energie/energie#c3381> (German only)

² See the set of guidelines for the second update of the Hamburg Climate Plan dated 19 December 2022 <https://www.hamburg.de/contentblob/16763680/bdac8f8d932cbdb784b9256426fc5b11b/data/d-eckpunktmappe2022.pdf> (German only)

- **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.

HOCHBAHN's corporate strategy

GRI 2-23

The Hamburg-Takt, a municipal strategy for creating an integrated local public transport service, provides the framework for HOCHBAHN's corporate strategy. In developing the vision "We are shaping Hamburg's mobility transformation. Attractive. Efficient. Climate-neutral." HOCHBAHN underscores its role as an important mobility partner for the City of Hamburg and its goal of providing innovative and sustainable solutions for intuitive, user-oriented mobility.¹ Based on this vision, six strategic guidelines have been developed that describe the framework for decision-making in the company.

We ...

- work to attract more users.
- shape the mobility transformation and implement the Hamburg-Takt.
- adopt a customer-centric approach and raise the bar in terms of quality.
- act sustainably and will thus be successful in the long term.
- will become Germany's first climate-neutral transport company.
- foster diversity in our workforce as well as an innovative corporate culture.

HOCHBAHN also underlines its responsibility to people, the environment and society with its commitment to the UN Sustainable Development Goals (SDGs) and the ten principles of the UN Global Compact. HOCHBAHN has been a member of the Hamburg Environmental Partnership since 2007 and signed the Climate Partner Agreement ("Climate Partnership") in 2018.² As a public company from Hamburg, HOCHBAHN is also committed to Hamburg's city economic strategy and, in collaboration with the city and other municipal companies, is developing "Hamburg, the city of the future – a sustainable city where everyone can have a good life".³

Sustainability organisation

GRI 2-13, 2-23, 2-24, 2-25

The issue of sustainability is an integral part of HOCHBAHN's corporate strategy and is anchored in the Finance and Sustainability department at Management Board level. The full Management Board receives direct reports on important sustainability topics at its meetings. Achievement of sustainability goals is embedded in the targets agreed by the Management Board and senior management. Sustainability targets were set in 2022, not only with a view to achieving sustainable corporate governance (HOCHBAHN's internal management model in conformity with the city's economic strategy), but also in connection with the purchase of emission-free buses (review of the sustainable sourcing model) and construction of the U5 (development of a greenhouse gas reduction strategy for the U5). The achievement of targets is now taken into account when determining the variable portion of

¹ See also the section entitled "Implementing the mobility transformation strategy" in the Report on opportunities and risks, which is part of the management report

² See also: <https://www.hamburg.de/klima/11263314/klima-partner/> (German only)

³ <https://www.hamburg.de/fb/stadtwirtschaft/> (German only)

remuneration. The Sustainability Management unit coordinates and is in charge of strategic sustainable development in the company. Other important sustainability topics, particularly the implementation of the Hamburg-Takt and activities concerning employees, fall to different divisions.

HOCHBAHN has defined target areas and key performance indicators (KPIs) for practical implementation of the main sustainability topics in the company, using a management model to integrate these into the governance, management accounting and reporting functions. Sustainable development is thus becoming an important parameter for managing HOCHBAHN's business activities. In this context, the topic of business integration of the required data processes was also considered as part of the SAP S/4Hana project.

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. In early 2023, HOCHBAHN updated its green bond framework and had it reviewed by the experts from the CICERO Shades of Green institute. It was again awarded the highest rating of "Dark Green" in their "Second Party Opinion" report.¹

HOCHBAHN has developed a variety of formats for raising employees' awareness of sustainability. Sustainability issues are regularly prioritised in HOCHBAHN's internal portal as well as in the employee magazine and – as a strategic aspect of internal communications – normally given consideration in general corporate communications.

HOCHBAHN focuses its sustainability activities on the following five UN Sustainable Development Goals:

- Affordable and clean energy (7)
- Decent work and economic growth (8)
- Sustainable cities and communities (11)
- Industry, innovation and infrastructure (9)
- Climate action (13)

¹ <https://www.hochbahn.de/en/company/investor-relations/green-financing>

Materiality analysis

GRI 3-1

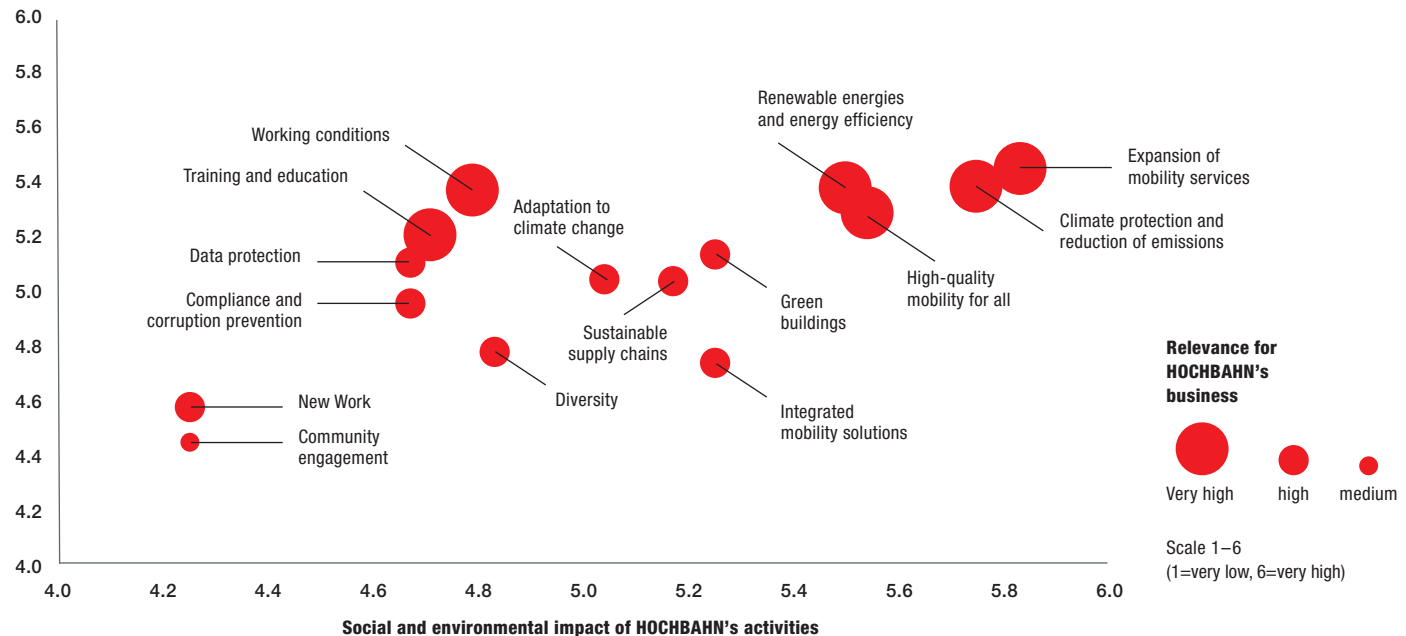
In 2020, HOCHBAHN further honed its sustainability strategy within the framework of a materiality analysis conducted in accordance with the GRI Standards and evaluated 15 sustainability topics with relevance for HOCHBAHN in terms of its business, stakeholder expectations and the social and environmental 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 2022 and depicts the key sustainability reporting issues for HOCHBAHN from which the main focus areas of this GRI Report were derived.

Materiality matrix

Expectations of stakeholders

(50% employees, 50% customers)



List of material topics

GRI 3-2

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

Sustainability at FFG

Fahrzeugwerkstätten Falkenried GmbH (FFG), a wholly owned subsidiary of Hamburger Hochbahn AG and a full-service bus provider, is responsible for the servicing and repair of HOCHBAHN's fleet of buses. 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. 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. FFG started a long-term analysis of the durability of repaired engines in 2022. In addition, general use of driver seats was reduced by more than 50% between 2020 and 2022. The share of repaired driver seats as a percentage of the total number of seats was increased from 37.5% in 2020 to over 60% in 2022.

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. Along with the multiple-use solution launched in 2021 in which reusable cloths are processed for further use in its workshops, FFG put reusable alternatives to steering wheel protectors and seat covers for vehicles into regular operation in 2022 following a pilot run.

Other actions include changing the soap dispensers to a refillable system to reduce plastic waste and using an organic solvent instead of the cleaning solvent normally used for cleaning small parts.

One of the deciding factors in implementing these sustainability goals 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. In addition, the cost of materials is regularly analysed so that we can take appropriate action when anomalies are detected and identify further potential for more efficient use of materials. To raise awareness of sustainable action throughout the company, the topic "Sustainability in the workshop" is a fixed component of all internal training sessions for the workshops. The Sustainability division also provides information on relevant sustainability issues.

Expansion of mobility services

GRI 3-3: Expansion of mobility services, 203-1

Expansion of mobility services is a key element of the Hamburg-Takt and the related goal of bringing about a shift from motorised individual transport (MIT) towards environmentally friendly modes of transport (travelling on foot, cycling, local public transport) by creating additional mobility services.¹ One of the objectives defined in the Hamburg-Takt back in 2019 was that every Hamburg resident should be able to reach a public mobility service within five minutes from morning to evening. By 2022, this objective had already been achieved for 73% of residents.

¹ See also the leverage measure entitled "Increasing the attractiveness and expanding environmentally friendly modes of transport" in the set of guidelines for the second update of the Hamburg Climate Plan: <https://www.hamburg.de/contentblob/16781950/5043045dbb6145b803c0141cc66a6b44c/data/d-epp-steckbrief-verkehr.pdf> (German only)

Access to local public transport within 5 minutes

	Scope	Unit	2022	2021	2020
Share of Hamburg residents with access to local public transport within 5 minutes	Local public transport in Hamburg	(%)	73	70	68

Residents with access to local public transport (source: Statistical Office North) determined based on departures from hvv timetable data (conventional forms of local public transport)

Expansion of mobility services at HOCHBAHN covers a wide range of measures to improve bus and U-Bahn as well as car sharing and on-demand services. They include extending the route network, increasing the frequency of the service, as well as repairing and upgrading the existing route network.



For more information on the expansion of mobility services, see the section entitled "Integrated mobility solutions", p. 17

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 2022/2023:

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



For more information on expansion project please see the Management report and annual financial statements, specifically the sections 2.2. "Course of business", p. 20 and 3.1 "Report on expected developments", p. 30.

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
Extension of the U4 to Horner Geest	Stoltenstraße, Horner Geest, Extension: Horner Rennbahn	<p>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.</p> <p>After preparatory construction work was carried out in 2020, construction officially started in February 2021.</p> <p>The shell, bypass and Horner Rennbahn station were largely completed in 2022. Moreover, excavation sheeting was begun in phase 2 of the construction at Manshardtstraße.</p>	<ul style="list-style-type: none">• In-person format: information market to discuss construction progress, start of construction of phase 2, accessibility of the district, rail replacement buses, building methods.• Consultation hours in the city district, participation in the Horner district festival and local committees.• Supporting project communication on site and via the website www.schneller-durch-hamburg.de/u4-horner-geest (German only)
Extension of the U4 to Grasbrook	Moldauhafen	<p>The U4 will be extended beyond the Elbbrücken stop to Grasbrook and will stop above Moldauhafen in the future.</p> <p>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.</p> <p>The competition announcement was made in 2022, when the competition to develop the project also began.</p>	<ul style="list-style-type: none">• Event-related participation in local committees in Wilhelmsburg and the Veddel district.
Construction of U5 line: new Bramfeld – City Nord section	Bramfeld, Steilshoop, Barmbek Nord, Sengelmannstraße, City Nord (Stadtpark)	<p>The U5 section from Bramfeld to City Nord received planning permission in autumn 2021. Preparatory work for the construction began at the end of 2021.</p> <p>In 2022, considerable progress was made in the preparations for building the Bramfeld – City Nord section. In addition, the tender was carried out and a contract for phase 1 was subsequently awarded to the general planner.</p>	<ul style="list-style-type: none">• Supporting communication on the U5 line on the following topics (selection): planning status, impacts during construction.• Digital information formats for residents near the Sengelmannstraße and Bramfeld stations on the topics: planning status, design, impacts during construction.• Ground-breaking ceremony for the Bramfeld – City Nord section.• In-person discussions locally about construction work and impacts during construction.
U5 Borgweg – Arenen	Borgweg, Jarrestraße, Beethovenstraße, Uhlenhorst, St. Georg, Hauptbahnhof, Jungfernstieg, Stephansplatz, University, Grindelberg, Hoheluftbrücke, Gärtnerstraße, University Medical Center Hamburg-Eppendorf (UKE), Siemersplatz/Behrmannplatz, Hagenbecks Tierpark, Sportplatzring, Stellingen, Arenen/Volkspark	<p>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.</p> <p>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.</p> <p>More intensive planning was carried out in 2022. On submission of documentation to public interest parties, a further milestone in the planning of the City Nord – Jarrestraße section was reached at the end of 2022.</p>	<ul style="list-style-type: none">• Event-related participation in local bodies and committees.• Information format on the City Nord – Jarrestraße section, including on the following topics: location of stations and access, design.
U3 Fuhlsbüttler Straße	Fuhlsbüttler Straße	<p>The new U3 stop at Fuhlsbüttler Straße will give around 10,000 residents direct access to rapid transit.</p>	<ul style="list-style-type: none">• More intensive planning was carried out in 2022. The next activities in relation to citizen participation and project communications are scheduled for 2023.

Citizen participation

GRI 413-1

Since 2016, the Citizen Participation and Information staff unit has involved Hamburg’s residents in the project planning for U-Bahn network expansion 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 therefore 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 in 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 current 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 and Information 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

	2022	2021	2020
→ Website visits	193,000 page views, 36,700 users	357,000 page views, 69,500 users	345,000 page views, 61,000 users
→ Online dialogues	No online dialogues due to the projects' planning status. Instead, information formats in the districts.	Ten dialogues with a total of 2,228 contributions	Eight dialogues with a total of 753 contributions

Additional initiatives in 2022:

- U4 Horner Geest: Information format in the district (topic: construction progress, construction process, neighbourhood accessibility, SEV)
- U4 Horner Geest: Consultation hours, participation in the Horner district festival, project communication via the website www.schneller-durch-hamburg.de (e.g. progress of building work, newsletter)
- U5: Digital information format on the Sengelmannstraße station (topic: planning status, impacts during construction)
- U5: Digital information format on the Bramfeld station (topic: planning status, design, impacts during construction)
- U5: Citizen dialogue on the City Nord – Jarrestraße section (topics: location of stations and access, design)
- U5: Ground-breaking ceremony for the Bramfeld – City Nord section
- U5: Project communication e.g. updates on preparatory work for U5 construction
- Face-to-face local discussions

Accessibility of mobility services

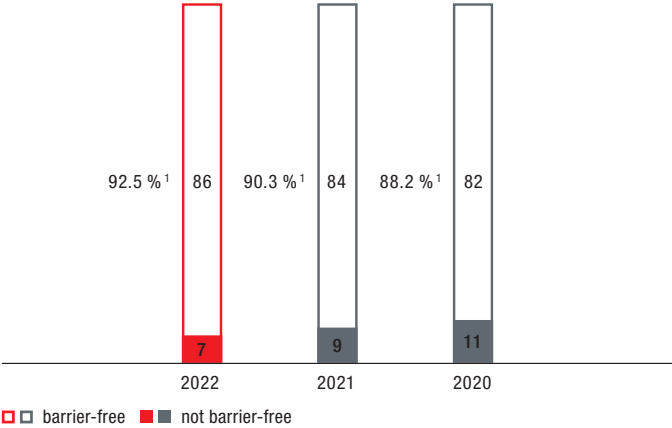
HOCHBAHN’s objective is to provide first-class mobility services for everybody. This includes making the range of services accessible and thus help people with reduced mobility to participate fully in society. The United Nations Convention on the Rights of Persons with Disabilities and the German Passenger Transport Act are relevant frameworks in this context. At HOCHBAHN, this matter has been coordinated for over 30 years by the accessibility officers responsible for bus and U-Bahn operations in close consultation with HOCHBAHN project managers and external stakeholders, such as representatives of Kompetenzzentrum für ein barrierefreies Hamburg¹ (Competence Centre for Accessible Hamburg).

The focus here is on passengers with restricted mobility, visually impaired and blind people, as well as the deaf, people with hearing problems or cognitive impediments. Along with construction measures, topics such as passenger information and digital assistance systems are becoming increasingly important. The measures HOCHBAHN is implementing include taking into account requirements for the visually impaired when designing the interior of new electric buses (especially colour contrasts) as well as determining the colour for the U5 line or installing an acoustic vehicle alerting system (AVAS) in the quiet electric buses.

Barrier-free upgrading of U-Bahn stations

In an upgrade programme coordinated with the City of Hamburg, it was decided in 2011 to make all U-Bahn stations within the Hamburg city boundaries completely barrier-free by 2025. HOCHBAHN is implementing the required modifications, which include installing lifts from street level down to platform level, (partly) raising platforms and installing guidance systems for the blind. This will make it much easier particularly for older people, parents with buggies and passengers with luggage to use public transport. 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.

U-Bahn stations



¹ Share of barrier-free stations in %

The Mönckebergstraße and Rathaus stations were upgraded in 2022, while refurbishment work at the Alsterdorf and Hudtwalckerstraße stations will be completed in 2023. Refurbishment work at the Meißberg U-Bahn station will commence in 2023. It is envisaged that all stations within Hamburg will be barrier-free by 2025– with the exception of Sternschanze and Sierichstraße. 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 end of the 2020s.

The Sierichstraße station will be expanded in 2028. This will necessitate a service interruption lasting several months, which will also be used for an extensive upgrade of the Borgweg U-Bahn station (transfer connection to the planned U5).

¹ <https://kompetent-barrierefrei.de/> (German only)

Integrated mobility solutions

GRI 3-3: Integrated mobility solutions

This mobility transformation will only become a reality if the current public transport system is aligned very closely with the new public mobility services. As a driver of sustainable mobility in Hamburg, HOCHBAHN is therefore 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.

The hvv app provides users with the full gamut of standard local transport services provided by hvv, including information and ticket sales. However, two other attractive apps, hvv switch and hvv Any, are available to customers; these serve to expand and/or simplify the use of local public transport systems and are set to be merged into a fully integrated offering at a later date.

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 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 aim of the hvv switch app is to provide users with easy and quick access to their favourite mobility service. This will then connect traditional public transport services with other sharing services.

The hvv switch app can currently be used to book hvv tickets, MOIA, SIXT share, MILES, TIER and Voi (as of 17 February 2023). In 2023, hvv switch will be expanded to include the Deutschlandticket, SHARE NOW and public transport information, among other things. 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.



hvv switch app

(as of 31 January 2023)

Over 330,000

app installations

(2022¹: almost 70,000)

Almost 4 million

euros in sales with hvv tickets

(2022¹: over 600,000)

Over 285,000

registrations

(2022¹: over 150,000)

Over 800,000

hvv tickets sold

(2022¹: almost 800,000)

hvv Any

hvv Any is an app for users that makes knowledge of ticket types and fare zones a thing of the past. Before starting their journey, passengers swipe in on the app and are automatically checked out when their journey ends. The next day, they are billed the most favourable ticket calculated from the combination of all journeys.² Considerable advances were made in this project in 2022. Comprehensive beta testing with 1,500 participants greatly increased the accuracy of the trips and pricing. Thanks to customer feedback garnered from the pilot phase and further findings from product development, HOCHBAHN succeeded in bringing hvv Any to product maturity in December 2022. Preparations for release began in February 2023. To avoid risks in spite of successfully simulated tests of the entire system infrastructure and to rule out any negative impact on existing processes, it was decided to release hvv Any as a stand-alone application. However, there are plans to integrate the hvv Any app into the hvv switch app at a future date.

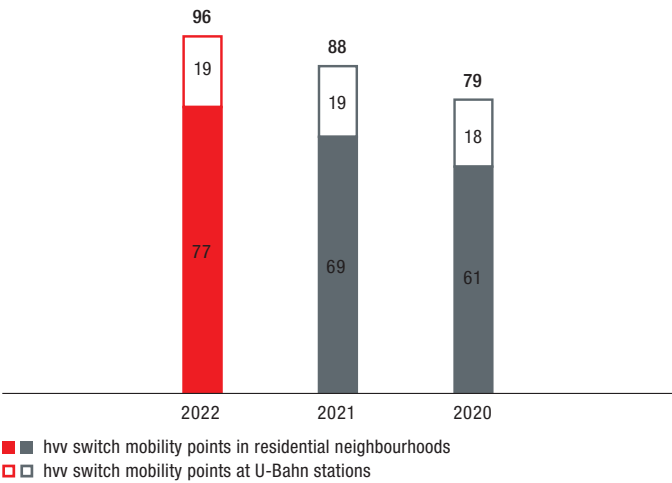
¹ As of 31.01.2022

² <https://www.hochbahn.de/en/projects/hvv-any>

hvv switch points

As well as being a key part of the digital mobility platform, 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.

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.

There are currently 96 hvv switch points, 19 of which are located at U-Bahn and S-Bahn stops in Hamburg, plus 77 points located away from municipal railway station directly in the city districts. The current hvv switch point network has a total capacity of 465 parking spaces (as of 31 January 2023). The FHH is supporting the addition of further switch points at municipal railway stations and in local neighbourhoods.

At the moment, all users of the carsharing 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) and Hauptbahnhof (Heidi-Kabel-Platz). This was followed in 2022 by the hvv switch points in Habichtstraße, Schlump and Mozartstraße. In 2023, a green charging infrastructure was also installed at the hvv switch points Lange Reihe, Grindelhof and Neuer Steinweg. The charging stations may 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. There are plans to build 40 more charging stations at hvv switch points in 2023.

High-quality mobility for all

GRI 3-3: 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 mission statement of the Hamburg-Takt created a shared reference framework for all transport companies in Hamburg. For HOCHBAHN, the focus is therefore always on putting the needs of its customers at the forefront when designing its mobility services and on offering them a consistently positive customer experience. Here, HOCHBAHN's quality management system serves as a central control tool for processing operational key performance indicators and customer feedback. 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.

Quality management

HOCHBAHN realigned its quality management system in 2022 to be able to tailor its own services to the needs of (potential) users more holistically. To this end, the characteristics that are indicative of quality at an operational level which have been recorded up to now, such as punctuality, availability or accessibility, were systematically supplemented by further relevant characteristics from the customer's viewpoint that contribute to an attractive mobility offering in the spirit of the Hamburg-Takt. The quality management system considers a total of four quality areas:

- Volume of services
- Transport
- Information and guidance
- Convenience and customer service

The employees and relevant divisions at HOCHBAHN receive monthly briefings on quality KPIs for steering purposes. The quality report contains a systematic evaluation of KPIs for all relevant characteristics that are indicative of quality.

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

	Scope	2022	2021	2020
Trip availability, U-Bahn ¹	HOCHBAHN	99.7	99.8	99.8
Punctuality, U-Bahn ²	HOCHBAHN	96.7	98.7	98.7
Trip availability, bus ¹	HOCHBAHN	99.6	99.7	99.8
Punctuality, bus ³	HOCHBAHN	94.8	95.8	96.2

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

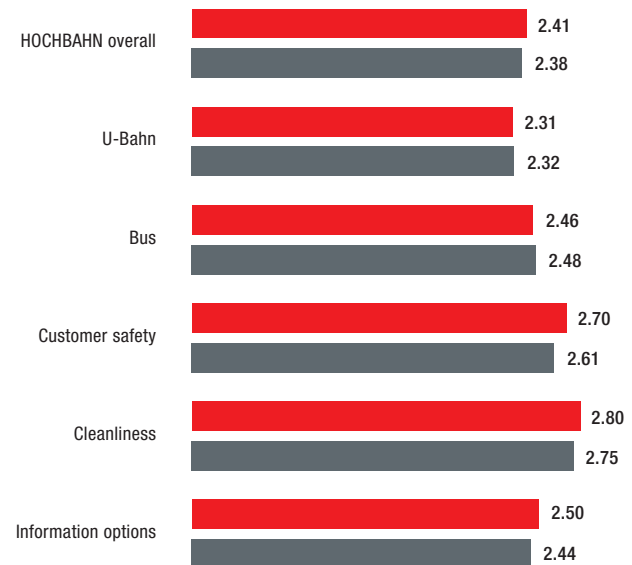
³ A trip is considered late if it is more than 5 minutes delayed

Trip availability in the bus and U-Bahn segments deteriorated on account of illness-related absences and other factors. The punctuality of U-Bahns and buses decreased, mainly due to the relative increase in passenger numbers after the pandemic years. In addition to operational KPIs, the assessment of customers measured in surveys (customer satisfaction) and daily customer feedback (customer dialogue) are important aspects to be considered.

Customer satisfaction

Since 2002, HOCHBAHN has conducted annual surveys to determine the level of satisfaction of its customers. The survey in 2022 took place from 5 to 29 September. 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 second time after 2021 in line with the surveys conducted for the public transport user barometer in Germany.

Customer satisfaction



Based on a scale from
1 = completely satisfied to 5 = dissatisfied

■ 2022 ■ 2021

The 2022 global satisfaction reference value at HOCHBAHN was a very strong 2.41 points (2022 hvv figure: 2.66 points; 2022 Germany figure: 2.85 points). The reference values for the U-Bahn network and HOCHBAHN buses are also above average compared to local public transport in Germany overall.

Customer engagement

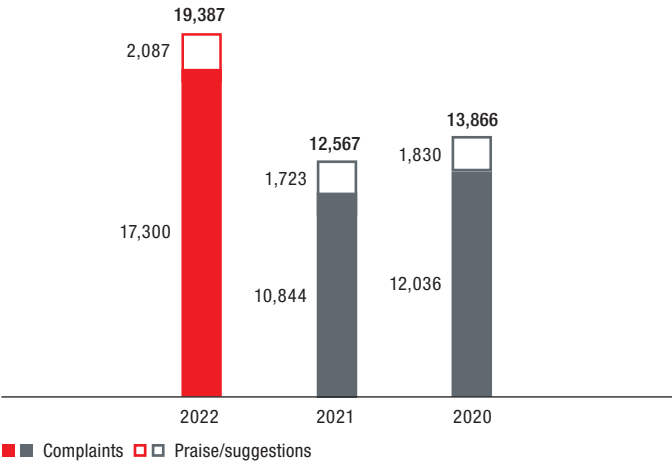
HOCHBAHN's customers have many points of contact with the company, including the following:

- Staff in the vehicles (bus and U-Bahn drivers, HOCHBAHN-Wache employees)
- HOCHBAHN's own service points (with around 400,000 customers in 2021 and approximately 805,000 in 2022), with the increase in 2022 primarily being due to the introduction of the €9 ticket and follow-up offers)
- The hvv hotline number 19449 (around 360,000 calls in 2021 and around 415,000 calls in 2022) (increase due to the need to answer calls relating to the €9 ticket)
- Support of regular customers
- Social media channels (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 and explicitly calls on customers to give feedback – be it positive or negative. 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 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 2022 also reflect the sharp rise in passenger numbers resulting from the €9 ticket and the related surge in complaints.

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 time to a customer concern in HOCHBAHN's Customer Engagement department was maintained at one day in 2022 despite the sharp rise in passenger numbers accompanied by a significant increase in the number of complaints.

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 reopened in May after being refurbished. 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 24 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 2023, which will provide additional features and services for customers.

Sales and service

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. One major fare scheme introduced in Germany in 2022 was the €9 ticket, valid for one month of travel on all buses, trams, metros and regional trains (2nd class) nationwide. Available in June, July and August 2022, the tickets caused demand to soar in the three summer months. After the scheme had ended, hvv customers were offered additional flexible products such as the "Flex Abo" (flexible subscription) and the "5er Tageskarte" (5 day tickets). Passengers who took out a Flex Abo subscription while the campaign lasted were able to ride for free up until the end of September and terminate the contract on a monthly basis in the first year – without paying a supplement.

The positive experience with the €9 ticket ultimately led to the decision to introduce an attractively priced ticket that would be permanently available for travel throughout Germany. The "Deutschlandticket" (Germany ticket) costing €49 will be launched in the first half of 2023.

Customer safety

GRI 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.

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.

Climate protection and reduction of emissions

GRI 3-3: Climate protection and reduction of emissions

After the energy sector and manufacturing industries, the transport sector is the third largest source of greenhouse gas (GHG) emissions in Germany. In 2022, the transport sector emitted around 148 million tonnes of greenhouse gases, corresponding to roughly 20% of overall emissions and exceeding the annual emission budget permitted for 2022 by the Federal Climate Change Act by some nine million tonnes.² According to Hamburg's carbon footprint, the transport sector produced around 3.7 million tonnes of carbon emissions and was responsible for around 28% of these emissions in 2020.

HOCHBAHN's climate action programme is based on the City of Hamburg's Climate Plan and the Hamburg Climate Protection Act.



For more information, see the section entitled "Hamburg's mobility transformation: Hamburg-Takt", p. 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 contribution to complying with the Paris Agreement and the City of Hamburg's CO₂ reduction target. By 2030, HOCHBAHN will reduce its direct (Scope 1) and indirect (Scope 2) GHG emissions to zero. 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.

One of the key measures for achieving this goal is switching the fleet of buses over to locally emission-free buses. HOCHBAHN also purchases 100% high-quality, certified green electricity, which comes from non-subsidised renewable energy plants less than six years old. 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.

¹ See also <https://hochbahnwache.de/unser-netzwerk/> (German only)

² See also: <https://www.umweltbundesamt.de/en/press/pressinformation/uba-forecast-2022-greenhouse-gas-emissions-down-19>

HOCHBAHN's carbon footprint

HOCHBAHN has been calculating its carbon footprint for Scope 1 and Scope 2 emissions since 2019.¹ It contains two classes of activity data: energy consumption data and fugitive gas loss data.

HOCHBAHN's carbon footprint¹ in t of CO₂

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

HOCHBAHN's carbon footprint ¹	Scope ²	2022 ³	2021 ⁴	2020 ⁴	Change vs. 2021	
					absolute	%
Scope 1	HOCHBAHN, FFG	70,659	75,316	73,344	-4,657	-6.2
of which diesel (bus fleet)	HOCHBAHN	63,166	66,405	65,526	-3,239	-4.9
of which natural gas (heating of buildings)	HOCHBAHN, FFG	2,310	2,552	2,283	-242	-9.5
of which refrigerants (bus fleet)	HOCHBAHN	2,237	1,934	1,918	303	15.6
of which heating oil (bus fleet)	HOCHBAHN	1,943	2,316	1,457	-373	-16.1
of which diesel + petrol (company and service vehicles)	HOCHBAHN, FFG	504	561	602	-57	-10.1
of which refrigerants (buildings)	HOCHBAHN	229	220	246	9	4.3
of which refrigerants (U-Bahn fleet)	HOCHBAHN	124	5	61	119	2402.6
of which heating oil (heating of buildings)	HOCHBAHN	80	52	66	28	53.0
of which natural gas (other facilities)	HOCHBAHN	59	154	71	-95	-61.6
of which insulating gases (U-Bahn fleet & switchgear)	HOCHBAHN	3	1,111	1,111	-1,107	-99.7
of which diesel (shunters)	HOCHBAHN	2	4	4	-2	-43.4
of which heating oil (emergency power systems)	HOCHBAHN	2	2	2	0	-4.5
Scope 2	HOCHBAHN, FFG	2,866	3,573	2,919	-707	-19.8
of which electricity ⁵	HOCHBAHN, FFG	0	0	20	0	–
of which district heating	HOCHBAHN, FFG	2,853	3,568	2,848	-714	-20.0
of which hydrogen	HOCHBAHN	13	5	51	7	137.9
Scope 1 + 2	HOCHBAHN, FFG	73,525	78,889	76,263	-5,363	-6.8

¹ Recorded since 2019. Emission factors of the Department of the Environment, Climate, Energy and Agriculture (current as of April 2022)

Exceptions:

- Refrigerants and insulating gases: Emission factors of the Intergovernmental Panel on Climate Change (5th Assessment Report) and Federal Environment Agency (2022)
- Hydrogen: 13.62 kg of CO₂e per kg hydrogen based on current sourcing (by-product of chlor-alkali electrolysis)

² Including JASPER and Süderelbe Bus GmbH

³ Provisional figures for electricity (400 V), district heating and natural gas (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).

Emissions in 2020 stem from separate contracts of the subsidiaries integrated in 2020. The last separate contract ended on 31.7.2020. It concerned the Heykenaukamp delivery point. Using regional emission factors (location-based approach), Scope 2 emissions from electricity sourcing were 60,053 metric tons of CO₂ in 2022 (2021: 59,912; 2020: 57,193) from existing contracts.

¹ 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.

In 2022, HOCHBAHN's carbon emissions, including FFG, declined by 6.8% (5,363 tonnes of CO₂). Most of this figure, some 85.9%, was accounted for by bus fleet diesel consumption, followed by thermal energy (district heating and natural gas) and refrigerants used in buses.

The diesel consumption of the bus fleet, which decreased by around 13.2 GWh, cut CO₂ by 3,329 tonnes to achieve a 4.9% decline in emissions from this source. During the same period, bus transport services expanded by around 1.9% or 86 million kilometres per space. The reporting year was also characterised by fewer emissions resulting from lower energy consumption. Significant reductions were observed here in district heating (-714 t CO₂ or -20%), heating oil (bus fleet) (-373 t CO₂ or -16.1%) and natural gas (building heating -242 t CO₂ or -9.5%, other facilities -95 t CO₂ or -61.6%).

The change in fugitive gas losses led to a rise in emissions from refrigerants to cool buses that amounted to 303 tonnes of CO₂e or 15.6%. As a result of a switch to refrigerants with a lower climate impact, service appliances are now filled to serve as buffer storage. However, this does not cause a rise in gas losses per se. As a result of a more extensive repairs programme, the proportion of emissions from U-Bahn climate control rose by 124 tonnes of CO₂e or 2,402.6%. Losses due to building climate control increased by 9 tonnes of CO₂e or 4.3%.

Insulating gases fall by 1,107 tonnes or 99.7%. Insulating gases are used in switchgear and in the power electronics of the first and second series of DT4 U-Bahn rolling stock, which make up 41 of HOCHBAHN's 126 DT4 rolling stock units.

Specific carbon emissions of modes of transport

GRI 305-4

Specific emissions of modes of transport ¹	2022 ²	2021 ³	2020 ³	Change vs. previous year	
				absolute	%
U-Bahn					
Specific CO ₂ emissions (market-based, in g/kilometre per space) ⁴	0.00	0.00	0.00	0.00	
Specific CO ₂ emissions (location-based, in g/kilometre per space) ⁵	4.38	4.39	4.21	-0.02	-0.3 %
Specific CO ₂ emissions (market-based, in g/passenger kilometre) ⁴	0.00	0.00	0.00	0.00	
Specific CO ₂ emissions (location-based, in g/passenger kilometre) ⁵	33.65	45.59	39.61	-11.94	-26.2 %
Bus ⁶					
Specific CO ₂ emissions (market-based, in g/kilometre per space) ⁴	13.77	14.75	14.92	-0.98	-6.6 %
Specific CO ₂ emissions (location-based, in g/kilometre per space) ⁵	14.63	15.16	15.13	-0.53	-3.5 %
Specific CO ₂ emissions (market-based, in g/passenger kilometre) ⁴	107.87	153.61	143.25	-45.74	-29.8 %
Specific CO ₂ emissions (location-based, in g/passenger kilometre) ⁵	114.59	157.86	145.30	-43.27	-27.4 %

¹ Related to the vehicle drive without considering the upstream chain

² Provisional figures

³ Updated figures

⁴ Emission factors for calculating the reduction of CO₂ emissions as part of the Hamburg Climate Plan. Made available by the Department of the Environment, Climate, Energy and Agriculture. As of: April 2022.
Starting with the 2019 reporting period, the emission factor of 0 g CO₂ 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).

⁵ Using regional emission factors (location-based approach).

⁶ Based on timetable data of the concession of HOCHBAHN Sum of diesel, charge current and hydrogen.

The key metrics for considering specific carbon emissions are kilometre per space (supply) and passenger kilometre (demand). For passenger kilometres, the significant decline in relation to bus and U-Bahn services can largely be explained by rising passenger numbers. In terms of kilometres per space, specific carbon emissions from the bus fleet declined by 6.6%, which can be attributed to progress in bus fleet electrification. HOCHBAHN intends to increase its overall fleet of electric buses to more than 200 vehicles by the end of 2023 and to continue purchasing certified green electricity for them. Adopting the same strategy as for the U-Bahn system, by exclusively purchasing high-quality certified green electricity, HOCHBAHN avoids local carbon emissions for this portion of bus drive power.

Zero-emission buses

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 initiated 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.

Back in 2014, HOCHBAHN started operating the 109 bus line as an “innovation line” in order to test vehicles with alternative drives. HOCHBAHN procured and put into operation 30 battery-powered buses (20 Evobus and ten Solaris) in 2018 and 2019. HOCHBAHN also 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. Alongside vehicles fitted with conventional lithium-ion batteries, the plan is to add vehicles with solid-state batteries to the fleet. Depending on the manufacturer, the guaranteed range without charging will be between 150 and 200 kilometres for articulated buses and up to 270 kilometres for solo buses.

By the end of 2022, the number of zero-emission buses had grown to 140. During the first half of 2023, 15 solo buses and 15 articulated buses were delivered from the previous year’s procurement and put into service. A delivery of 46 solo buses and 4 articulated buses should take place from June as planned for 2023. By the end of 2023, the fleet will have grown to a total of around 220 electric buses.

Related to the vehicle drive without considering the upstream chain and taking into account the use of green electricity, HOCHBAHN saved a total of 6,606 tonnes of CO₂ by using zero-emission buses in 2022.¹ Using regional emission factors (location-based approach), a total of 2,672 tonnes of CO₂ was saved in 2022 by using zero-emission buses. Bigger savings can be expected in this area going forward thanks to a rising share of renewable energy in average electricity production.

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. Testing of fuel cell buses started on the 109 Innovation Line as early as 2014. As a result of positive developments in battery technology in relation to efficiency and range, HOCHBAHN is now focusing on expanding its battery bus fleet. At the same time, one may expect to see further advances in both drive technologies (EV and fuel cell) over the next few years within a highly dynamic market environment. HOCHBAHN continues to monitor these developments. By operating a small fuel cell fleet, the company has secured itself the strategic option of adjusting the composition of its fleets in favour of a larger proportion of fuel cell buses in a scenario where technological and policy-related conditions would render such a decision prudent. In this context, HOCHBAHN 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.

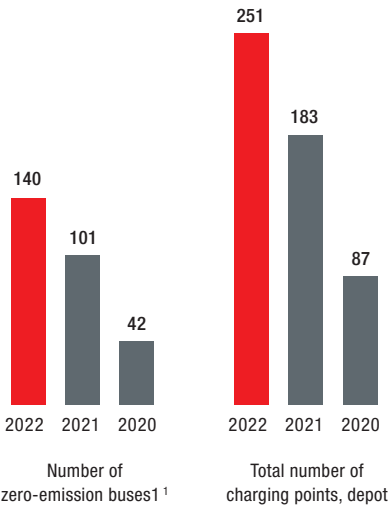
¹ The emission factor of 0 g CO₂ per kWh was calculated on the assumption that operation is exclusively based on charge current generated by non-subsidised renewable energy plants with a maximum plant age of 6 years (market-based approach).

Expansion of electric bus infrastructure

In addition to converting its bus fleet, HOCHBAHN needs to equip its infrastructure to accommodate alternative drive concepts. This includes initial measures such as constructing charging facilities for e-buses, creating specialist roles in the workshop and providing staff with the necessary qualifications.

In 2019, the Alsterdorf bus depot became the first HOCHBAHN bus depot to be designed for the operation, charging and maintenance of a fully electrified bus fleet. The first charging systems were brought into service at the Hummelsbüttel bus depot in 2020. A further 68 charging points were added in 2022. 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. This follows the completion of the first construction stage and the connection to the electricity grid in the second half of 2022. In 2020, HOCHBAHN started planning a new bus depot in Meiendorf that is to be operated as a battery bus-only depot, and which will offer space for 128 zero-emission solo and articulated buses.

Zero-emission buses



¹ This includes battery buses and 2 REX fuel cell buses from the Innovation Line 109 project.

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.

HOCHBAHN has also been part of a joint research project with Stromnetz Hamburg, Helmut Schmidt University and TU Hamburg since 2022. The aim is to realise the potential flexibility offered by electric buses and the charging infrastructure, so as to optimise HOCHBAHN's electricity demand on the one hand while ensuring the stability of the power grid. In this project, HOCHBAHN is recognising its responsibilities beyond the traditional transport sector boundaries, not least because cross-sectoral cooperation powers the transformation of the transport sector while aiding the energy transition.

Company and service vehicles

HOCHBAHN's revised company car policy has stipulated zero-emission requirements for all company or service vehicles used 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) is an option. According to the policy, 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 permitted as diesel variants due to the range limitations of alternatives. 35% of company and service vehicles (HOCHBAHN and FFG) are already purely electric, 12% more than last year.

Upstream and downstream (Scope 3) emissions

GRI 305-3

Alongside the goal of achieving climate neutrality for its Scope 1 and Scope 2 emissions, HOCHBAHN is also pursuing reductions in upstream and downstream emissions within its value chain.

As an initial step, HOCHBAHN has worked with an external service provider to analyse its Scope 3 emissions for the 2020 financial year. The results of this analysis show that the primary sources for the reported total emissions of some 203,000 tonnes of CO₂ are to be found in the upstream value chain, with most of this attributable to purchased goods and services¹ (including construction projects). While emissions data are available for some relevant products such as electric buses and U-Bahn units, the availability of primary data for most of the wide range of product groups is rather more challenging. Obtaining the corresponding emissions data is therefore an aspect of HOCHBAHN's sustainable procurement strategy. Starting in 2021, for example, the company's IT outsourcing partner is now required to submit an annual carbon footprint report for IT hardware procured.

To reduce the emissions resulting from the construction of the new U5 U-Bahn line, HOCHBAHN developed a reduction strategy based on two key pillars in 2022. The first focuses on planning service optimisation, while the second targets specific carbon mitigation for U5 construction. Thanks to planning optimised to account for carbon aspects plus technological advances expected in the cement and steel industry, the carbon emissions created by U5 construction activities can be reduced by around 70%, from 2.7 million tonnes to 850,000 tonnes.²

Fuel- and energy-related emissions not included in Scope 1 and 2 (Scope 3 Category 3.3) amounted to 18,210 t CO₂ in 2022. Since 2020, HOCHBAHN has also reported its emissions from business travel by air (66 t CO₂e in 2022) and has compensated these emissions according to the compensation guidelines from the City of Hamburg.

Preventing air pollution

HOCHBAHN is doing its part to safeguard air quality by reducing its buse's 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 not only by adopting a timely and targeted procurement policy but also by equipping the bus fleet with diesel particulate and nitrogen oxide filters. In 2022, 39 battery-powered vehicles entered service, while the fleet of Euro V/EEV buses in use was cut by 64 vehicles.

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 at the end of the reporting year were 12.8% lower year on year, with specific particulate emissions declining by 5%. Specific sulphur dioxide emissions fell by 5.7% in the same period.

HOCHBAHN Group bus fleet¹

GRI 305-7

	2022 ²	2021 ³	2020 ³
Number of vehicles, HOCHBAHN Group	1,074	1,100	1,100
Share of zero-emission buses (%)	13.0	9.2	3.7
Share of vehicles meeting EURO VI standard (%)	60.1	58.7	58.7
Share of vehicles meeting EURO V/EEV standard (%)	26.9	32.1	37.5
Share of vehicles meeting EURO IV standard (%)	0.0	0.0	0.0
Share of vehicles meeting EURO III standard (%)	0.0	0.0	0.0
Spec. nitrogen oxide (NOx) emissions (g/passenger km) ⁴	0.27857	0.31928	0.32548
Spec. particulate emissions (g/person-km) ⁴	0.00176	0.00185	0.00190
Spec. sulphur dioxide (SO ₂) emissions (g/passenger km) ⁴	0.00049	0.00052	0.00050
Absolute nitrogen oxide (NOx) emissions (t) ⁵	163.1	138.0	149.0
Absolute particle emissions (t) ⁵	1.03	0.80	0.87
Absolute sulphur dioxide (SO ₂) emissions (t) ⁵	0.29	0.22	0.23

¹ Vehicles used in ongoing operations

² 2022: provisional figures

³ 2021, 2020: updated figures

⁴ Related to the vehicle drive without considering the upstream chain emission factors according to the German Federal Environment Agency (2022), TREMOD transport emission model 6.42, traffic relation: within city boundaries

⁵ Product of specific emissions and transport performance on a pro rata basis by vehicle emission standard

¹ Scope 3 categories, 3.1 "Purchased Goods and Services", and 3.2 "Capital Goods", as defined by the Greenhouse Gas Protocol

² See also <https://www.hochbahn.de/en/projects/underground-expansion/the-u5-for-hamburg>

Reduction in operational noise impacts

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 BUKEA³ with 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. Noise protection measures and new construction projects are implemented by the HOCHBAHN divisions responsible (e.g. Infrastructure, Metro Rolling Stock and New Construction).

HOCHBAHN encourages citizen participation in the planning process and listens to the concerns and suggestions of residents. 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. Two more running surface wetting systems were put into operation in 2022 on the Rödingsmarkt–Rathaus section of the U3 and on the Lattenkamp–Alsterdorf section of the U1. Further measures are described in the Noise Action Plan⁴ (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% 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 <https://www.hamburg.de/laermkarten/> (German only)

³ BUKEA: Department of the Environment, Climate, Energy and Agriculture of the City of Hamburg

⁴ <https://www.hamburg.de/laermaktionsplan/15609114/laermaktionsplan-2018/> (German only)

Renewable energies and energy efficiency

GRI 3-3: Renewable energies and energy efficiency

Energy is an important resource for HOCHBAHN, particularly for its transport operations. 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.

Total energy consumption from all energy sources for HOCHBAHN and FFG was around 452 gigawatt hours (GWh) in 2022. At 26 million litres, diesel consumption by the bus fleet accounted for the majority of this energy consumption, reaching 56.8% in the reporting year, a year-on-year decline of 0.8%. At 113 GWh, electricity consumption from U-Bahn operations accounted for 25% of total energy consumption in 2022, falling 1.6% compared with 2021. Absolute energy consumption is expected to continue to rise in the future as a result of service expansions in relation to the Hamburg-Takt. 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	2022 ¹	2021 ²	2020 ²	Change vs. 2021	
					absolute	%
Diesel (bus fleet)	HOCHBAHN	256,771,868	269,938,567	266,363,879	-13,166,699	-4.9
Diesel (shunters, company and service vehicles)	HOCHBAHN, FFG	1,485,359	1,680,907	1,819,188	-195,548	-11.6
Heating oil (bus fleet)	HOCHBAHN	7,899,566	9,414,720	5,921,150	-1,515,154	-16.1
Heating oil (heating of buildings and emergency power systems)	HOCHBAHN	297,980	194,710	245,240	103,270	53.0
Petrol (company and service vehicles)	HOCHBAHN, FFG	581,300	623,835	652,104	-42,535	-6.8
Natural gas	HOCHBAHN, FFG	11,785,528	13,462,986	11,710,270	-1,677,458	-12.5
Hydrogen	HOCHBAHN	30,665	12,891	125,831	17,774	137.9

¹ Provisional figures

² Updated figures

Electricity and heating consumption in kWh

GRI 302-1

	Scope	2022 ¹	2021 ²	2020 ²	Change vs. 2021	
					absolute	%
Electricity (U-Bahn operation)	HOCHBAHN	113,022,198	114,822,594	111,382,396	-1,800,396	-1.6
Electricity (electric bus fleet charge current)	HOCHBAHN	11,303,611	5,275,626	2,688,633	6,027,985	114.3
Electricity (locations and other)	HOCHBAHN, FFG	40,004,844	41,796,817	41,944,394	-1,791,973	-4.3
Natural gas (heating of buildings)	HOCHBAHN, FFG	11,491,662	12,697,182	11,356,035	-1,205,520	-9.5
District heating	HOCHBAHN, FFG	8,973,208	11,219,226	8,956,491	-2,246,018	-20.0
Heating oil (heating of buildings)	HOCHBAHN	297,980	194,710	245,240	103,270	53.0

¹ Provisional figures

² Updated figures

HOCHBAHN's overall service remained virtually unchanged compared to the previous year, falling slightly by 25.5 million kilometres per space or 0.2%. The fact that the total energy consumption of HOCHBAHN and FFG fell by 3.5% or 16.3 GWh year on year is largely attributable to reductions in the use of bus diesel, district heating, heating oil for the bus fleet and natural gas. Absolute kilometrage for the diesel bus fleet declined by 3.9 million vehicle kilometres or 7%, while the same figure for the electric bus fleet increased by around 3.3 million vehicle kilometres or 120%. Absolute consumption of vehicle charging electricity rose accordingly by around 6 GWh or 114%. Total electricity consumption of HOCHBAHN and FFG showed a slight uptick to 2.4 GWh (1.5%). U-Bahn services shrank slightly overall by 111 million kilometres per space (-1.2%). Electricity demand for U-Bahn operations declined by 1.8 GWh (-1.6%). Similarly, consumption for the 'Premises and other electricity consumers' group decreased by a total of 1.8 GWh (-4.3%).

Specific energy consumption of modes of transport

GRI 302-3					
	2022 ¹	2021 ²	2020 ³	Change vs. 2021	
				absolute	%
U-Bahn					
Specific energy consumption (in kWh/kilometre per space) ⁴	0.01258	0.01263	0.01211	-0.00004	-0.3
Specific energy consumption (in kWh/passenger kilometre) ⁴	0.10	0.13	0.11	-0.03	-26.2
Bus					
Specific energy consumption (in kWh/kilometre per space) ^{4, 5, 6}	0.058	0.061	0.061	-0.003	-4.4
Specific energy consumption (in kWh/passenger kilometre) ^{4, 5, 6}	0.46	0.64	0.59	-0.18	-28.1

¹ 2022: preliminary figures
² 2020: updated figures
³ 2020: 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

Passenger numbers rose in both divisions during the third year of the pandemic. Demand measured in passenger kilometres rose by 33.4% in the U-Bahn division and by 35.5% in the Bus division, with the result that specific energy consumption fell by 26% and 28%, respectively.

Bus service volume (measured in kilometres per space) grew slightly by 1.9% in the reporting period. At the same time, the number of electric buses in regular service increased by 39 vehicles. As a result, the total charge current more than doubled, accounting for 4.0% of total energy consumption for the bus fleet. The increasing use of energy-efficient battery-powered buses reduced service-related energy consumption by 4.4%.

Energy management

HOCHBAHN takes a responsible attitude to the use of energy to reduce its energy consumption and shrink its carbon footprint. Since 2010, energy-saving measures have been reviewed, planned and their implementation tracked by the core 'Energy Optimisation' project group. The lighting refurbishments carried out in buildings and U-Bahn rolling stock since 2010 have enabled HOCHBAHN to save approximately 3,757,885 kWh of electricity.

In order to identify and quantify further potential energy savings, HOCHBAHN carried out a second DIN EN 16247-1 energy audit in 2019. The third audit will take place in 2023.

During 2022, HOCHBAHN responded to the energy crisis by implementing a whole series of effective short-term energy-saving measures. These included both top-down measures as well as other measures whose effects depend on individual responsibility. The centralised measures resulted in savings of 6.9 GWh of energy. The largest effects (5.5 GWh) were achieved here by lowering the indoor temperature in HOCHBAHN's company buildings and offices, and by reducing the heating curve in DT5-class U-Bahn vehicles (around 1.2 GWh).

Energy-efficient interior lighting

Conversion of the lighting in HOCHBAHN's buildings to more energy-efficient options also generated considerable energy savings. The energy 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 182 measures taken at 83 locations since 2010. The total annual savings from all of these conversions is 2,539,708 kWh. In 2022, 17 further on-site measures were carried. 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 401,692 kWh per year.

Energy-efficient lighting in U-Bahn carriages

Due to their high number of operating hours, the lighting of U-Bahn carriages offers excellent potential for energy-saving since they are switched on for an average of 5,440 hours per year and vehicle.

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. A total of 60 vehicles were retrofitted in 2022, bringing the number of DT4 vehicles converted to 92 out of a total of 126.

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. HOCHBAHN put 14 more DT5 vehicles with LED lighting into operation in 2022 and retrofitted seven of the 69 DT5 vehicles that were delivered with conventional lighting.

Energy optimising measures in the U-Bahn division

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 553,000 kWh in 2022. In 2022, the system in the Ochsenzoll substation was in operation for 6,474 hours, while the one in Fuhlsbüttel ran for just 855 hours due to a long-term defect of the storage unit's inverter.

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 21,500 hours and recovered a total of 2,179,000 kWh of braking energy, of which 860,000 kWh in 2022 (2021: 1,042,000 kWh) (figures current as of 31 December 2022). In 2022, the system had to be proactively switched off for approximately two to three weeks for construction work to be carried out. The closure of the southern section of the U3 line also ended in March, increasing the volume of energy recovered by the Hesop system.

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

Besides the energy-saving projects already mentioned, the U-Bahn division has introduced the following 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

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

Energy savings achieved through newly implemented measures	Scope	2022 ¹	2021 ²	2020 ²	Cumulative before 2020	Change vs. 2021	
						absolute	%
Total	HOCHBAHN, FFG	7,807,696	579,590	476,875	4,098,283	7,228,106	1,247
through interior lighting refurbishments	HOCHBAHN, FFG	401,692	364,512	396,614	1,376,891	37,180	10
through energy-efficient passenger compartment lighting in U-Bahn carriages	HOCHBAHN	557,979	214,128	76,812	369,257	343,851	161
Other savings							
<ul style="list-style-type: none"> Reduction in energy consumption by U-Bahn rolling stock (DT4) during out-of-service periods Reduction in consumption of heating oil for the bus fleet through depot management systems Upgrading of heating systems Reduction of shut-off delay for escalators Efficient IT Regenerative lifts 							
	HOCHBAHN	– ³	950	3,450	2,352,135	-950	-100
Reduction of the setpoint temperature at 12 bus and U-Bahn depots to 18°C and in offices to 19°C	HOCHBAHN	5,490,000	–	–	–	5,490,000	–
Reduction of the heating curve by 1°C in the DT5 U-Bahn vehicles (heating at 18°C)	HOCHBAHN	1,160,000	–	–	–	1,160,000	–
Other measures taken in 2022 to save energy							
<ul style="list-style-type: none"> Switching off decorative lighting Switching off the paternoster in the Hochbahnhaus Sleep mode for coffee machines (blocked for use between 9 p.m. and 5 a.m.) Automatic switching off of PC screens in accordance with the IT group policy Reduction of the number of desktop printers Reduction of the number of door openings in buses Installation of low-flow shower heads 							
	HOCHBAHN	198,025	–	–	–	198,025	–

¹ Provisional figures² Updated figures³ 2022 savings have been recorded under Other measures taken in 2022 to save energy.

Annual savings recorded	Scope	2022 ¹	2021 ²	2020 ²	Cumulative before 2020	Change vs. 2021	
						absolute	%
Total	HOCHBAHN	1,592,995	2,162,823	1,377,010	9,497,964	-569,829	-26
Braking energy recovered (from U-Bahn rolling stock) by the Ochsenzoll stationary energy storage system	HOCHBAHN	499,000	469,000	390,000	4,845,000	30,000	6
Braking energy recovered (from U-Bahn rolling stock) by the Fuhlsbüttel stationary energy storage system	HOCHBAHN	54,000	476,000	509,000	3,587,000	-422,000	-89
Braking energy recovered (from U-Bahn rolling stock) by Hesop energy recovery system	HOCHBAHN	860,000	1,042,000	277,000	–	-182,000	-17
Savings through self-generation of energy (photovoltaic, solar thermal) and CHP unit	HOCHBAHN	179,995	175,823	201,010	1,065,964	4,171	2

¹ Provisional figures

² Updated figures

Use of natural resources

(DNK: GRI 301-1)

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 is needed 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 paper. 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.

Water use: 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.

Waste: 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. Waterlogic water dispensers have also been installed in the office kitchens.

IT hardware: 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. When choosing and purchasing electrical appliances, HOCHBAHN prefers environmentally friendly products.

Construction and modernisation: 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% depending on the series.

 For more information, see the section "Green buildings", p. 37

Resource consumption

GRI 301-1, (DNK: 303-3, 306-3)

	Scope	2022	2021	2020
Hazardous waste (t) ¹	HOCHBAHN	2,906	3,796	1,357
Non-hazardous waste (administrative sites) (t)	HOCHBAHN	122	109	124
Non-hazardous waste (U-Bahn stations, bus transfer facilities, bus depots (t))	HOCHBAHN	1,176	1,110	1,101
Papierverbrauch ² (copy/printer paper, A4) (sheets)	HOCHBAHN	4,065,000	5,416,500	6,180,000
Water consumption (fresh water, Farmsen U-Bahn workshop) (m³)	HOCHBAHN	1,875	1,522	1,541
Water consumption ³ (fresh water, Billstedt U-Bahn wash facility) (m³)	HOCHBAHN	419	–	–
Water consumption (fresh water, bus wash facilities) (m³)	FFG	7,063	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.

² Figures updated for 2020 and 2021

³ Measured from March 2022

Sustainable supply chains

GRI 2-6, 2-25, 3-3: Sustainable supply chains, 308-1, (DNK: 412-1, 412-3, 414-2), 414-1

HOCHBAHN's responsibility for the social and natural environment goes 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.

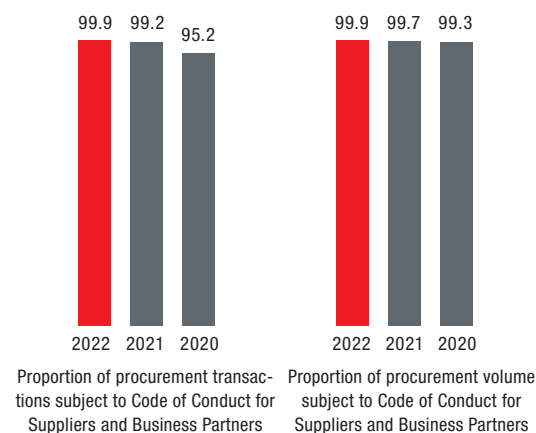
As part of its sourcing programme, HOCHBAHN drew up the "Sustainability Standards for Suppliers and Business Partners" document in May 2019. This is a binding code of conduct overseen by the Procurement department that is a mandatory and integral part of the

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 2022, HOCHBAHN purchased goods and services worth approximately 980 million euros from around 1,900 suppliers and service providers. A total of 99.9% of the procurement volumes were carried out under HOCHBAHN's code of conduct:

Code of Conduct for Suppliers and Business Partners in %

GRI 308-1, 414-1



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. For example, the IT outsourcing partner engaged in 2021 is required to be consistently transparent in its disclosure of GHG emissions.

The sustainable procurement model was continued in 2022. Among other activities, HOCHBAHN included sustainability aspects as part of the invitation to tender for DT6-class U-Bahn vehicles which relate to the criteria of weight, energy requirements and sustainability in the supply chain. Successful bidders for these contracts commit to publishing annual reports on these sustainability topics. At least 94% of the materials used in the vehicles should be reclaimable and recyclable.

Overall, sustainability criteria in the form of award criteria, mandatory requirements or performance conditions were applied in tenders for around 11% of the procurement volume in 2022.

In preparation for the entry into force of the German Supply Chain Due Diligence Act (Lieferkettensorgfaltspflichtengesetz – LkSG) in 2023, HOCHBAHN took the first steps in complying with its duties of care in order to prevent violations of human rights and damage to the environment. These included conducting an abstract risk analysis at product group level and setting up a complaints mechanism¹ for tip-offs about human rights violations and pollution. Parallel to the development of a HOCHBAHN-wide strategy for implementing the LkSG requirements, the company also reviewed the sustainable procurement strategy used to date for battery-powered buses during 2022, largely in response to the additional requirements from the LkSG and the need to include manufacturers as a key stakeholder group. Further discussion and knowledge transfer is also assured by participation in the 'Low Emission Vehicle' programme run by the Electronics Watch NGO. This programme, which runs until 2025, aims to promote a responsible and sustainable approach to the public procurement of zero-emission vehicles.

Adaptation to climate change

GRI 3-3: Adaptation to climate change

The impacts of climate change can already be felt in Hamburg. The average annual temperature in 2020 stood at +1.7 °C above the pre-industrial level. Looking to the future, winters will tend to become wetter and summers drier, with episodes of torrential rain becoming both more frequent and more intense.² The expected sea level rise is also being carried by the Elbe River as far as the Hamburg Metropolitan area.

The climate adaptation transformation path in the Hamburg Climate Plan describes the steps to be taken to achieve the overall objective of developing Hamburg into a climate-resilient city.³

As a municipal company, and as the operator and user of transport infrastructure in Hamburg, HOCHBAHN has a duty to pursue the targets in the Climate Plan. In light of this fact, HOCHBAHN cooperates with the Climate Service Center Germany (GERICS) with the aim of identifying potential climate impacts and deriving the necessary action plans. In 2022, HOCHBAHN worked with researchers based at GERICS to conduct a climate risk assessment (vulnerability assessment) that consolidates contemporary impacts and measures from HOCHBAHN with climate scenarios for the City of Hamburg.⁴ The assessment findings show that coastal and inland flooding, incidents of heavy rain and serious storms are the most relevant climate risks. These risks can be countered by active measures that are applicable both to legacy infrastructure and newly constructed facilities. These measures include ensuring flood protection and the protection of U-Bahn entrances from the ingress of water during heavy rain. To this end, HOCHBAHN conducted an analysis in 2022 based on the heavy rain incident map⁵ for Hamburg and used its findings to derive appropriate measures. HOCHBAHN mitigates risks from blowdowns and other storm damage by taking steps that include vegetation management and cyclic tree inspections. HOCHBAHN has also introduced measures to adapt its infrastructure. These include the installation of planted roofs as well as storm water drainage and detention systems.

¹ The complaints procedure can be accessed on the HOCHBAHN website: <https://www.hochbahn.de/en/responsibility/menschenrechte-bei-der-hochbahn>

² See also the Hamburg Climate Report (DWD (2021): Klimareport Hamburg; Deutscher Wetterdienst, Offenbach am Main, accessible from: <https://www.hamburg.de/pressearchiv-fhh/15415802/2021-09-23-bukea-klimareport> (German only)

³ See also <https://www.hamburg.de/klimaplan/13255424/transformationsspfad-klimaanpassung/> (German only)

⁴ See also https://www.climate-service-center.de/imperia/md/content/csc/projekte/klimasignalkarten/gerics_klimaausblick_hamburg_version1.2_deutsch.pdf (German only)

⁵ See also <https://www.hamburg.de/starkregenhinweiskarte/> (German only)

To evaluate the financial consequences, risks and opportunities from climate change, HOCHBAHN has integrated climate impact risks into its Group-wide risk and opportunity management system. 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.

Green buildings

GRI 3-3: Green buildings

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 GHG emissions at HOCHBAHN.

This follows from the fact that the production of building materials generates a large proportion of GHG emissions worldwide (share for cement and concrete industry 2020: around 8%) and is therefore a key factor for the achievement of global climate targets. HOCHBAHN is striving to utilise available market solutions for green and sustainable building. The aim here is to consider reducing GHG emissions and energy needs at an early stage of the planning process, especially in the deployment of new infrastructure projects, and while accounting for built structure requirements (including operational and traffic safety, and durability), and standards and regulations.

HOCHBAHN puts an increasing emphasis on reducing construction-related GHG emissions in addition to economic aspects when assessing planning variants and tenders. Since 2019, selected planning contracts have included an analysis of energy demand and GHG emissions for planning variants. This is the reason why life cycle analyses and consulting services are integrated into the planning and execution process for major projects, examples being the construction of the new U5¹ line and the extension of the U4 line to Kleiner Grasbrook.

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:

- Climate-friendly, resource-efficient construction
- Avoidance of GHG emissions through the use of efficient construction methods that use less material without this impacting on the building's functionality
- Efficient use of materials by utilising the material properties to the full and requiring use of climate-friendly materials with comparable functionality
- Continuous exchange with other industry players to leverage innovations and technological developments for construction products and building methods
- Climate-friendly, resource-efficient construction characterised by:
 - o The KW 40 energy efficiency standard
 - o Use of PV to generate green electricity (in combination with green roofs)
 - o Heat pumps
 - o Waste heat use by charging infrastructure (electric bus depots)
 - o Solar thermal energy (average, estimated thermal output: approx. 79,600 kWh/a)
 - o Energy-efficient lighting models
- Rainwater treatment (for vehicle cleaning)

Another focus topic is ensuring barrier-free access to our infrastructure.



See the section "Expansion of mobility services", p. 13

HOCHBAHN has installed planted roofs at several of its sites. In 2021, the company co-signed a green spaces agreement for the City of Hamburg, declaring its commitment to 'keeping Hamburg green', and to review and implement objectives relating both to planted roofs and facades as well as other measures aimed at making the city a greener place.

¹ <https://www.hochbahn.de/resource/blob/33768/067e583a2d2751ec94412caaf785b070/u5-d-klima-summary-data.pdf> (German only)

Key figures: Green buildings

	2022 ¹	2021 ²	2020 ²
Green roofs (m²)	24,600	24,600	19,900
Other greening measures	15,710	–	–
Photovoltaics (kWh)	41,300	33,200	42,850
Combined heat and power (kWh)	66,650	76,350	89,650

¹ Provisional figures
² Rounded figures, value for 2021, 2020 updated

Data protection

GRI 3-3: Data protection, 418-1

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, particularly the EU General Data Protection Regulation (GDPR) and the German Federal Data Protection Act. Important aspects here include customer data privacy, video surveillance and employee data privacy.

HOCHBAHN has defined the binding principles and responsibilities for all employees in an internal data protection policy. 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. In particular, employees who process important 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) are also required to complete a special data protection course organised by the Data Protection Unit, which covers individual issues and specifics.

Data protection training

Number of participants	2022 ¹	2021	2020
Data protection seminar	65	36	26
E-learning: EU General Data Protection Regulation	374	67	80
E-learning: EU data protection for executives and IT managers (advanced module)	147	5	4

¹ In 2022, seminar participation was increased significantly by targeting affected areas.

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.

Ultimately, data subjects are able to contact the company Data Protection Officer directly and at any time through a specific Data Protection mailbox. 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	2022	2021	2021
Complaints received from outside parties and substantiated by the organisation ¹	21	15	22
• Complaints from customers	18	13	16
• Complaints from other data subjects	2	2	5
Complaints from/about regulatory bodies	3	3	1
Cases of data theft and data loss in connection with customer data ²	0	8	2
• internally audited cases	1	8	2
• cases reported to the regulatory body	0	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.

² There were no cases of data loss in the 2022 reporting year. As a result, no report was made to the Hamburg Commissioner for Data Protection and Freedom of Information in this context. Eight cases were investigated by the Data Protection Officer following an internally reported suspected case and were classified as not reportable.

Working conditions

GRI 3-3: Working conditions

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 2022 financial year again presented HOCHBAHN with additional challenges as an employer during the coronavirus pandemic. As in 2021, transport scheduling needed to be maintained in 2022 and 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 2022, HOCHBAHN employed a total of 6,455 persons, with 694 of these in part-time roles and 141 being trainees. This makes HOCHBAHN one of Hamburg's largest employers. Women accounted for 17.2% (previous year: 17.4%) of the workforce.

HOCHBAHN employees by employment type

GRI 2-7

	HOCHBAHN			FFG		
	2022	2021	2020	2022	2021	2020
Total number ¹	6,454	6,346	6,378	299	291	303
Men (%)	82.9	82.6	82.6	92.0	93.1	93.7
Women (%)	17.1	17.4	17.4	8.0	6.9	6.3
Full-time employees	5,727	5,663	5,747	288	282	288
of which men	4,955	4,885	4,965	267	265	272
of which women	772	778	782	21	17	16
Part-time employees ²	694	649	597	10	9	10
of which men	363	327	399	7	6	7
of which women	331	322	324	3	3	3

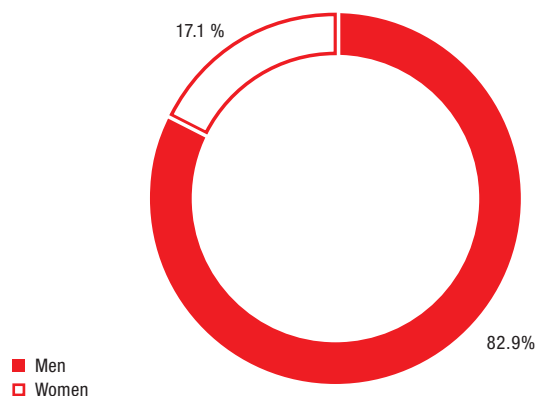
¹ Incl. employees on parental leave

² Not including temporary staff

HOCHBAHN employees

GRI 2-7

Total number of employees ¹: 6,454



¹ Including employees on parental leave

Employees by employment contract

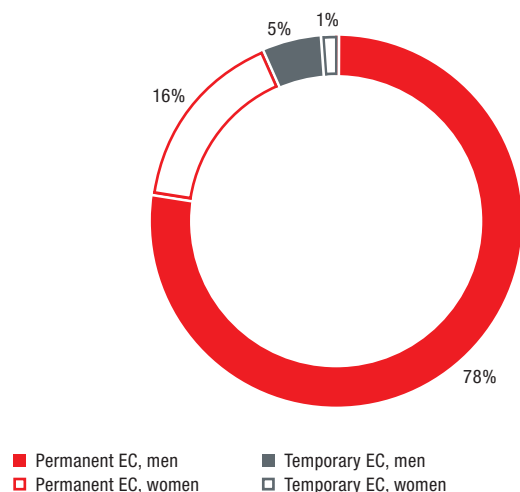
GRI 2-7

	HOCHBAHN			FFG		
	2022	2021	2020	2022	2021	2020
Total¹	6,303	6,193	6,240	272	285	266
Permanent employment contract	5,896	5,982	5,841	270	276	255
of which men	4,893	4,969	4,854	251	259	242
of which women	1,003	1,013	987	19	17	13
Temporary employment contract	407	211	399	2	9	11
of which men	343	160	317	2	8	9
of which women	64	51	82	0	1	2

¹ Excluding apprentices

HOCHBAHN employees by employment contract (EC)

GRI 2-7

Total number of employees¹: 6,303¹ Excluding trainees

New hires and employee turnover

GRI 401-1

	HOCHBAHN			FFG		
	2022	2021	2020	2022	2021	2020
Newly hired employees						
Total	602	357	623	29	25	49
of which men (%)	79.7	78.2	76.9	86.2	88.0	91.8
of which women (%)	20.3	21.8	23.1	13.8	12.0	8.2
under 30 years old (%)	29.1	32.8	32.3	58.6	68.0	36.7
30–50 years old (%)	54.0	49.0	52.8	37.9	20.0	49.0
over 50 years old (%)	16.9	18.2	14.9	3.4	12.0	14.3
Rate of new hires (%)	9.4	5.6	9.9	9.9	8.5	16.7
Employee turnover						
Total	424	401	371	20	33	30
of which men (%)	78.1	76.6	83.6	100.0	93.9	96.7
of which women (%)	21.9	23.4	16.4	0.0	6.1	3.3
under 30 years old (%)	15.8	17.7	15.6	35.0	33.3	33.3
30–50 years old (%)	37.7	30.7	34.5	20.0	21.2	43.3
over 50 years old (%)	46.5	51.6	49.9	45.0	45.5	23.3
Employee turnover rate (%)	6.6	6.3	5.9	6.3	11.3	10.2

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, 180 new employees have been recruited.

All in all, 602 new employees were recruited during 2022. This represents a stable hiring rate of 9.4% (after 5.6% in 2021 and 9.9% in 2020). The staff turnover rate at HOCHBAHN was 6.6% in 2022 (previous year: 6.3%).



Integration of refugees

As part of a refugee project carried out in collaboration with DEKRA and the Jobcenter in 2017, HOCHBAHN has employed 103 of the 164 migrants to have taken part in the training programme so far as bus drivers as of 31 December 2022. One further training course with a total of 17 participants began in 2023. The company plans to continue this project with additional training courses in 2024.

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 2-19, 2-20, 2-21

The collective bargaining agreements concluded by HOCHBAHN with the ver.di union ensure fair working conditions for its employees. Apart from wages themselves, these agreements also regulate weekly working hours, leave entitlements, days off for employees working shifts and special payments, among other things. In 2022, the company's collective bargaining efforts focused on negotiating and subsequently implementing a new remuneration system for the Technology division. This resulted in a significant increase in pay for our technical and commercial employees, to bring us in line with current market rates for workers in technical and commercial industries.

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 FHH remuneration report¹ also provides details of the relationship between the total remuneration of the Management Board and the average income of company employees.

Collective bargaining agreements

GRI 2-30

Percentage of employees covered by collective bargaining agreements	2022	2021	2020
HOCHBAHN (%)	96.2	95.8	96.2
FFG (%)	94.1	93.5	94.3

Gender pay gap

The term "gender pay gap" describes the gap in pay between women and men, which can be considered independently of profession, experience or qualifications (unadjusted), or in relation to comparable job roles (adjusted).²

In 2021, HOCHBAHN carried out a survey of employees who are paid according to a negotiated wage agreement. This survey found that the average hourly pay for female employees across all wage groups was 9% higher than for male employees³ (unadjusted gender pay gap). The reason for this is a greater proportion of women in higher wage groups, especially office positions, plus a higher proportion of men working as drivers. Within the individual wage groups, the gender pay gap amounts to less than 1% on average, with no systematic unfair treatment of a single gender being identifiable. For employees not covered by collective bargaining, pay is set independently of the individual according to the scope of their specific duties and is comparable to the level paid for similar roles in other organisations.

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

² See also https://www.destatis.de/EN/Themes/Labour/Earnings/GenderPayGap/_node.html

³ Calculated as the difference between the average gross hourly pay (including extra pay) received by male and female employees

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, HOCHBAHN works to identify and implement opportunities for improvement on a continuous basis. The Bus division has set up internal project groups dedicated to this topic, which focuses on identifying alternative options for HR planning work.

The “Roster Request” project starts in the spring of 2023. Employees working at one HOCHBAHN depot have the option of requesting days off and the time of day for their shift (i.e. early/swing/late shift or split shift) within the scope of their personal roster model. During shift planning, these requests are then accommodated while taking into account some basic principles set out in a works agreement. This works agreement aims to actively promote a healthy work-life balance, and respect the individual wishes of the workforce in relation to greater flexibility for the hours worked to fulfil the duties as required by the employment contract.

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 2022, a total of 221 mothers and fathers (157 men and 64 women) took parental leave at FFG and HOCHBAHN. Overall, 22 women and 142 men returned to work in the reporting period after completing their parental leave.

Parental leave

GRI 401-3

	HOCHBAHN			FFG		
	2022	2021	2020	2022	2021	2020
Total number of employees who took parental leave	205	210	199	16	10	8
of which women	62	59	50	2	1	0
of which men	143	151	149	14	9	8
Total number of employees entitled to parental leave²	6,451	6,342	6,374	299	291	303
of which women	1,106	1,103	1,109	24	20	19
of which men	5,345	5,239	5,265	275	271	284
Total number of employees who returned to work in the reporting period after parental leave ended	149	160	148	15	9	8
of which women	21	25	20	1	0	0
of which men	128	135	128	14	9	8
Total number of employees who returned to work after parental leave ended that were still employed 12 months after their return to work	–¹	151	141	–¹	8	8
of which women	– ¹	20	19	– ¹	0	0
of which men	– ¹	131	122	– ¹	8	8
Return to work rate of employees who took parental leave (%)	92.3	98.8	100.0	100.0	100.0	100.0
of which women	84.6	92.6	100.0	100.0	100.0	–
of which men	96.2	100.0	100.0	100.0	100.0	100.0
Retention rate of employees who took parental leave (%)	–¹	94.4	95.3	–¹	88.8	100.0
of which women	– ¹	80.0	95.3	– ¹	–	–
of which men	– ¹	97.0	95.0	– ¹	88.8	100.0

¹ No statement possible for 2022, as 12-month period after return from parental leave has not yet been completed

² Not including the Management Board

Working from home and desk sharing

During 2021 and 2022, HOCHBAHN concluded two works agreements with the aim of accommodating the wishes of the workforce in relation to greater flexibility in terms of their working hours and place of work. The “Mobile working/WFH” agreement concluded in August 2021 sets out basic principles such as the procedure for participating in mobile working, workspace organisation, the use of tools and communications equipment, and data security and occupational safety aspects. To make participation in mobile working as straightforward as possible, the focus is placed on the negotiation of individual arrangements between employees and their respective supervisors.

This new form of collaboration goes hand-in-hand with changes to the use of office space, however. This required the creation of a new office space strategy, which needed to reflect the fact that office space would not be expanded in line with personnel growth or would offer an option for letting out unused facilities in certain circumstances. The “Desk sharing at HOCHBAHN” works agreement concluded in July 2022 defines a framework for introducing desk sharing and describes the procedures to follow when (re)organising working spaces. The decision to introduce desk sharing is delegated to the individual division or organisational unit. Specific spatial arrangements and the resulting occupancy planning are worked out by building management at the request of and in collaboration with the respective organisational unit, with the Works Council participating in an advisory role.

Occupational safety and health

GRI 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.

As of this writing, HOCHBAHN has appointed 111 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, 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 as part of technical hazard assessments in all areas of the company. 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. 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 and are also carried out as needed. 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 2022 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.

In 2022, the number of work-related accidents at HOCHBAHN remained roughly at 2021 levels. The number of days away from work due to accidents at work increased only moderately compared to the previous year. Cases of assault on security and inspection staff in particular increased considerably in 2022. 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 so that 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 2022, FFG registered 35 accidents at work with a total of 399 days away from work.

In cases where external contractors are employed, HOCHBAHN pursues a 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

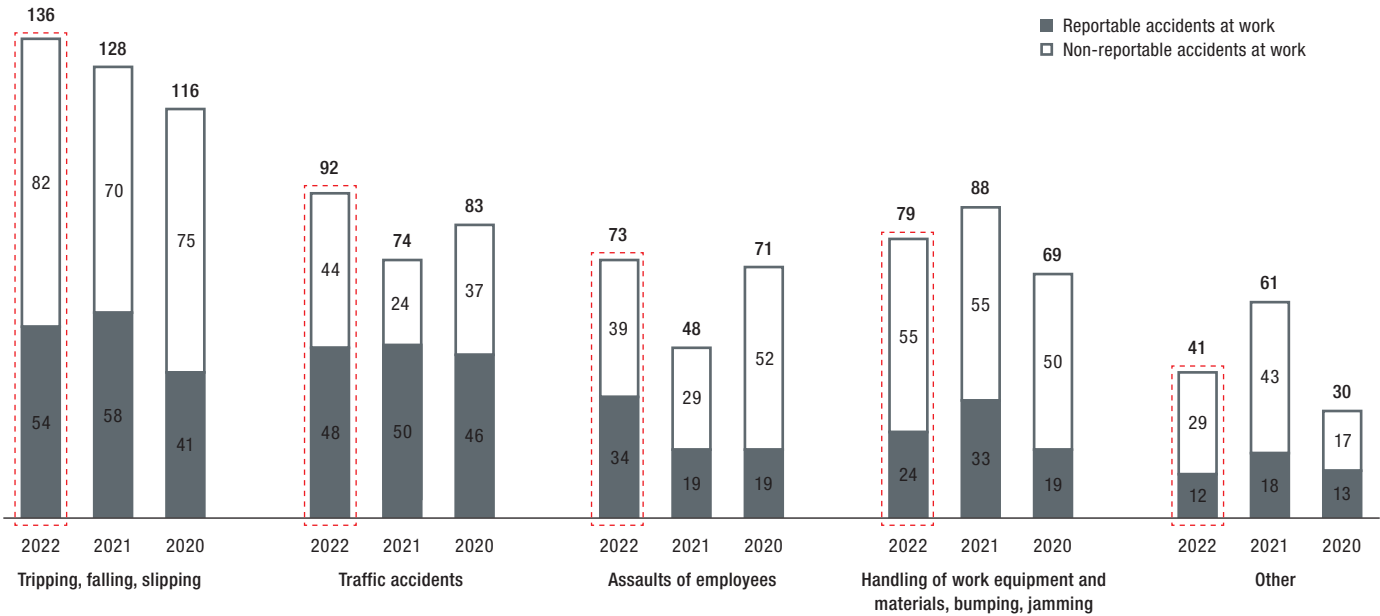
GRI 403-9

		2022 ⁴	2021 ⁵	2020
Fatal accidents at work	HOCHBAHN, HOCHBAHN-Wache	0	0	0
Reportable accidents at work ¹	HOCHBAHN, HOCHBAHN-Wache	172	178	138
Non-reportable accidents at work ²	HOCHBAHN, HOCHBAHN-Wache	249	220	231
Accidents at work per 1,000 employees ³	HOCHBAHN, HOCHBAHN-Wache	27.4	28.9	22.1
Total days away from work due to accidents at work	HOCHBAHN, HOCHBAHN-Wache	5,286	4,971	4,519

¹ Accidents resulting in more than 3 days away from work
² Accidents resulting in up to 3 days away from work
³ 1,000-man rate, based on reportable accidents at work
⁴ 2022: provisional figures
⁵ 2021: updated figures

Types of accident

GRI 403-9



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:

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

The HOCHBAHN Company Medical Service is staffed by a team of seven company doctors supplied by an external service provider. In the 2022 reporting year, the Company Medical Service performed 4,702 medical exams.

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, 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 health promotion programme, and to submit feedback and requests in relation to health management.

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. The members of the OSC meet with the Head of Finance and Sustainability four times a year.

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, occupational safety as a management task, health-oriented leadership and addiction prevention. There is also an opportunity to attend seminars offered by the VBG employer's liability insurance association.

Furthermore, a comprehensive portfolio of training on health-related topics is provided for specific target groups. These include not only the initial vocational training courses for new trainees but also the on-the-job training provided to those starting work in service operations.

Lastly, members of staff are also welcome to study health-related units from our extensive continuing professional education programme in their free time.

Occupational health management

GRI 403-6

The 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.

An established, well-networked welfare advice team is available internally to employees as an important point of contact for the prevention or management of crises and challenges of a psychosocial nature. In particular, the welfare advice team is assigned responsibility for managing and guaranteeing the chain of support for staff following potentially traumatic incidents. An internal crisis intervention team also has an important preventive role to play following potentially traumatic incidents.

Occupational Health Management at HOCHBAHN currently comprises the following aspects:

- Management development, aiming at health-oriented management styles
- 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 "GESUNDHEITplus" programme
- Health modules specific to work at various stages in a career

In the reporting year, extensive occupational health advice and support was provided to company directors, the crisis team and senior management about the Covid-19 pandemic. Another key point of focus here was the continuation of the free vaccine scheme for employees, relatives and local citizens, in collaboration with the City of Hamburg Vaccination Team.

Occupational health management also covered the following areas:

- Booster shot campaign, "Sugar-free" challenge, "Sleep well" challenge, city biking and "Nikolauf" (a gamified approach to positive habit formation)
- Free screening for back problems and "Check your vitals"
- Rollout of a number of schemes and programmes focusing on sleep
- Evaluation of work-focused health coaching plus derivation of optimisation strategies

As part of welfare advice work, the crisis intervention system was expanded and put on a firmer footing.

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.

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 2-25, 2-26, 2-27, 3-3: Compliance and corruption prevention, 205-1, 205-3

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 an extensive 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 most recently 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 making sure that employees observe the rules, 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 or otherwise illegal activities within HOCHBAHN, and particularly in relation to corruption. Employees can also use the web-based system to submit tip-offs anonymously. 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 (CMS), established a Compliance Committee and appointed a Compliance Officer in 2021. In accordance with the respective general conditions for affiliated companies, the basic HOCHBAHN standards also apply to these companies.

The CMS envisages all employees receiving regular training to raise awareness of the topic of corruption. The newly established CMS is embedded in HOCHBAHN's codes of practice to ensure legal compliance for all of the company's activities.

In the 2022 reporting year, no cases or suspected cases of corruption were discovered that required investigative measures or sanctions to be instigated or imposed.

No fines or other non-monetary sanctions were levied against HOCHBAHN.

New Work

GRI 3-3: 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. The company's goal is to create a learning organisation that is well prepared to cope with the above-mentioned changes as well as the unknown. 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 companies such as HOCHBAHN as employers are 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. It also acts as an ideas factory and service provider to HOCHBAHN and its employees for achieving improvements in relation to company organisation and culture on their pathway to becoming a learning organisation.

Services provided by Innovation and Change include:

- Provision of support and advice to management staff and company units, project participation
- 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 for deployment within HOCHBAHN as well as structured transfer of the accumulated knowledge to the organisation so that this can be conveyed in line with requirements
- Support and targeted advancement of grassroots initiatives that have been initiated, developed and tested from the bottom up by employees until they are established throughout the entire organisation (e.g. exchange formats, new learning formats and networking standards such as WOL)
- 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 3-3: Training and education

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 2022, HOCHBAHN trained an average of 141 trainees and 14 work-study programme students (“dual students”) in 23 different roles and study programmes. The proportion of female trainees including female work-study programme students was 26%. A total of 83% of the graduates became HOCHBAHN employees in 2022 after completing their training.

The Covid-19 pandemic presented the vocational training and continuing professional development programmes at HOCHBAHN with a number of challenges; however, these programmes were sustainably expanded at the same time. In 2022, HOCHBAHN also kept large parts of its training online while introducing new digital learning formats, so as to continue to offer its employees the best-possible choice of training programmes even under distance learning conditions. At the same time, several seminars could once again be taught in classrooms, allowing participants to benefit from personal interaction and group dynamics. The company also continued to gain experience with hybrid training formats.

Vocational training at HOCHBAHN

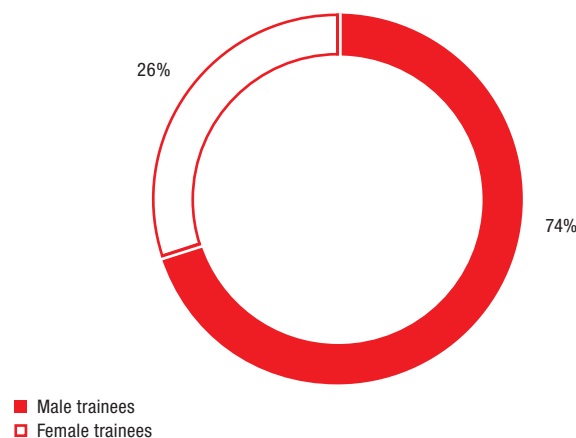
A vocational training course in a technical, industrial or commercial discipline gives HOCHBAHN trainees a varied and thorough grounding in the principles of company operations and practice. HOCHBAHN also partners with several higher education institutions to offer work-study programmes. Agile working methods and a three-day Innovation Camp form an integral part of vocational training at HOCHBAHN. With 23 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.

In 2022, the following measures were implemented by HOCHBAHN in relation to vocational training:

- Vocational training was expanded by a new course, “Service Assistant for Dialogue Marketing”, offered in cooperation with Hamburg’s Professional School for Art and Media (bmk). Two trainees enrolled in this new course, which they will complete on a part-time basis. HOCHBAHN also added three new work-study programmes to its portfolio: Mechanical Engineering (HAW), Technical Informatics (FH Wedel) and Architecture (hs21).
- In 2022, two HOCHBAHN graduates received best-in-class awards from the Hamburg Chamber of Commerce in the professions of track layer, and electronics technician for plant and systems. On 15 May 2023, our track layer trainee then went on to win the nationwide best-of-the-best track layer award, held in Berlin.
- In May, the Innovation Camp was held, attended by our trainees from 2021, who spent two days engaged in interactive exercises in small groups, both on virtual boards and in classrooms, working on the topic of training and teamwork at HOCHBAHN. The agenda for the first day focused on participants’ experiences during the pandemic, the difficulties encountered and the insights gained. The second day, entitled “Time to innovate: Design Thinking sprint”, looked at developing new approaches to training: “How can we apply the insights gained during the Covid-19 crisis at HOCHBAHN to the design of internal training programmes?”
- In August 2022, the “Welcome Weeks” marking the start of vocational training used a classroom format for the first time since the beginning of the pandemic. This featured a two-week onboarding event in Building 13 combined with a “digital rally” that offered our new trainees and work-study programme students two key advantages: getting to know HOCHBAHN as a company as well as the City of Hamburg as part of a gamified experience. The “Welcome Weeks” concluded with a summer party to which all new or former trainees and work-study programme students were invited.
- In November 2022, we carried out the biennial trainee survey that has been an integral part of our quality assurance for vocational training since 2014. The results of the trainee survey were available at the beginning of 2023 and will be reflected on in workshops with our trainees. This will then be followed by deriving additional measures for future implementation.

Vocational training at HOCHBAHN

GRI 404-1



Training

GRI 404-1

Vocational training	HOCHBAHN			FFG		
	2022	2021	2020	2022	2021	2020
Trainees	141	131	119	21	19	18
of which men	108	104	86	18	18	17
of which women	33	27	33	3	1	1
of which work-study programme students	14	22	21	–	–	–
of which men	7	11	11	–	–	–
of which women	7	11	10	–	–	–
Retention rate, apprentices (%)	83	86	94	100	50	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 an extensive 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 2022 financial year:

- Completion of the further training programme using online and (where possible) classroom seminars while complying with applicable pandemic regulations
- Further expansion of digital learning formats with new online courses on the optimisation of onboarding, anti-corruption and cybersecurity, etc. Technical/industry-specific topics were also addressed (e.g. U-Bahn signalling, control and operational management systems)
- Introduction of the new, non-specialised (online) live further training formats “Thoughts at 12” and “Leadership Ideas”
- Piloting of the “Junior drivers” further training programme as part of the bus and U-Bahn driver roster

The HOCHBAHN study portal now acts as the further training hub for all 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. It also stores information on employee qualifications. Some departments also offer their own internal training programmes.

Continuing professional education

GRI 404-1

Average number of hours for continuing professional education	HOCHBAHN			FFG	
	2022	2021	2020	2022	2021
Per employee	7.5	7.6	10.1	11.9	15.8
Per employee (drivers)	5.4	5.7	12.3	–	–
Per employee (non-drivers)	10.5	10.2	8.0	–	–
Per female employee	9.0	8.4	9.4	10.9	7.9
Per male employee	7.2	7.4	10.3	12.1	16.4
Average expenditure on continuing professional education per employee (in €)	138	113	77	534	727

Executive development at HOCHBAHN

The executive development strategy within HOCHBAHN is based on a competency model developed in 2022 and adapted to match future 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 potential 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 2.9, 3-3: Diversity, 405-1

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 creating 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. In 2021, the HOCHBAHN Supervisory Board and Management Board defined new targets to be met by 31 December 2023.

Level	Target by 31.12.2020 (share of women in %)	Share of women as of 31.12.2022 (in %)	Target by 31.12.2023 (share of women in %)
Supervisory Board	37.5	25.0	37.5
Management Board	25.0	0.0	25.0
First management level	28.0	28.6	30.0
Second management level	19.0	21.7	25.0

Diversity	HOCHBAHN			FFG		
	2022	2021	2020	2022	2021	2020
GRI 2-7, 405-1						
Total employees¹	6,454	6,346	6,378	299	291	303
Average age (total workforce)	46.3	46.1	45.8	38.4	38.7	39.0
under 30 years old (%)	9.7	9.9	10.7	30.1	30.2	31.0
30–50 years old (%)	47.5	47.4	47.8	45.5	43.3	41.9
over 50 years old (%)	42.8	42.5	41.5	24.4	26.5	27.1
Nationalities (total workforce)	72	68	67	11	9	11
of which German citizens (%)	86.8	87.5	87.8	94.3	95.5	95.0
of which other nationalities (%)	13.2	12.5	12.2	5.7	4.5	5.0
Total employees (excluding managers)	6,132	6,019	6,046	270	265	272
of which men (%)	82.9	82.7	82.7	91.1	92.5	93.0
of which women (%)	17.1	17.3	17.3	8.9	7.5	7.0
of which share of women among drivers (%)	11.4	11.7	11.7	–	–	–
under 30 years old (%)	10.2	10.4	11.2	33.3	32.8	34.2
30–50 years old (%)	47.5	47.5	47.7	43.7	42.3	40.1
over 50 years old (%)	42.3	42.1	41.1	23.0	24.9	25.7
Average age	46.1	45.9	45.6	37.6	38.0	38.0
Total number of nationalities	72	67	67	11	9	10
of which German citizens (%)	86.2	86.9	87.2	93.7	95.1	95.5
of which other nationalities (%)	13.8	13.1	12.8	6.3	4.9	4.5
Total number of managers	319	323	328	29	26	31
of which men (%)	81.20	81.7	81.1	100.0	100.0	100.0
of which women (%)	18.80	18.3	18.9	0.0	0.0	0.0
under 30 years old (%)	0.9	1.9	2.1	0.0	3.8	3.2
30–50 years old (%)	48.3	47.7	49.4	62.1	53.8	58.1
over 50 years old (%)	50.8	50.5	48.5	37.9	42.3	38.7
Average age	49.2	49.1	48.8	45.2	47.0	46.0
Total number of nationalities	7	7	6	1	1	1
of which German citizens (%)	98.1	98.1	98.5	100.0	100.0	100.0
of which other nationalities (%)	1.9	1.9	1.5	0.0	0.0	0.0
Management Board²	3	4	4			
of which men (%)	100.0	75.0	75.0			
of which women (%)	0.0	25.0	25.0			
under 30 years old (%)	0.0	0.0	0.0			
30–50 years old (%)	0.0	25.0	50.0			
over 50 years old (%)	100.0	75.0	50.0			
Average age	58.3	55.5	54.5			
Total number of nationalities	1.0	1.0	1.0			
of which German citizens (%)	100.0	100.0	100.0			
of which other nationalities (%)	0.0	0.0	0.0			

¹ Incl. employees on parental leave

² Until 30 September, the Management Board comprised four members; from 1 October it provisionally comprises three members

Diversity GRI 2-7, 405-1	HOCHBAHN			FFG		
	2022	2021	2020	2022	2021	2020
Supervisory Board	16	16	16	5	6	6
of which men (%)	75.0	68.7	68.7	80.0	66.7	66.7
of which women (%)	25.0	31.3	31.3	20.0	33.3	33.3
under 30 years old (%)	0.0	0.0	0.0	0.0	0.0	0.0
30–50 years old (%)	37.5	37.5	37.5	20.0	33.3	33.3
over 50 years old (%)	62.5	62.5	62.5	80.5	66.7	66.7
Average age	54	54	57	56	54	53
Share of severely disabled persons	5.9	6.1	6.1	2.3	2.1	1.9

In 2022, the following measures were implemented on the topic of diversity at HOCHBAHN:

- HOCHBAHN participated in the German Diversity Day
- Intergenerational management: drafting of a process to ensure structured knowledge transfer, refinement of the selection process for future leaders and participation in a nationwide network addressing intergenerational management issues
- A legally formalised complaints process was prepared and coordinated 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. Subsequently, a works agreement on the appeal process was concluded.
- Mentoring programme pilot: organisation of eight mentor/mentee pairs (proportion of women among mentors/mentees 30%, i.e. much higher than in the company overall), mentor training, support for individual mentoring work and organisation of a feedback meeting for the entire group
- Communication featured the topic of diversity as part of a diversity calendar. Articles on International Women's Day (8 March), Diversity Day (31 May), Christopher Street Day (5 August) 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.
- Improve opportunities for part-time work as part of a diverse range for working time models: Definition of systemic obstacles and development of solution strategies with a working group composed of female managers, and attitudes to part-time positions discussed with the company executive
- Conduct a scientifically-supported survey in operations to identify stress factors affecting drivers. The professor assisting the project has proposed measures to support drivers based on the results of the survey
- Establishment of a father's network: development as a father as part of professional life
- Two days off before the child's birth also granted to unmarried fathers
- Organisation of diversity consultation days at depots
- Introduction to diversity for management staff
- Seminar "Male/female communication"
- Two sessions of the VDV Diversity Subcommittee

In 2023, HOCHBAHN is planning the following measures in relation to diversity:

- Increasing the proportion of women in operations: research at other transport firms who have a higher proportion of women in operations and research to identify measures to achieve such a higher proportion. Use of findings to draft an action plan for HOCHBAHN
- Queer – long-term anchoring of the topic within corporate culture: workshops with the Queer Group on the future orientation and anchoring of this topic. Completion of related measures, such as participation in Pride Week/CSD
- Intergenerational management: completion of the knowledge transfer process, survey of 50+ generation at HOCHBAHN on retirement preferences (when they are planning to retire, which circumstances would mean they would stay on for longer, under which working models would they continue to work), identification of age brackets during which career changes are made at HOCHBAHN
- Diversity reporting: draft diversity report structure, coordination with departments who will need to supply figures, design and publication as part of HOCHBAHN's reporting activities. Goal to establish an annual report
- Refreshing the City of Hamburg economic strategy by setting up a diversity network with the diversity officers in the other municipal companies

Discrimination incidents

GRI 406-1

HOCHBAHN does not tolerate employees being discriminated against for any reason whatsoever. Any employee at HOCHBAHN can contact the AGG Complaints Office in the HR Department to report discrimination on account of their gender, age, ethnic background, religion, physical circumstances or some other reason. If the employee needs a confidential consultation for their particular case, they can also contact the Diversity Manager or the Welfare Advice team. Diversity Management was notified of two cases of discrimination for the 2022 reporting year. In both cases, the affected parties requested confidentiality and did not opt for a formal AGG procedure. Both parties received appropriate advice.

Community engagement

GRI 3-3: 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.

HOCHBAHN provided support for the following social projects in 2022.

“Keep-Warm Bus”, in cooperation with Hanseatic Help

For the third year running, HOCHBAHN supported the #wärmegeben campaign from Hanseatic Help and its “Keep-Warm Bus”, in autumn and winter 2022. The bus tours locations around the city centre as a mobile collection point for donations in kind to Hamburg's homeless. These donations include warm clothing, sleeping bags and mats, and tents. HOCHBAHN also donated around 700 pairs of fleece-lined jeans and around 450 fleece jackets as new clothing, from leftover stocks of discontinued service apparel.

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. Up to and including 2022, the “Shower Bus” and “Shower City” provided more than 20,500 showers on over 1,100 service days a year. HOCHBAHN provides GoBanyo with short- and long-term support by making its infrastructure, expertise and network available to the project while handling vehicle cleaning and upkeep for the Shower Bus. In 2022, a voluntary company-wide “Donate your Pennies” scheme was also started with GoBanyo as the beneficiary.

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.

Hands-on help for Ukrainian refugees

In early 2022, work-study programme students and trainees at HOCHBAHN worked with Hanseatic Help to collect donations in kind for people in the Ukraine as part of the city partnership “Hamburg Kyiv – Pact for Solidarity and the Future”. Donations in kind for the aid initiative were collected by a specially branded hvv bus before the start of the “Playing for Peace” DFB charity match. HOCHBAHN also helped new Ukrainian refugee arrivals in Hamburg by providing a bus shuttle service to the Initial Reception Centre in Rahlstedt. In March 2022, HOCHBAHN provided Hamburg's Department of Social Services with a bus for a mobile coronavirus vaccine campaign outside the Initial Registration Centre in Wandsbek.

Sustainability frameworks

The following GRI Content Index lists all topics on which HOCHBAHN reports in accordance with the GRI Standards. The content index also shows 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 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

UN Sustainable Development Goals (SDGs):

- Goal 1: No poverty
- Goal 2: Zero hunger
- Goal 3: Good health and well-being
- Goal 4: Quality education
- Goal 5: Gender equality
- Goal 6: Clean water and sanitation
- Goal 7: Affordable and clean energy
- Goal 8: Decent work and economic growth
- Goal 9: Industry, innovation and infrastructure
- Goal 10: Reduced inequalities
- Goal 11: Sustainable cities and communities
- Goal 12: Responsible consumption and production
- Goal 13: Climate action
- Goal 14: Life below water
- Goal 15: Life on land
- Goal 16: Peace, justice and strong institutions
- Goal 17: Partnerships for the goals

The Ten Principles of the UN Global Compact (UNG)

1. Businesses should support and respect the protection of internationally proclaimed human rights; and
2. make sure that they are not complicit in human rights abuses
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
4. the elimination of all forms of forced and compulsory labour;
5. the effective abolition of child labour; and
6. the elimination of discrimination in respect of employment and occupation.
7. Businesses should support a precautionary approach to environmental challenges;
8. undertake initiatives to promote greater environmental responsibility; and
9. encourage the development and diffusion of environmentally friendly technologies.
10. Businesses should work against corruption in all its forms, including extortion and bribery.

THE 17 SUSTAINABLE
DEVELOPMENT GOALS (SDGs)

1
NO
POVERTY

2
ZERO
HUNGER

3
GOOD HEALTH
AND WELL-BEING

4
QUALITY
EDUCATION

5
GENDER
EQUALITY

6
CLEAN WATER
AND SANITATION

7
AFFORDABLE AND
CLEAN ENERGY

8
DECENT WORK AND
ECONOMIC GROWTH

9
INDUSTRY, INNOVATION
AND INFRASTRUCTURE

10
REDUCED
INEQUALITIES

11
SUSTAINABLE CITIES
AND COMMUNITIES

12
RESPONSIBLE
CONSUMPTION
AND PRODUCTION

13
CLIMATE
ACTION

14
LIFE BELOW
WATER

15
LIFE
ON LAND

16
PEACE, JUSTICE
AND STRONG
INSTITUTIONS

17
PARTNERSHIPS
FOR THE GOALS

For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 are aligned with the appropriate sections in the body of the report.



GRI Content Index

Statement of application	Hamburger Hochbahn AG reported in accordance with the GRI Standards for the period from 1 January 2022 to 31 December 2022
GRI 1 applied	GRI 1: Foundations 2021
Applicable GRI industry standards	None

GRI Standard and disclosure	Title of disclosure	Page(s) in the GRI report 2022 or reference	Comment/ omission	UNGC Principle	DNK Criterion	SDG
GRI 2: General Disclosures 2021						
2-1	Organizational details	p. 6				
2-2	Entities included in the organization's sustainability reporting	p. 6				
2-3	Reporting period, frequency and contact point	p. 6				
2-4	Restatements of information	p. 6				
2-5	External assurance	p. 6				
2-6	Activities, value chain and other business relationships	p. 6, 35			4	
2-7	Employees	p. 39f.		6		8
2-8	Workers who are not employees		Information is unavailable.			
2-9	Governance structure and composition	p. 7; p. 6, HCGK Kap. 4.2 ¹ p. 5ff., constitution of Hamburger Hochbahn AG ²				
2-10	Nomination and selection of the highest governance body	p. 7; p. 6, HCGK Kap. 4.2 ¹ p. 5ff., constitution of Hamburger Hochbahn AG ²				
2-11	Chair of the highest governance body	p. 7; p. 9, HCGK Kap. 5.2 ¹ p. 6, constitution of Hamburger Hochbahn AG ²				
2-12	Role of the highest governance body in overseeing the management of impacts	p. 7; p. 8, HCGK Kap. 5.1 ¹ p. 6, constitution of Hamburger Hochbahn AG ²			5	
2-13	Delegation of responsibility for managing impacts	p. 7			6	
2-14	Role of the highest governance body in sustainability reporting	p. 7				
2-15	Conflicts of interest	p. 7, HCGK Kap. 5.6 ¹				
2-16	Communication of critical concerns	p. 7			9	
2-17	Collective knowledge of the highest governance body	p. 7				
2-18	Evaluation of the performance of the highest governance body	p. 7, HCGK Kap. 4.2 ¹				

¹ <https://www.hamburg.de/contentblob/16053450/81e880c01eece8ed2ab1fdc2057a68a8/data/hamburger-corporate-governance-codex.pdf> (German only)

² <https://www.hochbahn.de/resource/blob/4828/5fe06e36a6f5fcc9f912d4be7d0b02a3/satzung-der-hochbahn-data.pdf> (German only)



GRI Standard and disclosure	Title of disclosure	Page(s) in the GRI report 2022 or reference	Comment/ omission	UNGC Principle	DNK Criterion	SDG
2-19	Remuneration policies	p. 41; p. 6, HCGK Kap. 4.2 ¹				
2-20	Process to determine remuneration	p. 41			8	
2-21	Annual total compensation ratio	p. 41; see participation report ²				
2-22	Statement on sustainable development strategy	p. 5			1	
2-23	Policy commitments	p. 8f., UNGC ³		1-10		
2-24	Embedding policy commitments	p. 9				
2-25	Processes to remediate negative impacts	p. 9, 35, 49				
2-26	Mechanisms for seeking advice and raising concerns	p. 49			9	
2-27	Compliance with laws and regulations	p. 49			20	
2-28	Membership associations	p. 7			19	
2-29	Approach to stakeholder engagement	p. 7			9	
2-30	Collective bargaining agreements	p. 41		3		
GRI 3: Material Topics 2021						
3-1	Process to determine material topics	p. 11			2	
3-2	List of material topics	p. 11			2	
EXPANSION OF MOBILITY SERVICES						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 13				
GRI 201: Economic Performance 2016						
201-1	Direct economic value generated and distributed	p. 7; p. 63 Management report			8, 9	1, 8
GRI 203: Indirect Economic Impacts 2016						
203-1	Infrastructure investments and services supported	p. 6, 13			10	5, 9, 11
INTEGRATED MOBILITY SOLUTIONS						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 17				
HIGH-QUALITY MOBILITY FOR ALL						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 18				

1 NO POVERTY



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



¹ <https://www.hamburg.de/contentblob/16053450/81e880c01eece8ed2ab1fdc2057a68a8/data/hamburger-corporate-governance-codex.pdf> (German only)

² <http://beteiligungsbericht.fb.hamburg.de/Download.html>

³ <https://unglobalcompact.org/what-is-gc/participants/126211-Hamburger-Hochbahn-AG>

GRI Standard and disclosure	Title of disclosure	Page(s) in the GRI report 2022 or reference	Comment/ omission	UNGC Principle	DNK Criterion	SDG
GRI 413: Local Communities 2016						
413-1	Operations with local community engagement, impact assessments and development programmes	p. 15			18	
GRI 416: Customer Health and Safety 2016						
416-1	Assessment of the health and safety impacts of product and service categories	p. 22				3
CLIMATE PROTECTION AND REDUCTION OF EMISSIONS						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 22				
GRI 305: Emissions 2016						
305-1	Direct (Scope 1) GHG emissions	p. 23		8, 9	13	9, 12, 13
305-2	Energy indirect (Scope 2) GHG emissions	p. 23		8, 9	13	12, 13
305-3	Other indirect (Scope 3) GHG emissions	p. 26f.			13	12, 13
305-4	GHG emissions intensity	p. 24		8, 9	13	12, 13
305-5	Reduction of GHG emissions	p. 23			13	12, 13
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	p. 27			13	12, 13
RENEWABLE ENERGIES AND ENERGY EFFICIENCY						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 29				
GRI 302: Energy 2016						
302-1	Energy consumption within the organisation	p. 29		8, 9	11, 12, 13	7, 9, 12, 13
302-3	Energy intensity	p. 30		8, 9	12, 13	7, 12, 13
302-4	Reduction of energy consumption	p. 33		8, 9	10, 12, 13	7, 12, 13
SUSTAINABLE SUPPLY CHAINS						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 35				
GRI 308: Supplier Environmental Assessment 2016						
308-1	New suppliers that were screened using environmental criteria	p. 35		7, 8, 9	4	
GRI 414: Supplier Social Assessment 2016						
414-1	New suppliers that were screened using social criteria	p. 35		1-6		
ADAPTATION TO CLIMATE CHANGE						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 36				
GREEN BUILDINGS						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 37				

3 GOOD HEALTH AND WELL-BEING



7 AFFORDABLE AND CLEAN ENERGY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



GRI Standard and disclosure	Title of disclosure	Page(s) in the GRI report 2022 or reference	Comment/ omission	UNGC Principle	DNK Criterion	SDG
DATA PROTECTION						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 38f.				
GRI 418: Customer Privacy 2016						
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 38f.				
WORKING CONDITIONS						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 39				
GRI 401: Employment 2016						
401-1	New employee hires and employee turnover	p. 40		6		5
401-3	Parental leave	p. 43		6		5
GRI 403: Occupational Health and Safety 2018						
403-1	Occupational health and safety management system	p. 44		1	14	3, 8
403-2	Hazard identification, risk assessment and incident investigation	p. 45				3, 8
403-3	Occupational health services	p. 47				3, 8
403-4	Worker participation, consultation, and communication on occupational health and safety	p. 47			14	3, 8
403-5	Worker training on occupational health and safety	p. 47				3, 8
403-6	Promotion of worker health	p. 48				3, 8
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 45				3, 8
403-8	Workers covered by an occupational health and safety management system	p. 44				3, 8
403-9	Work-related injuries	p. 46			14	3, 8
COMPLIANCE AND CORRUPTION PREVENTION						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 49				
GRI 205: Anti-corruption 2016						
205-1	Operations assessed for risks related to corruption	p. 49		10	20	
205-3	Confirmed incidents of corruption and actions taken	p. 49		10	20	

3 GOOD HEALTH AND WELL-BEING



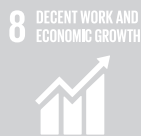
5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



GRI Standard and disclosure	Title of disclosure	Page(s) in the GRI report 2022 or reference	Comment/ omission	UNGC Principle	DNK Criterion	SDG
NEW WORK						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 49				
TRAINING AND EDUCATION						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 50				
GRI 404: Training and Education 2016						
404-1	Average hours of training per year per employee	p. 51		1, 6	16	4, 5
DIVERSITY						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 53		1, 6		
GRI 405: Diversity and equal opportunity 2016						
405-1	Diversity of governance bodies and employees	p. 53		6	15	5, 8
GRI 406: Non-discrimination 2016						
406-1	Incidents of discrimination and corrective actions taken	p. 56		6		5, 8
COMMUNITY ENGAGEMENT						
GRI 3: Material Topics 2021						
3-3	Management of material topics	p. 57				



Additional GRI performance disclosures reported by HOCHBAHN based on the DNK criteria.

GRI Standard and disclosure	Title of disclosure	Page(s) in the GRI report 2022 or reference	Comment/ omission	UNGC Principle	DNK Criterion	SDG
GRI 301: Materials 2016						
301-1	Materials used by weight or volume	p. 34			11	
GRI 303: Water and Effluents 2018						
303-3	Water withdrawal	p. 35			11, 12	12
GRI 306: Waste 2020						
306-3	Waste generated	p. 35			11	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	p. 35		1-6	17	
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	p. 35		1-6	17	
GRI 414: Supplier Social Assessment 2016						
414-2	Negative social impacts in the supply chain and actions taken	p. 35		1-6	4, 17	
GRI 415: Public Policy 2016						
415-1	Political contributions	p. 7		10	19	
GRI 419: Socioeconomic Compliance 2016						
419-1	Non-compliance with laws and regulations in the social and economic area	p. 48		20		
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 €2.4 million, which serve to finance partial retirement and long-term working hours accounts. Investments are not screened based on environmental or social factors.	10		

11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



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