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BY PEOPLE. FOR PEOPLE.

THEY MOVE.
AND CONNECT.

THEY DESIGN.
AND DEVELOP.

THEY DREAM.
AND PUSH BOUNDARIES.

THEY PROVIDE ACCESS.
INSTEAD OF EXCLUSION.

WITH THEM, HAMBURG CAN GROW.
WITHOUT THEM, IT CAN'T.

THEY STRIVE FOR PROGRESS.
AND TAKE YOU TO "GROSSE FREIHEIT".

THEY ARE ALWAYS THERE.
365 DAYS A YEAR.

**THEY, THAT'S OUR
HOCHBAHN EMPLOYEES.**

Foreword

GRI 2-22

MOBILITY IS A BASIC NEED

When we talk about mobility, it means so much more than just moving people from A to B, from Alsterdorf to Barmbek or from Neugraben to Hummelsbüttel. Mobility is a fundamental human need. Efficient local public transport lines are the lifeblood of the city and vital for our quality of life.

As the pacesetters of mobility in our city, we are aware that this role carries a huge responsibility. We want to make our mobility services as attractive, reliable, efficient and safe as possible – for everyone. No matter where they come from, what their social status is or where they're going, local public transport must always be the most obvious mobility option for everyone in Hamburg.

With the Hamburg-Takt, we are working hard to ensure that all Hamburg residents can reach a public mobility service within just a few minutes from morning to evening. Here at HOCHBAHN, we are steadily becoming a completely climate-neutral company.

All this is made possible by the HOCHBAHN employees. Our team is made up of drivers, mechanics, engineers and administrative staff as well as the brains behind projects such as the electrification of our bus fleet, the construction of new U-Bahn lines and innovative mobility points like the ZUSAMMENHUB.

With their enthusiasm and dedication, HOCHBAHN's employees play their part every day in ensuring that people in Hamburg can travel quickly, flexibly and sustainably. This is more important than ever in an age of political, economic and climate-related uncertainty. We are proud to be able to make a difference for the climate, quality of life and the economy – and for our community.

The Ten Principles and Sustainable Developments Goals (SDGs) of the United Nations have been our compass since 2017. As a member of the UN Global Compact, we use this broad network as a knowledge platform that allows us to exchange ideas and learn from one another on critical issues such as electric bus supply chains. After all, our responsibility for protecting people and the environment does not end at our own operating sites in Hamburg. Instead, we take a global approach to our work.

We are delighted to report that our Head of Finance and Sustainability, Merle Schmidt-Brunn, was chosen as an industry representative on the board of the UN Global Compact Network Germany in November 2023. Her appointment to this important role underlines our considerable interest in and commitment to sustainability and corporate responsibility.

Yours sincerely,



Robert Henrich
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 a progress report taking stock of the sustainability performance of Hamburger Hochbahn AG (HOCHBAHN). The report has been prepared in accordance with the standards of the Global Reporting Initiative (GRI Standards) and covers financial year 2023 (from 1 January 2023 to 31 December 2023). The GRI Report is published annually in June after the reporting period.

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** for the HOCHBAHN Group (Consolidated Financial Statements) present the course of business, the financial results and the economic position of HOCHBAHN and its material consolidated entities.

The disclosures in this report relate to the scope of activities of HOCHBAHN. In preparation for the future legal requirement concerning sustainability reporting in accordance with the Corporate Sustainability Reporting Directive (CSRD)¹, HOCHBAHN also reports

selected sustainability key performance indicators at Group level² for the first time in this report for 2023, as well as retrospectively for 2022 and 2021, and compares them with HOCHBAHN's KPIs. However, the description of the management approaches and the materiality assessment largely relate to the scope of activities of Hamburger Hochbahn AG (HOCHBAHN). Where detailed information on the activities of our subsidiaries has also been published, this is explicitly indicated. Our subsidiaries include FFG Fahrzeugwerkstätten Falkenried GmbH (FFG), Hamburger Hochbahn-Wache GmbH (HHW), HSG Hanseatische Siedlungs-Gesellschaft mbH (HSG), HOCHBAHN U5 Projekt GmbH (U5 GmbH) and TEREK Gebäudedienste GmbH (TEREK).



TEREK's specific sustainability activities are described in the company's 2022 Sustainability Report, which can be found here: www.terek.de/fileadmin/TEREK_Downloads/Nachhaltigkeitsbericht_2022_TEREK.pdf

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 the Consolidated Financial Statements and have been audited in this context by an auditor.



The contact points for questions regarding the GRI Report are Daniel Schulz and Sarah Dannenfeldt (nachhaltigkeit@hochbahn.de).

¹ Under the new sustainability reporting requirement, which has already been enshrined at EU level in the Corporate Sustainability Reporting Directive (CSRD), HOCHBAHN is required from financial year 2025 onwards to report on various sustainability matters and key performance indicators in a consolidated management report and to publish this in 2026 for the preceding financial year. These non-financial key performance indicators must be reported in accordance with the new European Sustainability Reporting Standards (ESRS).

² The basis of consolidation matches that for HOCHBAHN's consolidated financial statements (see the notes to the consolidated financial statements (2) Basis of consolidation).

The HOCHBAHN Group at a glance

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 117 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.

Fahrzeugwerkstätten Falkenried GmbH (FFG), a wholly owned HOCHBAHN subsidiary 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.

Hamburger Hochbahn Wache GmbH (HHW) is committed to the safety of passengers at U-Bahn stations and bus stops, in vehicles themselves and at large events. HHW is also responsible for ticket checks and collecting penalty fares of people who used the public transport system without a valid ticket as well as for protecting HOCHBAHN facilities. A total of 365 employees work for HHW.² HHW's headquarters is strategically located close to Hamburg Central Station.

HOCHBAHN U5 Projekt GmbH (U5 GmbH) is behind one of Germany's largest infrastructure projects, the construction of the new U5 U-Bahn line. U5 GmbH has assumed sole responsibility and authority on behalf of HOCHBAHN for the entire commercial and technical project management in connection with the structural and system engineering planning and implementation of the measure.

HSG Hanseatische Siedlungs-Gesellschaft mbH (HSG) is HOCHBAHN's housing company. HSG provides employees of HOCHBAHN and Verkehrsbetriebe Hamburg-Holstein with a comprehensive range of attractive, modern apartments and manages over 2,048 apartments in Hamburg and Reinbek.

TEREG Gebäudedienste GmbH (TEREG) is a full-service building services provider with over 900 employees whose main tasks are providing technical services as well as modernising and cleaning buildings. These include cleaning and related services in buses and U-Bahn units as well as in HOCHBAHN's transport and operating facilities. TEREG also provides staff for security and services in the transport sector.

¹ See also the report on equity holdings of the Free and Hanseatic City of Hamburg (FHH): www.hamburg.de/contentblob/18321326/6118a28a6e1c5e2595cf1226c21fcf62/data/beteiligungsbericht-2022.pdf

² Including 208 employees seconded from HOCHBAHN and 157 employees from Securitas Holding GmbH

Financial key figures

GRI 201-1

	HOCHBAHN			Group		
	2023	2022	2021	2023 ³	2022	2021
EBITDA ¹ (€ million)	158.2	-32.8	-28.7	-131.5	-0.4	-7.6
Sales (€ million)	587.7	492.8	438.9	585.4	488.1	433.0
Net loss for the year before loss absorption by HGV (€ million)	295.0	162.0	150.5	295.0	162.0	150.5
Cost coverage ratio (%)	70.5	80.9	80.8	-	-	-
Consolidated net income/loss (in € million)	-	-	-	-0.2	8.4	0.7
Fixed assets (€ million)	1,848.0	1,744.6	1,648.3	2,320.7	2,044.8	1,850.1
Total assets (€ million)	2,134.1	2,052.0	2,087.8	2,623.7	2,371.6	2,300.0
Equity (€ million)	167.4	167.4	167.4	13.5	13.5	13.5
Capital expenditures, gross (€ million)	418.1	327.1	327.5	-	-	-
Employees at year-end ²	6,709	6,457	6,346	8,072	7,717	7,579

¹ Earnings before loss absorption, net interest income, taxes, depreciation and amortisation.

² Including inactive employment contracts (e.g. parental leave), temporary workers and trainees.

³ Provisional figures



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

Company-specific key figures of HOCHBAHN

GRI 201-1

	2023	2022	2021
Bus			
Passengers (million) ^{1, 2}	223.5	189.4	139.0
Passenger kilometres (million) ^{1, 2}	746.4	626.0	477.4
Kilometres per space (million) ¹	4,796	4,588	4,502
Capital expenditures (€ million)	122.3	60.3	64.8
Number of buses	1,096	1,073	1,106
Number of lines	117	115	116
Number of stations	1,466	1,421	1,452
Rail			
Passengers (million) ^{1, 2}	244.5	199.0	146.8
Passenger kilometres (million) ^{1, 2}	1,278.3	1,188.1	876.4
Kilometres per space (million) ¹	8,821	8,983	9,094
Capital expenditures (€ million)	287.1	259.2	252.2
Number of carriages	1,007	1,037	995
Number of lines	4	4	4
Number of stations	93	93	93

¹ 2023: provisional figures

² 2022: updated figures

HOCHBAHN's governance structure

GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-15, 2-16, 2-17, 2-18

HOCHBAHN is organised into the Corporate Management, Human Resources and Social Affairs, Finance and Sustainability, and Technology divisions (see also the notes to the consolidated financial statements, section 1.1 The Group's business model). Its main bodies are the four-member Management Board plus the Supervisory Board as the highest governance body. This is comprised of eight shareholder representatives and eight employee representatives.¹ The chair of the Supervisory Board represents the competent authority² (Department of Transport and Mobility Transition) and is therefore not an executive of the company. The Supervisory Board is responsible for regularly advising and overseeing 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, (DNK: 415-1)

HOCHBAHN engages in active, transparent dialogue with different groups of stakeholders. Stakeholders for HOCHBAHN and its subsidiaries 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, suppliers, business and collaboration partners, interest groups and associations, the media and the public, as well as investors.

HOCHBAHN's internal stakeholders are the employees, management, the Works Council, the Management Board and the Supervisory Board.



Information on the different forms of stakeholder engagement can be found in the sections entitled HOCHBAHN's corporate strategy, p. 13, HOCHBAHN's materiality analysis, p. 14, Expansion of mobility services, p. 16, High-quality mobility for all, p. 22, Working conditions, p. 49, New Work, p. 59 and Diversity, p. 63, and in the management report, for example in the Research and development section, p. 7.

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. HOCHBAHN and its subsidiaries do 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 3.4 million tonnes of CO₂ in 2021, around 25 percent of Hamburg's total CO₂ emissions.³ In its second update of the Hamburg Climate Plan⁴ in 2023, the Free and Hanseatic City of Hamburg announced plans to increase

¹ The members of the Supervisory Board and Management Board are listed in the annual financial statements, page 41; 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: www.hochbahn.de/en/company/the-group and the Hamburg Corporate Governance Code (HCGK) www.hamburg.de/contentblob/18321328/7956682455b13a2b28fd59d76df4fe6f/data/hamburg-corporate-governance-kodex%C2%A0gueltig-ab-01-maerz-2024.pdf. The HCGK provides that each company in which the Free and Hanseatic City of Hamburg holds an equity interest shall have a competent authority.

² The HCGK provides that each company in which the Free and Hanseatic City of Hamburg holds an equity interest shall have a competent authority.

³ Share according to the carbon footprint for Hamburg in 2020: www.statistik-nord.de/zahlen-fakten/umwelt-energie

⁴ Hamburg Climate Plan: www.hamburg.de/klimaplan

its climate targets, entailing a 70 percent reduction in emissions by 2030 compared with the 1990 baseline (previous target: 55 percent) and a 98 percent 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 percent in 2017 and 24 percent in 2022¹ to 30 percent in 2030 (with environmentally friendly modes of transport making up a total share of 80 percent).
- Converting vehicle fleets – which in local public transport mainly concerns the bus fleet – to zero-emission drive systems.

Implementation of the Climate Plan 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.

In the ALIKE project, HOCHBAHN is pursuing the goal of scaling up the autonomous on-demand shuttles for the first time in collaboration with its long-standing partner MOIA and BENTELER subsidiary HOLON in Hamburg. Together, we plan to bring automated minibuses to Hamburg's streets by 2025 with the zero-emission HOLON Mover.



See also the chapter on autonomous driving in the Annual and Sustainability Report.

The Hamburg-Takt 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.
- **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.

¹ www.hamburg.de/bvm/verkehrsentwicklungsplanung/12917548/mobilitaet-in-hamburg/

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 public companies from Hamburg, HOCHBAHN and its subsidiaries are also committed to Hamburg's city economic strategy and, in collaboration with the city and other municipal companies, are 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

Since joining the UN Global Compact in 2017, HOCHBAHN has aligned its corporate governance with the Global Compact's ten principles and the SDGs. 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. In the 2023 reporting period, Merle Schmidt-Brunn, HOCHBAHN's Management Board member responsible for Finance and Sustainability, was elected to the Board of UN Global Compact Netzwerk Deutschland e.V. Her appointment to this important post underlines HOCHBAHN's strong commitment to sustainability and responsible action.

Achievement of sustainability goals is also embedded in the targets agreed by the Management Board and senior management. HOCHBAHN defined sustainability targets in 2023. In the interests of sustainable corporate governance, these are aligned with the city's economic strategy. This includes process planning in the ERP software solution SAP S/4HANA and procurement of locally emission-free buses, incorporating the requirements of the German Supply Chain Due Diligence Act (Lieferkettensorgfaltspflichtengesetz – LkSG) as well as the construction of the U5 U-Bahn line, which includes a review and update of a greenhouse gas reduction strategy for the U5. The level of target achievement will be taken into account when determining the variable remuneration for members of the Management Board.

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.⁴

¹ See also the section entitled "Hamburg-Takt: mobility transformation strategy creates scope for a mobility system that is fit for the future" in the Report on opportunities and risks, which is part of the management report

² For more information, please refer to www.hamburg.de/klima/11263314/klima-partner/

³ www.hamburg.de/fb/stadtwirtschaft/

⁴ www.hochbahn.de/en/company/investor-relations/green-financing



For more information on Green Finance, see the Annual and Sustainability Report, p. 33.

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

FFG sustainability strategy

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.

HOCHBAHN's materiality analysis

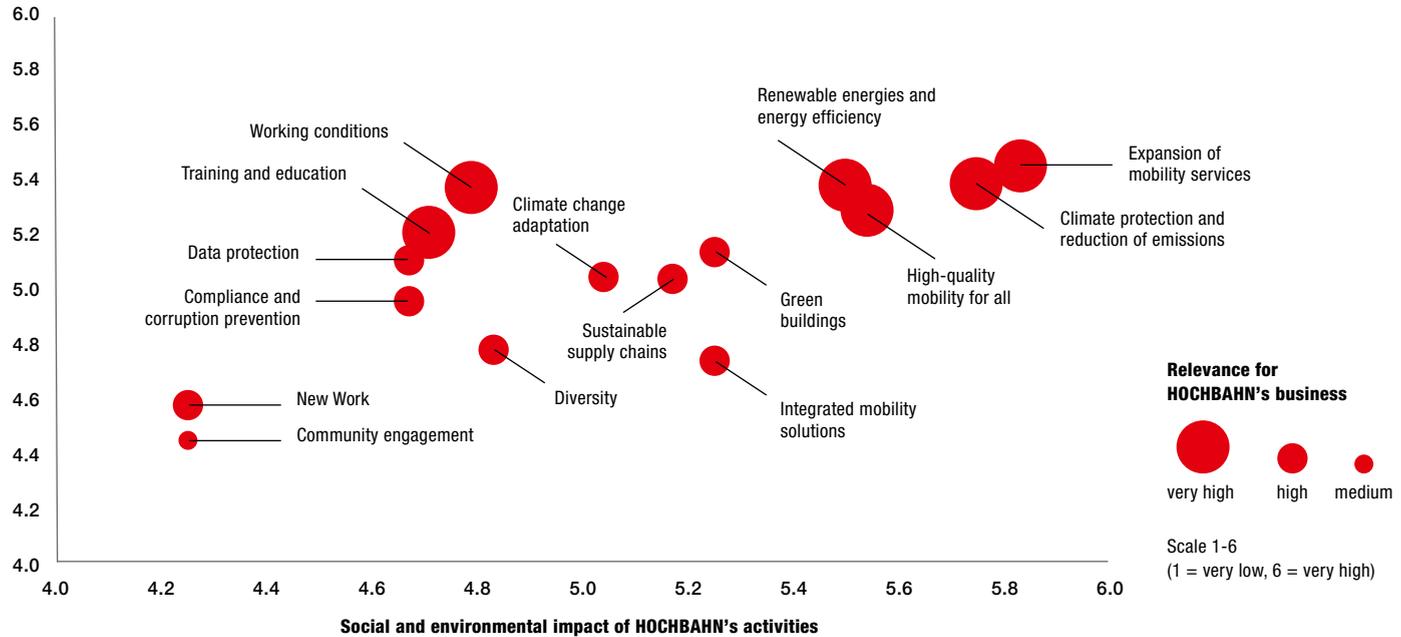
GRI 3-1

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 2023 and depicts the key sustainability reporting issues for HOCHBAHN from which the main focus areas of this GRI Report were derived. For 2024, a materiality analysis will be carried out at Group level in accordance with the requirements of the CSRD to determine the material topics for HOCHBAHN and its subsidiaries.

Materiality matrix

Stakeholder expectations

(50% employees, 50% customers)



List of material topics

GRI 3-2

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

Expansion of mobility services

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

Expansion of mobility services is an 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 2023, this objective had already been achieved for 73 percent of residents.

Access to local public transport within 5 minutes

	Scope	2023	2022	2021
Share of Hamburg residents with access to local public transport within 5 minutes (%) ¹	Local public transport in Hamburg	73	73	70

¹ 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 as well as repairing and upgrading the existing route network. To increase the frequency of service, plans are also underway to digitise and partially automatise the U2/U4, where it will be possible to operate U-Bahn trains at 100-second intervals in future.



More on this in the section entitled "Hamburg-Takt: mobility transformation strategy creates scope for a mobility system that is fit for the future" in the management report.

Expansion of the U-Bahn network

In line with its customer-centric, demand- and supply-oriented approach, the FHH is aiming to develop its local public transport network primarily by expanding the existing rapid transit and regional rail network. The following U-Bahn network expansion measures were being prepared at the turn of 2023/2024:

- Construction of a new station for the U3 line at Fuhsbüttler Straße
- Extension of the U4 line to Grasbrook
- Expansion of the U4 line to Horner Geest
- Construction of a new U5 line from Bramfeld to the Volkspark arenas



Further information on the expansion projects can be found in the Annual and Sustainability Report in the sections on U-Bahn network expansion and in the management report in the paragraph on the expansion of the U-Bahn network.

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/16781950/5043045db6145b803c0141cc66a6b44c/data/d-epp-steckbrief-verkehr.pdf>

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>In 2023, the bypass tunnel was built in the first phase of construction. Construction of the junction has started, involving a one-year interruption of U-Bahn operations in a sub-section of the U2/U4 lines. Building work also advanced considerably at the Horner Rennbahn station.</p> <p>In the second construction phase, work began on excavating the tunnel and building the Stoltenstraße and Horner Geest stations.</p>	<ul style="list-style-type: none"> Public inspection of the construction site at the Horner Rennbahn station in January 2023. Communication on the occasion of the topping-out ceremony for the Horner Rennbahn station in March 2023. Detailed communication concerning the one-year interruption of service on the U2/U4 lines (starting May 2023). Consultation hours in the city district, participation in the Horner district festival and local committee meetings. Supporting project communication on site and via the website schneller-durch-hamburg.de/u4-horner-geest
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>In 2023, the architectural competition for the Elbe bridge, viaduct and station was completed and the winning design was chosen.</p>	<ul style="list-style-type: none"> Communication about the winning designs for the competition, including an exhibition of the results at the Elbbrücken station on the U4 line. Event-related participation in local committees in Wilhelmsburg and the Veddel district.
Construction of U5 line: Bramfeld – City Nord section	Bramfeld Steilshoop Barmbek Nord Sengelmannstraße City Nord (Stadtspark)	<p>The U5 section from Bramfeld to City Nord received planning permission in autumn 2021.</p> <p>Construction of the City Nord (Stadtspark) and Sengelmannstraße stations began in 2023. At the same time, preparatory construction measures are being implemented along the entire route as far as Bramfeld, in particular concerning the cable brackets.</p> <p>GVFG funding from the Federal Ministry for Digital and Transport for around 1.3 billion euros was granted at the end of 2023. Depending on price increases in the coming years, this subsidy may increase.</p>	<ul style="list-style-type: none"> Supporting communication on U5 includes the following topics: Planning status, impacts during construction. Communication about the start of construction at Sengelmannstraße and City Nord, including information events. Board discussions in the city districts and in the relevant district assembly committees. In-person discussions locally about construction work and impacts during construction.

U-Bahn	New stations	Overview	Citizen participation and project communication
Planning of the U5 from Borgweg to Arenen	Borgweg Jarrestraße Beethovenstraße Uhlenhorst St. Georg Hauptbahnhof Jungfernstieg Stephansplatz Universität Grindelberg Hoheluftbrücke Gärtnerstraße University Medical Center Hamburg-Eppendorf (UKE) Siemersplatz/Behrmannplatz Hagenbecks Tierpark Sportplatzring Stellingen Arenen/Volkspark	This section of the U5 line runs from Borgweg to Arenen/Volkspark. It will connect the University Medical Center Hamburg-Eppendorf (UKE), Hamburg University, Kampnagel and many other important points in the city. Planning work and preliminary investigations were carried out in 2023 such as ascertaining the soil conditions along the future route. The current planning status was also sent to the public interest stakeholders for comment. In addition, a standardised assessment demonstrated profitability, showing that the entire U5 is eligible for federal funding. Up to 75 percent of the eligible costs could therefore be financed by the federal government.	<ul style="list-style-type: none"> Event-related participation in local bodies and committees. Completion of preliminary planning: five information and discussion formats including online participation at the stations: <ul style="list-style-type: none"> Stellingen Sportplatzring Hagenbecks Tierpark Siemersplatz/Behrmannplatz University Medical Center Hamburg-Eppendorf (UKE) Gärtnerstraße Grindelberg Hoheluftbrücke Universität Uhlenhorst Beethovenstraße Board discussions in the city districts and in the relevant district assembly committees. In-person discussions with interest groups, stakeholders and interested members of the public on the current planning status.
U3 Fuhlsbüttler Straße	Fuhlsbüttler Straße	The U3 stop at Fuhlsbüttler Straße will give around 10,000 residents direct access to rapid transit.	<ul style="list-style-type: none"> The planning documentation was submitted at the end of 2023. In this context, the final plans were presented at a public event in the city district and communicated to the public through further related activities. Board discussions in the city districts and in the relevant Hamburg-Nord district assembly committees.

Citizen participation, stakeholder management and project communication

GRI 413-1

In ambitious major projects such as the U-Bahn network expansion, HOCHBAHN relies on citizen participation, stakeholder management and project communication. The main objectives here are to transparently inform stakeholders about the planning status from an early stage and incorporate ideas and suggestions into the planning process as far as possible. HOCHBAHN also seeks to build trust and acceptance among all the parties involved in the project and identify potential conflicts at an early stage in order to find common solutions. This is made possible by maintaining an ongoing dialogue with local people on equal terms. Citizen participation acts as an interface between HOCHBAHN and the public.

HOCHBAHN's Citizen Participation and Information team also works very closely with all stakeholders, from dialogue in the pre-political and political arena, to the implementation of board discussions, cooperation with associations, organisations, business people and initiatives, all the way to support of interest groups.

When the construction phase begins, another major focus is on communicating construction progress. HOCHBAHN provides project updates and information about possible impacts to the public. Project representatives are on hand to act as direct points of contact. They ensure dialogue with the affected members of the public and look for solutions for their concerns. HOCHBAHN also uses a wide variety of different media to maximise transparency, including the Baustellen-Kompass (a map showing the location of construction sites), a U5 newsletter and the website schneller-durch-hamburg.de, which provides opportunities for participation and discussion around the expansion of the U-Bahn network.

Over time, the range of tasks falling within the remit of the Citizen Participation and Information staff unit has grown. The staff unit now also undertakes stakeholder management in projects such as construction of the new bus depot in Meiendorf and upgrading of existing routes.

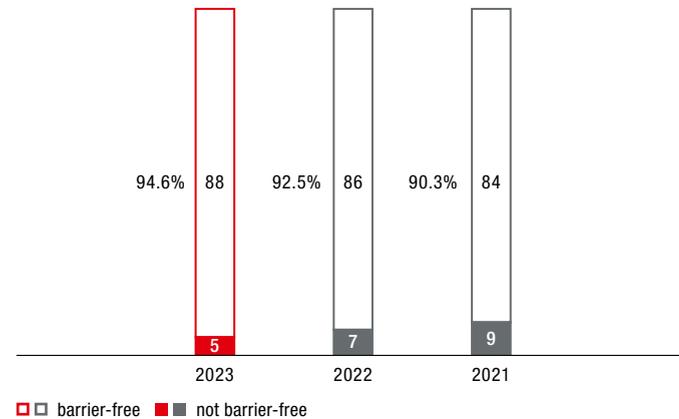
Accessibility of mobility services

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- and hearing-impaired persons, or individuals with cognitive impediments.

Along with construction measures, topics such as passenger information and digital assistance systems are becoming increasingly important. Specific measures HOCHBAHN is implementing include taking into account requirements for the visually impaired when designing the interior of new electric buses (especially colour contrasts) and the new U-Bahn rolling stock generation (DT6) 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 U-Bahn stations



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.

¹ www.kompetent-barrierefrei.de/

In 2023, the Alsterdorf and Hudtwalckerstraße stations were expanded and refurbishment work at the Meißberg U-Bahn station commenced. The start of renovation work at the Saarlandstraße U-Bahn station is planned for spring 2024. 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 early 2030s.

The Sierichstraße station is to 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).

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, one other attractive app, hvv switch, is available to customers, which serves to expand and/or simplify the use of local public transport systems and is 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 means of transport. 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, Voi and SHARE NOW. In mid-2023, important hvv information functions were added to the hvv switch app and gradually expanded throughout the year. The hvv Any functionality was reintegrated into the hvv switch app in October and the app of the same name was taken off the market. Furthermore, the Deutschlandticket introduced in May 2023 was sold exclusively in the hvv switch app. In 2024, initial measures will be identified and implemented that will markedly improve the quality of information provided in hvv's buses and trains and further partners will be added, also with a view to expanding Bike+Ride services.



hvv switch app

Current as of 31.12.2023

Over 1.2 million

app installations

Around 140,000

active Deutschlandticket customers

Over 850,000

registrations

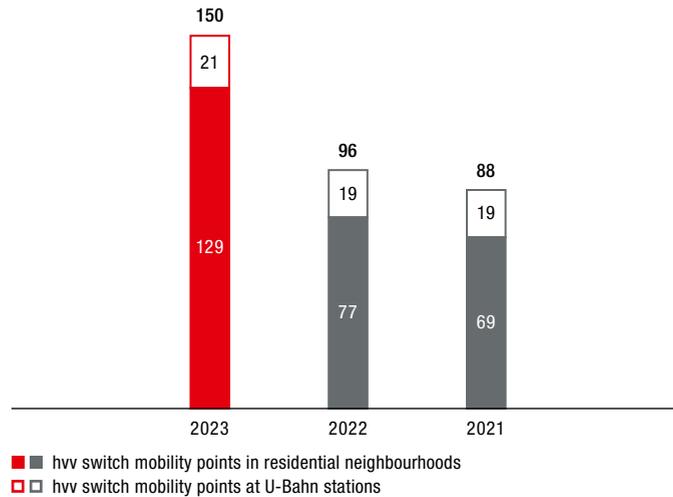


Further information on the hvv switch app, the hvv switch points and the underlying MOSAIC platform can be found in the Annual and Sustainability Report p. 64 ff.

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.

At the end of the reporting period, there were a total of 150 hvv switch points with 805 parking spaces. At the moment, all users of the car-sharing providers SIXT share, MILES, SHARE NOW and cambio can use the hvv switch points by allowing vehicles from these providers to 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 of these parking space sensors at existing hvv switch points and their digital integration into the app is 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 excellent 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). The hvv switch points in Habichtstraße, Schlump and Mozartstraße were fitted out with the new technology in 2022, with Lange Reihe, Grindelhof and Neuer Steinweg following in 2023. As at the beginning of December 2023, 165 charging stations/wallboxes with 230 charging points at hvv switch points were in operation. More charging stations will be built at hvv switch points in 2024 and others are expected to be added subject to the required funding being available.

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.

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 so they can be considered accordingly in operations. The quality report contains a systematic evaluation of KPIs for all relevant characteristics that are indicative of quality.

Trip availability and punctuality of HOCHBAHN U-Bahn and bus services

	2023	2022	2021
Trip availability, U-Bahn (%) ¹	99.5	99.7	99.8
Punctuality, U-Bahn (%) ²	94.9	96.7	98.7
Trip availability, bus (%) ¹	99.2	99.6	99.7
Punctuality, bus (%) ³	93.1	94.8	95.8

¹ Trip availability corresponds to the ratio of actual departures to planned departures.

² A trip is considered late if it is more than 2 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 slightly in 2023 on account of illness-related absences and other factors. The punctuality of U-Bahns and buses decreased in the reporting period, 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.

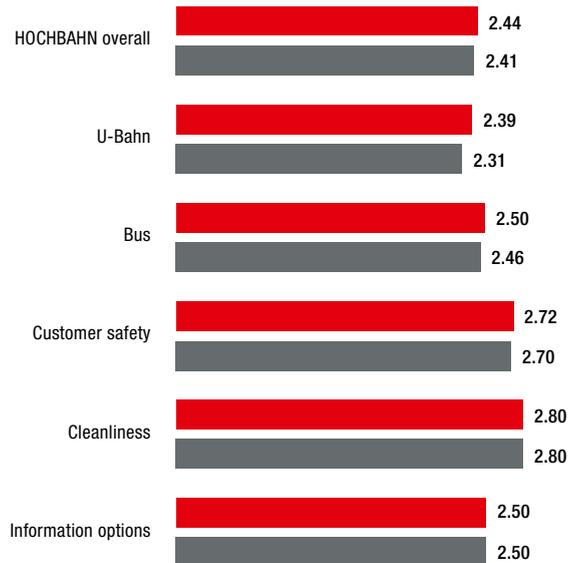
Customer satisfaction

Since 2002, HOCHBAHN has conducted annual surveys to determine the level of satisfaction of its customers. The survey in 2023 took place from 4 September to 5 October. 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 third time in line with the surveys conducted for the public transport user barometer in Germany.

The 2023 global satisfaction reference value at HOCHBAHN was a very strong 2.44 points (2023 hvv figure: 2.58 points; Germany figure: 2.79 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 satisfaction



Based on a scale from 1 = completely satisfied to 5 = dissatisfied
 ■ 2023 ■ 2022

Customer engagement

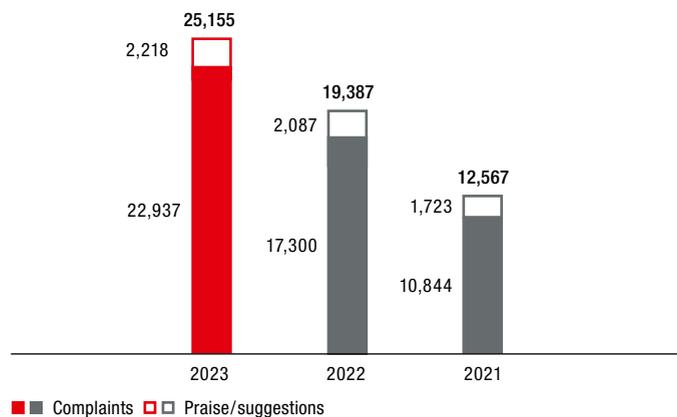
HOCHBAHN’s customers have many points of contact with the company, including the following:

- Staff in the vehicles (bus and U-Bahn drivers, HOCHBAHN-Wache employees)
- HOCHBAHN’s own service points (with around 610,000 customers in 2023)
- The HVV hotline number 19449 (around 415,000 calls in 2022 and around 485,000 calls in 2023) (increase due to the need to answer calls relating to the Deutschlandticket)
- Support of regular customers
- The social media channels Facebook, X (formerly Twitter), YouTube, Instagram and 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 to HOCHBAHN by hvv’s Customer Engagement department and other transport companies 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 success of the Deutschlandticket and the end of the Covid protection measures led to a welcome rise in passenger numbers and, as a result, a noticeable increase in customer enquiries.

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 1.5 days in 2023 despite the sharp rise in passenger numbers accompanied by a significant increase in the number of complaints (2022: 1 day).

Service points

The six hvv service points operated by HOCHBAHN are the first stop for customers when it comes to issues relating to the Deutschlandticket, 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 Wandsbek Markt service point is currently being transformed based on the "service point of the future" model and is due to reopen at the end of April 2024. To be able to offer customer service in keeping with the times, all service points will be successively renovated in accordance with this model, which features an inviting open plan design with advisory and waiting areas as well as modern technical facilities with self-service options. A total of 19 partners operate further service points 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, Jungfernstieg, Barmbek and Johanniswall stations. A major software update was rolled out in 2023, providing 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). 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. This was done in 2023 by launching the Deutschlandticket.

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.

Hamburger Hochbahn-Wache GmbH (HHW) is responsible for providing inspection and security services across HOCHBAHN. HHW support points, where passengers can get help and information, have been set up at three central locations: Central Station North (U2), Central Station South (U1 direction ZOB) and on the Jungfernstieg promenade. Staff patrol the HOCHBAHN network¹ 24/7 and also monitor passenger safety from the HHW control room, which is located in the HOCHBAHN operations centre together with the bus and U-Bahn control rooms. This is where the information for all bus and U-Bahn lines comes together. The staff working in the operations centre coordinate the on-site security personnel and support them in their work. All information received is evaluated here and appropriate measures are initiated.

The partnership between the police, local authorities and transport companies plays a decisive role in ensuring the safety of customers as part of an integrated security concept: in day-to-day services, in joint working groups and in task forces for major events. One example of such a partnership is the “Safety Agreement for Hamburg Local Public Transport” signed in July 2011.²

In the 2023 reporting year, HHW pursued the following projects and focal points in the field of customer safety:

The current security situation at Hamburg Central Station and in neighbouring city centre stations has caused tensions to rise since the beginning of the year due to the large number of people in precarious living conditions and the high consumption of alcohol and all kinds of narcotics there. This led to the development of numerous measures with the authorities involved, companies concerned (DB AG, S-Bahn Hamburg GmbH, HOCHBAHN and HHW) and social organisations.

In the overall context of the concept for Hamburg Central Station, HHW is a member of the “Quattro patrol” formed of members from the state and federal police forces, S-Bahn security personnel and HHW itself. The aim is to bring together all security players in a high-profile manner to ensure that immediate action can be taken in the different areas of responsibility at Hamburg Central Station.

The increased security measures being taken at the stations close to the city centre lead to a higher number of arrests and people being asked to leave the premises as compared with 2022.

Weapons were banned from Hamburg Central Station at the beginning of October 2023, and the state and federal police are responsible for enforcing the ban. There is a general weapons ban in HOCHBAHN facilities and on buses and trains, regulated by the conditions of carriage.

The winter emergency plan for the homeless was initiated in November 2023 as a supporting social measure. Under this plan, people in precarious living conditions are brought to the designated winter accommodation in the evening. In the morning they are not brought back to Central Station, but to Friesenstraße, a second point of contact alongside the Drob Inn in August-Bebel-Park. This aims to avoid a concentration of people in a single area.

A ban on drinking alcohol in the area around Hamburg Central Station (Heidi-Kabel-Platz) will be implemented in spring 2024.

¹ See also: <https://hochbahnwache.de/unser-netzwerk/>

² Signatories were the Department of the Interior and Sport (BIS), the Ministry for Economics, Transport and Innovation (BWVI), Hamburger Verkehrsverbund (hvv), S-Bahn Hamburg GmbH, Hamburger Hochbahn AG and the federal police force.

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 2023, the transport sector emitted around 146 million tonnes of greenhouse gases, corresponding to roughly 22 percent of overall emissions and exceeding the annual emission budget permitted for 2023 by the Federal Climate Change Act by some 18 million tonnes.¹ According to Hamburg's carbon footprint, the transport sector produced around 3.4 million tonnes of carbon emissions and was responsible for around 25 percent of these emissions in 2021.²

The City of Hamburg's Climate Plan and the Hamburg Climate Protection Act set the framework for HOCHBAHN's climate protection targets.



For more information, see the section entitled "Hamburg's mobility transformation: Hamburg-Takt", p. 11.

Minimising the emissions of its business activities has been one of HOCHBAHN's most important 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 a large extent. From 2030 onwards, responsibility for unavoidable residual carbon emissions will be assumed by supporting recognised climate protection and neutralisation projects.

One of the key measures to reduce energy-related emissions is switching the fleet of buses over to locally emission-free buses. HOCHBAHN also purchases 100 percent 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.

Carbon footprint

HOCHBAHN has been calculating its carbon footprint for Scope 1 and Scope 2 emissions for HOCHBAHN and FFG since 2019. This report is also the first report to present figures for carbon emissions at Group level. Scope 1 comprises emissions from sources that a company controls and for which it is directly responsible. Examples include primary energy sources consumed directly in the company, such as diesel, gas, heating oil or petrol, and greenhouse gas emissions arising from fugitive gas losses. Scope 2 encompasses indirect greenhouse gas emissions, which result from the generation of energy that is produced by a company. At HOCHBAHN, this includes secondary energy sources consumed such as electricity and district heating.

The carbon footprint also includes two classes of activity data: energy consumption data and fugitive gas loss data.

Emissions from upstream and downstream activities in the value chain have been calculated partially to date; figures are given in "Other indirect (Scope 3) GHG emissions" on p. 34.

¹ Climate emissions fall by 10.1 percent in 2023: <https://www.umweltbundesamt.de/en/press/pressinformation/climate-emissions-fall-101-per-cent-in-2023-biggest>

² Carbon footprint for Hamburg: www.hamburg.de/co2-bilanz-hh/

Carbon footprint

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

CO ₂ emissions ¹ in tonnes	HOCHBAHN			FFG ²			Other subsidiaries ³			Group			Changes in Group result compared to 2022	
	2023 ⁴	2022 ⁵	2021 ⁵	2023 ⁴	2022 ⁵	2021	2023 ⁴	2022 ⁵	2021	2023 ⁴	2022 ⁵	2021 ⁵	absolute	%
Scope 1	66,570	69,778	74,278	1,172	1,196	1,334	791	786	805	68,532	71,760	76,417	-3,228	-4
of which diesel (bus fleet)	60,532	63,166	66,405	-	-	-	-	-	-	60,532	63,166	66,405	-2,634	-4
of which refrigerants (bus fleet)	2,421	2,639	2,277	-	-	-	-	-	-	2,421	2,639	2,277	-218	-8
of which heating oil (bus fleet)	2,010	1,943	2,316	-	-	-	-	-	-	2,010	1,943	2,316	+67	+3
of which natural gas (heating of buildings)	752	1,030	1,096	1,129	1,146	1,275	46	31	-	1,927	2,207	2,371	-280	-13
of which diesel (company and service vehicles)	318	326	363	36	37	46	434	435	513	788	798	923	-10	-1
of which petrol (company and service vehicles)	104	129	139	7	12	13	311	320	292	421	462	443	-40	-9
of which insulating gases (U-Bahn fleet + switchgear)	187	4	1,210	-	-	-	-	-	-	187	4	1,210	+183	+5,225
of which refrigerants (U-Bahn fleet)	104	146	6	-	-	-	-	-	-	104	146	6	-41	-28
of which natural gas (process heat)	61	45	154	-	-	-	-	-	-	61	45	154	+16	+36
of which heating oil (heating of buildings)	47	80	52	-	-	-	-	-	-	47	80	52	-33	-42
of which refrigerants (buildings)	30	268	255	-	-	-	-	-	-	30	268	255	-239	-89
of which heating oil (emergency power systems)	3	2	2	-	-	-	-	-	-	3	2	2	+1	+68
of which diesel (shunters)	2	2	4	-	-	-	-	-	-	2	2	4	-1	-26
Scope 2	2,552	2,353	2,988	312	330	383	254	252	232	3,118	2,936	3,603	+182	+6
of which district heating	2,552	2,341	2,983	312	330	383	237	238	225	3,101	2,909	3,591	+192	+7
of which electricity ⁶ (market-based)	0	0	0	0	0	0	17	14	7	17	14	7	+3	+21
of which hydrogen	0	13	5	-	-	-	-	-	-	0	13	5	-13	-100
Scope 1 + 2	69,121	72,131	77,267	1,484	1,527	1,716	1,044	1,038	1,037	71,650	74,696	80,020	-3,046	-4

¹ Emission factors of the Department of the Environment, Climate, Energy and Agriculture (current as of March 2023)

Exceptions:

- Refrigerants and insulating gases: Emission factors of the Intergovernmental Panel on Climate Change (6th Assessment Report)

- Hydrogen: 13.62 kg of CO₂e per kg hydrogen based on current sourcing (by-product of chlor-alkali electrolysis)

² The figures for natural gas consumption (building heating) and electricity consumption at the company's sites are mainly based on proportional billing.

³ Includes HHW, HSG, TEREK and U5 GmbH

⁴ Provisional figures for electricity (400 V), district heating and natural gas (heating of buildings)

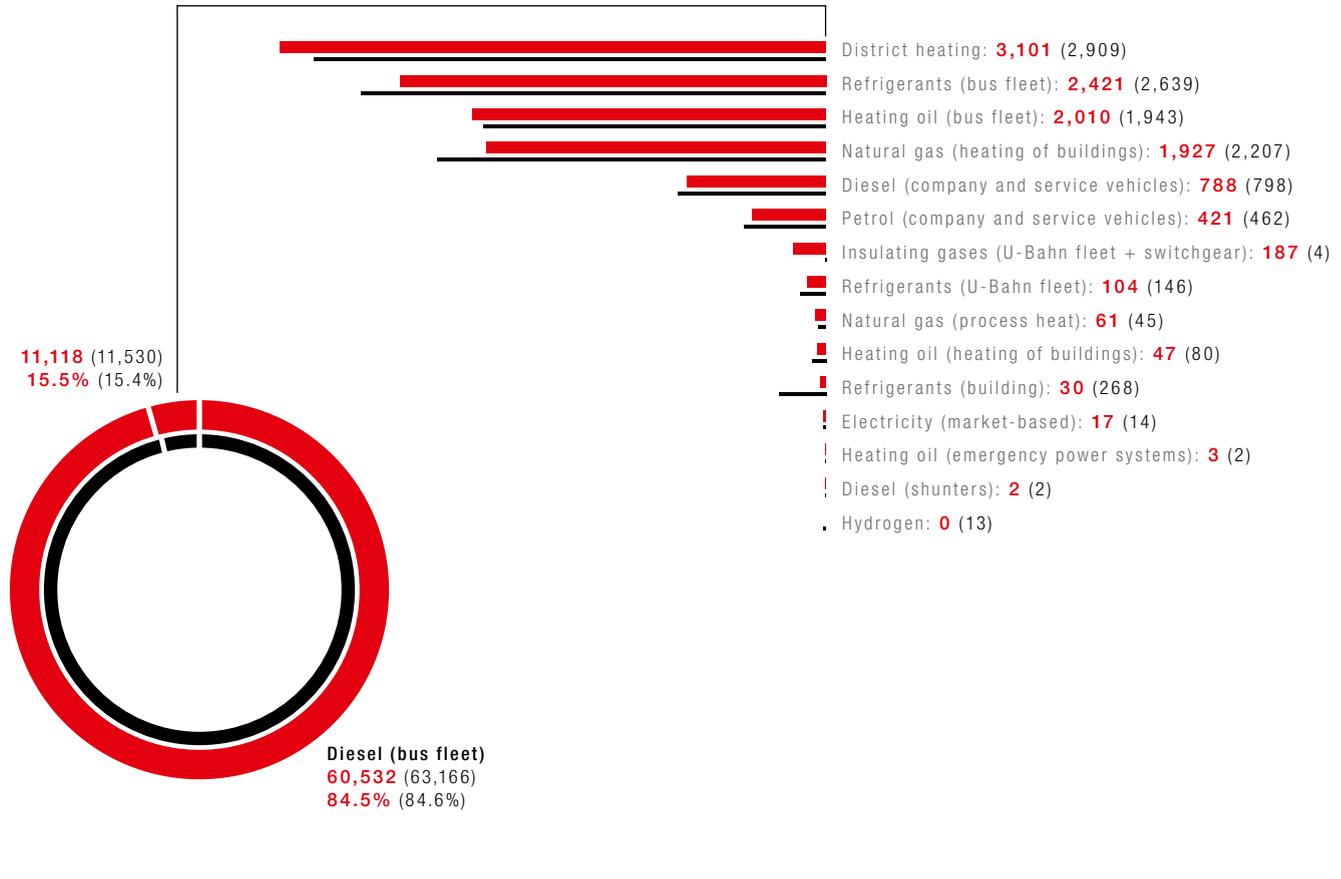
⁵ Updated figures

⁶ Due to purchasing green electricity (HHW and main TEREK contract) or high-quality green electricity from non-subsidised renewable energy plants with a maximum plant age of 6 years (HOCHBAHN and FFG), a value of 0 g CO₂ per kWh is calculated (market-based approach).

Using regional emission factors (location-based approach), Scope 2 emissions from electricity sourcing were 64,963 tonnes of CO₂ in the 2023 Group result (2022: 63,951; 2021: 62,931).

Group carbon footprint in tonnes of CO₂

2023: 71,650 (2022: 74,696)



In 2023, carbon emissions for the HOCHBAHN Group fell by 4 percent (3,046 tonnes of CO₂). The majority of emissions, some 84.5 percent, was accounted for by bus fleet diesel consumption, followed by district heating, the refrigerants used in buses and natural gas.

The diesel consumption of the bus fleet, which decreased by around 11 gigawatt-hours, cut CO₂ by 2,634 tonnes to achieve a 4 percent decline in emissions from this source. For bus services using company-owned vehicles, the volume remained virtually unchanged in the reporting year. Another key feature of the reporting year was a reduction in emissions as a result of cutting losses due to building air conditioning. Final figures should be awaited to assess the countervailing trends of the district heating and natural gas heat energy sources.

With the introduction of the DT4 model in 1988, HOCHBAHN U-Bahn rolling stock gained the ability to convert kinetic energy from braking into electrical energy, with their propulsion motor acting as generator. This is a significant factor for their energy-efficient day-to-day operation. In the first DT4 models, the unusable portion of waste heat was dissipated by a form of evaporative cooling. The refill quantities recorded as part of maintenance work were therefore included in our carbon footprint as "Insulating gases (U-Bahn fleet)". Since the use of insulating gases in the DT4 fleet remains essential, alternative products capable of cutting GHG emissions by over 94 percent are now being trialled. In comparison to 2023 and 2021, the refill quantities required during maintenance work fell by 140 kilograms or 71 percent to 40 kilograms.

Year on year, emissions from the refrigerants used for bus air conditioning fell by 218 tonnes of CO₂ equivalents (CO₂e) or 8 percent. The share of emissions produced by U-Bahn air conditioning decreased by 28 percent, while losses resulting from building air conditioning fell sharply by 89 percent.

Specific carbon emissions from vehicle energy consumption¹

GRI 305-4

	2023 ²	2022 ³	2021 ³	Change vs. 2022	
				absolute	%
U-Bahn					
Specific CO ₂ emissions (market-based, in g/kilometre per space) ⁴	0.00	0.00	0.00	0.00	0.0
Specific CO ₂ emissions (location-based, in g/kilometre per space) ⁵	4.94	4.87	4.90	+0.07	+1.5
Specific CO ₂ emissions (market-based, in g/passenger kilometre) ⁴	0.00	0.00	0.00	0.00	0.0
Specific CO ₂ emissions (location-based, in g/passenger kilometre) ⁵	34.11	36.82	50.83	-3.33	-7.4
Bus⁶					
Specific CO ₂ emissions (market-based, in g/kilometre per space) ⁴	14.19	14.77	15.81	-0.57	-3.9
Specific CO ₂ emissions (location-based, in g/kilometre per space) ⁵	15.56	15.76	16.29	-0.21	-1.3
Specific CO ₂ emissions (market-based, in g/passenger kilometre) ⁴	86.70	104.37	145.09	-17.66	-16.9
Specific CO ₂ emissions (location-based, in g/passenger kilometre) ⁵	95.02	111.39	149.41	-16.37	-14.7

¹ Related to HOCHBAHN's own vehicle operations without considering the upstream chain

² Provisional figures

³ Updated figures

⁴ Emission factors for calculating the reduction of carbon emissions as part of the Hamburg Climate Plan. Made available by the Department of the Environment, Climate, Energy and Agriculture. As of: March 2023. 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 generated by non-subsidised renewable energy plants with a maximum plant age of six years (market-based approach).

⁵ Using regional emission factors (location-based approach)

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 the continued rise in passenger numbers. In terms of kilometres per space, specific carbon emissions from the bus fleet declined by 3.9 percent, which can be attributed to progress in bus fleet electrification. HOCHBAHN intends to increase its overall fleet of electric buses to more than 280 vehicles by the end of 2024 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. 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. HOCHBAHN aims to operate its entire fleet on a zero-emission basis by the early 2030s.

As early as 2018 and 2019, HOCHBAHN procured and put into operation 30 battery-powered buses (20 Evobus and 10 Solaris). In 2020, HOCHBAHN completed a tender for a contract to supply up to 530 zero-emission solo and articulated electric buses between 2021 and 2025. Depending on the manufacturer, the guaranteed range without charging the vehicles will be between 150 and 230 kilometres for articulated buses and up to 270 kilometres for solo buses. Alongside vehicles fitted with conventional lithium-ion batteries, vehicles with solid-state batteries will also be used. Bids have been submitted and negotiations started for vehicle tenders covering up to 800 vehicles of 12 and 18 metres in length for orders between 2024 and 2029.

In 2023, 80 electric buses were brought into service, with the number of zero-emission buses therefore rising to 221 at the end of 2023. All of the 77 vehicles planned for 2024 have already been ordered: 53 solo buses, including five fuel cell hybrid buses, and 24 articulated buses. As a result of long lead times, it is likely that some of the buses planned for delivery in 2024 will in fact not have been delivered by the end of 2024. HOCHBAHN nonetheless expects to see its zero-emission bus fleet expand to an inventory of roughly 300 electric buses by the end of 2024.

Related to the vehicle drive without considering the upstream chain and taking into account the use of green electricity, HOCHBAHN saved a total of 9,100 tonnes of CO₂ by using zero-emission buses in 2023. Using regional emission factors (location-based approach), around 3,100 tonnes of CO₂ were saved in 2023 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.



For more information on our electric buses, see the Annual and Sustainability Report, section "Zero-emission buses", p. 51.

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, which are scheduled to be delivered as early as summer 2024.

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. A total of 220 charging points were put into operation in the years after that. The first charging systems were brought into service at the Hummelsbüttel bus depot in 2020 and have been continuously expanded in subsequent years. A further 70 charging points were added in 2023, for an overall total of 109 charging points. Another 55 charging points will be added over the next two years. Work has also commenced on expanding parking space for buses. During the reporting year, 47 charging points were installed and brought into service at the Langenfelde depot. In 2024, work started on the additional implementation of a modular, interim system solution for a further construction area. The additional 32 charging points will be available from mid-2024, compensating for the construction time of a new building.

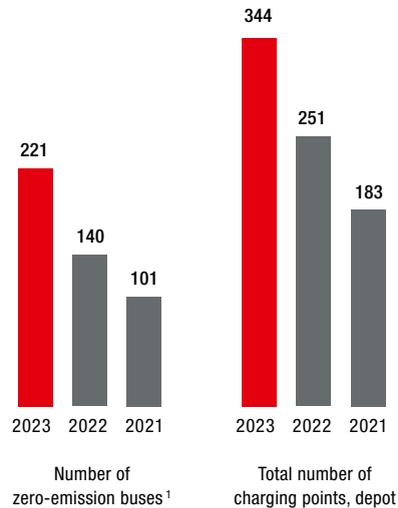
In 2020, HOCHBAHN also started planning a new bus depot in Meien-dorf that is to be operated as a battery bus-only depot, and which will offer space for 128 zero-emission solo and articulated buses. Earth-works at this site began in 2023 and shell construction is soon to be commissioned.



For more information on the construction of the new Meien-dorf bus depot and the ZUSAMMENHUB, see the Annual and Sustainability Report, p. 60 and p. 62.

HOCHBAHN is also planning a new transport hub in Veddel: from 2029, the ZUSAMMENHUB will house a completely new electric bus depot for HOCHBAHN in two interconnecting building sections, which will include a workshop, an hvv switch point, a supermarket, a drug-store and other commercial business premises. This multi-storey bus depot will offer four floors of space for 176 electric buses plus a work-shop. With its bus services, local S-Bahn, car sharing, on-demand providers and StadtRAD as well as major Bike+Ride and Park+Ride facilities, the new ZUSAMMENHUB will offer people the full spectrum of transport solutions as an alternative to private car use.

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) has been converted into an e-DMS since 2018. 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.

Together with Stromnetz Hamburg GmbH, Helmut Schmidt University and the Hamburg University of Technology, HOCHBAHN has also been part of a research project entitled “Optimised Load Management and

Flexibility Coordination for Electrified Urban Public Transport” since 2022. The aim of this project 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 on the other. 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. Also in 2023, the quality of load profile forecasting was improved, test environments with universities were planned and expanded, and progress was made in implementing battery storage at the Alsterdorf bus depot. The battery storage facility will go live this year and supply important operational data.

Company and service vehicles

HOCHBAHN’s revised company car policy has stipulated zero-emission requirements for all company or service vehicles used since the start of 2021. When replacing or purchasing new passenger cars or light commercial vehicles (< 3.2 tonnes), 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 must be justified and approved by the Management Board. Heavy goods vehicles (> 3.2 tonnes) are currently permitted as diesel variants due to the range limitations of alternatives. A total of 35 percent of HOCHBAHN company and service vehicles (28 percent at Group level) are already purely electric.

To ensure the smooth operation of these vehicles, car charging points have been installed and put into service at various HOCHBAHN properties.

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 and identified material emission categories.

The results of this analysis show that the primary sources for the reported total emissions of some 203,000 tonnes of CO₂e are to be found in the upstream value chain, with most of this attributable to purchased goods and services and construction projects.¹ 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 and is implementing this strategy consistently in terms of planning and construction. The first pillar focuses on planning service optimisation, while the second one targets the specific minimisation of CO₂ equivalents (CO₂e) for U5 construction. Thanks to optimised planning that accounts for CO₂e aspects as well as technological advances expected in the cement and steel industry, the CO₂e emissions created by U5 construction activities can be reduced by around 70 percent, from 2.7 million tonnes of CO₂e to 850,000 tonnes of CO₂e². In the 2023 financial year, around 4,500 tonnes of CO₂e were emitted in the course of construction work as a result of building processes and materials, including the supply of energy.

In 2023, fuel- and energy-related activities not included in Scopes 1 and 2 (Scope 3, Category 3.3) amounted to around 18,070 tonnes of CO₂ (figure for Group) and around 17,350 tonnes of CO₂ (figure for HOCHBAHN). Since 2020, HOCHBAHN has also reported its Group-wide emissions from business travel which amounted to 105 tonnes of CO₂, and has compensated these emissions according to the compensation guidelines from the City of Hamburg.

From the 2024 financial year, HOCHBAHN will systematically record and report emissions from fuel- and energy-related activities (Scope 3.3) as well as emissions from waste (Scope 3.5), business travel (Scope 3.6) and employee commuting (Scope 3.7). Additional key emission categories will be reported from the 2025 financial year onwards and the data basis will be continuously improved.

HSG portfolio

While HSG only has limited control over the GHG emissions from its property portfolio, the company continues to invest in achieving energy improvements to its buildings and is therefore able to contribute to reductions in carbon emissions (see energy savings made by HSG on p. 44). Emissions for HSG's rental properties amounted to 3,618 tonnes of CO₂ in the reporting year. Year on year, the emissions figure fell slightly, by 4 percent (2022: 3,759 tonnes of CO₂). Emissions from fuel- and energy-related activities (Scope 3.3) totalled 927 tonnes (2022: 954 tonnes of CO₂) in the same period.

Preventing air pollution

HOCHBAHN is doing its part to safeguard air quality by reducing its buses' emissions of nitrogen oxides, diesel soot particles and sulphur dioxide. The bus fleet has been modernised continually in the past few years in order to improve its emissions performance. HOCHBAHN succeeded in lowering the average emissions of its bus fleet considerably by adopting a timely and targeted procurement policy and equipping the bus fleet with diesel particulate and nitrogen oxide filters. In 2023, 81 battery-powered vehicles entered service, while the fleet of Euro V/EEV buses in use was cut by 56 vehicles.

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 www.hochbahn.de/en/projects/underground-expansion/the-u5-for-hamburg

HOCHBAHN bus fleet¹

GRI 305-7

	2023 ²	2022 ³	2021 ³	Change vs. 2022	
				absolute	%
Number of HOCHBAHN vehicles	1,084	1,074	1,100	+10	+0.9
Share of zero-emission buses (%)	20.4	13.0	9.2	+7.4	–
Share of vehicles meeting EURO VI standard (%)	58.1	60.1	58.7	–1.9	–
Share of vehicles meeting EURO V/EEV standard (%)	21.5	26.9	32.1	–5.4	–
Spec. nitrogen oxide (NO _x) emissions (g/passenger km) ⁴	0.21	0.24	0.32	–0.03	–12.0
Spec. particulate emissions (g/person-km) ⁴	0.0014	0.0014	0.0018	–0.00005	–3.7
Spec. sulphur dioxide (SO ₂) emissions (g/passenger km) ⁴	0.00040	0.00041	0.00051	–0.00002	–4.2
Absolute nitrogen oxide (NO _x) emissions (t) ⁵	149.3	146.8	149.3	2.6	1.7
Absolute particle emissions (t) ⁵	0.99	0.89	0.86	0.10	11.3
Absolute sulphur dioxide (SO ₂) emissions (t) ⁵	0.29	0.26	0.24	0.03	10.7

¹ Vehicles used in ongoing operations² Provisional figures³ Updated figures⁴ Related to the vehicle drive without considering the upstream chain: Emission factors according to the German Federal Environment Agency (2024), TREMOD transport emission model 6.51, traffic relation: within city boundaries⁵ Product of specific emissions and transport performance of own vehicles on a pro rata basis by vehicle emissions standard

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 kilometrage¹ was calculated by the vehicle emissions standard for the transport performance² of the various parts of the fleet. Thanks to the continued modernisation of the bus fleet, the figure for specific nitrogen oxide emissions (measured in grams per passenger kilometres) was 12 percent lower year on year. During the same period, specific particulate emissions decreased by 3.7 percent, while specific sulphur dioxide emissions declined by 4.2 percent.

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”.³

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 2017.⁴ 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 (for example bridge, arch radius, tunnel, type of superstructure, radii of bends). At the beginning of 2022, the HOCHBAHN provided BUKEA⁵ with corresponding data on U-Bahn traffic for the new noise mapping planned for 2022.

¹ The kilometrage describes the total number of kilometres that a vehicle has travelled within one year.² The transport performance measures the actual conveyance volume and distance using means of transport/transportation. For the HOCHBAHN's passenger services, transport performance is measured in passenger kilometres.³ Directive 2002/49/EC relating to the assessment and management of environmental noise⁴ www.hamburg.de/laermaktionsplan/15609114/laermaktionsplan-2018/⁵ BUKEA: Department of the Environment, Climate, Energy and Agriculture of the City of Hamburg

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 range of noise reduction measures. An interdepartmental working group has drawn up a comprehensive assessment of the noise protection measures available to HOCHBAHN. Noise protection measures for construction projects are implemented by the 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 Plan¹ (Third Stage) of the City of Hamburg adopted in November 2021.

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

Climate change adaptation

GRI 3-3: Climate change adaptation

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 and implement Hamburg's climate change adaptation strategy. In 2023, HOCHBAHN was also actively involved in the refinement of Hamburg's adaptation strategy in the field of transport infrastructure and mobility.

¹ www.hamburg.de/laermaktionsplan/15609114/laermaktionsplan-2018/

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

³ See also <https://www.hamburg.de/klimaanpassungsstrategie/>

Since 2022, HOCHBAHN has been cooperating with the Climate Service Center Germany (GERICS) with the aim of identifying potential climate impacts and deriving the necessary action plans. 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.¹ 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 map² 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.

To evaluate the financial consequences, risks and opportunities from climate change, HOCHBAHN has integrated physical and transition 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, and on chronic climate changes triggered by changing precipitation patterns, flooding, heat stress and storm events.

Renewable energies and energy efficiency

GRI 3-3: Renewable energies and energy efficiency

Energy management

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. HOCHBAHN's primary energy policy goal is to reduce specific energy consumption.

Total energy consumption from all energy sources for the Group was around 447 gigawatt hours (GWh). At 246 GWh, diesel consumption by the bus fleet accounted for the majority of this energy consumption, reaching 55 percent in the reporting year, which is largely unchanged from the previous year. At 112 GWh, electricity consumption from U-Bahn operations accounted for 25 percent of total energy consumption in 2023, a marginal reduction of 0.3 percent compared to 2022.

HOCHBAHN's overall service remained virtually unchanged compared to the previous year, exhibiting a slight uptick by 46 million kilometres per space or 0.3 percent. The 1.9 percent reduction in total energy consumption compared with the previous year is largely accounted for by savings made in bus diesel, gas and electricity (premises, operational/service vehicles). Absolute kilometrage for the company-owned diesel bus fleet declined by 3.1 million vehicle kilometres (6 percent), while the same figure for the electric bus fleet increased by around 2.1 million vehicle kilometres (35 percent). Absolute consumption of charge current rose accordingly by around 4.2 GWh (37 percent). Total energy demand in the Group rose by 2.6 GWh (1.6 percent). For U-Bahn services, overall service volume fell by 46 million kilometres per space (0.3 percent). Electricity demand for U-Bahn operations decreased slightly by 0.4 GWh (0.3 percent). At the same time, electricity consumption for premises and other operations dropped by a total of 1.2 GWh (3 percent).

¹ See also: www.gerics.de/imperia/md/content/csc/projekte/klimasignalkarten/gerics_klimaausblick_hamburg_version1.2_deutsch.pdf

² See also www.hamburg.de/starkregenhinweiskarte/

Energy consumption

GRI 302-1

Energy consumption in MWh	HOCHBAHN			FFG ¹			Other subsidiaries ²			Group			Changes in Group result compared to 2022	
	2023 ³	2022 ⁴	2021	2023 ³	2022 ⁴	2021	2023 ³	2022 ⁴	2021	2023 ³	2022 ⁴	2021	absolute	%
of which diesel (bus fleet)	246,064	256,772	269,939	0	0	0	0	0	0	246,064	256,772	269,939	-10,708	-4
of which electricity (U-Bahn operation)	112,374	112,742	114,823	0	0	0	0	0	0	112,374	112,742	114,823	-368	-0.3
of which electricity (locations, company and service vehicles)	35,816	36,963	38,294	3,443	3,499	3,503	330	315	299	39,590	40,777	42,096	-1,188	-3
of which charge current (bus fleet)	15,467	11,304	5,276	0	0	0	0	0	0	15,467	11,304	5,276	+4,164	+37
of which district heating (heating of buildings)	8,505	7,802	9,944	1,041	1,101	1,275	789	793	749	10,336	9,697	11,968	+639	+7
of which natural gas (heating of buildings)	3,743	5,123	5,451	5,616	5,703	6,343	229	153	0	9,588	10,979	11,794	-1,391	-13
of which heating oil (bus fleet)	8,171	7,900	9,415	0	0	0	0	0	0	8,171	7,900	9,415	+272	+3
of which diesel (company and service vehicles)	1,293	1,324	1,477	146	152	188	1,763	1,767	2,086	3,202	3,244	3,751	-42	-1
of which petrol (company and service vehicles)	428	530	571	28	51	53	1,279	1,318	1,201	1,734	1,899	1,825	-165	-9
of which natural gas (process heat)	303	223	816	0	0	0	0	0	0	303	223	816	+80	+36
of which heating oil (heating of buildings)	174	298	195	0	0	0	0	0	0	174	298	195	-124	-42
of which heating oil (emergency power systems)	11	6	7	0	0	0	0	0	0	11	6	7	+4	+68
of which diesel (shunters)	7	9	16	0	0	0	0	0	0	7	9	16	-2	-26
of which hydrogen	0	31	13	0	0	0	0	0	0	0	31	13	-31	-100
Total	432,354	441,026	456,234	10,275	10,507	11,361	4,391	4,346	4,334	447,020	455,880	471,930	-8,860	-2

¹ The figures for natural gas consumption (building heating) and electricity consumption at the company's sites are mainly based on proportional billing.

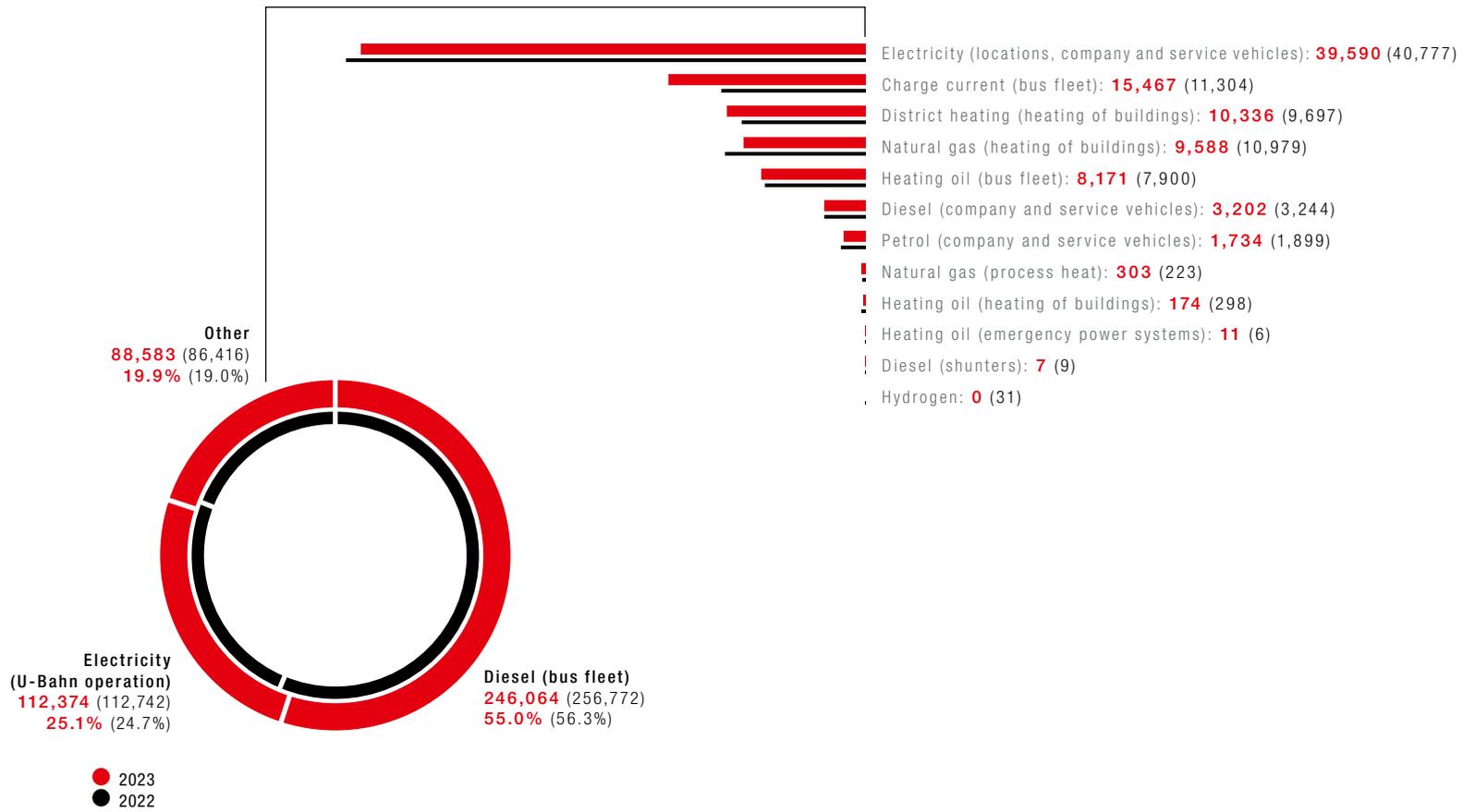
² Includes HHW, HSG, TEREG and U5 GmbH

³ Provisional figures

⁴ Updated figures

Group energy consumption in MWh

2023: 447,020 (2022: 455,880)



Specific energy consumption of vehicles¹

GRI 302-3

	2023 ²	2022 ³	2021 ³	Change vs. 2022	
				absolute	%
U-Bahn					
Specific energy consumption (in kWh/kilometre per space)	0.01274	0.01255	0.01263	+0.00019	+1.5
Specific energy consumption (in kWh/passenger kilometre)	0.09	0.10	0.13	-0.01	-7.4
Bus					
Specific energy consumption (in kWh/kilometre per space)	0.061	0.063	0.065	-0.001	-2.2
Specific energy consumption (in kWh/passenger kilometre)	0.37	0.44	0.60	-0.07	-15.5

¹ Related to HOCHBAHN's own vehicle operations without considering the upstream chain

² Provisional figures

³ Updated figures

In 2023, HOCHBAHN recorded a demand of around 468 million passengers (including those changing from one means of transport to another). This corresponds to an increase of 20.5 percent compared with 2022. Overall, 1.3 percent more passengers used the company's services in 2023 than in the last "normal" year, 2019.

Measured in passenger kilometres, demand rose by 8 percent for U-Bahn services and by 15.6 percent for bus services (excluding external companies). As a result, specific energy consumption fell by a corresponding 7.4 percent (U-Bahn services) and 15.5 percent (bus services).

In the reporting year, bus service volume (measured in kilometres per space) for company-owned vehicles remained virtually unchanged year on year. At the same time, the number of electric buses in regular service increased by 81 vehicles. As a result, the total charge current more than doubled, accounting for 5.9 percent of the bus fleet's total energy consumption. The increasing use of energy-efficient battery-powered buses reduced service-related energy consumption by 1.3 percent.

Energy-saving measures

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.

2023 Energy Audit

In order to identify and quantify further potential energy savings, HOCHBAHN carried out a third DIN EN 16247-1 energy audit in 2023, involving inspections of eleven sites responsible for more than 90 percent of total energy consumption for the audited Hamburger Hochbahn AG. Audit findings revealed that vehicles used for passenger transport accounted for more than 338 GWh (88 percent) of total energy consumption. The audit report details four energy efficiency measures in the context of lighting upgrades, with potential savings amounting to some 0.2 GWh.

HOCHBAHN and FFG will set up a DIN EN ISO 50001 energy management system and thereby lay the foundations for taking a systematic and progressive approach to improving their energy efficiency in the future.

U-Bahn

The U-Bahn division characteristically has the company's highest electricity consumption. Roughly 25 percent of total energy consumption is accounted for by the electricity used for U-Bahn vehicle propulsion.

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. In 2023, 33 vehicles were converted in this way, bringing the number of DT4 vehicles converted to 124 out of a total of 126.¹ Conversions are still pending for 2 of the 126 vehicles, as these are having accident damage repaired at an external company. A conversion to LED will also be completed during these repairs. This will complete conversion work for the DT4 vehicles.

All new DT5 vehicles have had factory-fitted LED lighting since 2017. This saves lighting energy amounting to 5,774 kWh annually per DT5 vehicle compared to the previously delivered vehicles with conventional lighting. In 2023, HOCHBAHN retrofitted 60 of the 69 DT5 vehicles that were delivered with conventional lighting and put one DT5 vehicle into service with LED lighting. All 163 DT5 vehicles now have LED lighting.

Examples of efficiency-enhancing measures for the further use of converted drive energy from U-Bahn vehicles include stationary energy storage 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 the stationary energy

storage system installed in the Ochsenzoll substation, HOCHBAHN was able to save 469,000 kWh in 2023. The facility in Fuhlsbüttel was not operational in the reporting year, due to a serious malfunction that occurred in 2022. Additional repair work is currently being assessed – this work was not identifiable during the damage analysis of the original malfunction.

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 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. This system was commissioned in 2020. The total braking energy recovered since then amounts to 2,593,000 kWh, of which 414,000 kWh in 2023 (2022: 860,000 kWh).

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

¹ In 2017 and 2022, one vehicle was counted twice. This had already been equipped as the first prototype in 2017, but was then retrofitted again in 2022 due to subsequent changes in the conversion.

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 and lifts)
10. Remotely monitored, energy-optimised control of point heating systems

Bus

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

Buildings and infrastructure

Last year, wheel tyre heating at the main U-Bahn workshop in Barmbek was switched over from gas-powered operations to an innovative and electrically powered induction system. As with passenger cars, U-Bahn vehicles have tyres with rims and these are attached using a special fixing jig. To ensure the secure attachment of the rims – which are called “wheel centres” in railway jargon – to the wheel tyres, a special method is used that creates a “friction fit”. When the wheel tyre is heated, it expands evenly, enlarging its inner diameter so that the cold wheel centre can now fit inside it. As it cools, the wheel tyre shrinks back down to its original dimensions. This kind of friction fit guarantees a very secure seating for the tyre, which is also secured with a retaining ring to prevent it from twisting. Every 12 to 13 years, the wheel tyres on a U-Bahn vehicle become so worn down that they must be replaced. The old, unusable wheel tyres are sawn off the wheel centres and new tyres must then be “shrunk” onto them as before. Until the changeover, the wheel tyres were heated to the required temperature using a ring-shaped heater powered by gas jets.

Energy-efficient interior lighting

The lighting refurbishments carried out in buildings since 2010 have enabled HOCHBAHN to tap into a savings potential of approximately 3,144,547 kWh of electricity.

Conversion of the lighting in HOCHBAHN’s buildings to more energy-efficient options 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 216 measures taken at 90 properties since 2010. In 2023, 34 further measures were carried out. 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 604,839 kWh per year.

Energy savings at HOCHBAHN

GRI 302-4

Energy savings achieved through newly implemented measures in kWh	2023 ¹	2022 ²	2021	Change vs. 2022	
				absolute	%
Total	1,191,478	7,731,128	422,741	-6,539,650	-549
Through interior lighting refurbishments³	604,839	401,692	364,512	+203,147	+34
Through energy-efficient passenger compartment lighting in retrofitted U-Bahn carriages	586,639	481,411	58,230	+105,228	+18
Heating energy saved by reducing the setpoint temperature at 12 bus and U-Bahn depots to 18°C and in offices to 19°C	0	5,490,000	0	-5,490,000	0
Electricity saved by reducing the heating curve by 1°C in the DT5 U-Bahn vehicles (heating at 18°C)	0	1,160,000	0	-1,160,000	0
Other measures taken in 2023 to save energy of which electricity savings by					
• Switching off decorative lighting					
• Switching off the paternoster in the Hochbahnhaus					
• Using sleep mode for coffee machines (blocked for use between 9 p.m. and 5 a.m.)					
• Automatically switching off PC screens in accordance with the IT group policy					
• Reducing the number of desktop printers					
• Saving heating energy and electricity by reducing the number of door openings in buses					
• Saving heating energy by installing low-flow shower heads	0	198,025	0	-198,025	0
• Electricity saving through efficient IT	0	0	950	0	0

¹ Provisional figures² Updated figures³ Includes HOCHBAHN and FFG

Annual savings recorded in kWh	2023 ¹	2022 ²	2021 ²	Change vs. 2022	
				absolute	%
Total	1,086,676	1,592,995	2,162,823	-506,319	-32
Braking energy recovered (from U-Bahn rolling stock) by the Ochsenzoll stationary energy storage system	496,000	499,000	469,000	-3,000	-1
Braking energy recovered (from U-Bahn rolling stock) by the Fuhlsbüttel stationary energy storage system	0	54,000	476,000	-54,000	-100
Braking energy recovered (from U-Bahn rolling stock) by Hesop energy recovery system	414,000	860,000	1,042,000	-446,000	-52
Savings through self-generation of energy (photovoltaic, solar thermal) and CHP unit	176,676	179,995	175,823	-3,319	-2

¹ Provisional figures² Updated figures

Energy-saving measures at HSG

HSG invests continuously in its building inventory and in building systems, with the aim of reducing energy consumption by its property portfolio and so too its carbon emissions. In doing so, HSG follows a strategy of decarbonisation and the replacement of gas boilers by heat pumps or the use of district heating.

In 2023, energy-efficient building refurbishment projects (insulation of building facades, roofs and basement ceilings plus window replacements) and energy efficiency measures (hydraulic balancing for heating systems, elevator replacements) were completed. HSG also had a new project with 34 publicly subsidised residential units in Barmbek (Hamburg) certified as an “Efficiency House 40” according to the standards of the German Sustainable Building Council (DGNB).

Natural resources

GRI 301-1

By taking early and proactive action, HOCHBAHN aims to minimise and mitigate potential environmental impacts and risks or to avoid them entirely. This “precautionary principle” includes the prudent handling of natural resources. The environmental tasks and duties are therefore firmly anchored in the HOCHBAHN organisational structure, and governed by a Management Board resolution. In particular, this also guides environmental protection for construction work, the handling of domestic, building and special waste as well as environmentally hazardous substances, and procedures for identifying environmental damage.

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

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.

Water

GRI 303-3 (DNK: 303-3)

	HOCHBAHN			Group		
	2023	2022	2021 ³	2023	2022	2021
Total fresh water consumption (m ³) ¹	82,172	82,222	–	98,276	90,755	–
of which U-Bahn wash systems (m ³)	1,601	2,294 ²	1,522	1,601	2,294	1,522
of which bus wash systems (m ³)	0	0	–	14,588 ⁴	7,063	8,126

¹ Including water consumption of rented properties

² Water consumption at the U-Bahn wash system in Billstedt has started only in March 2022.

³ HOCHBAHN's water consumption has only been recorded comprehensively since 2022, which is why no Group-wide data is available for 2021.

⁴ The HOCHBAHN buses are cleaned by FFG and are therefore recorded under Group. In 2023, there was a technical defect in a water treatment plant, which is why there was a sharp increase. A new facility is planned for 2025.

Water use at TEREK

TEREK uses water for cleaning purposes both at the head office and in many customer-facing properties, such as the HOCHBAHN U-Bahn stations. During such cleaning work, the focus is on keeping the tainting of the water by cleaning agents to an absolute minimum. Since 2018, the company has also increased its use of environmentally friendly cleaning agents with demonstrable reductions in oil or plastic consumption and GHG emissions when compared with the use of conventional products.¹

¹ The certified quantities and relative assessments are based on Ecolabel and Cradle-to-Cradle® product certifications (see also: RESSOURCENEINSPARUNG_2022.pdf (deutscher-nachhaltigkeitskodex.de)).

Water is also used for the cleaning of building facades. For many years now, the company has used highly efficient methods that do not require chemicals, such as working with deionised water or the tried-and-tested wet abrasive blasting system. Since 2023, new filter systems have also been tested for high-pressure cleaning, which use waste water gullies to catch waste water as it drains away and treat it using a three-stage filter process. The treated water can then be routed back to the high-pressure washer circuit or disposed of safely via the sewer system.

Waste management

Following the principles of the circular economy, HOCHBAHN strives to ensure the longest-possible working life for the products, materials and other resources that it uses, and to minimise waste volumes. Various types of waste are nonetheless produced. Alongside normal domestic waste from commercial properties such as our offices, for example, and waste thrown away by our passengers at bus and U-Bahn stations, hazardous waste¹ can also be produced. Hazardous waste may include old railway sleepers soaked in tar oil, used oil, used paints and solvents, for example, and requires special handling during disposal. Renovation and building waste also makes up a sizeable proportion of waste volumes.

Waste generated

GRI 306-3 (DNK: 306-3)

	HOCHBAHN			Group		
	2023	2022 ²	2021 ²	2023	2022	2021
Total waste (t) ¹	10,920	8,331	12,814	13,559	10,687	15,472
of which hazardous waste (t)	4,665	2,520	3,410	5,767	3,535	4,642
of which non-hazardous waste (t)	6,255	5,811	9,403	7,792	7,152	10,831

¹ The significant increase in waste volumes in 2023 is due to construction projects.

² The data basis was expanded to include a waste disposal service provider and the figures were updated.

Avoidance measures

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 and the construction of the Überseequartier stop.



For more information, see the section "Green buildings", p. 47.

Recyclability is also considered as part of new vehicle procurement. As one example, the environmental impact of U-Bahn rolling stock is specified during project planning by means of environmental product declarations. Depending on the model, vehicles exhibit a recyclability ranging from 90 to 94.3 percent. In terms of environmental impact, the following checklist is used when purchasing new vehicles, for example:

- Low proportion of permanently joined materials
- Avoidance of composite materials
- Weight reductions from lightweight construction
- PVC-free parts
- Use of renewable raw materials as part of interior trim
- Reductions to energy consumption from regenerative breaking
- Use of interior and exterior paints with resistance to graffiti simplifies graffiti clean-up work and means less aggressive cleaning agents can be used

HOCHBAHN is also working with a certified service provider to increase its recycling rates in relation to the reuse of IT hardware by having disused equipment picked up and refurbished. When choosing and purchasing electrical appliances, HOCHBAHN prefers environmentally friendly products.

¹ Hazardous waste is defined in the EU's Waste Framework Directive (Directive 2008/98/EC). Hazardous waste is therefore defined as all such wastes listed in this legislation, and which therefore constitute a hazard to health and/or the environment.

Repairs and maintenance at FFG

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.

Wherever possible, FFG also focuses on repairing damaged or faulty components instead of replacing them, and also prioritises the use of refurbished parts. Parts are subjected to a continuous audit process in this context. In recent years, this principle has already been successfully followed in the case of driver seats, for example, with repaired driver seats being preferentially reused alongside newly purchased seats. Another example is the focus on repairing wing mirrors. Further analyses are also being completed in order to identify components that could be suitable for repairs.

To lower its consumption of resources, one of FFG's main goals is to establish a principle of reusability, particularly for products used in large quantities. Along with the multiple-use solution launched 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 recent years following a pilot run.

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, which in this case means the companies supplying the goods and companies that maintain business relations with each other. This 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 code is based on the principles of the UN Global Compact and the core labour standards of the International Labour Organization (ILO). At the beginning of 2023, the Code of Conduct was updated to reflect new requirements and published in April of the same year. The Code of Conduct is a mandatory and integral part of the contract for all procurement transactions except non-critical small orders within the HOCHBAHN Group.

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 2023, HOCHBAHN purchased goods and services worth approximately 1.7 billion euros (2022: 980 million euros) from around 1,900 suppliers and service providers. In 2023, a risk management system focusing on human rights and the environment was implemented for HOCHBAHN Group suppliers, as per the German Supply Chain Due Diligence Act (LkSG). A software tool is used here to analyse

direct suppliers to the company for human rights and environmental risks, based on country- and industry-based risks as well as adverse media screening. If an analysis results in an elevated risk for a supplier, this company is requested to participate in a sustainability rating procedure, where it is required to provide further details about its in-house sustainability performance. Most direct suppliers to the HOCHBAHN Group are located in Germany and the EU as well as North America. As a result of the low country-based risks in most of its procurement regions, the 2023 analysis did not identify any supplier to the Group with a high level of risk.

HOCHBAHN aims to promote human rights and labour rights as well as climate and environmental protection throughout its supply chain. Accordingly, another important part of its procurement strategy focuses on key EU-wide invitations to tender. For major invitations to tender, the central Sustainability Management unit conducts audits that aim to assess social and ecological risks. For product groups with a corresponding risk profile, manufacturers are asked to state sustainability criteria, which are then considered 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. Since 2020, this approach has been applied in invitations to tender for electric buses, DT6 U-Bahn rolling stock, IT outsourcing and charging systems. As one example, the company commissioned in 2021 for IT outsourcing projects is required to provide an annual report that states clear figures for its GHG emissions. Based on insights gained in the previous invitation to tender in 2020 and recent research, the criteria for electric buses were comprehensively revised in 2023 and applied to the current invitation to tender for electric buses.

Overall, sustainability criteria in the form of award criteria, mandatory requirements or performance conditions were applied at HOCHBAHN in tenders for around 7 percent (2022: 11 percent) of the order volume in 2023. While the absolute figure for order volume utilising sustainability criteria has increased year on year, the percentage figure has fallen, as the overall order volume has become significantly larger.

To strengthen human rights in supply chains, we depend on cooperation and coordination with other organisations and companies. HOCHBAHN's ability to exert influence as a sole actor is not sufficient to ensure human rights are upheld either in raw material procurement or in the production of batteries. Accordingly, we at HOCHBAHN joined the Low Emission Vehicle Programme (LEVP) run by Electronics Watch in late 2022 to work with other partner companies in the programme – such as BVG (Berlin), Transport for London, the cities of Barcelona and Oslo or the Hamburg Police Force – and exert greater leverage.

Another cross-sector approach here was our participation in the UN Global Compact's Business and Human Rights Accelerator programme, which we continued in 2024. This is a six-month programme that helps companies commit to taking responsibility for human rights, and establish and implement due diligence processes in accordance with the UN Guiding Principles (on which the LkSG itself is also based).

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. In this context, HOCHBAHN is pursuing two main goals: climate-neutral building operation and the minimisation of construction-related GHG emissions.

This follows from the fact that the production of building materials generates a large proportion of GHG emissions worldwide 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.

In the early stages of planning and architectural competitions, HOCHBAHN pursues a complementary goal alongside profitability by including sustainability criteria in its assessment activities. Examples of this include the interdisciplinary design competition held for the extension of the U4 to Grasbrook and the architectural competition for the new ZUSAMMENHUB transport hub in Veddel, where particular attention was again paid to sustainability. In the latter case, the aim is to use recycled materials such as concrete, to install PV systems and planted roofs, and to ensure the fossil-free supply of heat from geothermal systems and waste heat from electric bus charging points.

The first all-electric bus depot in Hamburg is now being constructed at a site in Meiendorf. Sustainability is again a key point of focus for this construction project: alongside planted roofs and facades, photovoltaic systems are also being installed and waste heat from electric bus charging will be used for heating. This site also aims to use rainwater for vehicle washing activities and will treat the water for reuse. To minimise emissions from building materials, the carport roof supports will be made from wood, and the office and workshop building will be constructed in a hybrid wood design.

For its pioneering role in pursuing climate-friendly construction, the reduction strategy used for planning the new U5 U-Bahn line received an award from the International Construction Project Management Association (ICPMA) in 2023. This award recognised the innovative strategy used for planning and constructing the new Hamburg U-Bahn line, which is strongly aligned with the topic of climate responsibility. Thanks to this strategy, around 70 percent of the GHG emissions normally produced by conventional contemporary construction methods can be cut in the future. The U5 is therefore a flagship project that is setting new standards for transport infrastructure construction in Germany.

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
 - o Avoidance of GHG emissions through the use of efficient construction methods that use less material without this impacting on the building's functionality
 - o Efficient use of materials by utilising the material properties to the full and requiring use of climate-friendly materials with comparable functionality
 - o Continuous exchange with other industry players to leverage innovations and technological developments for construction products and building methods
- Climate-friendly, resource-efficient building operation achieved by using
 - o PV to generate green electricity (in combination with green roofs)
 - o Heat pumps, geothermal energy
 - o Waste heat generated by charging infrastructure (electric bus depots)
 - o Solar thermal energy
 - o Energy-efficient lighting models
 - o Rainwater treatment (for vehicle cleaning)

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



See the section "Expansion of mobility services", p. 16.

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.

Green buildings at HOCHBAHN

	2023 ¹	2022	2021
Green roofs (m ²)	24,946	24,600	24,350
Other greening measures (m ²)	15,785	15,710	–
Photovoltaics (kWh)	32,100	41,300	33,200
Combined heat and power (kWh)	67,350	66,650	76,350

¹ Provisional figures

Working conditions of own workforce

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.

Workforce

In 2023, the HOCHBAHN Group had a total of 8,072 employees¹, with the majority (6,709) of employees working for HOCHBAHN. This makes the company one of Hamburg's largest employers. Women made up 18.5 percent² of the workforce across the Group and 17.1 percent at HOCHBAHN.

Employees by employment type

GRI 2-7

	HOCHBAHN			Group ¹		
	2023	2022 ⁴	2021	2023	2022 ⁴	2021
Total at year-end²	6,709	6,457	6,346	7,169⁵	6,875	6,683
Men (%)	82.9	82.8	82.6	83.1	83.1	83.1
Women (%)	17.1	17.2	17.4	16.9 ⁵	16.9	16.9
Full-time employees	5,918	5,727	5,663	6,327	6,100	5,962
of which men	5,120	4,955	4,885	5,476	5,282	5,164
of which women	798	772	778	851	818	798
Part-time employees³	750	694	649	800	738	687
of which men	407	363	327	448	398	360
of which women	343	331	322	352	340	327

¹ Excluding TEREG

² Including inactive employment contracts (e.g. parental leave), temporary workers and trainees

³ Not including temporary staff

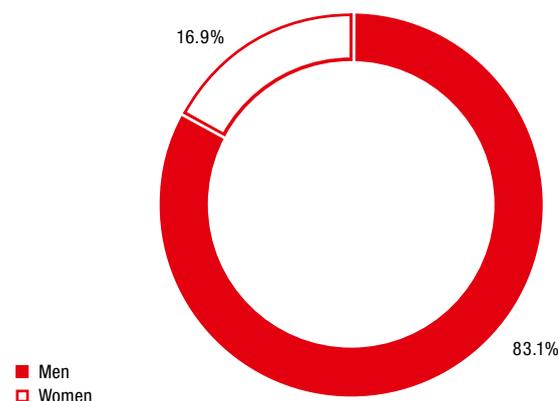
⁴ Updated figures

⁵ The total number of employees in the Group including TEREG is 8,072, of which 18.5% are female

Group employees¹

GRI 2-7

Total number of employees²: 7,169



■ Men
□ Women

¹ Excluding TEREG

² Including inactive employment contracts (e.g. parental leave), temporary workers and trainees

Employees by employment contract (EC)

GRI 2-7

	HOCHBAHN			Group ¹		
	2023	2022	2021	2023	2022	2021
Total²	6,563	6,303	6,193	7,001	6,700	6,511
Permanent employment contract	6,043	5,896	5,982	6,470	6,281	6,297
of which men	5,002	4,893	4,969	5,373	5,227	5,260
of which women	1,041	1,003	1,013	1,097	1,054	1,037
Temporary employment contract	520	407	211	531	419	214
of which men	446	343	160	455	354	163
of which women	74	64	51	76	65	51

¹ Excluding TEREG

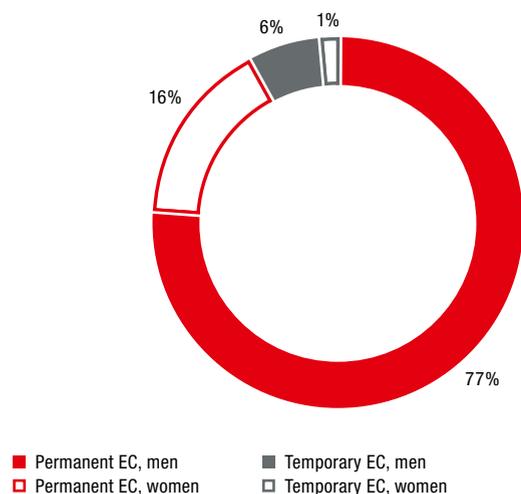
² Of which trainees and work-study programme students

¹ Figure for whole Group, including TEREG. Unless stated otherwise, however, TEREG is excluded from all of the Group's other personnel key figures. In addition, all other personnel figures in this report refer to the end of the year (31 December 2023), unless expressly stated otherwise.

² Including TEREG

Group employees by employment contract (EC)¹

GRI 2-7

Total number of employees¹: 7,001¹ Excluding TEREG² Of which trainees and work-study programme students

HOCHBAHN workers who are not employees

GRI 2-8

Number of workers who are not employees ¹	HOCHBAHN		
	2023	2022	2021
Total	106	34	33
of which self-employed persons	22	3	0
of which agency workers	84	31	33

¹ At present, we are only able to show the number of HOCHBAHN workers who are not employees. We are working to obtain the necessary information at Group level and expect to complete this by the next reporting year.

New employee hires and employee turnover¹

GRI 401-1

Newly hired employees	HOCHBAHN			Group ²		
	2023	2022	2021	2023	2022	2021
Total	726	576	362	805	625	394
of which men (%)	81.3	78.6	77.9	80.7	78.6	78.9
of which women (%)	18.7	21.4	22.1	19.3	21.4	21.1
under 30 years old (%)	27.3	29.3	33.4	28.6	29.4	34.5
30–50 years old (%)	55.9	54.9	48.6	54.7	55.0	47.0
over 50 years old (%)	16.8	15.8	18.0	16.8	15.5	18.5
Rate of new hires (%)	11.0	9.0	5.7	11.5	9.2	5.9
Employee turnover						
Total	470	395	369	506	428	412
of which men (%)	80.9	78.5	76.7	79.8	79.7	78.4
of which women (%)	19.1	21.5	23.3	20.2	20.3	21.6
under 30 years old (%)	15.5	18.2	18.4	16.2	17.8	19.4
30–50 years old (%)	45.1	39.2	31.7	44.5	39.3	31.6
over 50 years old (%)	39.4	42.5	49.9	39.3	43.0	49.0
Employee turnover rate (%)	7.3	6.3	5.9	7.3	6.4	6.2

¹ The figures were recalculated and corrected after publication of the GRI Report 2023.² Excluding TEREG.

In response to the increasing level of competition for suitably skilled personnel, HOCHBAHN developed a new and contemporary employer brand last year. This brand combines authenticity and a feeling of togetherness, and was launched as part of an awareness-raising campaign in October 2023. Market research results show a high approval rating for the brand in the target group. Alongside developing its new brand, HOCHBAHN also spent the year deploying a wide range of measures aimed at promoting HOCHBAHN as an employer. These activities not only made use of social media, digital out-of-home advertising, Spotify and passenger TV in the U-Bahn but also encompassed

analogue channels such as vehicles, newspapers, and billboards outside schools and stations. Potential new employees also came face to face with HOCHBAHN at around 60 fairs and events during the year, where they were able to engage in direct conversation with future colleagues.

The Group recruited a total of 805 employees in 2023, with HOCHBAHN taking the lion's share of 726 new employees. This marks an increase in the hiring rate at HOCHBAHN of 11.0 percent (2022: 9.0 percent) and in the Group of 11.5 percent (2022: 9.2 percent). The staff turnover rate at HOCHBAHN was slightly higher than in the previous year at 7.3 percent (2022: 6.3 percent) and in the Group at 7.3 percent (2022: 6.4 percent).

Collective bargaining agreements

GRI 2-30

Percentage of employees covered by collective bargaining agreements	2023	2022	2021
Group ¹ (%)	94.7	95.0	95.2
HOCHBAHN (%)	96.1	96.2	95.8

¹ Excluding TEREK

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.

Key collective bargaining events during 2023 included negotiations for HOCHBAHN's collective bargaining agreement and talks on the collective bargaining agreement for the remuneration system, which had been interrupted since the pandemic.

In terms of the collective bargaining agreement, an agreement was reached with ver.di for a two-phase rise in basic remuneration, first by 4.5 percent (minimum EUR 300) from January 2023 and then by a further 3 percent (minimum EUR 100) from January 2024. In addition, the annual bonus was increased by 7.5 percentage points to 87.5 percent of basic monthly pay from 2023 onwards. Staff also received a one-off bonus of EUR 1,500 (EUR 750 for part-time employees working less than 50 percent of full-time equivalent hours) in 2023 to compensate for inflation. The parties to the collective bargaining agreement agreed a term of 18 months for the new agreement, which runs until 30 June 2024.

As regards the collective bargaining agreement for the remuneration system, agreement was reached by the parties on the promotion of various job roles to higher groups and adjustments to trainee allowances.

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 Management Report that is part of the HOCHBAHN Annual 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.

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

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

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

wage groups was 9 percent higher than for male employees (unadjusted gender pay gap).¹ 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 one percent 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.

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” pilot project was launched 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 pilot project 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. The pilot project is set to end on 30 April 2024. HOCHBAHN is currently holding talks with the Works Council about continuing the pilot project.

Affordable housing for employees

With its portfolio of contemporary and family-friendly apartments, HSG makes a key contribution to HOCHBAHN’s social responsibility for its employees. Especially when considering the fraught situation in Hamburg’s rental market, the socially responsible rents set by HSG create affordable living space near to the place of work, boosting both employee loyalty and employer attractiveness. The average figure charged for base rent is 7.21 euros per square metre.

Of the 2,048 apartments under management, 73.2 percent are rented to employees and former (retired) employees of the HOCHBAHN Group, with 5.5 percent rented to members of the Verkehrsvertriebe Hamburg-Holstein GmbH (VHH) workforce. Tenants from outside the company rent 19.5 percent of apartments, with 1.8 percent of properties vacant.

One key challenge that HSG faces is improving apartment fixtures and fittings to meet market demand while keeping rents at a socially responsible level. In the reporting year, 7.5 million euros was spent on property upkeep. Alongside aspects such as energy and climate (see p. 44), noteworthy measures here include those aiming to make apartments more accessible and family-friendly, such as improving accessibility for outdoor facilities, renovations to stairwells and entrance areas, and adding play areas to community spaces. In addition, HSG also supports its employees in their efforts to switch to climate-friendly transport, providing electric charging points for passenger cars where needed.

¹ Calculated as the difference between the average gross hourly pay (including extra pay) received by male and female employees

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 2023.

Parental leave

GRI 401-3

	HOCHBAHN			Group ¹		
	2023	2022	2021	2023	2022	2021
Total number of employees who took parental leave	194	205	210	221	227	220
of which women	68	62	59	72	66	60
of which men	126	143	151	149	161	160
Total number of employees who returned to work in the reporting period after parental leave ended	138	149	160	162	168	169
of which women	33	22	25	37	24	25
of which men	105	127	135	125	144	144
Return to work rate of employees who took parental leave (%)	100.0	99.3²	98.8	100.0	99.4	98.8
of which women (%)	100.0	100.0 ²	92.6	100.0	100.0	92.6
of which men (%)	100.0	99.2 ²	100.0	100.0	99.3	100.0

¹ Excluding TEREK

² Updated figures

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 2023, a total of 194 employees at HOCHBAHN and 221 employees across the Group took parental leave. All employees who were expected to return after parental leave in 2023 did in fact return to the Group.

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 Central Service Management at the request of and in collaboration with the respective property managers and organisational unit, with the Works Council participating in an advisory role. Since the works agreement came into force, desk sharing has been successfully introduced in various organisational units.

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 112 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. In 2023, a risk assessment on mental stress was carried out for bus drivers at the Harburg 1 and 2 and Wandsbek bus depots.

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.

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 Occupational Safety, Environmental Protection and Data Protection staff 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 Occupational Safety, Environmental Protection and Data Protection staff 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 staff 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 2023, the total number of work-related accidents in the Group rose year on year from 485 to 543, an increase of 12 percent. The majority of work-related accidents – 465 in total – affected HOCHBAHN employees, with a significant rise in traffic accidents in particular, which continue to form a major item in accident reporting. However, the number of accident-related lost days fell slightly, both within the Group as a whole and at HOCHBAHN.

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

	HOCHBAHN			Group ¹		
	2023	2022	2021	2023	2022	2021
Fatal accidents at work	0	0	0	0	0	0
Reportable accidents at work ²	191	172	178	229	216	242
Non-reportable accidents at work ³	274	249	221	314	262	237
Accidents at work per 1,000 employees ⁴	29.4	27.4	28.9	–	–	–
Total days away from work due to accidents at work/illness	4,983	5,286	4,971	5,839	6,199	7,022

¹ Including TEREG

² Accidents resulting in more than 3 days away from work

³ Accidents resulting in up to 3 days away from work

⁴ 1,000-man rate, based on reportable accidents at work and the number of active employees at year-end

Accidents by type of accident

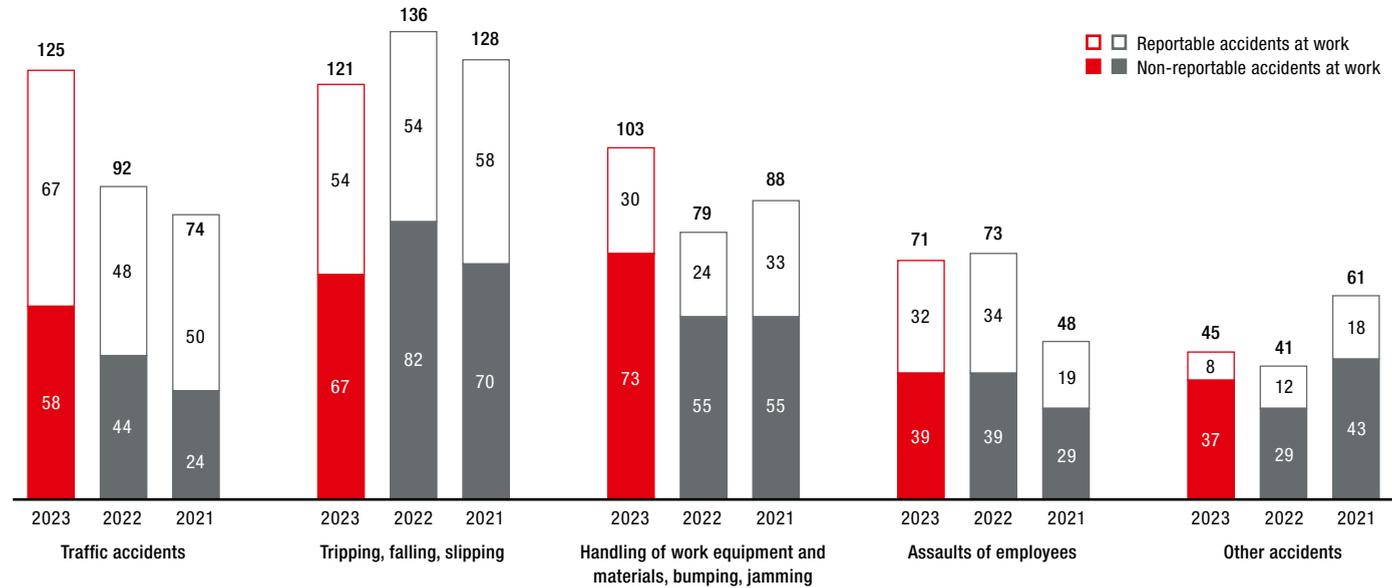
GRI 403-9

	HOCHBAHN			Group ¹		
	2023	2022	2021	2023	2022	2021
Total number of accidents at work	465	421	399	543	485	492
of which traffic accidents	125	92	74	128	96	78
of which tripping, falling, slipping	121	136	128	149	156	166
of which handling of work equipment and materials, bumping, jamming	103	79	88	111	86	116
of which assaults of employees	71	73	48	71	73	50
of which other accidents	45	41	61	54	46	66

¹ Including TEREG

Accidents by type of accident at HOCHBAHN

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 2023 reporting year, the Company Medical Service performed 5,301 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.

During the reporting period, a "user focus workshop" was held to involve employees from the operational areas and ask them about their needs and suggestions for the further development of Corporate Health and Learning offerings.

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 responsible Management Board member four times a year.

Worker training

GRI 403-5

The internal training programme at HOCHBAHN encompasses a series of 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.

Employees at HHW in the inspection and safety teams in particular receive a course of training on a number of topics that include accident prevention, first aid and data protection. As a result, a continuing education day once every six weeks is a fixed part of the duty roster for these employees.

Furthermore, a comprehensive portfolio of training on health-related topics for specific target groups is available for HOCHBAHN employees. 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.

HOCHBAHN employees 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

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

Occupational Health Management at HOCHBAHN 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

Occupational health management also covered the following focus areas in the past:

- Playful promotion of health-oriented behavioural change (Mental Health Challenge, immune booster campaign, interval fasting challenge, sleep well challenge, city cycling, “Nikolauf” St. Nicholas run)
- Free stress screening and “Check your vitals”
- Introduction of a new format for healthy leadership
- Introduction of an integrative system to strengthen the focus on health and sustainability in canteen catering, including a comprehensive nudging model

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.



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 the reporting year, HOCHBAHN achieved good marks in the qualification survey from the Corporate Health Award 2023: the company was placed in the “Excellence” category and therefore qualified for an audit. Audit findings for the company were as follows: “The company has established an outstanding Occupational Health Management (OHM) system that is one of the best in the DACH region. Integrated into corporate processes both structurally and strategically, this OHM system promotes a positive culture of health throughout the Group. Employees benefit from a comprehensive programme of health services tailored to their needs, resulting in positive changes to their productivity and motivation over the long term. This has been corroborated as part of the Corporate Health Audits 2023.”

Human rights due diligence

Upholding and strengthening human rights is an integral part of activities at HOCHBAHN. In this respect, HOCHBAHN follows the Ten Principles of the UN Global Compact, the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, and the Core Labour Standards of the International Labour Organization (ILO).



The policy statement on HOCHBAHN's human rights strategy can be found at <https://www.hochbahn.de/en/responsibility/menschenrechte-bei-der-hochbahn>.

In complying with the provisions of the LkSG, the HOCHBAHN Group introduced a Human Rights Risk Management system in 2023, and also conducted an analysis of risks related to human rights and the environment in its own operations. This analysis took abstract risks – i.e. risks that could potentially occur when conducting business activities in the HOCHBAHN Group – as its starting point. These risks were evaluated by representatives of company departments such as Occupational Safety and Health, Diversity Management, Human Resources and Social Affairs, and with the cooperation of the Works Council, to assess their relevance for HOCHBAHN and prioritise them accordingly. As a company whose operations are confined exclusively to Hamburg and the surrounding area, the HOCHBAHN Group is governed solely by German law. This significantly lowers the risk of human rights violations and breaches of environmental regulations. Notwithstanding this fact, an abstract risk analysis conducted in 2023 identified potential residual risks for the industry, which were then further checked for plausibility and assessed.

Residual risks – which cannot be fully mitigated by HOCHBAHN – were identified in relation to occupational safety and health, with potential consequences for the health of those affected. One residual risk relates to employees who may suffer adverse effects on health as a result of regular shift and night work. Despite preventive measures already taken, such as the “Roster Request” pilot project, and compliance with all relevant legislation on working and rest times, this risk could not be excluded in the course of the analysis. Furthermore, a mental stress risk resulting from situations experienced in the workplace was identified in the same context. This risk potentially affects all employees who work as drivers or who have other kinds of work-related contact with third parties. To further improve the resilience of employees when involved in contact with third parties, HOCHBAHN also developed a training course on the topic of de-escalation in 2023.

As a result of various diversity characteristics, a risk of discrimination affecting interactions between employees was also identified. This risk could not be assigned to any specific department or job role within the company, and therefore potentially affects all employees at HOCHBAHN and its subsidiaries. An evaluation is underway to investigate which of the existing measures – such as training, for example – could be expanded or whether new measures need to be implemented.

In 2024, the risk analysis process for own operations will be migrated to a standard annual process that will encompass all of the departments at HOCHBAHN as well as its subsidiaries.

Since 2023, written complaints and reports of violations/breaches in relation to human rights and the environment can be submitted anonymously via the electronic whistleblowing system. This reporting channel can be used not only by any employee within the Group but also by external whistleblowers, via the HOCHBAHN website.



The HOCHBAHN whistleblower system can be found at <https://www.hochbahn.de/en/contact/whistleblowing-portal>.

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.

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.

This is done, for example, by:

- Providing 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)

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.

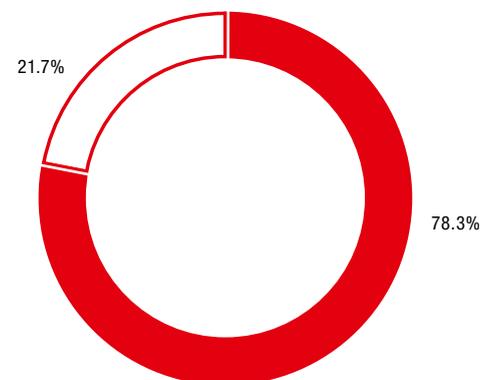
Alongside vocational training for new personnel, providing continuing education to its employees is also a key priority at HOCHBAHN. After all, motivated and skilled staff is the basis for sustainable corporate development.

Vocational training

In 2023, HOCHBAHN trained 153 trainees and work-study programme students (“dual students”) in 26 different roles and study programmes, including eleven part-time trainees. The proportion of female trainees and work-study programme students was 24 percent overall, and 12 percent in technical-industrial apprenticeships. In 2023, 85 percent of trainees and dual students were taken on by HOCHBAHN after completing their training.

Vocational training within the Group¹

GRI 404-1



- Male trainees
- Female trainees

¹ Excluding TEREK

Vocational training

GRI 404-1

Vocational training	HOCHBAHN			Group ¹		
	2023	2022	2021	2023	2022	2021
Trainees	135	141	131	157²	162	150
of which men	107	108	104	125	126	122
of which women	28	33	27	32	134	83
Dual students	18	14	22	18²	14	22
of which men	12	7	11	12	7	11
of which women	6	7	11	6	7	11
Number of trainees and dual students taken on	40	33	31	46	35	32

¹ Excluding TEREK² Including TEREK 174 trainees and 19 dual students

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 a variety of 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 2023, the following measures were implemented by HOCHBAHN in relation to vocational training:

- In 2023, HOCHBAHN expanded its range of training programmes to include the warehouse logistics specialist apprenticeship in cooperation with the Vocational School for Commercial Logistics and Security (Berufliche Schule gewerbliche Logistik und Sicherheit) in Hamburg. HOCHBAHN also added two new dual-study courses – Technical Facility Management and Business Administration/ Service Management – to its portfolio.

- One HOCHBAHN trainee graduated with top marks as the best track layer in their year and received an award from the Hamburg Chamber of Commerce. Furthermore, our best track layer graduate from 2022, who had received an award from the Hamburg Chamber of Commerce in the previous year, was recognised as the best trainee in his profession in Germany in a ceremony held in Berlin in May 2023.
- In May 2023, the Innovation Camp was held at Lake Plön with the trainee class of 2022. This was the first Camp held at this external venue since the pandemic. During this three-day event, trainees and dual students tackled the topic of social media. The Camp concluded with each group filming a promotional short about their training profession with the aid of ChatGPT.
- Every year, the “Welcome Weeks” are held during calendar week 34 and 35. In 2023, all trainees and – for the first time – dual students started together. This year, the highlight was a trip to Lüneburg Heath, which included an overnight stay. Team activities and a BBQ evening gave trainees, trainers and dual students plenty of time to get to know one another in these beautiful surroundings.



Integration of refugees

After the successful launch of the refugee project in conjunction with DEKRA and the Jobcenter in 2017, HOCHBAHN has employed 123 of the 194 migrants to have taken part in the training programme so far as bus drivers as of 31 December 2023. One further training course with a total of 18 participants began in 2024. The company plans to continue with additional training courses in 2025.

Continuing professional education

Carefully aligned with company goals, the programme of professional 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's extensive programme of continuing professional education 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. The HOCHBAHN Study Portal offers employees at HOCHBAHN as well as many subsidiaries full access to the company's programme of e-learning courses. The curriculum offers a wide range of interactive content and exercises, and these can be studied either on a PC or a mobile device.

While many continuing education activities were conducted online during the pandemic and new, digital educational formats were introduced, a greater number of classroom events were again held in 2023. This made it possible for employees to engage more in networking and discussions with their colleagues. At the same time, the opportunities offered by digitalisation were utilised and online formats were further expanded. HOCHBAHN pursued the following activities for continuing education in the 2023 financial year:

- Fulfilment of continuing education programme: The internal continuing education programme at HOCHBAHN alone resulted in the organisation of 225 events, most of which were held as classroom sessions
- Further expansion of digital learning formats with new e-learning courses on topics such as work apparel, the Deutschlandticket and the safe use of certain hazardous substances (such as diisocyanates)
- Introduction of the new networking formats "Working Out Loud" and mentoring

- Establishment of (online) live continuing education formats "Thoughts at 12" and "Leadership Ideas"
- Piloting of the "Junior mobility specialist" further training programme for bus and U-Bahn drivers



HOCHBAHN won the award for "Excellent Digital Learning in Public Transport" in the "Industry-Specific Learning Unit" category for its "HOCHBAHN zum Einsteigen" ("HOCHBAHN for New Starters") onboarding e-learning module in 2023.

The HOCHBAHN study portal now acts as the further training hub for all employees of the company and our subsidiaries. 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 and companies also offer their own internal training programmes.

Continuing professional education

GRI 404-1

Average number of hours for continuing professional education	HOCHBAHN			Group ¹		
	2023	2022 ²	2021 ²	2023	2022	2021
Per employee	14.4	10.8	9.3	15.7	11.6	9.9
Per female employee	19.3	12.6	11.7	19.8	13.1	11.8
Per male employee	13.4	10.4	8.8	14.9	11.3	9.5
Per employee (drivers)	8.3	6.5	5.7	–	–	–
Per employee (non-drivers)	23.3	16.9	14.4	–	–	–
Average expenditure on continuing professional education per employee (€)	218	159	134	243	188	171

¹ Excluding TEREG

² The systematic collection of data on HOCHBAHN training KPIs has been improved and therefore corrected in previous years.

Executive development

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 and derive individual measures. For those further up the leadership ladder, the emphasis changes to focus on personal development and development within the peer group. Various activities and instruments are used here, including both coaching, mentoring and “Working Out Loud” for executives. Alongside formal, curriculum-based courses, HOCHBAHN also offers informal, self-study learning formats. The company offers an extensive e-learning portfolio, which covers a wide range of leadership topics and is available to HOCHBAHN’s subsidiaries too. 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 the HOCHBAHN Group. 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 and has been a signatory to the Diversity Charter since 2007. HOCHBAHN is proactive in promoting practical approaches to implementing diversity in the workplace. The company participates in German Diversity Day, takes part in Hamburg’s Christopher Street Day, offers training courses on topics relevant to diversity, makes efforts to use inclusive language and has set up an Intergenerational Management System. The company created the position of Diversity Manager in 2017. This person is also the Equal Treatment and Social Inclusion Officer for HOCHBAHN.

Aspects of HOCHBAHN’s work here currently include a focus on increasing the proportion of women in the company overall (currently around 17 percent) 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 agreed on new targets that applied until 31 December 2023. New targets will be agreed in mid-2024.

Level	Target share of women by 31.12.2023 (%)	Actual share of women as of 31.12.2023 (%)
Supervisory Board	37.5	31.3
Management Board	25.0	50.0
First management level	30.0	26.3
Second management level	25.0	27.1

Diversity

GRI 2-7, 405-1

	HOCHBAHN			Group ¹		
	2023	2022	2021	2023	2022	2021
Total employees at year-end	6,709	6,457²	6,346	7,169	6,875	6,683
Average age (total workforce)	46.3	46.3 ²	46.1	45.8	45.9	46.1
under 30 years old (%)	9.9	9.7 ²	10.0	10.8	10.5	10.8
30–50 years old (%)	47.7	47.5 ²	47.5	47.7	47.6	47.2
over 50 years old (%)	42.3	42.7 ²	42.5	41.3	41.8	41.9
Employees with German citizenship (%)	86	87	88	86	87	88
Employees of other nationalities (%)	14	13	12	14	13	12
Number of severely disabled employees & employees with equivalent status	379	364	367	386	370	373
Total employees at year-end (excluding managers)	6,397	6,135	6,019	6,812	6,510	6,328
of which women	1,083	1,049	1,044	1,140	1,101	1,068
of which men	5,314	5,086	4,975	5,672	5,409	5,260
Share of women among drivers (%)	11.5	11.5	11.8	–	–	–
Average age	46.1	46.1	45.9	45.8	45.8	45.7
under 30 years old (%)	10.3	10.2	10.4	11.3	11.0	11.3
30–50 years old (%)	47.6	47.5	47.5	47.6	47.6	47.2
over 50 years old (%)	42.2	42.3	42.1	41.1	41.4	41.5
Total managers at year-end	308	319	323	349	358	349
of which women	63	60	59	67	62	60
of which men	245	259	264	282	296	289
Average age	48.6	49.2	49.1	51.0	52.0	52.0
under 30 years old (%)	1.9	0.9	1.9	2.0	0.8	2.0
30–50 years old (%)	51.3	48.3	47.7	52.1	48.9	48.1
over 50 years old (%)	46.8	50.8	50.5	45.8	50.3	49.9

¹ Excluding TEREK.² Updated figures.

	HOCHBAHN		
	2023	2022	2021
Management Board	4	3	4
of which women	2	0	1
of which men	2	3	3
Employees with German citizenship (%)	100	100	100
Employees of other nationalities (%)	0	0	0
Supervisory Board	16	16	16
of which women	5	4	5
of which men	11	12	11

Diversity measures

The following diversity measures were implemented at HOCHBAHN in 2023 or are planned for 2024. The following list groups these measures by the core dimensions as set out by the Diversity Charter:

Gender and gender identity

- Establishment of a network for employees working in technical services
- Planning for the film #IchBinEineHochbahnerin (“I’m a female Hochbahner”)
- Discussions with other transport companies on steps to increase the proportion of women in the workforce
- Advising management staff on interaction with non-binary individuals

Planned for 2024:

- Establishment of a support strategy for female employees
- Relaunching the “FührungsFrauen” network for female management staff
- Completion of a programme involving top female management staff and the two female Management Board members
- Drawing up an Equal Treatment Plan

Age

- Initiation of a joint project with the University of Hohenheim, which is looking at how HOCHBAHN can retain its employees beyond retirement age

Planned for 2024:

- Investigation of the various age ranges in which employees pursue their careers

Sexual orientation

- Participation in Hamburg’s Christopher Street Day with the Pride Bus and Winter Pride

Planned for 2024:

- Further development of the Queer group

Physical and mental abilities

- Work on inclusion: Establishment of a strategic process for inclusion work at HOCHBAHN, in cooperation with disabled persons’ representatives

Other topics

- HOCHBAHN participated in the German Diversity Day: Production of a short diversity film (interviews with various employees at the company)
- Participation in roadshows held at various depots on the topic of “What HOCHBAHN Offers”
- Integration of diversity key figures into the HOCHBAHN-wide management model
- Municipal business strategy: Initiation and expansion of a diversity network with diversity officers from other municipal companies; participation in events hosted by Investment Management on the topic of “The Future of Work”

Planned for 2024:

- Improving internal communications about the German General Equal Treatment Act (AGG) and the associated grievance procedure

Courses and workshops

- Organisation of training on diversity-relevant topics (including an introduction to diversity, male and female communication, and unconscious bias)
- New ideas for diversity: As part of the “HOCHBAHN Management Culture” management seminar and the “Strategy at 12” format

Discrimination incidents

GRI 406 -1

HOCHBAHN does not tolerate employees being discriminated against. 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. The Human Resources department or the AGG Complaints Office was notified of three cases of discrimination for the 2023 reporting year. In all cases, the affected parties requested confidentiality and did not opt for a formal AGG procedure. All affected parties received appropriate advice and individual solutions were found.

Compliance and corruption prevention

GRI 2-25, 2-26, 2-27, 3-3: Compliance and corruption prevention, 205-1, 205-3 (DNK: 419 -1)

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

For this reason, the company introduced 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 all HOCHBAHN employees. 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.

An analysis of potential corruption risks was also performed in this context at HOCHBAHN and its subsidiaries in 2022 and 2023. It did not identify a need for further action.

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 whistleblowing system is available to both company employees and third parties for the anonymous reporting of information about criminal or otherwise unlawful activities relating to HOCHBAHN or its subsidiaries. The whistleblowing system is accessible online from the HOCHBAHN website and permits anonymous communication with whistleblowers. 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 subsidiaries, the basic HOCHBAHN standards also apply to these companies. We also use our Code of Conduct – which forms an integral and binding part of all of our procurement operations – to proactively inform all of our suppliers and business partners about our business ethics and our grievance procedures.

Our CMS envisages all employees of HOCHBAHN and its subsidiaries receiving regular and obligatory training aimed at raising awareness about 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.

No cases of corruption were discovered during the 2023 reporting year. One report from the whistleblowing system needed to be followed up. After rigorous investigation, this report was found to be unjustified and therefore without merit.

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

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 the protection of employee data.

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 processing data on behalf of a controller (Art. 28 GDPR)
- Sample list of processing activities (Art. 30 GDPR)

Complementing the company Data Protection Officer and the Data Protection Administrators in the HOCHBAHN Data Protection staff 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 employees who attended data protection training during the year ¹	HOCHBAHN		
	2023	2022 ³	2021 ³
Group ²	860	806	103
HOCHBAHN	750	696 ³	103 ³

¹ Employees working on a PC must attend data protection training every 5 years.

² Excluding TEREK

³ Updated figures

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 our 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.

Data protection complaints/inquiries

GRI 418-1

	HOCHBAHN			Group		
	2023	2022 ²	2021	2023	2022 ²	2021
Complaints received from outside parties and substantiated by the organisation ¹	36	20	15	40	20	15
of which complaints from customers	26	18	13	30	18	13
of which complaints from other data subjects	10	2	2	10	2	2
Complaints made by/via regulatory bodies	0	3	3	0	3	3
Cases of data theft and data loss in connection with customer data	13	1	8	13	1	8
of which internally audited cases	12	1	8	12	1	8
of which cases reported to the regulatory body	1	0	0	1	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 Updated figures

In 2023, there were a total of 40 external complaints: 36 of these affected HOCHBAHN, and were recognised as justified by the company and therefore investigated. The year-on-year rise here is attributable to a more frequent assertion of rights granted by the GDPR.

The increase to 13 cases of data theft and data loss in conjunction with customer data results from internal infringements of the principles of usage restriction and confidentiality requirements at HOCHBAHN. The vast majority of these cases were trivial in terms of their nature and scope, and did not require notification to the competent authorities.

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. HOCHBAHN employees are also actively included in the company's engagement with these issues.

HOCHBAHN provided support for the following social projects in 2023:

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

For the fourth year running, HOCHBAHN supported the #wärmegeben campaign from Hanseatic Help in autumn and winter 2023, with a bus converted into a "Keep-Warm Bus" plus personnel (trainees and drivers). At Rindermarkthalle, Blankeneser Marktplatz, Kampnagel and Alsterdorfer Einkaufszentrum, the Keep-Warm Bus acts as a mobile drop-off point for in-kind donations for people in need of help or affected by homelessness in Hamburg. Donations of sleeping bags, winter jackets and weatherproof shoes are especially welcome.



For more information, see the Annual and Sustainability Report, section "Social responsibility", p. 53 and p. 71.

GoBanyo – Showers provide dignity

Keeping clean is a basic human right. But a lack of facilities turns it into a luxury for some people. 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 2023, the GoBanyo provided more than 25,000 showers on over 1,400 service days. HOCHBAHN provides GoBanyo with short- and long-term support by making its infrastructure, expertise and network available to the project while handling vehicle cleaning (TEREG) and upkeep for the Shower Bus (by FFG).

More than just a hot meal

Since 2012, Rock Antenne Hamburg, Sparda-Bank Hamburg and more than 100 voluntary workers have organised a special event for people affected by homelessness in Hamburg's fish auction markets just before Christmas. In 2023, HOCHBAHN once again supported the "More than just a hot meal" campaign by providing shuttle buses and drivers for those wanting to attend this special evening for people in need of help or affected by homelessness.

Donation bus for children in Ukraine

Children are especially affected by the consequences of the war in Ukraine. Hanseatic Help and HOCHBAHN therefore used the occasion of the Russian war of aggression against Ukraine to launch a joint donation campaign on 24 February 2023. Trainees and dual students at HOCHBAHN joined forces with Hanseatic Help to accept donations in kind at Rathausmarkt. These will be sent to Ukrainian day centres, where they will bring a bit of sunshine to the lives of orphans, children with disabilities and children lacking parental care.

A branded HOCHBAHN bus was parked at Rathausmarkt (Alter Wall, near Schleusenbrücke) to receive the donations. Citizens of Hamburg were able to make their donations from 11 am to 6 pm. Donations collected included puzzles, memory games, craft sets, beads, colouring books, Lego, Playmobil, balls, skipping ropes, marbles and games of skill.

Donate your Pennies

In 2002, HOCHBAHN introduced a voluntary "Donate your Pennies" scheme, whereby its employees were offered an opportunity to donate the cent portion of their monthly pay package to a good cause. Some 1,300 employees are currently participating in this scheme, whose proceeds help to fund social projects for people in need of help in the hvv service region. Beneficiaries of the first year of the scheme (2022/2023) were the "Shower Bus" and GoBanyo gGmbH, with proceeds in the second year (2023/2024) going to the children's hospices Sternensbrücke and Löwenherz in Lüneburg. Every year, company employees decide on the recipients of the sums donated by submitting ideas and then using the internal Ideas Portal to vote on the ideas submitted.

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

Principles of the UN Global Compact (UNGC)

1. Businesses should support and respect the protection of internationally proclaimed human rights.
2. Businesses should 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. Businesses should uphold the elimination of all forms of forced and compulsory labour.
5. Businesses should uphold the effective abolition of child labour.
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.
7. Businesses should support a precautionary approach to environmental challenges
8. Businesses should undertake initiatives to promote greater environmental responsibility.
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.
10. Businesses should work against corruption in all its forms, including extortion and bribery.

THE 17 SUSTAINABLE DEVELOPMENT GOALS (SDGs)



For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the German version of the report.



GRI Index

Statement of application	Hamburger Hochbahn AG reported in accordance with the GRI Standards for the period from 1 January 2023 to 31 December 2023
GRI 1 applied	GRI 1: Foundations 2021
Applicable GRI industry standards	None

Disclo- sure	Disclosure title	Page(s) in the GRI report 2023 or reference	Comment/ omission	UNGC principle	DNK criterion	SDG
GRI 2: General Disclosures 2021						
2-1	Organizational details	p. 9				
2-2	Entities included in the organization's sustainability reporting	p. 8				
2-3	Reporting period, frequency and contact point	p. 8				
2-4	Restatements of information	p. 8				
2-5	External assurance	p. 8				
2-6	Activities, value chain and other business relationships	p. 9, 46			4	
2-7	Employees	p. 49, 50, 64		6		8
2-8	Workers who are not employees	p. 50				
2-9	Governance structure and composition	p. 11, 63, HCGK sec. 4.2 ¹ , p. 5 ff., Articles of Association of Hamburger Hochbahn AG ²				
2-10	Nomination and selection of the highest governance body	p. 11, HCGK sec. 4.2 ¹ , p. 5 ff., Articles of Association of Hamburger Hochbahn AG ²				
2-11	Chair of the highest governance body	p. 11, HCGK sec. 5.2 ¹ , p. 6, Articles of Association of Hamburger Hochbahn AG ²				
2-12	Role of the highest governance body in overseeing the management of impacts	p. 11, HCGK sec. 5.1 ¹ , p. 5 ff., Articles of Association of Hamburger Hochbahn AG ²			5	
2-13	Delegation of responsibility for managing impacts	p. 11, 13			6	
2-14	Role of the highest governance body in sustainability reporting	p. 11				
2-15	Conflicts of interest	p. 11, HCGK sec. 5.6 ¹ , p. 8				
2-16	Communication of critical concerns	p. 11			9	
2-17	Collective knowledge of the highest governance body	p. 11				
2-18	Evaluation of the performance of the highest governance body	p. 11, HCGK sec. 4.2 ¹ , p. 6 ff.				



¹ www.hamburg.de/contentblob/16053450/81e880c01eece8ed2ab1fdc2057a68a8/data/hamburger-corporate-governance-codex.pdf

² www.hochbahn.de/resource/blob/4828/5fe06e36a6f5fcc9f912d4be7d0b02a3/satzung-der-hochbahn-data.pdf

Disclo- sure	Disclosure title	Page(s) in the GRI report 2023 or reference	Comment/ omission	UNGC principle	DNK criterion	SDG
2-19	Remuneration policies	p. 47, HCGK sec. 4.2 ¹ , p. 6				
2-20	Process to determine remuneration	p. 47			8	
2-21	Annual total compensation ratio	p. 47				
2-22	Statement on sustainable development strategy	p. 6			1	
2-23	Policy commitments	p. 11, 13, UNGC 2		1-10		
2-24	Embedding policy commitments	p. 13				
2-25	Processes to remediate negative impacts	p. 42, 62				
2-26	Mechanisms for seeking advice and raising concerns	p. 62			9	
2-27	Compliance with laws and regulations	p. 62			20	
2-28	Membership of associations	p. 11			19	
2-29	Approach to stakeholder engagement	p. 11			9	
2-30	Collective bargaining agreements	p. 47		3		
GRI 3: Material Topics 2021						
3-1	Process to determine material topics	p. 14			2	
3-2	List of material topics	p. 15			2	
EXPANSION OF MOBILITY SERVICES						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 16				
GRI 201: Economic Performance 2016						
201-1	Direct economic value generated and distributed	p. 16, Management report, p. 65			8, 9	1, 8
GRI 203: Indirect Economic Impacts 2016						
203-1	Infrastructure investments and services supported	p. 9, 16			10	5, 9, 11
HIGH-QUALITY MOBILITY FOR ALL						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 22				
GRI 413: Local Communities 2016						
413-1	Operations with local community engagement, impact assessments and development programmes	p. 18			18	
GRI 416: Customer Health and Safety 2016						
416-1	Assessment of the health and safety impacts of product and service categories	p. 25				3

1 NO
POVERTY3 GOOD HEALTH
AND WELL-BEING5 GENDER
EQUALITY8 DECENT WORK AND
ECONOMIC GROWTH9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE11 SUSTAINABLE CITIES
AND COMMUNITIES

¹ www.hamburg.de/contentblob/16053450/81e880c01eece8ed2ab1fdc2057a68a8/data/hamburger-corporate-governance-codex.pdf

² unglobalcompact.org/what-is-gc/participants/126211-Hamburger-Hochbahn-AG

Disclo- sure	Disclosure title	Page(s) in the GRI report 2023 or reference	Comment/ omission	UNGC principle	DNK criterion	SDG
INTEGRATED MOBILITY SOLUTIONS						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 20				
CLIMATE PROTECTION AND REDUCTION OF EMISSIONS						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 27				
GRI 305: Emissions 2016						
305-1	Direct (Scope 1) GHG emissions	p. 28		8, 9	13	9, 12, 13
305-2	Energy indirect (Scope 2) GHG emissions	p. 28		8, 9	13	12, 13
305-3	Other indirect (Scope 3) GHG emissions	p. 34			13	12, 13
305-4	GHG emissions intensity	p. 30		8, 9	13	12, 13
305-5	Reduction of GHG emissions	p. 28			13	12, 13
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions	p. 35			13	12, 13
RENEWABLE ENERGIES AND ENERGY EFFICIENCY						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 37				
GRI 302: Energy 2016						
302-1	Energy consumption within the organisation	p. 38		8, 9	11, 12, 13	7, 9, 12, 13
302-3	Energy intensity	p. 40		8, 9	12, 13	7, 12, 13
302-4	Reduction of energy consumption	p. 43		8, 9	10, 12, 13	7, 12, 13
SUSTAINABLE SUPPLY CHAINS						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 46				
GRI 308: Supplier Environmental Assessment 2016						
308-1	New suppliers that were screened using environmental criteria	p. 46		7, 8, 9	4	
GRI 414: Supplier Social Assessment 2016						
414-1	New suppliers that were screened using social criteria	p. 46		1-6		
CLIMATE CHANGE ADAPTATION						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 36				
GREEN BUILDINGS						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 47				

7 AFFORDABLE AND
CLEAN ENERGY9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION13 CLIMATE
ACTION

Disclo- sure	Disclosure title	Page(s) in the GRI report 2023 or reference	Comment/ omission	UNGC principle	DNK criterion	SDG
DATA PROTECTION						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 67				
GRI 418: Customer Privacy 2016						
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 68 f.				
WORKING CONDITIONS						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 49				
GRI 401: Employment 2016						
401-1	New employee hires and employee turnover	p. 50		6		5
401-3	Parental leave	p. 53		6		5
GRI 403: Occupational Health and Safety 2018						
403-1	Occupational health and safety management system	p. 54		1	14	3, 8
403-2	Hazard identification, risk assessment and incident investigation	p. 54				3, 8
403-3	Occupational health services	p. 56				3, 8
403-4	Worker participation, consultation and communication on occupational health and safety	p. 56			14	3, 8
403-5	Worker training on occupational health and safety	p. 57				3, 8
403-6	Promoting worker health	p. 57				3, 8
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 54				3, 8
403-8	Workers covered by an occupational health and safety management system	p. 54				3, 8
403-9	Work-related injuries	p. 54, 55			14	3, 8
COMPLIANCE AND CORRUPTION PREVENTION						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 66				
GRI 205: Anti-corruption 2016						
205-1	Operations assessed for risks related to corruption	p. 66		10	20	
205-3	Confirmed incidents of corruption and actions taken	p. 66		10	20	

3 GOOD HEALTH
AND WELL-BEING



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



Disclo- sure	Disclosure title	Page(s) in the GRI report 2023 or reference	Comment/ omission	UNGC principle	DNK criterion	SDG
NEW WORK						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 59				
TRAINING AND EDUCATION						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 60				
GRI 404: Training and Education 2016						
404-1	Average hours of training per year per employee	p. 60, 61, 62		1, 6	16	4, 5
DIVERSITY						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 63		1, 6		
GRI 405: Diversity and Equal Opportunity						
405-1	Diversity of governance bodies and employees	p. 63, 64		6	15	5, 8
GRI 406: Non-discrimination 2016						
406-1	Incidents of discrimination and corrective actions taken	p. 66		6		5, 8
COMMUNITY ENGAGEMENT						
GRI 3: Material Topics 2021						
3-3	Management of material topic	p. 68				

4 QUALITY
EDUCATION5 GENDER
EQUALITY8 DECENT WORK AND
ECONOMIC GROWTH

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

Disclo- sure	Disclosure title	Page(s) in the GRI report 2023 or reference	Comment/ omission	UNGC principle	DNK criterion	SDG
GRI 301: Materials 2016						
301-1	Materials used by weight or volume	p. 44			11	
GRI 303: Water and Effluents 2018						
303-3	Water withdrawal	p. 44			11, 12	12
GRI 306: Waste 2020						
306-3	Waste generated	p. 45			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. 46		1-6	17	
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	p. 46		1-6	17	
GRI 414: Supplier Social Assessment 2016						
414-2	Negative social impacts in the supply chain and actions taken	p. 46		1-6	4, 17	
GRI 415: Public Policy 2016						
415-1	Political contributions	p. 11		10	19	
GRI 419: Socio-economic Compliance 2016						
419-1	Non-compliance with laws and regulations in the social and economic area	p. 66		20		
GRI G4: Financial Services Sector Disclosures						
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 €2.7 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



List of abbreviations

AGG	General Equal Treatment Act
OSC	Occupational Safety Committee
DMS	Depot management system
BUKEA	Department of the Environment, Climate, Energy and Agriculture of the City of Hamburg
BVM	Department of Transport and Mobility Transition
CMS	Compliance management system
CO ₂ e	CO ₂ equivalents
CSRD	Corporate Sustainability Reporting Directive
DGUV	German Social Accident Insurance
DNK	German Sustainability Code
GDPR	General Data Protection Regulation
FFG	FFG Fahrzeugwerkstätten Falkenried GmbH
FHH	Free and Hanseatic City of Hamburg
HCGK	Hamburg Corporate Governance Code
HHW	Hamburger Hochbahn-Wache GmbH
HSG	HSG Hanseatische Siedlungs-Gesellschaft mbH
hvv	Hamburg Public Transport Association
ILO	International Labour Organization
LkSG	Supply Chain Due Diligence Act
ÖPNV	Local public transport
TEREG	TEREG Gebäudedienste GmbH
GHG	Greenhouse gas
U5 GmbH	HOCHBAHN U5 Projekt GmbH
UITP	International Association of Public Transport
VDV	Association of German Transport Companies

Publishing information

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