

Rostock

**EAST**

Rostock **WEST**

# Warnow Tunnel

Our roadmap for sustainable development 2010/11

fast - convenient - safe - comfortable



# Focus on sustainable development

For us, sustainable development means to act carefully and respectfully, when dealing with our partners, customers and employees as well as with our environment. We actively participate in the economic and social life of our region. The inhabitants of Rostock and their guests should enjoy a good quality of life and excellent infrastructure.

Our desire is to fulfil the needs of the present generation. At the same time, we act with foresight and responsibility to create a good basis now, for the future generations. Matthias Hermann, the chief executive officer, supports with complete inner conviction the execution of the tasks ahead with regard to sustainable development.



## Objective 1: Foster a trusting relationship with our customers

We are satisfied, only if our customers are satisfied too. In the lanes, our customers receive quick and friendly service at the toll booths. At the customer centre, competent employees take the time for a detailed consultation with our customers. Customers are often provided complimentary tips for excursions, sometimes also a map of the city, if they are not acquainted with the region.

Since the spring of 2011, the toll station is being rebuilt, which may cause limitations. We have notified the same in the media, on sign-boards and on our homepage. First and foremost, we have recruited additional personnel so that our customers can pass through the tunnel and the toll station safely and quickly.

Due to the construction site situation, it was decided to carry out the next customer survey only

in 2012 or 2013, in order to obtain results comparable to the results of previous surveys. We have achieved the objectives set for 2010: Our new homepage was successfully launched in the summer of 2010. With the new homepage, we present ourselves to our customers and interested visitors in a more modern and informative way.

In October 2010, we successfully passed the recertification for ISO 9001:2008.



# Objective 2: Consideration of possible risks

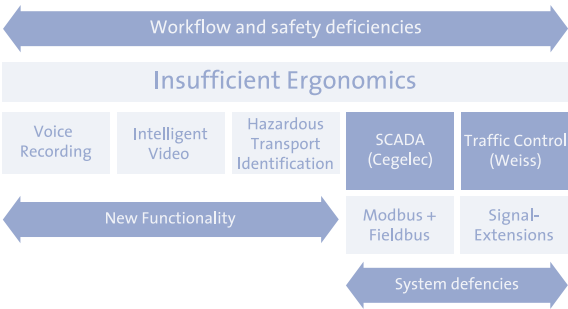


Our current risk and emergency management system was developed during a workshop held at the beginning of 2008. We are proud of the handbook developed for disaster scenarios with concrete processes and responsibilities, which was a result of 2

years of continuous development of the fundamental concepts. It is an ideal tool for a rapid response during accidents or crises and to ensure the continuation of the enterprise. Risks, which we recognise and can influence, are continuously reduced.



## Current status



## System optimized



The Traffic Control System and the SCADA System neither are modular designed nor can they be extended due to obsolescence. Additional modules would be e. g. an intelligent CCTV-Alarm and a Hazardous Transport Detection- and Identification function in order to detect abnormalities in traffic. An aggravating factor is that MODBUS+ is used for communication in the SCADA System. This function cannot be compared to the capabilities of the contemporary BUS systems.

Quarterly, together with an external consultant, we define further milestones for risk minimisation.

The objective must always be realistic and should be defined using a measurable value. We check the target and actual states in the project process. If necessary, we use corrective measures to achieve our objectives. The results of this quarterly assessment are provided to our shareholders. Our big project in 2011, the rebuilding of the toll station, has already been tackled also as a result of the risk management.





## Objective 3: Occupational safety and health

For issues pertaining to tunnel safety, fire protection, occupational safety, risk management, ISO certification, sustainable development, we have representatives, who continuously pay great attention to compliance with the legal requirements and the fulfilment of internal objectives.

Meanwhile, training fire fighters in the region or a fire drill in the tunnel have become an integral part of our annual parallel operations as also the employee training program for occupational safety and health. Employees, who work on screens at their workstation, work in shifts or carry

out surveillance activities, undergo medical checkup on a regular basis.

Ergonomic chairs and big flat-screen monitors are provided at the workstations. We place great emphasis also on mental stamina. In 2010, all colleagues participated in a BUDO seminar „Power auf Dauer“ (Lasting Power); cashiers and shift supervisors received training for dealing with customers. In 2011, our cashiers became acquainted with the FISH philosophy, which facilitates an easy, understanding and delightful interaction with the customer.



## Objective 4: Development of employee skills and equal opportunities

In addition to the coaching and Budo courses, our annual training plan also includes courses for our engineers. We wish to remain one of the safest tunnels and needless to say, our technicians must also be equipped with the latest knowledge in the field. Office employees were trained in Excel and Powerpoint, there was participation in a conference for secretaries, the QM representative attended a training session and our cashiers improved their English skills to be able to help foreign customers. Again, there are interesting and informative trainings planned for 2011.

In 2010, WQG employees participated in the following trainings:

- Safety in tunnel systems
- General occupational safety
- Guidelines for safety at workplaces at streets in accordance with RSA 95
- 8. Tunnel symposium in Hamburg
- Safe handling of mobile work platforms
- Fire protection and safety in traffic facilities



## Objective 5: Establish long-term relationships with partners, subcontractors and suppliers

The composition of our partners, subcontractors and suppliers has hardly changed since the opening of the tunnel in September 2003. A trusted partnership, mostly with companies from the region, has developed over the years. A number of those companies were also involved during the construction phase and are well-versed with the buildings and the technology.

Thus, we can work hand in hand with them. In addition to a trusted relationship, we thus create efficiency through shorter lines of communication. Our business partners are aware of our quality management. There is no unlawful employment at WQG.



## Objective 6: Respect the environment when carrying out our activities

### Innovation with RFID Technology

Since WQG is not a manufacturing industry, our contribution to environmental protection may be modest. However, a decisive step in the direction of sustainability was the introduction of the RFID strip in 2010. It represents the perfect successor to the previously issued TAG devices.

RFID stands for Radio Frequency Identification. Using this technology, data is transmitted without contact from a data carrier, the so-called RFID film, to a reading device, or an antenna and vice-versa.

In cooperation with the Rostock company, B & S Data Systems, RFID technology was adapted to the requirements of our toll station. After comprehensive programming and test runs, our partner made it possible for us that we could offer our customers this new system since the summer of 2010.

The major advantage is that the film functions passively and without a battery. The battery of the predecessor system could neither be replaced nor recharged independently; hence we provided an alternative to replace the devices.

Apart from the now reducing pollution load, there are many logistical advantages for both, our customers as well as for us. An additional positive aspect for the customers is that the film is more inconspicuous than the TAG device.



## Objective 7: Participation in the economic and social life in our region

We are pleased that we could further strengthen the partnerships formed in the preceding years. The Rostock marathon, the summer concert at the Rostock Zoo, the Ostsee meeting, the Hanse Sail are big events in Rostock which attract the locals as well as visitors to the Hanseatic city of Rostock. WQG is present every year for the organisation and support of these festivities. We also support the „Rostocker Tafel“, where we sponsor the tunnel passage for the vehicles.

We promote city festivals with material or financial donations. We continued with the sponsorship for the Rostock fountains and enabled the maintenance of the Möwenbrunnen and the Warneminster Umgang fountain. Last but not the least, we continued our sponsorship of the music series “Organo e Cimbalo” in the village church of Lichtenhagen and the Children’s Choir of the Rostock Singer Academy.





# Overview of objectives and measures

## Objectives

Score 2010	Target 2011
------------	-------------

aim 1	Foster a trusting relationship with our clients, based on consideration, transparency and innovation	1.1	●	Expand customer satisfaction surveys	3,5	3,5
		1.2	●	Raise managers' awareness of business ethics issues	3	3,5
		1.3	●	Initiate triple certification processes (ISO 9001, ISO 14001, OHSAS 18001) at all operational entities	2,5	2,5
		1.4	●	Propose innovative solutions to save energy and raw materials and expand use of recycled materials	2	2
aim 2	Incorporate risk into the day-to-day management of the company	2.1	●	Heighten vigilance on environmental and social risks	4	4
		2.2	●	Develop employees' skills in these areas	4	4
		2.4	●	Assess the reputation risk associated with each contract and its wider context	4	4
aim 3	Lead our business sectors in terms of occupational health and safety	3.1	●	Strive for a high level of prevention and extend it to all continents	4	4
		3.2	●	Involve partners and subcontractors in our progress on safety approaches	3,5	3,5
		3.3	●	Improve road safety	4	4
		3.4	●	Focus on ergonomics to improve working conditions	4	4
		3.5	●	Inform employees about dangerous substances and handling procedures	2	2
		3.6	●	Promote vaccination	2	2
		3.7	●	Discourage drug and alcohol use and smoking	3	3
aim 4	Develop our employees' skills and promote equal opportunity	4.2	●	Design individual training plans	4	4
		4.3	●	Develop mentoring or career paths that reward top-flight workers	n.a.	n.a.
		4.4	●	Conduct employee satisfaction surveys	3,5	3,5
		4.5	●	Increase the number of women employees in the company	4	4
		4.6	●	Introduce a section on employees with disabilities in our HR policy	2,5	2,5
		4.7	●	Apply equal opportunity to the hiring process	3	3,5
		4.8	●	Encourage the involvement of employees in the sustainable development approach	2,5	2,5
aim 5	Establish balanced, long-term relationships with our partners, suppliers and subcontractors	5.1	●	Involve subcontractors in our QSE approaches	3	3
		5.2	●	Develop a partnership approach with our subcontractors	2	3
		5.4	●	Implement procedures to combat illegal labour	1,5	1,5
aim 6	Ensure that our businesses respect the environment (design of works)	6.5	●	Develop equipment of high environmental standard	2	2
		6.6	●	Reduce fuel consumption	2	2
		6.7	●	Reduce and recycle waste	2	2
		6.10	●	Make employees aware of everyday behaviours that protect the environment	2,5	2,5
aim 7	Participate in the economic and social life of the regions where we operate	7.1	●	Support youth development programmes through partnerships with youth and sport clubs	3	3
		7.2	●	Participate in joint operations with local reintegration organisations	3	3
		7.3	●	Promote actions to support education and health	4	4
		7.4	●	Develop cultural sponsorship	4	4

● No activities in current year      ● Activities currently underway      ● Planned activities carried out

# Sustainable development for Warnowquerung

## Measures

In Oct/Nov '09 we executed a customer satisfaction survey. The Rostock University assisted in developing the questionnaire and analysed the data. As we've seen constantly good results, the University recommended and we decided, to maintain such big surveys on a triennial or longer base. Further we continued to monitor key indicators (satisfied/not satisfied) on a monthly base.

Continuation of information done by 2 full staff sessions. In 2010 we started to write down the already lived WQG-Ethics Code. Document is also basing on BY's written Codes. We have edited our second annual report and distribute it to all stakeholders (and clients if desired).

Tripple certificate not necessary at WQG but to be monitored with other BY-concessions;

- passed successfully first control audit re. ISO 9001:2008
- applicable parts of ISO 14001 are contained in our (specific) ISO 9001 audit
- OHSAS 18001 not used but implemented: Occupational Health and Safety Manager installed, bi-annual external supervision of actions

Energy management system to cap the energy peaks and to reduce overall energy consumption in force and maintained regularly. Regular control of energy consumption. Mechanical and manual tunnel cleaning took place in autumn. In result we were able to reduce light energy consumption. Due to the fact that WQG has no construction or production, it is hard to reach level 4.

Worst case scenarios were checked. We defined measures to minimize the risks. Action plan to manage detected risks maintained. Regular training sessions held with all involved persons. An external auditor quarterly checked the status and reports. WQG quarterly reported to the shareholders about mitigation of risks. Modification of risk asset management systematics in compliance to ISO 31000

Continuous regular training for all staff according to the ISO-manual maintained. Formalised auditing including the experiences from former trainings and happenings executed. Regular process of training, information and feedback in place. Action plans from Asset Risk Management followed up.

Existing "Asset Risk Management System" which includes PR-risks. An action plan / PR-procedure in case of crisis defined to manage the evaluated risks. Quarterly review of risks by an external auditor. Short term reduction of risks reached. Press releases for critical cases developed and filed.

We purchased high quality workplace equipment (TFT-monitors, air-condition, ergonomic chairs,...). New chairs for the cashiers purchased. Regular external audits (outsourced responsibility) maintained. Monthly control of illness rate, accident rate at work, working hours, ... / Training re. BUDO - training for steadily power realised for all staff in 2010.

We respect all existing and necessary rules and inform and train our partners and suppliers at any event. Internal commission for safety is implemented and active. Responsible persons nominated with special dedicated safety responsibilities to receive and as well to execute trainings for all of the staff and suppliers.

Regular employee assessments maintained, regular monitoring of accident rates, improvement of information systems (City-Lights) and signage with public authorities, additional staff in the lanes during high peak times and periods to provide fluent traffic and to avoid misuse / we started with recognition of dangerous goods vehicles via cameras / yearly screening of the road surface by Ramboll from Sweden /

We replaced again old monitors by TFT-monitors, air-condition and ergonomic chairs are self evident. Monthly control of illness rate, accident rate at work, working hours, ... Public information for all employees at the black board; staff improvement proposals realised; Ergonomic targets included in the master targets according to ISO / 2 new chairs purchased for the cashiers

We don't use / treat with dangerous substances in our operation. For the avoidance of transports of dangerous goods by traffic/customers we have implemented according procedures in the ISO.

Biennial all employees go the a special medical examination regarding work at screens, supervision tasks and nightshift work. Thereby also the individual vaccination status is checked. Vaccination costs provided by the company.

Alcohol, drugs and smoking is prohibited in the office and at the workplace. No specific control procedure implemented, but all management staff monitors this permanently. We do not have any drug or alcohol misuse.

WQG has individual training plans with all employees - during our staff appraisal the employees propose their need and we agree in most cases. An analysis of form has to be filled out by every staff member after the training.

not applicable as company size is too small; programmes allowed /used by individual agreements

Annual appraisal interviews conducted, satisfaction/dissatisfaction is part of the structured questionnaire. Questions and answers are compared with previous year's evaluation. Introduced suggestion box brought a lot of interesting proposals which have been implemented short-dated. A quarterly employees information session has been implemented as well.

Equal rights and opportunities are self-evident in our company. This is proofed within our entity by a female share of always approx. 57% of staff and no differentiation in salaries for the same job description. New law (AGG) concerning equal rights is followed. Equal opportunities officer denominated.

In 2010 WQG has one disabled person in staff. If there are positions vacant, disabled persons have the same chance like others.

Equal rights and opportunities are self-evident for the company, its management and as well for all employees. New law (AGG) concerning equal rights has been announced, trained and maintained, Code of Ethics not yet implemented.

Employees suggestion box carried out. No specific committee or action plan implemented.

Continuation of annual valuation / assessment by internal audit. Joined examination of the results with the core suppliers further to be executed.

Regular contacts and meetings are maintained. Information document is attached to all contractual, bidding, negotiation papers. We discuss with our subs the existing contracts and also explain our policy. We distributed our "Sustainable business report" to all our subcontractors.

Not yet included specifically, but recognized as self-evident on management level. For all staff it's included in the labour contract, that illegal labour is forbidden. Code of Ethics still has to be published.

No specific purchase procedure implemented, but awareness of staff trained by the management face to face; We reduced our energy consumption by using the new programme implemented for energy saving / energy peak cutting within the SCADA-system - regular check of energy consumption Our proposal to investigate in possibilities of usage of wind energy has been blocked by the lenders. Implementation of RFID system to replace the "old" TAGs with (harmful) batteries.

One of our cars has the alternative option of Bio-Ethanol.

Waste seperation (paper, plastic, other,...) practiced throughout the company. False prints used as concept papers, bidirectional print-out to be used as far as possible. Used metals seperated and collected.

Awareness campaign repeated; energy saving possibilities and necessities have been announced and discussed in the quarterly staff meetings. Indicators to be identified as well during those meetings and to be announced as soon as they are agreed as reasonable.

There are fixed partnership contracts in place, e.g. we support primary schools and a secondary school (engaged in german-french relationship) to maintain study exchanges. We have further fixed contracts with the Rostock Zoo etc. Donations are given regularly to different schools and sports club but not on a fixed contractual base. The overall amount of donations is planned in the annual budget. The MD maintains actions as honorable judge at the labour court and the criminal court for teenagers. / Cooperation with the labour agency to give young people an inside into our company / Contractual sponsorship of talented young people in the Hansa Rostock academy (football) / regular sponsorship of a childrens choir / we make internships available / sponsoring of tennis for underprivileged children

We maintain a partnership with the local "Centre Franco Allemand". Further we have a fixed partnership with the local salvation army "Rostocker Tafel" since 2003. Annually at christmas time, we support a fundraising campaign "Helfen bringt Freude", initiated by the local press. We have a cooperation with a career advancement company (Berufsförderungswerk) which tries to give people a chance that have been longer time sick or are disabled - we make a traineeship available.

There's no fixed partnership contract in place, but since 2000 we support a primary school and a secondary school (engaged in german-french relationship) to maintain study exchanges. Donations are given regularly to different schools and sports club but not on a contractual base. Further we supported the Warnowtour (bike ride). We have a cooperation with the StaUN (a public enterprise for environment and nature) which organises yearly a pupils competition regarding environmental topics. / Support of Ostsee-conference where referees talk about health and worklife balance. / WQG supports the Marathon in Rostock, where our employees are involved.

We maintained partnerships with the local ZOO (classic night and partnership for the otter - our mascot). The MD is CEO of the local German-French Association of Mecklenburg-Vorpommern. We occasionally support different local projects (fund-raising for heritage, concerts, expositions). We followed the actions by using a media grade survey and announce all donations at the blackboard internally WQG is sponsoring the maintenance of two big fountains in Rostock. WQG supported Rostocks art gallery.

Score 2010: 96  
Target 2011: 96

Coefficient of improvement over 2009's score:  
Score on 20-point scale ((Total score / number of measurable activities)\*5) 19,10



Rostock

# WEST

**WARNOWTUNNEL**  
*DIE Abkürzung in Rostock*

schnell • günstig • sicher • bequem

Warnowquerung GmbH & Co. KG

Zum Südtor 8, D-18147 Rostock

Tel.: +49 (3 81) 6 37 22-31

Fax: +49 (3 81) 6 37 22-99

E-Mail: [info@warnowquerung.de](mailto:info@warnowquerung.de)

Web: [www.warnowtunnel.de](http://www.warnowtunnel.de)

Shareholder:

Bouygues Travaux Publics S. A. (France)

European Transport Investments (UK) Limited



ISO 9001:2008

**PEPPER&BRAIN**  
KOMMUNIKATION UND STRATEGIE