



Warnow Tunnel

Our roadmap for sustainable development
2009/10

fast - convenient - safe - comfortable



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Publisher and responsible for content:
Warnowquerung GmbH & Co. KG
Zum Südtor 8, 18147 Rostock
Tel.: 0381 – 6 37 22 31
Fax: 0381 – 6 37 22 99
E-Mail: info@warnowquerung.de
www.warnowquerung.de
Director: Matthias Herrmann

Concept, Design and execution:
Pepper & Brain
Kommunikation und Strategie
Am Strande 3a, 18055 Rostock
Tel.: 0381 – 383 19 63
Fax: 0381 – 383 19 62
E-Mail: info@pepperandbrain.com
www.pepperandbrain.com

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Angelika Heim
Warnowquerung GmbH & Co. KG
Yvonne Osterkamp
Pepper & Brain
iStockphoto:
Andyworks, Andrew Howe
Fotolia: mercedes navarro, adrofröll,
2jenn, Adam Borkowski, Mahir Ates,
Frank Wagner, Joachim Link, tdoes



Matthias Herrmann, Director

Foreword by the Director

Ladies and Gentlemen,

another year of progress along the path of sustainable development is behind us, and we want to report on how far we have gotten.

During the past year we again actively supported various projects in and around Rostock, such as the Rostock Singing Academy Childrens' Choir, the Rostock Zoo, the Rostock food program, and many more.

As Director, I myself and many of our employees are very involved in various committees and working groups, with the goal of strengthening the cultural and economic underpinnings of our region.

The reduction in visitors in 2009 was a symptom of the general economic crisis. But in crises people draw closer together, rethink things and look for alternatives. We have made good progress with the risk management system we implemented in detail in 2009. Where we found weaknesses, we have acted to remove them. Jobs and responsibilities that arose as employees left were distributed among remaining staff and new personnel, so that now we are stronger than ever before.

We are just a small company with modest possibilities. We have to be profitable in order to survive as a company. But social responsibility is also one of our basic principles, and something that is close to our heart. And as always, our motto is „From the region, for the region.“

Enjoy reading!



1. Quality objectives of Warnowquerung GmbH & Co. KG

Warnowquerung GmbH & Co. KG – the operator of Germany’s first road tunnel funded by the FStrPrivFinG act (law on privatisation concerning the construction of trunk roads) – has established the objective to always orient its idea of quality to the requirements of the market and to revise this whenever necessary.

The quality policy of the company is summarized in the following **binding principles**:

1. The safety of every user of the tunnel is, at all times, the highest priority of each employee of Warnowquerung GmbH & Co. KG, and is subject to continuous monitoring and improvement.
2. The Warnow Tunnel is “The shortcut in Rostock”. It is one of our company’s highest objectives to always keep the vehicle processing time short and to minimize restrictions in traffic.
3. Warnowquerung GmbH & Co. KG is a service provider. As such, customer orientation and customer satisfaction are of utmost importance. Friendliness and helpfulness are values lived by each employee.

The employees are the heart of the company. Employee motivation is the number one factor for success.
4. Warnowquerung GmbH & Co. KG views its dealings with business partners, governmental institutions and public authorities as a partnership structured according to the principle of sustainable development.
5. The significance of financial investors – both shareholders and banks – is recognized by all employees. Consequently, the interests of these investors are always considered in all important decisions taken by the company.
6. Internal processes are continuously reviewed with a view to their expediency as well as their potential for failure and optimisation, and are modified if necessary.
7. For the long-term survival of Warnowquerung GmbH & Co. KG, cost reduction is among the most important goals. The employees continually evaluate the processes of the company and are involved in continuous improvement measures.
- 8.

These principles are reflected in the quality slogan of WQG:

“We are the shortcut in Rostock. Our customers arrive quickly at their destinations, have chosen the most convenient route, and have a pleasant and safe trip.”

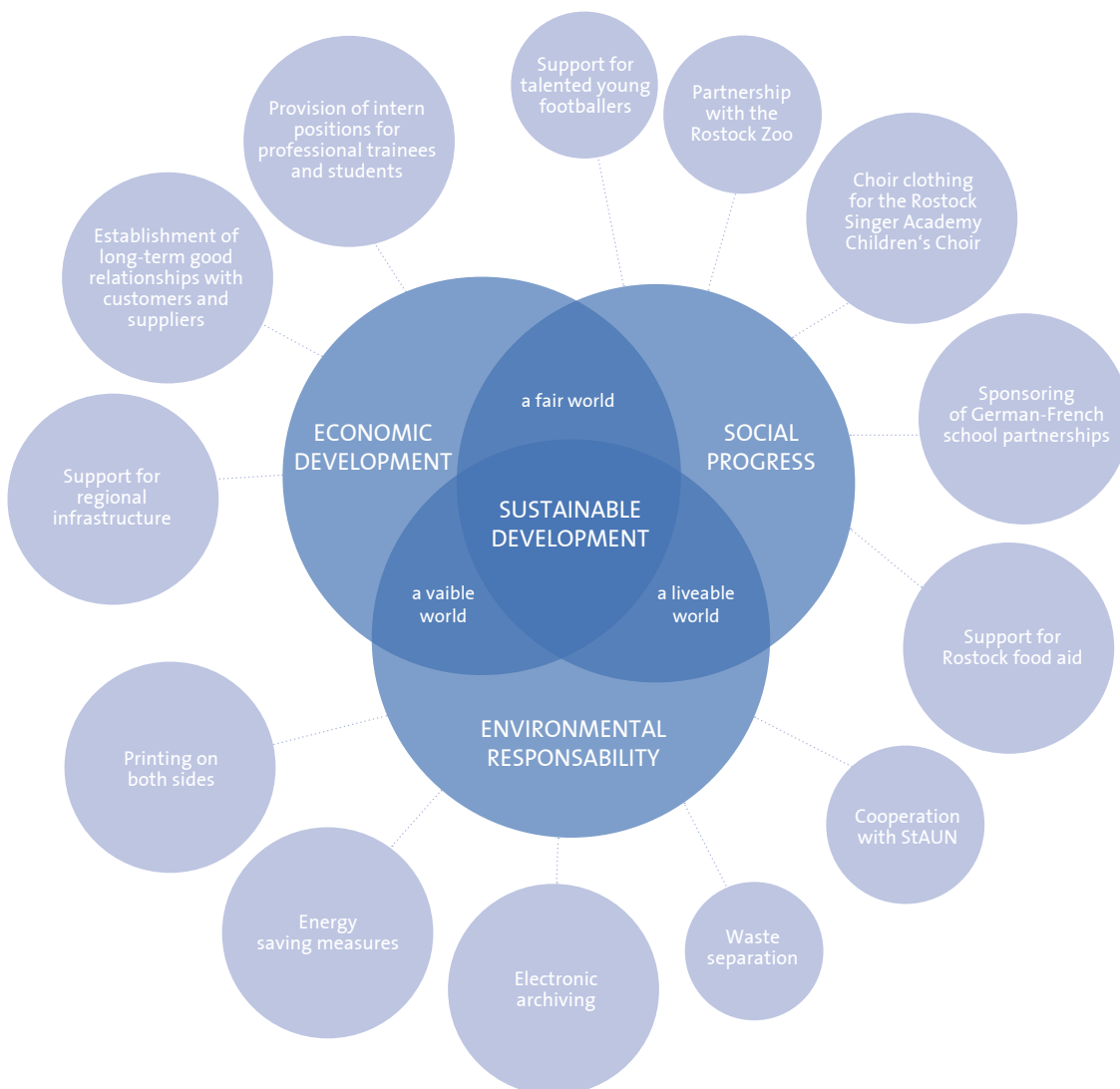


2. Focus on sustainable development

„Man is a part of nature,
not something contrasted with it.“

Bertrand Russell (1872-1970),
British philosopher and mathematician,
winner of the 1950 Nobel Prize for Literature

The graphic shows the actions we are taking in order to bring business, social and environmental issues into harmony.



Every one of us can contribute to making sure the world stays livable and worth living in. We just have to transform some of our many good resolutions and ideas into action. It doesn't even always take large sums of money - many small actions or material contributions help classes, groups and people do the right thing.



Focus 1:

Maintaining a trusting relationship with our customers, based on consideration transparency and innovation



Photos, top to bottom:
Christel van Gestel
Marketing Specialist
With tunnel mascot
Oscar the otter
Christian Frehse
Shift supervisor
Günter Kreft
Cashier

Every two years we do a customer satisfaction survey, with the goal of assessing the service performance of the Warnow tunnel and recording the current satisfaction, acceptance, interests and desires of our customers.

Over a period of two weeks, 10,000 questionnaires are handed out at our toll station. The questions were developed especially for the Warnow tunnel in cooperation with Rostock University and the Baltic Institute for Marketing, Travel and Tourism.

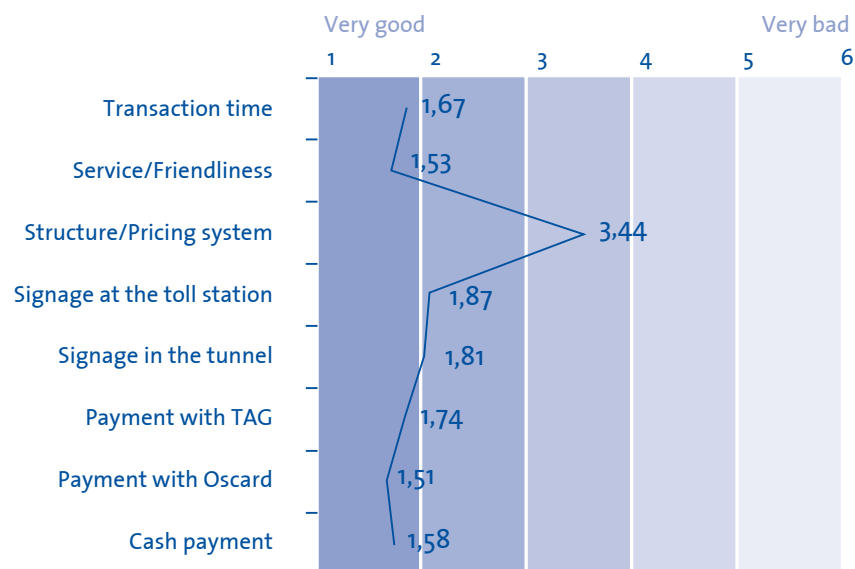
We did the most recent survey from 15 to 29 October 2009. As a token of our thanks, each respondent got a free

Category 1 tunnel passage. A total of 2918 completed questionnaires were returned and were electronically evaluated at Rostock University.

In December 2009 we got back a detailed analysis of the results, along with a satisfaction profile. As in 2007, with the exception of pricing, our customers consistently gave us A and B scores for all forms of payment, signage, transaction time, and service at the toll station.

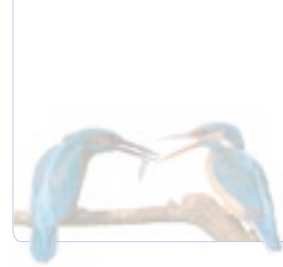
We are proud that our constant efforts to stay at this high level have led to these results. ■

Christel van Gestel



Source: 2009 customer satisfaction survey (WQG and Rostock University)

Satisfied employees = Satisfied customers



Christine Deutsch: I enjoy working at Warnowquerung, because I have a good workplace there. The company is modern and technically very well equipped. So that we can concentrate on our work, beverages are provided free for all employees.

What I enjoy most about my job is the daily contact with people. The opportunity to work in different fields gives my working day a lot of variety.

There is a family atmosphere among my colleagues, and people take time for each other in the event of problems, whether work-related or personal. We look out for each other.



Katrin Lübke: As somebody who works at a service company and is used to dealing with customers, I know very well how I would like to be treated as a customer. Probably everybody's run into unmotivated, unfriendly service employees. They overlook customers and don't pay attention to them.

It's important to give friendly, considerate service. We want customers to take the shortcut through the tunnel the next time too, instead of taking the long way around. Customers who come away

feeling understood and like they made the right choice in taking the tunnel, will tell others and so help boost tunnel usage and our sales.

At the customer centre, our obligingness has won over many regular customers who enjoy the personal interaction with us. When I see that, it gives me one more reason to be there for the customer every day, whether on the phone or in person. Satisfied customers also mean a better working environment for me, more job enjoyment and more life balance.



Goals 2010

- Fast, detailed information to customers about news or changes. Establishment of an honour code.
- Completion of a redesigned website
- October 2010 - Recertification per ISO 9001:2008





www.warnowtunnel.de

Redesigned WQG website

In 2009 we set ourselves the goal of redesigning the website. However, in the preparatory discussions on design and functionality we quickly discovered that it's not so easy to accommodate all the ideas and suggestions. We wanted it to be user-friendly and visually appealing. Plus, we wanted to have it in English as well, for people outside Germany who are interested in the tunnel.

As a partner for this project we chose the Hinstorff-Media department of the Hinstorff publishing house. The combination of an innovative traffic project and the old, established, experienced Rostock publisher seemed to us to be most suitable for a successful execution. In early December 2009 we held initial preparatory meetings, and a few days later the first rough design layouts were ready to look at. After we had agreed on a concept, the real work began.

We looked at many photos and made our choices, with the advice and practical assistance of Rostock photographer Angelika Heim.



Copy was subjected to critical examination, tightened where necessary or adapted to changed conditions. The guiding principle throughout was that visitors to the site should find it as simple as possible, yet attractive enough to make them want to stay.

Currently, the menus are being programmed. We can already take a look at several live pages. Due to the size of the site work is still underway, but by the 2010 summer season our new site will be up and running! ■ Olaf Wiechmann

Goals 2010

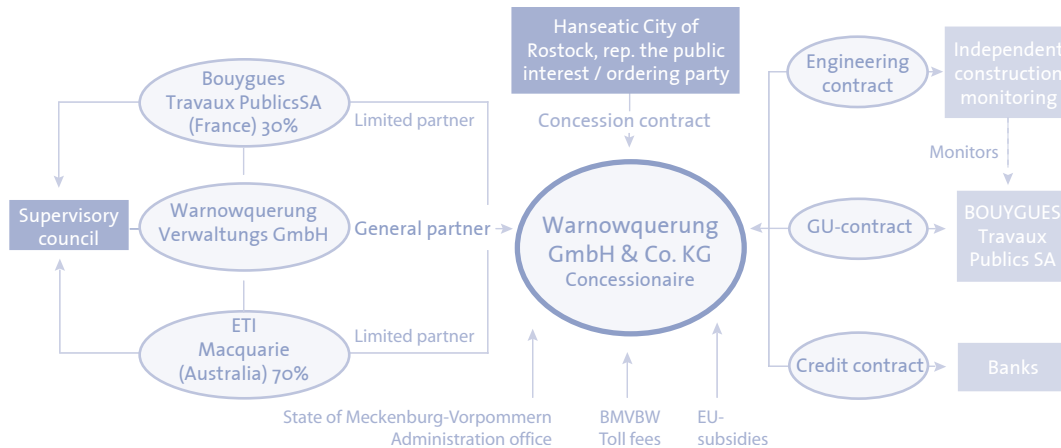
- Creation of a Disaster Management Plan
- Quarterly reporting to shareholders on identified risks and measures to minimize them
- Definition of strategies to update and stabilize the IT platform
- Examination of the feasibility of a new traffic study in order to be able to better estimate future developments



PPP-Public Private Partnership

A way to carry out infrastructure projects

The graphic shows the contractual relationships of the first privately-financed road construction project in Germany, the Warnow tunnel:



Very generally speaking, PPP is a form of cooperation between public administration and private business. The state performs its sovereign duties by working with private companies, or transfers these duties entirely to the private sector. The financing of infrastructure projects (roads, schools etc.) is a primary focus. Companies benefit from the contacts and experience of public administration, and naturally from getting the order or investment opportunity – as well as a steady source of predictable income extending over decades.

For its part, public administration can accomplish certain things only with the financial assistance of private business, and benefits from the life-cycle approach of private investors. As a rule it also gains cost and deadline certainty.

PPPs are not generally legally regulated, but for road construction a legal basis has been in place since 1994 with the Fernstrassenbauprivatfinanzierungsgesetz or FStrPrivFinG (law on the construction of motorways by means of private financing).

Sources include www.juraforum.de/lexikon/public-private-partnership

In our case, the Warnow crossing, which had been part of the general development plan of the Hanseatic City of Rostock since the 70`s, was advertised for competitive bids in the official journal of the EU after passage of the FstrPrivFinG.

The advantages of privately-financed infrastructure projects are:

- Independence from political and budgetary limitations
- Higher efficiency and often faster implementation
- High quality and excellent maintenance during the concession period

- 1974 Warnow crossing „North“ as part of the general development plan of the City of Rostock
- 1992 Inclusion of the Warnow crossing in the Federal Traffic Route plan as „further need“
- 1996 Signing of the concession contract, start of planning work
- 1999 Project plan approval
- 1999 Green light for financing
- 2000 Start of construction
- 12.09.2003 Warnow tunnel opening ceremony
- 12.09.2053 Concession end, 50 years after opening



Ostsee

Pay by OSCARD (Lanes 2,3,5+6)

With the Oscar card using the tunnel is fast and easy. Just hold the card up close to the scanner.



Personal service in the cash lanes (Lanes 2+6)

Here we accept all forms of payment for all cars, and you can also purchase or top up your Oscar. Routex, UTA, DKV, EC and many other credit cards are accepted.



choose the best

arrive safely

get there quickly – travel comfort



Your fast connection

Fast • Economical • Safe • Comfortable



Rostock

Cash payment at coin machines (Lane 3)

Toss your payment (coins) into the basket.
The machine will return change. The boom will open and you can pass through.



RFID or TAG payment (all lanes)

All lanes accept RFID or TAG payment.

The barrier opens automatically and the car drives through at walking speed, without stopping. The RFID film or TAG is applied to the windscreen.



Card payment (Lanes 2,3,5+6)

You can pay with many EC cards in this lane. Credit cards are accepted only in the cash lane.



ortably





Focus 2:

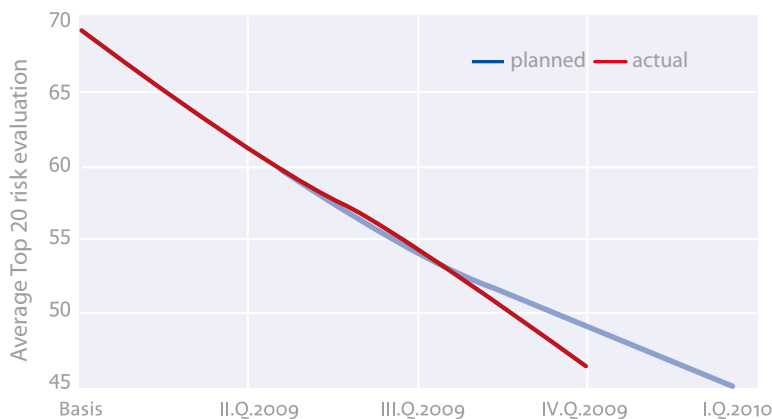
Addressing potential risks in day-to-day business

With the help of the risk management system we introduced last year, we have greatly reduced the major risks identified in late 2008 that we can influence. For the risks categorised as very high, we engaged an external consultant to prepare action papers in which the responsible persons report quarterly on what activities are planned or have been implemented, and whether they have led to effective risk minimising.

In evaluating the risks we have used the following parameters.

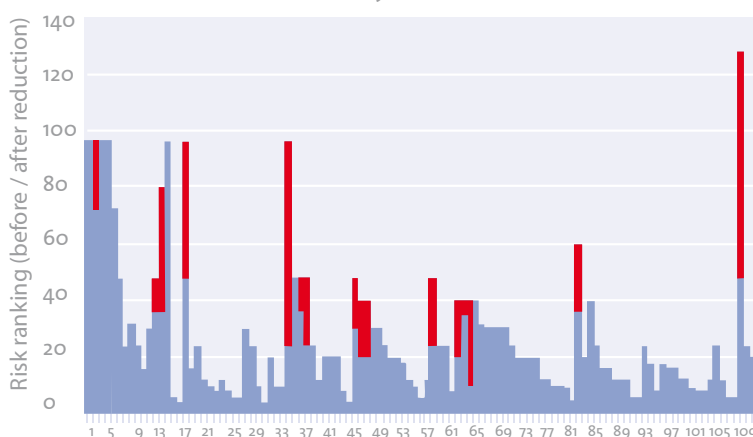
- Probability of occurring
(1△once in more than 10 years, 2△once in 10 years, 3△1 x per year, 4△up to 10 times per year, 5△more than 10 times per year)
- Acceptable downtime
(1△more than 1 month, 2△1 month, 3△1 day, 4△2-14 hrs., 5△less than 2 hours)
- Effects on business
(1△minor, 2△slight, 4△large, 8△massive)

Risk reduction - Progress on the Top 20 risks



The average basic risk was assessed at 69 at the end of 1st quarter 2009. The objective was a reduction to 44 by the end of the quarter. The goal was reached three months early.

Reduction of all risks by risk number



It is clearly evident that the main spikes (red) have been substantially reduced.

Probability of occurring

| | | | Once in more than 10 years | | | | Once in 10 years | | | | Once per year | | | | Up to 10 times per year | | | | >10 / year | | | |
|-----------------------|------------|---------|--|--------|-------|---------|------------------|--------|-------|---------|---------------|--------|-------|---------|-------------------------|--------|-------|---------|-------------|--------|-------|---------|
| | | | Almost never | | | | Unlikely | | | | Moderate | | | | Possible | | | | Very likely | | | |
| | | | 1 | | | | 2 | | | | 3 | | | | 4 | | | | 5 | | | |
| Acceptable down time) | > 1 month | 1 | 1 | 2 | 4 | 8 | 2 | 4 | 8 | 16 | 3 | 6 | 12 | 24 | 4 | 8 | 16 | 32 | 5 | 10 | 20 | 40 |
| | 1 month | 2 | 2 | 4 | 8 | 16 | 4 | 8 | 16 | 32 | 6 | 12 | 24 | 48 | 8 | 16 | 32 | 64 | 10 | 20 | 40 | 80 |
| | 1 day | 3 | 3 | 6 | 12 | 24 | 6 | 12 | 24 | 48 | 9 | 18 | 36 | 72 | 12 | 24 | 48 | 96 | 15 | 30 | 60 | 120 |
| | 2-14 hours | 4 | 4 | 8 | 16 | 32 | 8 | 16 | 32 | 64 | 12 | 24 | 48 | 96 | 16 | 32 | 64 | 128 | 20 | 40 | 80 | 160 |
| | < 2 hours | 5 | 5 | 10 | 20 | 40 | 10 | 20 | 40 | 80 | 15 | 30 | 60 | 120 | 20 | 40 | 80 | 160 | 25 | 50 | 100 | 200 |
| | | | 1 | 2 | 4 | 8 | 1 | 2 | 4 | 8 | 1 | 2 | 4 | 8 | 1 | 2 | 4 | 8 | 1 | 2 | 4 | 8 |
| | | | Minor | Slight | Major | Massive | Minor | Slight | Major | Massive | Minor | Slight | Major | Massive | Minor | Slight | Major | Massive | Minor | Slight | Major | Massive |
| | | | For risks that influence business continuity, multiply effects on business by 2 | | | | | | | | | | | | | | | | | | | |
| | | | 1) If the acceptable downtime is not projectable, use 3 | | | | | | | | | | | | | | | | | | | |
| Risk level | >39 | High | Risks and risk reduction measures must be reported to auditors / shareholders. | | | | | | | | | | | | | | | | | | | |
| | > 9 | Moderat | The risk should be under observation by management in order to ensure appropriate control. | | | | | | | | | | | | | | | | | | | |
| | <10 | Low | The risk can be dealt with in the normal course of business. | | | | | | | | | | | | | | | | | | | |

For 2010 we have set ourselves the objective of further reducing the risk peaks and finalizing the actions begun in 2009 towards minimizing our risk.

In the coming years we will concentrate on special risk areas.

In doing so, we hope to eliminate the weaknesses that can be dangerous for business processes, and create a stable basis to ensure continuity.

Special risk fields we will look at are replacement parts storage and the IT and data-processing system.

A new traffic study, whose feasibility we plan to examine, will not be started for the present, since the many construction sites in and around Rostock make it impossible to get a real picture of traffic flows. ■



Focus 3:

Being a leader in occupational health and safety



Top picture
In background:
Madlen Stroka,
Bärbel Elsner,
Karin Hinterschuster,
Marion Mahnke,
Christine Deutsch

In foreground:
Herr Kreft
(lying down),
Trainees
Madlen Schröder and
Herr Brauer of
the German Red Cross

Bottom picture:
Marion Mahnke
(Cashier)

In 2009, at the suggestion of our cashiers we offered a two-day first aid course for all employees. The cashiers in particular are the first people at the scene in the event of an accident at the toll station, and they need to be able to help injured persons quickly and effectively.

While all of us learned the necessary first aid techniques as part of our driver training, some things have changed. For example, today the recommended rhythm for heart massage and artificial respiration is 30 pumps on the heart followed by

2 x respiration, then 30 more pumps on the heart and 2 more respirations, and so on until medical help arrives. We practiced this for 10 minutes on dummies. It was strenuous work to keep it going. It's also difficult to remove the helmet from an unconscious motorcyclist, but we trained using a live person.

We were all agreed that everybody needs to refresh their first aid skills from time to time, and we're all agreed that we'll go back for a refresher course in 2 years. ■

Goals 2010

- Regular preventative exams of our employees by the professional association
- Achievement of a very high standard of workplace equipment (optimum ergonomics, TFT widescreen monitors)
- Continuation of occupational health and safety training
- Support for participation in courses on healthy living



Focus 4

Developing employee skills and promoting equal rights

The career development of our colleague Olaf Wiechmann is a great example of how we use and promote in-house potential.

In August 2003 Olaf Wiechmann started working for Warnowquerung GmbH & Co. KG as a Shift Supervisor.

From among several hundred applicants in a personnel search done by the Kienbaum company, he stood out with his solid technical education, and especially with his personal qualities. He was first shortlisted as a particularly promising candidate, and then finally was hired as one of five shift supervisors.

His conscientious approach, his willingness to tackle problems and ability to solve them, but also his (sometimes very direct) way of addressing sore points head-on and actively seeking improvements, quickly showed that he can do more.

Dissatisfied employees resign inwardly and „just do their job,“ or else seek new challenges with new employers. We wanted to avoid this, because people who don't just talk about problems, but instead do something about them with good ideas, are rare.

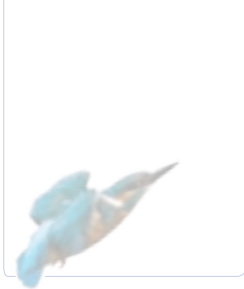
We got our chance in late 2008 as the position of Tunnel Technical Director came open. Olaf Wiechmann accepted the challenge. Together with Ralf Plihal, our IT Department Head and System Administrator, Wiechmann now actively ensures a high level of safety in and around the tunnel.

Once again, our faith in our employees was rewarded. People grow with their tasks and enjoy their work more.

By the way, the Shift Supervisor position that was vacated was filled from inside the company, by a colleague who had formerly worked as a cashier. ■



Olaf Wiechmann
Technical Department
Director



Focus 4

Promoting the abilities and qualities of our employees



Martina Kuhlmann

My name is Martina Kuhlmann. I've been at Warnowquerung GmbH & Co. KG since June 2003 and work in bookkeeping, toll controlling and customer service. Our company is one of Germany's „Top Job“ employers. A good working atmosphere and an almost family feeling among colleagues are good foundations for taking on new tasks and challenges.

When one colleague left, I took on his functions of Quality Management representative. For me, this was a new opportunity to expand and demonstrate my abilities in the company.

In 2009 we had not just a re-audit, but a new, comprehensive examination of all procedures. After some consideration, it was clear to me that I needed to create an entirely new ISO manual. I wanted to trim some fat out of the QM manual, so some QM documentation was removed and simplified as „other relevant documents.“ The result was a manual designed especially for cashiers and shift supervisors, in addition to the general manual.

It was a lot of work but it was also a lot of fun, and it was rewarded with the successful recertification of our company. ■

Martina Kuhlmann

Goals 2010

- Individual training plan for all employees, developed from talks with employees
- Ensure that all employees have the abilities they need for their jobs, refresh existing knowledge and gain new abilities
- Equal opportunity in new hiring of men, women and people with and without disabilities



Focus 5:

Participation in the economic and social life of our region

We want Rostock to become even more beautiful, and for the entire region to grow economically. We want residents and guests to feel at home here. Therefore, our financial and material support for many different projects has already become a tradition. We are well aware of the importance of continuity if social projects are to achieve anything, and youth development is a process that extends over many years. Almost all of our employees have children, so it is particularly important to us to support the training of talented young footballers, for example, or provide schools with financial assistance so they can keep up school partnerships, organise project days and purchase sport and craft materials.

Support for musical activities is especially close to our hearts. For many years now we have sponsored the „Organo e Cimbalo“

music series at the church in Lichtenhagen-Dorf, as well as the Classical Nights at the Rostock Zoo.

We fit out the Children's Choir of the Rostock Singer Academy with choir robes. We also subsidise the biannual Choir Camp in various Youth Hostels, so that all the children can take part.

Last year, students at the Käthe Kollwitz Music School in Rostock-Dierkow received a marimbaphone, which is sure to find frequent use in ensembles and concerts.

The Warnow tunnel team also helps organise and run sporting events like the Rostock Marathon Night. ■



First photo:
Rostock Marathon
Night 2009

Second photo:
Rostock Singer
Academy Children's
Choir expresses its
appreciation with
a small Christmas
concert

Third photo:
MGKK

Fourth photo:
Director of the MGKK
Elke Kups, Aaron
Schuld, WQG Director
Matthias Herrmann

Goals 2010

- Continued sponsoring of the zoo and support for schools, work with the German-French Club and support for the Centre Franco-Allemand
- Support for the training of a talented rising athlete at FC Hansa Rostock
- Support for culture in Rostock by sponsoring the Rostock Singer Academy Children's Choir, the „Light-Sound Night,“ benefit concerts etc.
- Contributions to Rostock food aid, German Sea Rescue Service, Gifts of Hope and other organisations
- Beautification of Rostock through sponsorship of two fountains (Warneminner Umgang in Warnemünde and the Seagull Fountain at the New Market)



Overview of objectives and measures

Objectives

| | | | |
|-------|--|------|--|
| aim 1 | Foster a trusting relationship with our clients, based on consideration, transparency and innovation | 1.1 | Expand customer satisfaction surveys |
| | | 1.2 | Raise managers' awareness of business ethics issues |
| | | 1.3 | Initiate triple certification processes (ISO 9001, ISO 14001, OHSAS 18001) at all operational entities |
| | | 1.4 | Propose innovative solutions to save energy and raw materials and expand use of recycled materials |
| aim 2 | Incorporate risk into the day-to-day management of the company | 2.1 | Heighten vigilance on environmental and social risks |
| | | 2.2 | Develop employees' skills in these areas |
| | | 2.3 | Conduct surveys of country risk (political, financial, social, etc.) |
| | | 2.4 | Assess the reputation risk associated with each contract and its wider context |
| 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 |
| | | 3.2 | Involve partners and subcontractors in our progress on safety approaches |
| | | 3.3 | Improve road safety |
| | | 3.4 | Focus on ergonomics to improve working conditions |
| | | 3.5 | Inform employees about dangerous substances and handling procedures |
| | | 3.6 | Promote vaccination |
| | | 3.7 | Discourage drug and alcohol use and smoking |
| aim 4 | Develop our employees' skills and promote equal opportunity | 4.1 | Design action plans at every entity to enhance attractiveness |
| | | 4.2 | Design individual training plans |
| | | 4.3 | Develop mentoring or career paths that reward top-flight workers |
| | | 4.4 | Conduct employee satisfaction surveys |
| | | 4.5 | Increase the number of women employees in the company |
| | | 4.6 | Introduce a section on employees with disabilities in our HR policy |
| | | 4.7 | Apply equal opportunity to the hiring process |
| | | 4.8 | Encourage the involvement of employees in the sustainable development approach |
| aim 5 | Establish balanced, long-term relationships with our partners, suppliers and subcontractors | 5.1 | Involve subcontractors in our QSE approaches |
| | | 5.2 | Develop a partnership approach with our subcontractors |
| | | 5.3 | Audit suppliers in emerging countries on quality and labour rights aspects |
| | | 5.4 | Implement procedures to combat illegal labour |
| aim 6 | Ensure that our businesses respect the environment (design of works) | 6.1 | Maintain a list of energy consumption for construction projects. |
| | | 6.2 | Promote a flagship sustainable construction research focus at every entity |
| | | 6.3 | Develop buildings with high environmental standards when we are the project designers |
| | | 6.4 | Strive for a high level of prevention of environmental damage and extend it to all continents |
| | | 6.5 | Develop equipment of high environmental standard |
| | | 6.6 | Reduce fuel consumption |
| | | 6.7 | Reduce and recycle waste |
| | | 6.8 | Implement an action plan to minimise the disturbance for local residents |
| | | 6.9 | Take action to listen to and work with local residents |
| | | 6.10 | Make employees aware of everyday behaviours that protect the environment |
| | | 6.11 | Inform expatriate employees about the countries where they are assigned |
| 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 |
| | | 7.2 | Participate in joint operations with local reintegration organisations |
| | | 7.3 | Promote actions to support education and health |
| | | 7.4 | Develop cultural sponsorship |

Score 2009: 93
Target 2010: 96

Coefficient of improvement over 2007's score: 1,05
Score on 20-point scale ((Total score / number of measurable activities)*5) 18,6

Sustainable development for Warnowquerung

Measures

Score
2009

Target
2010

A customer satisfaction survey was carried out and evaluated. Feasible and sensible measures resulting from the analysis of the survey will be implemented. The evaluation of the customer questionnaire "satisfied/dissatisfied" is performed on a monthly basis.

3 3,5



The activities of the last two years will be continued. Topics related to sustainable development are an integral part of the quarterly employee training.

3 3,5



Triple certification is not necessary for WQG. Warnowquerung successfully completed the ISO 9001 re-audit in 2008. Warnowquerung GmbH & Co. KG already meets the requirements of OHSAS, even without formal certification. Responsible representatives from within the company or external consultants ensure proper implementation of occupational health and safety measures. In addition, the ADAC tunnel test carried out in April 2009 rated the Warnow Tunnel as the best road tunnel in Europe.

2 2,5



Implementation of an energy management system in order to avoid peak demand surges and to save energy. Regular control of energy consumption. Transition lighting in the tunnel is to be optimised.

2 2



Introduction of a complete risk management system by the end of 2009.

3 4



Regular training for all employees.

3,5 3,5



Regular updating of the financing model and its indicators (analysis of macro-economic factors such as population development, inflation, etc.)

NA NA



Implementation of the risk management system – define a clear PR strategy.

3 3,5



Monthly health check-ups, monitoring of overtime hours, health promotion courses, free beverages, free vaccinations for employees.

4 4



Training for employees and business partners.

3,5 3,5



Training for employees and partners, analysis of accident rate, improvement of sign-posting, additional traffic directors at peak times.

4 4



WQG meets Germany's recommended requirements for optimal workspace design (ergonomic chairs, TFT monitors, climate control, etc.). WQG was nominated as a TOP Employer in 2008 – one of the 100 best medium-sized companies regarding HR policy.

4 4



Not relevant, as no hazardous materials are stored at WQG. Transport of hazardous materials through the tunnel is not permitted.

2 2



Regular vaccinations for employees are offered. The costs for this are carried by the company.

2 2



Informing employees of policy. This is not a problem at WQG (smoking is not permitted in the office building).

3 3



Not relevant.

NA NA



Differentiated career planning for each employee, participation in Top Job award in January 2008, annual performance reviews with WQG employees in which training needs are discussed and corresponding training courses are offered when possible.

3,5 4



Company size is too small, but individual arrangements are made with employees. When vacancies are filled, we give existing employees the opportunity to apply before recruiting personnel from outside the company.

NA NA



Assessed and analysed in the annual performance reviews.

3,5 3,5



WQG has a balanced ration of female to male employees.

4 4



It goes without saying that candidates with disabilities have the same opportunities as candidates without disabilities. In 2008, we hired one employee with a disability.

2,5 2,5



Equal opportunity is given to male and female candidates as well as to candidates with and without disabilities. The General Equal Treatment Act was publicly posted and all employees were informed of its contents.

3 3,5



Sustainable development is an essential topic of the quarterly employee training conducted. Suggestions for improvement are encouraged and are regularly made by employees.

2,5 2,5



Continuation of the annual audit.

3 3



Informative document for business partners.

2 3



Not applicable for WQG.

NA NA



WQG does not willingly or knowingly engage or support illegal employment. As stipulated in the employment contracts, this is prohibited.

1,5 1,5



Not necessary; not a construction company

NA NA



Not necessary; not a construction company

NA NA



Not necessary; not a construction company

NA NA



Not necessary; not a construction company

NA NA



Possibilities for using renewable energies are being investigated (wind, solar, etc.).

2 2



WQG is investigating possibilities for alternative fuels and methods. For example, one car of our fleet can be fuelled with bioethanol.

2 2



Continuously.

2 2



Not planned.

NA NA



Not necessary at present (call center, info box), information available on our website.

NA NA



Saving energy is a topic of the quarterly employee training.

2,5 2,5



nicht notwendig bei der WQG

NA NA



Continuation of existing sponsorships such as supporting student exchange programs with France, internship possibilities for students, supporting talented, young football players, sponsoring of the children's choir of the Rostock choral society, etc.

3 3



Support of Centre Franco Allemand (French-German Society), and charities such as Rostocker Tafel (since 2003) and Helfen bringt Freude (annual donations), provision of internships for the vocational training institute.

3 3



Continuous support of German-French relations, support of the Hansetour Sonnenschein fundraising event for cancer prevention, cooperation with the federal office of environment and nature, creation of the Hundsborg nature trail, sponsoring of the Baltic Sea Conference, workplace health promotion and media information.

3 3



Partnership with the Rostock Zoo, adoption and maintenance of two fountains in Rostock, support of many concerts (Yehudi Menuhin, Kantorie Lichtenhagen, Benefit Concert for the police).

3 3



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



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, Web: www.warnowtunnel.de

Gesellschafter:

Bouygues Travaux Publics S. A. (France)

European Transport Investment (UK, London)

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