



# Monitoring Policy

DSB

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**Department responsible:** Properties – Hard FM

**Approved by:** The Board of Directors

**Date:** 2 September 2024

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## **1. Introduction**

Protecting DSB's customers, employees and assets is a natural part of our day-to-day activities, and we use monitoring as one of several tools to this end.

The Board of Directors approves this policy once annually and in case of significant changes.

## **2. Purpose**

The purpose of the policy is to set targets and define the framework and terms for building, maintaining and developing a robust and professional monitoring system across DSB's entities, which will safeguard DSB's values, support DSB's corporate social responsibility policy, support our crime prevention efforts, ensure a sense of security for employees and customers, and thus ensure a sustainable way forward with room for all of us.

## **3. Our ambition and targets**

We aspire and aim for DSB's customers and employees to be able to move around freely and stay safe on our trains, at our stations, in our workshops and other locations.

It is our ambition and goal to protect DSB's assets in the best possible way.

## **4. How we achieve our ambition and/or reach our targets**

The Monitoring Policy applies to the entire DSB Group, and all employees have a joint responsibility to ensure that we comply with the policy. The CFO is ultimately responsible for DSB's Monitoring Policy and has the overall responsibility for compliance with the policy.

DSB's work to achieve ambitions and reach targets is based on a number of initiatives supporting our ambition:

- Strengthening our monitoring efforts through preventive and safety-enhancing efforts at our stations, locations and in our rolling stock
- Building an efficient, up-to-date and coordinating platform for monitoring devices at DSB, including cameras, sensors and drones, etc.
- Designing platforms that support the implementation of effective monitoring to prevent crime and the reporting of any perpetrators of vandalism, disorder or violence etc. to the police with a view to criminal prosecution and compensation
- Prioritising the areas monitored in the light of repeated vandalism and preferences, in particular from Operations, Properties, Security, the police and local authorities
- Ensuring that CCTVs can record video in the projected area in a quality suitable for case follow-up, including requirements from the police and courts, and by being connected to a storage medium
- Making the DSB's monitoring centre more proactive when handling monitoring at or in DSB's stations, locations and rolling stock

- Establishing a clear, operational and administrative governance model with associated objectives, frameworks and conditions for the coordination, procurement and use of monitoring devices in DSB across all responsible areas where roles and scope are clearly distributed
- Ensuring that the procurement of equipment and facilities for current and future monitoring tasks is coordinated and kept within the financial framework
- Complying with relevant legislation, including GDPR

#### **4.1. Impacts, risks and opportunities**

The Properties department identifies, prioritises and initiates strategic and cross-functional initiatives in terms of impacts, risks and opportunities. DSB conducts surveys with customers and employees to collect data about their perception of security. Without a clear monitoring policy and initiatives that support DSB's ambition and objectives in this area, there could be a risk that DSB's customers and employees experience increased insecurity. This may lead to a reduction in the number of travellers, as well as to increased absence due to illness, high employee turnover, increased recruitment costs and increased loss of production as well as vandalism. Conversely, successful efforts in this area may contribute to increasing the number of rail travellers, supporting employee wellbeing and reducing vandalism.

#### **5. Organisation, responsibility and approval**

The Board of Directors of DSB has overall responsibility for approving the policy. The CFO is the executive officer responsible for the policy.

#### **6. Interaction with other policies and guidelines**

- [Corporate Social Responsibility Policy](#)
- [Data Protection Policy](#)