

## Letter to Stakeholders

The Coronavirus pandemic gave rise to a 2020 that was entirely dedicated to addressing the health emergency. The mission of ATM Group was lived out to the fullest every single day through the constant commitment of our employees to guarantee the indispensable public transport service, which citizens never had to go without.

ATM reacted promptly to the new scenario, implementing concrete actions right from the start, with an action plan that became a point of reference for other operators in Europe, in a context of intense collaboration with international stakeholders.

During the two months of lockdown, in the face of a 95% reduction in passengers, 75% of the service was always provided: the company played a central role in the mobility of people who necessarily had to move for work or health reasons. Subsequently, for the second phase of gradual reopening of activities, ATM prepared to provide service at full capacity, putting into play all the vehicles both on the surface transportation system and on the underground network and deploying all personnel of the various company areas.

In the following phase of the pandemic, ATM played a decisive role in managing relations with institutions, organizations, associations, companies and other interlocutors for the planning and organization of the best conditions that would allow for the safe reopening of schools: public transport services were further enhanced, thanks to dedicated shuttle bus services for students, operated with tourist buses. A fruitful work of dialogue and discussion with stakeholders, which represented the foundations of a broad communication campaign to raise awareness among citizens and clients on the necessity of new ways of traveling, based on the shifting of timetables.

The sense of responsibility and professionalism of our 10,000 people were fundamental, for which our heartfelt thanks go to our employees, who have guaranteed and guarantee today a new mobility in safety for clients and employees. In a short time, operational processes were reorganized and new projects were developed: day and night sanitation of over 170 trains, 113 stations and over 1,600 surface vehicles, thanks to the daily work of 400 people; passenger assistance carried out by a team of over 350 people spread over the entire network; development of technological applications for the management and control of flows; ad hoc signage positioned inside the vehicles, at surface stops and on the subway, with guided routes in 40 stations.

The continuous succession of the different phases of the emergency, with frequent regulatory changes, has also led the Group to greater dynamism, thanks to the ability to plan and adapt its strategies. The new approach was based on the acceleration of digital and technological evolution, on a reprogrammable, flexible service brought to the highest sustainable levels, strongly integrated with all the stakeholders of the Milan system.

Despite the extraordinary nature of this year, the activities progressed in the implementation of the Sustainability Policy, which identifies the environmental transition as one of the priorities. In this context, in order to gradually reduce the environmental impacts deriving from business conduct, the Full Electric Project was continued. The project envisages the transition to a zero-impact fleet in 2030. In 2020, 70% of the total kilometers traveled were powered by electricity from renewable sources, with an increase of approximately 3% compared to the previous year.

ATM decided to involve the Group's stakeholders for the second consecutive year in updating the definition of the priority aspects of sustainability. For the first time entirely remotely, the stakeholders expressed themselves through an online survey. Naturally, there was a greater focus on issues related to the impacts of the health emergency and a tendency to confirm the priorities regarding the remaining issues of sustainability previously identified. In addition to being instrumental in identifying the areas of intervention of the Group, the results expressed by the stakeholders served as a guiding theme in the preparation of this document.

If in 2019 ATM sought to "re-read" its strategic objectives in the light of the United Nations SDGs, in 2020 a further step was taken by outlining a Sustainability Policy that defines the Group's commitment to the environmental and social impacts of its activities. From 2021, this commitment will take on even more importance with the implementation of a sustainability plan, which the Group has already begun to define. This plan will determine for the next few years the specific objectives to be achieved in order to improve the Group's performance in terms of the environment, supply chain and people.

ATM presents the Consolidated Non-Financial Statement (NFS) 2020 in the form of the Integrated Report, according to the indications of the International Integrated Reporting Framework and in the reporting criteria of the GRI Standards, to communicate in an ever more complete way the value generated or transformed by the Group. This value is described and measured on the basis of the Group's ability to achieve its strategic objectives regarding the six capitals defined by the <IR> Framework (Financial, Manufactured, Intellectual, Human, Social Relational and Natural), each of which has been dedicated a chapter that highlights the related inputs, outputs and outcomes and how the Group has managed any impacts due to the health emergency.

Aware of the central role played by ATM Group for its stakeholders, these pages report the efforts, results and next steps identified to demonstrate the ability to accompany the local public transport system in the Milan area - the densest and most vital to the economic and social life of the country - towards the new frontier of increasingly sustainable mobility, integrated and in line with the expectations of the entire metropolitan community.

**The Chairperson**  
**Gioia Maria Ghezzi**