

Significant events in 2020

The health emergency has had a profound impact on the activities of ATM in 2020, which have been mainly directed toward the responses and solutions to ensure the transport service and its continuity in an absolutely extraordinary, complex and critical situation such as that dictated by the pandemic. In compliance with the measures imposed by the authorities to protect passengers and to protect employees.

During the emergency ATM had to review its operational and organizational models to ensure that all measures, changed several times during the year in relation to the development of the pandemic, were adopted in a timely manner, from decisions taken at the summit to the concrete behavior of all employees. Constant and incessant has been the commitment of all the company functions to ensure the continuity of the service, which has been guaranteed always in all phases of the emergency.

Corporate Governance

- > April 15, 2020 – the sole shareholder of ATM S.p.A. has appointed the new Board of Directors which will remain in office until the approval of the financial statements at December 31, 2022. The new Board of Directors is composed of the Chairperson, Gioia Maria Ghezzi, and the Directors Oliviero Baccelli, Stefano Pareglio, Elisabetta Pistis and Fabio Spinelli.

Sustainability

- > Gennaio 2020 - the restoration of the 125 truck cars subjected to general overhaul carried out in the specialized company departments of the General Officina di Teodosio is completed: an excellence that combines the artisanal skills of carpenters, blacksmiths and electricians with the technological innovations that have been applied to cars only apparently of epoch.
- > May 4, 2020 - the first 8 trolley cars from the first supply of 30 vehicles by Solaris enter into service as part of the Full Electric plan which provides for the renewal of the fleet of the trolleybus lines. In 2020 the 30 trolleybuses were all delivered and entered service. The cars are 18 meters long and fully accessible via a low deck. They are equipped with energy-saving LED interior and exterior lighting and will modernize the fleet of cable car lines, strategic for city mobility. There will be 80 new trolleybuses in total, which, thanks to the investments of the Full Electric Plan, will join the fleet in the coming years.
- > July 20, 2020 - some of the projects planned on the underground network are started, such as: the completion of infrastructure in the station of Tre Torri on the M5 line, the renewal of the air network on the branch of Cologno on the M2 line and finally the movement of the turnstile line to widen the area of outflow of the passengers in the station Duomo of the M1 line.
- > November 28, 2020 – the first of the solar-powered plants with photovoltaic system installed on the roof, which lights it up with led light and supplies the information displays, goes into operation at the bus stop of lines 63 and 76 in the Valsesia district; there will be 60 in all the so-called “*ecopoints*” which will be progressively positioned in different parts of the city. This initiative is part of the path of energy sustainability that ATM has undertaken for several years with the installation of photovoltaic plants in its deposits.

Innovation

- > May 15, 2020 - on the ATM Milan app the offer of travel tickets is extended with the sale of ordinary and daily tickets for all the areas covered by the new tariff system from zone Mi1 to Mi9; the innovation is aimed at providing a simpler and faster while at the same time, a safer service, while minimizing the need for customers to go in person to the point of sale.

- > May 18,2020 - the experimentation of the automatic counting of the travellers in the stations of the subway is activated,an instrument necessary during the emergency health to limit the access on the basis of the new flows and to be able to limit, where necessary, the entry to the more crowded stations of the subway network with the temporary blocking of the turnstiles. The tool allows personalized announcements to customers who are about to enter the subway, warning them of the temporary closure of the turnstiles and to maintain the interpersonal distance waiting for the reopening. Even on the surface, since there are no barriers of access for the ascent to the cars, procedures are put in place for the evaluation of the crowding and relative management on the vehicles with direct connection between drivers and operating rooms and sending of dedicated sound messages.
- > May 27, 2020 - the ATM app is enriched by the new function through which it is possible to book the shift at ATM Points, introduced both to improve the user experience and to implement the measures of interpersonal spacing and to avoid the creation of crowds.
- > July 16, 2020 - Introduction of the App NET (North East Transport) for the reservation of seats on the Z301 suburban service – operating on the Milan-Bergamo route. The application makes available to customers the consultation of the timetables and routes of the lines from their smartphone, as well as the purchase of tickets and the free reservation of the place.
- > July 19, 2020 - the new digital platform to book the turn for the ticket purchase is active in the Como-Brunate funicular service.
- > July 29, 2020 - the ATM app is enriched by the new function that allows customers to purchase the monthly, weekly and annual subscriptions directly from their smartphone, with credit card or PayPal, without having to go to ATM Points or vending machines; the new release also provides customers with the reminder function on the expiration of the electronic card and the subscriptions purchased.
- > August 26, 2020 - another important step forward for *the company's digital transformation* : On sale on the ATM app, the carnets of 10 tickets valid for travel throughout the tariff system from zone Mii to zone Mi9.
- > September 14, 2020 - the new function to check the traffic in the metro stations according to the different time intervals is released on the app and on the site. The tool, also available in English and accessible from *a browser*, is based on an algorithm that processes the flows and provides an updated forecast of the crowding of the individual stations, allowing passengers to plan their journey, where possible, in the least attended hours.
- > December 7,2020 - the process of dematerialization of travel titles continues: the contactless payment system of the ticket, active for two years in the subway, is extended in experimental phase also on the surface on the buses of lines 56, 70 and 73 on which special readers of bank cards have been installed.
- > December 15 , 2020 – “Tessy” is born the new self-service system for the issuance of ATM cards that allows to print the cards for ATM subscriptions in the station of the Duomo metro stop . The new system aims to cut queues and wait times at the counter and reduce the printing of paper tickets by adding another stop to the path to *smart ticketing* for public transport users.

Customer Care

- > Marzo 2020 - ATM carries out amidst the lockdown phase widespread actions aimed at spreading knowledge of the new rules for traveling in safety, in particular toward the categories of people involved in emergency management for which the public transport service is indispensable. Since the beginning of the health emergency ATM has implemented an extraordinary daily sanitation of all trains, buses, trams, trolleybuses in circulation (from supports to seats, to all contact surfaces) and of all stations and docks. Every night over 200 people have been committed to sanitize around 1,700 vehicles and all 113 stations on the four metro lines.
- > Aprile 2020 - initiatives to “caring” toward customers are launched, with particular reference to citizens most exposed to health risk. Of particular importance is the sending of more than 3,000 cards directly to the home of subscribers over 65 and the postponement of the renewal of the profile for students who had it expiring, initiatives aimed at eliminating the need for customers to go in person to ATM Point counters. In preparation for the start of phase 2 ATM has sent subscribers to the reserved area of the site www.atm.it a questionnaire to intercept the new habits and mobility needs receiving 38,000 replies and contacts almost a million customers through its newsletter, direct mail and the Infoline call center.
- > May 2020 – Launch of the Integrated Communication Plan for phase 2 of the Health Emergency. ATM carries out two campaigns: “Covid phase 2”, an institutional campaign that focuses on the concept of collaboration for new mobility, which is combined “following the rules is a healthy habit” dedicated to the rules and behaviors to follow for the safe use of public transport. The information on the rules to be observed is also disseminated through the new signs in the stations and at the surface stops, in the parking areas managed by ATM and in the offices open to the public such as ATM Points; The signs are gradually extended to all stops with the markers “STAY HERE” positioned on the ground to facilitate interpersonal distance, guided paths for the management of the incoming and outgoing flows are gradually set up in 47 metro stations, in particular, those for interchange with the railway network. 350 Customer Assistants are entered to inform and direct passengers to the main stations and stops. Both on the subway and on the surface specific recorded announcements constantly inform you about the situation on board and indicate the need to get off and wait for the next means, if necessary.
Personal protective equipment such as sanitizer gel and mask and glove protection kits are also sold through the more than 200 beverage and snack dispensers in most metropolitan areas.
- > July 29, 2020 – the “App top up subscription” campaign is launched to promote weekly, monthly and annual subscription renewal through the ATM app with credit card and PayPal, while simultaneously making the new subscription alert feature available. Next, on August 21 part the campaign “Subscriptions for under 27” valid until October 31 for the purchase or renewal of the electronic card online and for the renewal of subscriptions under 27.
- > September 2020 - for phase 3 of the health emergency ATM produces a new integrated communication plan and carries out other campaigns to remind passengers of the obligation to use the mask correctly, to give visibility to the plan of measures adopted by the company and to raise awareness of the importance of their cooperation at every moment of the journey. The messages were posted in all stations, stops and media, published on all ATM social and digital channels, transmitted through sound ads on board the media and in stations.
- > November 2020 - as a result of the new limit of filling of the vehicles reduced to 50%, the signs on the seats are reintroduced – 70,000 stickers - in order to maintain the compulsory distance between the seats available; the guided paths remain for the movements inside the stations.

- > December 2020 - for the resumption of activities, especially the school in presence planned for January, ATM produces a new integrated communication plan in line with the “*Milan School Pact*”; Launch the “*different times for a common goal*” campaign to encourage customers who do not need to travel at pre-defined times to collaborate while avoiding rush hour travel between 7 a.m. and 9.30 p.m., which is the most critical time slot and inform them of the service enhancement. 4,000 direct mail are sent to invite customers to avoid travel during peak hours and specific information is provided for all customers who contact Infoline.

Solidarity

- > January-February 2020 - for the ninth consecutive year ATM has supported the Association of *City Angels Volunteers* in the project aimed at giving assistance during the winter months to the homeless in Milan through the *Bus degli Angeli*, a 12-meter bus made available by the Company for the distribution of hot meals, clothing, blankets and sleeping bags; the bus was able to carry out the service until 21 february 2020.

Activities in Italy

Service contract extension

- > July 18,2020 - the Bacino Agency informs the Municipality of Milan of its intention to make full use of the time-shift option of the opening of the procedures for the provision of the relevant TPL services, considering that all the elements exist for the current contractual terms, for contracts within its competence, are deferred until at least 31 december 2021.
- > August 5, 2020 - the Municipality of Milan informs ATM S.p.A. of its willingness to continue and therefore to extend at least until December 31, 2021 the “*Contract for the local and related and complementary public transport services*”, which expires on October 31, 2020.
- > October 30,2020 – 31 December 31,2021, service contracts with the Municipality of Milan are extended with the aim of providing local public transport services (TPL) and the related complementary services, the provision of parking and removal and maintenance services for vehicles, the provision of the management service of the payment systems Area C, the provision of the maintenance and management services of the systems, the technologies and facilities constituting the integrated traffic and territory control system of the Municipality of Milan and the provision of the service for the realization and management of the *bike-sharing sustainable mobility system*.
- > December 30,2020 the local public transport agency in the basin of the Metropolitan City of Milan, Monza and Brianza, Lodi and Pavia, with determination of Director no. 62 provides for the continuation of the existing service contracts, including the three contracts entrusted to NET, until 31 December 2021 considering that the tender for the award of the TPL has not yet started and is not aware of precise timing of its execution.

Activities abroad

- > March 28, 2020 - the M4 line of the Copenhagen Metro opens and connects the north with the south of the city and with other metro lines.