

Letter to stakeholders

The mission of the ATM Group is based on the will to be recognized as an excellence at the national and international level for the sustainable management of integrated mobility, through a technologically advanced, efficient, resilient service characterized by the centrality of customers. In this way, we aspire to become a promoter of the change and revival of Milan, of its evolution in a more livable, sustainable, and inclusive city. This is why we support and value people through development projects and attraction of talent processes, promoting a culture that is always open to change.

During 2021, a year that saw a gradual - yet discontinuous - path toward normality, ATM continued to play a central role in the mobility system and the whole community, and strengthened relations with institutions, bodies, associations, and businesses.

The spirit of service and professionalism of our people have been crucial, to whom it is recognized the merit of always ensuring a safe transport for our customers and colleagues. Our heartfelt thanks go to them.

The level of experience gained during 2020 has allowed ATM to continue working on solid foundations and to improve itself in 2021, demonstrating the ability to adapt to changes promptly and dynamically. ATM has never stopped or slowed down its commitment to sustainability, either; it has increased its efforts by implementing concrete actions related to the environmental, social, and governance areas. Sustainability is in fact the strategic focus of the Industrial Plan 2021-2025, which we believe must guide and support operational efficiency and business expansion.

Particular attention has been given to the gender issue, in relation to which several actions were carried out to obtain concrete results: the reduction of the gender pay gap, the increase in the percentage of female colleagues, the trainings on gender-related topics and awareness-raising activities on respecting diversity at 360 degrees.

In the process of environmental transition, ATM has continued with determination in the development of the Full Electric Plan, which is helping to lead the city of Milan towards a mobility system with minimal environmental impacts. In particular, the project foresees the transition to a zero-impact fleet in 2030. As a proof of this, in 2021 more than 71% of the kilometers traveled were offered by means of electric power, entirely from renewable sources.

Thanks to a straightforward and structured governance, in 2021 ATM started an integrated assurance process involving the control and operational functions in a constructive process of identification, evaluation and monitoring of the main risks. This model is based on already consolidated foundations, such as the anti-corruption model, adopted on a voluntary basis. ATM operates daily with correctness, transparency and rejecting all forms of corruption.

During 2021 ATM continued to involve stakeholders in the process of defining the priority aspects in the field of sustainability. Through an online survey, stakeholders have highlighted an increasing attention to the environment, energy consumptions, resource management and environmental impacts. The perspectives and opinions expressed by stakeholders have served as a guidance in the preparation of this document and represent a strategic tool able to guide the Group's areas of

intervention, ATM presents the Consolidated Non-Financial Statement (NFS) 2021 in the form of the Integrated Report, according to the indications of the International Integrated Reporting Framework and to 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 and Relationship 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 that the ATM Group plays for its stakeholders, these pages highlight 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 an increasingly sustainable mobility, integrated and in line with the expectations of the entire metropolitan community.

The Chairperson
Gioia Maria Ghezzi

