

Significant events in 2021

Activities in Italy

Service contracts

- > March 17, 2020 – the Government, with D.L. n. 18 of March 17, 2020 (converted into Law no. 27 of April 24, 2020), with art. 92, paragraph 4b, has established that *'until the end of the containment measures for the COVID-19 virus, all ongoing procedures relating to the delivery of local public transport services may be suspended, With the option to extend the current mandate to 23 February 2020 until twelve months after the declaration of conclusion of the emergency; [...]*”, the deadline currently set at 31.03.2022 by D.L. n. 221 of 24 December 2021, converted into law with modifications L. n. 11 of 18 February 2022;
- > May 28 , 2021 – Lombardy Region, with art. 30 of Regional Law No 8 of May 25, 2021 – published in BURL No 21 supplement of May 28, 2021 – provides that *“in view of the epidemiological effects of COVID-19 and the difficulties for local public transport agencies to have a stable economic and financial framework for The adoption of the preparatory acts necessary for the start of the tasks, the Agencies shall carry out the procedures for entrusting local public transport services, in accordance with Article 22, paragraph 2, within two years of the end of the state of emergency.”*
- > 24 December 2021 - the Italian Government with D.L. n. 221 of 24 December 2021 *“Extension of the state of national emergency and further measures to limit the spread of the outbreak from COVID-19”* extends the state of emergency to the end of 31 March 2022.

- > December 30, 2021 – the Municipality of Milan, with top Executive determination (“Determinazione Dirigenziale”) n. 12257/2021 provides for the continuation of the “*Contract for local public transport and related and complementary services*”, in accordance with the tender documents and the original contract. ATM S.p.A. and the Milan Board of entrusted to the following contracts:
 - Local and related and complementary public transport services until 31 December 2023;
 - Parking control, parking management and removal of vehicles until 31 December 2023;
 - Service for the implementation and management of the Bike Sharing sustainable mobility system until 31 December 2022;
 - Management service for payment systems for access to Area C (and Area B) until 31 December 2022;
 - Maintenance and management service of SCTT systems, technologies and installations: Until 30 June 2022, with the possibility of renewal in the Municipality of Milan for a further period of six months.
- > 31 December 2021 - with determination no. 77, the Bacino Agency has extended the deadline until 31 December 2023 of all existing Service contracts with the company Nord Est Trasporti S.r.l. relating to the management of the car service outside the urban area within two territorial areas, Milan and Monza and Brianza and the city car service of Monza and part of the urban area connections (municipalities of Brugherio, Muggio, see Al Lambro, Villasanta, Arcore).

National collective Labor Agreement (AutoFerrovieri)

- > 17 June 2021 – the contract renewal between the sector Companies and the trade unions is signed, the agreement covers the period from 1 January 2018 to 31 December 2020, effectively regulating the previous renewal which expired on 31 December 2017. The agreement provides for the recognition of a “*one-off*” economic share to be paid in two tranches in July and October 2021. On that same date, the parties also made a commitment to continue negotiations and agreements on other wage claims in the autumn. However, the year 2021 was concluded without the signing of another national level agreement and therefore the renewal of the regulatory part of the CCDL, as well as the economic cover for the year 2021, remains to be defined. This situation has led, in the last part of the year, to an increase in conflict with the execution of strikes in support of the renewal of the CCDL.

Innovation

- > 6 May 2021 – ATM , in collaboration with the Municipality of Milan, Politecnico di Milano, Vodafone and IBM, within the Joint Research Lab for urban, electric, autonomous and connected mobility announces the “*tech BUS*”, experimental project concerning a first trolley of the line 90/91. The experimentation concerns in particular the section of Viale Abruzzi, with assisted steering systems in the management of traffic lights and junctions in particular:
 - Traffic light precedence - the solution provides the driver with the status of traffic lights along the route and recommends the appropriate speed to synchronize with the traffic light green wave, thus improving passenger comfort and service efficiency. The development of a dynamic control system for traffic-light signaling on a 5G network is envisaged, which will allow priority to be given to the public medium, for example during the peak band or in case of delay on the time table;

- traffic information and crossing management - using algorithms, which process real-time video images and information collected by sensors along the road, it will be possible to signal to the driver and the trolley bus the presence of obstacles obstructing the route. or of a vehicle arriving at the next crossing, or of the approaching of people to the next pedestrian crossing. In these cases, the driver is alerted with a visual or audible signal by a monitor next to the driver's station and can be helped to pay particular attention to driving along the way.
- Stop control - the technological equipment present at the shelters informs the driver, for example, how many passengers are waiting, whether the area around the stop is fully accessible and what the flow of the passengers up and down from the trolley is. In addition, information on the load status of the vehicle can be sent from the trolley bus to the shelter.

This is a first step toward autonomous driving, the aim of the project is to improve the regularity and safety of local public transport. The current chrono program foresees that in two years the project can be extended to the other trolleybuses of the ATM fleet in service on the line 90/91, which will progressively enter the experimentation.

- > As part of the Full Electric project, which provides for the replacement of the entire fleet of diesel buses by zero emission vehicles by 2030, the first *opportunity chargers have been installed in 3 locations* that allow the new electric buses to carry out an ultra-fast charging directly in line.
- > *Mobility as a Service*, toward the integration of mobility services. In line with the ATM Group's strategic plan, the development of the “Maas” project has been initiated, which aims to create an integrated platform that has local public transport as a backbone and can integrate all the different public and private transport services, that gravitate on the Metropolitan City of Milan.

Sustainability

- > September 29, 2021 - opening of the first bicycle parking by metro. The new bike station is part of a wider project of ATM and the Municipality of Milan, which aims to create an increasingly integrated mobility system, promoting the use of two wheels and public transport for its own movements.
- > October 21, 2021 - Installation of the first eco-compactors, for the recycling of PET plastic, inside company offices (Monte Rosa and Cascina Gobba M2 metro line). The aim of the project is to raise awareness among ATM employees and passengers about plastic recycling and circular economy policies.
- > Planting with 330 forest trees in the San Donato warehouse with the contribution of the company employees, directly involved in the forest work.
- > Construction of a green wall in the Giambellino depot. The work of 350 square meters is part of the European Horizon 2020 project within *the clever Cities Plan* and has seen the participation and contribution of the local community and the Polytechnic of Milan.

Solidarity

- > December 2021 - for the setting up of 65 beds to provide shelter to persons without a fixed residence, ATM makes available to a cooperative entrusted by the Municipality of Milan the area of the corridor that leads to the exits of Piazza Duca d'Aosta/via Vitruvio at the railway station FS of the subway line M2; the corridor is made available from 20.00 a.m. each evening to 7.00 a.m. the following morning for the whole period of the initiative (16 December 2021-13 march 2022), during which it remains closed to the public.

Customer care and communication campaigns

- > January 2021 - in line with the guidelines of the “Milan School Pact” aimed at supporting recovery in the presence of the didactic activities of high schools, ATM launches a new communication campaign aimed at inviting people not to travel, if not necessary. during peak hours between 7 and 9.30, informing them also of the service enhancement. For the diffusion of the messages ATM uses all the communication channels at its disposal; it also delivers an ad hoc travel rule guide and a digital student handbook with recommendations for safe travel that it publishes on social channels and the site and sends to school executives.
- > January 2021 - ATM publishes the new layout of the network scheme present in the stations, on board the trains and on its digital channels improved in the aspects of consultation.
- > May 10, 2021 - ATM, with the launch of the dedicated campaign, starts the celebrations of the anniversary of its birth on May 22, 1931, when the Municipal Tram Company was established. The campaign, marked by a specially created logo, is a journey through time that, through photographs of the past owned by the company's historical archive and contemporary images, has the objective of illustrating the strong link with the urban fabric, photographic shots that tell the evolution of public transport in Milan, the primary role of ATM in the city's growth path and the daily commitment of ATM people to serving the community. To celebrate the anniversary, ATM also issues a special ticket bearing the 90-year-old logo.
- > July 2021 - the Company launches the promotional campaign on the free renewal of the electronic card, due by November 30, 2021, valid for twelve months, And the campaign on the purchase or online renewal of the electronic card with the advantage of free delivery to the chosen address in the municipalities of the metropolitan city of Milan and in the province of Monza and Brianza.
- > August 2021 - ATM opens seventh ATM Point, ticket and subscription sales point and information office at Zadar station of the M3 metro line.
- > November 2021 - with the documentary series “ATM uncovered” the Company opens virtually the doors of its offices by streaming five thematic episodes on the ATM world told by its people on YouTube and Instagram. The promotion campaign of the event is spread through all the communication channels available to ATM.
- > December 2021 - ATM opens its online historical archive to the public and, with a dedicated campaign, presents it through the publication of the photographic section with a first selection of 3.000 images made up of shots dating from the end of the 19th century to the 70 years of the 20th century, they testify to the many aspects of the Company's activity and its history.

Infrastructure interventions

- > September 2021 - conclusion of the contract for the renovation of the signaling plant for the M2 metro line. The project financed by ministerial contributions and the Municipality of Milan will ensure a safer and more efficient service management, allowing an increase in the frequency of train passage and consequently an increase in the capacity of passengers transported per hour. In close association with the intervention on signaling systems, the renovation of the armament is entrusted. The works, started in the summer of 2021, are aimed at the renewal of some sections of line in which the armament has suffered a performance decay of mechanical components or has been realized with technical solutions that do not allow the expected increase of the driving speed from 70 km/h to 85 km/h.

The recruitment campaigns

- > February 15, 2021 - The recruitment campaign is launched, with the aim of finding new resources to fill positions in various professional areas. The company's hiring strategy also aims to improve gender balance within the Group by increasing the presence of women in a sector that has traditionally been associated with men.

Activities abroad

Management of the Service during the emergency COVID-19

- > In Copenhagen, the subsidiary Metro Service A/S inevitably had to manage and adjust the service during the second wave of pandemics. The maximum number of passengers per train has been reduced by 75% from January to April, by 50% from April to May and by 35% from June 2021. As of August, the only additional measures required were the dispensers of sanitizing gel and additional cleaning. Subsequently, in December 2021, the Danish Government reintroduced social restrictions such as the obligation to wear the surgical mask, the Green Pass to access the restaurant and the lock down from 22.00 a.m.

The control activity in the period from January to April 2021 was suspended and hygiene measures were improved through increased cleaning services on cars and on the quay as well as the installation of sanitizing gel dispensers. In addition, a customer awareness campaign on the correct behavior to be carried out through the application of information signs both in the stations and in the trains has been carried out.

- > For employees, Metro Service A/S has favored remote work, particularly for administrative staff. for workers of other functions, it has required the use of safety devices and has defined instructions on the behavior to be taken to ensure separation in both internal and external structures such as canteen structures. Specific instructions have been defined for on-site access, particularly for control room personnel, in order to mitigate the risk of infection among staff.

Business expansion

- > July 29, 2021 - ATM S.p.A., A.T.A.C. S.p.A. and Azienda Napoletana Mobility S.p.A. sign an agreement that provides for the collaboration in the realization of a common project of sustainable mobility on the transport networks managed by them respectively (Milan, Rome and Naples) allowing the transition from traditional diesel-fueled bus fleets to zero-emission fleets. The objectives of the project are:

- 1) Sharing of their know-how on the management of local public transport and its infrastructure;
- 2) The definition of the technical characteristics and standard costs of buses and their infrastructure;
- 3) The preparation of the financial plan and all necessary and/or appropriate documentation for the purposes of the Presentation of the application for access to the financing of the National Recovery and Resilience Plan (investment program that Italy has presented to the European Commission in the framework of *the next generation EU*, Indicates among the six “priority missions” those of the “Green Revolution and the ecological transition” and the implementation of “infrastructure for sustainable mobility” by allocating to them financial resources to be used by 2026);

- 4) the preparation of the administrative and technical documentation necessary for the purpose of the invitation to tender for the purchase of new means and infrastructures as defined in point 2.
- > On 5 August 2021, ATM S.p.A., A.T.A.C. S.p.A. and the Neapolitan Mobility S.p.A. constitute the “Full Green Consortium” whose purpose is to implement the collaboration project described above. The Consortium is set up with a consortium fund of 450.000 euros to which each company adheres in equal way for 150.000 euros. In addition to the three constituent companies, other local public transport operators will be able to join the Consortium.
 - > In September 2021, ATM , as part of the invitation to tender issued by the local authority in Dubai, delivered the offer for the management of the surface transport service with bus of the city of Emiratina. The tender consists in the allocation in 2 lots of the 120 lines that make up the network of the city of Emiratina.
 - > In view of the participation in the tenders given by the transport authority in the Ile de France basin, the temporary grouping of ATEMIS companies has been created in partnership with the French engineering company Egis. The main objective is the calls for O&M contracts for future automatic metropolitan lines forming part of the Grand Paris Express project.

Corporate Governance

- > March 30, 2021 – the General shareholders meeting of the of North-East Trasporti S.r.l. decides to change the governance, passing from a Single Director to a Board of Directors composed of a Chairman and two Directors.
- > April 7, 2021 – the Shareholders’ Meeting of Rail Diagnostics S.p.A. decides to change governance, moving from a Single Director to a Board of Directors composed of one Chairman and two Directors.
- > June 28, 2021 – the Board of Directors approved the updating of the ATM S.p.A. Organization, Management and Control Model (Model 231), including the underlying *risk assessment and gap analysis documents*. This update was necessary in order to transpose the regulatory and organizational changes since the last update of December 2018.
- > 28 July 2021 – the Board of Directors of International Metro Service S.r.l. approves the updated 231 model of the company, including the underlying *risk assessment and gap analysis documents*. This update was necessary in order to transpose the regulatory changes since the adoption of the model in October 2019 with *risk assessment* based on the regulations until December 2018.
- > October 12, 2021 - the Shareholders' Meeting of ATM Servizi diversificati S.r.l. decides:
 - To change the company name from the original “ATM Servizi diversificati S.r.l.” to the current “CityLink S.r.l. - Smart mobility by ATM” (hereinafter “CityLink”);
 - to modify the social object in order to reflect the new activity addressed to the smart mobility sector;
 - To change *governance*, moving from a single Director to a Board of Directors, with a Managing Director in it.

The newly established Board of Directors of CityLink, in view of the significant and substantial statutory changes inherent in the company's core business, subsequently decided to review the

work carried out until October 2021 for the updating of the 231 model, Therefore, a new *risk assessment activity 231* is necessary in relation to the new specificities, with the aim of drafting the model 231 of CityLink in 2022.

- > October 29, 2021 – the sole administrator of GESAM S.r.l. approves the updated model 231 of the company, including the underlying *risk assessment and gap analysis documents*. This update was necessary in order to transpose the regulatory changes since the adoption of the model in June 2019 with *risk assessment* based on the regulations until December 2018.
- > November 22, 2021 – the Board of Directors of ATM S.p.A. has defined the new Guidelines – addressing – ICRMS (Internal control and risk Management System) Which form the framework for the Internal control System and risk Management and are based on the principles and guidelines that must inspire the design, operation and development of a complete, adequate control system, functional and reliable to ensure a healthy and prudent management, oriented to the achievement of sustainable success in the long term, in line with the approved strategic and industrial plan.
- > December 2, 2021, - the Board of Directors of Rail Diagnostics S.p.A. approves the updated model 231 of the company, including the underlying *risk assessment and gap analysis documents*. This update was necessary in order to transpose the regulatory changes since the adoption of the model in June 2019 with risk assessment based on the regulations until December 2018.
- > December 13, 2021 - the Board of Directors of ATM S.p.A. approves the updating of the anti-corruption and transparency model (act model), adopted on a voluntary basis as ATM believes in respect of correctness and transparency and repudiates all forms of corruption.
- > December 20, 2021 – the Board of Directors of Nord Est Transport S.r.l. approves the updated model 231 of the company, including the underlying *risk assessment and gap analysis documents*. This update was necessary in order to transpose the regulatory changes since the adoption of the model in June 2019 with risk assessment based on the regulations until December 2018.