

The ATM Group Profile

Mission and Values

The ATM Group Profile Mission and Values Since 1931, the Azienda Trasporti Milanese S.p.A. ("ATM" or the "Company" or the "parent company"), the parent company of the ATM Group (the "Group") established in 2006, has been striving to be a key company and a decisive factor in the integrated mobility system, and in particular:

- To be a recognized excellence at national and international level for the sustainable management of integrated mobility, through a service characterized by the centrality of the consumer, technologically advanced, efficient and resilient.
- To become a promoter of the change and revival of Milan of its evolution in a more livable, sustainable, secure and smart city.
- To promote the valorization of its people and assets through the development of new skills and the attraction and growth of talent by fostering a culture open to diversity and inclusion.

Our daily actions are guided by these values

Passion

- **Responsibility.** To promote the company's mission by taking charge care? of its objectives with a sense of responsibility, quality? and tenacity, being an example for others. VIVE daily challenges with courage and dedication, both in ordinary life and in the management of extraordinary events, achieving great results.
- **Make the difference.** To be proud of the corporate identity, keeping its cultural heritage and operational effectiveness alive. To get involved so that the ATM group, by enhancing its experience, can nurture the ambition to make a difference by establishing itself as an example of excellence.

Care

- **The customer, first.** To pay attention to our customers by listening and responding to their needs , with a view to offering the best possible service.
- **Respectful work environment.** To support a working environment where the concept of Respect is at the centre: Respect for the individuals, for professionalism, and for the means and the environment in which everyone operates.
- **Listening.** To foster an environment based on mutual trust, sharing and dialogue, enhancing active listening and encouraging feedback.

Inclusion

- **Team spirit.** To generate an organizational culture capable of operating with strong integration between functions and skills. To assume behaviors and then spread them among colleagues - aware that individual objectives must always be combined with those of others and those of the entire Company.

- **Openness.** To promote an inclusive work environment, enhancing diversity and facilitating cohesion between group members. To welcome different points of view with openness and respect and constantly learn from the experiences of others.

Innovation

- **Market focus.** To demonstrate aptitude and curiosity towards the best mobility experiences and learn from them. To be excellent in the management of partnerships and the ecosystem's supply chains.
- **Change.** To promote an environment and an organizational culture open to change, not only by accepting it but also by being part of it proactively. To spread the attitude to change throughout all company structures, experimenting with testing? new approaches to work with speed and flexibility.
- **Think big.** To be aware that a constantly evolving world generates challenges and opportunities, and have the courage to set ambitious goals at both an individual and corporate level. Always to keep the gaze pointed towards new horizons, with the audacity to be able to go beyond defined boundaries.

Sustainability

- **Impact.** To be aware of the impact generated by the Company on the territory, on people and on the environment. To show attention to the needs of citizens and actively contribute to a more sustainable future and the overall well-being of the community.
- **Development.** To assume behaviors aimed at achieving excellent results for all the employees, promoting and recognizing merit. To guarantee over time the sustainability of the professional and managerial know-how the company needs to pursue its strategic development objectives.