

Significant events of 2023

Main events in Italy

- > 9 January 2023 - ATM began to adjust its travel fares, as decided by the Local Public Transport Agency. The increase applied to the lines of all transport operators in the Integrated Fare System of the Milan-Monza Brianza Mobility Basin; ATM informed customers through all its channels, updated information in stations, its digital information systems for calculating fares and all digital materials distributed throughout the area (tickets, service guides, map of the underground network, etc.).
- > On 27 January 2023, Fitch Ratings confirmed ATM's long-term rating at "BBB" (Long Term Issuer Default Rating) with a stable outlook, "F2" for short-term and "a-" as a single rating on the company.
- > As a result of the continuous monitoring of the price trend of electricity futures contracts traded on the regulated market, taking advantage of the significant drop in prices and following a resolution of its Board of Directors on 24 November 2022, the Company began to enter into hedging transactions (through swap contracts) on forward purchase prices, maturing within the year.
- > On 10 February, the work to eliminate architectural barriers was completed on 6 stations on the M2 line (Cimiano, Vimodrone, Cassina de' Pecchi, Bussero, Gorgonzola and Gessate). Thanks to the installation of 15 new lifts, there are now 27 accessible stations on the M2 line, bringing the percentage on the entire metro network to 83%.
- > March - October 2023 - ATM continued with the renovation of important stretches of infrastructure in several areas including Via Montegani, Piazza XXIV Maggio and Viale Corsica. In order to give notice of each construction site, ATM prepared a comprehensive passenger information plan reporting the changes to the service, replacement services and communications to residents.
- > On 13 April 2023, the option of paying for tickets directly on board by contactless credit card was extended to the entire above-ground network. In fact, the installation of the new 1,500 on-board payment devices for trams, buses and trolleybuses was completed, thus covering the entire public transport network in the Milan area. The service will be extended in the future to the areas operated by the NET subsidiary and a second device will be installed on 35-metre trams. The expansion of the contactless payment system contributed to a 35% increase in digitally purchased tickets.
- > 4 July 2023 - ATM opened two new stations on the M4, Tricolore and San Babila, the latter a strategic connection from the centre of Milan to Linate airport and an interchange with the metro network. With the aim of improving all connections, on 5 July ATM started reorganising the above-ground network along the M4, optimising lines and expanding routes. In coordination with the Municipality of Milan, it prepared an information plan for passengers and sent direct emails to its most loyal customers to inform them of the service timetables and consequent changes to the above-ground network.
- > 21 July 2023 - ATM was awarded the operation of the Varese funicular railway in collaboration with AVT Varese. The contract was awarded by the Local Public Transport Agency of Varese,

Como and Lecco for up to two years. The award provides for the resumption of operation of the plant after being renovated in the early months of 2023.

- > 25 July 2023 - 4 September 2023 - ATM worked tirelessly, in synergy with the Municipal Administration and the Fire Brigade, with a team of 100 people including maintenance technicians, above-ground service operators and workers to restore the infrastructures, overhead networks, depots and company locations damaged by the storm that hit Milan during the night of 25 July and to return public transport services to the city and its customers as soon as possible; it set up a bus service on the interrupted routes, updated customers in real time on the circulation of lines through all its channels. As planned, the service became fully operational again on 4 September, even on the lines that were suspended as a result of severe damage.
- > 23 November 2023 - Following its participation in the Municipality of Milan's call for tenders for the *"award of design, construction and maintenance services for Smart City IT systems and applications for safety and mobility"*, ATM was awarded the final 12-year contract in partnership with A2A Smart City.
- > December 2023 - The Basin Authority of the Metropolitan City of Milan, Monza and Brianza, Lodi and Pavia passed a resolution establishing the guidelines for the award of LPT services, redefining the Lots currently in force and launching new tenders for the management of the aforementioned services.
- > 15 December 2023 - As part of the transaction aimed at the acquisition of M4, and in order to preserve its financial resources, the Company, also in view of future refinancing and financing operations on the bond market, took out the following Bridge to Bond loan: nominal amount of EUR 150 million, lump sum disbursed on 20 December 2023, interest rate equal to Euribor 3m + 1.10% for the first three quarters, Euribor 3m + 1.80% for the fourth quarter; duration: 12 months with possible renewal of 6 months + 6 months.
- > 20 December 2023 - ATM finalised the acquisition of 31.53% of the company M4 set up in 2014 for the construction of the metro's blue line and co-owned by the Municipality of Milan (66.67%). The acquisition by ATM will be divided into two phases: 29.2% at the closing of the transaction and the residual 1.8% once the final section of the line has been tested. The transaction concerns all the shares currently owned by private shareholders (Webuild Italia with 9.63%, Partecipazioni Italia with 9.63%, Hitachi Rail STS with 11.29%, Ansaldo Breda with 0.10%, Mer Mec STE with 0.24%, SIRT I with 0.10% while 2.33% is already owned by ATM). The M4 metro infrastructure will therefore become entirely public.
- > 28 December 2023 - With Executive Resolution no. 114/2023 of the Basin Agency of the Metropolitan City of Milan, Monza and Brianza, Lodi and Pavia, the contract for the management of the services carried out by Nord Est Trasporti S.r.l. for the Basin Agency was extended to 31 December 2025.
- > 28 December 2023 - With Executive Resolution no. 12608/2023 of the Municipality of Milan, the current service contract with the Municipality of Milan for local public transport was extended until 31 December 2026 pursuant to art. 24 (5-bis) of Decree-Law No 4/2022.

Trade union agreements

- > 3 April 2023 - An agreement was signed by ATM S.p.A. and the main trade union representatives in order to reach a settlement on the amounts payable to workers during the holiday period prior to 1 July 2022.

Hiring campaign

- > 3 April 2023 - As part of its 2023 hiring plan, ATM relaunched its campaign to recruit drivers for its above-ground lines while also promoting a free course to candidates to obtain the Driver Qualification Card, a compulsory qualification for professional passenger transport drivers. The campaign was advertised in Milan at above-ground stations with posters and on digital shelters, in metro stations on LCD digital monitors and with posters.
- > October 2, 2023 - ATM relaunched its "Join ATM" campaign aimed at hiring drivers for its above-ground lines, maintenance workers, engineers and IT experts; it was disseminated in underground stations on digital monitors and with posters, and at above-ground stations with posters on vehicles, shelters and digital screens.
- > October - November 2023 - ATM organised the "ATM Job Tour" over three weekends and in three shopping centres located in Arese (21-22 October), Rozzano (28-29 October) and Carugate (4-5 November), namely a six-date programme of meetings with company personnel to introduce potential candidates to the company, present open job positions and welfare projects for inclusion and economic support to encourage and facilitate the hiring of new resources, and aimed at offering opportunities for preliminary interviews.

Transport accessibility

- > 31 January 2023 - The "Informazioni Senza Barriere" platform, which can be reached from the www.atm.it website and the ATM Milano App, was made accessible also to the visually impaired who, by means of special screen readers, can now find out in real time the operating status of lifts and stairlifts in stations throughout the underground network.

Customer initiatives

- > 7-11 February 2023 - As part of the Sound Underground project, ATM launched Sanmetro on the occasion of the Sanremo Festival, namely the first underground song festival, offering emerging artists the chance to perform on stages in the Garibaldi and Loreto M2 and Bicocca M5 stations. The initiative, which aimed to promote inclusiveness, was designed to contribute to making the metro a place where people can meet and find opportunities.
- > 3 March 2023 - In order to spare its subscribers, the paperwork and trouble of renewing their electronic cards, ATM extended the opportunity for holders of ordinary, senior or student cards expiring on 31 March 2024 to renew them at no cost, for a further 12 months, by using the totems located in underground stations or at retailers authorised to recharge their travel cards.
- > April 2023 - In order to allow eligible customers to redeem the bonus granted by the Ministry of Labour and Social Policies until 31 December 2023 for the purchase of monthly or annual season tickets for public transport services, ATM set up a special function on its website in the reserved area and a dedicated page with all the information needed for the application; it created

- infographics on its social media channels to answer FAQs and provide assistance to users; it organised extraordinary support initiatives in particular through its Infoline call centre.
- > 27 June 2023 - ATM updated the ATM Milano App, improving its navigability and performance. The main new features included a new menu, a new design aimed also at optimising accessibility for the visually impaired, a unified search function for addresses, routes and lines, a personalised notification area, an easy ticket and season ticket purchase function, and a ticket purchase function for the z301 Milan-Bergamo line.
 - > November 2023 - The new interfaces for DAB machines were installed to improve user experience and prepare them for the launch of the new Chip on Paper tickets.
 - > 27 November 2023 - The ATM Milano App was updated by including the possibility to buy 3-day STIBM [Integrated Fare System of the Mobility Basin] tickets with Mi1-Mi3 fares that can be used on all ATM, Trenord and STIBM-integrated carriers' services.
 - > December 2023 - ATM launched a project to improve user experience in relation to the use of ticket machines in underground stations: it simplified their language to make it easier for customers to understand which ticket to choose and the corresponding fare; in addition, the process was made quicker thanks to a selection and payment process that can be completed in just a few steps.
 - > December 2023 - As part of the multi-disciplinary "*Pilot Smart hub*" initiative, involving many areas of the ATM group, a first pilot "smart parking area" was launched, which will provide value-added services for parking users and citizens. The first services provided are lockers for parcel collection and a micro-mobility area.

Positioning initiatives and campaigns

- > 27 January 2023 - In connection with the initiatives planned by the Municipality of Milan to celebrate Holocaust Memorial Day, ATM equipped a Sirietto tram with livery featuring an expanse of poppies symbolising hope and rebirth along with the words "*27 January Holocaust Memorial Day*" and "*The Shoah Memorial Platform 21*". The tram, running from 24 January to 7 February on line 9 and terminating at the Central Station near the Memorial, was intended to help raise awareness of a place of remembrance, making its existence and location known to all.
- > 15 February 2023 - ATM published its "*Let's respect ourselves*" campaign with the aim of raising awareness against all forms of violence, whether verbal or physical, towards both its employees, who play a fundamental role in the city's mobility, and its customers. The message and images of the campaign, entrusted to three colleagues holding some of the most symbolic roles within the company, were disseminated by placing posters in all company locations and metro stations and sending direct mail to a loyal group of customers.
- > 14 October 2023 - After winning the tender and signing the contract for the operation of the Thessaloniki automatic metro on 4 October, the Company launched the "*ATM expands into Europe to be stronger in Milan*" campaign to celebrate and communicate the new milestone achieved in the international scenario so as to obtain additional resources to invest in public transport in Milan. The campaign was advertised in a number of newspapers and on the Internet and social media platforms.

- > 30 October 2023 - ATM launched its "*I love Milan too much*" campaign aimed at promoting the use of public transport from an environmental perspective, while at the same time communicating its commitment to reducing pollution through its plan to renew its fleet with electric vehicles and to source energy from renewable sources. The campaign was advertised above-ground with posters on bus shelters, on the outside of electric buses, on trains and in metro stations, while digital marketing channels were planned to expand the target audience.

Sustainable mobility

- > 19 December 2023 - The planting of green areas in the San Donato depot, which began two years ago, continued. A total of 100 new trees enriched the small urban forest made up of native species, designed with a view to ecological compensation and enhancement of biodiversity. The work is part of the urban regeneration and reforestation policy pursued by ATM.
- > December 2023 - after reviewing the group's needs and opportunities, involving various areas of the ATM group, a new and ambitious Smart Mobility work plan was defined, aimed at achieving increasingly sustainable, inclusive and user-centric mobility. In addition to the projects already underway, new ones were therefore added, some of which aim to innovate processes and system legacies to create a new way of interacting with our passengers, stakeholders and partners

Diversity & Inclusion initiatives and campaigns

- > 12 June 2023 - ATM launched the "*We are all unique*" campaign to raise awareness of the values of uniqueness, respect and inclusion of people and to help break down stereotypes and discrimination in favour of an increasingly inclusive and prejudice-free workplace and society. The message of the campaign was disseminated to all employees via the Intranet and with postcards and large-format panels in all company offices, as well as with posters in metro stations and along the entrance and exit stairs to and from them, at stops of above-ground lines and outside vehicles, and on the Company's digital and social channels.

Social sustainability and solidarity initiatives

- > 1 January 2023-10 March 2023 and 18 December 2023-15 March 2024 - ATM continued its "Bus of Angels" initiative with which it supports the City Angels volunteer association in its project aimed at providing assistance during the winter to the homeless in Milan, by having a 12-metre bus distribute hot meals, drinks, clothing, blankets and qualified assistance along the streets of the city, from Monday to Friday from 9pm to midnight.
- > 29 May 2023 - ATM launched a fundraising campaign in support of the populations of Emilia Romagna affected by the recent floods; the ATM Group participated with a donation of EUR 240,000, an amount deriving from Banco Solidale funds and the economic contribution of the trade unions Filt Cgil, Fit Cisl, Uilt Uil, Faisa Cisl, Ugl and Orsa Autoferro. In order to increase the solidarity contribution, staff were asked to voluntarily donate the equivalent of one hour's work.
- > 24 December 2023 - ATM granted volunteers from the Associazione Ronda Carità e Solidarietà Odv-Milano the possibility of using the mezzanine of the Porta Venezia station of Line 1 of the underground to hold a Christmas mass and Christmas Eve dinner dedicated to homeless people living on the streets of the city.

Corporate Governance

- > March-September 2023 - Implementation of the Governance model with the establishment and implementation of Internal Committees at 3 different levels (committees with control/regulatory functions; strategic committees; management committees).
- > 2 October 2023 - ATM S.p.A. updated its Organisation, Management and Control Model pursuant to Legislative Decree 231/01 in order to incorporate both organisational changes and the risks/offences relating to the protection of cultural heritage and non-cash payment instruments.
- > 3 November 2023 - ATM's direct subsidiary, CityLink S.r.l. - Smart Mobility by ATM (formerly ATM Servizi Diversificati S.r.l.), in the light of the significant and substantial changes in its Bylaws to its core business at the end of 2021, updated the specific Risk Assessment 231/ACT and thus its Organisation, Management and Control Model pursuant to Legislative Decree 231/01.

Activities abroad

- > 4-7 June 2023 - ATM participated in the UITP Global Public Transport Summit in Barcelona, the world's most important event dedicated to sustainable mobility, with a booth in the exhibition area and with the contribution of the company's speakers in the conference sessions, discussing the company's main sustainability, automatic metros, green finance and cybersecurity projects with delegates from all over the world.
- > 23 June 2023 - ATM was awarded the tender to operate the first automatic metro in Greece, in the city of Thessaloniki, in partnership with Egis, a French infrastructure engineering group. The new metro is the most modern public work in the Hellenic Republic and will be driveless. The infrastructure will serve the second largest city in Greece by number of inhabitants. With an extension of almost 15 kilometres, it will become the main junction for internal travel within the city, which is also strategic for connections with the rest of the country.
- > 4 October 2023 - the contract for the operation of the Thessaloniki metro line was signed before the Prime Minister of the Hellenic Republic.

International Events

- > 7 - 9 March 2023 - As a member of UITP, the International Association of Public Transport, ATM was the local host of the Executive and Policy Board of UITP, attended by senior figures from Authorities and transport operators.
- > 18-20 October 2023 - As a member of UITP, ATM was the local host of the meeting of the Fixed Installation Platform, the technical committee of the Metropolitan Railways Committee of UITP.

Honours and Awards

- > April 2023 - ATM won the 2022-23 BBS (Biblioteca Bilancio Sociale) Award in the "Social Commitment" special category for its SA 8000 Social Report covering the year 2021.
- > 11 May 2023 - Alessio Amoruso, a station operator who saved the life of an underground passenger on 16 January, received the 2023 Premio Campione at Palazzo Marino, created by Mario Furlan, founder of the City Angels, an award for champions of solidarity, legality and civic-mindedness.