FROM THE LEGACY OF THE PAST TO THE CHALLENGES OF THE FUTURE



Stefano Cuzzilla Trenitalia Chairman



The train is a key player in people's lives, functioning not only as a mode of transport but also as a space for fostering and disseminating a common culture centred on sustainability, inclusion, health, and safety.

At Trenitalia, the parent company of the Passenger Hub of the FS Group, these values are fundamental to our mission. Each day, we strive to integrate sustainability into our daily lives, consumption habits, and lifestyles.

In Trenitalia's first Sustainability Report, we outline the achievements of the past year, reflecting a solid commitment to environmental and social responsibility in all its forms.

Protecting the planet and caring for people are at the heart of everything we do.

The renewal of the fleet, reduction of CO₂ emissions, generation of clean energy through the installation of photovoltaic systems in our workshops, and enhancing water efficiency are key objectives in driving sustainable development.

Complementing these projects are campaigns targeted at Trenitalia personnel and passengers to promote awareness of eco-friendly practices that benefit the planet.

Yet, sustainability also serves as a catalyst for the social development of our nation.

The promotion of inclusion is among the core principles guiding Trenitalia's business practices. Inclusion encompasses equality, recognising di-

versity, promoting equity, and providing accessibility.

In every project we undertake, both within and outside the company, we are committed to this goal: providing Italian Sign Language (LIS) video interpreting services at six of Italy's largest stations for customers who are deaf or hard of hearing,

developing programmes for the reintegration of prisoners into work and society, collaborating with young people to promote gender equality in schools, participating in corporate volunteering, and partnership agreements with women's sports. These are just a few milestones in our journey towards inclusion.

We also aim to build a shared culture that promotes health, which is why we have launched prevention initiatives directly on board the train, as raising awareness of well-being is essential for maintaining a healthy lifestyle.

Additionally, supporting overall well-being in the workplace is another priority: we have implemented a corporate welfare plan aimed at addressing employees' needs, starting with flexible working arrangements where possible, and extending to tangible support via various benefits.

Finally, safety stands as one of Trenitalia's core values.

Prioritising the well-being and safety of individuals is essential for the growth and development of our company. We work hard to guarantee safety in all areas, for both our employees and passengers.

The train serves as a means of transport for millions, helping them commute to work, go on holidays, or be with their loved ones.

It is also, for us, a mean by which we can and wish to contribute positively to a brighter future.

Luigi Corradi Trenitalia Chief Executive Officer



Sustainability is embedded in Trenitalia's DNA, with the train being the most environmentally friendly mode of transport.

Trenitalia, as the leader of the FS Group's Passenger Hub, prioritises promoting sustainable mobility in its mission.

For this reason, on 5th June, during Trenitalia's first Sustainability Day, we unveiled our Sustainability Manifesto: a document outlining the ten key principles of our commitment to sustainability, which will serve as our 'compass' for future actions aimed at sustainability goals.

In the first four months of the year, we carried 150 million travellers by train, saving €700 million in environmental and social costs (including health care expenses, environmental damage, agriculture, real estate, and biodiversity) while avoiding the emission of 900,000 tonnes of CO₂ compared to using cars.

We raise awareness among our customers about the environmental and social benefits of travelling by train. In April 2024, Trenitalia became the first European railway company to disclose the CO₂ emissions of its journeys by integrating EcoPassenger, the official International union of railways (UIC) calculator, into its sales systems. The initiative began with high-speed travel on the Frecce and, subsequently, the calculation of CO₂ emissions was also extended to regional and Intercity train tickets.

Our commitment is tangible. This is evidenced by the investments we have made in renewing our fleet to achieve an increasingly lower environmental impact, even within urban areas. The new trains introduced by Trenitalia, along with the latest buses from Busitalia and Ferrovie del Sud Est, are engineered for greater efficiency than the previous generation, thus enhancing the overall travel experience.

The Frecciarossa 1000, in particular, lowersemissions by approximately 20% compared to the Frecciarossa 500. Compared to the earlier generation of Regional, Pop and Rock trains are 30% more energy-efficient. Compared to current diesel trains, the Blues can lower fuel consumption by 50% and significantly reduce CO₂ emissions. Additionally, the Intercity and night trains play a significant role in Trenitalia's investment strategy, backed by PNRR funds. They are essential for redefining mobility through sustainability, inter-modality, and competitiveness, allowing passengers to reach their destinations early in the morning, thereby optimising travel time and saving on hotel costs.

For Trenitalia, sustainability also encompasses the promotion of responsible tourism. For this reason, we have launched a range of initiatives aimed at the education sector, designed to promote awareness of and encourage train travel for school trips, with the objective of cultivating an appreciation for environmental respect among the younger generation. By arranging train journeys, we are educating young individuals, steering them towards increasingly responsible and environmentally-friendly options, while exploring sustainable mobility and highlighting the benefits of train travel. This year, schools have chosen the train as their preferred means of transport for educational trips, leading to a 9% increase in bookings compared to the previous year.

We take pride in our commitment to sustainability - encompassing environmental, economic, and social aspects, which forms a key pillar of our strategy to create value for both travellers and the community, placing people at the forefront.



FROM THE LEGACY OF THE PAST TO THE CHALLENGES OF THE FUTURE

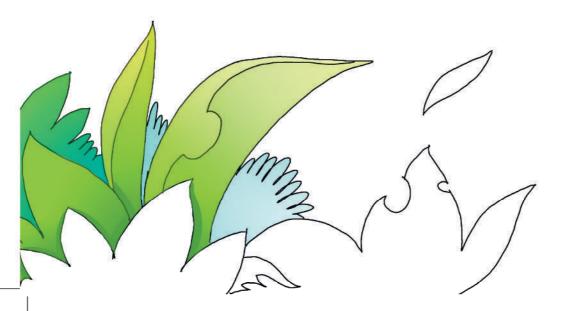
Attention, courage, closeness, integration, balance, connection, measurement, care, regeneration, indiscriminately. The Sustainability Manifesto is built around these ten key words that represent Trenitalia's (the leading company of the FS Group's Passenger Hub) vision of sustainability, serving as guiding principles for future actions towards the sustainable development goals of the UN 2030 Agenda.

The Manifesto, featuring its key words, was created on 5th June, coinciding with World Environment Day, during **Trenitalia's 'L'Officina della Sostenibilità'** which engaged approximately 130 participants. This meeting focused on sustainability, viewed not just as an environmental concern but as a strategic asset for social and economic development, benefiting both the company and the nation.

The goal is to guide future actions clearly and transparently towards achieving the 2030 Agenda objectives while raising awareness among both employees and travellers, ensuring that environmental, social, and economic sustainability issues are prioritised at all levels. Furthermore, sustainability has always been embedded in Trenitalia's DNA, which prioritises the promotion of sustainable mobility in its mission.

The key words contained in the Manifesto originated from the 'SostenibiliTAG' workshop day, led by Professor Paolo labichino of the Holden School of Turin, thanks to the efforts of ten groups that utilised the UN Sustainable Development Goals (SDGs) as a framework, to distil each goal into a word that embodies concrete, actionable, and achievable initiatives within Trenitalia's corporate environment, all while remaining aligned with the specific UN goals.

Clean and affordable energy, responsible consumption and production, and the fight against climate change are among the ten goals of the 2030 Agenda selected by Trenitalia from the 17 UN targets. This choice aligns with Trenitalia's business, which is dedicated daily to integrating sustainability principles through concrete actions in every production process.



#ATTENTION

GOAL 3: GOOD HEALTH AND WELL-BEING

This means looking after those who work for us and with us each day, as well as those who travel with us, while giving due consideration to our people. It reflects our commitment to fostering a type of well-being that promotes healthy company growth, encompassing both physical and mental health, and supporting a balance between work, personal, and family life. Because, without these essential elements, it is impossible to function, live, and travel with peace of mind.

#CARE

GOAL 4: QUALITY EDUCATION

An essential term when discussing education. Careful consideration of learners' needs, alongside investment in relevant training programmes both inside and outside the company.

A nurturing approach that inspires the joy of discovery and promotes equality, offering everyone the necessary tools necessary for skill development, as well as the empathy and sensitivity to tackle the challenges we encounter.

#INDISCRIMINATELY

GOAL 5: GENDER EQUALITY

In other words, 'without discrimination'. This reflects our approach to gender-related matters. No distinction in remuneration policies, greater representation of women in top leadership positions and decision-making roles, and an organisational culture that supports work-life balance. Moreover, there is consistency in language across all communications.

#REGENERATION

GOAL 7: AFFORDABLE AND CLEAN ENERGY

Regeneration reflects our promise to encouraging the use of renewable resources, minimising the environmental impact of various activities, and supporting the energy transition.

This involves investing in innovative technologies to enhance the efficiency and reduce the pollution of rail traffic, while also fostering environmental awareness among our employees and travellers.

#RAI ANCE

GOAL 8: DECENT WORK AND ECONOMIC GROWTH

Striking a balance requires maintaining fair and safe work conditions, promoting sustainable economic development, creating an environment that prioritises employee well-being, and providing equal opportunities for professional advancement.

It is essential to harmonise economic requirements with social and environmental considerations.



#CONNECTION

GOAL 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE

Connection is defined as the ability to build efficient and interconnected networks that join together individuals, cities, and opportunities. It involves employing cutting-edge technologies to boost transport system interoperability while employing sustainable, long-lasting infrastructure. Furthermore, it embodies the commitment to collaborate with partners, institutions, and communities to devise solutions that address future mobility needs.

#GLOSENESS

GOAL 10: REDUCED INEQUALITIES

We bridge distances, bringing people closer together and intertwining stories, experiences, and relationships. We are committed each day to ensuring that travel is accessible for anyone who wishes or needs to move. Our ongoing commitment to minimising inequalities in access to transport services extends to our customers, partners, and suppliers alike.

This 'closeness' represents a meaningful gesture of our commitment.

#INTEGRATION

GOAL 11: SUSTAINABLE CITIES AND COMMUNITIES

Accessibility of services, protection of the environment, adapting travel behaviours and energy efficiency are the key challenges for creating more sustainable cities and mobility solutions. A re-imagined approach to urban planning is needed, focusing on regenerating and interconnecting city spaces and places to foster social cohesion.

#MEASUREMENT

GOAL 12: RESPONSIBLE CONSUMPTION AND PRODUCTION

A word that inspires a fresh perspective is moderation. It serves as a reminder and a guide, urging us to consider the balance between need and response while steering clear of excess. Consequently, we are dedicated to managing resources, energy, and raw materials with mindfulness, and promoting consumption and production practices that enhance the quality of life for everyone.

#COURAGE

GOAL 13: CLIMATE ACTION

This is the crucial element for change, enabling us to redefine our identity in the world both as people and as a business. The accelerating pace of climate change calls for us to embrace a new mindset, one that redefines how we assess our environmental impact. This is a challenge that no one can afford to ignore any longer if we wish to create a meaningful future for the generations yet to come.





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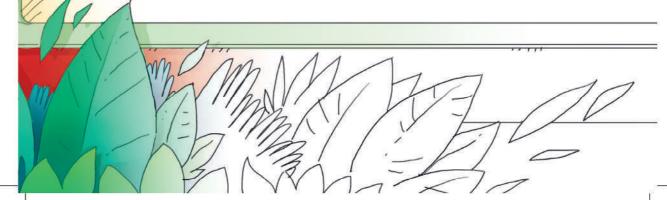
Awards and Certifications

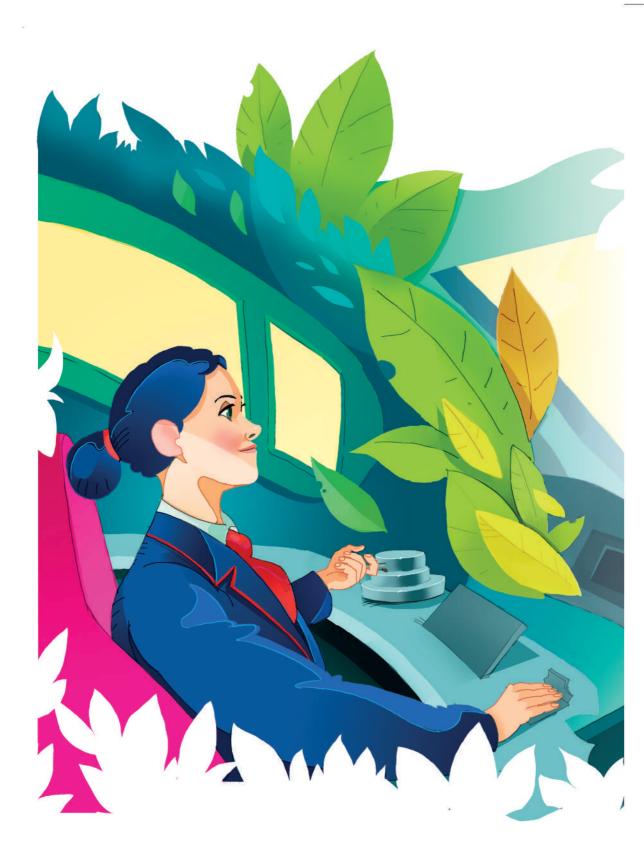
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Get on the train, find your seat,

stow your bag or suitcase and prepare for departure.

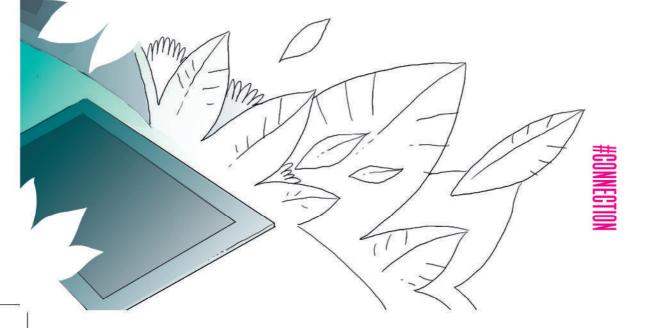
These simple actions, whether done individually or with others, make us key players in a significant **transformation** that spreads from the train seat to encompass the entire community.

With this report, from the legacy of the past to the challenges of the future, Trenitalia invites you to explore the profound impact your

choice to travel by train has not only on your personal life, but also on the broader **environment** and social context.

It's time to hop on-board:

Let's start the journey!



INTRODUCTION: SUSTAINABILITY HIGHLIGHTS

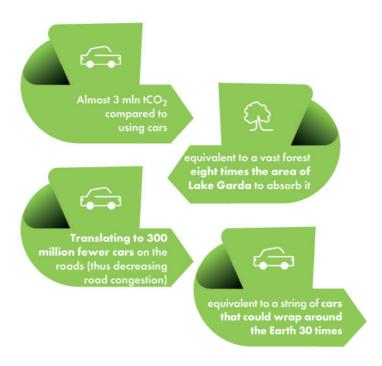
The environmental and social benefits of travelling with Trenitalia

With a fleet of over 6,000 trains operating daily, Trenitalia carried around 470 million passengers in 2023, reaching over 2,000 destinations throughout Italy.

The impact of such an active presence is significant from social, economic, and environmental perspectives. This is why we have committed to ensuring that every train journey creates a footprint - one that is sustainable and adds value.

SAVED APPROXIMATELY €2 BILLION IN ENVIRONMENTAL AND SOCIAL COSTS FOR THE COMMUNITY (tot. Trips High Speed (HS), InterCity (IC), Regional, year 2023)

The over **450 million journeys** taken on all Trenitalia trains (HS, IC, REGIONAL) in 2023, also avoided:





1.1 SUSTAINABILITY **HIGHLIGHTS**

In recent years, Trenitalia has implemented numerous initiatives and projects focused on ensuring that its services and processes are both sustainable and safe.

We have invested in next-generation vehicles and equipment that align with energy efficiency and circular economy standards.

A key focus of these efforts is on hybrid trains, utilising a traction system powered by multiple energy sources: electric, diesel, and battery. Consequently, they are capable of operating on both electrified and non-electrified tracks, leading to a reduction in direct CO₂ emissions.

In an effort to reduce transport's environmental footprint, we have opted to convert certain locomotives from electric to mixed traction (electric and battery operated) in areas lacking electric lines.





Purchasing new

- ETR 1,000 trains to modernise the High-Speed fleet

- night coaches that meets energy efficiency and circular economy standards for Intercity services









A life cycle assessment (LCA) study to enhance Experimentation with innovative HVO fuel, the new water packaging made from 100% recycled PET (R-PET) distributed with the Welcome Drink, which replaces the TetraPak brick, enabling a reduction of about 460t CO2 emissions within one year.

a biofuel that can substantially lower greenhouse gas emissions, has been tested on some vehicles.









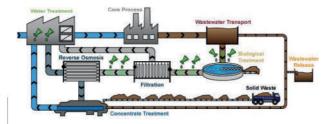
FACILITIES AND EQUIPMENT

For trains to be a sustainable mode of transport, it is important that the **entire system**, which enables the service, is also designed and implemented in such a way as to minimise its impact on the environment. From the **big infrastructure** to the **smallest details**.



12 maintenance facilities are equipped with photovoltaic technology, having a total installed capacity of 9.1 Mwp, with an additional 2 MWp anticipated in 2023

A water reuse pilot project is underway in three maintenance facilities within the industrial sector, based on a Water Circular Economy model



Energy Saving Certificates for Trains (i.e. White certificates) sold for more than €76 million



A pilot project has been launched to test a new heating method using heated vests, with the aim of phasing out fossil fuels



Installed more than 150 still and sparkling water dispensers in over 100 locations benefiting around 15,000 people



Data updated to 2024



AWARENESS-RAISING INITIATIVES

Every small action can make an impact and **awareness** is the key driver of change. This belief drives our awareness campaigns, communication, and commercial initiatives, which have engaged not only Trenitalia employees and passengers, but entire communities as well.



- Our sustainability campaign, titled 'Every Gesture Makes a Difference', centres around three key areas: circular economy, sustainable mobility, and energy savina.
- Sustainability game involving over 2,000 employees, with the aim of raising their awareness of environmental issues through quizzes and missions. Nearly 400 teams registered, completing approximately 24,000 'actions' on the web app to fulfil their missions, compensating a ton of CO₂ by supporting certified sustainable projects with EcolNs, a virtual currency earned during the gamification process, and with a 78% engagement rate among participants. These figures represent a collective achievement: a commitment to the planet and unprecedented involvement of Trenitalia employees in sustainability efforts.
- An on-board communication campaign focused on sustainable mobility aims to raise awareness among customers about responsible travel by train, encouraging the use of low-impact modes such as cycling and car-sharing.
- Integration of Trenitalia sales systems with the UIC Ecopassenger platform: Trenitalia is the first European railway company to disclose, at the time of ticket purchase, the CO₂ emissions of the train journey compared to the same journey by other means.





- In celebration of World Environment Day and European Mobility Week, we are launching commercial initiatives to reward customers for choosing to travel by train.
- In 2024, Trenitalia will launch its first Winter Tour in collaboration with Radio 105, promoting the train as a sustainable way to access ski resorts, leveraging train connections and integrated train-bus services.



OFFICIAL GREEN CARRIER

Trenitalia has been the Official Green Carrier of the **Giro d'Italia** and of all the **Grand Classics** of cycling.

The **Giro-E** saw Trenitalia involved not only through the sponsorship of the Maglia Verde (Green Jersey), but also with the direct participation of a Trenitalia team.

Trenitalia also participates as Official Green Carrier at the **Festival of Sustainable Development**.

Organised by ASviS - the Italian Alliance for Sustainable Development, the event provides a chance to assessthe objectives established by the UN Agenda, the Green Deal, and the European Union regarding the Italian transport system.

During the festival in May 2024, prizes were presented to the three winning classes of the 'Consapevolmente in viaggio: un Agenda nello zaino' (Consciously Travelling: A Diary in Your Rucksack) competition, organised by Trenitalia in partnership with ASviS as part of the Trenitalia School Program project.

Thanks to the choices and actions put in place in favour of sustainability, in 2024 Trenitalia ranked among the 1% of TOP rail transport companies globally, obtaining the Gold Medal in the Eco-Vadis rating, rising from a score of 59 to 72 out of 100 since 2022.

This recognition has positioned us rightly in the Top 5% of companies across all industries worldwide assessed by EcoVadis, with Trenitalia achieving a ranking in the Top 25% in 2022.





1.2 TRENITALIA AT A GLANCE

Trenitalia's key figures

Key figures

Italian Market

470 MLN

232 MLN

Trains*km

+2% compared to 2022

High Speed Trains

(Frecce)



more than 270
Trains / day

45 MLN

1,912 €M Revenues

Pax

Intercity trains



oltre 120

Trains/day of which 24 Intercity Night Trains 19.5 MLN

785

€M Revenues

Regional trains



6,000 Trains / day

405 MLN

N 2,727

€M Revenues

Data for 2023





Where does the sustainability of a train journey begin?

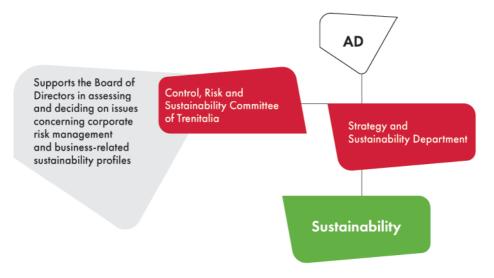
It begins with the set of principles,
rules and relationships
that govern the management
of the company providing the service,

known as its **governance**.



2.1 SUSTAINABILITY GOVERNANCE FRAMEWORK

Trenitalia's governance structure includes a Risk and Sustainability Control Committee that assists the Board of Directors in making sustainability-related decisions.



What is Trenitalia's vision of sustainability?
The Director of Strategy and Sustainability, Alessandro Zoratti, replies

Strategy and sustainability are two sides of the same coin: there cannot be one without the other.

In a world increasingly aware of ethical, social and environmental issues, companies are called upon to integrate sustainability principles and practices into their business model. To achieve this, every business process must be thoroughly reviewed throughout its entire flow, transforming activities, processes, and relationships with customers, partners, and suppliers to meet sustainability goals.

This is precisely the journey of Trenitalia. Our governance emphasises principles, structures, and processes that integrate sustainability into decision-making and activities, aiming to make Trenitalia more stable, resilient, and committed to creating long-term value for all stakeholders while considering environmental, social, and economic impacts.

Shared objectives: the Management By Objectives (MBO) framework

A shared commitment is needed to achieve important goals.

The FS Italiane Group has implemented a system for **assigning specific objectives** to managers and certain professional roles known as Management By Objectives.

The MBO - in which Trenitalia participates - supports predefined goals in sustainability by offering incentives tied to the achievement of specific outcomes.



2.2 TRENITALIA: A CATALYST FOR SUSTAINABLE DEVELOPMENT

To create a roadmap for reaching the goal, it is necessary to define the individual steps required: tangible actions and initiatives.

The main initiatives that Trenitalia has defined from an ESG (Environmental, Social and Governance) perspective are geared towards achieving the Long-Term Goals setout by the UN **Agenda 2030 for Sustainable Development**.

Environmental, Social and Governance

These are the three fundamental dimensions for verifying, measuring and controlling the sustainability commitment of a company or organisation.

Key initiatives to achieve ambition levels:

- Reduce CO₂ emissions by 2033 by:

 increasing electrical energy
 produced by Renewable Energy

 Sources (RES) and self-consumed in industrial facilities starting to phase-out fossil fuels for traction and operational purposes improvement of energy efficiency for traction and facility use
- Monitoring and improving the ESG metrics of the suppliers of Trenitalia
- Embed circular economy requirements in the procurement process for the 'core' categories
- Increase the quota of special waste sent for recovery
- Enhance water efficiency through:

 the rationalisation and renovation of networks in industrial facilities
 the adoption of solutions for the optimisation of consumption and remote monitoring the implementation of Water Circular Economy experimental projects for water recovery and reuse

















Ambition Level¹:

- -52,900 2, 3 of tCO2 by 2033
- 20% by 2033 of self-consumed electricity from RES in facilities
- -28% diesel traction
- 100% phase-out diesel facilities by 2033
- -20% natural gas facilities by 2033
- -15% electricity facilities to 2033 foreneray efficiency
- 100% of the economic operators included in the qualification systems will also be assessed with ESG criteria from 2026
- by 2026 65-70% and by 2030 80% of 'core' tenders integrated with ESG criteria
- -32% by 2033 and -50% by 2040 of water withdrawals for industrial uses
- 100% by 2031 of special waste sent for recovery

³ Estimated data on 2019 trkm diesel consumption and 2019 emission coefficients



¹ Compared to 2019 baseline

² The tCO₂ for traction are only direct emissions

SET PRIORITIES FOR INTERVENTION: MATERIALITY ANALYSIS

In 2023, Trenitalia played a role in updating the materiality analysis for the holding company, FS Italiane Group, in line with the GRI 3 Material Topic 2021 reporting standard¹.

Materiality analysis is a process of investigation and evaluation aimed at identifying the impact that a business is capable of achieving.



- Focus on Impacts Generated
- Effect the organisation has or could have on the economy, the environment and people, including on their human rights, which in turn can indicate its contribution (negative or positive) to sustainable development.
- Main reference framework:





identification of impacts generated, actual or potential, positive or negative and related to the activities of the entire value chain

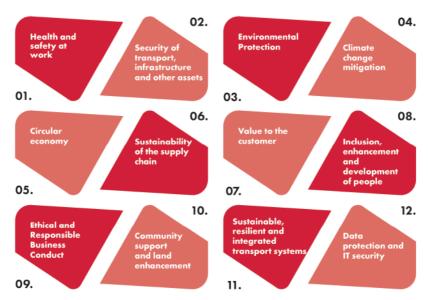


assessment and prioritisation of mapped impacts* and definition of material themes

*The assessment was carried out by Trenitalia's sustainability structure.

At the conclusion of the assessment, each material theme assessed was given a score from 1 to 5. A total of 12 material themes were identified and analysed.

In the Annexes, at the end of this report, you will find the detailed list of items, evaluated for each material topic.



1 Global Reporting Initiative Sustainability Reporting Standards 2021 by GRI (Global Reporting Initiative)





2.3 STAKEHOLDERS

To provide a sustainable transport service with positive impacts, it is necessary to involve all **stake-holders**, i.e. those who influence or have the potential to influence Trenitalia's operations.



Building up a network of contacts and effective dialogue tools is a prerequisite for engaging stakeholders and **involving** them in the journey.

For each category, Trenitalia has activated specific channels tailored to that specific group.



CUSTOMER FEEDBACK CHANNELS

Customer Satisfaction

Annually, as part of the travellers' satisfaction survey, Trenitalia assesses passengers' perceptions of the Regionale service to determine how environmentally friendly rail transport is viewed and how significant environmental impact is in their choice of train travel.

Sustainability Brand Reputation

Each year, the level of travellers' awareness of sustainability is assessed.

Specifically, the survey examines the importance placed on the topic, perceptions of train sustainability, and how Trenitalia compares to other companies in this regard.

85% cite the train as the most sustainable means of transport.

Sustainability in on-board catering

When evaluating satisfaction with the catering service on board the Frecciarossa, the survey examines how travellers perceive the sustainability of the packaging used.

Propensity to carbon off-setting

This online survey, conducted in 2023, aims to assess the awareness and sensitivity of members from the Cartafreccia and X-GO loyalty programmes—targeting Frecce, Intercity, and Regionale customers—towards carbon offsetting programmes for CO₂.





Focus on customer feedback channels: Insights from the Brand Reputation Survey

How is rail transport perceived? What are the criteria guiding this choice?

How well does Trenitalia meet the need for more sustainable mobility?

Understanding these responses is crucial for developing and providing suitable actions.

How customers perceive sustainability:

- 48% of respondents are familiar with the concept of CSR (corporate social responsibility) and consider it important for companies to behave in a socially responsible manner
- 78% of the respondents when purchasing a product/service take a lot/ quite a lot into consideration whether the company producing/ serving it acts in a sustainable manner

How customers perceive the train:

- 85% of respondents indicate the train as the most sustainable means of transport, often chosen in combination with other environmentally friendly means of transport instead of the private car
- 86% of travellers say they choose the train because it is less polluting than other means

How customers perceive sustainability in Trenitalia:

- 71% of respondents believe that Trenitalia is committed to operating in a sustainable manner
- Trenitalia is listed as the third most sustainability-conscious Italian company

Quantitative survey on a sample of 1,300 subjects resident on the national territory, registered in the SWG online community, through natural selection, based on the condition that they had travelled on at least one Trenitalia train (HS, IC, or Regional) in the last month.

The interviews were conducted between 13th and 21th December 2023



SUPPLIER FEEDBACK CHANNELS

FS ESG rating

The ESG performance of economic operators registered in the Qualification System is evaluated through an online questionnaire, focusing on specific product categories based on their strategic level, competitiveness, and supply volumes, as used by Trenitalia.

The product categories registered in the Qualification System are:

- Train and industrial facilities and building cleaning services
- Supply of trains





EMPLOYEE FEEDBACK CHANNELS

In 2023, the FS Group's first workplace climate survey was carried out with the aim of measuring **engagement** and **involvement** of Trenitalia employees.

The data collected were used to implement the Action Plans, from a change management perspective.

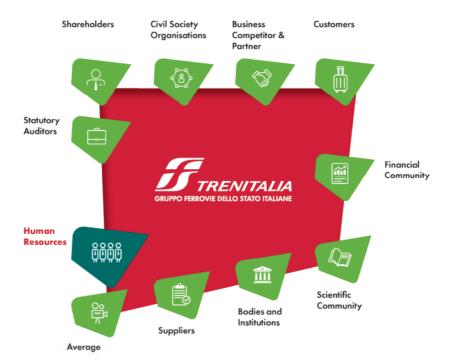


Overall involvement of 76,333 FS employees and 39,391 respondents. Specifically for Trenitalia, there were 10,982 respondents, comprising nearly 46% of the entire Trenitalia workforce, which is about 24,000 people

For Trenitalia, the main **strengths** that emerged included the welfare plan, customer focus and clear job responsibilities. Among the main **opportunities for improvement** were awareness of objectives, improved communication about changes, participation in work decisions, and the ability to suggest new working practices.



The answer to the question 'Do I think my company integrates sustainability into its business?' showed an overwhelmingly favourable response rate of 72%.





SUSTAINABILITY IS A COLLECTIVE JOURNEY: NATIONAL ASSOCIATIONS

National and international associations are also considered stakeholders, facilitating dialogue aimed at fostering growth.

Membership of national associations is aimed at:

- ensuring the continuous professional development of its employees;
- fostering the comparison and exchange of experiences and best practices between professionals and companies;
- creating a network of relationships and contacts;
- promote business and corporate positions.

NATIONAL

NETCOMM

The Italian Digital Trade

Promotes the development of e-commerce and the digital evolution of companies

AODV

Association of Members of Supervisory Bodies

Examine the application of Decree 231/2001 as well as broader topics related to governance, controls, and business ethics

ENIT

National Tourism Agency

Public economic organisation that focuses on promoting the Italian tourism brand internationally and presenting the various forms of national tourist offerings

IGI

Centre for the Study of Public Procurement Issues

ANDAF

National Association of Administrative and Financial Directors

It contributes to the training and professional development of managers of the Administration, Finance, Management Control, Planning and Internal Auditing functions of Italian companies

ASCAI

Association for the Development of Corporate Communication in Italy

Delves into corporate communication issues, with a focus on internal communication

TTS Italy

Italian Association of Telematics for Transport and Security

Promotes the implementation, development and deployment of Intelligent Transport Systems in Italy in the most beneficial ways for users

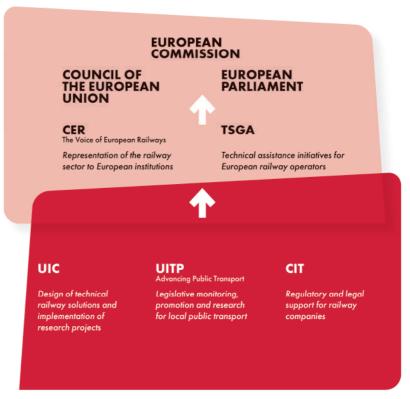


SUSTAINABILITY IS A COLLECTIVE JOURNEY: INTERNATIONAL ASSOCIATIONS

Trenitalia actively engages in various international working groups to represent and advocate for the company's positions, collaborate with other firms for fruitful information exchange and best practices, and contribute to establishing a legislative, economic, and regulatory framework that supports the growth of rail transport.

Direct involvement in associations helps build a significant network, enhancing international cooperation within the industry.

European Perimeter



International Perimeter



TRENITALIA ERROVIE DELLO STATO ITALIANE

FINANCIAL LEVERS: GREEN FINANCE AND PNRR

In recent years, investors have shown a preference for **green financial products**, which are associated with projects that positively impact the environment, such as energy efficiency and the generation of energy from renewable sources.

Trenitalia has also utilised instruments like green bonds and funding from the EIB to support its various projects, in addition to the resources provided by the PNRR.

Green bonds and EIB financing

€2.4 bn* for the purchase of latest generation rolling stock (Pop, Rock, Blues and ETR 1,000 trains), train maintenance (locomotives and new coaches)

PNRR

€200 mln for the purchase of hybrid Intercity trains and IC Night coaches; approximately €224 mln of PNRR funds allocated to the Regions for the purchase of trains for regional transport

In detail, trains and coaches purchased through thegreen finance instruments are characterised by:

• Environmental Product Certification (EPD)

The ETR 1000, Rock and Blues trains are sustainably designed and equipped with the EPD certification, which highlights environmental performance based on a thorough Life Cycle Analysis (LCA).

· Innovative technologies for energy efficiency

Every system and components, such as the traction units, light alloys used in train construction, auxiliary air conditioning and lighting systems, etc., is designed to minimise energy consumption.

High recycling rate

Special attention given to environmental aspects right from the design phase, employing materials that have a high recyclability rate.

Aerodynamic Design

The new ETR1000s are characterised by low aerodynamic drag, which ensures great quietness (< 91 dB[A] when travelling at 300km/h) and minimal vibration.

· Bicycle stations on Regional and Intercity trains

We have provided several bike stations to encourage inter-modality, i.e. the combined use of different sustainable means of transport.



^{*} Issued and accounted for in 2023. In addition: some €1bn issued and still unaccounted for

TRAINS AT A GLANCE

- €4.5 billion in investments
- Energy consumption reduced by 30% compared to previous generation trains
- Innovative technologies for energy efficiency (naturally ventilated motors, use of light alloys, LED lighting, CO₂ sensors for optimal climate control, energy-saving parking modes, etc.)
- Recyclability up to 96%
- · More space for bikes, with charging sockets

Awarded as one of the ten national sustainable mobility initiatives 2017 and eligible for the energy efficiency certificate mechanism





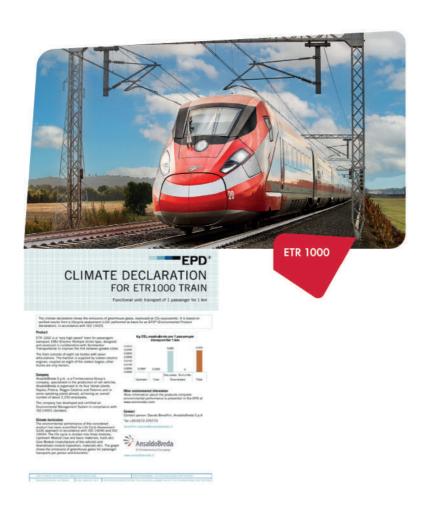
- Triple power supply (electric, diesel and battery) with the possibility of operating on mixed lines, without the need to change train sets, thus saving time
- · Battery pack to reduce diesel engine emissions and noise pollution
- Innovative technologies for energyefficiency (extensive use of light alloys, 'Stage V' diesel engines, use
 of high-efficiency components in the drive chain such as IGBTs, wide selection of sustainable materials,
 LED lighting, implementation of functions such as green drive, smart parking and 'platform mode')
- More than 93% recyclability





The ETR 1,000, or 'Frecciarossa 1,000', is Trenitalia's new high-speed electric train:

- The train is designed to meet the latest technology (ERTMS/ECTS traction control system)
- Extremely accurate aerodynamic design to minimise movement resistance
- Highefficiency of the drive system
- Recyclability rate above 94%
- First high-speed train to have an Environmental Product Declaration (EPD)





Sustainability also encompasses safety.

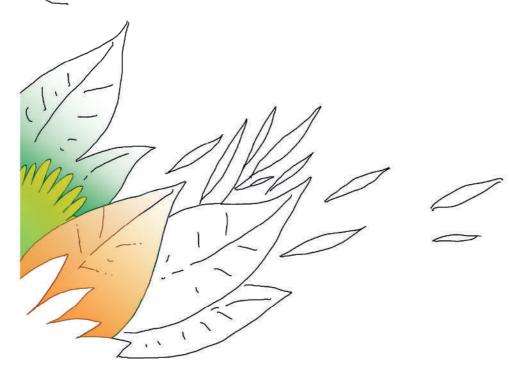
We selected and installed equipment,

systems, and protective measures that ensure

safe travel for customers, employees and beyond:

as well as for the communities served by

our transportation services.



OUR TRAINS: OUR FLEET

Train Protection and Control Equipment

Conduct Support System (SSC)

It regulates the maximum allowable speed based on the constraints set by signalling, infrastructure features, and train performance. This system is used for trains that travel on routes with a maximum speed limit of 150 km/h.

Train Speed Control System (SCMT)

It regulates the maximum allowable speed based on the constraints set by signalling, infrastructure characteristics, and train performance, applicable under both normal and degraded conditions. This system is used for trains that travel on routes with a maximum speed limit of 250 km/h.

ERTMS system

It transmits driving reference parameters, including actual speed, target speed, and available space, to the cockpit and intervenes if the target speed is not achieved. This system is utilised for trains operating on routes with speeds exceeding 250 km/h.

GSM-R radio communication system

It facilitates both traditional voice and data communications, enabling the exchange of information between advanced signalling and traffic control technology systems.





OUR TRAINS: OUR FLEET

Electrical diagnostics and protection systems

The diagnostic systems alert the driver to any faults, while the electrical protections serve to safeguard and ground the system, preventing faults that could cause hazardous over-voltages, over-temperatures, or electrical fires.

Braking system

Ensures stopping or speed reduction within the available braking distances.

The system uses compressed air for its operation:

- continuous: acts throughout the entire train
- automatic: springs into action spontaneously in the event of failures that cause leaks on the general conduit or its breakage
- inexhaustible: permits braking only when the pressure within the capacitance approaches the steady-state value, after which the system is ready to brake again
- gradable: enables the braking force to be continuously adjusted both upwards and downwards.

Doors

The entrance doors are equipped with a remote locking system, which prevents accidental or unauthorised reopening.

Each access door is equipped with a sealed emergency opening device which, when activated, neutralises the door's locking safety system and allows it to be opened manually.

Fire-fighting systems

Technical compartments: are fitted with direct or indirect drive systems.

Passenger compartments: are fitted with temperature and smoke detectors.

System intervention or signalling (acoustic/luminous) is activated when predetermined threshold combinations are exceeded, leading to pre-alarm or alarm states.

The activation of the fire extinguisher system can be automatic or semi-automatic.











OUR TRAINS: OUR FLEET

Passenger information is delivered through audio announcements and LCD monitors positioned throughout the train, which can receive and display updates and announcements from computer systems managed either remotely or by on-board staff.

In addition to diagnostic tools and protective systems, security relies on ongoing **maintenance and inspections of all processes** designed to prevent harmful or potentially dangerous incidents, such as:

- surveillance of non-conformities on materials and maintenance services procured from suppliers
- · correct management of surveillance audits on the maintenance process
- regular supervision of the documentation related to maintenance performance updates
- · compliance with the audit programme towards maintenance contractors
- full compliance with Scheduled Training Plans
- periodic review of the competences of maintenance personnel, including specialised processes (welding and non-destructive testing)
- oversight of the document distribution process
- · regular control of instrument calibration for maintenance
- regular monitoring of maintenance providers conducted by contractual figures and their assigned representatives
- assessment of risks in the event of operational, technical or organisational changes relating to maintenance





The driving force behind integrated and sustainable mobility: people

For an activity to genuinely focus on sustainability, it must pay attention

to each of its three dimensions:

Environmental, Social, Governance.

Employees, collaborators, passengers, and communities are at the heart of **our decisions** policies, particularly when addressing the **'Social'** aspect of **ESG**.



4.1 TRENITALIA'S PEOPLE

We proactively encourage the growth of our human resources to cultivate a workplace that values the benefits of diversity: inclusive and supportive of all individuals.

o. of employees	24,273	
of which % permanent	24,271	100%
of which < 30 years	6,404	26%
female employees	5,885	24%
of which in positions of responsibility	149	
of which executives	25	
of which senior management	41	
gender pay gap	0.02%	(reference to RAL)
male vs. female parental leave	16,136 (hourly rate for men)	Vs 10,886 (hourly rate for women)
% of employees working remotely	12%	
no. days month/employee	6-11	
new hires (year 2023)	1,789	
no. hours of training, of which environmental sustainability topics	1,831,677 total training hours of which: 6,036 hours training on environmental sustainability topics	
€ allocated for employee well-being	€19.7 Mln	
% of variable emuneration linked to ustainability targets	10%	
Accident Rate Accumulated Incidence Rate o December 2023)	18.41	
No. of people reached by the Progetto erogatori (Provider Project)	~15K	
No. of people involved in the first sustainability gaming	2,067	



4.2 CUSTOMERS

Trenitalia creates value, with travellers being the most significant and cherished component.

The focus has been on studying routes and timetables, offering sustainable and alternative transport options once passengers alight from the train, and enhancing the accessibility and comfort of the journey. These efforts aim to cater to customer needs and promote train travel as a preferred mode of transport.

Listening to customers is the crucial first step in enhancing and tailoring services to meet their expectations. Trenitalia achieves this through surveys, satisfaction questionnaires, and prompt complaint handling via various communication and contact channels.

Rail passenger transport - regional (Trenitalia) Units of Measurement** 93.0 83.7 % satisfied customers Cleanliness Comfort Punctuality 2023 98.4 91.9 90.9 On-board Personnel Overall journey information

Rail passenger transport - medium and long distance (Trenitalia)

Units of Measurement** 98.4 98.1 94.4 % satisfied customers Comfort Cleanliness Punctuality 2023 *The 'overall trip' 98.9 99.3 98.7 satisfaction reflects the Overall journey On-board Personnel full travel experience information (door-to-door). * *% of votes 6-9



INTER-MODALITY

We invest a lot in inter-modality and soft mobility, i.e. alternatives that enable sustainable travel.

- On the train: 7,322 bicycle storage stations on Intercity and Regional trains
- To get to the station or to continue your journey in a sustainable manner, once off the train, you can choose between:





TOUCHPOINT

Trenitalia provides customers with an extensive network of touch points to make its services more accessible.

PHYSICAL















DIGITAL CHANNELS

- trenitalia.com website
- Trenitalia app

over 85 'OLTA' (On-line Travel Agency) portals

In the main stations, there are also 15 lounges - dedicated to customers who subscribe to the CartaFreccia loyalty programme - called FRECCIALounge, FRECCIAClub, Sale Freccia and Customer Service desks, which provide customer assistance and last-minute services for changing reservations and issuing tickets.

Data for 2023



VALUE OF CONNECTION

The aim is to make the services offered increasingly widespread and accessible: Increasing people's mobility means, in fact, creating connections, which facilitate greater movement of people, goods and ideas. Meaning, it holds significance.

Number of new routes to the south of Italy:

HIGH SPEED TRAINS

Summer Timetable

- 4 new Frecciarossa Milan-Rome-Naples
- 2 new direct Frecciarossa Milan-Rome-Reggio Calabria connections
- Freccialink Afragola-Sorrento and Foggia-Vieste-Peschici services in connection with Frecce from/to Northern Italy
- Launch of two direct Frecciarossa Rome-Naples-Pompei connections
- 2 new direct Frecciarossa Milan-Caserta/Benevento connections (from September)
- 2 direct Frecciarossa Milan-Salerno-Sapri connections on summer
- Extended services to facilitate holiday travel on the Rome-Puglia, Milan-Adriatic, Milan-Reggio Calabria, Milan-Naples routes
- Operation of the ETR1000 duplex on the Milan-Naples route during peak demand days and times

INTERCITY TRAINS

Summer Timetable

2 new daily intercity routes Naples-Bari in both directions.



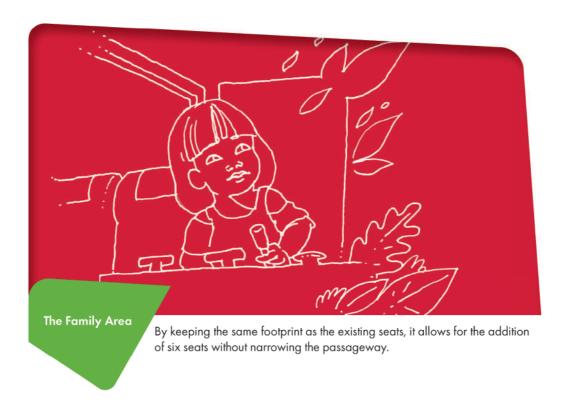
SUSTAINABLE FIRST STEPS

Fostering a culture of eco-friendly mobility becomes simpler when initial actions are taken toward this goal.

Seven ETR 610s will install dedicated Family Areas, for a total of 92 Family IC coaches. The idea embraces the metaphor of travel, addressing sustainable mobility as a means of linking the unique territories that await exploration.

The project places the child at the forefront of environmental engagement, inspiring curiosity and creativity through play, which in turn promotes cultural growth and environmental awareness.

Developed by *II Vespaio*, an ecodesign and environmental education studio, the installation follows sustainability guidelines, considering the entire life cycle of materials, from their natural sources to end-of-life recyclability.





4.3 SUPPLIERS

Choosing suppliers who share Trenitalia's values and commitment is indispensable to offer services that meet the criteria, which are distinctive for a sustainable business.

7,057 80% of the economic value suppliers, of which 6,835 were local, i.e. 97% (Jan-Dec 2023) 100% 100% of suppliers who have signed the include clauses on environmental, supplier code of conduct * Provisions regarding environmental, €2.1bn labour, and human rights obligations are included in Trenitalia's General Terms and economic value of tenders Conditions. awarded in the reporting period (Jan-Dec 2023) Data as of 2023



SUSTAINABLE PROCUREMENT INITIATIVES

2022

This section introduces sustainable procurement within the Management of Negotiation Activities Procedure

This is a very specific paragraph highlighting the need to incorporate sustainability criteria into the procurement processes for specific product categories deemed significant.

2023

Update of the Sustainability Requirements Catalogue

'Sustainable Procurement', annexed to the Procedure for the Management of Procurement Activities.

It provides an important tool to help identify sustainable procurement criteria to be included in procurement procedures and a history of sustainability criteria included in specifications and technical specifications.

2024

Two training days

More than 300 professionals from all **relevant business units and involved** in the preparation of technical specifications.

During the training days, developments in the regulatory environment of Sustainable Procurement and the Sustainable Procurement Catalogue were discussed in depth.

2023 / 2024

New FS Group project 'Sustainable Procurement & Supply Chain Management' launched.

It will allow the integration of environmental and social considerations, in the procurement phase, and analysing, through the administration of a questionnaire on ESG issues, the sustainability performance of the supply chain, with a view to continuous improvement.



4.4 THE COMMUNITY

Rail transport spans the country, reaching its diverse communities. Trenitalia promotes their development and well-being through corporate social responsibility initiatives, ranging from health and prevention to culture and integration.





Trenitalia School Fair

In 2023, the focus on inspiring young people was strengthened, promoting the train as the quintessential green travel choice.

Throughout the year, the second edition of the 'Trenitalia School Fair' took place, featuring meetings in inspiring venues like museums and historic palaces. The event aimed to inform and raise awareness among primary and secondary school teachers across Italy about the benefits and advantages of organising educational trips sustainably, highlighting both the environmental advantages of train travel and the value of Italy's artistic heritage.

In preparation for the competition Consciously on the move: a diary in your backpack, organised in cooperation with ASVIS, aimed at primary and secondary school students, teachers engaged in approximately 34 hours of classroom training to help students prepare their submissions.

Women In Motion

'Since 2017, over 20 mentors, both male and female role models from Trenitalia, have participated in this social innovation campaign by the FS Group, which seeks to promote gender equality in education and technical professions in schools across Italy.

In 2023, 15 meetings were held, attended by more than 1,600 male and female students from 9 different regions.'

SoSpeso ticket

Trenitalia, with its High Speed, Intercity and Regional business lines supports the SoSpeso Ticket initiative, which provides free tickets to the associations Dire and Differenza Donna, dedicated to the protection and legal support of women who are victims of violence.



4.4 THE COMMUNITY

Corporate volunteering

To foster a sense of solidarity and collaboration among employees and to strengthen activities within a framework of participatory social responsibility, Trenitalia staff, in partnership with the FS Group, initiated corporate volunteering initiatives. Starting in 2024, employees will directly engage in service activities for vulnerable individuals at canteens and reception centres.

From January to April 2024,
a total of approximately
48 colleagues
participated in the initiative, for a total
of approximately 215 hours.

Italian Multiple Sclerosis Association (AISM): Charitable fundraising activities taking place on trains and in station areas

Approximately 16 Trenitalia employees took part voluntarily in the on-board fundraising for AISM, which began in December 2023 and will continue into 2024, aimed at supporting the purchase of vehicles for social assistance centres and rehabilitation services for individuals with multiple sclerosis.

Video interpreting in Italian Sign Language (LIS) for sales and customer service

Trenitalia has become the first mobility operator in Italy to introduce a pilot program for LIS video interpreting in six key train stations—Milan Central, Genoa Piazza Principe, Bologna, Florence Santa Maria Novella, Rome Termini, and Naples Centrale—enhancing the accessibility of sales and assistance services for deaf signing customers. The pilot project, carried out in collaboration with FS, highlights the Group's and Trenitalia's commitment to inclusion and the promotion of services that cater to the needs of all individuals. With this free service, accessible every day (including public holidays) between 8 AM and 6 PM at the desks, ticket offices, and FrecciaLounge in the designated stations, deaf clients can communicate with Trenitalia staff through LIS interpreters connected via video call.

The initiative has already received very positive feedback, affirming the significance of practical solutions to overcome communication barriers and ensure an inclusive experience for all travellers.





Frecciarosa

October 2023 saw the thirteenth edition of the 'Prevention Train', an initiative of Fondazione IncontraDonna and Gruppo Ferrovie dello Stato Italiane. The aim of the project is to promote, through a series of initiatives, the prevention of breast cancer, the most common cancer in our country.

In the last edition, 25,000 travellers
participated, with 15,000
health vademecums distributed and over a
thousand on-board services
conducted, all made possible
by the efforts of doctors and volunteers.

Male cancer prevention

Launched in 2024, the project reaffirms Trenitalia's and the entire FS Group's dedication to health and inclusion. The newly launched national 'Men's Cancer Prevention' project is a collaboration between Fondazione IncontraDonna and the FS Group.

To enhance traveller awareness of prevention and healthy lifestyles, information was provided on trains, featuring targeted communication materials and engaging doctors and volunteers for complimentary consultations on High Speed, Intercity, and Regional trains.





In response to the climate crisis, supranational organisations

have urged a significant acceleration of efforts to

combat climate change. Trenitalia is also dedicated to enhancing its

sustainability efforts as part of the

path to carbon neutrality

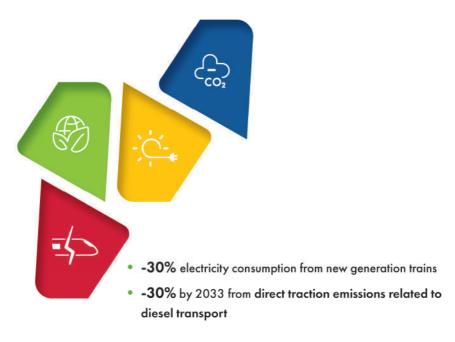
initiated by the FS Italiane Group, focusing on emissions reduction,

green energy usage, water consumption, recycling systems, and offering alternative mobility services

to road transport once passengers disembark from the train.



ENERGY AND EMISSIONS



Year 2023, photovoltaic technology in facilities:

- Energy produced: Approximately 8.7 GWh;
- Total installed capacity: 9.1 MWp approx;
- Emissions avoided: 2,330 tCO₂ approx.
- 78% of energy produced self-consumed
- 12 facilities maintenance (out of 52) equipped with photovoltaic
- 100% of the electricity used in facilities is certified from renewable sources
- 70 energy diagnoses have been carried out in facilities (of which 9 in 2023)



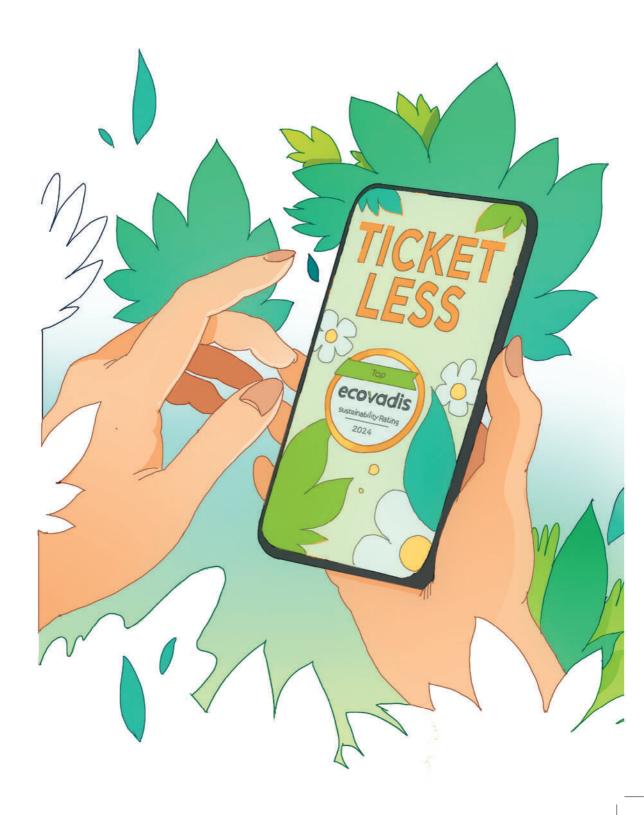
WASTE AND THE CIRCULAR ECONOMY

Using natural resources more rationally and efficiently entails establishing a waste management system focused on recovery where feasible, alongside a careful management of water resources that promotes circular economy principles throughout all company processes.

Water • -9% water consumption in 2023 vs 2021 Waste and the Circular Economy • 82,4% waste sent for recovery in 2023 (75,4% in 2021)

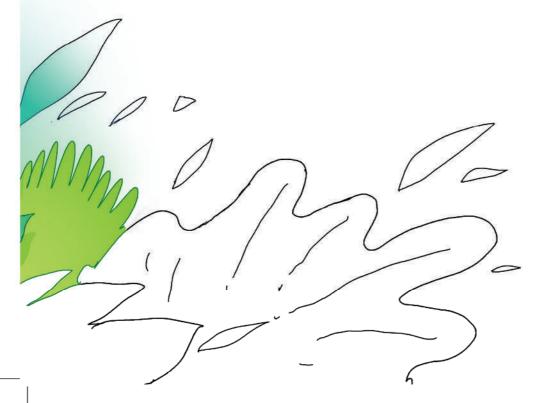
Frecciarossa has launched its exclusive fashion collection with innovative materials that incorporate circular economy principles and help reduce emissions. In addition, they support the local economy as they consist of products that are 'Made in Italy' or produced within the EU, thereby reaffirming Trenitalia's dedication to sustainability.







Awards and certifications reflect the dedication demonstrated and the success of the initiatives implemented.



AWARDS AND CERTIFICATIONS

Awards and certifications reflect the dedication demonstrated and the success of the initiatives implemented.

BIOSAFETY TRUST CERTIFICATION

Trenitalia was the first railway company in the world to receive the **Biosafety Trust Certification 01:2020**, acknowledging its implementation of best practices in infection prevention and control.

EVALUATION OF ISO MANAGEMENT SYSTEMS

ISO 45001:2018

Occupational health and safety management systems

ISO 14001:2015

Environmental Management System

ISO 9001:2015

Quality Management System







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CERTIFICATO N. CERTIFICATE No.

IPCMS-17/20

SI CERTIFICA CHE IL SISTEMA DI GESTIONE DELLA PREVENZIONE E CONTROLLO DELLE INFEZIONI DI IT IS HEREBY CERTIFIED THAT THE MANAGEMENT SYSTEM FOR THE PREVENTION AND CONTROL OF INFECTIONS OF For information concerning validity of the conditionate, you can visal the site www.chia.org

TRENITALIA S.P.A.

PIAZZA DELLA CROCE ROSSA. 1 00161 ROMA (RM) ITALIA

NELLE SEGUENTI SEDI OPERATIVE / IN THE FOLLOWING OPERATIONAL UNITS

PIAZZA DELLA CROCE ROSSA, 1 00161 Roma (RM) ITALIA

PER I SEGUENTI CAMPI DI ATTIVITÀ / FOR THE FOLLOWING FIELD(S) OF ACTIVITY

PROGETTAZIONE ED EROGAZIONE DI SERVIZI DI TRASPORTO PASSEGGERI SU FERROVIA E DI SERVIZI DI MOBILITÀ INTEGRATA

DESIGN AND PROVISION OF RAIL TRANSPORT SERVICES FOR PASSENGERS AND INTEGRATED MOBILITY SERVICES

E' CONFORME AI CRITERI DELLO SCHEMA / IS IN COMPLIANCE WITH THE SCHEME CRITERIA

BIOSAFETY TRUST CERTIFICATION

Data scaderiza Expiry Date

29.12.2026 21.12.2023

30.12.2020

RINA Services S.p.A. Via Corsica 12 - 16128 Genova Italy











Sustainability **Projects**, focusing on **Energy and Emissions**.



7.1 SUSTAINABILITY PROJECTS

FIELD OF ENERGY AND EMISSIONS

Project: Production and self-consumption of energy from renewable sources in industry

Subject: Enhancing production and optimising the utilisation of energy generated from Renewable Energy Sources (photovoltaic technology) for corporate energy needs beyond railway traction

Targets: By 2033, once fully operational, reduction of CO₂ emissions of approximately 5,000 tCO₂/year (baseline 2019)







Project: Phase out of fossil fuel use in industry

Subject: Starting the phase-out of fossil fuels at industrial sites tocut down on natural gas usage and eliminate diesel for energy consumption not related to railway traction

Targets: By 2033, once fully operational, a reduction in CO_2 emissions of approximately 7,000 t CO_2 /year (baseline 2019)







Project: Energy efficiency in electricity (industrial uses)

Subject: Energy efficiency interventions in the electrical sector aimed at reducing electricity consumption in industrial facilities

Targets: By 2033, once fully operational, a reduction in CO_2 emissions of approximately 3,900 t CO_2 /year (baseline 2019)







Project: Renewal of the HS fleet

Subject: Purchase of new ETR 1000 trains

Targets: Purchase of 46 ETR 1000 trains for Italy, in order to increase the quality

and offer of the HS service











Project: Renewal of the regional fleet

Subject: Purchase of new Pop and Rock trains, Blues, EMU at 200km/h, Medium Capacity at 160km/h, Jazz, coaches)

Targets: By 2030, reduction in emissions of CO_2 from the regional fleet of about 32,000 t CO_2 (direct) and about 17,000 t CO_2 (indirect) against an overall production increase of 11% (baseline 2019)









Project: E464 locomotive conversion

Subject: Introduction of batteries on E464 locomotives

Targets: By 2025, conversion of 25 locomotives for Intercity service and optional conversion of another 20 locomotives, 2026 for Regional service. The objective of the project is to decrease reliance on locomotives that operate solely on diesel fuel









Project: Energy Efficiency Regional and IC fleet

Targets: By 2025, installation of new LED lighting and air conditioning system









Project: ETR 500Energy Efficiency fleet

Targets: By 2024, installation of new air-conditioning system











7.1 SUSTAINABILITY PROJECTS

SUSTAINABLE PROCUREMENT

Project: Monitoring and improving the ESG profile of the supply chain

Subject: Monitoring and improvement of the ESG profile of economic operators included in the supplier qualification system integrated with ESG criteria

Targets: 100% of economic operators included in qualification systems also assessed with ESG criteria



Project: Tender procedures with sustainability requirements

Subject: Inclusion of 'circularity' requirements in the purchasing procedures of 'core' product categories Targets: By 2026, 65-70% and by 2030, 80% of 'core' tenders integrated with ESG requirements



CIRCULAR ECONOMY - WATER RESOURCES

Project: Reducing water withdrawal for industrial uses

Subject: Measures to safeguard water resources and subsequently reduce water consumption in industrial applications by facilities

Targets: -32% to 2033 and -50% to 2040 of water withdrawals for industrial use, while maintaining the same production levels and hours worked







Project: Water Circular Economy

Subject: Pilot projects focused on the application of technologies for re purposing purified waste water for industrial use

Targets: Re-use of 30% of the water sent for purification, in the facilities involved in the project









CIRCULAR ECONOMY - WASTE MANAGEMENT

Project: Reduction of environmental impact related to the production of waste

Subject: Initiatives to enhance the percentage of special waste allocated for recycling and recovery

Targets: By 2031, 100% of hazardous waste will be sent for recovery







Indicator specifications TRENITALIA

Final energy consumption				
		2023	2022	2021
Railway traction electricity	MWh	3,215,717	3,080,892	2,812,099
Electricity for other uses	MWh	71,232	76,087	<i>7</i> 9,518
of which from Guarantees of Origin or self-generated by photovoltaic	%	100%	100%	100%
of which self-generated by photovoltaic	MWh	6,805	5,775	4,076
Diesel	Litres	40,060,926	41,425,986	43,185,866
Natural gas	Sm ³	10,705,050	13,027,503	18,406,144
Other consumption	GJ	10,635	180	109
Total Consumption	GJ	13,662,973	13,313,747	12,606,552

Location-based CO₂e emissions				
		2023	2022	2021
Scope 1 emissions	tCO ₂ e	162,034	147,771	163,706
Scope 2 location-based emissions	tCO2e	884,906	825,053	807,944
Total emissions	tCO₂e	1,046,940	972,824	971,650
Market-based CO ₂ e emissions				
		2023	2022	2021
Scope 1 emissions	tCO₂e	162,034	147,771	163,706
Scope 2 market-based emissions	tCO ₂ e	867,527	806,644	786,835
Total emissions	tCO₂e	1,029,561	954,415	950,541



Co₂e emission intensity						
		2023	2022	2021		
Passenger transport	gCO₂e/passenger-km	28.43	32.60	52.78		

The intensity of CO₂e emissions, direct (Scope 1) and indirect (Scope 2 location-based) per passenger-km, has shown a decreasing trend over the three-year period. In 2023, the emissions per unit of traffic transported by Trenitalia were approximately 28.43 gCO₂e/passenger-km, representing a 13% decrease compared to 2022. This improvement is largely attributed to technical and managerial initiatives, such as the modernisation of the fleet with more efficient electric trains and the introduction of trimodal trains to reduce diesel consumption.

Water				
		2023	2022	2021
Civil use	m ³	671,982	687,502	727,926
Industrial use	m ³	1,928,019	2,013,822	1,650,316
Total withdrawals	m ³	2,600,001	2,701,324	2,378,242
Waste				
		2023	2022	2021
Special hazardous waste	t	28,561	22,147	16,044
Non-hazardous special waste	t	25,392	28,283	26,882
Special product waste	t	53,953	50,430	42,926
of which sent for recovery	%	82.4%	80.6%	75.4%

The calculation of direct and indirect emissions was based on the ISPRA emission factors (2021)



Indicator specifications NETINERA GROUP

Final energy consumption				
		2023	2022	2021
Railway traction electricity	MWh	272,498	165,424	168,570
Electricity for other uses	MWh	5,648	5,994	7,280
of which from Guarantees of Origin or self-generated by photovoltaic	%	0%	0%	0%
Diesel	Litres	32,098,036	27,641,048	31,680,032
Natural Gas	Sm ³	677,417	611,946	765,170
Other consumption	GJ	4,836	4,063	4,205
Total Consumption	GJ	2,192,909	1,644,081	1,811,627
Location-based CO ₂ e emissions				
		2023	2022	2021
Scope 1 emissions	tCO ₂ e	99,354	82,463	94,680
Scope 2 location-based emissions	tCO ₂ e	105,684	58,409	66,856
Total emissions	tCO₂e	205,038	140,872	161,536
Market-based CO₂e emissions				
		2023	2022	2021
Scope 1 emissions	tCO ₂ e	99,354	82,463	94,680
Scope 2 market-based emissions	tCO ₂ e	172,905	101,556	107,816
Total emissions	tCO₂e	272,259	184,019	202,496



Water				
		2023	2022	2021
Civil use	m ³	6,247	5,516	6,344
Industrial use	m ³	24,548.00	18,006	17,521
Total withdrawals	m ³	30,795	23,522	23,865
Waste				
		2023	2022	2021
Special hazardous waste	t	1,221	77	4,597
Non-hazardous special waste	t	392	48	11
Special product waste	t	1,613	125	4,609
of which sent for recovery	%	94.1%	100.0%	97.2%



Indicator specifications HELLENIC TRAIN

Final energy consumption				
		2023	2022	2021
Railway traction electricity	MWh	53,912	77,748	64,384
Electricity for other uses	MWh	4,889	5,106	5,094
of which from Guarantees of Origin or self-generated by photovoltaic	%	0%	0%	0%
Diesel	Litres	5,307,709	8,318,583	8,288,046
Other consumption	GJ	166	96	101
Total Consumption	GJ	404,227	599,903	550,638
Location-based CO ₂ e emissions				
		2023	2022	2021
Scope 1 emissions	tCO ₂ e	16,876	24,390	24,353
Scope 2 location-based emissions	tCO₂e	20,818	35,727	40,116
Total emissions	tCO₂e	37,694	60,117	64,469
Market-based CO₂e emissions				
		2023	2022	2021
Scope 1 emissions	tCO ₂ e	16,876	24,390	24,353
Scope 2 market-based emissions	tCO ₂ e	27,496	42,732	42,201
Total emissions	tCO₂e	44,372	67,122	66,554



Water				
		2023	2022	2021
Civil use	m ³	10,516	16,669	17,776
Industrial use	m ³	41,987	79,875	154,652
Total withdrawals	m ³	52,503	96,544	172,428
Waste				
		2023	2022	2021
Special hazardous waste	t	256	161	179
Non-hazardous special waste	t	1,091	175	1,868
Special product waste	t	1,347	336	2,047
of which sent for recovery	%	100.0%	93.5%	99.5%



Indicator specifications TRENITALIA C2C

Final energy consumption				
		2023	2022	2021
Railway traction electricity	MWh	74,012	<i>7</i> 5,105	79,185
Electricity for other uses	MWh	6,345	6,186	6,257
of which from Guarantees of Origin or self-generated by photovoltaic	%	98.88%	1.16%	0.98%
of which self-generated by photovoltaic	MWh	72	72	61
Diesel	Litres	2,412	2,319	0
Natural gas	Sm ³	34,343	41,705	99,052
Other consumption	GJ	135	60	0
Total Consumption	GJ	290,685	294,158	310,986
Location-based CO ₂ e emissions				
		2023	2022	2021
Scope 1 emissions	tCO ₂ e	86	94	197
Scope 2 location-based emissions	tCO₂e	17,864	15,970	19,378
Total emissions	tCO₂e	17,950	16,064	19,575
Market-based CO ₂ e emissions				
		2023	2022	2021
Scope 1 emissions	tCO₂e	86	94	197
Scope 2 market-based emissions	tCO ₂ e	26,046	25,689	29,704
Total emissions	tCO₂e	26,132	25,783	29,901



Water				
		2023	2022	2021
Civil use	m ³	34,003	40,999	39,244
Industrial use	m ³	0	0	0
Total withdrawals	m³	34,003	40,999	39,244
Waste				
		2023	2022	2021
Special hazardous waste	t	3	3	3
Non-hazardous special waste	t	0	0	0
Special product waste	t	3	3	3
of which sent for recovery	%	100.0%	100.0%	0.0%



Indicator specifications TRENITALIA FRANCE

Final energy consumption					
		2023	2022	2021	
Railway traction electricity	MWh	23,608	21,522	2,695	
Electricity for other uses	MWh	39			
Total Consumption	GJ	85,128	77,485	9,700	
Location-based CO₂e emissions					
		2023	2022	2021	
Scope 1 emissions	tCO ₂ e	0	1	0	
Scope 2 emissions location-based	tCO ₂ e	1,006	1,146	542	
Total emissions	tCO₂e	1,006	1,147	542	
Market-based CO ₂ e emissions					
		2023	2022	2021	
Scope 1 emissions	tCO ₂ e	0	1	0	
Scope 2 market-based emissions	tCO ₂ e	1,193	1,308	546	
Total emissions	tCO₂e	1,193	1,308	546	



Water				
		2023	2022	2021
Civil use	m^3	0	175	0
Industrial use	m ³	0	0	0
Total withdrawals	m ³	0	175	0
Waste				
		2023	2022	2021
Special hazardous waste	t	0	0	0
Non-hazardous special waste	t	0	3	0
Special product waste	t	0	3	0
of which sent for recovery	%	71.6%	83.9%	100.0%



7.3 DETAIL OVERVIEW OF MATERIALITY ISSUES

- 1. Health and safety at work: accidents and injuries of employees, health impacts on employees, accidents and injuries of employees of contractors/partners.
- 2. Safety of transport, infrastructure and other assets: incidents involving passengers, impacts on traveller safety, infrastructure and asset integrity issues.
- 3. Environmental protection: air pollution (particulates, nitrogen oxides, odours), noise and vibration pollution, impacts of artificial lighting in night-time environments, effects on availability of water resources, and water pollution.
- 4. Climate change mitigation: direct and indirect effects on climate change, and impacts related to the Group's services.
- 5. Circular economy: effects on raw material availability, pollution from waste generation.
- Supply chain sustainability: impacts on the ESG performance of both current and potential suppliers, the degree of supplier awareness regarding the importance of ESG issues, the quality of services offered to users, the competitive dynamics in the markets where the Group operates, and the environmental and social security of the services provided by the Group.
- 7. Customer value: accessibility of transport services, usability of transport services, impacts on transport solutions for customers, effects on customer satisfaction, influences on the travel experience, the degree of customer awareness regarding the importance of ESG issues, and the implications for customer complaints and grievances.



- 8. Inclusion, valorisation, and development of personnel: impacts on employee performance, effects on professional growth, influences on employees' psychophysical well-being, work-life balance, employee satisfaction, occurrences of discrimination, and the inclusiveness of the workplace environment.
- 9. Ethical conduct and corporate responsibility: impacts on stakeholder awareness regarding ethics and integrity, effects on corruption levels within the institutions and stakeholders associated with FS, influences on internal culture concerning compliance and legality, effects on the internal culture surrounding ESG values and principles, implications for market ESG performance, and impacts on the socio-economic conditions in the areas where the Group operates.
- 10. Enhancing community support and territorial development: impacts on the Group's historical, social, and cultural heritage, effects on social cohesion within the target communities, and influences on the social, cultural, and artistic development of these communities.
- 11. Sustainable, resilient and integrated transport systems: impacts on the reliability and continuity of services.
- 12. Data protection and IT security: impacts on the protection of user and customer data, supplier and business partner data protection, employee data protection, and the level of awareness and competence in managing sensitive data.



Ву

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Communication Passenger Hub



Editorial and creative co-ordination

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