



summary of the sustainability report





arriva

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15-01524

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summary of the sustainability report.23

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Letter to the stakeholders

Dear stakeholders,

It gives me great pleasure to present the second edition of Arriva Italia's Sustainability Report, a further step on the transparency and responsibility journey our company has firmly decided to pursue. This year, ahead of the legal obligation, we decided to submit the 2023 Sustainability Report to an external assurance review, confirming our commitment to ensuring the quality and reliability of the (non-financial) sustainability information shared with you.

Also in view of the obligation, we undertook a first double materiality assessment – impact and financial – as required by the Corporate Sustainability Reporting Directive (CSRD), which involved the Finance department in an evaluation of our material topics.

With the gradual return to normal pre-pandemic conditions, 2023 was a year of growth for Arriva Italia. Despite some significant challenges, such as rising raw material costs and the difficulty of finding drivers, Arriva achieved economic growth of 5% compared to 2022. We remain firmly convinced that investing in sustainability is crucial to our future and to the well-being of the communities we serve.

Specifically, for a local public transport company, sustainable mobility must be a fundamental imperative: in this light, the continuous renewal of the vehicle fleet continues to be one of our primary sustainability objectives. In addition, we have made significant progress on diversity and inclusion in recent years, paying particular attention to increasing the number of women among our drivers and among

Arriva Italia personnel in general. Finally, we are actively promoting a circular economy model, paying close attention to energy consumption, water consumption and emissions, and adopting good practices to manage the waste we produce and wastewater discharges.

The 2023 Sustainability Report is not only a snapshot of our current efforts, but also a statement of our commitments and intentions for the future. We will continue to work with you and all our stakeholders to monitor and continuously improve our environmental, social and governance performance. To provide you with a more detailed view of performance at local level, we have decided to continue publishing the six territorial reports that illustrate the specific characteristics of each area we operate in. This is part of our commitment to be increasingly transparent and attentive to the specific needs of the communities we serve.

We thank you for your continued support and invite you to explore Arriva Italia's 2023 Sustainability Report. We are confident that together we must and can build a more sustainable and inclusive future.

Enjoy the read!

Angelo Costa
CEO Arriva Italia

download the full
version of the
**2023 Sustainability
Report** here



About us

Arriva has been present in Italy since 2002. It runs local public transport services mainly in northern Italy, operating in the Aosta Valley and in the provinces of Turin, Brescia, Bergamo, Lecco and Cremona, as well as airport links, car rental and tourism services, transport for major events, and a transport service in Rome for students with disabilities and reduced mobility.

A leading local public transport company that cares about the environment and people.



Strategy, objective and values

Our strategy



Objective

Regardless of whether they work in a depot or an office, or drive a bus, at Arriva everyone is united by a single purpose: **to connect people and communities safely, reliably and sustainably, providing better services, every day.**

Mission

To be the leading partner for passenger transport in Europe.

Vision

Helping to create a future where passenger transport is the best choice.

Values



**Working
with passion**



**Doing the
right thing**



**Making a
difference**

2023 in numbers



41.6 million
passengers in 2023



1,463
employees



44.5 million km
distance travelled by the fleet



1,317
vehicles in the fleet



€ 185.7 million
value generated



€ 12.4 million
directly invested in the
modernisation of the fleet

Main events

2023

- Launch of the Arriva My Pay app.
- Deutsche Bahn sells the Arriva Group to I Squared Capital.
- Publication of the first Sustainability Report.

A glance at 2024

- Formalisation of the ownership transfer from Deutsche Bahn and I Squared Capital.
- Certification of the Social Responsibility Management System for compliance with the SA8000 standard.
- Signature of the Manifesto of Non-Hostile Communication.
- Attainment of the initial results of the European LifeH2O Bus project to reduce the organisation's water consumption.

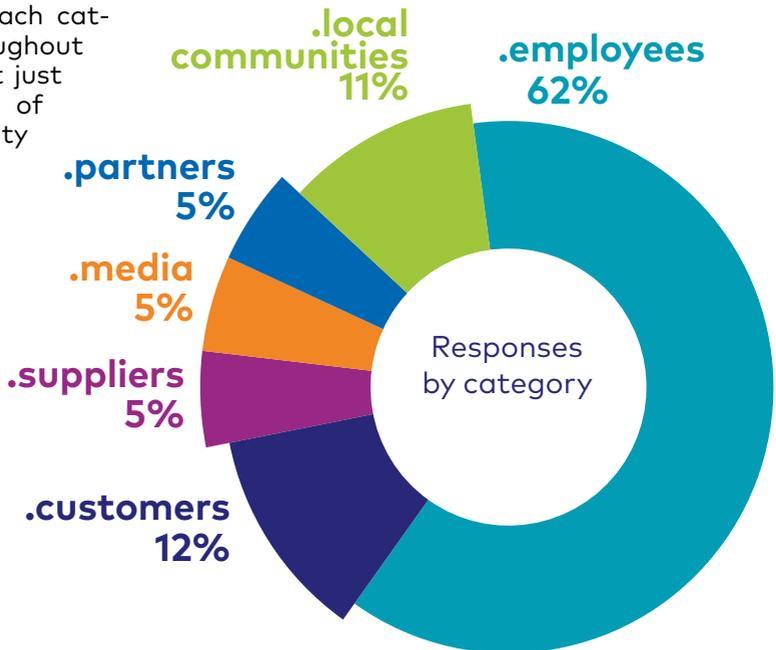
Our sustainable vision

Stakeholder engagement

For a public-service provider like Arriva Italia, it is essential to maintain a constant and transparent relationship with all parties who, for various reasons, are influenced by or can influence its activities.

To move ahead with the sustainability reporting journey, the Executive Committee on Sustainability updated the previous year's stakeholder map and identified a pool of "expert" representatives for each category, who were then involved in the materiality analysis.

The stakeholders are all close to the company and Arriva Italia maintains relations with each category throughout the year, not just at the time of the materiality analysis.



Arriva Italy material topics

E

1. sustainable mobility
2. energy efficiency (premises and vehicles)
3. efficient water stewardship
4. circular economy and responsible waste management

S

5. central role of employees
6. worker health and safety
7. territorial relations and inclusive mobility

G

8. diversity and inclusion
9. innovation and process digitalisation
10. service efficiency and quality
11. creation of economic value
12. ethical and responsible action

Correlation of material topics with the Sustainable Development Goals (SDGs)



Double materiality for Arriva Italy

For the 2023 report, Arriva Italia decided to consolidate the analysis conducted the previous year in two ways: by extending the stakeholder impact survey to a broader sample of stakeholders and by launching a financial materiality exercise.

Impact materiality

This process, initiated by the Executive Committee on Sustainability (consisting of top management and first-line managers), focused on the actual and potential, positive and negative impacts generated by the organisation's activities on the economy, the environment and people.

A questionnaire was distributed to the 12 members of the Working Group itself and to 68 stakeholders, in order to validate and prioritise Arriva Italia's material topics.

Financial materiality

Prior to the implementation of the CSRD Directive, Arriva Italia decided to conduct a **financial materiality exercise** with respect to its selected material topics, directly involving the company figures most closely concerned with financial matters in the analysis.

For each material topic, the main risks and opportunities, including financial risks and opportunities, were identified.

In addition to impacts and risks, a series of **significant indicators** were identified for the communication of the information in the report.

Sustainability in numbers

esg pillar **E**
Environment

for **44.5 million km** travelled



595,000 GJ
 fleet energy
 consumption

0.013 GJ/km
 fleet energy
 intensity index



654 TOE
 energy
 consumption of
 operational sites

The activities that fall under Scope 1 emissions (arising directly from the organisation's operations) and Scope 2 emissions (arising from energy carriers purchased externally) are detailed below

Scope 1	tCO ₂ eq
fleet emissions	57,824
diesel for heating	127
combustion of natural gas in company buildings	409
fuel cars/company shuttles	420
propane (heating 1 site)	1
coolant losses	2,446
diesel machinery	19

Scope 2	tCO ₂ eq
automotive electricity	172
cable car electricity	24
electricity sites	499
electricity company vehicles	1
district heating	12



30,78 MI
 water withdrawal



86,4%
 waste sent for recovery

Key: **GJ**= GigaJoule **tCO₂eq** = tonnes of CO₂ equivalent
MI = Megalitre **TOE** = Tonnes Oil Equivalent

esg pillar
Governance



€ 185.761.205
+5% on 2022
value generated

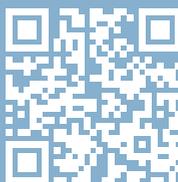
€ 44.9 mln
of which 17 directly
invested and 27.9
from contributions
investments

57%
of suppliers are local
basis: region

certifications

UNI EN ISO 9001:2015
UNI EN ISO 14001:2015
UNI ISO 45001:2018
UNI EN CEI ISO 50001:2018
UNI ISO 39001:2016
UNI EN 13816:2002

new in 2024
SA8000 - Social
Accountability 8000
Certification
on social responsibility



download the
Code of Ethics

The Arriva Italia
Code of Ethics
protects all
stakeholders.

esg pillar
Social



41.6 mln

passengers

figure based on ticket sales

1.463

employees

over 96%

hired on an open-ended contract

over 19.000

training hours

83% in health and safety

0,42%

injury severity index

number of occupational injuries: **36**

165.000

downloads of the ArrivaMyPay app

Thanks to its widespread operating network, Arriva Italia connects remote communities and areas.

6 territorial areas with more than 80 sites

with staff, facilities and ticket offices

Headquarters in **Milan**







arriva

www.arriva.it