

summary of the sustainability report



24



This is the summary of the 2024 Sustainability Report. It was drafted with reference to the European ESRS standards (published as part of the Corporate Sustainability Reporting Directive – CSRD) and is available on the Arriva Italia website through this QR code:





summary of the sustainability report.24

Table of contents

Letter to the stakeholders	4
About us	6
Strategy, objective and values	7
Arriva Italia in numbers	8
Milestones	8
Our sustainable vision	9
Arriva Italy material topics	10
Sustainability in numbers (ESG)	12

Letter to the stakeholders

Dear stakeholders,

It gives me great pleasure to present the third edition of Arriva Italia's Sustainability Report. For us, the report is not only a duty of transparency, but also **a valuable opportunity to share the progress we have made and the challenges we have faced** on our journey towards increasingly sustainable, efficient and inclusive mobility.

2024 was a year of consolidation for Arriva Italia. The entry of the new partner in June gave our Group fresh impetus and confirmed our ambitious goal of doubling Arriva's presence on the Italian market. Supporting this development plan, **we continued our economic growth, reporting an improvement of 4.6% in 2024 compared to 2023.**

The growth plan is based on a consolidated historical presence in northern Italy, where our positive economic performance allows us to plan important investments, aimed mainly at renewing the fleet with vehicles whose lower climate-changing emissions allow a significant reduction in pollutants. At the end of 2024, **32% of our fleet already consisted of clean vehicles**, a concrete achievement in the decarbonisation of public transport. This is specifically reflected in our plans for the introduction of electric vehicles: in 2026, 31% of new vehicles purchased for the fleet in Italy will be electric, and our target is for **electric vehicle purchases to account for 65% of the total in 2029.**

The energy transition is also driving significant change in our daily operations. We are evaluating different types of alternative fuels such as biomethane, in order to explore all the solutions that could contribute to our goal: to provide public transport with the lowest possible impact on the environment, while guaranteeing an efficient and reliable service.

The social impact of our work is equally important. We continue to promote robust **diversity and inclusion** policies, starting with the increase in the number of women in operational roles, and we consistently invest in staff **training** and **safety**. We are convinced that people are the most strategic resource for successfully meeting the challenges of the future.

Our daily commitment also – and above all – extends to the 49.7 million passengers who chose our services in 2024. It is to them that we dedicate our efforts to ensure a high-quality, modern, efficient and, particularly important, safe service, which, thanks to constant digital innovation,

provides continuous assistance and an immediate response to the **mobility needs of the communities** we serve.

In line with our commitment to complete and transparent reporting, this year we decided to draw up the Sustainability Report in accordance with the **European Sustainability Reporting Standards (ESRS)**, even though we are not formally subject to the obligations laid down in Legislative Decree 125/2024 implementing the CSRD Directive. This is a voluntary decision, reflecting our desire to provide clear, comparable information aligned with the highest European standards.

Once again, we decided to submit the 2024 Report to an **external assurance review**, as a further guarantee of the quality and reliability of the information it provides. For the same reason, the calculation of our climate-changing emissions was reviewed by a qualified external body.

Impacts, Risks and Opportunities (IRO) were identified through a comprehensive **double materiality analysis**, as required by ESRS 2 (IRO-1), also taking into account the transitional provisions set out in ESRS 1 – Section 10.2. We have included specific information on how we manage our most significant suppliers, given the importance of a **strong and resilient supply chain**.

This year, as in the previous editions, we are publishing the **six territorial reports**, in order to offer a more detailed and transparent reading of local performance, coherently with the attention we pay to the specific features of the areas in which we operate.

The 2024 Sustainability Report is not only a snapshot of our current efforts, it is also a declaration of intent 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.

We are convinced that sustainable mobility is a collective challenge that requires the active participation of institutions, businesses and individuals. This report is also meant to be an invitation to dialogue, to build a **more resilient, inclusive and low-emissions future** together.

Thank you for your continued trust and support.

Enjoy the read.

Angelo Costa CEO Arriva Italia

About us

Arriva Italia is part of the Arriva Group, one of Europe's leading mobility providers. Present in Italy since 2002, it runs local public transport services mainly in the north of the country, in the Aosta Valley and the provinces of Turin, Brescia, Bergamo, Lecco and Cremona, as well as airport links, car rental and tourism services, transport for major events, and services in Rome for students with disabilities and reduced mobility.

As a holding company, Arriva Italia holds majority stakes in Arriva Udine and Arriva Veneto and shareholdings in ASF Autolinee and Trieste Trasporti, helping to ensure a widespread, efficient and sustainable transport network.



aosta.
turin.
.lecco
bergamo.
.brescia
.cremona

.rome

**We move
people and
territories
every day,
respecting the
environment
and caring
for the
communities
we serve.**

Strategy, objective and values

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 by 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



We care passionately



We do the right thing



We make the difference

Arriva Italia in numbers



49.7 million
passengers in 2024



1,478
employees



1,456
vehicles in the fleet



51.6 million km*
distance travelled by
the fleet



€ 182 million
revenues



€ 45.9 million
directly invested in
the modernisation of
the fleet

* Km travelled by Arriva Italia and suppliers to whom it outsources part of the transport service.

Milestones

2023

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

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.

A glance at 2025

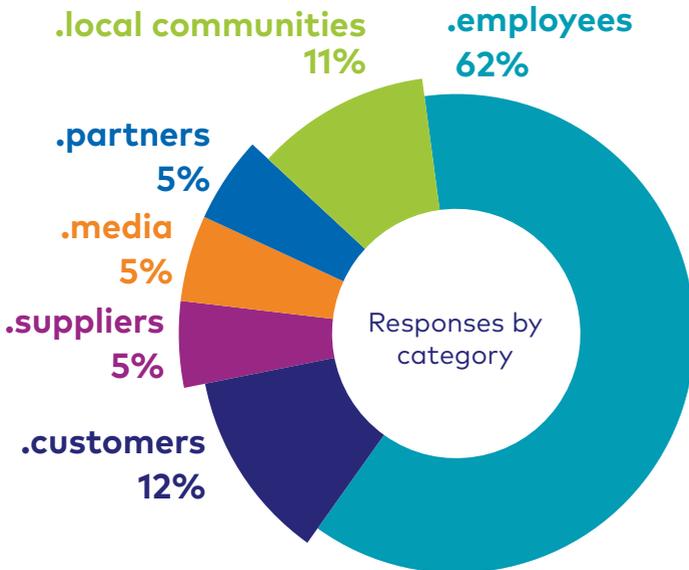
- February: RINA certifies the compliance of Arriva Italia's Greenhouse Gas Emissions Quantification Report for 2023 with the GHG Protocol Corporate Accounting and Reporting Standard.
- June: Arriva Italia is recognised by the Aosta Valley region for its commitment to gender equality, among UNI/PdR 125:2022 certified companies.
- July: end of the Rebreath project and closing event with announcement of results.

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 confirmed the previous year's stakeholder map, which identified a pool of "expert" representatives for each category, who were then involved in the materiality analysis.



The 68 stakeholders who were identified and involved are all close to the organisation and Arriva Italia maintains relations with them throughout the year through dedicated communication and engagement channels.

Arriva Italy material topics

In 2024 Arriva Italy decided to consolidate the materiality analysis conducted the previous year by conducting the financial materiality assessment in greater detail.

e esg pillar
environment

Topic Standards			Impact materiality				Financial materiality	
ESRS topic	sub-topic	sub-sub-topic	negative impact (potential)	negative impact (current)	positive impact (potential)	positive impact (current)	risk	opportunity
E1 Climate change	Adaptation to climate change		⊙				€	€
		Climate change mitigation		⊙			€	€
	Energy		⊙	⊙			€	€
E3 Water and marine resources	Water	Water withdrawal	⊙					€

S esg pillar
social

Topic Standards			Impact materiality				Financial materiality	
ESRS topic	sub-topic	sub-sub-topic	negative impact (potential)	negative impact (current)	positive impact (potential)	positive impact (current)	risk	opportunity
S1 Own workforce	Working conditions	Job security		⊙				€
		Working hours		⊙			€	€
		Adequate wage				⊙	€	€
		Work-life balance			⊙		€	€
		Health and safety			⊙		⊙	€
		Training and skills development					⊙	€
		Equal treatment and opportunities for everyone	Measures against violence and harassment in the workplace				⊙	⊙
	Other work-related rights	Forced labour		⊙				
Privacy			⊙				€	

The material topics that emerged, which are shown in the tables, are the result of an assessment of the most material impacts, risks and opportunities for Arriva Italia

S esg pillar
social

Topic Standards			Impact materiality				Financial materiality	
ESRS topic	sub-topic	sub-sub-topic	negative impact (potential)	negative impact (current)	positive impact (potential)	positive impact (current)	risk	opportunity
S2 Workers in the value chain	Working conditions	Job security				⊙		€
		Health and safety		⊙				€
S3 Affected communities	Economic, social and cultural rights of the community	Territory-related impacts			⊙	⊙		€
		Safety impacts for citizens	⊙			⊙	€	
S4 Consumers and end-users	Impacts related to information for consumers and/or end-users	Privacy	⊙				€	
		Access to quality information				⊙		€
	Personal safety of consumers and/or end-users	Health and safety for service users	⊙				€	
	Social inclusion of consumers and/or end-users	Access to products and services				⊙		€

G esg pillar
governance

Topic Standards			Impact materiality				Financial materiality	
ESRS topic	sub-topic	sub-sub-topic	negative impact (potential)	negative impact (current)	positive impact (potential)	positive impact (current)	risk	opportunity
	Protection of whistleblowers					⊙		€
	Management of relationships with suppliers, including payment practices		⊙		⊙			€

Sustainability in numbers

Environment



Energy

622.8 TJ
energy consumption

0.001 MWh/Euro
energy intensity index



Emissions

CO ₂ emissions	tCO ₂ eq	%
Scope 1	41,137.6	64.6
Scope 2*	705.9	1.1
Scope 3	21,822	34.3
Total	63,665.6	100%

Scope3 in detail	tCO ₂ eq	%
Cat. 1 Purchased goods and services	10,992.8	50.4
Cat. 3 Fuel- and energy-related activities (not included in Scope 1 or 2)	9,252.0	42.4
Cat. 6 Business travel	64.0	0.3
Cat. 7 Employee commuting	1,513.3	6.9

* For Arriva Italia, only location-based emissions were considered, as purchased electricity is not associated with guarantee of origin certificates.



Water withdrawals

25,400 m³
water consumption

0.00016 m³/euro
water intensity

Key: TJ = Terajoule tCO₂eq = tonnes of CO₂ equivalent

Social



49.7 mln
passengers
figure based on ticket sales



1,478
employees

92%
hired on an open-ended contract

over 15,000
training hours

37
occupational accidents
rate: 14.6%

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



99.6%
of users are satisfied with the service with an average rating of 7.9*

* Data from the Customer Satisfaction campaign conducted in the Aosta, Bergamo, Brescia, Lecco and Turin areas. The service assessment data in the Cremona area are in line with these results.



6 territorial areas with more than 80 sites

with staff, facilities and ticket offices

Headquarters in **Milan**

Governance



€ 182 million
revenues

0 cases
of corruption



Certifications

UNI EN ISO 14001:2015

UNI ISO 45001:2023

UNI EN CEI ISO 50001:2018

UNI ISO 39001:2016

UNI EN 13816:2002

UNI EN ISO 9001:2015

**SA8000 - Social Accountability
8000 Certification**
on social responsibility

new in 2025

UNI/PdR 125:2022 certification
for Arriva Italia's gender equality
management system



Policy

Arriva Italia makes its main corporate policies available to the public:

Social Responsibility Policy

Code of Ethics and 231 Model

Code of Conduct for Business Partners

Privacy Policy



Ethics
Compliance
integrity



Privacy
policy and
disclosures



LinkedIn

www.linkedin.com/company/arriva-italia



Instagram

www.instagram.com/arriva_italia



arriva

www.arriva.it