

KPI - PRODUCT LIABILITY

GRI 102 - Stakeholder engagement - Service quality - (customer care)

Infrastructure - Railway network	Unit of measure	2020 target	2020 actual	GRI 102-43 102-44
Safety (railway operation safety level)	-	Do not exceed the NRV assigned to Italy in respect to the “company as a whole” railway risk category	achieved	
Focus on the environment and social issues (Governance - Creation of the RFI Sustainability Committee)	-	Implementation	achieved	
Focus on the environment and social issues (The environment - field testing of ballast made out of the by-products of high-quality steel processing)	-	Implementation	achieved	
Focus on the environment and social issues (Social issues - spaces made available at stations for social purposes)	square metres	3,500.0	achieved	
Modal integration (perception of ease and convenience of arrival at the station - percentage of satisfied people)	%	90.0	97.6	
Travel comfort in station areas (overall perception of the station - percentage of satisfied people)	%	90.0	96.8	
Travel comfort in station areas (overall perception of lighting - percentage of satisfied people)	%	90.0	97.9	
Cleanliness (overall perception of cleanliness in station areas - percentage of satisfied people)	%	90.0	97.6	
Additional ground services (overall perception of commercial services - percentage of satisfied people)	%	90.0	99.3	
Station security (level of security of people and things at stations) (1)	number of thefts	not exceed the average value of the three years considered	achieved	
Station security (overall perception of security at the station - percentage of satisfied people)	%	85.0	93.8	
Information on train operation provided at stations (overall perception of information - percentage of satisfied people)	%	90.0	98.5	
Information on train operation provided at stations (perception of information under critical operating conditions - percentage of satisfied people)	%	85.0	95.8	
Assistance at stations for passengers with reduced mobility (level of satisfaction with the assistance service provided by the Sale Blu network - percentage of satisfied people)	%	90.0	99.0	
Assistance at stations for passengers with reduced mobility (expand the network of Sale Blu assistance services)	no. of stations	120	achieved	
Assistance at stations for passengers with reduced mobility (roll-out of the national Sala Blu for the continuous improvement of telephone contact with passengers requesting assistance services)	-	implemented	achieved	
Accessibility of spaces in stations (work to improve accessibility - platforms that are 55-cm high, lifts)	number	at least 100	achieved	

¹ Data monitored by the railway police

Infrastructure - roadway and motorway network	Unit of measure	Standard	2020 actual	GRI 102-43 102-44
Customer information (handling requests for information, complaints and suggestions: initial reply to customers to notify them that the request is being handled)	business days	≤ 2	93% of requests handled within the standard time limit	
Customer information (time for a definitive answer)	business days	≤ 30 in 80% of cases	85% of definitive responses within the standard time limit	
Compliance (average time for authorisation of an advertising system (art. 53.5 of the Traffic Code regulations) net of delays due to the customer)	calendar days	< 60	121.08 days (<60 days for 48% of provisions issued)	
Compliance (average time for authorisation for exceptional transport net of delays due to the customer)	calendar days (as per Pres. decree no. 495/92)	< 15	12.1 days	
Compliance (average time for authorisation for exceptional transport net of delays due to the customer)	calendar days	< 10	7.5 days	
Environment (production of energy from renewable sources - photovoltaic)	MWh	≥ 208.3	265.0	
Travel safety (prior notice, in normal conditions, of ordinances relating to work sites of more than 48 hours)	hours	24.0	90.3	
Travel safety (when an event affecting roads occurs, the time between the verification of the alert in the control room and its publication on user information systems (VAI, PMV, Anas website))	minutes	maximum 30	5.0	

Trains - Punctuality (1)	Unit of measure	2020 actual	2019 actual	2020-2019 delta (p.p.)	GRI 102-43 102-44
Market services - Freccce (% of trains arriving within 10 minutes of the scheduled time)	%	79.1	78.5	0.6	
Universal services - IC day and night trains (% of trains arriving within 15 minutes of the scheduled time)	%	87.3	81.5	5.8	
Regional services (% of trains arriving within 5 minutes of the scheduled time)	%	92.8	91.0	1.8	

¹ Trains are considered late if they arrive after the limit indicated below (considering all trains with no exceptions)

Trains - Regularity	Unit of measure	2020 actual	2019 actual	2020-2019 delta (p.p.)	GRI 102-43 102-44
Medium and long haul transport (1)	%	93.5	98.5	-5.0	
Regional (2)	%	98.8	98.8	0.0	

¹ Regular trains, net of trains that were limited, cancelled or arrived over 120 minutes late. Regularity worsened by 5 percentage points as a result of cancellations caused by the COVID-19 emergency.

² Percentage of trains arriving at their destination out of all scheduled train service (excluding trains cancelled due to strikes)

Road passenger transport - urban transport (Veneto)	Unit of measure	2020 target	2020 actual	2019 actual
Punctuality - Padua urban transport - bus (% on-time journeys)	%	97.8	99.3	96.5
Punctuality - Padua urban transport - bus (% with delays of > 5' to <= 15')	%	1.8	0.5	2.9
Punctuality - Padua urban transport - bus (% with delays > 15')	%	0.4	0.2	0.7
Punctuality - Padua urban transport - tram (% on-time journeys)	%	88.0	91.5	80.5
Punctuality - Padua urban transport - tram (% with delays of > 4' to <= 8')	%	9.5	7.1	15.5
Punctuality - Padua urban transport - tram (% with delays > 8')	%	2.5	1.4	4.1
Punctuality - Rovigo urban transport - bus (% on-time journeys)	%	99.8	99.6	99.4
Punctuality - Rovigo urban transport - bus (% with delays of > 5' to <= 10')	%	0.1	0.3	0.3
Punctuality - Rovigo urban transport - bus (% journeys with delays of > 10')	%	0.1	0.2	0.3
Extension of the sales network - Padua urban transport - (no. of sales)	no.	536.0	491.0	536.0
Extension of the sales network - Padua urban transport - (no. of sales/network km)	no. of points of sale/network km	2.3	2.1	2.3
Extension of the sales network - Padua urban transport - (no. of sales/1,000 residents)	no. of points of sale/1,000 residents	1.5	1.4	1.5
Extension of the sales network - Padua urban transport - (% buses with on-board ticket sales with surcharge - excluding trams)	%	100.0	22.0	100.0
Extension of the sales network - Rovigo urban transport - (no. of points of sale)	no.	84.0	83.0	84.0
Extension of the sales network - Rovigo urban transport - (no. of points of sale/network km)	no. of points of sale/network km	0.9	0.9	0.9
Extension of the sales network - Rovigo urban transport - (no. of points of sale/1,000 residents)	no. of points of sale/1,000 residents	1.6	1.6	1.6
Extension of the sales network - Rovigo urban transport - (% buses with on-board ticket sales with surcharge)	%	100.0	20.0	100.0
Accident rate - Padua urban transport (bus)	accidents suffered (1)/million km	20.0	18.3	29.9
Accident rate - Padua urban transport (tram)	accidents suffered (1)/million km	12.0	6.8	12.3
Accident rate - Rovigo urban transport (bus)	accidents suffered (1)/million km	12.5	13.2	16.2
Focus on the environment - Padua urban transport (Euro 2 and higher vehicles)	%	100.0	100.0	100.0
Focus on the environment - Padua urban transport (Euro 6 and electric vehicles)	%	27.0	29.0	25.0
Focus on the environment - Rovigo urban transport (Euro 2 and higher vehicles)	%	100.0	100.0	100.0
Focus on the environment - Rovigo urban transport (Euro 6 vehicles)	%	44.0	48.0	44.0

¹ Accidents suffered reflect the number of accidents that occur during service operation, for which drivers or a combination of actors are presumed to be at fault

Road passenger transport - suburban transport (Veneto)	Unit of measure	2020 target	2020 actual	2019 actual
Punctuality - Padua suburban transport - (% on-time journeys)	%	98.0	99.2	98.1
Punctuality - Padua suburban transport - (% trains with delays of >15' to <=30')	%	1.7	0.6	1.7
Punctuality - Padua suburban transport - (% with delays > 30')	%	0.3	0.2	0.3
Punctuality - Rovigo suburban transport - (% on-time journeys)	%	98.1	99.0	98.1
Punctuality - Rovigo suburban transport - (% trains with delays of > 5' to <=15')	%	1.5	0.7	1.4
Punctuality - Rovigo suburban transport - (% with delays > 15')	%	0.4	0.3	0.5
Extension of the sales network - Padua suburban transport - (no. of points of sale)	no.	600.0	603.0	599.0
Extension of the sales network - Padua suburban transport - (no. of points of sale/network km)	no. of points of sale/network km	0.6	0.6	0.6
Extension of the sales network - Padua suburban transport - (no. of points of sale/municipalities served)	no. of points of sale/municipalities served	4.1	4.2	4.1
Extension of the sales network - Padua suburban transport - (no. of points of sale/millions of residents)	no. of points of sale/million residents	320.0	321.0	320.0
Extension of the sales network - Padua suburban transport - (% buses with on-board ticket sales with surcharge)	%	100.0	20.0	100.0
Extension of the sales network - Rovigo suburban transport - (no. of points of sale)	no.	136.0	118.0	136.0
Extension of the sales network - Rovigo suburban transport - (no. of points of sale/network km)	no. of sales/network km	0.2	0.2	0.2
Extension of the sales network - Rovigo suburban transport - (no. of points of sale/municipalities served)	no. of sales/municipalities served	2.3	2.0	2.3
Extension of the sales network - Rovigo suburban transport - (no. of points of sale/millions of residents)	no. of sales/millions of residents	187.0	163.0	187.0
Extension of the sales network - Rovigo suburban transport - (% buses with on-board ticket sales with surcharge)	%	100.0	20.0	100.0
Accident rate - Padua suburban transport	accidents suffered (1)/million km	4.4	5.8	9.1
Accident rate - Rovigo suburban transport	accidents suffered (1)/million km	4.0	0.8	4.3
Focus on the environment - Padua suburban transport (Euro 2 and higher vehicles)	%	100.0	100.0	100.0
Focus on the environment - Padua suburban transport (Euro 6 vehicles)	%	19.0	19.0	17.0
Focus on the environment - Rovigo suburban transport (Euro 2 and higher vehicles)	%	100.0	100.0	100.0
Focus on the environment - Rovigo suburban transport (Euro 6 vehicles)	%	21.0	24.0	21.0

¹ Accidents suffered reflect the number of accidents that occur during service operation, for which drivers or a combination of actors are presumed to be at fault

Road passenger transport - (Umbria)	Unit of measure*	2020 target*	2020 actual**	2019 actual
Punctuality and regularity - urban transport - (on-time journeys)	%			95.55
Punctuality and regularity - urban transport - (journeys with delays of > 5' to <= 10')	%			4.31
- for internal reasons	%			0.01
Punctuality and regularity - urban transport - (journeys with delays of > 10')	%			0.14
- for internal reasons	%			0.01
Punctuality and regularity - suburban transport - (on-time journeys)	%			96.53
Punctuality and regularity - suburban transport - (journeys with delays of >5' to <= 10')	%			3.28
- for internal reasons	%			0.01
Punctuality and regularity - suburban transport - (journeys with delays of > 10')	%			0.19
- for internal reasons	%			0.01
Extension of the sales network - (points of sale)	no.			997
Extension of the sales network - (points of sale/network km)	i			0.44
Extension of the sales network - (points of sale/municipalities served)	i			9.87
Extension of the sales network - (buses with on-board ticket sales with surcharge)	%			100.0
Accident rate - (accidents suffered(1))				1 for every 76,140 km travelled
Focus on the environment - urban transport (vehicles with Euro2 or higher engines)	%			100.0
Focus on the environment - suburban transport (vehicles with Euro2 or higher engines)	%			99.0

¹ Accidents suffered reflect the number of accidents that occur during service operation, for which drivers or a combination of actors are presumed to be at fault

* Due to the COVID-19 emergency and the uncertainties surrounding it, targets could not be set for 2020 as they depend heavily on any modifications to services provided

** As services were extensively downsized due to the COVID-19 pandemic and the relevant regional orders, the sampling as per company procedures was not carried out as it would be statistically insignificant

Road passenger transport - (Campania)	Unit of measure	2020 target*	2020 actual**	2019 actual
Punctuality and regularity - urban transport - (overall regularity - travelled/scheduled km)	%	n.a.	n.a.	96.38
Punctuality and regularity - urban transport - (overall regularity - travelled/scheduled journeys)	%	n.a.	n.a.	96.66
Punctuality and regularity - suburban transport - (overall regularity - travelled/scheduled km)	%	n.a.	n.a.	97.31
Punctuality and regularity - suburban transport - (overall regularity - travelled/scheduled journeys)	%	n.a.	n.a.	97.62
Comfort (vehicles with enhanced accessibility - lower floors)	% of total vehicles	72.55	n.a.	72.55
PRM services (vehicles with enhanced accessibility for passengers with reduced mobility)	% of total vehicles	55.29	n.a.	55.29
Passenger information (signs at stops displaying transit times)	% stops/total	n.a.	n.a.	63.38
Focus on the environment (vehicles with Euro 4 and higher engines)	% of total vehicles	56.02	n.a.	56.02
Extension of the sales network (points of sale/network km)	no. of points of sale/network km	n.a.	n.a.	0.38
Accident rate - urban transport	no. of accidents* / km travelled	n.a.	n.a.	1 for every 42,515 km
Accident rate - urban transport	no. of accidents*/journeys travelled	n.a.	n.a.	1 for every 5,120 journeys
Accident rate - urban/suburban transport	no. of accidents* / km travelled	n.a.	n.a.	1 for every 84,565 km
Accident rate - urban/suburban transport	no. of accidents*/journeys travelled	n.a.	n.a.	1 for every 3,600 journeys

* Due to the COVID-19 emergency that broke out in early 2020 and lasted throughout the year and the uncertainties surrounding it, certain targets could not be set for 2020 as they are linked to services that were constantly modified over the weeks of phases 1, 2 and 3 of the epidemiological emergency in a transport sector that underwent constant changes in accordance with the directives issued from time to time by the government and the regional and local authorities

Road passenger transport - urban transport (Tuscany - Florence)

The Service Charter indicators refer to ATAF&LINEA S.c.a.r.l., the consortium company that manages LPT in the Florence metropolitan area and comprises Ataf Gestioni S.r.l. and LI-NEA S.p.A. (Ataf Gestioni S.r.l. holds 77.88% and LI-NEA S.p.A. holds the remaining 22.12% of the consortium company). These indicators provide crucial information to monitor the quality delivered and perceived by customers.

Four macro-areas were identified: 1. Safety (measured using four indicators), 2. Service regularity and punctuality (five indicators), 3. Commercial and front office service levels (three indicators), 4. Focus on the environment (two indicators). On 13 January 2021, the indicators were being processed as the 2021 Service Charter must be published by 31 March 2021, in accordance with specific regional regulations.

The 2020 Service Charter is available on on www.ataf.net (<http://www.ataf.net/System/files/carta%20dei%20servizi2010/CDS%20Firenze%202020.pdf>).

Road passenger transport - suburban transport (Tuscany)

The Service Charter indicators refer to ATAF&LINEA S.c.a.r.l., the consortium company that manages LPT in the Florence metropolitan area and comprises Ataf Gestioni S.r.l. and LI-NEA S.p.A. (Ataf Gestioni S.r.l. holds 77.88% and LI-NEA S.p.A. holds the remaining 22.12% of the consortium company). These indicators provide crucial information to monitor the quality delivered and perceived by customers.

Four macro-areas were identified: 1. Safety (measured using four indicators), 2. Service regularity and punctuality (five indicators), 3. Commercial and front office service levels (three indicators), 4. Focus on the environment (two indicators). On 13 January 2021, the indicators were being processed as the 2021 Service Charter must be published by 31 March 2021, in accordance with specific regional regulations.

The 2020 Service Charter is available on on www.ataf.net (<http://www.ataf.net/System/files/carta%20dei%20servizi2010/CDS%20Firenze%202020.pdf>).

GRI 102 - Stakeholder engagement - Service quality - (customer satisfaction)
GRI

Infrastructures – station	Unit of measure	2020 actual	2019 actual	2018 actual	102-43 102-44
Modal integration (perception of ease and convenience of arrival at the station)	% of satisfied people	97.6	97.2	96.5	
Comfort of stations (overall perception of station quality)	% of satisfied people	96.8	97.1	96.6	
Comfort of stations (overall perception of lighting)	% of satisfied people	97.9	97.4	94.3	
Cleanliness (perception of cleanliness of station areas)	% of satisfied people	97.6	96.6	95.8	
Additional ground services (overall perception of commercial services)	% of satisfied people	99.3	99.0	98.9	
Security (perception of overall security at the station)	% of satisfied people	93.8	94.0	92.7	
Public information (overall perception of information)	% of satisfied people	98.5	97.9	97.7	
Public information (perception of information under critical operating conditions)	% of satisfied people	95.8	94.8	94.0	
Services for passengers with disabilities and reduced mobility (level of overall satisfaction with the assistance service provided by the "Sale Blu" network)	% of satisfied people	99.0	99.9	99.5	

GRI

Railway passenger transport - medium and long haul (Trenitalia)	Unit of measure	2020	2019	2018	102-43 102-44
Comfort	% satisfied customers	95.4	93.4	93.2	
Cleanliness	% satisfied customers	93.0	90.8	90.5	
Punctuality	% satisfied customers	87.3	80.6	78.6	
On board information	% satisfied customers	94.3	92.0	92.1	
Personnel	% satisfied customers	98.1	97.6	97.2	
Overall journey	% satisfied customers	95.3	93.0	92.5	

GRI

Railway passenger transport - regional* (Trenitalia)	Unit of measure	2020	2019	2018	102-43 102-44
Comfort	% satisfied customers	89.5	86.4	85.2	
Cleanliness	% satisfied customers	79.2	75.8	73.5	
Punctuality	% satisfied customers	79.9	76.7	75.2	
On board information	% satisfied customers	87.5	85.1	83.4	
Personnel	% satisfied customers	97.1	96.3	95.6	
Overall journey	% satisfied customers	89.0	86.5	84.5	

* Now operated by TrenitaliaTPER, regional transport in Emilia Romagna left the Regional Passenger Division scope in 2020

GRI

Railway passenger transport – regional (Ferrovie del Sud Est)*	Unit of measure	2020		
Travel safety	% satisfied customers	90.3		
Courtesy and politeness of personnel	% satisfied customers	87.8		
Professionalism and expertise of personnel	% satisfied customers	87.4		
Overcrowding/seat availability	% satisfied customers	83.1		
Availability of tickets and extension of the sales network	% satisfied customers	77.4		
Network range/geographical reach of the service	% satisfied customers	77.2		
Safety on board from theft, harassment, assault, etc.	% satisfied customers	72.4		
Service regularity	% satisfied customers	70.9		
Comfort of vehicle	% satisfied customers	69.7		
Quality, clarity and integrity of information on services	% satisfied customers	69.4		
Air conditioning on vehicles	% satisfied customers	67.1		
Frequency of buses	% satisfied customers	65.9		
Focus on the environment and pollution	% satisfied customers	59.9		
Punctuality	% satisfied customers	58.6		
Cleanliness and hygiene of vehicles	% satisfied customers	57.7		
Journey time/duration	% satisfied customers	48.6		

* First year of reporting

GRI

Railway passenger transport - TrainOse (Greece) (1) (2)	Unit of measure	2020	2019	2018
Reliability of the service (cancellations)	% satisfied customers	78.9	70.6	60.7
Passenger information (perception of information in normal travel conditions)	% satisfied customers	77.8	76.1	71.0
Interaction with customers	% satisfied customers	72.1	71.5	67.2
Cleanliness of vehicles	% satisfied customers	77.3	58.7	47.1
Safety on board	% satisfied customers	83.3	62.9	54.2
Overall score	% satisfied customers	84.0	67.5	63.3

¹ The data illustrate the comparison between Q4 2018 and Q4 2019.² The company joined the Group at the end of 2017, therefore no data were collected for 2017.

102-43

102-44

Road passenger transport - urban transport (Veneto)	Unit of measure	2020*	2019	2018	102-43 102-44
Level of commercial service	% satisfied customers		92.1	93.2	
Passenger information	% satisfied customers		88.1	89.6	
Professionalism and courtesy of personnel	% satisfied customers		87.4	86.8	
Safety	% satisfied customers		85.8	85.1	
Travel comfort and comfort in stations	% satisfied customers		81.9	82.0	
Regularity	% satisfied customers		80.8	80.9	
Modal integration	% satisfied customers		78.9	79.5	
Focus on the environment	% satisfied customers		82.3	81.6	
Cleanliness of vehicles and infrastructure	% satisfied customers		77.8	79.1	
Overall score	% satisfied customers		88.9	88.0	

* The results of the 2020 survey are not shown here because the significant differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

Road passenger transport - suburban transport (Veneto)	Unit of measure	2020*	2019	2018	102-43 102-44
Level of commercial service	% satisfied customers		89.4	89.1	
Passenger information	% satisfied customers		82.8	81.5	
Professionalism and courtesy of personnel	% satisfied customers		90.3	90.0	
Safety	% satisfied customers		90.9	89.9	
Travel comfort and comfort in stations	% satisfied customers		81.9	80.2	
Regularity	% satisfied customers		77.2	76.1	
Modal integration	% satisfied customers		78.1	74.1	
Focus on the environment	% satisfied customers		86.2	88.4	
Cleanliness of vehicles and infrastructure	% satisfied customers		75.9	72.1	
Overall score	% satisfied customers		83.9	83.0	

* The results of the 2020 survey are not shown here because the significant differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

Road passenger transport - urban transport (Umbria)	Unit of measure	2020*	2019	2018	102-43 102-44
Level of commercial service	% satisfied customers		94.8	96.1	
Passenger information	% satisfied customers		94.3	94.2	
Professionalism and courtesy of personnel	% satisfied customers		94.5	95.7	
Safety	% satisfied customers		94.6	95.8	
Travel comfort and comfort in stations	% satisfied customers		89.3	89.0	
Regularity	% satisfied customers		87.4	87.1	
Modal integration	% satisfied customers		89.7	89.4	
Focus on the environment	% satisfied customers		91.3	94.1	
Cleanliness of vehicles and infrastructure	% satisfied customers		89.7	90.4	
Overall score	% satisfied customers		93.9	94.6	

* The results of the 2020 survey are not shown here because the significant differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

Road passenger transport - suburban transport (Umbria)	Unit of measure	2020*	2019	2018	102-43 102-44
Level of commercial service	% satisfied customers		85.7	88.2	
Passenger information	% satisfied customers		80.1	77.2	
Professionalism and courtesy of personnel	% satisfied customers		86.3	87.4	
Safety	% satisfied customers		87.7	88.8	
Travel comfort and comfort in stations	% satisfied customers		79.0	79.0	
Regularity	% satisfied customers		74.0	75.9	
Modal integration	% satisfied customers		77.9	78.2	
Focus on the environment	% satisfied customers		78.1	80.3	
Cleanliness of vehicles and infrastructure	% satisfied customers		70.6	68.6	
Overall score	% satisfied customers		86.0	86.6	

* The results of the 2020 survey are not shown here because the significant differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

					GRI
Road passenger transport - urban transport (Tuscany - Florence)	Unit of measure	2020*	2019	2018	102-43 102-44
Level of commercial service	% satisfied customers		90.9	92.0	
Passenger information	% satisfied customers		87.6	84.2	
Professionalism and courtesy of personnel	% satisfied customers		86.3	81.5	
Safety	% satisfied customers		81.9	80.8	
Travel comfort and comfort in stations	% satisfied customers		74.7	71.0	
Regularity	% satisfied customers		72.1	69.4	
Modal integration	% satisfied customers		83.5	77.9	
Focus on the environment	% satisfied customers		82.9	79.0	
Cleanliness of vehicles and infrastructure	% satisfied customers		77.6	72.7	
Overall score	% satisfied customers		86.9	84.0	

* The results of the 2020 survey are not shown here because the significant differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

					GRI
Road passenger transport - suburban transport (Tuscany)	Unit of measure	2020*	2019	2018	102-43 102-44
Level of commercial service	% satisfied customers		77.2	79.4	
Passenger information	% satisfied customers		70.2	66.0	
Professionalism and courtesy of personnel	% satisfied customers		85.3	85.1	
Safety	% satisfied customers		84.9	86.0	
Travel comfort and comfort in stations	% satisfied customers		73.0	69.6	
Regularity	% satisfied customers		64.6	64.7	
Modal integration	% satisfied customers		71.0	71.2	
Focus on the environment	% satisfied customers		73.6	75.2	
Cleanliness of vehicles and infrastructure	% satisfied customers		60.5	58.2	
Overall score	% satisfied customers		79.9	81.1	

* The results of the 2020 survey are not shown here because the significant differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

					GRI
Road passenger transport - urban and suburban transport (Campania)	Unit of measure	2020*	2019	2018	102-43
Level of commercial service	% satisfied customers		91.9	92.9	102-44
Passenger information	% satisfied customers		85.6	84.7	
Professionalism and courtesy of personnel	% satisfied customers		87.8	87.6	
Safety	% satisfied customers		83.6	84.4	
Travel comfort and comfort in stations	% satisfied customers		65.9	60.9	
Regularity	% satisfied customers		72.5	73.8	
Modal integration	% satisfied customers		77.3	78.4	
Focus on the environment	% satisfied customers		72.6	74.5	
Cleanliness of vehicles and infrastructure	% satisfied customers		67.1	68.8	
Overall score	% satisfied customers		84.6	86.5	

** The results of the 2020 survey are not shown here because the significant differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.*

Railway freight transport (Mercitalia Rail) (1)	Unit of measure	2020	2019	2018	102-43 102-44
Sales offices	customers' score on a scale of 1 to 10	7.4	7.8	6.7	
Administration	customers' score on a scale of 1 to 10	7.0	7.1	6.6	
Stations	customers' score on a scale of 1 to 10	6.8	6.9	6.3	
Service information	customers' score on a scale of 1 to 10	6.8	6.9	5.6	
Online Tracking & Tracing service	customers' score on a scale of 1 to 10	6.7	6.9	5.6	
E-mail Tracking & Tracing service	customers' score on a scale of 1 to 10	6.8	7.0	5.2	
App-based Tracking & Tracing service	customers' score on a scale of 1 to 10	6.3	6.4	5.2	
Operating offices	customers' score on a scale of 1 to 10	6.8	6.8	5.2	
Wagons	customers' score on a scale of 1 to 10	6.1	6.4	5.9	
Reliability	customers' score on a scale of 1 to 10	6.7	7.0	5.7	
Punctuality	customers' score on a scale of 1 to 10	6.5	6.9	5.5	
Flexibility	customers' score on a scale of 1 to 10	6.5	6.5	5.1	
Handling of inefficiencies	customers' score on a scale of 1 to 10	6.1	6.1	4.5	
Safety	customers' score on a scale of 1 to 10	7.5	7.7	7.3	
Overall score	customers' score on a scale of 1 to 10	7.0	7.2	5.9	

¹ Customer satisfaction surveys have been systematised since 2018.

GRI 102 - Stakeholder engagement - Complaints management

Infrastructure - Railway network (Inefficiencies by type)	Unit of measure	2020	2019	2018	102-43 102-44
Comfort at the station	%	17.0	19.2	19.4	
Cleanliness at the station	%	5.8	8.3	6.4	
Architectural barriers and services for the disabled	%	10.1	9.4	9.5	
Public information	%	22.8	27.6	31.7	
Safety at the station	%	15.8	15.1	13.6	
Other	%	28.5	20.5	19.5	
Total inefficiencies	number	4,690	7,279	6,691	
Total complaints	number	4,301	6,741	6,210	

					GRI
Infrastructure - roadway and motorway network	Unit of measure	2020	2019	2018	102-43 102-44
Total inefficiencies	number	n.a.	426	n.a.	
Total complaints	number	650	688	n.a.	

					GRI
Railway passenger transport - medium and long haul (inefficiencies by type)	Unit of measure	2020	2019	2018	102-43 102-44
Regularity and punctuality	%	27.0	48.1	37.3	
Service level	%	60.0	28.0	42.5	
Train comfort	%	6.0	14.6	10.7	
Frontline personnel	%	2.0	3.2	3.5	
Passenger information	%	2.0	2.4	2.9	
Additional services	%	1.0	1.4	1.1	
Cleanliness of the trains	%	1.0	1.1	1.1	
Security on board trains	%	0.0	0.7	0.6	
Safety on board trains	%	1.0	0.4	0.3	
Services for passengers with reduced mobility	%	0.0	0.1	0.1	
Modal integration	%	0.0	0.0	0.0	
Total inefficiencies	number	20,497	28,473	37,452	
Total complaints	number	74,942	45,990	46,196	

					GRI
Railway passenger transport - regional (inefficiencies by type)	Unit of measure	2020	2019	2018	102-43 102-44
Service level	%	40.2	38.5	39.4	
Regularity and punctuality	%	21.6	30.2	31.9	
Train comfort	%	8.0	11.7	8.5	
Frontline personnel	%	5.7	6.6	6.2	
Passenger information	%	4.7	4.7	4.8	
Cleanliness of the trains	%	1.1	0.8	0.8	
Safety on board trains	%	2.1	0.7	0.8	
Security on board trains	%	0.8	0.4	0.4	
Additional services	%	0.4	0.4	0.4	
Modal integration	%	0.2	0.2	0.2	
Services for passengers with reduced mobility	%	0.1	0.2	0.1	
Focus on the environment	%	0.1	0.1	0.0	
Accessibility	%	0.1	0.1	0.0	
Other	%	15.0	5.7	6.3	
Total complaints	number	19,805	27,898	27,167	
Total inefficiencies	number	21,584	30,212	29,081	

Railway passenger transport - TrainOSE (Greece) (inefficiencies by type)	Unit of measure	2020	2019	2018	GRI 102-43 102-44
Delays	number	295	713	572	
Refunds	number	366	592	353	
Passenger information	number	340	530	335	
Staff	number	177	404	293	
Cancellations	number	273	326	261	
Total complaints	number	1,810	2,795	1,973	

Road passenger transport - Veneto (inefficiencies by type)	Unit of measure	2020	2019	2018	GRI 102-43 102-44
Service regularity	%	18.6	30.3	31.2	
Punctuality	%	10.1	22.4	20.7	
Travel comfort	%	5.1	16.4	15.7	
Company/customer relationship	%	6.7	14.5	18.0	
Passenger information	%	3.6	2.6	2.7	
Service gaps	%	9.4	3.5	5.1	
Tickets	%	19.6	5.0	2.9	
Safety	%	12.8	2.8	0.7	
Access to the service	%	0.8	0.2	0.2	
Cleanliness	%	0.7	1.1	1.4	
Vehicles	%	0.3	0.3	0.4	
Other	%	12.4	0.8	1.0	
Total complaints	number	1,703	2,024	1,520	
Total inefficiencies	number	n.a.	2,085	1,673	

Road passenger transport - Tuscany (suburban) (inefficiencies by type)	Unit of measure	2020*	2019	2018	GRI 102-43 102-44
Service regularity	%		37.9	25.4	
Punctuality	%		23.7	18.3	
Company/customer relationship	%		8.6	18.5	
Travel comfort	%		15.7	15.5	
Passenger information	%		3.6	6.7	
Other	%		10.5	15.6	
Total complaints	number		425	322	
Total inefficiencies	number		535	464	

* data not available

Road passenger transport - Tuscany (urban) (inefficiencies by type)	Unit of measure	2020	2019	2018	GRI 102-43 102-44
Service regularity	%	28.3	41.3	39.0	
Company/customer relationship	%	37.7	21.8	16.5	
Tickets	%	0.0	7.3	16.7	
Passenger information	%	3.6	6.8	4.9	
Travel comfort	%	12.1	4.6	4.1	
Punctuality	%	5.0	7.5	6.1	
Service gaps	%	0.0	5.5	6.1	
Safety	%	0.0	2.3	2.2	
The environment	%	0.0	0.4	0.7	
Cleanliness	%	0.0	0.4	0.1	
Other	%	13.3	2.1	3.7	
Total complaints	number	n.a.	3,845	4,804	
Total inefficiencies	number	1,824	4,142	5,033	

					GRI
Road passenger transport - urban transport (Umbria) (inefficiencies by type)	Unit of measure	2020*	2019	2018	102-43 102-44
Service regularity	%		22.5	34.3	
Punctuality	%		24.2	21.4	
Travel comfort	%		5.8	5.7	
Company/customer relationship	%		40.0	27.1	
Passenger information	%		3.3	2.1	
Other	%		4.2	9.3	
Total complaints	number		120	140	
Total inefficiencies	number		126	n.a.	

* data not available

					GRI
Road passenger transport - suburban transport (Umbria) (inefficiencies by type)	Unit of measure	2020*	2019	2018	102-43 102-44
Service regularity	%		31.8	35.3	
Punctuality	%		15.9	15.5	
Travel comfort	%		18.7	23.3	
Company/customer relationship	%		21.5	15.5	
Passenger information	%		0.9	1.7	
Other	%		11.2	8.6	
Total complaints	number		107	116	
Total inefficiencies	number		114	n.a.	

* data not available

					GRI
Road passenger transport - Campania (inefficiencies by type)	Unit of measure	2020	2019	2018	102-43 102-44
Punctuality	%	6.6	8.0	8.7	
Service regularity	%	14.0	33.9	25.4	
Tickets	%	8.3	10.8	14.1	
Safety	%	1.7	1.2	1.6	
Vehicles	%	3.7	0.4	0.0	
Travel comfort on board and on the route	%	2.5	3.6	4.9	
Passenger information	%	2.9	1.6	4.9	
Company/customer relationship	%	2.5	6.0	8.7	
Other	%	44.2	25.9	21.2	
Access to the service	%	0.0	0.4	0.0	
Weak service level (not relating to the service, to examine with the contractor)	%	13.6	8.4	10.3	
Total complaints	number	242	251	184	

					GRI
Railway freight transport - Mercitalia Rail	Unit of measure	2020	2019		102-43 102-44
Total complaints	number	84	90		

KPI - FINANCIAL
GRI 201 - Economic performance

Directly generated and distributed economic value	Unit of measure	2020	2019	2018	GRI 201-1
Directly generated economic value	€ M	10,941	12,524	12,196	
- Revenue from sales and services	€ M	10,482	12,011	11,560	
- Other sundry income	€ M	459	513	636	
Economic value distributed	€ M	9,621	10,190	9,877	
Operating costs for materials and services	€ M	4,661	4,801	4,679	
Personnel expense	€ M	4,432	4,945	4,853	
Payments to financial backers	€ M	387	286	221	
Payments to public bodies	€ M	141	158	124	
Economic value withheld	€ M	1,320	2,334	2,319	
Depreciation, amortisation, accruals and impairment losses	€ M	1,911	1,780	1,762	
Other costs and taxes	€ M	(29)	(30)	(2)	
Profit/loss for the year	€ M	-562	584	559	

Financial assistance received from the public administration	Unit of measure	2020	2019	2018	GRI 201-4
Grants related to income	€ M	1,724.8	1,244.0	1,055.7	
Government Programme Contract	€ M	1,015.6	1,112.3	1,015.6	
COVID-19 grants (1)	€ M	510.8			
Other loans from the Italian government	€ M	167.8	113.8	10.4	
EU funds	€ M	9.5	0.3	1.3	
From local public bodies (regions, municipalities, etc.)	€ M	15.7	12.0	25.5	
Other grants	€ M	5.4	5.6	2.9	
Grants related to assets	€ M	7,345.3	3,627.5	2,285.9	
Italian government grants	€ M	6,566.5	3,056.5	2,270.8	
From local public bodies (regions, municipalities, etc.)	€ M	525.7	421.1	7.9	
EU funds	€ M	252.0	150.0	7.2	
Other grants	€ M	1.1			
Total	€ M	9,070.1	4,871.5	3,341.6	

1 The amounts in this table refer to the portion of non-recurring grants earmarked for the FS Italiane Group for the epidemiological emergency, which are detailed in the 2020 Annual Report - notes to the consolidated financial statements

GRI 203: Indirect economic impacts**GRI**

Investments in infrastructure and support services	Unit of measure	2020	2019	2018	203-1
Total investments	€ M	8,952	8,499	7,485	
Infrastructure	€ M	7,158	6,528	6,320	
Transport	€ M	1,747	1,927	1,118	
Real estate and other services (1)	€ M	47	44	47	

¹ This category includes consolidation adjustments for intragroup projects

GRI 204 - Procurement practices**GRI**

Percentage of expenses for direct local suppliers (1)	Unit of measure	2020	2019	2018	204-1
Italy	%	89	85	84	
Abroad	%	11	15	16	

¹ "Direct supplier" means a non-Group company that supplies products/provides services for the Group companies' core business, with which direct relationships are carried out. "Local supplier" means a supplier based in Italy.

KPI - ETHICS IN BUSINESS AND LEGISLATION COMPLIANCE**GRI 205: Anti-corruption****GRI**

Training about anti-corruption policies and procedures (reduced scope)	Unit of measure	2020	2019 (2)	2018	205-2
Number of employees trained about anti-corruption policies and procedures	no.	1,309	10,367	1,473	
- managers	no.	71	58	211	
- junior managers	no.	320	616	572	
- white collars	no.	747	4,507	648	
- blue collars	no.	172	5,187	42	

¹ The reduced scope for 2020 includes: FS S.p.A., RFI, Trenitalia, Ferrovie, Italferr, FS Sistemi Urbani, Mercitalia Logistics, Mercitalia Rail, Mercitalia Transport & Services, Cemat, Busitalia Veneto, Busitalia Rail Service, Busitalia Campania, Grandi Stazioni Rail, Grandi Stazioni Immobiliare, Terminali Italia, Italcertifer and Nugo. Refer to the 2018 and 2019 Sustainability Reports for details on the scopes used for 2018 and 2019.

² Man-days of training increased in 2019 due to the implementation of the criteria established in the guidelines on the anti-corruption policy. Indeed, the core elements of the ABC system include "making management accountable", "a culture of prevention" and "ongoing training and communication".

Incidents of corruption and actions taken	Unit of measure	2020	2019	2018	GRI 205-3
Total number of incidents confirmed	no.	3	4	0	
Total number of incidents confirmed that resulted in dismissal or sanctions for the employees involved	no.	1	4	0	
Number of incidents confirmed that resulted in termination of non-renewal of contract with supplier/partner involved	no.	2	0	0	
Number of legal actions against group companies and/or their employees for incidents of corruption	no.	0	0	0	

Algeria				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	5,696,097	4,142,786	766,462
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-
Profit/loss before tax	€	539,348	-564,009	766,462
Property, plant and equipment and other cash and cash equivalents	€	-	5,659	-
Income taxes paid	€	188,528	206,995	183,951
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	188,528	267,170	183,951
Number of employees	no.	120	127	3

Argentina				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	1,222,337	11,514,607	363,989
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-
Profit/loss before tax	€	571,486	6,794,549	363,989
Property, plant and equipment and other cash and cash equivalents	€	-	-	-
Income taxes paid	€	832,841	358,790	65,518
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	231,024	2,327,116	65,518
Number of employees	no.	2	4	-

Australia				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	-	-	-
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-
Profit/loss before tax	€	-18,275	-13,129	-14,709
Property, plant and equipment and other cash and cash equivalents	€	-	-	-
Income taxes paid	€	-	-	-
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	-	-
Number of employees	no.	-	-	-

Austria				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	5,273,516	9,257,829	5,908,495
Revenue from intragroup transactions with other tax jurisdictions	€	7,365,696	5,579,407	6,735,012
Profit/loss before tax	€	603,798	786,090	844,941
Property, plant and equipment and other cash and cash equivalents	€	8,566,061	9,314,671	9,614,758
Income taxes paid	€	-	162,783	156,075
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	9,316	183,809
Number of employees	no.	-	4	4

Czech Republic				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	5,354,919	-	-
Revenue from intragroup transactions with other tax jurisdictions	€	5,534	-	-
Profit/loss before tax	€	-207,090	-	-1,045,706
Property, plant and equipment and other cash and cash equivalents	€	126,897	-	-
Income taxes paid	€	-	5,482	-
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-610,825	5,482	13,171
Number of employees	no.	59	43	43

Denmark				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	294,188	289,641	261,571
Revenue from intragroup transactions with other tax jurisdictions	€	1,380,417	1,542,652	1,665,637
Profit/loss before tax	€	141,942	93,507	13,625
Property, plant and equipment and other cash and cash equivalents	€	43,085	3,281	5,081
Income taxes paid	€	-	5,024	8,465
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	2,411	5,916
Number of employees	no.	22	13	15

France				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	48,384,264	49,121,672	42,719,403
Revenue from intragroup transactions with other tax jurisdictions	€	47,680	4,973,881	2,582,769
Profit/loss before tax	€	-15,275,515	-9,215,412	-8,315,844
Property, plant and equipment and other cash and cash equivalents	€	41,793,734	11,663,721	9,647,520
Income taxes paid	€	-	-	-
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	-	-
Number of employees	no.	116	111	84

Germany				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	782,644,255	841,877,194	820,100,487
Revenue from intragroup transactions with other tax jurisdictions	€	60,661,727	77,094,961	83,773,663
Profit/loss before tax	€	-2,614,521	-13,498,830	30,848,124
Property, plant and equipment and other cash and cash equivalents	€	683,331,496	573,482,615	602,601,418
Income taxes paid	€	5,091,788	15,624,756	7,385,568
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-12,089,207	6,352,171	6,536,494
Number of employees	no.	3,094	3,115	3,130

Greece					GRI
Country-by-country reporting					207-4
	Unit of measure	2019	2018	2017	
Revenue from customers/third parties	€	130,253,305	117,822,009	39,060,154	
Revenue from intragroup transactions with other tax jurisdictions	€	15,727,704	-	-	
Profit/loss before tax	€	369,933	-3,109,694	-610,758	
Property, plant and equipment and other cash and cash equivalents	€	116,266,109	674,936	455,537	
Income taxes paid	€	6,657	2,603,154	-	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	3,025,903	539,194	-734,270	
Number of employees	no.	1,209	659	637	
India					GRI
Country-by-country reporting					207-4
	Unit of measure	2019	2018	2017	
Revenue from customers/third parties	€	3,050,973	1,200,189	457,952	
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-	
Profit/loss before tax	€	155,322	-241,255	-272,791	
Property, plant and equipment and other cash and cash equivalents	€	1,307	1,121	1,155	
Income taxes paid	€	477,054	-	-	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	-	-	
Number of employees	no.	37	1	1	
Iran					GRI
Country-by-country reporting					207-4
	Unit of measure	2019	2018	2017	
Revenue from customers/third parties	€	286,037	-	-	
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-	
Profit/loss before tax	€	15,993	-221,540	-80,383	
Property, plant and equipment and other cash and cash equivalents	€	-	-	-	
Income taxes paid	€	71,509	-	-	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	71,509	-	-	
Number of employees	no.	-	-	-	
Italy					GRI
Country-by-country reporting					207-4
	Unit of measure	2019	2018	2017	
Revenue from customers/third parties	€	12,267,857,120	11,908,960,802	8,392,601,949	
Revenue from intragroup transactions with other tax jurisdictions	€	1,372,578,132	1,602,903,244	2,032,379,942	
Profit/loss before tax	€	927,457,795	422,663,472	766,954,051	
Property, plant and equipment and other cash and cash equivalents	€	46,715,469,981	45,550,670,817	45,597,381,979	
Income taxes paid	€	13,403,589	68,880,903	2,811,794	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-3,363,970,265	67,234,086	-1,356,436,143	
Number of employees	no.	73,876	74,590	67,454	

The Netherlands				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	276,480,974	210,770,739	69,288,034
Revenue from intragroup transactions with other tax jurisdictions	€	1,581,843	1,648,819	337,690
Profit/loss before tax	€	3,769,402	1,603,583	3,685,140
Property, plant and equipment and other cash and cash equivalents	€	324,147,823	137,090,345	66,260,762
Income taxes paid	€	434,701	-	-
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-16,470,803	709,503	190,474
Number of employees	no.	2,163	1,776	1,711

Oman				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	-	-	-
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-
Profit/loss before tax	€	-28,752	-34,072	9,197
Property, plant and equipment and other cash and cash equivalents	€	-	-	-
Income taxes paid	€	-	1,319	343,379
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	-	1,379
Number of employees	no.	-	-	-

Peru				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	1,043,300	1,035,102	1,206,795
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-
Profit/loss before tax	€	846,518	745,659	563,704
Property, plant and equipment and other cash and cash equivalents	€	-	375	846
Income taxes paid	€	333,617	126,567	228,082
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	256,412	223,541	171,451
Number of employees	no.	2	2	2

Qatar				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	9,367,915	13,074,185	4,653,272
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-
Profit/loss before tax	€	1,102,394	2,321,791	1,314,107
Property, plant and equipment and other cash and cash equivalents	€	105,097	161,480	77,400
Income taxes paid	€	371,050	147,570	342,787
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	311,987	355,387	131,411
Number of employees	no.	62	36	7

Romania				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	15,113,861	19,552	26,319
Revenue from intragroup transactions with other tax jurisdictions	€	357,790	-	-
Profit/loss before tax	€	1,435,136	-143,903	-272,086
Property, plant and equipment and other cash and cash equivalents	€	472,011	484,503	700
Income taxes paid	€	256,108	97,904	-
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	228,413	156,395	-272,086
Number of employees	no.	8	10	-

Saudi Arabia				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	-	-	8,009,498
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-
Profit/loss before tax	€	-109,611	-48,532	2,340,096
Property, plant and equipment and other cash and cash equivalents	€	-	-	15,204
Income taxes paid	€	-	1,351,738	1,778,896
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	-	2,091,083
Number of employees	no.	1	-	2

Serbia				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	24,004	3,175	3,926
Revenue from intragroup transactions with other tax jurisdictions	€	581,028	570,572	354,050
Profit/loss before tax	€	11,642	117,256	-66,304
Property, plant and equipment and other cash and cash equivalents	€	3,841	4,719	9,954
Income taxes paid	€	-	-	-
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	1,643	7,743	-
Number of employees	no.	15	14	12

Sweden				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	10,793,041	10,072,555	9,780,348
Revenue from intragroup transactions with other tax jurisdictions	€	92,301	145,747	110,038
Profit/loss before tax	€	271,361	210,147	122,432
Property, plant and equipment and other cash and cash equivalents	€	33,739	22	6,121
Income taxes paid	€	5,500	-	-
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	26,300	-	-
Number of employees	no.	15	21	19

GRI

207-4

Switzerland				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	39,832	5,148	16,758
Revenue from intragroup transactions with other tax jurisdictions	€	5,625,187	5,139,237	182,085
Profit/loss before tax	€	383,210	225,220	-476,424
Property, plant and equipment and other cash and cash equivalents	€	9,353	10,176	14,835
Income taxes paid	€	200,351	5,000	8,995
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	107,686	-	4,498
Number of employees	no.	6	15	2

GRI

207-4

Turkey				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	267,184	680,933	347,011
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-
Profit/loss before tax	€	288,846	874,832	359,491
Property, plant and equipment and other cash and cash equivalents	€	-	59	133
Income taxes paid	€	134,625	99,036	17,620
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	63,546	192,549	71,965
Number of employees	no.	2	2	3

GRI

207-4

United Arab Emirates				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	-	-	-
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-
Profit/loss before tax	€	-56,332	-36,084	-56,827
Property, plant and equipment and other cash and cash equivalents	€	-	-	-
Income taxes paid	€	-	-	-
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	-	-
Number of employees	no.	-	-	-

GRI

207-4

Great Britain				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	219,862,076	211,551,787	183,663,572
Revenue from intragroup transactions with other tax jurisdictions	€	254,383	263,635	245,233
Profit/loss before tax	€	-99,171,221	-15,088,463	-2,172,827
Property, plant and equipment and other cash and cash equivalents	€	297,677,328	40,720,098	29,164,518
Income taxes paid	€	-	-	-
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-23,845,792	-	-3,661,205
Number of employees	no.	715	707	658

Colombia				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	-	528,249	N/A
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	N/A
Profit/loss before tax	€	-1,334,807	179,642	N/A
Property, plant and equipment and other cash and cash equivalents	€	-	-	N/A
Income taxes paid	€	24,483	109,170	N/A
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	12,673	145,115	N/A
Number of employees	no.	-	-	N/A

Egypt				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	2,190,517	1,677,182	N/A
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	N/A
Profit/loss before tax	€	1,058,799	1,455,191	N/A
Property, plant and equipment and other cash and cash equivalents	€	-	1,987	N/A
Income taxes paid	€	357,453	-	N/A
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	357,446	306,106	N/A
Number of employees	no.	2	-	N/A

Ethiopia				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	-	156,387	N/A
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	N/A
Profit/loss before tax	€	65,213	79,113	N/A
Property, plant and equipment and other cash and cash equivalents	€	-	-	N/A
Income taxes paid	€	37,797	-	N/A
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	42,573	N/A
Number of employees	no.	-	-	N/A

Georgia				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	2,311,930	3,617,393	N/A
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	N/A
Profit/loss before tax	€	-125,443	170,459	N/A
Property, plant and equipment and other cash and cash equivalents	€	6,459	6,111	N/A
Income taxes paid	€	17,132	-	N/A
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	27,957	-	N/A
Number of employees	no.	4	4	N/A

Uzbekistan				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	1,506,718	1,400	N/A
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	N/A
Profit/loss before tax	€	172,504	-167,475	N/A
Property, plant and equipment and other cash and cash equivalents	€	-	-	N/A
Income taxes paid	€	-	-	N/A
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	32,794	-	N/A
Number of employees	no.	3	2	N/A

The Russian Federation				
Country-by-country reporting	Unit of measure	2019	2018	2017
Revenue from customers/third parties	€	3,264,155	12,622,441	N/A
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	N/A
Profit/loss before tax	€	70,140	246,949	N/A
Property, plant and equipment and other cash and cash equivalents	€	35,997	33,419	N/A
Income taxes paid	€	31,214	274,092	N/A
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	7,112	30,716	N/A
Number of employees	no.	18	24	N/A

KPI - ENVIRONMENTAL

GRI 301 - Materials (work sites) (1)

GRI

Materials used by weight or volume	Unit of measure	2020	2019	2018	GRI 301-1
Raw materials	t	4,225,576	2,884,248	1,700,860	
- Earth - procurement	t	436,489	36,074	689,930	
- Concrete	t	2,676,502	1,696,123	534,804	
- Inert material	t	964,240	602,929	153,858	
- Steel for railway superstructure	t	777	725	31	
- Steel for railway technology systems	t	5,745	5,235	3,927	
- CAP sleepers	t	4,909	261,759	721	
- Iron	t	136,780	233,740	316,830	
- Aluminium	t	11	35	748	
- Copper	t	124	47,627	12	
Recycled raw materials	t	7,368,805	4,076,889	2,243,433	
- Earth - reuse	t	1,723,284	1,058,069	1,355,156	
- Earth - reuse through environmental <i>redevelopment</i>	t	5,645,521	3,018,820	888,276	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2020 cover roughly 90% of the total sample, up on 2019 (80%). This percentage was calculated as the weighted average of the work amounts, including variations.

Recycled raw materials (sites)	Unit of measure	2020	2019	2018	GRI 301-2
Percentage of materials used that are recycled input materials	%	63.6%	58.6%	56.9%	

GRI 302 - Energy

GRI

Energy consumed by the FS Italiane Group (1)

Unit of measure

2020

2019

2018

302-1

Total energy consumed by the FS Italiane Group (in GJ)

GJ

24,814,311

29,978,451

30,170,137

Electricity	GJ	17,433,182	21,184,432	21,219,478
Diesel	GJ	6,084,250	7,310,836	7,245,835
Natural gas	GJ	1,235,834	1,418,403	1,640,300
Heat	GJ	45,120	47,395	43,757
Petrol	GJ	8,153	8,082	8,146
LPG	GJ	6,349	7,297	5,314
Fuel oil	GJ	1,344	1,928	7,307
Self-generated solar thermal energy	GJ	79	79	0

Energy consumed by the FS Italiane Group (detail of units of measure)

Electricity	GWh	4,843	5,885	5,894
- Electricity for railway traction	GWh	3,819	4,791	4,836
- Electricity for other uses	GWh	637	687	680
- Electricity to light roads and tunnels	GWh	352	383	368
- Electricity for local public transport	GWh	33	23	9
- Self-generated photovoltaic energy	GWh	5	2	1
- of which transferred to the grid	GWh	2	1	1
Diesel	thousands of litres	170,256	204,388	202,018
- Diesel for railway traction	thousands of litres	86,373	103,857	112,068
- Diesel for vehicle traction (public transport)	thousands of litres	46,064	63,962	59,994
- Diesel for navigation	thousands of litres	15,864	17,624	13,590
- Diesel for vehicle traction (road and work vehicles)	thousands of litres	11,756	14,770	11,892
- Biodiesel for vehicle traction (public transport)	thousands of litres	6,489	0	0
- Diesel for heating	thousands of litres	3,579	3,982	4,385
- Diesel to generate electricity	thousands of litres	130	194	89
Natural gas	thousands of Sm³	36,042	41,359	47,843
- Natural gas for heating energy	thousands of Sm ³	31,172	34,395	38,480
- Natural gas for vehicle traction (public transport)	thousands of Sm ³	4,683	6,753	9,128
- Natural gas for industrial use	thousands of Sm ³	174	204	224
- Natural gas for vehicle traction (road and work vehicles)	thousands of Sm ³	14	7	11
Petrol	thousands of litres	257	255	257
- Petrol for vehicle traction (road and work vehicles)	thousands of litres	233	255	257
- Petrol for grass trimmers	thousands of litres	24	0	0
Fuel oil	t	33	47	178
- Fuel oil for heating	t	33	47	178
LPG	thousands of litres	264	303	221
- LPG for heating	thousands of litres	248	298	218
- LPG for vehicle traction (road and work vehicles)	thousands of litres	15	5	3
Heat	millions of kcal	10,798	11,341	10,453
- Heat for heating	millions of kcal	10,779	11,322	10,453
- Self-generated solar thermal energy	millions of kcal	19	19	0

Energy consumed not by the FS Italiane Group (1)	Unit of measure	2020	2019	2018	GRI 302-2
- Purchase of goods and services	GJ	5,638,311	1,217,932	n.a.	
- Assets used in operations (2)	GJ	5,254,608	474,428	442,728	
- Leased property (tenant)	GJ	179,058	195,488	219,776	

Energy intensity (3)	Unit of measure	2020	2019	2018	GRI 302-3
Final specific consumption for railway transport in Italy	(kJ/UT)	516.7	334.6	341.3	
Railway passenger traffic consumption	kJ/pkm	726.6	364.7	372.5	
Railway freight traffic consumption	kJ/tkm	139.3	138.0	137.7	

¹ Internal processing in accordance with the reference guidelines. The conversion factors used refer to year "n-2". The conversion factor sources are: Energy Statistics Manual (International Energy Agency (IEA), 2005), National Inventory Report - Italian Greenhouse Gas Inventory 1990-2018 (Istituto Superiore per la Protezione e la Ricerca Ambientale (ISPRA), 2020) and Fiche 330 (Union Internationale des Chemins de Fer (UIC), 2008).

² Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2020 cover roughly 90% of the total sample, up on 2019 (80%). This percentage was calculated as the weighted average of the work amounts, including variations.

³ They include electricity and diesel for railway traction calculated as a ratio to transported passenger-km and tonne-km. The units of traffic (UT) comprise the sum off passenger-km and tonne-km. They do not include dissipated energy which is lost along the electricity grid.

GRI 303 - Water and water disposal
GRI

Water withdrawn by use and source (Group)	Unit of measure	2020	2019	2018	303-3
Civil use	mega-litres	16,095	17,289	16,884	
- from aqueducts	mega-litres	8,607	9,207	8,850	
- from underground water (water table and sources)	mega-litres	7,477	8,074	8,034	
- from bodies of water	mega-litres	11	8	0	
Industrial use	mega-litres	2,258	2,904	3,312	
- from aqueducts	mega-litres	1,438	1,682	1,676	
- from underground water (water table and sources)	mega-litres	774	1,177	1,595	
- from bodies of water	mega-litres	47	45	41	
Total water withdrawn by the Group	mega-litres	18,353	20,193	20,196	

GRI

Water withdrawn by source (work sites) (1)	Unit of measure	2020	2019	2018	303-3
Civil use	mega-litres	110	101	44	
- from aqueducts	mega-litres	107	101	44	
- from underground water (water table and sources)	mega-litres	1	0	0	
- from bodies of water	mega-litres	2	0	0	
Industrial use	mega-litres	1,955	661	803	
- from aqueducts	mega-litres	322	126	149	
- from underground water (water table and sources)	mega-litres	1,393	512	289	
- from bodies of water	mega-litres	240	22	365	
Total water withdrawn by work sites	mega-litres	2,065	761	847	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2020 cover roughly 90% of the total sample, up on 2019 (80%). This percentage was calculated as the weighted average of the work amounts, including variations.

GRI

Water discharge by quality and destination (Group) (1)	Unit of measure	2020	2019	2018	303-4
Wastewater sent to sewers	mega-litres	13,894	15,167	14,963	
- water treated beforehand	%	6.8	7.4	8.3	
Wastewater sent elsewhere	mega-litres	743	889	867	
- water treated beforehand	%	37.5	36.0	41.0	

¹ Wastewater resulting from the Group use is mainly classified as domestic wastewater (in 2020, domestic wastewater accounted for roughly 84% of total wastewater). This water is disposed of by being sent to the municipal sewage system in accordance with the requirements of Legislative decree no. 152/2006.

					GRI
Water discharge by quality and destination (work sites) (1)	Unit of measure	2020	2019	2018	303-4
Wastewater sent to sewers	mega-litres	33	42	5	
- water treated beforehand	%	0.3	0.0	8.0	
Wastewater sent elsewhere	mega-litres	959	462	659	
- water treated beforehand	%	92.4	86.9	100.0	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2020 cover roughly 90% of the total sample, up on 2019 (80%). This percentage was calculated as the weighted average of the work amounts, including variations.

					GRI
Water consumption	Unit of measure	2020	2019	2018	303-5
Water consumption (Group)	mega-litres	3,716	4,137	4,366	
Water consumption (work sites) (1)	mega-litres	1,073	257	183	
Total water consumed	mega-litres	4,789	4,394	4,549	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2020 cover roughly 90% of the total sample, up on 2019 (80%). This percentage was calculated as the weighted average of the work amounts, including variations.

GRI 305 - Emissions (1)

Direct CO ₂ emissions - Scope 1 (2)	Unit of measure	2020	2019	2018	GRI 305-1
Total direct CO₂ emissions	tCO₂	520,492	621,602	629,954	
- Diesel for railway traction	tCO ₂	230,620	277,302	299,227	
- Diesel for vehicle traction (public transport)	tCO ₂	122,490	170,084	159,532	
- Diesel for vehicle traction (road and work vehicles)	tCO ₂	31,260	39,275	31,622	
- Diesel for navigation	tCO ₂	36,798	40,879	31,522	
- Biodiesel for vehicle traction (public transport)	tCO ₂	17,256	0	0	
- Diesel for heating	tCO ₂	9,530	10,601	11,676	
- Diesel to generate electricity	tCO ₂	346	515	236	
- Natural gas for heating energy	tCO ₂	61,471	67,965	76,113	
- Natural gas for vehicle traction (public transport)	tCO ₂	9,234	13,344	18,056	
- Natural gas for industrial use	tCO ₂	342	402	443	
- Natural gas for vehicle traction (road and work vehicles)	tCO ₂	28	15	22	
- Petrol for vehicle traction (road and work vehicles)	tCO ₂	543	593	597	
- Petrol for grass trimmers	tCO ₂	55	0	0	
- Fuel oil for heating	tCO ₂	103	148	560	
- LPG for heating	tCO ₂	392	470	345	
- LPG for vehicle traction (road and work vehicles)	tCO ₂	24	8	4	

Indirect CO ₂ emissions from energy consumption - Scope 2 (location based) (2)	Unit of measure	2020	2019	2018	GRI 305-2
Total indirect CO₂ emissions	tCO₂	1,520,009	1,938,501	1,966,457	
- Electricity for railway traction	tCO ₂	1,207,250	1,584,677	1,621,342	
- Electricity for other uses	tCO ₂	191,926	220,479	220,977	
- Electricity to light roads and tunnels	tCO ₂	104,256	121,238	118,178	
- Electricity for local public transport	tCO ₂	13,959	9,282	3,295	
- Heat for heating	tCO ₂	2,617	2,826	2,665	

Indirect CO ₂ emissions from energy consumption - Scope 2 (market based) (2)	Unit of measure	2020	2019	2018	GRI 305-2
Total indirect CO₂ emissions	tCO₂	1,465,842	2,046,655	2,074,506	
- Electricity for railway traction	tCO ₂	1,217,444	1,667,647	1,691,706	
- Electricity for other uses	tCO ₂	142,497	191,400	206,837	
- Electricity to light roads and tunnels	tCO ₂	101,482	182,597	171,060	
- Electricity for local public transport	tCO ₂	1,802	2,185	2,239	
- Heat for heating	tCO ₂	2,617	2,826	2,665	

Other GHG emissions from energy consumption (2) (3)	Unit of measure	2020	2019	2018	GRI 305-1 305-2
- Total direct CH4 and N2O emissions - Scope 1	tCO ₂ e	27,008	32,379	34,528	
- Total indirect CH4 and N2O emissions - Scope 2 (location based)	tCO ₂ e	13,209	13,735	14,500	
- Total indirect CH4 and N2O emissions - Scope 2 (market based)	tCO ₂ e	12,909	14,544	16,662	

Other indirect GHG emissions - Scope 3 (4)	Unit of measure	2020	2019	2018	GRI 305-3
- Purchase of goods and services	tCO ₂ e	438,237	85,191	n.a.	
- Assets used in operations (5)	tCO ₂ e	402,433	35,291	36,283	
- Energy procurement	tCO ₂ e	423,835	561,055	590,570	
- Business travel (including flights and hotels)	tCO ₂ e	2,145	5,753	4,912	
- Leased property (tenant)	tCO ₂ e	11,218	12,410	14,450	

Intensity of GHG emissions (6)	Unit of measure	2020	2019	2018	GRI 305-4
Final specific emissions by transport service in Italy	(gCO₂/UT)	41.5	28.3	29.3	
- Railway passenger traffic emissions	gCO ₂ /pkm	59.0	31.4	32.5	
- Railway freight traffic emissions	gCO ₂ /tkm	11.4	11.9	12.0	

The FS Italiane Group's carbon intensity (7)	Unit of measure	2020	2019	2018	GRI 305-4
- Specific CO2 emissions (location based)	(gCO ₂ /mglUI)	50,296	36,220	39,764	
- Specific CO2 emissions (market based)	(gCO ₂ /mglUI)	48,961	37,750	41,418	

Other significant emissions (8)	Unit of measure	2020	2019	2018	305-7
- NOx	t	6,255	7,761	7,968	
- SO ₂	t	412	482	503	
- PM ₁₀	t	167	208	214	

¹ Glossary

Scope 1 - Emissions from the direct combustion of fossil fuels purchased for heating, to generate electricity and thermal energy and to fuel transport vehicles; the emission sources classified as Scope 1 are generally owned and controlled directly by the organisation.

Scope 2 - Emissions from the generation of electricity and heat purchase and consumed by the organisation for electronic devices, heating and lighting in buildings; the organisation is indirectly responsible for the emissions generated by the supplier to produce the electricity requested.

Scope 3 - Emissions other than indirect GHG emissions from energy consumption, which result from an organisation's activities but that arise from GHG sources owned or controlled by other organisations, such as emissions relating to business travel, the assets used, etc. An organisation agrees the boundary of Scope 3 and it is generally necessary to only include the emissions that the organisation can quantify and influence in Scope 3.

Location-based and market-based - The location-based approach considers the average intensity of the GHG emissions of the networks where the energy is consumed, mainly using the data relating to the network's average emission factor. The market-based approach considers emissions from the electricity that an organisation has intentionally chosen pursuant to a contract. The emission factors are based on contractual agreements, including any type of contract between two entities for the sale and purchase of energy that certify the way in which the energy is generated. The market-based calculation can also include the use of a residual mix: if the level of intensity of the organisation's emissions is not specified in its contractual agreements.

² *Emissions have been calculated using an approach that is in accordance with the GHG Protocol Corporate Accounting and Reporting Standard. The conversion factors used refer to year n-2. The sources of the conversion factors are: the National Inventory Report - Italian Greenhouse Gas Inventory 1990-2018 (NIR) and the Common Reporting Format (CRF) (Istituto Superiore per la Protezione e la Ricerca Ambientale (ISPRA), 2020), SINAnet - the national environmental information system - "Emission factors for stationary fuel sources in Italy" (ISPRA, 2018) and European Residual Mixes (Association of Issuing Bodies (AIB), 2016-2017-2018).*

³ *The 100-year Global Warming Potential (GWP) of CH₄ (28) and N₂O (265) was used to calculate tonnes of CO₂ equivalents. These factors are given in the Fifth Assessment Report "Climate Change 2013: The Physical Science Basis" (Intergovernmental Panel on Climate Change (IPCC), 2013).*

⁴ *Other immaterial emissions consisted of SF₆, which is used as a dielectric in high voltage switches at the electric substations, and HFC, which is used as a cooling gas in the air conditioning systems. Only a small number of air conditioning systems use HCFC and they are continuously being reduced: any ozone-depleting gas leaks have been estimated and are not material for the purposes of this report.*

⁵ *Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2020 cover roughly 90% of the total sample, up on 2019 (80%). This percentage was calculated as the weighted average of the work amounts, including variations.*

⁶ *They include emissions from electricity and diesel for railway traction calculated by transported passenger-km and tonne-km. The traffic units (TU) include the sum of passenger-km and tonne-km. They do not include energy lost because of dissipation along the electricity grid.*

⁷ *The FS Italiane Group's carbon intensity was calculated considering its CO₂ emissions, considering traffic units (TU), which include passenger-km and tonne-km transported by the companies in the reporting scope.*

⁸ *Emissions have been calculated using an approach that is in accordance with the GHG Protocol Corporate Accounting and Reporting Standard. The conversion factors used refer to year n-2. The sources of the conversion factors are: the National Inventory Report - Italian Greenhouse Gas Inventory 1990-2018 (NIR) and the Common Reporting Format (CRF) (Istituto Superiore per la Protezione e la Ricerca Ambientale (ISPRA), 2020), SINAnet - the national environmental information system - "Emission factors for stationary fuel sources in Italy" and "The database of average road transport emission factors in Italy" (ISPRA, 2018), the EMEP/EEA air pollutant emission inventory guidebook 2019 (European Environment Agency (EEA), 2019) and European Residual Mixes (Association of Issuing Bodies (AIB), 2016-2017-2018).*

GRI 306 - Effluents and Waste
GRI

Waste produced by type (Group) (1)	Unit of measure	2020	2019	2018	306-2
Total waste produced	t	352,005	391,310	324,818	
Waste classified as urban waste	t	5,870	7,358	7,127	
- sorted waste	t	1,766	2,535	2,326	
Station waste classified as urban waste	t	9,420	16,179	16,555	
- sorted waste	t	2,950	5,433	4,012	
Non-hazardous special waste	t	275,545	303,185	255,492	
Hazardous special waste	t	61,171	64,588	45,644	

¹ The amount of special waste produced is calculated based on the amounts reported in the waste identification formulations. The amounts related to waste classified as urban waste are based on the waste's weight on a scale or the average weight of bags of waste produced.

GRI

Waste produced by type (work sites) (1)	Unit of measure	2020	2019	2018	306-2
Total waste produced	t	1,228,306	717,262	318,918	
Non-hazardous special waste	t	1,202,465	711,186	318,874	
Hazardous special waste	t	25,841	6,076	44	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2020 cover roughly 90% of the total sample, up on 2019 (80%). This percentage was calculated as the weighted average of the work amounts, including variations.

GRI

Waste sent for treatment (Group) (1)	Unit of measure	2020	2019	2018	306-2
Total waste sent for treatment	t	336,066	365,090	300,893	
Non-hazardous special waste sent for treatment	t	274,974	300,643	255,374	
- sent for recycling	%	96	96	95	
- sent for disposal	%	4	4	5	
Hazardous special waste sent for treatment	t	61,092	64,447	45,518	
- sent for recycling	%	96	95	90	
- sent for disposal	%	4	5	10	

¹ The Group companies manage waste in accordance with Legislative decree no. 152/06, transferring it to firms authorised to transport it or to entities authorised to dispose of/ recycle waste or for the public collection service.

GRI

Waste sent for treatment (work sites) (1)	Unit of measure	2020	2019	2018	306-2
Total waste sent for treatment	t	1,198,032	715,497	306,996	
Non-hazardous special waste sent for treatment	t	1,172,206	711,186	306,965	
- sent for recycling	%	90.5	81.9	99.9	
- sent for disposal	%	9.5	18.1	0.1	
Hazardous special waste sent for treatment	t	25,826	4,311	31	
- sent for recycling	%	1.4	1.1	22.5	
- sent for disposal	%	98.6	98.9	77.5	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2020 cover roughly 90% of the total sample, up on 2019 (80%). This percentage was calculated as the weighted average of the work amounts, including variations.

Hazardous waste transported on behalf of third parties (Basel convention)	Unit of measure	2020	2019	2018	GRI 306-4
Total hazardous waste (Basel convention)	t	136,083	136,391	238,169	
- sent for recycling	t	57,263	54,662	103,625	
- sent for disposal	t	78,820	81,729	134,544	

Waste transported domestically	Unit of measure	2020	2019	2018	GRI 306-4
Non-hazardous waste	t	136,039	142,035	25,519	
- transported on behalf of third parties	%	100	100	100	
Hazardous waste	t	11,578	4,450	29,431	
- transported on behalf of third parties	%	100	100	100	

Noise (new lines or those being upgraded and operating lines)	Unit of measure	2020	2019	2018	GRI n.a.
Acoustic barriers built (total accumulated length per year)	km	661	650	452	

GRI 308: Supplier environmental assessment					GRI 308-1
Suppliers screened using environmental criteria	Unit of measure	2020	2019	2018	
New suppliers that were screened using environmental criteria	%	25	60	56	

KPI - SOCIAL
GRI 102: General disclosures (1)

Employees by employment contract by gender (reduced scope)	Unit of measure	2020	2019	2018	GRI 102-8
Total		59,363	61,753	62,518	
Open-ended	no.	59,283	61,674	62,455	
- women	no.	10,828	10,773	10,038	
- men	no.	48,455	50,901	52,417	
Fixed-term	no.	78	76	60	
- women	no.	4	11	15	
- men	no.	74	65	45	
Other	no.	2	3	3	
- women	no.	0	0	1	
- men	no.	2	3	2	

Employees by employment contract by geographical segment (reduced scope)	Unit of measure	2020	2019	2018	GRI 102-8
Total		59,363	61,753	62,518	
Open-ended	no.	59,283	61,674	62,455	
North	no.	25,919	27,789	28,191	
Centre	no.	17,831	17,909	18,010	
South and islands	no.	15,369	15,846	16,163	
Abroad	no.	164	130	91	
Fixed-term	no.	78	76	60	
North	no.	8	11	11	
Centre	no.	7	14	23	
South and islands	no.	63	51	26	
Abroad	no.	0	0	0	
Other	no.	2	3	3	
North	no.	0	0	0	
Centre	no.	0	1	1	
South and islands	no.	0	0	0	
Abroad	no.	2	2	2	

Employees by type of employment by gender (reduced scope)	Unit of measure	2020	2019	2018	GRI 102-8
Total		59,363	61,753	62,518	
Full time	no.	58,703	60,859	61,431	
- women	no.	10,346	10,146	9,327	
- men	no.	48,357	50,713	52,104	
Part time	no.	658	891	1,084	
- women	no.	486	638	726	
- men	no.	172	253	358	
Other	no.	2	3	3	
- women	no.	0	0	1	
- men	no.	2	3	2	

1 For the reduced scope, the 2020 data refer to the following companies: FS S.p.A., RFI, Trenitalia, Ferserviçi, Italferr, FS Sistemi Urbani, Mercitalia Logistics, Mercitalia Rail, Mercitalia Intermodal, Busitalia Veneto, Busitalia Rail Service, Busitalia Campania, Grandi Stazioni Rail, Grandi Stazioni Immobiliare, Terminali Italia, Italcertijer, Nugo, FSTechnology and Cremonesi Workshop. The total number of employees in this scope of analysis is 59,363, approximately 73% of the Group's total workforce.

GRI 401: Employment (1)**GRI****Hires by gender/contract type (scope of the consolidated financial statements)****401-1**

	Unit of measure	2020	2019	2018
Total hires by gender/contract type	no.	6,100	9,068	7,610
apprenticeship	no.	1,911	4,035	3,186
	%	31.3	44.5	41.9
- women	no.	343	1,003	669
- men	no.	1,568	3,032	2,517
fixed-term	no.	2,055	1,876	1,816
	%	33.7	20.7	23.9
- women	no.	393	354	390
- men	no.	1,662	1,522	1,426
open-ended	no.	2,068	3,111	2,520
	%	33.9	34.3	33.1
- women	no.	523	708	497
- men	no.	1,545	2,403	2,023
other contracts	no.	66	46	88
	%	1.1	0.5	1.2
- women	no.	4	3	9
- men	no.	62	43	79

Hires by age bracket (reduced scope)	Unit of measure	2020	2019	2018
Total hires by age	no.	3,168	5,624	4,395
Under 20 years	no.	234	616	455
	%	7.4	11.0	10.4
- women	no.	27	123	81
- men	no.	207	493	374
Between 21 and 30 years	no.	2,218	4,168	3,202
	%	70.0	74.1	72.9
- women	no.	496	1,207	759
- men	no.	1,722	2,961	2,443
Between 31 and 40 years	no.	393	495	470
	%	12.4	8.8	10.7
- women	no.	131	131	140
- men	no.	262	364	330
Between 41 and 50 years	no.	189	206	187
	%	6.0	3.7	4.3
- women	no.	33	26	32
- men	no.	156	180	155
Between 51 and 60 years	no.	115	114	66
	%	3.6	2.0	1.5
- women	no.	4	9	5
- men	no.	111	105	61
Over 60 years	no.	19	25	15
	%	0.6	0.4	0.3
- women	no.	0	1	0
- men	no.	19	24	15

Outgoing employees by age bracket (reduced scope)	Unit of measure	2020	2019	2018
Total outgoing employees by age bracket	no.	4,535	6,453	4,030
Under 20 years	no.	7	13	7
	%	0.2	0.2	0.2
- women	no.	2	3	1
- men	no.	5	10	6
Between 21 and 30 years	no.	141	222	137
	%	3.1	3.4	3.4
- women	no.	32	41	32
- men	no.	109	181	105
Between 31 and 40 years	no.	113	137	93
	%	2.5	2.1	2.3
- women	no.	17	21	22
- men	no.	96	116	71
Between 41 and 50 years	no.	120	93	75
	%	2.6	1.4	1.9
- women	no.	6	6	10
- men	no.	114	87	65
Between 51 and 60 years	no.	986	1,558	1,393
	%	21.7	24.1	34.6
- women	no.	87	182	86
- men	no.	899	1,376	1,307
Over 60 years	no.	3,168	4,430	2,325
	%	69.9	68.7	57.7
- women	no.	338	544	182
- men	no.	2,830	3,886	2,143

Turnover by age bracket (reduced scope)	Unit of measure	2020	2019	2018
Total turnover	%	12.9	19.5	13.6
Under 20 years	%	0.40	1.01	0.74
Between 21 and 30 years	%	3.94	7.07	5.38
Between 31 and 40 years	%	0.85	1.02	0.91
Between 41 and 50 years	%	0.52	0.48	0.42
Between 51 and 60 years	%	1.84	2.69	2.35
Over 60 years	%	5.32	7.18	3.77

Hires by geographical segment (reduced scope)	Unit of measure	2020	2019	2018	GRI 401-1
Outgoing employees by geographical segment	no.	3,168	5,624	4,395	
Italy	no.	3,113	5,565	4,370	
- North	no.	1,147	2,426	1,664	
- Centre	no.	957	1,564	1,509	
- South and islands	no.	1,009	1,575	1,197	
Abroad	no.	55	59	25	
Italy					
- North	%	36.2	43.1	37.9	
- Centre	%	30.2	27.8	34.3	
- South and islands	%	31.8	28.0	27.2	
Abroad	%	1.7	1.0	0.6	

Outgoing employees by geographical segment (reduced scope)	Unit of measure	2020	2019	2018	GRI 401-1
Outgoing employees by geographical segment	no.	4,535	6,453	4,030	
Italy	no.	4,517	6,432	4,001	
- North	no.	1,967	2,877	1,833	
- Centre	no.	1,020	1,550	872	
- South and islands	no.	1,530	2,005	1,296	
Abroad	no.	18	21	29	
Italy					
- North	%	43.4	44.6	45.5	
- Centre	%	22.5	24.0	21.6	
- South and islands	%	33.7	31.1	32.2	
Abroad	%	0.4	0.3	0.7	

Turnover by geographical segment (reduced scope)	Unit of measure	2020	2019	2018	GRI 401-1
Total turnover	%	12.9	19.5	13.6	
Italy					
- North	%	5.20	8.55	5.63	
- Centre	%	3.30	5.02	3.83	
- South and islands	%	4.24	5.77	4.02	
Abroad	%	0.12	0.13	0.09	

Turnover by gender (reduced scope)	Unit of measure	2020	2019	2018	GRI 401-1
Total turnover	%	12.9	19.5	13.6	
Women	%	1.96	3.70	2.18	
Men	%	10.91	15.77	11.40	

1 For the reduced scope, the 2020 data refer to the following companies: FS S.p.A., RFI, Trenitalia, Ferservizi, Italferr, FS Sistemi Urbani, Mercitalia Logistics, Mercitalia Rail, Mercitalia Intermodal, Busitalia Veneto, Busitalia Rail Service, Busitalia Campania, Grandi Stazioni Rail, Grandi Stazioni Immobiliare, Terminali Italia, Italcertijer, Nugo, FSTechnology and Cremonesi Workshop. The total number of employees in this scope of analysis is 59,363, approximately 73% of the Group's total workforce.

GRI 403 - Occupational health and safety (reduced scope) (1)

Health and safety organisation	Unit of measure	2020	2019	2018	GRI 403-4
Number of production units	no.	128	n.a.	130	
Production units with occupational safety certification	no.	125	n.a.	128	
Prevention and Protection Representatives	no.	117	n.a.	117	
Company doctors	no.	206	n.a.	209	
Workers' Safety Representatives	no.	461	n.a.	465	
Personnel who received health monitoring check-ups	no.	38,472	44,454	45,561	
Personnel who received railway safety medical check-ups	no.	10,832	15,267	24,043	

Injuries indemnified by INAIL by type	Unit of measure	2020	2019	2018	GRI 403-9
Injuries in the workplace	no.	696	1,089	1,213	
- women	no.	93	164	149	
- men	no.	603	925	1,064	
Fatal injuries	no.	5	1	4	
- women	no.	0	0	0	
- men	no.	5	1	4	
Serious injuries (2)	no.	198	316	365	
- women	no.	22	50	42	
- men	no.	176	266	323	
Injuries in transit	no.	159	292	324	
- women	no.	31	79	95	
- men	no.	128	213	229	

Frequency of injuries indemnified by INAIL (IR - Injury Rate) (3)	Unit of measure	2020	2019	2018	GRI 403-9
Total frequency rate	i.	11.7	17.6	19.6	
Frequency - (women)	i.	8.79	15.80	15.44	
Frequency - (men)	i.	12.37	17.99	20.32	

Seriousness of injuries indemnified by INAIL (LDR - Lost Day Rate) (4)	Unit of measure	2020	2019	2018	GRI 403-9
Seriousness rate	i.	550.0	673.0	819.0	
Frequency - (women)	i.	332.00	579.00	580.82	
Frequency - (men)	i.	597.00	692.00	854.45	

¹ The reduced scope in 2020 includes: FS S.p.A., RFI, Trenitalia, Ferservizi, Italferr, FS Sistemi Urbani, Italcertifer, Mercitalia Logistics, Mercitalia Rail and Busitalia - Sita Nord.

² Serious injuries are those that result in more than 40 days of missed work.

³ Frequency rate: [no. of injuries in the workplace/amount]x 1,000 employees, calculated in accordance with European ES-AW standards.

⁴ Seriousness rate: [number of missed days/amount]x 1,000 employees.

Injuries to employees of contractors (1)	Unit of measure	2020	2019	2018	GRI 403-9
Injuries	no.	214	147	118	
- fatalities	no.	2	1	3	

¹ The data refer to sites for civil and technological contracts in which Italferr is involved as works manager/coordinator during performance and for the contracts for new HS/HC lines awarded to general contractors in which Italferr provides works management and safety oversight. The data also refer to general contracts in which Italferr provides oversight for both works management and safety.

Injury rate of employees of contractors (1)	Unit of measure	2020	2019	2018	GRI 403-9
Frequency rate (2)	i.	26.21	20.12	18.23	
Seriousness rate (3)	i.	3.23	1.91	4.28	

¹ The data refer to sites for civil and technological contracts in which Italferr is involved as works manager/coordinator during performance and for the contracts for new HS/HC lines awarded to general contractors in which Italferr provides works management and safety oversight. The data also refer to general contracts in which Italferr provides oversight for both works management and safety.

² Frequency rate: $[\text{number of accidents} / \text{hours worked}] \times 1,000,000$.

³ Seriousness rate: $[(\text{days of prognosis} + \text{conventional days for the fatalities}) / \text{amount}] \times 1,000$.

GRI 404 - Training and education (reduced scope) (1)**GRI****man-days of training by professional level and gender****404-1**

	Unit of measure	2020	2019	2018
Total training days	man-days	517,855	681,221	573,359
Managers	no.	2,203	4,866	3,273
- women	no.	590	1,080	822
- men	no.	1,614	3,786	2,450
Junior managers	no.	33,816	45,890	48,341
- women	no.	5,702	8,348	7,245
- men	no.	28,114	37,542	41,096
White collars	no.	276,574	374,232	327,014
- women	no.	76,311	100,420	73,486
- men	no.	200,263	273,812	253,528
Blue collars	no.	205,261	256,233	194,731
- women	no.	7,912	8,951	6,381
- men	no.	197,349	247,282	188,350
Total women	no.	90,514	118,799	87,935
Total men	no.	427,340	562,423	485,424
average days of training per employee	no.	8.77	11.03	9.27

Performance and career development reviews**GRI****Employees who have had a performance and career development review****404-3**

	Unit of measure	2020	2019	2018
Employees who have had a performance and career development review	no.	13,076	10,603	10,091
Managers who have had a performance review	no.	670	732	625
Junior managers who have had a performance review	no.	5,695	5,354	5,593
White collars who have had a performance review	no.	6,711	4,517	3,863
Blue collars who have had a performance review	no.	0	0	10
Women who have had a performance review	%	24.00	27.47	25.75
Men who have had a performance review	%	76.00	72.53	74.25
% who received a performance review out of the annual average number of employees (2)	%	22.00	17.45	16.19
Employees who have received an assessment of their potential	no.	1,153	1,178	1,123
Managers who have received an assessment of their potential	no.	6	8	0
Junior managers who have received an assessment of their potential	no.	389	455	464
White collars who have received an assessment of their potential	no.	758	713	649
Blue collars who have received an assessment of their potential	no.	0	2	10
Women who have received an assessment of their potential	%	28.00	28.18	24.70
Men who have received an assessment of their potential	%	72.00	71.82	75.30
% who received an assessment of their potential out of the annual average number of employees (2)	%	2.00	1.93	2.00

The reduced scope for 2020 includes: FS S.p.A., RFI, Trenitalia, Busitalia - Sita Nord, Ferservizi, Italferr, FS Sistemi Urbani, Mercitalia Logistics and Mercitalia Rail.

² *The average number of the year is calculated for the scope of reference (note 1).*

GRI 405: Diversity and equal opportunity (1)
GRI
Breakdown of personnel by gender and position (scope as per consolidated financial statements)

	Unit of measure	2020	2019	2018
Total workforce (at 31 December)	no.	81,409	83,764	82,944
Managers	no.	1,004	999	972
	%	1.23	1.19	1.17
- women	no.	215	198	176
- men	no.	789	801	796
Junior managers	no.	11,896	12,298	12,901
	%	14.6	14.7	15.6
- women	no.	2,503	2,445	2,474
- men	no.	9,393	9,853	10,427
White collars	no.	38,829	40,299	39,688
	%	47.7	48.1	47.8
- women	no.	9,829	9,849	8,997
- men	no.	29,000	30,450	30,691
Blue collars	no.	29,680	30,168	29,383
	%	36.5	36.0	35.4
- women	no.	2,291	2,163	2,100
- men	no.	27,389	28,005	27,283
Of women	%	18.2	17.5	16.6
Of men	%	81.8	82.5	83.4
Average number of the year	no.	81,838	83,181	81,662

405-1
Breakdown of personnel by geographical segment (scope as per consolidated financial statements)
GRI

	Unit of measure	2020	2019	2018
Total workforce	no.	81,409	83,764	82,944
North	no.	28,196	30,477	30,541
	%	34.6	36.4	36.8
Centre	no.	23,273	22,586	23,411
	%	28.6	27.0	28.2
South and islands	no.	20,618	21,686	20,976
	%	25.3	25.9	25.3
Abroad	no.	9,322	9,015	8,016
	%	11.5	10.8	9.7

405-1

Breakdown of personnel by age (reduced scope)	Unit of measure	2020	2019	2018
Total workforce	no.	59,363	61,753	62,518
Under 20 years	no.	267	529	394
	%	0.4	0.9	0.6
Between 21 and 30 years	no.	12,447	11,515	8,004
	%	21.0	18.6	12.8
Between 31 and 40 years	no.	11,873	11,624	11,445
	%	20.0	18.8	18.3
Between 41 and 50 years	no.	12,540	12,480	12,193
	%	21.1	20.2	19.5
Between 51 and 60 years	no.	16,621	19,358	22,499
	%	28.0	31.3	36.0
Over 60 years	no.	5,615	6,247	7,983
	%	9.5	10.1	12.8

Breakdown of personnel by age bracket and professional level (reduced scope)	Unit of measure	2020	2019	2018
Managers	no.	754	734	702
Under 20 years	%	0.0	0.0	0.0
Between 21 and 30 years	%	0.0	0.0	0.0
Between 31 and 40 years	%	4.4	4.9	5.1
Between 41 and 50 years	%	41.8	40.6	37.7
Between 51 and 60 years	%	43.8	44.4	44.9
Over 60 years	%	10.1	10.1	12.3
Junior managers	no.	9,361	9,729	10,477
Under 20 years	%	0.0	0.0	0.0
Between 21 and 30 years	%	1.2	0.5	0.3
Between 31 and 40 years	%	13.0	10.8	8.8
Between 41 and 50 years	%	28.1	26.1	22.7
Between 51 and 60 years	%	39.6	42.9	44.5
Over 60 years	%	18.0	19.7	23.8
White collars	no.	31,571	32,840	32,567
Under 20 years	%	0.4	0.8	0.6
Between 21 and 30 years	%	24.3	22.8	15.3
Between 31 and 40 years	%	22.1	20.2	19.6
Between 41 and 50 years	%	18.9	17.8	17.6
Between 51 and 60 years	%	25.6	29.1	35.1
Over 60 years	%	8.8	9.3	11.9
Blue collars	no.	17,677	18,450	18,772
Under 20 years	%	0.8	1.4	1.1
Between 21 and 30 years	%	26.3	21.5	16.0
Between 31 and 40 years	%	20.7	21.1	21.9
Between 41 and 50 years	%	20.5	20.6	20.4
Between 51 and 60 years	%	25.5	28.8	32.5
Over 60 years	%	6.1	6.6	8.1

Ratio (2) of gross annual remuneration and total annual remuneration (reduced scope)	Unit of measure	2020	2019	2018	GRI 405-2
Managers					
Gross annual remuneration	%	89.9	92.0	95.7	
Total annual remuneration	%	88.7	88.4	97.3	
Junior managers					
Gross annual remuneration	%	101.5	102.0	101.9	
Total annual remuneration	%	97.2	97.5	97.0	
White collars					
Gross annual remuneration	%	96.8	96.4	97.1	
Total annual remuneration	%	85.5	84.3	84.2	
Blue collars					
Gross annual remuneration	%	101.6	101.5	101.7	
Total annual remuneration	%	96.8	95.8	95.6	

¹ The reduced scope for 2020 includes: FS S.p.A., RFI, Trenitalia, Ferserviżi, Italferr, FS Sistemi Urbani, Mercitalia Logistics, Mercitalia Rail, Mercitalia Intermodal, Busitalia Veneto, Busitalia Rail Service, Busitalia Campania, Grandi Stazioni Rail, Grandi Stazioni Immobiliare, Terminali Italia, Italcertifier, Nugo, FS Technology and Cremonesi Workshop. The total number of employees in the scope of analysis is 59,363, approximately 73% of the Group's total workforce. Reference should be made to the 2018 and 2019 Sustainability Reports for details on the scopes used for 2018 and 2019.

² Ratio of women's annual remuneration to men's annual remuneration.

GRI 414 - Supplier environmental assessment					GRI 414-1
Suppliers screened using social criteria	Unit of measure	2020	2019	2018	
New suppliers that were screened using social criteria	%	25	67	65	

GRI 416 - Customer health and safety

GRI

Infrastructure - Railway network - Italy (accident rate according to the ERA classification - significant accidents (1))

416-1
416-2

	Unit of measure	2020	2019	2018
Train collisions (total)	number	2	4	6
- due to external events (2)	number	0	3	4
- due to internal events (3)	number	2	1	2
Train collision with railway vehicle	number	1	1	2
- due to external events (2)	number	0	0	0
- due to internal events (3)	number	1	1	2
Train collision with an obstacle blocking the tracks	number	1	3	4
- due to external events (2)	number	0	3	4
- due to internal events (3)	number	1	0	0
Trail derailings	number	6	5	6
- due to external events (2)	number	0	1	1
- due to internal events (3)	number	6	4	5
Accidents at level crossings	number	6	4	3
- due to external events (2)	number	6	4	3
- due to internal events (3)	number	0	0	0
Fire on rolling stock	number	0	1	3
- due to external events (2)	number	0	0	0
- due to internal events (3)	number	0	1	3
Other	number	10	5	6
- due to external events (2)	number	0	0	0
- due to internal events (3)	number	10	5	6
Injuries to people involving rolling stock in motion, excluding suicides and attempted suicides	number	56	50	80
- due to external events (2)	number	52	48	76
- due to internal events (3)	number	4	2	4
Total significant accidents (4)	number	80	69	104
- due to external events (2)	number	58	56	85
- due to internal events (3)	number	22	13	19

¹ Any accident involving at least one rail vehicle in motion, resulting in at least one killed or seriously injured person, or in significant damage to stock, track, other installations or environment, or extensive disruptions to traffic. Accidents in workshops, warehouses and depots are excluded.

² Accident due to events outside the railway system.

³ Accident due to events within the railway system.

⁴ The increase in significant accidents in 2020 (+11 on 2019) is mainly due to more accidents to people involving rolling stock in motion (+6), level crossing accidents (+2), train derailings (+1) and other accidents (+5). Accidents related to train collisions (-2) and fires on-board rolling stock (-1) decreased.

Infrastructure - Railway network - Italy (Consequences for people)	Unit of measure	2020	2019	2018
Deaths (1) - Employees or contract companies (2)	number	4	0	2
Deaths - Railway companies	number	2	0	0
Deaths - Passengers (3)	number	2	1	4
Deaths - Level crossing users	number	4	4	3
Deaths - Other people on the pavement	number	0	0	0
Deaths - Other people not on the pavement	number	0	0	0
Deaths - People crossing the tracks inappropriately	number	34	37	62
Serious injuries (4) - Employees or contract companies	number	4	3	8
Serious injuries - Railway companies	number	0	0	0
Serious injuries - Passengers	number	0	1	58
Serious injuries - Level crossing users	number	0	4	0
Serious injuries - Other people on the pavement	number	0	0	1
Serious injuries - Other people not on the pavement	number	0	1	0
Serious injuries - People crossing the tracks inappropriately	number	18	13	14

¹ Death: any person who dies immediately following or within 30 days of an accident, excluding suicides, death from natural causes or homicide.

² Employees or contractors: the people who work for the railway and are in service at the time of the incident. They include the train crew and personnel managing rolling stock and infrastructures (including contractors' and independent contractors' personnel).

³ Passengers: any person, other than the on-board crew, travelling on the train. Injury statistics include those involving passengers attempting to board/deboard moving trains.

⁴ Injuries (serious): any person injured in an accident and hospitalised for more than 24 hours, excluding suicide attempts.

Infrastructure - Railway network - Greece (accident rate according to the ERA classification) (1)	Unit of measure	2020	2019	2018
Train collision with railway vehicle - absolute value	number	1	1	n.a.
Train collision with an obstacle - absolute value	number	34	50	n.a.
Train derailings - absolute value	number	12	20	n.a.
Accidents at level crossings - absolute value	number	6	15	n.a.
Injuries to people involving rolling stock in motion - absolute value	number	9	14	n.a.
Fire on rolling stock - absolute value	number	1	5	n.a.
Other - absolute value	number	1	4	n.a.

¹ The company joined the Group at the end of 2017.

GRI

Infrastructure - Railway network - Greece (Consequences for people) (1)	Unit of measure	2020	2019	2018
Deaths - Employees or contract companies	number	0	0	n.a.
Deaths - Passengers	number	0	0	n.a.
Deaths - Level crossing users	number	0	5	n.a.
Deaths - Other people on the pavement	number	0	3	n.a.
Deaths - Other people not on the pavement	number	1	1	n.a.
Deaths - People crossing the tracks inappropriately	number	4	6	n.a.
Serious injuries - Employees or contract companies	number	1	2	n.a.
Serious injuries - Passengers	number	0	0	n.a.
Serious injuries - Level crossing users	number	3	6	n.a.
Serious injuries - Other people on the pavement	number	0	3	n.a.
Serious injuries - Other people not on the pavement	number	0	1	n.a.
Serious injuries - People crossing the tracks inappropriately	number	6	1	n.a.

1 The company joined the Group at the end of 2017.

GRI

Infrastructure - roadway and motorway network

416-1

416-2

The information on mobility service (Infomobilità) provides real time information on traffic which is shared with the company units in charge of internal and external communication. Restrictions to traffic due to road closures are communicated by the national situation room to the MIT pursuant to article 9.2.g) of GPC 2016-2020. Data on accidents, communicated by the 21 compartmental operating rooms and handled by the national situation room, cover the incidents that affect the relevant road network every day and are sent by compartmental operating room personnel via the "accident report form" (a dedicated app installed on their tablets). The overall information acquired is input to the road management tool and the relevant reports (monthly, quarterly, half-yearly and yearly), resulting from ongoing data analysis. The information is sent to the individual local sites and company management to enable prompt monitoring of the incidents, the type and location, the claims/joint causes of accidents and any recurrences along the entire Anas road network broken down by 2 km stretches. Statistics for 2020 show a 21.7% fall in accidents compared to 2019 and a 16.5% decrease in the number of "independent accidents". Furthermore, there was a 21% drop in fatal accidents in 2020 and a 25% decrease in accidents with injuries.

GRI

Road passenger transport (Umbria)

416-1

416-2

	Unit of measure	2020	2019	2018
Injuries	number	49	60	42
Days of incapacity	number of days	1,742	2,397	1,330
Slipping/Tripping - Depot/Off-site	number	8	14	5
Assault	number	3	6	5
Road accident	number	2	3	0
Boarding/Deboarding bus	number	10	14	13
In transit	number	7	4	12
Sundry	number	10	19	14

GRI

Road passenger transport - urban transport (Tuscany - Florence)

416-1

416-2

There was a huge decrease in the total number of injuries and days of incapacity (almost 50% less) in 2020. The performance of all work activities during the COVID-19 emergency clearly had a strong impact on the data. Internal analyses show a general "sense of responsibility" in performing work activities during the emergency which certainly had an impact on numbers. In addition, less private traffic was also a factor as there was less stress in managing time and driving (decrease in falls, slips and accidents in boarding/deboarding buses). There was also a decrease in injuries resulting from assault as a result of lower numbers of passengers on buses.

GRI

Road passenger transport - suburban transport (Tuscany)

416-1

416-2

	Unit of measure	2020	2019	2018
Injuries	number	11	14	17
Days of incapacity	number of days	331	348	609
Slipping/Tripping - Depot/Off-site	number	1	1	2
Assault	number	0	1	1
Road accident	number	1	3	2
Boarding/Deboarding bus	number	4	4	2
In transit	number	2	2	6
Sundry	number	3	3	4

GRI

Road passenger transport (Veneto) (1)

416-1

416-2

	Unit of measure	2020	2019	2018
Total claims - Padua and Rovigo	number	672	1,071	n.a.
Road claims with third parties: cars, motorcycles, bicycles, pedestrians - Padua	number	200	329	n.a.
Claims not involving third parties - Padua	number	166	200	n.a.
Claims due to injuries to passengers - Padua (2)	number	40	55	n.a.
Claims due to acts of vandalism - Padua	number	2	70	n.a.
Claims of material amounts - Padua	number	2	4	n.a.
Total claims - urban transport Padua (tram)	number	22	38	n.a.
Third party claims (3) - urban transport Padua (tram)	number	20	0	n.a.
Claims due to injuries to passengers - urban transport Padua (tram)	number	1	10	n.a.
Road claims with third parties: cars, motorcycles, bicycles, pedestrians - Rovigo	number	17	30	n.a.
Claims not involving third parties - Rovigo	number	18	22	n.a.
Claims due to injuries to passengers - Rovigo	number	0	4	n.a.
Claims of material amounts - Rovigo	number	0	1	n.a.

¹ The data are aggregate for urban and suburban transport.

² These injuries refer to passengers falling on the bus following abrupt braking or while deboarding or being caught in the doors.

Road passenger transport (Campania)

GRI

416-1

416-2

Busitalia Campania's injury trend is down on the previous two years both in terms of the number of events and days of incapacity. There were 19 events resulting in injuries in 2020, three of which were not recognised by INAIL. There were 491 days of incapacity in 2020

GRI 419 - Socioeconomic compliance

GRI

Disputes with employees (reduced scope) (1)	Unit of measure	2020	2019	2018	419-1
Litigation notified during the year	no.	1,865	1,505	1,960	
Pending disputes	no.	2,926	3,023	3,322	
Economic value of the disputes	€	48,894,570	49,071,588	51,557,000	

¹ The reduced scope in 2020 includes: FS S.p.A., RFI, Trenitalia, Ferservizi, Italferr, Busitalia - Sita Nord e Sita, Busitalia Veneto, Busitalia Campania, Ataf Gestioni, Bluferries, Mercitalia Logistics, Mercitalia Rail, Metropark, Grandi Stazioni Rail, Mercitalia Shunting & Terminal and Ferrovie del Sud Est e Servizi Automobilistici S.r.l.. For details of the scope for 2019 and 2018, reference should be made to the 2019 and 2018 Sustainability Reports.