

# GRI content index 2014 Sustainability Report

## » REPORT PARAMETERS

INDICATOR		RELEVANCE	LEVEL OF REPORTING	REFERENCE OTHER COMMENTS
1.1	Statement from the most senior decision-maker (e.g., the CEO, Chair or equivalent position) on the importance of sustainability for the organisation and its strategy	Primary	☺	Letter to stakeholders (pages 6-7) Ferrovie dello Stato Italiane Group's mission and strategies (pages 47-51) 2014 Annual Report (pages 55-60; 95-108; 119-122) Sustainability for the Ferrovie dello Stato Italiane Group (pages 8-10)
1.2	Description of key impacts, risks and opportunities	Primary	☺	Letter to stakeholders (pages 6-7) Ferrovie dello Stato Italiane Group's mission and strategies (pages 47-51) Sustainability reporting: methodology (pages 13-15) Stakeholders (pages 39-49) 2014 Annual Report (pages 77-80) Financial responsibility – Highlights (pages 67-68) Product liability – Highlights (pages 79-83) Social responsibility – Highlights (pages 138-139) Environmental responsibility – The Group's main environmental issues (pages 181-184) Individual company attachments (pages 213-246)

### Key

- ☺ Indicator is met/Information is given
- ☹ Indicator is partially met/Information is incomplete
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## » ORGANISATION

INDICATOR	RELEVANCE	LEVEL OF REPORTING	REFERENCE OTHER COMMENTS	
2.1	Name of the organisation	Primary	😊	Ferrovie dello Stato Italiane Group (pages 17-18)
2.2	Primary brands, products and/or services	Primary	😊	Ferrovie dello Stato Italiane Group (pages 17-21) The Group's markets and services (pages 21-25)
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures	Primary	😊	Ferrovie dello Stato Italiane Group (pages 17-21) The Group's markets and services (pages 21-25) 2014 Annual Report (pages 216-224)
2.4	Location of the organisation's headquarters	Primary	😊	The parent, "Ferrovie dello Stato Italiane", is based in Rome, Piazza della Croce Rossa, 1
2.5	Number of countries where the organisation operates and names of the countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Primary	😊	The Group's markets and services (pages 21-25)
2.6	Nature of ownership and legal form	Primary	😊	Ferrovie dello Stato Italiane Group (pages 17-21) Corporate governance (pages 26-27) 2014 Annual Report (pages 216-224)
2.7	Markets served (including a geographic breakdown, sectors served and the type of customers/beneficiaries)	Primary	😊	The Group's markets and services (pages 21-25) Transport: mobility services (pages 84-88) Infrastructure: mobility services (pages 89-90) 2014 Annual Report (pages 37-52)
2.8	Size of the organisation, including: number of employees; net turnover (for private organisations) or net revenues (for public organisations); total capitalisation, broken down into bonds/payables and shares (for private organisations); product and service volumes	Primary	😊	Ferrovie dello Stato Italiane Group (pages 20-21) 2014 Annual Report (pages 126-130)
2.9	Significant changes during the reporting period regarding size, structure or ownership	Primary	😊	Ferrovie dello Stato Italiane Group (pages 17-21)
2.10	Awards received in the reporting period	Primary	😊	Sustainability for the Ferrovie dello Stato Italiane Group (page 10)

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## » REPORT PARAMETERS

INDICATOR		RELEVANCE	LEVEL OF REPORTING	REFERENCE OTHER COMMENTS
3.1	Reporting period for information provided	Primary	☺	Sustainability reporting: methodology (page 11)  The reporting period is 2014
3.2	Date of most recent previous report	Primary	☺	Sustainability reporting: methodology (page 11)
3.3	Reporting cycle (annual, biennial, etc.)	Primary	☺	Sustainability reporting: methodology (page 11)  Sustainability reports are annual
3.4	Contact point for questions regarding the report or its contents	Primary	☺	Evaluation survey  E-mail: <a href="mailto:rappertosostenibilita@fsitaliane.it">rappertosostenibilita@fsitaliane.it</a>  Fax: 06.44102077
3.5	Process for defining report content, including: determination of the materiality level; priority of issues within the report; identification of the stakeholders to whom the report is addressed	Primary	☺	Sustainability reporting: methodology (pages 11-15)  Stakeholders (pages 37-38)
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures and suppliers)	Primary	☺	Sustainability reporting: methodology (pages 11-12)  The reporting boundary was defined in accordance with the provisions of the boundary protocol in the GRI Guidelines (G3.1), which provides for the inclusion of “all entities that generate significant sustainability impacts (actual and potential) and/or all entities over which the reporting organisation exercises control or significant influence with regard to financial and operating policies and practices
3.7	Statement of any specific limitations on the scope or boundary of the report	Primary	☺	Sustainability reporting: methodology (pages 11-15)  Any limitations on the scope or boundary of the report are individually indicated in the document. In the medium term, the Group undertakes to report all indicators with a complete boundary
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organisations	Primary	☺	Sustainability reporting: methodology (pages 11-12)  Ferrovie dello Stato Italiane Group (pages 17-21)  2014 Annual Report (pages 216-224)
3.9	Data measurement techniques and the bases of calculation, including assumptions and techniques underlying estimates applied to the compilation of the indicators and other information in the report	Primary	☺	Sustainability reporting: methodology (pages 11-12)  The calculation techniques and estimation methodologies applied are individually indicated in this document

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3.10	Explanation of the effect of any restatements or information provided in earlier reports, and the reasons for such restatement (e.g., mergers/acquisitions, change of base years/periods, nature of business or measurement methods)	Primary	☺	Sustainability reporting: methodology (pages 11-12)  Any restatements/reclassifications are individually indicated in this document
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	Primary	☺	Sustainability reporting: methodology (pages 11-12)  Any restatements/reclassifications are individually indicated in this document
3.12	Table identifying the location of the Standard Disclosures in the report, which shows the page number or web page for each section, where the following can be found: strategy and analysis 1.1-1.2; the organisation 2.1-2.10; report parameters 3.1-3.13; governance, commitments and stakeholder engagement 4.1-4.17; disclosure on the management approach, by category; core performance indicators; any additional GRI indicators that have been included; and any supplementary sector GRI indicators included in the report	Primary	☺	Sustainability reporting: methodology (pages 11-12)  Website
3.13	Policy and current practice with regard to seeking external assurance for the report	Primary	☺	Sustainability reporting: methodology (pages 11-12)  Independent auditors' report (pages 247-249)

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## » COMMITMENTS AND STAKEHOLDER ENGAGEMENT

INDICATOR	RELEVANCE	LEVEL OF REPORTING	REFERENCE OTHER COMMENTS	
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight	Primary	😊	Corporate Governance (pages 26-36)
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (if so, indicate the Chair's management functions and the reasons for this structure)	Primary	😊	The Board of Directors has assigned the Chairman specific responsibilities for the coordination of internal control activities
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members	Primary	😊	Corporate Governance (pages 26-36) 2014 Annual Report (page 18)
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Primary	😊	Corporate Governance (pages 26-36)  In accordance with current corporate legislation and considering the ownership structure, there are no specific mechanisms available to employees to provide direct recommendations or suggestions to the highest governance body
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements) and the organisation's performance (including social and environmental performance)	Primary	😊	Corporate Governance (pages 26-36) 2014 Annual Report (pages 19-20)
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Primary	😊	Corporate Governance (pages 26-36) 2014 Annual Report (page 15)
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental and social topics	Primary	😊	Corporate Governance (pages 26-36) 2014 Annual Report (pages 16-18)
4.8		Primary	😊	Ferrovie dello Stato Italiane Group's mission and strategies (pages 47-51)  The Ferrovie dello Stato Italiane Group companies' management systems (pages 52-63)
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles	Primary	😊	Corporate Governance (pages 26-36)  Sustainability performance is analysed and the risk map is updated each year

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## » COMMITMENTS AND STAKEHOLDER ENGAGEMENT

INDICATOR	RELEVANCE	LEVEL OF REPORTING	REFERENCE OTHER COMMENTS	
4.10	Processes for evaluating the highest governance body's own performance, particular with respect to economic, environmental and social performance	Primary	☺	Corporate Governance (pages 26-36) 2014 Annual Report (pages 18-20)
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation	Primary	☺	Local area (pages 195-196)  The Group applies the precautionary principle in the assessment and management of economic, environmental and social risks
4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or endorses	Primary	☺	Letter to the stakeholders (pages 6-7)  Stakeholders (pages 37-38)  Ferrovie dello Stato Italiane Group's mission and strategies (pages 47-51)  The Ferrovie dello Stato Italiane Group companies' management systems (pages 52-63)  Service quality (pages 91-124)  Travel safety (pages 125-134)  Trade unions (pages 158-159)  Community (pages 162-180)
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: has positions in governance bodies; participates in projects or committees; provides substantive funding beyond routine membership dues; or views membership as strategic	Primary	☺	Stakeholders (pages 45-46)
4.14	List of stakeholder groups engaged by the organisation	Primary	☺	Stakeholders (pages 37-38)
4.15	Basis for identification and selection of stakeholders with whom to engage	Primary	☺	Stakeholders (pages 37-38)
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Primary	☺	Stakeholders (pages 36-46)  Local area (pages 195-203)
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting	Primary	☺	Stakeholders (pages 36-46)  Local area (pages 195-203)

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## » ECONOMIC PERFORMANCE INDICATORS\*

INDICATOR		RELEVANCE	LEVEL OF REPORTING	REFERENCE TO PARAGRAPH OTHER COMMENTS
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments	Primary	☺	Results of operations (pages 67-70)  Community (pages 163; 167)
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	Primary	☺	Corporate Governance (pages 26-36)  Ferrovie dello Stato Italiane Group's mission and strategies (pages 33-34) The Group does not currently consider any financial implication due to climate change Reference should be made to the 2014 Annual Report, "Risk Factors" (pages 77-80) Group management has not yet estimated the possible financial implications of climate change
EC3	Coverage of the organisation's defined benefit plan obligations	Primary	☺	Remuneration and pensions (pages 145-148)  2014 Annual Report (pages 147-148; 191-192)
EC4	Significant financial assistance received from government	Primary	☺	Significant financial assistance received from government (page 73)  2014 Annual Report (pages 87-93)
EC5	Range of ratios of standard entry level wages compared to local minimum wage at significant locations of operation	Additional	☺	Remuneration and pensions (pages 145-148)
EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation	Primary	☺	Procurement policies (pages 75-78)  Local suppliers are those with registered offices in the country where the group companies are based
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	Primary	☺	Our people (pages 140-141)  Making the most of human capital (pages 152-154)
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement	Primary	☺	Ferrovie dello Stato Italiane Group's mission and strategies (pages 47-51)  Investments (pages 71-72)  Community (pages 162-172)  Local area (pages 195-203)
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Additional	☺	External costs and benefits (page 74)

\* Economic sustainability performance refers to an organisation's impacts on the economic conditions of its stakeholders and on the local, national and global economic systems (where applicable)

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## » ENVIRONMENTAL PERFORMANCE INDICATORS\*

INDICATOR	RELEVANCE	LEVEL OF REPORTING	REFERENCE TO PARAGRAPH OTHER COMMENTS
EN1	Materials used by weight or volume	Primary	☺ Local area (pages 195-203)
EN2	Percentage of materials used that are recycled input materials	Primary	☺ Local area (page 197)
EN3	Direct energy consumption by primary energy source	Primary	☺ Energy (pages 185-189) Local area (pages 195-203)
EN4	Indirect energy consumption by primary energy source	Primary	☺ Energy (pages 185-189) Local area (pages 195-203)
EN5	Energy saved due to conservation and efficiency improvements	Additional	☺ Energy (pages 185-189)
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services and reductions in energy requirements as a result of these initiatives	Additional	☺ Energy (pages 185-189)
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	Additional	☺ Emissions (pages 190-194) Local area (pages 195-203)
EN8	Total water withdrawal by source	Primary	☺ Other impacts (pages 210-211) Local area (page 198)
EN9	Water sources significantly affected by withdrawal of water	Additional	☺ Local area (pages 195-203) Other impacts (pages 210-211)
EN10	Percentage and total volume of water recycled and reused	Additional	☺ Other impacts (pages 210-211)
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Primary	☺ Local area (pages 199-201)
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Primary	☺ Local area (pages 195-203)
EN13	Habitats protected or restored	Additional	☺ Local area (pages 195-203)
EN14	Strategies, current actions and future plans for managing impacts on biodiversity	Additional	☺ Local area (pages 195-203)
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Additional	☺ Local area (pages 199-201)
EN16	Total direct and indirect greenhouse gas emissions by weight	Primary	☺ Emissions (pages 190-194)
EN17	Other relevant indirect greenhouse gas emissions by weight	Primary	☺ Emissions (pages 190-194)

\* Environmental sustainability performance relates to an organisation's impacts on natural living and non-living systems, including the eco-system, land, air and water

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## » ENVIRONMENTAL PERFORMANCE INDICATORS\*

INDICATOR		RELEVANCE	LEVEL OF REPORTING	REFERENCE TO PARAGRAPH OTHER COMMENTS
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Additional	😊	Emissions (pages 190-194)
EN19	Emissions of ozone-depleting substances by weight	Primary	😊	Emissions (pages 190-194)
EN20	NO <sub>x</sub> , SO <sub>x</sub> and other significant air emissions by type and weight	Primary	😊	Emissions (pages 190-194)
EN21	Total water discharge by quality and destination	Primary	😊	Other impacts (pages 210-211) Local area (page 198)
EN22	Total weight of waste by type and disposal method	Primary	😊	Local area (pages 195-203) Waste (pages 204-205)
EN23	Total number and volume of significant spills	Primary	😊	Other impacts (pages 209-210)
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported waste	Additional	😊	Waste (pages 204-205)
EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff	Additional	😊	Local area (pages 195-203)
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Primary	😊	Energy (pages 185-189) Emissions (pages 190-194) Local area (pages 195-203) Waste (pages 204-205) Noise (pages 206-208) Other impacts (pages 209-212)
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	Primary	⚠️	The indicator does not apply because the Group companies provide transport services
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Primary	😊	Compliance (page 66)
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations and transporting members of the workforce	Additional	😊	Emissions (pages 190-194)
EN30	Total environmental protection expenditures and investments by type	Additional	😊	Local area (pages 195-203) Environmental responsibility – The Group's main environmental issues (pages 182-183) Other impacts (page 209) Noise (pages 206-208)

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## » SOCIAL PERFORMANCE INDICATORS\*

INDICATOR		RELEVANCE	LEVEL OF REPORTING	REFERENCE TO PARAGRAPH OTHER COMMENTS
LA1	Total workforce by employment type, employment contract and region	Primary	😊	Our people (pages 140-145) Remuneration and pensions (page 145)
LA2	Total number and rate of employee turnover by age group, gender and region	Primary	😊	Our people (pages 140-145)
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Additional	😊	Remuneration and pensions (page 145-146)
LA4	Percentage of employees covered by collective bargaining agreements	Primary	😊	Remuneration and pensions (page 145)
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	Primary	😊	Trade unions (page 158)
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advice on occupational health and safety programmes	Additional	😊	Occupational health and safety (pages 156-157) A health and safety committee has not yet been set up
LA7	Rates of injury, occupational diseases, lost days and absenteeism and number of work-related fatalities by region	Primary	😊	Occupational health and safety (pages 156-158) Trade unions (pages 158-160) All data refer to Inail statistics which, to calculate the days lost due to injury, consider that compensation is paid for all calendar days from the third day of absence
LA8	Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families or community members regarding serious diseases	Primary	😊	Occupational health and safety (pages 156-158) Community (page 171)
LA9	Health and safety topics covered in formal agreements with trade unions	Additional	😊	Trade unions (pages 158-160)
LA10	Average hours of training per year per employee by employee category	Primary	😊	Making the most of human capital (pages 148-152)
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Additional	😊	Our people (page 140) Remuneration and pensions (page 146) Making the most of human capital (pages 149-152) Trade unions (page 158)
LA12	Percentage of employees receiving regular performance and career development reviews	Additional	😊	Making the most of human capital (pages 148-152)

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## » SOCIAL PERFORMANCE INDICATORS\*

INDICATOR		RELEVANCE	LEVEL OF REPORTING	REFERENCE TO PARAGRAPH OTHER COMMENTS
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity	Primary	☺	Corporate Governance (pages 26-36)  Our people (pages 140-145)  Diversity and equal opportunities (pages 154-156)  The Group is compliant with current regulations regarding protected groups
LA14	Ratio of basic salary of men to women by employee category	Primary	☺	Remuneration and pensions (page 145-148)
LA15	Percentage of employees returning to work and retention rate after family-related leaves of absence, by gender	Primary	☺	Trade unions (pages 158 -160)  The retention rate is 100% except for voluntary resignation
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	Primary	☺	Protection of human rights (pages 64-65)  Procurement policies (page 75)  To date, no agreements and/or contracts have been formalised with the inclusion of specific human rights clauses or that are subject to the evaluation of the effective implementation of human rights protection policies. As reported in the code of conduct, the FS Group safeguards and promotes human rights in all its areas of operation, creating equal opportunities for its people and fair treatment for all, regardless of race, nationality, political opinions, region, gender, ability, sexual orientation and personal or social conditions
HR2	Percentage of significant suppliers and contracts that have undergone screening on human rights and actions taken	Primary	☺	Protection of human rights (pages 64-65)  All Group contracts require the full acceptance of the code of conduct. In 2014, no contracts were signed with suppliers, contractors or other partners providing for the inclusion of human rights clauses or that were subject to specific measures following the evaluation of human rights practices
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Primary	☺	Protection of human rights (pages 64-65)  Community (page 171)
HR4	Total number of incidents of discrimination and actions taken	Primary	☺	Compliance (page 66)  2014 Annual Report (pages 109-117)  During the year, no incidents were reported in terms of discriminatory practices (race, colour, gender, religion, political opinion, nationality and social background) against internal and/or external stakeholders

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INDICATOR		RELEVANCE	LEVEL OF REPORTING	REFERENCE TO PARAGRAPH OTHER COMMENTS
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk and actions taken to support these risks	Primary	😊	Protection of human rights (pages 64-65)  Trade unions (pages 158-160)  All group contracts require the full acceptance of the code of conduct. There are no suppliers or activities in which the freedom of association and collective bargaining is exposed to significant risk
HR6	Operations identified as having significant risk for incidents of child labour and measures taken to contribute to the elimination of child labour	Primary	😊	Protection of human rights (pages 64-65)  All group contracts require the full acceptance of the code of conduct. There are no suppliers or activities with significant risk of child labour
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour and measures to contribute to the elimination of forced or compulsory labour	Primary	😊	Protection of human rights (pages 64-65)  All group contracts require the full acceptance of the code of conduct. There are no suppliers or activities with significant risk of forced or compulsory labour
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations	Additional	😊	Protection of human rights (pages 64-65)
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	Additional	😊	Compliance (page 66)
HR10	Percentage and total number of operations subject to human rights reviews and/or impact assessments	Primary	😊	Protection of human rights (pages 64-65)  To date, no human rights assessments have been conducted
HR11	Total number of human rights complaints received and resolved through a formal complaint management procedure	Primary	😊	Protection of human rights (pages 64-65)
SO1	Percentage of operations involving local communities with the assessment of impacts and implementation of development programmes	Primary	😊	Stakeholders (pages 37-46)  Local area (pages 195-203)  Community (pages 162-171)
SO2	Percentage and total number of business units analysed for risks related to corruption	Primary	😊	Corporate Governance (pages 31-36)
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures	Primary	😊	Corporate Governance (page 33)
SO4	Actions taken in response to incidents of corruption	Primary	😊	Corporate Governance (page 33)  Compliance (page 66)
SO5	Public policy positions and participation in public policy development and lobbying	Primary	😊	Stakeholders (pages 37-46)  Ferrovie dello Stato Italiane Group's mission and strategies (pages 47-51)

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INDICATOR		RELEVANCE	LEVEL OF REPORTING	REFERENCE TO PARAGRAPH OTHER COMMENTS
SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country	Additional	☺	Stakeholders (page 46)
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices on their outcomes	Additional	☺	Compliance (page 66) 2014 Annual Report (pages 109-117)
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Primary	☺	Litigation with employees (page 161) Compliance (page 66) 2014 Annual Report (pages 109-117)
SO9	Operations with negative impacts (potential or actual) on the local community	Primary	☺	The Ferrovie dello Stato Italiane Group companies' management systems (pages 52-63) Procurement policies (page 75) Local area (pages 195-203)
SO10	Prevention and mitigation measures taken in operations presenting negative impacts (potential or actual) on local communities	Primary	☺	The Ferrovie dello Stato Italiane Group companies' management systems (pages 52-63) Procurement policies (pages 75-78) Local area (pages 195-203)
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement and percentage of significant products and services categories subject to such procedures	Primary	☺	The Ferrovie dello Stato Italiane Group companies' management systems (pages 52-63) Travel safety (pages 125-137) Community (pages 162-171) Emissions (pages 190-194) Local area (pages 195-203) Other impacts (pages 209-212)
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	Additional	☺	Travel safety (pages 125-137)
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements	Primary	☺	Transport: mobility services (pages 84-88) Infrastructure: mobility services (pages 89-90) Emissions (pages 190-194) Local area (pages 195-203)
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	Additional	☺	Service quality (pages 91-124)

\* Social sustainability performance refers to an organisation's impact on the social systems in which it operates. The GRI social performance indicators identify the main performance issues relating to labour practices, human rights, society and product liability

### Key

- ☺ Indicator is met/Information is given
- ☹ Indicator is partially met/Information is incomplete
- ☹ Indicator is not met/Information is not given
- ⚡ Indicator does not apply

## » SOCIAL PERFORMANCE INDICATORS\*

INDICATOR		RELEVANCE	LEVEL OF REPORTING	REFERENCE TO PARAGRAPH OTHER COMMENTS
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Additional	☺	Service quality (pages 91-124)
PR6	Programmes for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship	Primary	☺	Stakeholders (page 46)
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes	Additional	☺	Stakeholders (page 46)
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Additional	☺	Service quality (page 98)
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Primary	☺	Compliance (page 66)

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