

2018 SUSTAINABILITY REPORT

The journey goes on

ATTACHMENTS
GRI CONTENT INDEX
PERFORMANCE INDICATORS



2018 SUSTAINABILITY REPORT

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GRI CONTENT INDEX

The following is a bridging table between the material issues identified, the related GRI issue and the scope of reporting. For each aspect of the GRI related to the material issues identified, the related current or potential internal and external impacts have been considered.

Material aspects for FS Italiane Group	Internal Scope	External Scope	GRI Issue	Notes
Safety		Customers Supply chain	Customer health and safety Occupational health and safety	The impact assessment for the supply chain includes work site operations and supplier assessments
Energy, climate change and air quality (Climate change, Energy, Renewable energy and Air quality)	FS Italiane Group	Supply chain	Emissions, Energy	The assessment considers consumption related to work site activities for the external scope
Service quality	FS Italiane Group	Customers	Customer satisfaction	
Employee value (Well-being, Health and safety, Workers' rights, Fair and inclusive workplace, Talent & development)	FS Italiane Group Employees		Employment, Labour/management relations, Occupational health and safety, Training and education, Diversity and equal opportunities, Non-discrimination	
Intermodality	FS Italiane Group	Customers National economic system		
Circular economy (Water, Prevention of soil and water pollution, Waste)	FS Italiane Group	Supply chain	Water, Effluents and waste, Compliance	The assessment considers work site operations for the external scope
Human rights and a responsible chain (Human rights, Supply chain)	FS Italiane Group	Supply chain	Procurement process, Supplier environmental performance assessment, Supplier social assessment, Non-discrimination, Freedom of association and collective bargaining, Child labour, Forced or compulsory labour, Human rights	
Privacy and data security	FS Italiane Group	Group stakeholders	Security practices, Customer privacy	
Ethics and integrity in the business	FS Italiane Group	Supply chain National economic system	Compliance with social and economic laws and regulations, Anti-corruption, Anticompetitive behaviour	
Innovation and digitalisation	FS Italiane Group	Customers National economic system		



GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
GRI 102: GENERAL DISCLOSURES			
ORGANISATIONAL PROFILE			
102-1	Name of the organisation ✓	✓	Ferrovie dello Stato Italiane Group
102-2	Activities, brands, products, and services ✓ Operating segments Travel – Travel experience Travel – Integrated logistics	✓ Business model Economic and financial performance of the segments Scenario and focus on FS Italiane Group - Market performance and focus on Ferrovie dello Stato Italiane Group	
102-3	Location of headquarters ✓	✓	The parent, "Ferrovie dello Stato Italiane" (or "FS S.p.A."), is based at Piazza della Croce Rossa 1, Rome
102-4	Location of operations ✓ Operating segments Travel – Travel experience Travel – Integrated logistics	✓ Economic and financial performance of the segments Scenario and focus on FS Italiane Group - Market performance and focus on Ferrovie dello Stato Italiane Group Attachments - Scope of consolidation and the Group's equity investments	
102-5	Ownership and legal form ✓ Operating segments Corporate governance	✓ Report on corporate governance and ownership structure	The parent, Ferrovie dello Stato Italiane S.p.A., is a company limited by shares. At 31 December 2018, the parent's share capital is entirely held by the Italian Ministry of the Economy and Finance
102-6	Markets served ✓ Operating segments Travel – Travel experience Travel – Integrated logistics	✓ Economic and financial performance of the segments Scenario and focus on FS Italiane Group - Market performance and focus on Ferrovie dello Stato Italiane Group Attachments - Scope of consolidation and the Group's equity investments	
102-7	Scale of the organisation ✓ Operating segments 2018 in brief Travel – Travel experience Travel – Integrated logistics 2018 annual report ("The Group's financial position and performance")	✓ The Group in brief Business model Economic and financial performance of the segments Scenario and focus on FS Italiane Group - Market performance and focus on Ferrovie dello Stato Italiane Group The commitment to sustainable development – Human capital	
102-8	Information on employees and other workers ✓ People and their value People and their value - Recruitment and HR management People and their value - Welfare and diversity Performance indicators	✓ The commitment to sustainable development – Human capital Attachment to the 2018 Sustainability Report - Performance indicators	
102-9	Supply chain ✓ Sustainable supply chain – Creating value through suppliers	✓ The commitment to sustainable development – Sustainable supply chain	



GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
<p>102-10</p> <p>Significant changes to the organisation and its supply chain</p>	<p>✓ Operating segments</p>	<p>✓ Economic and financial performance of the segments.</p> <p>✓ Scenario and focus on FS Italiane Group - Market performance and focus on Ferrovie dello Stato Italiane Group</p>	<p>On 18 January 2018, the Ministry of the Economy and Finance transferred its full investment in ANAS S.p.A. to Ferrovie dello Stato Italiane S.p.A. The transaction also entailed a change in the by-laws to integrate the business object, which now reads, in article 3, letter a): "The company's object is: a) the construction and management of infrastructure networks for railway, roadway and motorway transport nationally and internationally".</p> <p>In 2018, there were no significant changes to the supply chain</p>
<p>102-11</p> <p>Precautionary principle or approach</p>	<p>✓ Protecting the environment - Sustainable infrastructure</p> <p>✓ Business ethics</p> <p>Sustainability and the Group - Vision, commitments and governance</p>	<p>✓ The commitment to sustainable development - Approach, commitments and policies.</p> <p>✓ Report on corporate governance and ownership structure - The internal control and risk management system</p>	<p>The Group applies the precautionary principle in the assessment and management of economic, environmental and social risks</p>
<p>102-12</p> <p>External initiatives</p>	<p>✓ Sustainability and the Group - Vision, commitments and governance</p> <p>✓ Business ethics</p> <p>Sustainable supply chain - Creating value through suppliers</p> <p>Sustainable supply chain - Promoting sustainability</p>	<p>✓ The commitment to sustainable development - Approach, commitments and policies</p> <p>The commitment to sustainable development - Sustainable supply chain</p>	
<p>102-13</p> <p>Membership of associations</p>	<p>✓ Sustainability and the Group - Stakeholder engagement</p>	<p>✓ 2018 Sustainability Report - Sustainability and the Group - Stakeholder engagement</p>	
STRATEGY			
<p>102-14</p> <p>Statement from senior decision-maker</p>	<p>✓ Letter to the stakeholders</p> <p>Strategies</p> <p>Corporate governance</p> <p>Business ethics</p> <p>Sustainability and the Group - Vision, commitments and governance</p>	<p>✓ Chairman's letter</p> <p>✓ The commitment to sustainable development - Approach, commitments and policies</p>	
<p>102-15</p> <p>Main impacts, risks and opportunities</p>	<p>✓ Strategies</p> <p>Business ethics</p> <p>Sustainability and the Group - Vision, commitments and governance</p> <p>Sustainable supply chain</p> <p>Risks and opportunities</p> <p>2018 annual report ("Risk factors")</p>		
ETHICS AND INTEGRITY			
<p>102-16</p> <p>Values, principles, standards, and norms of behaviour</p>	<p>✓ Sustainability and the Group - Vision, commitments and governance</p> <p>Sustainable supply chain</p>	<p>Report on corporate governance and ownership structure - Code of Ethics</p> <p>✓ The commitment to sustainable development - Approach, commitments and policies</p> <p>The commitment to sustainable development - Sustainable supply chain</p>	<p>https://www.fsitaliane.it/content/fsitaliane/it/il-gruppo-fs/governance/codice-etico.html</p>

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
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102-17 **Mechanisms for advice and concerns about ethics** 

Under the Group's Code of Ethics, which was updated in February 2018, employees may report information about incidents that they, in good faith, believe are potentially illegal, irregular or, in any case, in violation of the Code of Ethics to their company's Ethics Committee via: email, post or other means made available by the company.

The confidentiality and honour of the reporting party and the reported parties are guaranteed. Furthermore, the Group has a zero tolerance policy for any retaliation against reporting parties.

The preparation of a procedure for the management of reports is in the final stages. The procedure governs the receipt, analysis and handling of reports sent or forwarded by anyone about illegal or irregular events and conduct in violation of the law or internal regulations, including the Organisational, management and control model pursuant to Legislative decree no. 231/2001, the ABC system or FS Italiane Group's Code of Ethics, with respect to the operations and organisation of FS S.p.A. and/or its subsidiaries.

FS S.p.A. is also required to report to the Supervisory Body, set up as per legislative decree no. 231/2001, as provided for in its organisational model. It reports on any fraudulent violations or evasion of the rules established in the model. Specifically, the management procedure for reports to be sent to the Supervisory Body is attached to the general part of the model, together with a standard report template. Reports can be sent to the Supervisory Body by post or email. There is a dedicated email address for this purpose.

The confidentiality of the reporting party is ensured within the legal context of the Supervisory Body. Furthermore, it is guaranteed that the parent will take no retaliatory action in direct or indirect response to the report, which could affect the reporting party's relationship with the parent.

GOVERNANCE

102-18 **Governance structure**  Corporate governance
Business ethics
Sustainability and the Group - Vision, commitments and governance  Report on corporate governance and ownership structure



GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
102-19 Delegating authority	✓ Corporate governance Sustainability and the Group - Vision, commitments and governance		<p>Within FS S.p.A.'s organisational structure, the CEO and General Manager assign - through registered notarised proxies - permanent power of representation to the Central Directors so they may carry out their organisational duties (each Central Director may, in turn, assign proxies to the heads of the units in their area). Furthermore, the CEO may assign proxies for the performance of individual deals through <i>ad hoc</i> powers-of-attorney as deemed most appropriate (notarised proxies or other types of power-of-attorney) depending on the content and deal to be carried out. If an individual deal is not covered by the CEO's powers, assignment of a proxy requires prior approval from the Board of Directors.</p>
102-20 Executive-level responsibility for economic, environmental, and social topics	✓		<p>Ferrovie dello Stato Italiane S.p.A. directs and coordinates the Group operating companies' policies and business strategies. It also ensures governance processes made up of departments to define strategic lines and promote consensus on decisions. Specifically, in collaboration with the relevant company and Group units, the Central Strategies, Planning and Sustainability Department is responsible for defining policies and strategies to promote the integration of sustainability policies in the businesses. The Central Strategies, Planning and Sustainability Department is also responsible for developing and updating the Group companies' Environmental Management Systems Governance Model and preparing the Sustainability Report.</p> <p>The External Affairs Department is responsible for social and cultural initiatives in coordination with the Central Strategies, Planning and Sustainability Department.</p> <p>FS S.p.A. manages institutional affairs with the government, considered in the broadest sense (central government, ministries, regions and public administrations in general).</p>
102-21 Consulting stakeholders on economic, environmental, and social topics	✓ Sustainability and the Group - Stakeholder engagement		

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
<p>102-22</p> <p>Composition of the highest governance body and its committees</p>	<p>✔</p> <p>Corporate governance Business ethics</p>		<p>The Board of Directors is responsible for managing the parent and carrying out all operations necessary to achieve the business object.</p> <p>The Chairman has been given specific powers for external and institutional affairs in collaboration with the CEO and the coordination of internal audit activities;</p> <p>The CEO and General Manager have all the powers to manage the company, except for those assigned to the Chairman and those that the BoD exclusively retained. The CEO also ensures that the organisational and accounting system is consistent with the nature and size of the business.</p> <p>FS S.p.A.'s Board of Directors in the reporting period (2018, in office since 30 July 2018) consists of seven directors: the Chairman (a man), a CEO (a man) with extensive management delegations, and five non-executive and independent directors (three women and two men).</p> <p>The members of FS S.p.A.'s Board of Directors held a total of five other offices in group bodies between 30 July and 31 December 2018. They held a total of 26 other offices and other types of commitments outside the Group between 30 July and 31 December 2018, two of which entailed corporate positions in companies, while the remaining 24 mainly consisted of positions/commitments with universities, academic organisations, trade associations and non-profits.</p> <p>There are no minority owners or groups of owners.</p>
<p>102-23</p> <p>Chair of the highest governance body</p>	<p>✔</p>		<p>The BoD gave the Chairman specific powers for external and institutional affairs in collaboration with the CEO and the coordination of internal audit activities, within the limits of article 2381 of the Italian Civil Code; The Chairman and CEO have separate powers of representation of FS S.p.A. pursuant to article 13 of the by-laws.</p>
<p>102-24</p> <p>Nominating and selecting the highest governance body</p>	<p>✔</p> <p>Corporate governance 2018 annual report ("Report on corporate governance and ownership structure - Board of Directors of FS S.p.A.")</p>		



GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
102-25 Conflicts of interest	<input checked="" type="checkbox"/> Corporate governance Business ethics		<p>Directors' interests are subject to the provisions of article 2391 of the Italian Civil code and the rules in the Group's Code of Ethics. (https://www.fsitaliane.it/content/fsitaliane/it/il-gruppo/fs/governance/co-dice-etico.html).</p> <p>FS S.p.A.'s Board of Directors applies the Code of Conduct for Listed Companies (specifically article 3/principles, application criteria and comments) to assess the independence of its non-executive members.</p>
102-26 Role of the highest governance body in setting purpose, values, and strategy	<input checked="" type="checkbox"/> Corporate governance		
102-27 Collective knowledge of the highest governance body	<input checked="" type="checkbox"/> Sustainability and the Group - Vision, commitments and governance		<p>Reference is made to the by-laws or the legislation that directly applies to the parent with respect to the measures adopted to ensure that the highest governance body is aware of economic, environmental and social issues (e.g., reports from the CEO on the exercise of powers in the performance of duties, group activities and atypical or unusual transactions; prior information from the CEO on all transactions that are financially strategic and/or significant; periodic reporting on the implementation of the business plan; periodic reporting, at least half yearly, by the board's committees).</p>
102-28 Evaluating the highest governance body's performance	<input checked="" type="checkbox"/> Corporate governance		<p>The Audit, Risk Control and Corporate Governance Committee's regulations require that the committee express opinions to the BoD about the latter's composition and recommends professionals that it believes would make suitable members of the BoD.</p>
102-29 Identifying and managing economic, environmental, and social impacts	<input checked="" type="checkbox"/> Corporate governance Sustainability and the Group - Vision, commitments and governance		<p>Members of the Board of Directors and the Sustainability Committee were also involved in the definition and assessment of the Group's materiality matrix.</p> <p>The projects with a significant impact on business performance are submitted to the Board of Directors for an analysis of the risks and opportunities.</p>

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
<p>102-30</p> <p>Effectiveness of risk management processes</p>	<p>☑ Business ethics</p>		<p>With the prior approval of the Audit, Risk Control and Corporate Governance Committee, FS S.p.A.'s Board of Directors:</p> <ul style="list-style-type: none"> ▶ defines the internal control and risk management system guidelines for the identification, measurement, management and monitoring of main risks; ▶ determines the degree to which these risks are compatible with business management in line with the strategic goals and sets the company's financial risk appetite; ▶ evaluates, at least once a year, that the internal control and risk management system is adequate considering the business characteristics and risk profile, and that the system is efficient; ▶ approves, at least once a year, the work plan prepared by the head of the Internal Audit Department, after consulting the Board of Statutory Auditors; ▶ assesses, after consulting the Board of Statutory Auditors, the results as described by the independent auditors in the management letter, if any, and the report on the key audit matters that arose during the statutory audit.
<p>102-31</p> <p>Review of economic, environmental, and social topics</p>	<p>☑</p>		<p>The Internal Audit, Risk Control and Corporate Governance Committee reports at least twice a year on its activities and on the adequacy of the internal control and risk management system;</p> <p>Furthermore, the Sustainability Committee meets up periodically during the year as needed and when asked to do so by the CEO and General Manager of FS S.p.A., who acts as Chairman.</p>
<p>102-32</p> <p>Highest governance body's role in sustainability reporting</p>	<p>☑</p>		<p>The Board of Directors approved the Sustainability Report.</p>



GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
102-33	Communicating critical concerns		<p>Notwithstanding the role of management in the design and functioning of controls, the head of the Internal Audit Department is responsible for reporting any critical issues to the highest governance body. Accordingly, the head of the Internal Audit Department periodically reports on the progress of operational activities carried out and indicates any findings requiring immediate attention. The head of the parent's Internal Audit Department promptly informs the BoD Chairman, CEO, the Chairman of FS S.p.A.'s Board of Statutory Auditors and for issues regarding the parent, the Chairman of FS S.p.A.'s BoD, about serious findings regarding irregularities and fraudulent acts.</p> <p>Reporting to the highest governance body is also carried out by the Supervisory Body of FS S.p.A. pursuant to Legislative decree no. 231/2001 and FS S.p.A.'s Ethics Committee.</p> <p>Similar flows of information are handled by the heads of the Internal Audit Departments with regard to the management and control and supervisory bodies of the companies, in addition to by the Supervisory Body pursuant to Legislative decree no 231/2001 and the Ethics Committees to the highest governance body of the respective companies.</p> <p>Furthermore, the Internal Audit Departments maintain flows of information with the main company structures involved in internal control and risk management systems¹, in compliance with the internal regulatory framework and to support the skills assessments of each company.</p> <p>The management of the main subsidiaries consolidated on a line-by-line basis must communicate the results of the assessments carried out by the Internal Audit departments, from which acts, facts, omissions or other serious circumstances emerge, which could amount to violations of legislation or regulations by management of the companies or their subsidiaries (CEO, Chairman, BoD, Board of Statutory Auditors) to the Chairman and CEO of FS S.p.A.².</p> <p>¹ E.g. Human resources and organisation, the Risk Manager, the Manager in charge of financial reporting and the legal advisor. ² Providing information to the head of the Internal Audit department and Audit committee, where present, of the subsidiary.</p>

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
<p>102-34 Nature and total number of critical concerns ✓</p>			<p>In performing the 2018 audit activities, the parent's Internal Audit Department discovered 100 critical concerns, following which the respective management identified corrective action plans, indicated the employee(s)/manager(s) responsible for the execution thereof and the timeframe for their completion. The critical concerns emerged and the implementation status of the action plans are included in the periodic reports by the Internal Audit Department of FS S.p.A. written for the highest governance body.</p> <p>The internal audit findings show the effective status of the design and operation of the internal control and risk management system, in relation to the real or potential effects and are classified in relation to the materiality of the impact on the internal control and risk management system.</p> <p>Over 50% of the corrective actions identified for the critical concerns had been completed by year end.</p>
<p>102-35 Remuneration policies ✓</p>	<p>People and their value - Recruitment and HR management 2018 annual report (*Report on corporate governance and ownership - Board of Directors of FS S.p.A. - Directors' remuneration)</p>		
<p>102-36 Process for determining remuneration ✓</p>	<p>People and their value - Recruitment and HR management 2018 annual report (*Report on corporate governance and ownership - Board of Directors of FS S.p.A. - Directors' remuneration)</p>		
<p>102-37 Stakeholders' involvement in remuneration ✓</p>			<p>To date, no stakeholder involvement mechanism is in place with respect to remuneration policies.</p>
<p>102-38 Annual total compensation ratio ✓</p>			<p>The ratio of the annual compensation of the highest-paid individual compared to the median annual compensation of all employees is 13.43.</p>
<p>102-39 Percentage increase in annual total compensation ratio ✓</p>			<p>The percentage increase in the annual remuneration of the highest-paid individual compared to the previous year was 29%.</p> <p>The percentage increase in the average remuneration of all other personnel compared to the previous year was 0.35%.</p>
STAKEHOLDER ENGAGEMENT			
<p>102-40 List of stakeholder groups ✓</p>	<p>Sustainability and the Group - Stakeholder engagement</p>	<p>✓ Dialogue with stakeholders</p>	
<p>102-41 Collective bargaining agreements ✓</p>	<p>People and their value - Recruitment and HR management People and their value - Labour/management relations</p>	<p>✓ The commitment to sustainable development – Human capital</p>	



GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
102-42 Identifying and selecting stakeholders	☑ Sustainability and the Group - Stakeholder engagement	☑ Dialogue with stakeholders	The criteria used to identify stakeholders are as follows: responsibility, dependence, materiality, influence, degree of interest/impact/knowledge.
102-43 Approach to stakeholder engagement	☑ Sustainability and the Group - Stakeholder engagement Travel – Travel experience Travel – Integrated logistics	☑ Dialogue with stakeholders 2018 Sustainability Report - Sustainability and the Group - Stakeholder engagement	
102-44 Key topics and concerns raised	☑ Sustainability and the Group - Stakeholder engagement Travel – Travel experience, Integrated logistics	☑ Dialogue with stakeholders Commitment to sustainable development – Travel experience 2018 Sustainability Report - Sustainability and the Group - Stakeholder engagement	
REPORTING METHOD			
102-45 Entities included in the consolidated financial statements	☑ Introduction 2018 annual report ("Equity investments"; "Attachments-Scope of consolidation and the Group's equity investments")	☑ Attachments - Scope of consolidation and the Group's equity investments	
102-46 Defining report content and topic boundaries	☑ Introduction	☑ Directors' report and non-financial information – Consolidated non-financial statement pursuant to Legislative decree no. 254 of 30 December 2016 - Methodological notes	
102-47 List of material topics	☑ Introduction	☑ Directors' report and non-financial information – Consolidated non-financial statement pursuant to Legislative decree no. 254 of 30 December 2016 - Methodological notes	
102-48 Restatements of information	☑ Introduction	☑ Directors' report and non-financial information – Consolidated non-financial statement pursuant to Legislative decree no. 254 of 30 December 2016 - Methodological notes	Any restatements/reclassifications are individually indicated in this document.
102-49 Changes in reporting	☑ Introduction	☑ Directors' report and non-financial information – Consolidated non-financial statement pursuant to Legislative decree no. 254 of 30 December 2016 - Methodological notes	Any restatements/reclassifications are individually indicated in this document.
102-50 Reporting period			2018
102-51 Date of most recent previous report	☑ Introduction	☑ Directors' report and non-financial information – Consolidated non-financial statement pursuant to Legislative decree no. 254 of 30 December 2016 - Methodological notes	
102-52 Reporting cycle	☑	☑	Sustainability reports are annual.
102-53 Contacts for questions regarding the report	☑	☑	Email: rapportostenibilita@fsitaliane.it Fax: 06 44102077.

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
102-54	Statement on opinion applied in accordance with the GRI Standards ✓ Introduction	✓ Directors' report and non-financial information – Consolidated non-financial statement pursuant to Legislative decree no. 254 of 30 December 2016 - Methodological notes	
102-55	GRI content index ✓	✓	GRI content index (available online).
102-56	External assurance ✓	✓ Directors' report and non-financial information – Consolidated non-financial statement pursuant to Legislative decree no. 254 of 30 December 2016 - Methodological notes	The Report is also subject to a limited assurance engagement in accordance with the criteria indicated by ISAE 3000 (Revised) by KPMG S.p.A as auditor of Ferrovie dello Stato Italiane Group's consolidated financial statements.
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary ✓ Introduction	✓ Directors' report and non-financial information – Consolidated non-financial statement pursuant to Legislative decree no. 254 of 30 December 2016 - Methodological notes	GRI content index (available online).
103-2	The management approach and its components ✓ Sustainability and the Group - Vision, commitments and governance Business ethics Protecting the environment Travel Sustainable supply chain People and their value Support to the community	✓ Directors' report and non-financial information – Consolidated non-financial statement pursuant to Legislative decree no. 254 of 30 December 2016 - Methodological notes The commitment to sustainable development: <ul style="list-style-type: none"> › Approach, commitments and policies › Environmental sustainability › Travel experience › Sustainable supply chain › Human capital › Commitment to the community 	
103-3	Evaluation of the management approach ✓ Sustainability and the Group - Vision, commitments and governance Protecting the environment Travel Sustainable supply chain People and their value Support to the community Promoting human rights	✓ Directors' report and non-financial information – Consolidated non-financial statement pursuant to Legislative decree no. 254 of 30 December 2016 - Methodological notes The commitment to sustainable development: <ul style="list-style-type: none"> › Approach, commitments and policies › Environmental sustainability › Travel experience › Sustainable supply chain › Human capital › Commitment to the community 	
GRI 200: ECONOMIC TOPICS			
GRI 201: ECONOMIC PERFORMANCE			
201-1	Direct economic value generated and distributed ✓ Sustainability and the Group - Value creation for stakeholders Performance indicators	✓ The Group's economic and financial performance – Directly generated economic value and distributed economic value	
201-2	Financial implications and other risks and opportunities due to climate change ✓ Risks and opportunities 2018 annual report ("Risk factors")		To date, group management has not estimated the possible financial impact of climate change.



GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
201-3 Defined benefit plan obligations and other retirement plans	People and their value - Recruitment and HR management 2018 annual report ✓ ("Notes to the consolidated financial statements - Post-employment benefits and other employee benefits")		
201-4 Financial assistance received from government	✓ Performance indicators		
GRI 203: INDIRECT ECONOMIC IMPACTS			
203-1 Infrastructure investments and services supported	✓ We contribute to the growth of the countries in which we work Sustainability and the Group - Value creation for stakeholders Protecting the environment - Sustainable infrastructure		
203-2 Significant indirect economic impacts	✓ We contribute to the growth of the countries in which we work Sustainability and the Group - Value creation for stakeholders Protecting the environment - Energy and climate change Protecting the environment - Sustainable infrastructure		
GRI 204: PROCUREMENT PRACTICES			
204-1 Proportion of spending on local suppliers	✓ Sustainable supply chain - Creating value through suppliers	✓ The commitment to sustainable development - Sustainable supply chain	
GRI 205: ANTI-CORRUPTION			
205-1 Operations assessed for risks related to corruption	✓ Business ethics		In 2018, through the Risk & Control Self-Assessment (RCSA), the Group highlighted and assessed objectives in the "Corruption" risk category related to seven operating processes.
205-2 Communication and training about anti-corruption policies and procedures	✓ Business ethics ✓ Performance indicators	✓ Report on corporate governance and ownership structure Attachment to the 2018 Sustainability Report - Performance indicators	
205-3 Confirmed incidents of corruption and actions taken	✓ Business ethics		No disciplinary action was taken in relation to incidents of corruption in 2018.
GRI 206: ANTI-COMPETITIVE BEHAVIOUR			
206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	✓ 2018 annual report "Transport Authority ("ART") regulations" and "Other information"	✓ Scenario and Focus on FS Italiane Group - Transport Authority ("ART") regulations Other information	

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
GRI 300: ENVIRONMENTAL TOPICS			
GRI 301: MATERIALS			
301-1	Materials used by weight or volume	✓ Performance indicators	✓ Attachment to the 2018 Sustainability Report - Performance indicators
301-2	Recycled input materials used	✓ Performance indicators	
GRI 302: ENERGY			
302-1	Energy consumption within the organisation	✓ Protecting the environment – Energy and climate change Performance indicators Company highlights: the environment	✓ The commitment to sustainable development - Environmental sustainability Attachment to the 2018 Sustainability Report - Performance indicators
302-2	Energy consumption outside of the organisation	✓ Performance indicators	
302-3	Energy intensity	✓ Protecting the environment – Energy and climate change Performance indicators	
302-4	Reduction of energy consumption	✓ Protecting the environment – Energy and climate change Company highlights: the environment	
302-5	Reductions in energy requirements of products and services	✓ Protecting the environment – Energy and climate change Company highlights: the environment	https://www.fsitaliane.it/content/fsitaliane/en/investor-relations/debt-and-crediting/green-bond.html
GRI 303: WATER			
303-1	Water withdrawal by source	✓ Protecting the environment – Other impacts Performance indicators	✓ The commitment to sustainable development - Environmental sustainability Attachment to the 2018 Sustainability Report - Performance indicators
303-2	Water sources significantly affected by withdrawal of water	✓	There were no significant withdrawals of water from sources in protected areas, i.e., there were no withdrawals of water exceeding 5% of total water volumes.
303-3	Water recycled and reused	✓ Company highlights: the environment	Immaterial indicator. Quantities are currently insignificant. Specific initiatives to recycle used water are being implemented.
GRI 305: EMISSIONS			
305-1	Direct (Scope 1) GHG emissions	✓ Protecting the environment – Energy and climate change Performance indicators	✓ The commitment to sustainable development - Environmental sustainability Attachment to the 2018 Sustainability Report - Performance indicators
305-2	Indirect (Scope 2) GHG emissions	✓ Protecting the environment – Energy and climate change Performance indicators	✓ The commitment to sustainable development - Environmental sustainability Attachment to the 2018 Sustainability Report - Performance indicators
305-3	Other indirect (Scope 3) GHG emissions	✓ Performance indicators	



GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
305-4	GHG emissions intensity	✓ Protecting the environment – Energy and climate change Performance indicators	
305-5	Reduction of GHG emissions	✓ Protecting the environment – Energy and climate change Company highlights: the environment	
305-6	Emissions of ozone-depleting substances (ODS)	✓	Other immaterial emissions consisted of SF ₆ , 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.
305-7	Nitrogen oxides (NO_x), sulphur oxides (SO_x), and other significant air emissions	✓ Protecting the environment – Energy and climate change Performance indicators	
GRI 306: EFFLUENTS AND WASTE			
306-1	Water discharge by quality and destination	✓ Performance indicators	
306-2	Waste by type and disposal method	✓ Protecting the environment – Other impacts Performance indicators	✓ The commitment to sustainable development - Environmental sustainability Attachment to the 2018 Sustainability Report - Performance indicators
306-3	Significant spills	✓	There were no significant spills in 2018.
306-4	Transport of hazardous waste	✓ Performance indicators	The Group does not import or treat hazardous waste; it only transports it. Furthermore, the attached tables indicate waste transported in Italy. The rest is transported in accordance with the Basel Convention.
306-5	Water bodies affected by water discharges and/or runoffs	✓	The indicator is not applicable as the Group does not discharge wastewater into bodies of water in protected areas.
GRI 307: COMPLIANCE			
307-1	Non-compliance with environmental laws and regulations	✓	In 2018, no significant administrative sanctions or legal fines were imposed for violation of environmental regulations or laws.
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT			
308-1	New suppliers that were screened using environmental criteria	✓ Sustainable supply chain – Creating value through suppliers	
308-2	Negative environmental impacts in the supply chain and actions taken	✓ Sustainable supply chain – Creating value through suppliers	✓ The commitment to sustainable development - Sustainable supply chain In 2018, there were no significant negative events caused by real or potential environmental impacts related to the Group's supply chain.

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
GRI 400: SOCIAL TOPICS			
GRI 401: EMPLOYMENT			
401-1	New employee hires and employee turnover	People and their value People and their value - Recruitment and HR management Performance indicators	The commitment to sustainable development – Human capital Attachment to the 2018 Sustainability Report - Performance indicators
401-2	Benefits provided to full-time employees that are not provided to part-time and/or employees	People and their value - Recruitment and HR management	This indicator is not applicable as the Group provides open-ended contracts to 99.9% of its workforce. 1.7% of open-ended contracts are part time. In any case, there are no differences in the benefits received by temporary, part-time or full-time employees.
401-3	Parental leave	People and their value - Labour/management relations	All employees may take parental leave. There were 12 exceptions in which the employees left at the end or during the term of parental leave (8 resignations, 3 mutual terminations and 1 dismissal). 99.4% of the employees who took parental leave in 2017 were still in service 12 months later.
GRI 402: LABOUR/MANAGEMENT RELATIONS			
402-1	Minimum notice periods regarding operational changes	People and their value - Labour/management relations	2018 Sustainability Report - People and their value - Labour/management relations
GRI 403: OCCUPATIONAL HEALTH AND SAFETY			
403-1	Workers representation in formal joint management-worker health and safety committees	A specific health and safety committee has not yet been set up	
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	People and their value – Health and safety People and their value – Labour/management relations Sustainable supply chain – Site management and oversight	The commitment to sustainable development – Human capital Attachment to the 2018 Sustainability Report - Performance indicators
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. INAIL's severity index does not provide for a breakdown of data by gender. The information reported does not fully cover the indicator for ANAS. In 2017, the last year of available data, the frequency of occupational diseases reported (frequency of occupational diseases = number of occupational diseases reported/average workforce x 1000) was 2.9 (scope: RFI, Trenitalia, Italferr, Ferservizi, FS, Italcertifer and FS Sistemi Urbani, Mercitalia Logistics and Mercitalia Rail) slightly down on 2016 when the frequency was 3.1, despite the inclusion of Mercitalia Rail in the scope. Disease prevention measures include an important scheme of regular health check-ups by Group doctors in accordance with the occupational health and safety and train traffic safety legislation.			

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
403-3 Workers with high incidence or high risk of diseases related to their occupation	✔ People and their value – Health and safety		
403-4 Health and safety topics covered by formal agreements with trade unions	✔		The Group has formal agreements in place with the trade unions protecting health and safety, to promote projects that foster a culture of safety and prevention among workers by constantly updating employee training and through the introduction of new equipment and new technologies.
GRI 404: TRAINING AND EDUCATION			
404-1 Average hours of training per year per employee	✔ People and their value – Encouraging and developing skills Performance indicators	✔ The commitment to sustainable development – Human capital Attachment to the 2018 Sustainability Report - Performance indicators	
404-2 Programs for upgrading employee skills and transition assistance programs	✔ People and their value – Recruitment and HR management People and their value – Encouraging and developing skills		
404-3 Percentage of employees receiving regular performance and career development reviews	✔ People and their value – Encouraging and developing skills Performance indicators		
GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES			
405-1 Diversity of governance bodies and employees	✔ Corporate governance People and their value People and their value – Recruitment and HR management People and their value – Welfare and diversity Performance indicators 2018 annual report (“Report on corporate governance and ownership - Board of Directors of FS S.p.A. - Composition and appointment)	✔ The commitment to sustainable development – Human capital Attachment to the 2018 Sustainability Report - Performance indicators Report on corporate governance and ownership - Board of Directors of FS S.p.A. - Composition and appointment	The Group is compliant with current regulations regarding protected groups of people.
405-2 Ratio of basic salary and remuneration of women to men	✔ People and their value – Recruitment and HR management		

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
GRI 406: NON-DISCRIMINATION			
406-1 Incidents of discrimination and corrective actions taken 			During the year, there were no incidents of discrimination (related to race, nationality, political opinions, religion, gender, age, ability, sexual orientation and personal or social conditions) involving internal and/or external stakeholders.
GRI 407: FREEDOM OF ASSOCIATION AND BARGAINING			
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk 			<p>There are no risks to the freedom of association and bargaining within FS Italiane Group. The Group has established a system of relationships with the trade unions based on information and bargaining at various national and local levels with trade union representatives (national and local offices, unit representatives and company representatives). In addition, FS Italiane Group applies all inter-confederation agreements, including those on trade union representation.</p> <p>All group contracts require the full acceptance of the Code of Ethics. There are no suppliers or activities in which the right to freedom of association and collective bargaining is exposed to significant risk.</p>
GRI 408: CHILD LABOUR			
408-1 Operations and suppliers at significant risk for incidents of child labour 			All group contracts require the full acceptance of the Code of Ethics. There are no suppliers or activities with significant risk of child labour.
GRI 409: FORCED OR COMPULSORY LABOUR			
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour 			All group contracts require the full acceptance of the Code of Ethics. There are no suppliers or activities with significant risk of forced labour.
GRI 410: SAFETY PRACTICES			

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
<p>410-1</p> <p>Security personnel trained in human rights policies or procedures</p> <p>✓</p>			<p>No specific training is provided about human rights. Any action in this respect may be included in training on prevention promoting the health of employees and, hence, referring to occupational safety training.</p> <p>The Group also joined the UN's Global Compact ("GC") network, undertaking to comply with the 10 human rights, labour, environmental and anti-corruption principles and include them in its business. These principles integrate and reinforce the Group principles previously established in the Group's Code of Ethics (which guides the Group in relationships with stakeholders), the 231 model and the anti-corruption policy and anti-bribery and corruption management system guidelines.</p> <p>In particular, with respect to human rights, by signing the Global Compact, the Group has formally undertaken to:</p> <ul style="list-style-type: none"> › uphold and comply with international human rights provisions; › ensure that it is not complicit in human rights abuses.
GRI 411: RIGHTS OF INDIGENOUS PEOPLES			
<p>411-1</p> <p>Incidents of violations involving rights of indigenous peoples</p> <p>✓</p>		<p>✓</p>	<p>There were no violations of the rights of indigenous people.</p> <p>The Group also joined the UN's Global Compact ("GC") network, undertaking to comply with the 10 human rights, labour, environmental and anti-corruption principles and include them in its business. These principles integrate and reinforce the group principles previously established in the Group's Code of Ethics (which guides the Group in relationships with stakeholders), the 231 model and the anti-corruption policy and anti-bribery and corruption management system guidelines.</p> <p>In particular, with respect to human rights, by signing the Global Compact, the Group has formally undertaken to:</p> <ul style="list-style-type: none"> › uphold and comply with international human rights provisions; › ensure that it is not complicit in human rights abuses.
GRI 412: HUMAN RIGHTS ASSESSMENT			
<p>412-1</p> <p>Operations that have been subject to human rights reviews or impact assessments</p> <p>✓</p>			<p>To date, no human rights assessments have been conducted.</p>

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
<p>412-2</p> <p>Employee training on human rights policies and procedures</p> <p>✓</p>			<p>No specific training is provided in relation to human rights. The Group also joined the UN's Global Compact ("GC") network, undertaking to comply with the 10 human rights, labour, environmental and anti-corruption principles and include them in its business. These principles integrate and reinforce the Group principles previously established in the Group's Code of Ethics (which guides the Group in relationships with stakeholders), the 231 model and the anti-corruption policy and anti-bribery and corruption management system guidelines. In particular, with respect to human rights, by signing the Global Compact, the Group has formally undertaken to:</p> <ul style="list-style-type: none"> ▶ uphold and comply with international human rights provisions; ▶ ensure that it is not complicit in human rights abuses.
<p>412-3</p> <p>Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening</p> <p>✓</p>		<p>✓</p>	<p>FS Italiane Group makes its purchases in accordance with EU Directives, as implemented by the Public Procurement Code, and its own "Regulation for Negotiations with group companies".</p> <p>Suppliers are vetted on the basis of assessments relating to quality, price and other corporate pre-requisites (the supplier's location and nationality are not part of the vetting criteria).</p> <p>The standard contractual clauses include requirements that the contractor must comply with:</p> <ul style="list-style-type: none"> ▶ labour and social security laws, with the application of national labour agreements; ▶ occupational safety and hygiene obligations; ▶ the standards in the "Group Code of Ethics". <p>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</p> <p>The Group joined the UN's Global Compact network ("GC"), undertaking to comply with the 10 human rights, labour environmental and anti-corruption principles and integrate them in its business</p>



GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
GRI 413: LOCAL COMMUNITIES			
413-1	Operations with local community engagement, impact assessments, and development programs ✓ Sustainability and the Group - Stakeholder engagement Protecting the environment - Sustainable infrastructure		
413-2	Operations with significant actual and potential negative impacts on local communities ✓ Protecting the environment - Sustainable infrastructure		
GRI 414: SUPPLIER SOCIAL ASSESSMENT			
414-1	New suppliers that were screened using social criteria ✓	✓	All Group contracts require the full acceptance of the Code of Ethics.
414-2	Negative social impacts in the supply chain and actions taken ✓ Sustainable supply chain - Creating value through suppliers		In 2018, there were no significant negative events caused by real or potential impacts related to employment policies concerning the Group's supply chain.
GRI 415: PUBLIC POLICY			
415-1	Political contributions ✓	✓	<p>The Group does not provide direct or indirect contributions, in any form, to political parties, movements, committees and political and trade unions organisations or their representatives, except for those due to specific regulations.</p> <p>Relationships with political parties, movements, committees and political and trade unions organisations are managed exclusively by formally designated company departments (article 5.5 of the Group's Code of Ethics).</p>
GRI 416: CUSTOMER HEALTH AND SAFETY			
416-1	Assessment of the health and safety impacts of product and service categories ✓ Travel - Promoting safety	✓ Travel safety Attachment to the 2018 Sustainability Report - Performance indicators	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services ✓ Travel - Promoting safety		

GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
GRI 418: CUSTOMER PRIVACY			
<p>418-1</p> <p>Substantiated complaints concerning breaches of customer privacy and losses of customer data</p>	<p>✓</p>	<p>✓</p>	<p>The following complaints were received in 2018 with respect to customer privacy and losses of customer data:</p> <ul style="list-style-type: none"> ▶ 1 complaint from a customer highlighting that the email in which Trenitalia summarised his personal data contained someone else's data. Investigations were conducted with the following findings: the data in someone else's CartaFRECCIA user account in the "Active optional services" section were associated with a billing account. Indeed, Trenitalia systems allow a CartaFRECCIA cardholders to enter one or more billing accounts based on their TAX CODE with personal data and billing data, which may differ from the cardholder's data. It was assumed that the complainant did not enter the data himself, but that the incorrect data were due to a technical error, and the data were erased; ▶ 1 complaint from a customer who received Trenitalia advertisements addressed to the customer's 11-year-old daughter although she had never signed up for the CartaFRECCIA club. Investigations were conducted with the following findings: the customer had requested a Dolomitiibus card without realising that CartaFRECCIA club membership came with it (the information provided by Dolomitiibus was not clear to the customer). The sending of additional advertisements was blocked; ▶ 4 complaints from the same number of customers, who claimed that they had received a service email on 1 December 2018 informing them of delayed Frecciarossa trains on which they were to travel, with information on how to claim a refund. They complained that the email contained the unencrypted list of all addressees (approximately 600 email addresses). Consequently, all the customers could see the other addresses. Once the necessary investigations were conducted, Trenitalia's Data Protection Officer replied to those concerned, explaining that it was an operator error. In addition, they were informed that, to prevent this from happening again, the following measures had been taken: <ul style="list-style-type: none"> ▶ the incident was classified as a data breach and treated as such pursuant to European Regulation 2016/679; ▶ the control room operators were reminded of the importance of the confidentiality of customer and employee information and were instructed on the correct way to send emails; ▶ technical counter-measures were studied to prevent unencrypted address lists from being sent in mass emails.



GRI Indicators	Sustainability Report	Consolidated Non-Financial Statement (pursuant to legislative decree no. 254/16)	Comments/Direct answers
GRI 419: SOCIOECONOMIC COMPLIANCE			
<p>419-1</p> <p>Non-compliance with laws and regulations in the social and economic area</p>	<p>Travel – Travel experience</p> <p>Performance indicators</p> <p>2018 annual report (“Transport Authority (“ART”) regulations” and “Other information”)</p> <p>✓</p>	<p>Scenario and Focus on FS Italiane Group - Transport Authority (“ART”) regulations</p> <p>Other information</p> <p>✓</p>	<p>The most significant types of disputes in 2018, with regard to potential costs, for the main group companies are detailed below:</p> <ul style="list-style-type: none"> › claims for promotions; › claims for subordinated employment contracts against group companies; › joint obligation. › conversion of fixed-term employment and/or by journey contracts in the shipping sector into open-ended contracts. › asbestos; › dispute regarding Post-employment benefits recalculation; › dispute regarding “Level 2 contracts”; › dispute regarding employment of former station managers; › dispute regarding “Rest period pursuant to Regulation (EC) no. 561/2006”; › dispute regarding the remuneration of holidays.



2020

Performance Indicators



KPI - PRODUCT LIABILITY

STAKEHOLDER ENGAGEMENT - SERVICE QUALITY - (CUSTOMER CARE)

GRI 102

Medium and long-haul trains ¹			GRI 102-43 102-44	
	Unit	2018 actual	2017 actual	2018-2017 change
Punctuality (trains arrived within 15 minutes of the scheduled time) ²	%	95.7	97.6	-1.9
Service regularity (regular trains, net of trains that were limited, cancelled or arrived over 120 minutes late)	%	98.3	99.7	-1.4

¹ Consolidated data up to January 2019

² Trains that arrive after the time limit for external reasons or reasons attributable to the network operator and other railway companies are considered on time

Regional trains ¹			GRI 102-43 102-44	
	Unit	2018 actual	2017 actual	2018-2017 change
Punctuality (trains arrived within 5 minutes of the scheduled time) ²	%	97.6	97.1	0.5
Service regularity (Total cancellations of scheduled train service - excluding strikes)	%	1.4	1.1	0.3

¹ Consolidated data up to January 2019

² Trains that arrive after the time limit for external reasons or reasons attributable to the network operator and other railway companies are considered on time



Infrastructure	GRI 102-43 102-44	
	2018 target	2018 actual
Focus on the environment (CSR performance assessment extended to suppliers as part of their score in tenders called by RFI)	implementation	achieved
Focus on the environment (replacement of lighting systems in stations with LEDs to improve energy efficiency continued)	at least 40 stations	achieved
Focus on social issues (spaces made available at stations for social purposes)	4,500 m2	achieved
Modal integration (perception of ease and convenience of arrival at the station - percentage of satisfied people)	90.0%	96.5%
Travel comfort in station areas (overall perception of the station)	90.0%	96.6%
Travel comfort in station areas (perception of lighting in underpasses, overpasses and raised walkways - percentage of satisfied people)	90.0%	94.3%
Cleanliness (overall perception of cleanliness in station areas - percentage of satisfied people)	90.0%	95.8%
Additional ground services (overall perception of commercial services - percentage of satisfied people)	90.0%	98.9%
Station security (level of security of people and things at stations - number of thefts) ¹	not exceed the average value of the three years considered	achieved
Station security (overall perception of security at the station - percentage of satisfied people)	80.0%	92.7%
Information on train operation provided at stations (overall perception of information - percentage of satisfied people)	90.0%	97.7%
Information on train operation provided at stations (perception of information under critical operating conditions - percentage of satisfied people)	85.0%	94.0%
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%	99.5%
Assistance at stations for passengers with reduced mobility (roll-out of new-generation lifting platforms for the stations in the Sale Blu network - number of lifting platforms)	lifting platforms 120	achieved
Assistance at stations for passengers with reduced mobility (requests sent via chat for PRM assistance for passengers with hearing disabilities)	implemented	achieved
Accessibility of spaces in stations (work to improve accessibility - platforms that are 55cm high, lifts)	at least 100	achieved

¹ Data monitored by Polfer

Road passenger transport - urban transport (Veneto)			GRI 102-43	102-44
	Unit	2018 target	2018 actual	2017 actual
Punctuality - Padua urban transport - bus (% on-time journeys)	%	97.1	97.8	97.1
Punctuality - Padua urban transport - bus (% with delays of >5' to <=15')	%	2.6	1.7	2.5
Punctuality - Padua urban transport - bus (% with delays > 15')	%	0.4	0.5	0.3
Punctuality - Padua urban transport - tram (% on-time journeys)	%	83.0	88.5	77.6
Punctuality - Padua urban transport - tram (% with delays of >4' to <=8')	%	13.0	9.2	16.9
Punctuality - Padua urban transport - tram (% with delays > 8')	%	4.0	2.4	5.4
Punctuality - Rovigo urban transport - bus (% on-time journeys)	%	99.9	99.8	99.9
Punctuality - Rovigo urban transport - bus (% with delays of >5' to <=10')	%	0.1	0.1	0.1
Punctuality - Rovigo urban transport - bus (% journeys with delays of > 10')	%	0.1	0.1	0.1
Extension of the sales network - Padua urban transport - (no. of sales)	no.	505.0	517.0	505.0
Extension of the sales network - Padua urban transport - (no. of sales/ network km)	no. of sales/ network km	2.6	2.2	2.6
Extension of the sales network - Padua urban transport - (no. of sales/1.000 residents)	no. of sales/1,000 residents	1.4	1.4	1.4
Extension of the sales network - Padua urban transport - (% buses with on-board ticket sales with surcharge - excluding trams)	%	100.0	100.0	100.0
Extension of the sales network - Rovigo urban transport - (no. of sales)	no.	83.0	84.0	83.0
Extension of the sales network - Rovigo urban transport - (no. of sales/ network km)	no. of sales/ network km	1.6	1.6	1.6
Extension of the sales network - Rovigo urban transport - (no. of sales/1.000 residents)	no. of sales/1,000 residents	0.9	0.9	0.9
Extension of the sales network - Rovigo urban transport - (% buses with on-board ticket sales with surcharge - excluding trams)	%	100.0	100.0	100.0
Accident rate - Padua urban transport (bus)	accidents suffered/ million km	17.0	28.2	18.2
Accident rate - Padua urban transport (tram)	accidents suffered/ million km	13.0	14.1	13.0
Accident rate - Rovigo urban transport (bus)	accidents suffered/ million km	6.4	12.8	7.4
Focus on the environment - Padua urban transport (Euro2 and higher vehicles)	%	100.0	100.0	97.0
Focus on the environment - Rovigo urban transport (Euro2 and higher vehicles)	%	100.0	100.0	100.0



Road passenger transport - suburban transport (Veneto)			GRI 102-43	102-44
	Unit	2018 target	2018 actual	2017 actual
Punctuality - Padua suburban transport - (% on-time journeys)	%	97.3	97.9	97.3
Punctuality - Padua suburban transport - (% trains with delays of >15' to <=30')	%	2.4	1.8	2.4
Punctuality - Padua suburban transport - (% with delays > 30')	%	0.4	0.3	0.4
Punctuality - Rovigo suburban transport - (% on-time journeys)	%	98.2	98.1	98.2
Punctuality - Rovigo suburban transport - (% trains with delays of >5' to <=15')	%	1.4	1.3	1.4
Punctuality - Rovigo suburban transport - (% with delays > 15')	%	0.4	0.5	0.4
Extension of the sales network - Padua suburban transport - (no. of sales)	no.	640.0	649.0	633.0
Extension of the sales network - Padua suburban transport - (no. of sales/network km)	no. of sales/network km	0.6	0.6	0.6
Extension of the sales network - Padua suburban transport - (no. of sales/municipalities served)	no. of sales/municipalities served	4.4	4.4	4.3
Extension of the sales network - Padua suburban transport - (no. of sales/millions of residents)	no. of sales/millions of residents	341.0	346.0	338.0
Extension of the sales network - Padua suburban transport - (% buses with on-board ticket sales with surcharge)	%	100.0	100.0	100.0
Extension of the sales network - Rovigo suburban transport - (no. of sales)	no.	130.0	138.0	130.0
Extension of the sales network - Rovigo suburban transport - (no. of sales/network km)	no. of sales/network km	0.2	0.2	0.2
Extension of the sales network - Rovigo suburban transport - (no. of sales/municipalities served)	no. of sales/municipalities served	2.2	2.3	2.2
Extension of the sales network - Rovigo suburban transport - (no. of sales/millions of residents)	no. of sales/millions of residents	178.0	190.0	178.0
Extension of the sales network - Rovigo suburban transport - (% buses with on-board ticket sales with surcharge)	%	100.0	100.0	100.0
Accident rate - Padua suburban transport	accidents suffered/million km	3.5	8.0	4.7
Accident rate - Rovigo suburban transport	accidents suffered/million km	3.0	7.4	3.4
Focus on the environment - Padua suburban transport (Euro2 and higher vehicles)	%	100.0	100.0	99.0
Focus on the environment - Rovigo suburban transport (Euro2 and higher)	%	100.0	100.0	97.0

Road passenger transport - (Umbria)			GRI 102-43	102-44
	Unit	2018 target	2018 actual	2017 actual
Punctuality and regularity - urban transport - (on-time journeys)	%	95.50	95.53	95.52
Punctuality and regularity - urban transport - (journeys with delays of >5' to <=10')	%	4.35	4.32	4.33
- for internal reasons	%	0.01	0.01	0.01
Punctuality and regularity - urban transport - (journeys with delays of >10'')	%	0.15	0.14	0.15
- for internal reasons	%	0.01	0.01	0.01
Punctuality and regularity - suburban transport - (on-time journeys)	%	96.50	96.53	96.52
Punctuality and regularity - suburban transport - (journeys with delays of >5' to <=10')	%	3.30	3.29	3.28
- for internal reasons	%	0.01	0.01	0.01
Punctuality and regularity - suburban transport - (journeys with delays of >10'')	%	0.20	0.19	0.20
- for internal reasons	%	0.01	0.01	0.01
Extension of the sales network - (sales)	no.	1.095	1.014	1.099
Extension of the sales network - (sales/network km)	i	0.49	0.45	0.49
Extension of the sales network - (sales/municipalities served)	i	10.90	10.04	10.88
Extension of the sales network - (buses with on-board ticket sales with surcharge)	%	100.0	100.0	100.0
Accident rate - (accidents suffered)		1 per every 75,000 km travelled	1 per every 76,085 km travelled	1 per every 74,966 km travelled
Focus on the environment - (vehicles with Euro 2 or higher engines)	%	98.5	98.6	98.5



Road passenger transport - (Campania)		GRI 102-43	102-44	
	Unit	2018 target	2018 actual	2017 actual
Punctuality and regularity - urban transport - (overall regularity - travelled/scheduled km) ¹	%	100.00	100.00	98.65
Punctuality and regularity - urban transport - (overall regularity - travelled/scheduled journeys) ¹	%	100.00	100.00	98.78
Punctuality and regularity - suburban transport - (overall regularity - travelled/scheduled km) ¹	%	100.00	100.00	98.04
Punctuality and regularity - suburban transport - (overall regularity - travelled/scheduled journeys) ¹	%	100.00	100.00	97.98
Comfort (vehicles with enhanced accessibility - lower floors)	% of total vehicles	71.04	72.26	65.58
PRM services (vehicles with enhanced accessibility for passengers with reduced mobility)	% of total vehicles	52.90	53.28	47.46
Passenger information (signs at stops displaying transit times)	% stops/total	55.00	55.00	46.48
Focus on the environment (vehicles with Euro4 and higher engines)	% of total vehicles	55.96	55.84	50.54
Extension of the sales network (sales/network km)	no. of sales/network km	0.42	0.42	0.42
Accident rate - urban transport ²	no. of accidents / km travelled	1 every 35,972 km	1 every 22,321 km	1 every 35,972 km
Accident rate - urban transport ²	no. of accidents* / journeys travelled	1 for every 4,390 journeys	1 for every 2,686 journeys	1 for every 4,390 journeys
Accident rate - suburban transport ²	no. of accidents / km travelled	1 every 148,753 km	1 every 39,640 km	1 every 148,753 km
Accident rate - suburban transport ²	no. of accidents* / journeys travelled	1 for every 6,485 journeys	1 for every 1,720 journeys	1 for every 6,485 journeys

¹ Busitalia Campania operates in a challenging transport context as its buses travel at low commercial speeds and are significantly influenced by traffic conditions. Consequently, service regularity and punctuality are highly affected by external, environmental and urban planning factors (lack of bus lanes, traffic conditions and road conditions). Only 0.4% of scheduled transport was not provided due to extreme weather conditions, such as landslides, snow and heavy rains which, in some of the areas served, caused temporary road closures preventing regular service.

² The accident rate was more detailed in 2018 than in 2017, with the use of a new computerised procedure for a more accurate calculation of actual accidents.

STAKEHOLDER ENGAGEMENT - SERVICE QUALITY - (CUSTOMER SATISFACTION)
GRI 102

Railway passenger transport - medium and long haul			GRI 102-43	102-44
	Unit	2018	2017	2016
Comfort	% satisfied customers	93.2	93.4	91.5
Cleanliness	% satisfied customers	90.5	90.7	88.9
Punctuality	% satisfied customers	78.6	81.2	80.9
On board information	% satisfied customers	92.1	92.4	90.7
Personnel	% satisfied customers	97.2	97.2	96.0
Overall journey	% satisfied customers	92.5	92.9	91.8

Railway passenger transport - regional			GRI 102-43	102-44
	Unit	2018	2017	2016
Comfort	% satisfied customers	85.2	82.9	79.3
Cleanliness	% satisfied customers	73.5	70.3	65.6
Punctuality	% satisfied customers	75.2	74.2	70.0
On board information	% satisfied customers	83.4	80.8	77.2
Personnel	% satisfied customers	95.6	94.0	91.2
Overall journey	% satisfied customers	84.5	82.7	79.6

Road passenger transport - urban transport (Veneto)			GRI 102-43	102-44
	Unit	2018	2017	2016
Level of commercial service	% satisfied customers	93.2	94.2	92.9
Passenger information	% satisfied customers	89.6	90.5	93.4
Professionalism and courtesy of personnel	% satisfied customers	86.8	89.5	92.0
Security	% satisfied customers	85.1	86.6	85.7
Travel comfort and comfort in stations	% satisfied customers	82.0	82.1	79.7
Regularity	% satisfied customers	80.9	79.7	76.7
Modal integration	% satisfied customers	79.5	77.6	73.0
Focus on the environment	% satisfied customers	81.6	87.0	85.1
Cleanliness of vehicles and infrastructures	% satisfied customers	79.1	80.8	80.6
Overall score	% satisfied customers	88.0	88.4	85.7



Road passenger transport - suburban transport (Veneto)			GRI 102-43	102-44
	Unit	2018	2017	2016
Level of commercial service	% satisfied customers	89.1	91.8	93.3
Passenger information	% satisfied customers	81.5	86.9	94.9
Professionalism and courtesy of personnel	% satisfied customers	90.0	91.9	94.3
Security	% satisfied customers	89.9	93.2	94.5
Travel comfort and comfort in stations	% satisfied customers	80.2	83.1	88.0
Regularity	% satisfied customers	76.1	79.9	83.6
Modal integration	% satisfied customers	74.1	76.1	74.4
Focus on the environment	% satisfied customers	88.4	86.8	90.6
Cleanliness of vehicles and infrastructures	% satisfied customers	72.1	73.5	77.9
Overall score	% satisfied customers	83.0	85.3	86.3

Road passenger transport - urban transport (Umbria)			GRI 102-43	102-44
	Unit	2018	2017	2016
Level of commercial service	% satisfied customers	96.1	94.9	91.9
Passenger information	% satisfied customers	94.2	94.1	94.7
Professionalism and courtesy of personnel	% satisfied customers	95.7	94.0	93.5
Security	% satisfied customers	95.8	94.4	94.5
Travel comfort and comfort in stations	% satisfied customers	89.0	88.5	84.2
Regularity	% satisfied customers	87.1	86.7	85.8
Modal integration	% satisfied customers	89.4	88.0	84.1
Focus on the environment	% satisfied customers	94.1	92.5	89.2
Cleanliness of vehicles and infrastructures	% satisfied customers	90.4	86.7	80.3
Overall score	% satisfied customers	94.6	94.7	95.0

Road passenger transport - suburban transport (Umbria)			GRI 102-43	102-44
	Unit	2018	2017	2016
Level of commercial service	% satisfied customers	88.2	87.7	86.9
Passenger information	% satisfied customers	77.2	77.7	88.3
Professionalism and courtesy of personnel	% satisfied customers	87.4	85.8	87.8
Security	% satisfied customers	88.8	90.2	90.5
Travel comfort and comfort in stations	% satisfied customers	79.0	79.9	75.2
Regularity	% satisfied customers	75.9	75.8	76.1
Modal integration	% satisfied customers	78.2	77.4	77.7
Focus on the environment	% satisfied customers	80.3	80.6	80.8
Cleanliness of vehicles and infrastructures	% satisfied customers	68.6	65.8	65.8
Overall score	% satisfied customers	86.6	86.9	89.4

Road passenger transport - urban transport (Tuscany - Florence)			GRI 102-43	102-44
	Unit	2018	2017	2016
Level of commercial service	% satisfied customers	92.0	89.6	80.9
Passenger information	% satisfied customers	84.2	81.3	87.2
Professionalism and courtesy of personnel	% satisfied customers	81.5	78.7	81.6
Security	% satisfied customers	80.8	76.6	77.0
Travel comfort and comfort in stations	% satisfied customers	71.0	68.9	64.3
Regularity	% satisfied customers	69.4	64.3	67.9
Modal integration	% satisfied customers	77.9	75.5	72.1
Focus on the environment	% satisfied customers	79.0	74.5	71.4
Cleanliness of vehicles and infrastructures	% satisfied customers	72.7	68.2	67.0
Overall score	% satisfied customers	84.0	78.5	84.2



Road passenger transport - suburban transport (Tuscany)			GRI 102-43	102-44
	Unit	2018	2017	2016
Level of commercial service	% satisfied customers	79.4	81.4	78.5
Passenger information	% satisfied customers	66.0	66.1	70.4
Professionalism and courtesy of personnel	% satisfied customers	85.1	87.1	83.9
Security	% satisfied customers	86.0	86.5	88.6
Travel comfort and comfort in stations	% satisfied customers	69.6	71.3	72.1
Regularity	% satisfied customers	64.7	65.2	62.4
Modal integration	% satisfied customers	71.2	71.9	73.1
Focus on the environment	% satisfied customers	75.2	75.3	76.2
Cleanliness of vehicles and infrastructures	% satisfied customers	58.2	59.4	62.9
Overall score	% satisfied customers	81.1	82.8	85.6

Road passenger transport - urban transport and suburban (Campania)			GRI 102-43	102-44
	Unit	2018	2017	2016
Level of commercial service	% satisfied customers	92.9	90.7	na
Passenger information	% satisfied customers	84.7	76.9	na
Professionalism and courtesy of personnel	% satisfied customers	87.6	80.6	na
Security	% satisfied customers	84.4	85.6	na
Travel comfort and comfort in stations	% satisfied customers	60.9	60.6	na
Regularity	% satisfied customers	73.8	61.9	na
Modal integration	% satisfied customers	78.4	66.5	na
Focus on the environment	% satisfied customers	74.5	58.9	na
Cleanliness of vehicles and infrastructures	% satisfied customers	68.8	51.2	na
Overall score	% satisfied customers	86.5	78.6	na

Infrastructures – station		GRI 102-43	102-44
	Unit	2018 target	2018 actual
Modal integration (Perception of ease and convenience of arrival at the station)	% of satisfied people	90.0	96.5
Comfort of stations (overall perception of station quality)	% of satisfied people	90.0	96.6
Comfort of stations (perception of lighting in underpasses, overpasses, etc.)	% of satisfied people	90.0	94.3
Cleanliness (perception of cleanliness of station areas)	% of satisfied people	90.0	95.8
Additional ground services (overall perception of commercial services)	% of satisfied people	90.0	98.9
<i>Security (perception of security at stations)</i>	% of satisfied people	80.0	92.7
Public information (overall perception of information)	% of satisfied people	90.0	97.7
Public information (perception of information under critical operating conditions)	% of satisfied people	85.0	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	90.0	99.5

GRI 102 - STAKEHOLDER ENGAGEMENT - COMPLAINTS MANAGEMENT

GRI 102

Railway passenger transport - medium and long haul (complaints by type %)			GRI 102-43	102-44
	Unit	2018	2017	2016
Punctuality	%	29.6	23.0	20.6
Timetable and fares	%	12.9	17.0	17.2
Website	%	14.3	16.0	17.9
Comfort and cleanliness	%	11.4	13.0	9.4
Commercial regulations	%	6.0	6.0	7.9
Service regularity	%	6.7	5.0	5.0
Post-sales regulations	%	6.3	4.0	5.9
Information	%	2.8	4.0	4.0
Traditional ticketing	%	1.5	2.0	2.7
Call centre	%	1.3	2.0	2.1
Safety/security of people and things	%	0.8	1.0	1.1
Other	%	6.4	7.0	6.2



Railway passenger transport - regional (complaints by type %)			GRI 102-43	102-44
	Unit	2018	2017	2016
Punctuality	%	22.9	21.0	16.5
Commercial regulations	%	15.4	16.0	18.5
Traditional ticketing	%	10.3	13.0	12.8
Comfort and cleanliness	%	9.8	11.0	8.4
Service regularity	%	10.5	10.0	10.4
Post-sales regulations	%	7.0	5.0	4.0
Information	%	5.1	5.0	5.4
Timetable and fares	%	5.0	4.0	6.9
Safety/security of people and things	%	1.3	2.0	1.3
Website	%	2.7	2.0	3.3
Call centre	%	0.1	0.0	0.2
Other	%	9.9	11.0	12.3

Road passenger transport - Veneto (complaints by type %)			GRI 102-43	102-44
	Unit	2018	2017	2016
Service regularity	%	31.2	24.8	27.8
Punctuality	%	20.7	23.8	21.4
Travel comfort	%	15.7	18.3	12.8
Company/customer relationship	%	18.0	14.9	16.2
Passenger information	%	2.7	5.7	6.9
Service gaps	%	5.1	4.4	3.5
Tickets	%	2.9	3.9	6.4
Security	%	0.7	2.0	2.5
Access to the service	%	0.2	0.6	0.3
Cleanliness	%	1.4	0.6	0.8
Vehicles	%	0.4	0.4	0.2
Other	%	1.0	0.6	1.2

Road passenger transport - Tuscany (suburban) (complaints by type %)			GRI 102-43	102-44
	Unit	2018	2017	2016
Service regularity	%	25.4	30.8	32.6
Punctuality	%	18.3	20.9	28.8
Company/customer relationship	%	18.5	14.8	10.1
Travel comfort	%	15.5	13.2	9.9
Passenger information	%	6.7	9.7	8.9
Other	%	15.6	10.6	9.7

Road passenger transport - Tuscany (urban) (complaints by type %)			GRI 102-43	102-44
	Unit	2018	2017	2016
Service regularity	%	39.0	38.1	37.9
Punctuality	%	6.1	6.0	7.4
Company/customer relationship	%	16.5	17.0	17.3
Travel comfort	%	4.1	3.5	5.7
Passenger information	%	4.9	6.9	7.5
Other	%	29.4	28.5	24.2

Road passenger transport - Umbria (complaints by type %)			GRI 102-43	102-44
	Unit	2018	2017	2016
Service regularity	%	34.8	26.4	18.3
Punctuality	%	18.8	18.7	24.6
Company/customer relationship	%	21.9	14.8	15.3
Travel comfort	%	13.7	11.3	7.2
Passenger information	%	2.0	4.2	0.4
Service gaps	%	2.7	11.6	9.3
Tickets	%	2.0	4.2	2.6
Security	%	2.0	2.8	2.8
Cleanliness	%	0.4	1.6	5.7
Other	%	1.7	4.4	13.8



Road passenger transport - Campania (complaints by type %)			GRI 102-43	102-44
	Unit	2018	2017	2016
Service regularity	%	25.5	36.6	na
Punctuality	%	8.7	5.3	na
Company/customer relationship	%	8.7	7.6	na
Travel comfort	%	4.9	9.2	na
Passenger information	%	4.9	9.2	na
Service gaps	%	10.3	16.0	na
Tickets	%	14.1	8.4	na
Security	%	1.6	3.1	na
Vehicles	%	0.0	0.8	na
Other	%	21.3	3.8	na

KPI - FINANCIAL

ECONOMIC PERFORMANCE

GRI 201

Economic value directly generated and distributed				GRI 201-1
	Unit	2018	2017	2016
Economic value generated directly	€ M	12,202	9,369	9,004
- Revenue from sales and services	€ M	11,566	8,993	7,908
- Other sundry income	€ M	636	376	1,096
Economic value distributed	€ M	9,883	7,202	6,837
Operating costs for materials and services	€ M	4,685	2,754	2,623
Personnel expense	€ M	4,853	4,178	3,951
Payments to financial backers	€ M	221	176	170
Payments to public bodies	€ M	124	94	93
Economic value withheld	€ M	2,319	2,167	2,167
Depreciation, amortisation, accruals and impairment losses	€ M	1,762	1,595	1,401
Other costs and taxes	€ M	(2)	20	(6)
Profit for the year	€ M	559	552	772

Financial assistance received from the public administration				GRI 201-4
	Unit	2018	2017	2016
Grants related to income	€ M	1,055.7	1,083	987
Government Programme Contract	€ M	1,015.6	976	976
Other loans from the Italian government	€ M	10.4	96	5
EU funds	€ M	1.3	0	1
From local public bodies (regions, municipalities, etc.)	€ M	25.5	8	7
Other grants	€ M	2.9	4	0
Grants related to assets	€ M	2,285.9	2,691	3,224
Italian government grants	€ M	2,270.8	2,628	3,199
From local public bodies (regions, municipalities, etc.)	€ M	7.9	17	19
EU funds	€ M	7.2	46	6
Total	€ M	3,341.6	3,774	4,211



INDIRECT ECONOMIC IMPACTS

GRI 203

Investments in infrastructure and support services				GRI 203-1
	Unit	2018	2017	2016
Total investments	€ M	7,485	5,625	6,018
Infrastructure	€ M	6,320	4,451	4,256
Transport	€ M	1,118	1,134	1,663
Real estate and other services*	€ M	47	40	98

* This category includes consolidation adjustments for intragroup projects

PROCUREMENT POLICIES

GRI 204

Percentage of expenses for direct local suppliers¹				GRI 204-1
	Unit	2018	2017	2016
Italy	%	84	78	82
Abroad	%	16	21	18

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 the country in which the purchasing company has its headquarters.

KPI - ETHICS IN BUSINESS AND LEGISLATION COMPLIANCE

ANTI-CORRUPTION

GRI 205

Training about anticorruption policies and procedures (reduced scope)				GRI 205-2
	Unit	2018	2017	2016
Number of employees trained about anticorruption policies and procedures	no.	1,473	1,735	218
- managers	no.	211	151	24
- junior managers	no.	572	639	113
- white collars	no.	648	899	72
- blue collars	no.	42	45	8

¹ The reduced scope for 2018 includes: FS S.p.A., RFI, Trenitalia, Ferservizi, 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 2016 and 2017 Sustainability Reports for details on the scopes used for 2016 and 2017.

Incidents of corruption and actions taken				GRI 205-3
	Unit	2018	2017	2016
Total number of incidents confirmed	n.	0	2	0
Number of incidents confirmed that resulted in dismissal or sanctions for employees involved	n.	0	2	0
Number of incidents confirmed that resulted in termination of non-renewal of contract with supplier/partner involved	n.	0	0	0
Number of legal actions against group companies and/or their employees for incidents of corruption	n.	0	0	0

KPI - ENVIRONMENTAL

MATERIALS (WORK SITES)¹

GRI 301

Materials used by weight or volume				GRI 301-1
	Unit	2018	2017	2016
Non-renewable materials	t	1,700,860	2,095,400	2,105,149
- Earth - procurement	t	689,930	152,332	163,424
- Concrete	t	534,804	1,202,469	1,449,796
- Inert material	t	153,858	395,721	366,825
- Steel for railway superstructure	t	31	2,849	1,710
- Steel for railway technology systems	t	3,927	45,089	59,884
- CAP sleepers	t	721	20,450	1,695
- Iron	t	316,830	276,393	58,946
- Aluminium	t	748	1	2,440
- Copper	t	12	96	430
Renewable materials	t	2,243,433	4,081,716	1,897,038
- Earth - reuse	t	1,355,156	540,896	1,897,038
- Earth - reuse through environmental redevelopment	t	888,276	3,540,820	n.a.

¹ The data reported below refer to the work sites considered for 2018: Bologna current maintenance plant, Palermo ring, the Bicocca - Augusta and Ogliastrillo - Castelbuono sections, the Taranto yard, the multi-station interlocking system at Bari Centrale, the SS16 variant, the Bologna-Lot 13 hub, the Bologna-Lotto 15 hub, the Bologna-Rastignano variant hub, the Florence hub, the Foggia multi-station interlocking system, the Sesto Fiorentino Nord barriers, Ponte del Barco Stradale, Milan Martesana, the Fasano Lecce remote command station, the Lecce multi-station interlocking system, the Genoa hub, the Bari Centrale general zoning plan, Bari Bitetto, the Rome-Florence direct route multi-station interlocking system, Fiumetorto Ogliastrillo, Terzo Valico. Refer to the 2016 and 2017 Sustainability Reports for details on the work sites considered for 2016 and 2017.

Recycled raw materials (work sites)				GRI 301-2
	Unit	2018	2017	2016
Percentage of materials used that are recycled input materials	%	56.9%	66.1%	47.4%

ENERGY ^{1 2 3}

GRI 302

Energy consumed by the Group				GRI 302-1
	Unit	2018	2017	2016
Total energy consumed by the Group (in GJ)	GJ	29,520,215	26,759,596	25,700,099
Electricity	GJ	20,823,998	19,028,524	18,591,065
Diesel	GJ	7,040,029	6,042,206	5,501,967
Natural gas	GJ	1,631,371	1,665,663	1,582,828
Petrol	GJ	8,404	6,400	6,974
Fuel oil	GJ	7,307	9,344	9,635
LPG	GJ	4,893	3,388	4,470
Heat	GJ	4,213	4,072	3,159
Energy consumed by the Group (detail of units of measure)				
Electricity	GWh	5,784	5,286	5,164
- Electricity for railway traction	GWh	4,726	4,629	4,547
- Electricity to light roads and tunnels	GWh	368	0	0
- Electricity for other uses	GWh	690	656	617
- Self-generated solar power	MWh	1,255	1,170	1,003
- amount sold	MWh	571	781	629
Diesel	thousand litres	193,702	166,050	151,151
- Diesel for railway traction	thousands of litres	111,949	96,958	93,260
- Diesel for vehicle traction (public transport)	thousands of litres	51,736	41,491	30,906
- Diesel for navigation	thousands of litres	13,590	14,871	14,053
- Diesel for vehicle traction (road and work vehicles)	thousands of litres	11,907	8,014	7,736
- Diesel for heating	thousands of litres	4,431	4,716	5,197
- Diesel to generate electricity	thousands of litres	89	0	0
Natural gas	thousands of Sm³	47,583	48,599	46,192
- Natural gas for heating and other uses	thousands of Sm ³	38,403	38,697	36,601
- Natural gas for vehicle traction (public transport)	thousands of Sm ³	9,169	9,879	9,581
- Natural gas for vehicle traction (road and work vehicles)	thousands of Sm ³	11	23	10



Petrol	thousand of litres	265	202	220
- Petrol for vehicle traction (road and work vehicles)	thousands of litres	257	193	210
- Petrol for vehicle traction (public transport)	thousands of litres	8	8	10
Fuel oil	t	178	228	234
- Fuel oil for heating	t	178	228	234
LPG	thousand of litres	204	140	185
- LPG for heating	thousands of litres	201	135	176
- LPG for vehicle traction (road and work vehicles)	thousands of litres	3	5	9
Heat	millions of kcal	10,065	9,727	7,547
- Heat for heating	millions of kcal	10,065	9,727	7,547

Energy consumed not by the Group				GRI 302-2
	Unit	2018	2017	2016
Total energy consumed not by the Group	GJ	442,728	914,688	799,580
- Electricity (work sites)	MWh	60,479	186,868	23,958
- Diesel (work sites)	thousands of litres	6,232	6,701	19,757

Energy intensity				GRI 302-3
	Unit	2018	2017	2016
Final specific consumption for railway traction	(kJ/UT)	340.8	335.8	338.8
- Passenger traffic	(kJ/pkm)	397.7	387.7	400.6
- Freight traffic	(kJ/tkm)	140.3	161.2	140.0

¹ Our processing of data according to the guidelines issued by Terna, UIC, International Energy Agency (IEA), ISPRA and ABILAB.

² The data reported below refer to the work sites considered for 2018: Bologna current maintenance plant, Palermo ring, the Bicocca - Augusta and Ogliastrillo - Castelbuono sections, the Taranto yard, the multi-station interlocking system at Bari Centrale, the SS16 variant, the Bologna-Lot 13 hub, the Bologna-Lotto 15 hub, the Bologna-Rastignano variant hub, the Florence hub, the Foggia multi-station interlocking system, the Sesto Fiorentino Nord barriers, Ponte del Barco Stradale, Milano Martesana, the Fasano Lecce remote command station, the Lecce multi-station interlocking system, the Genoa hub, the Bari Centrale general zoning plan, Bari Bitetto, the Rome-Florence direct route multi-station interlocking system, Fiumetorto Ogliastrillo, Terzo Valico. Refer to the 2016 and 2017 Sustainability Reports for details on the work sites considered for 2016 and 2017.

³ The scope of reference for energy intensity indicators is the following: Trenitalia, Mercitalia Rail.

WATER

GRI 303

Water withdrawn by use and source (Group)				GRI 303-1
	Unit	2018	2017	2016
Civil use	m³	16,384,114	19,985,720	21,411,020
- from aqueducts	m ³	7,883,524	8,560,164	8,428,202
- from underground water (water table and sources)	m ³	8,500,589	11,425,555	12,982,818
Industrial use	m³	3,336,612	2,994,432	3,205,906
- from aqueducts	m ³	1,700,569	1,495,799	1,473,564
- from underground water (water table and sources)	m ³	1,595,419	1,468,899	1,689,467
- from bodies of water	m ³	40,624	29,733	42,875
Total water withdrawn by the Group	m³	19,720,726	22,980,151	24,616,926

Water withdrawn by source (work sites) ¹				GRI 303-1
	Unit	2018	2017	2016
Aqueducts	m³	192,657	498,304	92,871
- for civil use	m ³	43,744.80	111,727.50	61,615.13
- for industrial use	m ³	148,911.90	386,576.00	31,256.00
Superficial bodies of water for industrial use	m³	365,352	94,715	7,118
Underground water for industrial use	m³	289,034	417,970	133,082
Total water withdrawn by work sites	m³	847,043	1,010,989	233,071

¹ The data reported below refer to the work sites considered for 2018: Bologna current maintenance plant, Palermo ring, the Bicocca - Augusta and Ogliastrillo - Castelbuono sections, the Taranto yard, the multi-station interlocking system at Bari Centrale, the SS16 variant, the Bologna-Lot 13 hub, the Bologna-Lotto 15 hub, the Bologna-Rastignano variant hub, the Florence hub, the Foggia multi-station interlocking system, the Sesto Fiorentino Nord barriers, Ponte del Barco Stradale, Milan Martesana, the Fasano Lecce remote command station, the Lecce multi-station interlocking system, the Genoa hub, the Bari Centrale general zoning plan, Bari Bitetto, the Rome-Florence direct route multi-station interlocking system, Fiumetorto Ogliastrillo, Terzo Valico. Refer to the 2016 and 2017 Sustainability Reports for details on the work sites considered for 2016 and 2017.



EMISSIONS 1 2 3 4 5

GRI 305

Direct emissions - Scope 1				GRI 305-1
	Unit	2018	2017	2016
Total direct greenhouse gas emissions	tCO₂	614,314	541,743	498,245
- Diesel for railway traction	tCO ₂	298,910	258,882	250,535
- Diesel for vehicle traction (public transport)	tCO ₂	137,572	110,330	82,182
- Diesel for navigation	tCO ₂	38,520	41,907	39,413
- Diesel for vehicle traction (road and work vehicles)	tCO ₂	31,661	21,309	20,570
- Diesel for heating	tCO ₂	11,799	12,557	13,836
- Diesel to generate electricity	tCO ₂	237	0	0
- Natural gas for heating and other uses	tCO ₂	75,961	75,924	71,445
- Natural gas for vehicle traction (public transport)	tCO ₂	18,136	19,382	18,703
- Natural gas for vehicle traction (road and work vehicles)	tCO ₂	22	45	20
- Petrol for vehicle traction (road and work vehicles)	tCO ₂	597	450	489
- Petrol for vehicle traction (public transport)	tCO ₂	19	19	22
- Fuel oil for heating	tCO ₂	560	716	737
- LPG for heating	tCO ₂	317	214	278
- LPG for vehicle traction (road and work vehicles)	tCO ₂	4	9	15

Indirect emissions - Scope 2				GRI 305-2
	Unit	2018	2017	2016
Total indirect greenhouse gas emissions	tCO₂	1,918,587	1,811,413	1,728,894
- Electricity for railway traction	tCO ₂	1,575,625	1,591,363	1,527,104
- Electricity to light roads and tunnels	tCO ₂	121,873	0	0
- Electricity for other uses	tCO ₂	220,832	219,818	201,609
- Heat for heating	tCO ₂	257	233	180

Other indirect emissions - Scope 3				GRI 305-3
	Unit	2018	2017	2016
Other total indirect greenhouse gas emissions	tCO₂	40,920	83,821	64,020
- Electricity (work sites)	tCO ₂	19,433	61,990	7,745
- Diesel (work sites)	tCO ₂	16,571	17,820	52,536
- Emissions for work travel (includes air travel and hotels)	tCO ₂	4,876	3,244	4,011

Intensity of greenhouse gas emissions				GRI 305-4
	Unit	2018	2017	2016
Specific CO₂ emissions for traction	(gCO₂/t)	29.9	30.3	30.2
Passenger traffic	(gCO ₂ /pkm)	35	35	36
Freight traffic	(gCO ₂ /tkm)	12	15	13

Other significant emissions				GRI 305-7
	Unit	2018	2017	2016
NO _x	t	8,324	7,428	6,965
SO ₂	t	634	739	775
PM ₁₀	t	220	191	176

¹ Scope 1, 2 and 3 emissions were calculated using a location-based methodology. The criteria and rates recommended by IEA, ISPRA, Terna, UIC and ABILAB were used for 2016.

² The data reported below refer to the work sites considered for 2018: Bologna current maintenance plant, Palermo ring, the Bicocca - Augusta and Ogliastrillo - Castelbuono sections, the Taranto yard, the multi-station interlocking system at Bari Centrale, the SS16 variant, the Bologna-Lot 13 hub, the Bologna-Lotto 15 hub, the Bologna-Rastignano variant hub, the Florence hub, the Foggia multi-station interlocking system, the Sesto Fiorentino Nord barriers, Ponte del Barco Stradale, Milan Martesana, the Fasano Lecce remote command station, the Lecce multi-station interlocking system, the Genoa hub, the Bari Centrale general zoning plan, Bari Bitetto, the Rome-Florence direct route multi-station interlocking system, Fiumetorto Ogliastrillo, Terzo Valico. Refer to the 2016 and 2017 Sustainability Reports for details on the work sites considered for 2016 and 2017.

³ The "EEA/EMEP Guidebook 2016" and ISPRA transformation rates were used to calculate direct emissions. The updating of sources entailed an updating of the historical data on emissions.

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 The scope for the greenhouse gas emission intensity indicators is: Trenitalia and Mercitalia Rail.



EFFLUENTS AND WASTE

GRI 306

Water discharge by quality and destination (Group) ¹				GRI 306-1
	Unit	2018	2017	2016
Wastewater sent to sewers	m³	15,286,785	20,080,808	20,851,649
- water treated beforehand	%	8.1	4.5	4.5
Wastewater sent elsewhere	m³	746,627	316,576	360,257
- water treated beforehand	%	47.6	89.9	92.5

¹ Wastewater resulting from the group use is mainly classified as domestic wastewater (in 2018, domestic wastewater accounted for roughly 90% 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.

Water discharge by quality and destination (work sites) ¹				GRI 306-1
	Unit	2018	2017	2016
Wastewater sent to sewers	m³	5,467	153,829	138,238
- water treated beforehand	%	8.1	85.8	98.3
Wastewater sent elsewhere	m³	658,540	654,254	181,678
- water treated beforehand	%	99.9	23.2	9.3

¹ The data reported below refer to the work sites considered for 2018: Bologna current maintenance plant, Palermo ring, the Bicocca - Augusta and Ogliastrillo - Castelbuono sections, the Taranto yard, the multi-station interlocking system at Bari Centrale, the SS16 variant, the Bologna-Lot 13 hub, the Bologna-Lotto 15 hub, the Bologna-Rastignano variant hub, the Florence hub, the Foggia multi-station interlocking system, the Sesto Fiorentino Nord barriers, Ponte del Barco Stradale, Milan Martesana, the Fasano Lecce remote command station, the Lecce multi-station interlocking system, the Genoa hub, the Bari Centrale general zoning plan, Bari Biletto, the Rome-Florence direct route multi-station interlocking system, Fiumetorto Ogliastrillo, Terzo Valico. Refer to the 2016 and 2017 Sustainability Reports for details on the work sites considered for 2016 and 2017.

Waste produced by type (Group) ¹				GRI 306-2
	Unit	2018	2017	2016
Total waste produced	t	331,717	296,396	236,333
<i>Waste classified as urban waste</i>	<i>t</i>	<i>7.132</i>	<i>6.478</i>	<i>3.852</i>
- sorted waste	t	2.304	1.944	1.457
<i>Station waste classified as urban waste</i>	<i>t</i>	<i>16.555</i>	<i>18.330</i>	<i>20.731</i>
- sorted waste	t	4.012	3.518	2.759
Non-hazardous special waste	t	262.387	212.380	173.649
Hazardous special waste	t	45.644	59.209	38.101

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.

Waste produced by type (work sites) ¹				GRI 306-2
	Unit	2018	2017	2016
Total waste produced	t	318,919	40,443,863	661,947
<i>Non-hazardous special waste</i>	<i>t</i>	<i>318,874</i>	<i>40,327,413</i>	<i>653,072</i>
<i>Hazardous special waste</i>	<i>t</i>	<i>44</i>	<i>116,450</i>	<i>8,876</i>

¹ The data reported below refer to the work sites considered for 2018: Bologna current maintenance plant, Palermo ring, the Bicocca - Augusta and Ogliastrillo - Castelbuono sections, the Taranto yard, the multi-station interlocking system at Bari Centrale, the SS16 variant, the Bologna-Lot 13 hub, the Bologna-Lotto 15 hub, the Bologna-Rastignano variant hub, the Florence hub, the Foggia multi-station interlocking system, the Sesto Fiorentino Nord barriers, Ponte del Barco Stradale, Milan Martesana, the Fasano Lecce remote command station, the Lecce multi-station interlocking system, the Genoa hub, the Bari Centrale general zoning plan, Bari Bitetto, the Rome-Florence direct route multi-station interlocking system, Fiumetorto Ogliastrillo, Terzo Valico. Refer to the 2016 and 2017 Sustainability Reports for details on the work sites considered for 2016 and 2017.

Waste sent for treatment (Group)				GRI 306-2
	Unit	2018	2017	2016
Total waste sent for treatment	t	308,183	271,918	211,520
<i>Non-hazardous special waste sent for treatment</i>	<i>t</i>	<i>262,647</i>	<i>212,374</i>	<i>173,458</i>
- sent for recycling	%	95.3	96.8	95.8
- sent for disposal	%	4.7	3.2	4.2
<i>Hazardous special waste sent for treatment</i>	<i>t</i>	<i>45,535</i>	<i>59,545</i>	<i>38,062</i>
- sent for recycling	%	90.3	87.4	90.6
- sent for disposal	%	9.7	12.6	9.4

Waste sent for treatment (work sites) ¹				GRI 306-2
	Unit	2018	2017	2016
Total waste sent for treatment	t	306,996	40,379,832	663,949
<i>Non-hazardous special waste sent for treatment</i>	<i>t</i>	<i>306,965</i>	<i>40,316,013</i>	<i>655,074</i>
- sent for recycling	%	99.9	99.9	86.1
- sent for disposal	%	0.1	0.1	13.9
<i>Hazardous special waste sent for treatment</i>	<i>t</i>	<i>31</i>	<i>63,819</i>	<i>8,875</i>
- sent for recycling	%	22.5	79	71.5
- sent for disposal	%	77.5	21	28.5

¹ The data reported below refer to the work sites considered for 2018: Bologna current maintenance plant, Palermo ring, the Bicocca - Augusta and Ogliastrillo - Castelbuono sections, the Taranto yard, the multi-station interlocking system at Bari Centrale, the SS16 variant, the Bologna-Lot 13 hub, the Bologna-Lotto 15 hub, the Bologna-Rastignano variant hub, the Florence hub, the Foggia multi-station interlocking system, the Sesto Fiorentino Nord barriers, Ponte del Barco Stradale, Milan Martesana, the Fasano Lecce remote command station, the Lecce multi-station interlocking system, the Genoa hub, the Bari Centrale general zoning plan, Bari Bitetto, the Rome-Florence direct route multi-station interlocking system, Fiumetorto Ogliastrillo, Terzo Valico. Refer to the 2016 and 2017 Sustainability Reports for details on the work sites considered for 2016 and 2017.



Hazardous waste transported on behalf of third part (Basel convention)				GRI 306-4
	Unit	2018	2017	2016
Total hazardous waste (Basel convention)	t	238,169	313,260	328,991
- sent for recycling	t	103,625	68,412	138,532
- sent for disposal	t	134,544	244,848	190,459

Waste transported domestically				GRI 306-4
	Unit	2018	2017	2016
Non-hazardous waste	t	25,519	96,091	55,974
- transported on behalf of third parties	%	100	100	100
Hazardous waste	t	29,431	10,343	21,604
- transported on behalf of third parties	%	100	98.4	91.8

Noise (new lines or those being upgraded)				GRI n,a,
	Unit	2018	2017	2016
Design of acoustic barriers	m	373,581	177,910	114,078
Acoustic barriers under construction	m	49,626	44,702	48,208
Acoustic barriers built (total accumulated length per year)	m	354,026	352,217	350,352

Noise (operating lines)				GRI n,a,
	Unit	2018	2017	2016
Design of acoustic barriers	m	529,360	459,208	452,837
Approved acoustic barriers	m	30,028	38,132	12,950
Acoustic barriers under construction	m	16,780	12,262	12,376
Acoustic barriers built (total accumulated length per year)	m	97,871	71,650	60,566

KPI - SOCIAL

GENERAL DISCLOSURES¹

GRI 102

Breakdown of personnel by gender and position (scope as per consolidated financial statements)	GRI 102-8 405-1			
	Unit	2018	2017	2016
Total workforce (at 31 December)	no.	82,944	74,436	70,180
<i>Managers</i>	<i>no.</i>	972	778	727
	<i>%</i>	1.17	1.0	1.0
- women	<i>no.</i>	176	134	117
- men	<i>no.</i>	796	644	610
<i>Junior managers</i>	<i>no.</i>	12,901	10,996	11,005
	<i>%</i>	15,6	14,8	15,7
- women	<i>no.</i>	2,474	1,854	1,832
- men	<i>no.</i>	10,427	9,142	9,173
<i>White collars</i>	<i>no.</i>	39,688	33,948	32,117
	<i>%</i>	47.8	45.6	45.8
- women	<i>no.</i>	8,997	7,321	6,659
- men	<i>no.</i>	30,691	26,627	25,458
<i>Blue collars</i>	<i>no.</i>	29,383	28,714	26,331
	<i>%</i>	35.4	38.6	37.5
- women	<i>no.</i>	2,100	2,000	1,616
- men	<i>no.</i>	27,283	26,714	24,715
<i>Of women</i>	<i>%</i>	16.6	15.2	14.6
<i>Of men</i>	<i>%</i>	83.4	84.8	85.4
Average number of the year	no.	81,662	72,441	69,056

¹ The reduced scope for 2018 includes: FS S.p.A., RFI, Trenitalia, Ferservizi, 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. The total number of employees in the reduced scope is 62,518, which corresponds with approximately 75.4% of the entire workforce (scope of the consolidated financial statements). Refer to the 2016 and 2017 Sustainability Reports for details on the scopes used for 2016 and 2017.



Breakdown of personnel by age (reduced scope)			GRI 102-8 405-1	
	Unit	2018	2017	2016
Total workforce	no.	62,518	61,913	60,191
<i>Under 20 years</i>	no.	394	266	107
	%	0.6	0.4	0.2
<i>Between 21 and 30 years</i>	no.	8,004	5,211	3,607
	%	12.8	8.4	6.0
<i>Between 31 and 40 years</i>	no.	11,445	11,358	11,020
	%	18.3	18.3	18.3
<i>Between 41 and 50 years</i>	no.	12,193	12,142	11,705
	%	19.5	19.6	19.4
<i>Between 51 and 60 years</i>	no.	22,499	25,571	27,757
	%	36.0	41.3	46.1
<i>Over 60 years</i>	no.	7,983	7,365	5,995
	%	12.8	11.9	10.0

Breakdown of personnel by years of service (reduced scope)			GRI 102-8	
	Unit	2018	2017	2016
<i>Between 0 and 10 years</i>	no.	13,704	9,935	8,291
	%	21.9	16.0	13.8
<i>Between 11 and 20 years</i>	no.	13,879	15,131	14,751
	%	22.2	24.4	24.5
<i>Between 21 and 30 years</i>	no.	10,328	13,537	14,108
	%	16.5	21.9	23.4
<i>Over 30 years</i>	no.	24,607	23,310	23,041
	%	39.4	37.6	38.3

Breakdown of personnel by level of education (reduced scope)			GRI 102-8	
	Unit	2018	2017	2016
<i>University graduates</i>	no.	8,018	7,177	6,637
	%	12.8	11.6	11.0
<i>High school graduates</i>	no.	43,143	42,108	41,637
	%	69.0	68.0	69.2
<i>Other qualification</i>	no.	11,357	12,628	11,917
	%	18.2	20.4	19.8

EMPLOYMENT ¹

GRI 401

Hires by gender/contract type (scope of the consolidated financial statements)				GRI 401-1
	Unit	2018	2017	2016
Total hires by gender/contract type	no.	7,610	4,616	2,595
<i>apprenticeship</i>	<i>no.</i>	<i>3,186</i>	<i>2,090</i>	<i>693</i>
	<i>%</i>	<i>41.9</i>	<i>45.3</i>	<i>26.7</i>
- women	<i>no.</i>	<i>669</i>	<i>427</i>	<i>160</i>
- men	<i>no.</i>	<i>2,517</i>	<i>1,663</i>	<i>533</i>
<i>fixed-term</i>	<i>no.</i>	<i>1,816</i>	<i>865</i>	<i>678</i>
	<i>%</i>	<i>23.9</i>	<i>18.7</i>	<i>26.1</i>
- women	<i>no.</i>	<i>390</i>	<i>219</i>	<i>137</i>
- men	<i>no.</i>	<i>1,426</i>	<i>646</i>	<i>541</i>
<i>open-ended</i>	<i>no.</i>	<i>2,520</i>	<i>1,620</i>	<i>1,219</i>
	<i>%</i>	<i>33.1</i>	<i>35.1</i>	<i>47.0</i>
- women	<i>no.</i>	<i>497</i>	<i>364</i>	<i>221</i>
- men	<i>no.</i>	<i>2,023</i>	<i>1,256</i>	<i>998</i>
<i>other contracts</i>	<i>no.</i>	<i>88</i>	<i>41</i>	<i>5</i>
	<i>%</i>	<i>1.2</i>	<i>0.9</i>	<i>0.2</i>
- women	<i>no.</i>	<i>9</i>	<i>9</i>	<i>0</i>
- men	<i>no.</i>	<i>79</i>	<i>32</i>	<i>5</i>

¹ The reduced scope for 2018 includes: FS S.p.A., RFI, Trenitalia, Ferservizi, 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. The total number of employees in the reduced scope is 62,518, which corresponds with approximately 75.4% of the entire workforce (scope of the consolidated financial statements). Refer to the 2016 and 2017 Sustainability Reports for details on the scopes used for 2016 and 2017.



Hires by age Group (reduced scope)		GRI 401-1		
	Unit	2018	2017	2016
Total hires by age	no.	4,395	3,501	1,371
<i>Under 20 years</i>	no.	455	318	122
	%	10.4	9.1	8.9
- women	no.	81	41	16
- men	no.	374	277	106
<i>Between 21 and 30 years</i>	no.	3,202	2,218	992
	%	72.9	63.4	72.4
- women	no.	759	542	232
- men	no.	2,443	1,676	760
<i>Between 31 and 40 years</i>	no.	470	470	122
	%	10.7	13.4	8.9
- women	no.	140	97	22
- men	no.	330	373	100
<i>Between 41 and 50 years</i>	no.	187	315	77
	%	4.3	9.0	5.6
- women	no.	32	23	6
- men	no.	155	292	71
<i>Between 51 and 60 years</i>	no.	66	151	47
	%	1.5	4.3	3.4
- women	no.	5	7	5
- men	no.	61	144	42
<i>over 60 years</i>	no.	15	29	11
	%	0.3	0.8	0.8
- women	no.	0	1	0
- men	no.	15	28	11

Outgoing employees by age Group (reduced scope)				GRI 401-1
	Unit	2018	2017	2016
Total outgoing employees by age Group	no.	4,030	2,995	1,639
<i>Under 20 years</i>	no.	7	6	4
	%	0.2	0.2	0.2
- women	no.	1	1	0
- men	no.	6	5	4
<i>Between 21 and 30 years</i>	no.	137	73	53
	%	3.4	2.4	3.2
- women	no.	32	15	6
- men	no.	105	58	47
<i>Between 31 and 40 years</i>	no.	93	63	65
	%	2.3	2.1	4.0
- women	no.	22	12	7
- men	no.	71	51	58
<i>Between 41 and 50 years</i>	no.	75	74	73
	%	1.9	2.5	4.5
- women	no.	10	6	13
- men	no.	65	68	60
<i>Between 51 and 60 years</i>	no.	1,393	1,191	733
	%	34.6	39.8	44.7
- women	no.	86	112	60
- men	no.	1,307	1,079	673
<i>over 60 years</i>	no.	2,325	1,588	711
	%	57.7	53.0	43.4
- women	no.	182	185	56
- men	no.	2,143	1,403	655



Turnover by age Group (reduced scope)				GRI 401-1
	Unit	2018	2017	2016
Total turnover	%	13.6	10.5	5.0
<i>Under 20 years</i>	%	0.74	0.53	0.21
<i>Between 21 and 30 years</i>	%	5.38	3.71	1.74
<i>Between 31 and 40 years</i>	%	0.91	0.86	0.31
<i>Between 41 and 50 years</i>	%	0.42	0.63	0.25
<i>Between 51 and 60 years</i>	%	2.35	2.17	1.30
<i>over 60 years</i>	%	3.77	2.62	1.20

Hires by geographical area (reduced scope)				GRI 401-1
	Unit	2018	2017	2016
Hires employees by geographical area	no.	4,395	3,501	1,371
Italy	no.	4,370	3,496	1,350
- North	no.	1,664	1,147	448
- Centre	no.	1,509	1,065	560
- South and islands	no.	1,197	1,284	342
Abroad	no.	25	5	21
Italy	%	99.4	99.9	98.5
- North	%	37.9	32.8	32.7
- Centre	%	34.3	30.4	40.8
- South and islands	%	27.2	36.7	24.9
Abroad	%	0.6	0.1	1.5

Outgoing employees by geographical area (reduced scope)				GRI 401-1
	Unit	2018	2017	2016
Outgoing employees by geographical area	no.	4,030	2,995	1,639
Italy	no.	4,001	2,987	1,628
- North	no.	1,833	1,462	726
- Centre	no.	872	753	394
- South and islands	no.	1,296	772	508
Abroad	no.	29	8	11
Italy	%	99.3	99.7	99.3
- North	%	45.5	48.8	44.3
- Centre	%	21.6	25.1	24.0
- South and islands	%	32.2	25.8	31.0
Abroad	%	0.7	0.3	0.7

Turnover by geographical area (reduced scope)				GRI 401-1
	Unit	2018	2017	2016
Total turnover	%	13.6	10.5	5.00
Italy				
- North	%	5.63	4.23	1.95
- Centre	%	3.84	2.94	1.59
- South and islands	%	4.02	3.33	1.41
Abroad	%	0.09	0.02	0.05

Turnover by gender (reduced scope)				GRI 401-1
	Unit	2018	2017	2016
Total turnover	%	13.6	10.5	5.00
Women	%	2.18	1.69	0.70
Men	%	11.40	8.83	4.30

¹ The reduced scope for 2018 includes: FS S.p.A., RFI, Trenitalia, Ferservizi, 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. The total number of employees in the reduced scope is 62,518, which corresponds with approximately 75.4% of the entire workforce (scope of the consolidated financial statements). Refer to the 2016 and 2017 Sustainability Reports for details on the scopes used for 2016 and 2017.

HEALTH AND SAFETY (REDUCED SCOPE) ¹

GRI 403

Health and safety organisation				GRI 403-1
	Unit	2018	2017	2016
Number of production units	no.	130	126	119
Production units with occupational safety certification	no.	128	119	84
Prevention and Protection Representatives	no.	117	113	104
Company doctors	no.	209	248	158
Workers' Safety Representatives	no.	465	468	474
Personnel who received health monitoring check-ups	no.	45,561	51,502	45,074
Personnel who received railway safety medical check-ups	no.	24,043	17,735	16,266

Accidents indemnified by INAIL by type				GRI 403-2
	Unit	2018	2017	2016
Accidents in the workplace	no.	1,141	1,333	1,352
- women	no.	142	175	173
- men	no.	999	1,158	1,179
Fatal accidents	no.	4	1	2
Accidents in transit	no.	264	338	302

Frequency of accidents indemnified by INAIL (IR - Injury Rate) ²				GRI 403-2
	Unit	2018	2017	2016
Total frequency rate	i	18.4	21.6	22.5
Frequency - (women)	i	14.4	17.2	19.7
Frequency - (men)	i	19.0	22.0	22.5

Seriousness of accidents indemnified by INAIL (LDR - Lost Day Rate) ³				GRI 403-2
	Unit	2018	2017	2016
Seriousness index	i	776.0	838.0	1,001.0

¹ The reduced scope for 2018 includes: FS Italiane S.p.A., RFI, Trenitalia, Ferservizi, Italferr, FS Sistemi Urbani, Italcertifer, Mercitalia Logistics, Mercitalia Rail and Busitalia Sita Nord. Refer to the 2016 and 2017 Sustainability Reports for details on the scopes used for 2016 and 2017.

² Frequency rate: [no. of accidents at work/amount] * 1,000 employees, calculated in accordance with European ESAW standards.

³ Seriousness index: [number of missed days]/amount * 1,000 employees.

Accidents involving employees of contractors¹				GRI 403-2
	Unit	2018	2017	2016
Accidents	no.	n.a.	179	248
- fatalities	no.	n.a.	1	0

¹ The data refer sites for civil and technological contracts in which Italferr is involved as Works Management/Coordinator for Works Performance and for the related contracts and new HS/HC lines awarded to general contractors, as well as other general contracts in which Italferr exclusively provides top oversight. 2017 data relate to 102 contracts (92.7% of the total); 2018 data are being processed.

Accident rate of employees of contractors¹				GRI 403-2
	Unit	2018	2017	2016
Frequency ²	i	n.a.	21.13	27.37
Seriousness ³	i	n.a.	1.55	0.93

¹ The data refer sites for civil and technological contracts in which Italferr is involved as Works Management/Coordinator for Works Performance and for the related contracts and new HS/HC lines awarded to general contractors, as well as other general contracts in which Italferr exclusively provides top oversight. 2017 data relate to 102 contracts (92.7% of the total); 2018 data are being processed.

² Frequency rate: [number accidents/hours worked]*1,000,000. Hours worked are calculated by multiplying the number of daily working hours (conventionally 8h/day) by the number of man days for blue collar workers."

³ Seriousness index: [(days of prognosis + conventional days for the fatalities)/people involved]*1,000. Conventional days for fatalities are calculated by multiplying the number of fatalities by 7,500. Hours worked are calculated by multiplying the number of daily working hours (conventionally 8h/day) by the number of man days of blue collars."



TRAINING AND EDUCATION (REDUCED SCOPE)

GRI 404

Man-days of training by professional level and gender ¹				GRI 404-1
	Unit	2018	2017	2016
Total training days	man-days	573,359	431,709	355,322
Managers	no.	3,273	2,314	2,112
- women	no.	822	549	436
- men	no.	2,450	1,765	1,676
Junior managers	no.	48,341	47,457	48,292
- women	no.	7,245	7,658	6,786
- men	no.	41,096	39,799	41,506
White collars	no.	327,014	223,989	157,205
- women	no.	73,486	41,847	29,982
- men	no.	253,528	182,142	127,223
Blue collars	no.	194,731	157,949	147,712
- women	no.	6,381	4,222	4,683
- men	no.	188,350	153,727	143,030
Total women	no.	87,935	54,276	41,887
Total men	no.	485,424	377,433	313,435
average days of training per employee	no.	9.27	7.02	5.94

Performance and career development reviews ²				GRI 404-3
	Unit	2018	2017	2016
Employees who have had a performance and career development review	no.	10,091	11,644	8,314
Managers who have had a performance and career development review	no.	625	653	417
Junior managers who have had a performance and career development review	no.	5,593	6,506	6,001
White collars who have had a performance and career development review	no.	3,863	3,710	1,859
Blue collars who have had a performance and career development review	no.	10	775	37
Women who have had a performance and career development review	%	25.75	21.26	22.11
Men who have had a performance and career development review	%	74.25	78.74	77.89
% annual average	%	16.19	18.92	13.89

¹ The reduced scope for 2018 includes: FS S.p.A., RFI, Trenitalia, Busitalia Sita Nord, Ferservizi, Italferr, FS Sistemi Urbani, Mercitalia Logistics and Mercitalia Rail.

² The reduced scope includes: FS S.p.A., RFI, Trenitalia, Ferservizi, Italferr, Mercitalia Rail, Mercitalia Logistics, FS Sistemi Urbani and Busitalia Sita Nord.

DIVERSITY AND EQUAL OPPORTUNITIES (REDUCED SCOPE) ¹

GRI 405

Gross annual remuneration and Total annual remuneration ²				GRI 405-2
	Unit	2018	2017	2016
Managers				
Gross annual remuneration	%	95.7	94.9	95.5
Total annual remuneration	%	97.3	95.3	96.6
Junior managers				
Gross annual remuneration	%	101.9	101.8	102.3
Total annual remuneration	%	97.0	96.9	96.3
White collars				
Gross annual remuneration	%	97.1	97.6	98.0
Total annual remuneration	%	84.2	84.3	83.7
Blue collars				
Gross annual remuneration	%	101.7	101.6	100.9
Total annual remuneration	%	95.6	96.0	94.4

¹ The reduced scope for 2018 includes: FS S.p.A., RFI, Trenitalia, Ferservizi, 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. The total number of employees in the reduced scope is 62,518, which corresponds with approximately 75.4% of the entire workforce (scope of the consolidated financial statements). Refer to the 2016 and 2017 Sustainability Reports for details on the scopes used for 2016 and 2017.

² Ratio of women's annual remuneration to men's annual remuneration (%)

CUSTOMER HEALTH AND SAFETY

GRI 416

Railway accident statistics				GRI 416-1
	Unit	2018	2017	2016
Train collision with railway vehicle	no.	2	1	0
Train collision with an obstacle blocking the tracks	no.	4	0	3
Train derailment	no.	4	4	1
Railroad crossing accident, including accidents involving pedestrians at crossings	no.	3	11	11
Injury to people involving rolling stock in motion, excluding suicides and attempted suicides	no.	93	75	70
Fire on board rolling stock	no.	2	2	1
Other types of accidents	no.	5	6	5



Consequences of railway accidents involving people on the RFI network				GRI 416-1
	Unit	2018	2017	2016
Employee fatalities ¹	no.	2	2	0
Passenger fatalities ²	no.	4	2	0
Other fatalities	no.	68	49	59
- railway company employees	no.	1	0	0
- users of railroad crossings	no.	3	6	5
- other people on the pavement	no.	0	0	0
- other people not on the pavement	no.	0	0	0
- people crossing the tracks inappropriately	no.	64	43	54
Total fatalities³	no.	74	53	59
Injured employees	no.	6	1	0
Injured passengers	no.	58	3	3
Other injuries	no.	25	31	21
- railway company employees	no.	2	0	0
- users of railroad crossings	no.	0	4	4
- other people on the pavement	no.	1	0	0
- other people not on the pavement	no.	0	0	0
- people crossing the tracks inappropriately	no.	22	27	17
Total injuries⁴	no.	89	35	24

¹ Employees: 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).

² 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.

³ Death: any person who dies immediately following or within 30 days of an accident, excluding suicides, death from natural causes or homicide.

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

Trend in no entry signals ¹				GRI 416-1
	Unit	2018	2017	2016
No entry signals	no.	18	27	14

¹ Trains continuing through no entry signals

SOCIAL AND ECONOMIC COMPLIANCE

GRI 419

Disputes with employees (reduced scope) ¹	GRI 419-1			
	Unit	2018	2017	2016
Litigation notified during the year	no.	1,960	1,950	1,680
Pending cases	no.	3,322	3,910	3,238
Economic value of the disputes	€	51,557,000	52,076,000	44,494,000

¹ The reduced scope in 2018 includes: Ferrovie dello Stato Italiane, RFI, Trenitalia, Ferservizi, Italferr, Busitalia - Sita Nord e Sita Ataf Gestioni, Blufferies, FS Logistica, Metropark, Grandi Stazioni Rail, Serfer and Ferrovie del Sud Est e Servizi Automobilistici S.r.l. Refer to the 2016 and 2017 Sustainability Reports for details on the scopes used for 2016 and 2017.



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