

KPI - PRODUCT LIABILITY

GRI 102 - Stakeholder engagement - Service quality - (customer care)				GRI
Infrastructure - Railway network	Measurement unit	2021 target	2021 actual	102-43 102-44
Safety (railway operation safety level)	-	Do not exceed the national reference values (NRV) assigned to Italy in respect to the “company as a whole” railway risk category	achieved	
Focus on the environment and social issues (Governance - Creation of the RFI Sustainability Committee)	-	Implementation	achieved	
Focus on the environment and social issues (The environment - field testing of ballast made out of the by-products of high-quality steel processing)	-	Implementation	achieved	
Focus on the environment and social issues (Social issues - spaces made available at stations for social purposes)	square metres	3.500,0	achieved	
Modal integration (perception of ease and convenience of arrival at the station - percentage of satisfied people)	%	90,0	97,6	
Travel comfort in station areas (overall perception of the station - percentage of satisfied people)	%	90,0	96,8	
Travel comfort in station areas (overall perception of lighting - percentage of satisfied people)	%	90,0	97,9	
Cleanliness (overall perception of cleanliness in station areas - percentage of satisfied people)	%	90,0	97,6	
Additional ground services (overall perception of commercial services - percentage of satisfied people)	%	90,0	99,3	
Station security (level of security of people and assets at stations)	number of thefts	Do not exceed the average value of the three years considered	achieved	
Station security (overall perception of security at the station - percentage of satisfied people) ¹	%	85,0	93,8	
Information on train operation provided at stations (overall perception of information - percentage of satisfied people)	%	90,0	98,5	
Information on train operation provided at stations (perception of information under critical operating conditions - percentage of satisfied people)	%	85,0	95,8	
Assistance at stations for passengers with reduced mobility (level of satisfaction with the assistance service provided by the Sale Blu network - percentage of satisfied people)	%	90,0	99,0	
Assistance at stations for passengers with reduced mobility (expand the network of Sale Blu assistance services)	no. of stations	120	achieved	
Assistance at stations for passengers with reduced mobility (roll-out of the national Sala Blu for the continuous improvement of telephone contact with passengers requesting assistance services)	-	implemented	achieved	
Accessibility of spaces in stations (work to improve accessibility - raising platforms to height of 55cm, installing lifts)	number	at least 100	achieved	

¹ Data monitored by the railway police

				GRI
Infrastructure - roadway and motorway network	Measurement unit	Standard	2021 actual	102-43 102-44
Customer information (handling requests for information, complaints and suggestions: initial reply to customers to notify them that the request is being handled)	business days	≤ 2	93% of requests handled within the standard time limit	
Customer information (time for a definitive answer)	business days	≤ 30 in 80% of cases	85% of definitive responses within the standard time limit	
Compliance (average time for authorisation of an advertising system (art. 53.5 of the Traffic Code regulations) net of delays due to the customer)	calendar days	< 60	121.08 days (<60 days for 48% of provisions issued)	
Compliance (average time for authorisation for exceptional transport net of delays due to the customer)	calendar days (as per Pres. decree no. 495/92)	< 15	12.1 days	
Compliance (average time for authorisation for exceptional transport net of delays due to the customer)	calendar days	< 10	7.5 days	
Environment (production of energy from renewable sources - photovoltaic)	MWh	≥ 208.3	265,0	
Travel safety (prior notice, in normal conditions, of ordinances relating to work sites of more than 48 hours)	hours	24,0	90,3	
Travel safety (when an event affecting roads occurs, the time between the verification of the alert in the control room and its publication on user information systems (VAI, PMV, Anas website)	minutes	maximum 30	5,0	

				GRI
Trains - Punctuality ¹	Measurement unit	2021 actual	2020 actual	2021-2020 delta (p.p.)
Market services - Freccie (% of trains arriving within 10 minutes of the scheduled time)	%	82,5	79,1	3,4
Universal services - IC day and night trains (% of trains arriving within 15 minutes of the scheduled time)	%	88,5	87,3	1,2
Regional services (% of trains arriving within 5 minutes of the scheduled time)	%	93,0	92,8	0,2

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

					GRI
Trains - Regularity	Measurement unit	2021 actual	2020 actual	2021-2020 delta (p.p.)	102-43 102-44
Medium and long haul transport ¹	%	98,9	93,5	5,4	
Regional ²	%	98,9	98,8	0,1	

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

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

					GRI
Road passenger transport - urban transport (Veneto)	Measurement unit	2021 target	2021 actual	2020 actual	102-43 102-44
Punctuality - Padua urban transport - bus (% on-time journeys)	%	97,8	98,9	99,3	
Punctuality - Padua urban transport - bus (% with delays of > 5’ to <= 15')	%	1,8	0,8	0,5	
Punctuality - Padua urban transport - bus (% with delays > 15')	%	0,4	0,3	0,2	
Punctuality - Padua urban transport - tram (% on-time journeys) ¹	%	88,0	95,5	91,5	
Punctuality - Padua urban transport - tram (% with delays of > 4’ to <= 8’) ¹	%	9,5	3,2	7,1	
Punctuality - Padua urban transport - tram (% with delays > 8')*	%	2,5	1,3	1,4	
Punctuality - Rovigo urban transport - bus (% on-time journeys)	%	99,6	99,5	99,6	
Punctuality - Rovigo urban transport - bus (% with delays of > 5’ to <= 10')	%	0,2	0,3	0,3	
Punctuality - Rovigo urban transport - bus (% journeys with delays of > 10')	%	0,2	0,2	0,2	
Extension of the sales network - Padua urban transport - (no. of points of sale)	no.	491,0	414,0	491,0	
Extension of the sales network - Padua urban transport - (no. of points of sale/1,000 residents)	no. of points of sale/1,000 residents	1,4	1,0	1,4	
Extension of the sales network - Rovigo urban transport - (no. of points of sale)	no.	83,0	72,0	83,0	
Extension of the sales network - Rovigo urban transport - (no. of points of sale/network km)	no. of points of sale/network km	0,9	0,8	0,9	
Extension of the sales network - Rovigo urban transport - (no. of points of sale/1,000 residents)	no. of points of sale/1,000 residents	1,6	1,4	1,6	
Accident rate - Padua urban transport (bus)	no. of accidents ² /million km	18,3	10,1	18,3	
Accident rate - Padua urban transport (tram)	no. of accidents ² /million km	6,8	4,6	6,8	
Accident rate - Rovigo urban transport (bus)	no. of accidents ² /million km	13,2	8,4	13,2	
Focus on the environment - Padua urban transport (Euro 2 and higher vehicles)	%	100,0	100,0	100,0	
Focus on the environment - Padua urban transport (Euro 6 and electric vehicles)	%	29,0	29,0	29,0	
Focus on the environment - Rovigo urban transport (Euro 2 and higher vehicles)	%	100,0	100,0	100,0	
Focus on the environment - Rovigo urban transport (Euro 6 vehicles)	%	52,0	52,0	48,0	

¹ Tram punctuality data refer to January to April 2021.

² No. of accidents reflect the number of accidents that occur during service operation, for which drivers or a combination of actors are presumed to be at fault.

					GRI
Road passenger transport - suburban transport (Veneto)	Measurement unit	2021 target	2021 actual	2020 actual	102-43 102-44
Punctuality - Padua suburban transport - (% on-time journeys)	%	98,2	98,9	99,2	
Punctuality - Padua suburban transport - (% trains with delays of >15' to <=30')	%	1,5	0,9	0,6	
Punctuality - Padua suburban transport - (% with delays > 30')	%	0,3	0,2	0,2	
Punctuality - Rovigo suburban transport - (% on-time journeys)	%	98,1	99,0	99,0	
Punctuality - Rovigo suburban transport - (% trains with delays of > 5' to <=15')	%	1,5	0,8	0,7	
Punctuality - Rovigo suburban transport - (% with delays > 15')	%	0,4	0,3	0,3	
Extension of the sales network - Padua suburban transport - (no. of points of sale)	no.	603,0	493,0	603,0	
Extension of the sales network - Padua suburban transport - (no. of points of sale/municipalities served)	no. of points of sale/municipalities served	4,2	3,4	4,2	
Extension of the sales network - Padua suburban transport - (no. of points of sale/millions of residents)	no. of points of sale/million residents	321,0	263,0	321,0	
Extension of the sales network - Rovigo suburban transport - (no. of points of sale)	no.	118,0	116,0	118,0	
Extension of the sales network - Rovigo suburban transport - (no. of points of sale/network km)	no. of points of sale/network km	0,2	0,2	0,2	
Extension of the sales network - Rovigo suburban transport - (no. of points of sale/municipalities served)	no. of points of sale/municipalities served	2,0	2,0	2,0	
Extension of the sales network - Rovigo suburban transport - (no. of points of sale/millions of residents)	no. of points of sale/millions of residents	163,0	161,0	163,0	
Accident rate - Padua suburban transport	no. of accidents ¹ /million km	5,8	3,6	5,8	
Accident rate - Rovigo suburban transport	no. of accidents ¹ /million km	0,8	1,6	0,8	
Focus on the environment - Padua suburban transport (Euro 2 and higher vehicles)	%	100,0	100,0	100,0	
Focus on the environment - Padua suburban transport (Euro 6 vehicles)	%	50,0	51,0	19,0	
Focus on the environment - Rovigo suburban transport (Euro 2 and higher vehicles)	%	100,0	100,0	100,0	
Focus on the environment - Rovigo suburban transport (Euro 6 vehicles)	%	30,0	36,0	24,0	

¹ No. of accidents reflect the number of accidents that occur during service operation, for which drivers or a combination of actors are presumed to be at fault.

					GRI
Road passenger transport - (Umbria)	Measurement unit	2021 target	2021 actual	2020 actual	102-43 102-44
Punctuality and regularity - urban transport - (on-time journeys)	%	n.a.	95,58	n.a.	
Punctuality and regularity - urban transport - (journeys with delays of > 5' to <= 10')	%	n.a.	4,29	n.a.	
- for internal reasons	%	n.a.	0,01	n.a.	
Punctuality and regularity - urban transport - (journeys with delays of > 10')	%	n.a.	0,13	n.a.	
- for internal reasons	%	n.a.	0,01	n.a.	
Punctuality and regularity - suburban transport - (on-time journeys)	%	n.a.	96,54	n.a.	
Punctuality and regularity - suburban transport - (journeys with delays of > 5' to <= 10')	%	n.a.	3,27	n.a.	
- for internal reasons	%	n.a.	0,01	n.a.	
Punctuality and regularity - suburban transport - (journeys with delays of > 10')	%	n.a.	0,19	n.a.	
- for internal reasons	%	n.a.	0,01	n.a.	
Extension of the sales network - (points of sale)	no.	n.a.	962	993	
Extension of the sales network - (points of sale/network km)	i	n.a.	0,43	0,44	
Extension of the sales network - (points of sale/municipalities served)	i	n.a.	9,52	9,38	
Extension of the sales network ² - (buses with on-board ticket sales with surcharge)	%	n.a.	n.a.	-	
Accident rate - (no. of accidents) ¹		n.a.	1 per every 113,509 km travelled	1 per every 107,764 km travelled	
Focus on the environment - urban transport (vehicles with Euro 2 or higher engines)	%	n.a.	100,0	100,00	
Focus on the environment - suburban transport (vehicles with Euro 2 or higher engines)	%	n.a.	100,0	100,00	

¹ No. of accidents reflect the number of accidents that occur during service operation, for which drivers or a combination of actors are presumed to be at fault.

² On-board ticket sales partially returned, when in compliance with anti-Covid measures. Passengers are encouraged to buy tickets using electronic devices.

					GRI
Road passenger transport - (Campania)	Measurement unit	2021 target	2021 actual	2020 actual	102-43 102-44
Punctuality and regularity - urban transport - (overall regularity - travelled/scheduled km)	%	87,87	90,00	87,87	
Punctuality and regularity - urban transport - (overall regularity - travelled/scheduled journeys)	%	82,32	87,00	82,32	
Punctuality and regularity - suburban transport - (overall regularity - travelled/scheduled km)	%	83,59	91,00	83,59	
Punctuality and regularity - suburban transport - (overall regularity - travelled/scheduled journeys)	%	83,03	88,40	83,03	
Comfort (vehicles with enhanced accessibility - lower floors)	% of total vehicles	74,00	73,62	73,26	
PRM services (vehicles with enhanced accessibility for passengers with reduced mobility)	% of total vehicles	92,00	91,74	91,21	
Passenger information (signs at stops displaying transit times)	% stops/total	63,38	63,38	63,38	
Focus on the environment (vehicles with Euro 4 and higher engines)	% of total vehicles	84,00	100,00	80,22	
Extension of the sales network (points of sale/network km)	no. of points of sale/network km	0,35	0,17	0,35	
Accident rate - urban transport	no. of accidents*/ km travelled	1 for every 72,049 km	1 for every 74,723 km	1 for every 72,049 km	
Accident rate - urban transport	no. of accidents*/journeys travelled	1 for every 8,258 journeys	1 for every 8,996 journeys	1 for every 8,258 journeys	
Accident rate - urban/suburban transport	no. of accidents */km travelled	1 for every 126,602 km	1 for every 9.9215 km	1 for every 126,602 km	
Accident rate - urban/suburban transport	no. of accidents*/journeys travelled	1 for every 53,905 journeys	1 for every 3,879 journeys	1 for every 53,905 journeys	

GRI 102 - Stakeholder engagement - Service quality - (customer satisfaction)					GRI
Infrastructures – station	Measurement unit	2021 actual	2020 actual	2019 actual	102-43 102-44
Modal integration (perception of ease and convenience of arrival at the station)	% of satisfied people	97,9	97,6	97,2	
Comfort of stations (overall perception of station quality)	% of satisfied people	98,2	96,8	97,1	
Comfort of stations (overall perception of lighting)	% of satisfied people	98,4	97,9	97,4	
Cleanliness (perception of cleanliness of station areas)	% of satisfied people	98,5	97,6	96,6	
Additional ground services (overall perception of commercial services)	% of satisfied people	99,5	99,3	99,0	
Security (perception of overall security at the station)	% of satisfied people	95,4	93,8	94,0	
Public information (overall perception of information)	% of satisfied people	98,8	98,5	97,9	
Public information (perception of information under critical operating conditions)	% of satisfied people	96,3	95,8	94,8	
Services for passengers with disabilities and reduced mobility (level of overall satisfaction with the assistance service provided by the "Sale Blu" network)	% of satisfied people	99,6	99,0	99,9	

					GRI
Railway passenger transport – medium and long haul (Trenitalia)	Measurement unit	2021	2020	2019	102-43 102-44
Comfort	% satisfied customers	96,8	95,4	93,4	
Cleanliness	% satisfied customers	94,9	93,0	90,8	
Punctuality	% satisfied customers	91,4	87,3	80,6	
On board information	% satisfied customers	96,7	94,3	92,0	
Personnel	% satisfied customers	98,4	98,1	97,6	
Overall journey	% satisfied customers	97,1	95,3	93,0	

					GRI
Railway passenger transport – regional ¹ (Trenitalia)	Measurement unit	2021	2020	2019	102-43 102-44
Comfort	% satisfied customers	90,7	89,5	86,4	
Cleanliness	% satisfied customers	81,1	79,2	75,8	
Punctuality	% satisfied customers	82,0	79,9	76,7	
On board information	% satisfied customers	89,7	87,5	85,1	
Personnel	% satisfied customers	97,5	97,1	96,3	
Overall journey	% satisfied customers	90,4	89,0	86,5	

¹ Regional transport in Emilia Romagna, operated by TrenitaliaTPER, left the Regional Passenger Division scope in 2020.

				GRI
Railway passenger transport – regional (Ferrovie del Sud Est)	Measurement unit	2021	2020 ¹	102-43 102-44
Travel safety	% satisfied customers	87,1	90,3	
Safety on board from theft, harassment, assault, etc.	% satisfied customers	85,2	72,4	
Safety reflects the risk of Covid-19 infection ²	% satisfied customers	80,5		
Punctuality	% satisfied customers	73,3	58,6	
Frequency of buses	% satisfied customers	71,3	65,9	
Service regularity	% satisfied customers	74,4	70,9	
Network range/geographical reach of the service	% satisfied customers	70,8	77,2	
Journey time/duration	% satisfied customers	66,6	48,6	
Cleanliness and hygiene of vehicles	% satisfied customers	75,5	57,7	
Comfort of vehicle	% satisfied customers	83,8	69,7	
Air conditioning on vehicles	% satisfied customers	83,3	67,1	
Overcrowding/seat availability	% satisfied customers	84,7	83,1	
Availability of tickets and extension of the sales network	% satisfied customers	79,5	77,4	
Quality, clarity and integrity of information on services	% satisfied customers	75,0	69,4	
Professionalism and expertise of personnel	% satisfied customers	86,3	87,4	
Courtesy and politeness of personnel	% satisfied customers	88,4	87,8	
Focus on the environment and pollution	% satisfied customers	77,8	59,9	

¹ First year of reporting

² This KPI was monitored for the first time in 2021.

					GRI
Railway passenger transport – TrainOSE (Greece) ¹	Measurement unit	2021	2020	2019	102-43 102-44
Reliability of the service (cancellations)	% satisfied customers	66,7	78,9	70,6	
Passenger information (perception of information in normal travel conditions)	% satisfied customers	76,3	77,8	76,1	
Interaction with customers	% satisfied customers	70,5	72,1	71,5	
Cleanliness of vehicles	% satisfied customers	75,5	77,3	58,7	
Safety on board	% satisfied customers	75,1	83,3	62,9	
Overall score	% satisfied customers	73,3	84,0	67,5	

¹ The data refer to the fourth quarter of each year.

					GRI
Road passenger transport - urban transport (Veneto)	Measurement unit	2021	2020 ¹	2019	102-43 102-44
Level of commercial service	% satisfied customers	81,3		92,1	
Passenger information	% satisfied customers	84,0		88,1	
Professionalism and courtesy of personnel	% satisfied customers	85,5		87,4	
Safety	% satisfied customers	86,4		85,8	
Travel comfort and comfort in stations	% satisfied customers	80,8		81,9	
Regularity	% satisfied customers	78,5		80,8	
Modal integration	% satisfied customers	71,7		78,9	
Focus on the environment	% satisfied customers	74,4		82,3	
Cleanliness of vehicles and infrastructure	% satisfied customers	79,0		77,8	
Overall score	% satisfied customers	89,6		88,9	

¹ The results of the 2020 survey are not shown here because several differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

					GRI
Road passenger transport - suburban transport (Veneto)	Measurement unit	2021	2020 ¹	2019	102-43 102-44
Level of commercial service	% satisfied customers	79,2		89,4	
Passenger information	% satisfied customers	82,9		82,8	
Professionalism and courtesy of personnel	% satisfied customers	92,7		90,3	
Safety	% satisfied customers	90,2		90,9	
Travel comfort and comfort in stations	% satisfied customers	81,1		81,9	
Regularity	% satisfied customers	7,3		77,2	
Modal integration	% satisfied customers	67,8		78,1	
Focus on the environment	% satisfied customers	64,7		86,2	
Cleanliness of vehicles and infrastructure	% satisfied customers	79,9		75,9	
Overall score	% satisfied customers	89,4		83,9	

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					GRI
Road passenger transport - urban transport (Veneto)	Measurement unit	2021	2020 ¹	2019	102-43 102-44
Level of commercial service	% satisfied customers	92,1		94,8	
Passenger information	% satisfied customers	85,9		94,3	
Professionalism and courtesy of personnel	% satisfied customers	92,8		94,5	
Safety	% satisfied customers	92,2		94,6	
Travel comfort and comfort in stations	% satisfied customers	89,0		89,3	
Regularity	% satisfied customers	84,3		87,4	
Modal integration	% satisfied customers	87,0		89,7	
Focus on the environment	% satisfied customers	89,4		91,3	
Cleanliness of vehicles and infrastructure	% satisfied customers	86,6		89,7	
Overall score	% satisfied customers	92,7		93,9	

¹ The results of the 2020 survey are not shown here because several differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

					GRI
Road passenger transport - suburban transport (Umbria)	Measurement unit	2021	2020 ¹	2019	102-43 102-44
Level of commercial service	% satisfied customers	88,5		85,7	
Passenger information	% satisfied customers	83,3		80,1	
Professionalism and courtesy of personnel	% satisfied customers	89,7		86,3	
Safety	% satisfied customers	88,5		87,7	
Travel comfort and comfort in stations	% satisfied customers	87,5		79,0	
Regularity	% satisfied customers	84,4		74,0	
Modal integration	% satisfied customers	87,8		77,9	
Focus on the environment	% satisfied customers	82,8		78,1	
Cleanliness of vehicles and infrastructure	% satisfied customers	81,7		70,6	
Overall score	% satisfied customers	87,7		86,0	

¹ The results of the 2020 survey are not shown here because several differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

					GRI
Road passenger transport - urban transport (Campania)	Measurement unit	2021	2020 ¹	2019	102-43 102-44
Level of commercial service	% satisfied customers	78,3		91,1	
Passenger information	% satisfied customers	79,0		84,6	
Professionalism and courtesy of personnel	% satisfied customers	87,5		86,2	
Safety	% satisfied customers	87,9		82,9	
Travel comfort and comfort in stations	% satisfied customers	75,6		65,4	
Regularity	% satisfied customers	72,8		71,7	
Modal integration	% satisfied customers	70,9		75,7	
Focus on the environment	% satisfied customers	83,0		71,8	
Cleanliness of vehicles and infrastructure	% satisfied customers	73,6		66,7	
Overall score	% satisfied customers	89,4		84,1	

¹ The results of the 2020 survey are not shown here because several differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

					GRI
Road passenger transport - suburban transport (Campania)	Measurement unit	2021	2020 ¹	2019	102-43 102-44
Level of commercial service	% satisfied customers	84,5		94,0	
Passenger information	% satisfied customers	73,6		88,1	
Professionalism and courtesy of personnel	% satisfied customers	92,7		92,0	
Safety	% satisfied customers	89,4		85,4	

Travel comfort and comfort in stations	% satisfied customers	76,5	67,2
Regularity	% satisfied customers	78,1	74,4
Modal integration	% satisfied customers	78,9	81,3
Focus on the environment	% satisfied customers	79,9	74,5
Cleanliness of vehicles and infrastructure	% satisfied customers	73,1	67,9

Overall score	% satisfied customers	88,9	85,8
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¹ The results of the 2020 survey are not shown here because several differences with respect to 2019 make the data difficult to interpret. These differences included: a new methodology, different sample size, survey period, sample composition and timing of the scores.

GRI 102 - Stakeholder engagement - Complaints management					GRI
Infrastructure - Railway network (Inefficiencies by type)	Measurement unit	2021	2020	2019	102-43 102-44
Comfort at the station	%	17,3	17,0	19,2	
Cleanliness at the station	%	5,2	5,8	8,3	
Architectural barriers and services for the disabled	%	8,4	10,1	9,4	
Public information	%	21,3	22,8	27,6	
Safety at the station	%	13,7	15,8	15,1	
Respect for the environment ¹	%	13,8	-	-	
Other	%	20,3	28,5	20,5	
Total inefficiencies	number	5.427	4.673	7.279	
Total complaints	number	4.984	4.301	6.741	

¹ This KPI was monitored for the first time in 2021.

					GRI
Infrastructure - roadway and motorway network	Measurement unit	2021	2020	2019	102-43 102-44
Total inefficiencies	number	n.a.	n.a.	426	
Total complaints	number	1.042	738	688	

					GRI
Railway passenger transport - medium and long haul (inefficiencies by type)	Measurement unit	2021	2020	2019	102-43 102-44
Regularity and punctuality	%	37,0	27,0	48,1	
Service level	%	39,0	60,0	28,0	
Train comfort	%	11,0	6,0	14,6	
Frontline personnel	%	4,0	2,0	3,2	
Passenger information	%	3,0	2,0	2,4	
Additional services	%	2,0	1,0	1,4	
Cleanliness of the trains	%	2,0	1,0	1,1	
Security on board trains	%	0,0	0,0	0,7	
Safety on board trains	%	1,0	1,0	0,4	
Services for passengers with reduced mobility	%	0,0	0,0	0,1	
Modal integration	%	0,0	0,0	0,0	
Total inefficiencies	number	12.623	20.497	28.473	
Total complaints	number	35.147	74.942	45.990	

					GRI
Railway passenger transport - regional (inefficiencies by type)	Measurement unit	2021	2020 ¹	2019 ¹	102-43 102-44
Service level	%	39,9	40,9	39,2	
Regularity and punctuality	%	23,3	22,0	30,1	
Train comfort	%	9,6	7,6	10,9	
Frontline personnel	%	6,6	5,8	6,8	
Passenger information	%	4,6	4,8	4,8	
Cleanliness of the trains	%	0,7	1,2	0,8	
Safety on board trains	%	1,6	2,0	0,7	
Security on board trains	%	0,8	0,8	0,4	
Additional services	%	0,6	0,4	0,4	
Modal integration	%	0,2	0,2	0,2	
Services for passengers with reduced mobility	%	0,1	0,1	0,2	
Focus on the environment	%	0,2	0,2	0,1	
Accessibility	%	0,0	0,1	0,1	
Other	%	11,7	14,0	5,3	
Total complaints	number	20.364	17.538	24.035	
Total inefficiencies	number	23.053	19.333	26.216	

¹ The data on total complaints and total inefficiencies were revised in light of subsequent analyses by the company .

					GRI
Railway passenger transport - TrainOSE (Greece) (inefficiencies by type)	Measurement unit	2021	2020	2019	102-43 102-44
Delays	number	342	295	713	
Refunds	number	648	366	592	
Passenger information	number	441	340	530	
Staff	number	203	177	404	
Cancellations	number	231	273	326	
Total complaints	number	2.084	1.787	2.795	

					GRI
Road passenger transport - Veneto (inefficiencies by type)	Measurement unit	2021	2020	2019	102-43 102-44
Service regularity	%	32,4	18,6	30,3	
Punctuality	%	19,6	10,1	22,4	
Travel comfort	%	4,5	5,1	16,4	
Company/customer relationship	%	5,5	6,7	14,5	
Passenger information	%	3,7	3,6	2,6	
Service gaps	%	9,0	9,4	3,5	
Tickets	%	6,8	19,6	5,0	
Safety	%	7,4	12,8	2,8	
Access to the service	%	2,8	0,8	0,2	
Cleanliness	%	0,6	0,7	1,1	
Vehicles	%	0,1	0,3	0,3	
Other	%	7,7	12,4	0,8	
Total complaints	number	2.267	1.703	2.024	
Total inefficiencies	number	n.a.	n.a.	2.085	

					GRI
Road passenger transport - urban transport (Umbria) (inefficiencies by type)	Measurement unit	2021 ¹	2020 ²	2019	102-43 102-44
Service regularity	%	n.a.	n.a.	22,5	
Punctuality	%	n.a.	n.a.	24,2	
Travel comfort	%	n.a.	n.a.	5,8	
Company/customer relationship	%	n.a.	n.a.	40,0	
Passenger information	%	n.a.	n.a.	3,3	
Other	%	n.a.	n.a.	4,2	
Total complaints	number	n.a.	n.a.	120	
Total inefficiencies	number	n.a.	n.a.	126	

¹ At the date of preparation of the report, the data are not available.

² Data not available.

					GRI
Road passenger transport - suburban transport (Umbria) (inefficiencies by type)	Measurement unit	2021 ¹	2020 ²	2019	102-43 102-44
Service regularity	%	n.a.	n.a.	31,8	
Punctuality	%	n.a.	n.a.	15,9	
Travel comfort	%	n.a.	n.a.	18,7	
Company/customer relationship	%	n.a.	n.a.	21,5	
Passenger information	%	n.a.	n.a.	0,9	
Other	%	n.a.	n.a.	11,2	
Total complaints	number	n.a.	n.a.	107	
Total inefficiencies	number	n.a.	n.a.	114	

¹ At the date of preparation of the report, the data are not available.

² Data not available.

				GRI
Road passenger transport - Campania (inefficiencies by type)	Measurement unit	2021	2020 ¹	102-43 102-44
Punctuality	%	73,0	16,0	20,0
Service regularity	%	247,0	34,0	85,0
Tickets	%	18,0	20,0	27,0
Safety	%	18,0	4,0	3,0
Vehicles	%	0,0	8,0	1,0
Travel comfort on board and on the route	%	8,0	6,0	9,0
Passenger information	%	17,0	7,0	4,0
Company/customer relationship	%	12,0	6,0	15,0
Other	%	28,0	107,0	65,0
Access to the service	%	0,0	0,0	1,0
Cleanliness of vehicles and systems	%	0,0	1,0	0,0
Weak service level (not relating to the service, to be reviewed with the contractor)	%	47,0	33,0	21,0
Total complaints	number	469	242	251

¹ The data were revised in light of subsequent analyses by the company.

				GRI
Railway freight transport (Mercitalia Rail)	Measurement unit	2021	2020	102-43 102-44
Total complaints	number	95	84	

KPI - FINANCIAL					GRI 201-1
GRI 201 - Economic performance					
Directly generated and distributed economic value	Measurement unit	2021	2020	2019	
Directly generated economic value	€m	12.328	10.941	12.524	
- Revenue from sales and services	€m	11.747	10.482	12.011	
- Other sundry income	€m	581	459	513	
Economic value distributed	€m	10.444	9.621	10.190	
Operating costs for materials and services	€m	5.336	4.661	4.801	
Personnel expense	€m	4.764	4.432	4.945	
Payments to financial backers	€m	160	387	286	
Payments to public bodies	€m	184	141	158	
Economic value withheld	€m	1.884	1.320	2.334	
Depreciation, amortisation, provisions and impairment losses	€m	1.695	1.911	1.780	
Other costs and taxes	€m	(4)	(29)	(30)	
Profit for the year	€m	193	-562	584	

Financial assistance received from the public administration					Measurement unit	2021	2020	2019	GRI 201-4
Grants related to income					€m	1.807,7	1.724,8	1.244,0	
Government Programme Contract					€m	1.065,6	1.015,6	1.112,3	
Covid-19 grants ¹					€m	433,6	510,8		
Other loans from the Italian government					€m	274,4	167,8	113,8	
From EU					€m	6,8	9,5	0,3	
From local public bodies (regions, municipalities, etc.)					€m	24,3	15,7	12,0	
Other grants					€m	3,0	5,4	5,6	
Grants related to assets					€m	10.481,0	7.345,3	3.627,5	
Italian government grants					€m	9.350,3	6.566,5	3.056,5	
From local public bodies (regions, municipalities, etc.)					€m	640,4	525,7	421,1	
From EU					€m	490,4	252,0	150,0	
Other grants					€m		1,1		
Total					€m	12.288,8	9.070,1	4.871,5	

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

GRI 203: Indirect economic impacts					GRI
Investments in infrastructure and support services	Measurement unit	2021	2020	2019	203-1
Total investments	€m	12.537	8.952	8.499	
Infrastructure	€m	10.540	7.158	6.528	
Transport	€m	1.972	1.747	1.927	
Real estate and other services ¹	€m	25	47	44	

¹ This category includes consolidation adjustments for intercompany projects.

GRI 204 - Procurement practices					GRI
Percentage of expenses for direct local suppliers ¹	Measurement unit	2021	2020	2019	204-1
Italy	%	92	89	85	
Abroad	%	8	11	15	

¹ "Direct supplier" means a non-group company that supplies products/provides services for the group companies' core business, with which the group has a direct relationship. "Local supplier" means a supplier based in Italy.

KPI - ETHICS IN BUSINESS AND LEGISLATION COMPLIANCE

GRI 205: Anti-corruption					GRI
Training about anti-corruption policies and procedures (reduced scope) ¹	Measurement unit	2021	2020	2019 ²	205-2
Number of employees trained about anti-corruption policies and procedures	no.	419	1.309	10.367	
- managers	no.	45	71	58	
- junior managers	no.	206	320	616	
- white collars	no.	168	747	4.507	
- blue collars	no.	0	172	5.187	

¹ The reduced scope for 2021 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 2019 and 2020 Sustainability Reports for details on the scopes used for 2019 and 2020.

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

					GRI
Incidents of corruption and actions taken	Measurement unit	2021	2020	2019	205-3
Total number of incidents confirmed	no.	0	3	4	
Total number of incidents confirmed that resulted in dismissal or sanctions for the employees involved	no.	0	1	4	
Number of incidents confirmed that resulted in termination of non-renewal of contract with supplier/partner involved	no.	0	2	0	
Number of legal actions against group companies and/or their employees for incidents of corruption	no.	0	0	0	

GRI 207 - Tax					GRI
Algeria					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	4.299.771	5.696.097	4.142.786	
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-	
Profit/loss before tax	€	889.796	539.348	-564.009	
Property, plant and equipment and other cash and cash equivalents	€	-	-	5.659	
Income taxes paid	€	37.446	188.528	206.995	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	37.446	188.528	267.170	
Number of employees	no.	92	120	127	
Argentina					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	0	1.222.337	11.514.607	
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-	
Profit/loss before tax	€	-45.656	571.486	6.794.549	
Property, plant and equipment and other cash and cash equivalents	€	-	-	-	
Income taxes paid	€	322.217	832.841	358.790	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-121.391	231.024	2.327.116	
Number of employees	no.	-	2	4	
Australia					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	- €	- €	- €	
Revenue from intragroup transactions with other tax jurisdictions	€	- €	- €	- €	
Profit/loss before tax	€	-13.775	-18.275	-13.129	
Property, plant and equipment and other cash and cash equivalents	€	- €	- €	- €	
Income taxes paid	€	- €	- €	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	55.450 €	- €	- €	
Number of employees	no.	-	-	-	
Austria					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	7.608.157	5.273.516	9.257.829	
Revenue from intragroup transactions with other tax jurisdictions	€	2.830.577	7.365.696	5.579.407	
Profit/loss before tax	€	328.928	603.798	786.090	
Property, plant and equipment and other cash and cash equivalents	€	8.035.021	8.566.061	9.314.671	
Income taxes paid	€	187.587 €	- €	162.783	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	105.875 €	- €	9.316	
Number of employees	no.	19	-	4	

Czech Republic					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	10.441.083	5.354.919	- €	
Revenue from intragroup transactions with other tax jurisdictions	€	13.984	5.534	- €	
Profit/loss before tax	€	-977.891	-207.090	- €	
Property, plant and equipment and other cash and cash equivalents	€	244.222	126.897	- €	
Income taxes paid	€	- €	- €	5.482	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-996.575	-610.825	5.482	
Number of employees	no.	112	59	43	
Denmark					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	238.513	294.188	289.641	
Revenue from intragroup transactions with other tax jurisdictions	€	1.730.536	1.380.417	1.542.652	
Profit/loss before tax	€	147.937	141.942	93.507	
Property, plant and equipment and other cash and cash equivalents	€	37.362	43.085	3.281	
Income taxes paid	€	- €	- €	5.024	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	32.601 €	- €	2.411	
Number of employees	no.	13	22	13	
France					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	15.763.355	48.384.264	49.121.672	
Revenue from intragroup transactions with other tax jurisdictions	€	36.877	47.680	4.973.881	
Profit/loss before tax	€	-25.216.638	-15.275.515	-9.215.412	
Property, plant and equipment and other cash and cash equivalents	€	29.140.221	41.793.734	11.663.721	
Income taxes paid	€	- €	- €	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	- 24.697.077 €	- €	- €	
Number of employees	no.	121	116	111	
Germany					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	1.351.886.980	782.644.255	841.877.194	
Revenue from intragroup transactions with other tax jurisdictions	€	49.063.888	60.661.727	77.094.961	
Profit/loss before tax	€	-60.003.393	-2.614.521	-13.498.830	
Property, plant and equipment and other cash and cash equivalents	€	1.117.124.319	683.331.496	573.482.615	
Income taxes paid	€	-4.205.895	5.091.788	15.624.756	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-39.291.922	-12.089.207	6.352.171	
Number of employees	no.	3.193	3.094	3.115	

Greece					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	106.367.518	130.253.305	117.822.009	
Revenue from intragroup transactions with other tax jurisdictions	€	0	15.727.704	- €	
Profit/loss before tax	€	-12.691.426	369.933	-3.109.694	
Property, plant and equipment and other cash and cash equivalents	€	111.959.127	116.266.109	674.936	
Income taxes paid	€	496.518	6.657	2.603.154	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	0	3.025.903	539.194	
Number of employees	no.	1.063	1.209	659	
India					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	4.886.663	3.050.973	1.200.189	
Revenue from intragroup transactions with other tax jurisdictions	€	- €	- €	- €	
Profit/loss before tax	€	691.961	155.322	-241.255	
Property, plant and equipment and other cash and cash equivalents	€	4.250	1.307	1.121	
Income taxes paid	€	-421.797	477.054	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	294.357 €	- €	- €	
Number of employees	no.	108	37	1	
Iran					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	n.a.	286.037	- €	
Revenue from intragroup transactions with other tax jurisdictions	€	n.a.	- €	- €	
Profit/loss before tax	€	n.a.	15.993	-221.540	
Property, plant and equipment and other cash and cash equivalents	€	n.a.	- €	- €	
Income taxes paid	€	n.a.	71.509	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	n.a.	71.509	- €	
Number of employees	no.	n.a.	-	-	
Italy					GRI
					207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	10.502.629.736	12.267.857.120	11.908.960.802	
Revenue from intragroup transactions with other tax jurisdictions	€	1.122.890.481	1.372.578.132	1.602.903.244	
Profit/loss before tax	€	-651.015.620	927.457.795	422.663.472	
Property, plant and equipment and other cash and cash equivalents	€	47.341.627.107	46.715.469.981	45.550.670.817	
Income taxes paid	€	9.121.126	13.403.589	68.880.903	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-4.175.999.148	-3.363.970.265	67.234.086	
Number of employees	no.	71.828	73.876	74.590	

The Netherlands					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	284.652.704	276.480.974	210.770.739	
Revenue from intragroup transactions with other tax jurisdictions	€	67.844.269	1.581.843	1.648.819	
Profit/loss before tax	€	-8.680.825	3.769.402	1.603.583	
Property, plant and equipment and other cash and cash equivalents	€	369.896.584	324.147.823	137.090.345	
Income taxes paid	€	-356.351	434.701	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-15.878.680	-16.470.803	709.503	
Number of employees	no.	2.185	2.163	1.776	
Oman					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	- €	- €	- €	
Revenue from intragroup transactions with other tax jurisdictions	€	- €	- €	- €	
Profit/loss before tax	€	-18.260	-28.752	-34.072	
Property, plant and equipment and other cash and cash equivalents	€	- €	- €	- €	
Income taxes paid	€	- €	- €	1.319	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	- €	- €	
Number of employees	no.	-	-	-	
Peru					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	509.474	1.043.300	1.035.102	
Revenue from intragroup transactions with other tax jurisdictions	€	- €	- €	- €	
Profit/loss before tax	€	443.637	846.518	745.659	
Property, plant and equipment and other cash and cash equivalents	€	- €	- €	375	
Income taxes paid	€	185.496	333.617	126.567	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	134.591	256.412	223.541	
Number of employees	no.	-	2	2	
Qatar					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	1.458.883	9.367.915	13.074.185	
Revenue from intragroup transactions with other tax jurisdictions	€	8.916.094 €	- €	- €	
Profit/loss before tax	€	2.488.552	1.102.394	2.321.791	
Property, plant and equipment and other cash and cash equivalents	€	70.222	105.097	161.480	
Income taxes paid	€	312.222	371.050	147.570	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	52.416	311.987	355.387	
Number of employees	no.	57	62	36	

Romania					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	10.903.401	15.113.861	19.552	
Revenue from intragroup transactions with other tax jurisdictions	€	635.116	357.790	- €	
Profit/loss before tax	€	683.749	1.435.136	-143.903	
Property, plant and equipment and other cash and cash equivalents	€	458.821	472.011	484.503	
Income taxes paid	€	212.593	256.108	97.904	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	87.564	228.413	156.395	
Number of employees	no.	8	8	10	
Saudi Arabia					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	56.722.738 €	- €	- €	
Revenue from intragroup transactions with other tax jurisdictions	€	1.093.521 €	- €	- €	
Profit/loss before tax	€	2.883.173	-109.611	-48.532	
Property, plant and equipment and other cash and cash equivalents	€	- €	- €	- €	
Income taxes paid	€	991.182 €	- €	1.351.738	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-708.063	- €	- €	
Number of employees	no.	3	1	-	
Serbia					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	21.263	24.004	3.175	
Revenue from intragroup transactions with other tax jurisdictions	€	577.500	581.028	570.572	
Profit/loss before tax	€	-51.121	11.642	117.256	
Property, plant and equipment and other cash and cash equivalents	€	2.212	3.841	4.719	
Income taxes paid	€	1.365 €	- €	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	0	1.643	7.743	
Number of employees	no.	14	15	14	
Sweden					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	13.256.208	10.793.041	10.072.555	
Revenue from intragroup transactions with other tax jurisdictions	€	1.425.684	92.301	145.747	
Profit/loss before tax	€	473.737	271.361	210.147	
Property, plant and equipment and other cash and cash equivalents	€	37.858	33.739	22	
Income taxes paid	€	0	5.500	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	0	26.300	- €	
Number of employees	no.	27	15	21	

Switzerland					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	193.481	39.832	5.148	
Revenue from intragroup transactions with other tax jurisdictions	€	4.692.201	5.625.187	5.139.237	
Profit/loss before tax	€	337.057	383.210	225.220	
Property, plant and equipment and other cash and cash equivalents	€	3.403	9.353	10.176	
Income taxes paid	€	1.868	200.351	5.000	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	57.543	107.686	- €	
Number of employees	no.	18	6	15	
Turkey					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	75.099	267.184	680.933	
Revenue from intragroup transactions with other tax jurisdictions	€	- €	- €	- €	
Profit/loss before tax	€	258.529	288.846	874.832	
Property, plant and equipment and other cash and cash equivalents	€	276 €	- €	59	
Income taxes paid	€	60.992	134.625	99.036	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	56.887	63.546	192.549	
Number of employees	no.	2	2	2	
United Arab Emirates					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	- €	- €	- €	
Revenue from intragroup transactions with other tax jurisdictions	€	- €	- €	- €	
Profit/loss before tax	€	-49.241	-56.332	-36.084	
Property, plant and equipment and other cash and cash equivalents	€	- €	- €	- €	
Income taxes paid	€	- €	- €	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	- €	- €	- €	
Number of employees	no.	-	-	-	
Great Britain					GRI
Country-by-country reporting					207-4
	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	107.076.529	219.862.076	211.551.787	
Revenue from intragroup transactions with other tax jurisdictions	€	7.825.246	254.383	263.635	
Profit/loss before tax	€	-145.548.934	-99.171.221	-15.088.463	
Property, plant and equipment and other cash and cash equivalents	€	127.777.715	297.677.328	40.720.098	
Income taxes paid	€	- €	- €	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	805.312	-23.845.792	- €	
Number of employees	no.	714	715	707	

Colombia					GRI 207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	159.337 €	- €	528.249	
Revenue from intragroup transactions with other tax jurisdictions	€	- €	- €	- €	
Profit/loss before tax	€	-861.372	-1.334.807	179.642	
Property, plant and equipment and other cash and cash equivalents	€	- €	- €	- €	
Income taxes paid	€	7.868	24.483	109.170	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-7.809	12.673	145.115	
Number of employees	no.	-	-	-	
Egypt					GRI 207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	1.953.493	2.190.517	1.677.182	
Revenue from intragroup transactions with other tax jurisdictions	€	- €	- €	- €	
Profit/loss before tax	€	1.397.552	1.058.799	1.455.191	
Property, plant and equipment and other cash and cash equivalents	€	685 €	- €	1.987	
Income taxes paid	€	0	357.453	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	316.799	357.446	306.106	
Number of employees	no.	4	2	-	
Ethiopia					GRI 207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	331.641 €	- €	156.387	
Revenue from intragroup transactions with other tax jurisdictions	€	- €	- €	- €	
Profit/loss before tax	€	463.222	65.213	79.113	
Property, plant and equipment and other cash and cash equivalents	€	552 €	- €	- €	
Income taxes paid	€	0	37.797	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	48.307 €	- €	42.573	
Number of employees	no.	-	-	-	
Georgia					GRI 207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	828.928	2.311.930	3.617.393	
Revenue from intragroup transactions with other tax jurisdictions	€	- €	- €	- €	
Profit/loss before tax	€	36.938	-125.443	170.459	
Property, plant and equipment and other cash and cash equivalents	€	5.275	6.459	6.111	
Income taxes paid	€	-	17.132	- €	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	-	27.957	- €	
Number of employees	no.	3	4	4	

Uzbekistan					GRI 207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	519.202	1.506.718	1.400	
Revenue from intragroup transactions with other tax jurisdictions	€	-	-	-	
Profit/loss before tax	€	64.832	172.504	-167.475	
Property, plant and equipment and other cash and cash equivalents	€	-	-	-	
Income taxes paid	€	18.410	-	-	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	5.504	32.794	-	
Number of employees	no.	1	3	2	

The Russian Federation					GRI 207-4
Country-by-country reporting	Measurement unit	2020	2019	2018	
Revenue from customers/third parties	€	n.a.	3.264.155	12.622.441	
Revenue from intragroup transactions with other tax jurisdictions	€	n.a.	-	-	
Profit/loss before tax	€	n.a.	70.140	246.949	
Property, plant and equipment and other cash and cash equivalents	€	n.a.	35.997	33.419	
Income taxes paid	€	n.a.	31.214	274.092	
Income taxes accrued on profit/loss (excluding deferred tax and provisions for uncertain tax positions)	€	n.a.	7.112	30.716	
Number of employees	no.	n.a.	18	24	

KPI - ENVIRONMENTAL

GRI 301 - Materials (work sites) ¹					GRI
Materials used by weight or volume	Measurement unit	2021	2020	2019	301-1
Raw materials	t	6.909.546	4.225.576	2.884.248	
- Earth - procurement	t	205.401	436.489	36.074	
- Concrete	t	4.473.439	2.676.502	1.696.123	
- Aggregates	t	1.973.892	964.240	602.929	
- Steel for railway superstructure	t	2.216	777	725	
- Steel for railway technology systems	t	2.792	5.745	5.235	
- CAP sleepers	t	37.550	4.909	261.759	
- Iron	t	213.875	136.780	233.740	
- Aluminium	t	73	11	35	
- Copper	t	308	124	47.627	
Recycled raw materials	t	8.088.261	7.368.805	4.076.889	
- Earth - reuse	t	2.400.368	1.723.284	1.058.069	
- Earth - reuse through environmental <i>redevelopment</i>	t	5.687.893	5.645.521	3.018.820	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2021 cover roughly 90% of the total sample, in line with 2020 even if the sample quantity was higher. This percentage was calculated as the weighted average of the work amounts, including variations.

					GRI
Recycled raw materials (sites)	Measurement unit	2021	2020	2019	301-2
Percentage of materials used that are recycled input materials	%	53,9%	63,6%	58,6%	
Percentage of earth reused	%	97,5%	94,4%	99,1%	

GRI 302 - Energy					GRI
Energy consumed by the FS Italiane group ¹	Measurement unit	2021	2020	2019	302-1
Total energy consumed by the FS Italiane group (in GJ)	GJ	26.410.146	25.017.766	30.262.200	
Electricity	GJ	18.556.278	17.613.081	21.451.917	
Diesel	GJ	6.141.810	5.863.942	7.324.771	
Natural gas	GJ	1.396.065	1.236.602	1.418.331	
Biodiesel	GJ	228.813	240.958	0	
Heat	GJ	49.041	47.635	49.875	
Petrol	GJ	22.804	8.254	8.082	
LPG	GJ	6.861	5.950	7.297	
Hydrogen	GJ	6.396	0	0	
Fuel oil	GJ	2.076	1.344	1.928	
Energy consumed by the FS Italiane group (detail of measurement unit)					
Electricity	GWh	5.155	4.893	5.959	
- Electricity for railway traction	GWh	4.112	3.871	4.867	
- Electricity for other uses	GWh	652	635	685	
- Electricity to light roads and tunnels	GWh	346	352	383	
- Electricity for local public transport	GWh	40	33	23	
- Self-generated photovoltaic energy	GWh	7	5	2	
- of which transferred to the grid	GWh	2	2	1	
Diesel	thousands of litres	172.217	164.154	204.774	
- Diesel for railway traction	thousands of litres	89.789	86.373	103.857	
- Diesel for vehicle traction (public transport)	thousands of litres	46.043	46.064	63.962	
- Diesel for navigation	thousands of litres	18.729	15.864	17.624	
- Diesel for vehicle traction (road and work vehicles)	thousands of litres	14.197	12.143	15.156	
- Diesel for heating	thousands of litres	3.269	3.579	3.982	
- Diesel to generate electricity	thousands of litres	189	130	194	
Natural gas	thousands of Sm3	40.718	36.055	41.359	
- Natural gas for heating energy	thousands of Sm3	35.133	31.183	34.395	
- Natural gas for vehicle traction (public transport)	thousands of Sm3	5.344	4.683	6.753	
- Natural gas for industrial use	thousands of Sm3	218	174	204	
- Natural gas for vehicle traction (road and work vehicles)	thousands of Sm3	22	16	7	
Biodiesel	thousands of litres	6.162	6.489	0	
- Biodiesel for vehicle traction (public transport)	thousands of litres	6.162	6.489	0	
Petrol	thousands of litres	719	260	255	
- Petrol for vehicle traction (road and work vehicles)	thousands of litres	673	233	255	
- Petrol for grass trimmers	thousands of litres	46	27	0	
Fuel oil	t	51	33	47	
- Fuel oil for heating	t	51	33	47	
LPG	thousands of litres	285	247	303	
- LPG for heating	thousands of litres	264	232	298	
- LPG for vehicle traction (road and work vehicles)	thousands of litres	21	15	5	
Heat	millions of kcal	11.715	11.380	11.915	
- District heating/cooling	millions of kcal	11.697	11.361	11.896	
- Self-generated solar thermal energy	millions of kcal	19	19	19	
Hydrogen	t	53	0	0	
- Green hydrogen	t	53	0	0	

					GRI
Energy consumed not by the FS Italian group ^{1 2}	Measurement unit	2021	2020	2019	302-2
- Energy consumption at work sites	GJ	736.641	518.543	n.a.	
- Use of railway infrastructure by other railway operators	GJ	6.295.701	5.673.507	5.694.682	
- Leased property (tenant)	GJ	196.350	179.094	195.480	

					GRI
Energy intensity ³	Measurement unit	2021	2020	2019	302-3
Final specific consumption for railway transport in Italy	(kJ/UT)	483,2	533,5	339,3	
Railway passenger traffic consumption	kJ/pkm	643,9	734,1	370,3	
Railway freight traffic consumption	kJ/tkm	132,7	149,4	140,2	
Road passenger traffic consumption	kJ/pkm	1.379,0	1.318,6	758,2	

¹ Internal processing in accordance with the reference guidelines. The conversion factors used refer to year "n-2". The conversion factor sources are: Energy Statistics Manual (International Energy Agency (IEA), 2005), National Inventory Report - Italian Greenhouse Gas Inventory 1990-2019 (Istituto Superiore per la Protezione e la Ricerca Ambientale (ISPRA), 2021), Fiche 330 (Union Internationale des Chemins de Fer (UIC), 2008, and DEFRA UK - Conversion factors 2019-2018-2017.

² Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2021 cover roughly 90% of the total sample. This percentage was calculated as the weighted average of the work amounts, including variations.

³ The scope for energy intensity ratios refers to FS Italiane group companies that provide passenger and freight transport services in Italy. They include electricity and diesel for railway and road traction calculated as a ratio to transported passenger-km and tonne-km. The units of traffic (UT) comprise the sum of passenger-km and tonne-km. They do not include dissipated energy which is lost along the electricity grid and consider the following energy vectors: electricity, diesel, natural gas and biodiesel.

GRI 303 - Water and water disposal					GRI
Water withdrawn by use and source (group)	Measurement unit	2021	2020	2019	303-3
Civil use ¹	mega-litres	15.974	16.093	17.286	
- from aqueducts	mega-litres	8.562	8.608	9.207	
- from underground water (water table and sources)	mega-litres	7.363	7.477	8.074	
- from bodies of water	mega-litres	49	8	5	
Industrial use	mega-litres	2.390	2.336	2.904	
- from aqueducts	mega-litres	1.488	1.426	1.682	
- from underground water (water table and sources)	mega-litres	859	863	1.177	
- from bodies of water	mega-litres	43	47	45	
Total water withdrawn by the group	mega-litres	18.364	18.429	20.190	

¹ Includes water withdrawn for civil use in the stations

					GRI
Water withdrawn by source (work sites) ¹	Measurement unit	2021	2020	2019	303-3
Civil use	mega-litres	130	110	101	
- from aqueducts	mega-litres	129	107	101	
- from underground water (water table and sources)	mega-litres	1	1	0	
- from bodies of water	mega-litres	0	2	0	
Industrial use	mega-litres	1.886	1.955	661	
- from aqueducts	mega-litres	448	322	126	
- from underground water (water table and sources)	mega-litres	1357	1393	512	
- from bodies of water	mega-litres	81	240	22	
Total water withdrawn by work sites	mega-litres	2.016	2.065	761	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2021 cover roughly 90% of the total sample, in line with 2020 even if the sample quantity was higher. This percentage was calculated as the weighted average of the work amounts, including variations.

					GRI
Water discharge by quality and destination (group) ¹	Measurement unit	2021	2020	2019	303-4
Wastewater sent to sewers	mega-litres	15.396	13.963	15.167	
- water treated beforehand	%	8,8	6,8	7,4	
Wastewater sent elsewhere	mega-litres	872	743	889	
- water treated beforehand	%	25,6	37,5	36,0	

¹ Wastewater resulting from the group use is mainly classified as domestic wastewater (in 2020, domestic wastewater accounted for roughly 88% of total wastewater). This water is disposed of by being sent to the municipal sewage system in accordance with the requirements of Legislative decree no. 152/2006.

					GRI
Water discharge by quality and destination (work sites) ¹	Measurement unit	2021	2020	2019	303-4
Domestic wastewater	mega-litres	125	104	101	
- sent to sewers	mega-litres	40	32	40	
- sent elsewhere	mega-litres	85	72	60	
Industrial wastewater	mega-litres	975	887	404	
- sent to sewers	mega-litres	12	0	2	
- water treated beforehand	%	100	100	-	
- sent elsewhere	mega-litres	963	887	402	
- water treated beforehand	%	99	100	100	
Total wastewater	mega-litres	1.099	992	504	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2021 cover roughly 90% of the total sample, in line with 2020 even if the sample quantity was higher. This percentage was calculated as the weighted average of the work amounts, including variations.

					GRI
Water consumption	Measurement unit	2021	2020	2019	303-5
Water consumption (group)	mega-litres	2.096	3.723	4.134	
Water consumption (work sites) ¹	mega-litres	916	1.073	257	
Total water consumed	mega-litres	3.012	4.796	4.391	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2021 cover roughly 90% of the total sample, in line with 2020 even if the sample quantity was higher. This percentage was calculated as the weighted average of the work amounts, including variations.

GRI 305 - Emissions ¹					GRI
Direct CO ₂ eq emissions - Scope ^{1 2 3 4}	Measurement unit	2021	2020	2019	305-1
Total direct CO₂eq emissions	tCO₂eq	563.585	531.805	655.554	
- Diesel for railway traction	tCO ₂ eq	265.174	255.084	306.719	
- Diesel for vehicle traction (public transport)	tCO ₂ eq	123.689	123.702	171.711	
- Diesel for vehicle traction (road and work vehicles)	tCO ₂ eq	38.138	32.611	40.687	
- Diesel for navigation	tCO ₂ eq	43.849	37.139	41.256	
- Biodiesel for vehicle traction (public transport)	tCO ₂ eq	220	252	0	
- Diesel for heating	tCO ₂ eq	8.778	9.613	10.692	
- Diesel to generate electricity	tCO ₂ eq	509	349	520	
- Natural gas for heating energy	tCO ₂ eq	69.827	62.224	68.807	
- Natural gas for vehicle traction (public transport)	tCO ₂ eq	10.622	9.344	13.509	
- Natural gas for industrial use	tCO ₂ eq	433	346	407	
- Natural gas for vehicle traction (road and work vehicles)	tCO ₂ eq	44	32	15	
- Petrol for vehicle traction (road and work vehicles)	tCO ₂ eq	1.581	548	599	
- Petrol for grass trimmers	tCO ₂ eq	108	63	0	
- Fuel oil for heating	tCO ₂ eq	161	104	149	
- LPG for heating	tCO ₂ eq	421	369	474	
- LPG for vehicle traction (road and work vehicles)	tCO ₂ eq	33	25	8	

					GRI
Indirect CO ₂ eq emissions from energy consumption - Scope 2 (location-based) ^{2 4}	Measurement unit	2021	2020	2019	305-2
Total indirect CO₂eq emissions	tCO₂eq	1.499.901	1.550.828	1.981.587	
- Electricity for railway traction	tCO ₂ eq	1.198.449	1.235.303	1.624.719	
- Electricity for other uses	tCO ₂ eq	184.780	193.375	222.076	
- Electricity to light roads and tunnels	tCO ₂ eq	96.728	105.313	122.480	
- Electricity for local public transport	tCO ₂ eq	17.033	14.040	9.304	
- Heat for heating	tCO ₂ eq	2.911	2.797	3.008	

					GRI
Indirect CO ₂ eq emissions from energy consumption - Scope 2 (market-based) ^{2 4}	Measurement unit	2021	2020	2019	305-2
Total indirect CO₂eq emissions	tCO₂eq	1.314.383	1.499.212	2.090.505	
- Electricity for railway traction	tCO ₂ eq	1.189.478	1.248.261	1.708.187	
- Electricity for other uses	tCO ₂ eq	115.023	144.002	193.164	
- Electricity to light roads and tunnels	tCO ₂ eq	4.871	102.310	183.927	
- Electricity for local public transport	tCO ₂ eq	2.078	1.820	2.201	
- Heat for heating	tCO ₂ eq	2.932	2.820	3.026	

					GRI
Greenhouse gas emissions ^{2 3 4}	Measurement unit	2021	2020	2019	305-1 305-2
Total direct and indirect CO₂eq emissions - Scope 1 and Scope 2 (location-based)	tCO₂eq	2.063.487	2.082.633	2.637.142	
- Total direct CO ₂ emissions - Scope 1	tCO ₂ eq	535.320	504.705	623.166	
- Total direct CH ₄ emissions - Scope 1	tCO ₂ eq	662	618	763	
- Total direct N ₂ O emissions - Scope 1	tCO ₂ eq	27.603	26.481	31.626	
- Total indirect CO ₂ emissions - Scope 2 (location-based)	tCO ₂ eq	1.486.720	1.537.558	1.967.730	
- Total indirect CH ₄ emissions - Scope 2 (location-based)	tCO ₂ eq	4.014	4.042	4.220	
- Total indirect N ₂ O emissions - Scope 2 (location-based)	tCO ₂ eq	9.167	9.229	9.637	
Total direct and indirect CO₂eq emissions - Scope 1 and Scope 2 (market-based)	tCO₂eq	1.877.968	2.031.016	2.746.059	
- Total direct CO ₂ emissions - Scope 1	tCO ₂ eq	535.320	504.705	623.166	
- Total direct CH ₄ emissions - Scope 1	tCO ₂ eq	662	618	763	
- Total direct N ₂ O emissions - Scope 1	tCO ₂ eq	27.603	26.481	31.626	
- Total indirect CO ₂ emissions - Scope 2 (market-based)	tCO ₂ eq	1.302.568	1.486.229	2.075.828	
- Total indirect CH ₄ emissions - Scope 2 (market-based)	tCO ₂ eq	3.598	3.954	4.470	
- Total indirect N ₂ O emissions - Scope 2 (market-based)	tCO ₂ eq	8.216	9.028	10.207	

					GRI
Other indirect GHG emissions - Scope 3 ^{2 3 4 5}	Measurement unit	2021	2020	2019	305-3
Total indirect CO₂eq emissions - Scope 3	tCO₂eq	5.698.801	4.429.127	5.450.609	
Indirect CO₂eq emissions - Scope 3 (significant categories - GHG Protocol)	tCO₂eq	5.671.412	4.405.072	5.420.634	
- Purchase of goods and services ^{6 7}	tCO ₂ eq	57.988	24.971	68.158	
- Capital goods ^{6 7}	tCO ₂ eq	4.431.591	3.172.942	4.013.862	
- Upstream energy procurement ⁸	tCO ₂ eq	632.710	679.306	777.089	
- Use of railway infrastructure by other railway operators ⁹	tCO ₂ eq	549.123	527.854	561.525	
Indirect CO₂eq emissions - Scope 3 (non-significant categories - GHG Protocol)	tCO₂eq	27.389	24.055	29.975	
- Waste management	tCO ₂ eq	12.288	10.520	11.762	
- Business travel (including flights and hotels)	tCO ₂ eq	2.803	2.053	5.446	
- Leased property (tenant)	tCO ₂ eq	12.298	11.482	12.767	

					GRI
Intensity of greenhouse gas emissions ¹⁰	Measurement unit	2021	2020	2019	305-4
Final specific emissions by transport service in Italy	(gCO ₂ /UT)	36,8	42,9	28,8	
- Railway passenger traffic emissions	gCO ₂ /pkm	49,3	59,7	32,0	
- Railway freight traffic emissions	gCO ₂ /tkm	10,2	12,2	12,2	
- Road passenger traffic emissions	gCO ₂ /pkm	98,9	94,8	54,3	

					GRI
FS Italiane group's carbon intensity ¹¹	Measurement unit	2021	2020	2019	305-4
- Specific CO ₂ emissions (location-based)	(gCO ₂ /UT thousands)	44.784	50.344	36.655	
- Specific CO ₂ emissions (market-based)	(gCO ₂ /UT thousands)	40.706	49.078	38.185	
- Carbon efficiency (economic value generated per unit of CO ₂) (location-based)	€/tCO ₂	6.097	5.357	4.834	
- Economic value generated	€million	12.328	10.941	12.524	
- Direct and indirect CO ₂ emissions - Scope 1 and Scope 2 (location-based)	tCO ₂	2.022.040	2.042.263	2.590.896	

					GRI
Other significant emissions ²	Measurement unit	2021	2020	2019	305-7
- NO _x	t	6.445	6.266	7.777	
- SO ₂	t	413	415	485	
- PM ₁₀	t	173	167	208	

¹ Glossary

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

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

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

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

² *Emissions have been calculated using an approach that is in accordance with the GHG Protocol Corporate Accounting and Reporting Standard. The conversion factors used refer to year n-2. The sources of the conversion factors are: the National Inventory Report - Italian Greenhouse Gas Inventory 1990-2019 (NIR) and the Common Reporting Format (CRF) (Istituto Superiore per la Protezione e la Ricerca Ambientale (ISPRA), 2021), SIN.Anet - the national environmental information system – "Emission factors for stationary fuel sources in Italy" and "The database of average road transport emission factors in Italy" (ISPRA, 2019), the EMEP/EEA air pollutant emission inventory guidebook 2019 (European Environment Agency (EEA), 2019), European Residual Mixes (Association of Issuing Bodies (AIB), 2017-2018-2019), DEFRA UK - Conversion factors 2019-2018-2017, UNI 16258 (2013), the Ministry of Infrastructure and Sustainable Mobility: Railway works: guidelines for assessing investments using sustainability criteria (2021) and the JEC Well-To-Wheels report v5.*

³ *Other immaterial emissions consisted of SF₆, which is used as a dielectric in high voltage switches at the traction substations, and HFC, which is used as a cooling gas in the air conditioning systems. It is estimated that such emissions make up roughly 1% of the group's GHG emissions.*

⁴ *The 100-year Global Warming Potential (GWP) of CO₂ (1), CH₄ (28) and N₂O (265) was used to calculate tonnes of CO₂ equivalents. These factors are given in the Fifth Assessment Report “Climate Change 2013: The Physical Science Basis” (Intergovernmental Panel on Climate Change (IPCC), 2013).*

⁵ *A methodology was created to identify significant categories related to Scope 3 emissions based on the indications set out in the GHG Protocol "The Corporate Value Chain (Scope 3) Accounting and Reporting Standard". The categories for which estimated emissions were lower than 5% of the total Scope 1, Scope 2 (location-based) and Scope 3 emissions were considered not significant. The analysis identified four significant categories: category 1 (Purchased goods and services), category 2 (Capital goods), category 3 (Fuel- and energy-related activities not included in scope 1 or scope 2, category 11 (Use of sold products/ services).*

⁶ *In 2021, the emissions of the group's supply chain were calculated using both primary and secondary data. Most emissions were due to the use of materials and energy consumption at railway work sites, while another portion was calculated from data gathered via self-assessment surveys sent to the main suppliers (>80% of total turnover from supplies) of group companies related to energy consumption, use of materials and waste generated. The remaining portion of emissions was calculated using secondary data, in line with the guidelines of the GHG Protocol (see "The Corporate Value Chain (Scope 3) Accounting and Reporting Standard"), based on the volume of invoices issued by suppliers to group companies during the year. In 2021, the emissions calculated using primary data made up 45.1% of the total emissions of the supply chain, slightly up on 2020. Factors extracted from Eurostat data (<https://ec.europa.eu/eurostat/en/>) were used for emission factors of secondary data.*

⁷ *Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2021 cover roughly 90% of the total sample. This percentage was calculated as the weighted average of the work amounts, including variations.*

⁸ *These emissions derive from fuel energy procurement upstream from the group's energy consumption (e.g., extraction, refining and/or processing, transportation), up to the combustion stage (excluded) and are category 3 Scope 3 emissions as per the GHG Protocol ("The Corporate Value Chain (Scope 3) Accounting and Reporting Standard").*

⁹ *These emissions relate to consumption by railway companies that use the RFI network, not included in the scope of the report, and are estimated using traffic data. These emissions fall into category 11 of the Scope 3 emissions as per the GHG Protocol ("The Corporate Value Chain (Scope 3) Accounting and Reporting Standard").*

¹⁰ *The scope for GHG emissions intensity ratios refers to the circulation of railway companies and local public transport companies that operate in Italy. It includes emissions from electricity and diesel for railway or road traction calculated by transported passenger-km and tonne-km. The traffic units (TU) include the sum of passenger-km and tonne-km. They do not include energy lost because of dissipation along the electricity grid.*

¹¹ *The FS Italiane group's carbon intensity was calculated considering its CO₂ emissions, compared to traffic units (TU), which include passenger-km and tonne-km transported by the companies in the reporting scope.*

GRI 306 - Waste					GRI
Waste produced by type (group) ¹	Measurement unit	2021	2020	2019	306-3-4-5
Total waste produced	t	401.761	351.229	388.199	
Urban waste	t	7.197	5.736	6.892	
- sorted waste	t	2.200	1.774	2.154	
Urban waste at stations	t	10.439	9.420	16.179	
- sorted waste	t	3.228	2.950	5.433	
Non-hazardous special waste	t	323.465	274.981	300.681	
Hazardous special waste	t	60.660	61.092	64.447	

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

					GRI
Waste produced by type (work sites) ¹	Measurement unit	2021	2020	2019	306-2
Total waste produced	t	1.482.999	1.228.306	717.262	
Non-hazardous special waste	t	1.462.731	1.202.465	711.186	
Hazardous special waste	t	20.268	25.841	6.076	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2021 cover roughly 90% of the total sample, in line with 2020 even if the sample quantity was higher. This percentage was calculated as the weighted average of the work amounts, including variations.

					GRI
Waste sent for treatment (group) ¹	Measurement unit	2021	2020	2019	306-2
Total waste sent for treatment	t	384.125	336.073	365.128	
Non-hazardous special waste sent for treatment	t	323.465	274.981	300.681	
- sent for recovery	%	96	96	96	
- sent for disposal	%	4	4	4	
Hazardous special waste sent for treatment	t	60.660	61.092	64.447	
- sent for recovery	%	93	96	95	
- sent for disposal	%	7	4	5	

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

					GRI
Waste sent for treatment (work sites) ¹	Measurement unit	2021	2020	2019	306-2
Total waste sent for treatment	t	1.391.504	1.198.032	715.497	
Non-hazardous special waste sent for treatment	t	1.378.751	1.172.206	711.186	
- sent for recovery	%	82	90,5	81,9	
- sent for disposal	%	18	9,5	18,1	
Hazardous special waste sent for treatment	t	12.754	25.826	4.311	
- sent for recovery	%	40,4	1,4	1,1	
- sent for disposal	%	59,6	98,6	98,9	

¹ Any changes from the data provided in previous reporting periods are due to the change in the sample of work sites considered and the actual stage of completion of the work. The data on active work sites surveyed in 2021 cover roughly 90% of the total sample, in line with 2020 even if the sample quantity was higher. This percentage was calculated as the weighted average of the work amounts, including variations.

					GRI
Hazardous waste transported on behalf of third parties (Basel convention)	Measurement unit	2021	2020	2019	306-4 (2016) ¹
Total hazardous waste (Basel convention)	t	106.662	136.083	136.391	
- sent for recovery	t	44.422	57.263	54.662	
- sent for disposal	t	62.240	78.820	81.729	

¹ This is no longer included in the new GRI 306 standard (2020). We have decided to continue to report it for continuity with previous years.
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.

					GRI
Waste transported in Italy	Measurement unit	2021	2020	2019	306-4 (2016) ¹
Non-hazardous waste	t	128.493	136.039	142.035	
- transported on behalf of third parties	%	100	100	100	
Hazardous waste	t	14.973	11.578	4.450	
- transported on behalf of third parties	%	100	100	100	

¹ This is no longer included in the new GRI 306 standard (2020). We have decided to continue to report it for continuity with previous years.
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.

					GRI
Noise (new lines or those being upgraded and operating lines)	Measurement unit	2021	2020	2019	n.a.
Noise-dampening barriers built (total accumulated length per year)	km	682	661	650	

GRI 308: Supplier environmental assessment

					GRI
Suppliers screened using environmental criteria	Measurement unit	2021	2020	2019	308-1
New suppliers that were screened using environmental criteria	%	18	25	60	

KPI - SOCIAL

GRI 102 - General disclosures ¹

					GRI
Employees by employment contract by gender (reduced scope)	Measurement unit	2021	2020	2019	102-8
Total		62.301	59.363	61.753	
Open-ended	no.	62.256	59.283	61.674	
- women	no.	11.700	10.828	10.773	
- men	no.	50.556	48.455	50.901	
Fixed-term	no.	44	78	76	
- women	no.	1	4	11	
- men	no.	43	74	65	
Other	no.	1	2	3	
- women	no.	0	0	0	
- men	no.	1	2	3	

Employees by employment contract by geographical segment (reduced scope)					GRI
	Measurement unit	2021	2020	2019	102-8
Total		62.301	59.363	61.753	
Open-ended	no.	62.256	59.283	61.674	
North	no.	26.354	25.919	27.789	
Centre	no.	18.421	17.831	17.909	
South and islands	no.	17.246	15.369	15.846	
Abroad	no.	235	164	130	
Fixed-term	no.	44	78	76	
North	no.	3	8	11	
Centre	no.	8	7	14	
South and islands	no.	33	63	51	
Abroad	no.	0	0	0	
Other	no.	1	2	3	
North	no.	0	0	0	
Centre	no.	0	0	1	
South and islands	no.	0	0	0	
Abroad	no.	1	2	2	

Employees by type of employment by gender (reduced scope)					GRI
	Measurement unit	2021	2020	2019	102-8
Total		62.301	59.363	61.753	
Full time	no.	61.743	58.703	60.867	
- women	no.	11.296	10.346	10.146	
- men	no.	50.447	48.357	50.721	
Part time	no.	557	658	883	
- women	no.	405	486	638	
- men	no.	152	172	245	
Other	no.	1	2	3	
- women	no.	0	0	0	
- men	no.	1	2	3	

¹ For the reduced scope, the 2021 data refer to the following companies: FS S.p.A., RFI, Trenitalia, Ferservizi, Italferr, FS Sistemi Urbani, Mercitalia Logistics, Mercitalia Rail, Mercitalia Intermodal, Busitalia Veneto, Busitalia Rail Service, Busitalia Campania, Grandi Stazioni Rail, Grandi Stazioni Immobiliare, Terminali Italia, Italcertijfer, Nugo, FSTechnology and Cremonesi Workshop and FS International e Ferrovie del Sud-Est. The total number of employees in this scope of analysis is 62,301, approximately 76% of the group's total workforce.

GRI 401 - Employment ¹					GRI
Hires by gender/contract type (scope of the consolidated financial statements)	Measurement unit	2021	2020	2019	401-1
Total hires by gender/contract type	no.	8.680	6.100	9.068	
apprenticeship	no.	3.121	1.911	4.035	
	%	36,0	31,3	44,5	
- women	no.	620	343	1.003	
- men	no.	2.501	1.568	3.032	
fixed-term	no.	1.969	2.055	1.876	
	%	22,7	33,7	20,7	
- women	no.	374	393	354	
- men	no.	1.595	1.662	1.522	
open-ended	no.	3.572	2.068	3.111	
	%	41,2	33,9	34,3	
- women	no.	809	523	708	
- men	no.	2.763	1.545	2.403	
other contracts	no.	18	66	46	
	%	0,2	1,1	0,5	
- women	no.	4	4	3	
- men	no.	14	62	43	

					GRI
Hires by age bracket (reduced scope)	Measurement unit	2021	2020	2019	401-1
Total hires by age	no.	5.889	3.168	5.624	
Under 20 years	no.	579	234	616	
	%	9,8	7,4	11,0	
- women	no.	83	27	123	
- men	no.	496	207	493	
Between 21 and 30 years	no.	3.864	2.218	4.168	
	%	65,6	70,0	74,1	
- women	no.	884	496	1.207	
- men	no.	2.980	1.722	2.961	
Between 31 and 40 years	no.	939	393	495	
	%	15,9	12,4	8,8	
- women	no.	203	131	131	
- men	no.	736	262	364	
Between 41 and 50 years	no.	343	189	206	
	%	5,8	6,0	3,7	
- women	no.	69	33	26	
- men	no.	274	156	180	
Between 51 and 60 years	no.	141	115	114	
	%	2,4	3,6	2,0	
- women	no.	14	4	9	
- men	no.	127	111	105	
Over 60 years	no.	23	19	25	
	%	0,4	0,6	0,4	
- women	no.	0	0	1	
- men	no.	23	19	24	

					GRI
Outgoing employees by age bracket (reduced scope)	Measurement unit	2021	2020	2019	401-1
Total outgoing employees by age bracket	no.	4.244	4.535	6.453	
Under 20 years	no.	9	7	13	
	%	0,2	0,2	0,2	
- women	no.	4	2	3	
- men	no.	5	5	10	
Between 21 and 30 years	no.	285	141	222	
	%	6,7	3,1	3,4	
- women	no.	57	32	41	
- men	no.	228	109	181	
Between 31 and 40 years	no.	226	113	137	
	%	5,3	2,5	2,1	
- women	no.	41	17	21	
- men	no.	185	96	116	
Between 41 and 50 years	no.	130	120	93	
	%	3,1	2,6	1,4	
- women	no.	13	6	6	
- men	no.	117	114	87	
Between 51 and 60 years	no.	852	986	1.558	
	%	20,1	21,7	24,1	
- women	no.	69	87	182	
- men	no.	783	899	1.376	
Over 60 years	no.	2.742	3.168	4.430	
	%	64,6	69,9	68,7	
- women	no.	326	338	544	
- men	no.	2.416	2.830	3.886	

					GRI
Turnover by age bracket (reduced scope)	Measurement unit	2021	2020	2019	401-1
Total turnover	%	16,6	12,9	19,5	
Under 20 years	%	1,0	0,40	1,01	
Between 21 and 30 years	%	6,8	3,94	7,07	
Between 31 and 40 years	%	1,9	0,85	1,02	
Between 41 and 50 years	%	0,8	0,52	0,48	
Between 51 and 60 years	%	1,6	1,84	2,69	
Over 60 years	%	4,5	5,32	7,18	

Hires by geographical segment (reduced scope)	Measurement unit	2021	2020	2019	GRI 401-1
Outgoing employees by geographical segment	no.	5.889	3.168	5.624	
Italy	no.	5.794	3.113	5.565	
- North	no.	2.358	1.147	2.426	
- Centre	no.	1.610	957	1.564	
- South and islands	no.	1.826	1.009	1.575	
Abroad	no.	95	55	59	
Italy					
- North	%	40,0	36,2	43,1	
- Centre	%	27,3	30,2	27,8	
- South and islands	%	31,0	31,8	28,0	
Abroad	%	1,6	1,7	1,0	

Outgoing employees by geographical segment (reduced scope)	Measurement unit	2021	2020	2019	GRI 401-1
Outgoing employees by geographical segment	no.	4.244	4.535	6.453	
Italy	no.	4.217	4.517	6.432	
- North	no.	1.861	1.967	2.877	
- Centre	no.	971	1.020	1.550	
- South and islands	no.	1.385	1.530	2.005	
Abroad	no.	27	18	21	
Italy					
- North	%	43,9	43,4	44,6	
- Centre	%	22,9	22,5	24,0	
- South and islands	%	32,6	33,7	31,1	
Abroad	%	0,6	0,4	0,3	

Turnover by geographical segment (reduced scope)	Measurement unit	2021	2020	2019	GRI 401-1
Total turnover	%	16,6	12,9	19,5	
Italy					
- North	%	6,91	5,20	8,55	
- Centre	%	4,23	3,30	5,02	
- South and islands	%	5,26	4,24	5,77	
Abroad	%	0,20	0,12	0,13	

Turnover by gender (reduced scope)	Measurement unit	2021	2020	2019	GRI 401-1
Total turnover	%	16,6	12,9	19,5	
Women	%	2,89	1,96	3,70	
Men	%	13,71	10,91	15,77	

¹ For the reduced scope, the 2021 data refer to the following companies: FS S.p.A., RFI, Trenitalia, Ferservizi, Italferr, FS Sistemi Urbani, Mercitalia Logistics, Mercitalia Rail, Mercitalia Intermodal, Busitalia Veneto, Busitalia Rail Service, Busitalia Campania, Grandi Stazioni Rail, Grandi Stazioni Immobiliare, Terminali Italia, Italcertifer, Nugo, FSTechnology and Cremonesi Workshop and FS International e Ferrovie del Sud-Est. The total number of employees in this scope of analysis is 62,301, approximately 76% of the group's total workforce.

GRI 403 - Occupational health and safety (reduced scope) ¹					GRI
Health and safety organisation	Measurement unit	2021	2020	2019	403-4
Number of production units	no.	125	128	n.a.	
Production units with occupational safety certification	no.	123	125	n.a.	
Prevention and Protection Officers	no.	114	117	n.a.	
Company doctors	no.	213	206	n.a.	
Workers' Safety Representatives	no.	447	461	n.a.	
Personnel who received health monitoring check-ups	no.	36.530	38.472	44.454	
Personnel who received railway safety medical check-ups	no.	14.165	10.832	15.267	

					GRI
Injuries indemnified by INAIL by type	Measurement unit	2021	2020	2019	403-9
Injuries in the workplace	no.	909	833	1.090	
- women	no.	132	108	164	
- men	no.	777	725	926	
Fatal injuries	no.	2	6	1	
- women	no.	0	0	0	
- men	no.	2	6	1	
Serious injuries ²	no.	234	214	317	
- women	no.	28	28	50	
- men	no.	206	186	267	
Injuries in transit	no.	228	198	295	
- women	no.	37	43	79	
- men	no.	191	155	216	

					GRI
Frequency of injuries indemnified by INAIL (IR - Injury Rate) ³	Measurement unit	2021	2020	2019	403-9
Total frequency rate	i.	15,39	14,04	17,64	
Frequency - (women)	i.	12,06	10,21	15,80	
Frequency - (men)	i.	16,14	14,87	17,99	

					GRI
Severity of injuries indemnified by INAIL (LDR - Lost Day Rate) ⁴	Measurement unit	2021	2020	2019	403-9
Severity rate	i.	567	612	675	
Severity - (women)	i.	403	358	581	
Severity - (men)	i.	605	667	694	

¹ For the reduced scope, the 2021 data refer to the following companies: FS S.p.A., RFI, Trenitalia, Ferservizi, Italferr, FS Sistemi Urbani, Mercitalia Logistics, Mercitalia Rail, Mercitalia Intermodal, Busitalia Veneto, Busitalia Rail Service, Busitalia Campania, Grandi Stazioni Rail, Grandi Stazioni Immobiliare, Terminali Italia, Italcertifer, Nugo, FSTechnology and Cremonesi Workshop and FS International e Ferrovie del Sud-Est. The total number of employees in this scope of analysis is 62,301, approximately 76% of the group's total workforce.

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

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

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

					GRI
Injuries to employees of contractors ¹	Measurement unit	2021	2020	2019	403-9
Injuries	no.	202	214	147	
- fatalities	no.	0	2	1	

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

					GRI
Injury rate of employees of contractors ¹	Measurement unit	2021	2020	2019	403-9
Frequency rate ²	i.	18,09	26,21	20,12	
Severity rate ³	i.	0,77	3,23	1,91	

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

² Frequency rate: $[number\ of\ injuries / hours\ worked] \times 1,000,000$.
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 Severity rate: $[(days\ of\ prognosis + conventional\ days\ for\ the\ fatalities) / hours\ worked] \times 1,000$.
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.

GRI 404 - Training and education (reduced scope) ¹					GRI
man-days of training by professional level and gender	Measurement unit	2021	2020	2019	404-1
Total training days	man-days	659.530	517.855	681.221	
Managers	no.	3.441	2.203	4.866	
- women	no.	1.084	590	1.080	
- men	no.	2.357	1.614	3.786	
Junior managers	no.	47.395	33.816	45.890	
- women	no.	9.085	5.702	8.348	
- men	no.	38.310	28.114	37.542	
White collars	no.	325.646	276.574	374.232	
- women	no.	89.985	76.311	100.420	
- men	no.	235.661	200.263	273.812	
Blue collars	no.	283.047	205.261	256.233	
- women	no.	8.525	7.912	8.951	
- men	no.	274.522	197.349	247.282	
Total women	no.	108.679	90.514	118.799	
Total men	no.	550.850	427.340	562.423	
average days of training per employee	no.	11,13	8,77	11,03	

					GRI
Performance and career development reviews ²	Measurement unit	2021	2020	2019	404-3
Employees who have had a performance and career development review	no.	15.092	13.076	10.603	
Managers who have had a performance review	no.	698	670	732	
Junior managers who have had a performance review	no.	6.559	5.695	5.354	
White collars who have had a performance review	no.	7.737	6.711	4.517	
Blue collars who have had a performance review	no.	98	0	0	
Women who have had a performance review	%	25,00	24,00	27,47	
Men who have had a performance review	%	75,00	76,00	72,53	
% who received a performance review out of the annual average number of employees ³	%	24,91	22,00	17,45	
Employees who have received an assessment of their potential	no.	1.395	1.153	1.178	
Managers who have received an assessment of their potential	no.	9	6	8	
Junior managers who have received an assessment of their potential	no.	578	389	455	
White collars who have received an assessment of their potential	no.	804	758	713	
Blue collars who have received an assessment of their potential	no.	4	0	2	
Women who have received an assessment of their potential	%	32,00	28,00	28,18	
Men who have received an assessment of their potential	%	68,00	72,00	71,82	
% who received an assessment of their potential out of the annual average number of employees ³	%	2,30	2,00	1,93	

¹ The reduced scope for 2021 includes: FS S.p.A., RFI, Trenitalia, Busitalia - Sita Nord, Ferservizi, Italferr, FS Sistemi Urbani, Mercitalia Logistics, Mercitalia Rail and FSTechnology.

² The reduced scope for 2021 includes: FS S.p.A., RFI, Trenitalia, Busitalia - Sita Nord, Ferservizi, Italferr, FS Sistemi Urbani, Mercitalia Logistics and Mercitalia Rail.

³ The average number of the year is calculated for the scope of reference (note 2).

GRI 405: Diversity and equal opportunity ¹					GRI
Breakdown of personnel by gender and position (scope as per consolidated financial statements)	Measurement unit	2021	2020	2019	405-1
Total workforce (at 31 December)	no.	81.906	81.409	83.764	
Managers	no.	998	1.004	999	
	%	1,22	1,23	1,19	
- women	no.	237	215	198	
- men	no.	761	789	801	
Junior managers	no.	12.285	11.896	12.298	
	%	15,0	14,6	14,7	
- women	no.	2.743	2.503	2.445	
- men	no.	9.542	9.393	9.853	
White collars	no.	39.934	38.829	40.299	
	%	48,8	47,7	48,1	
- women	no.	10.386	9.829	9.849	
- men	no.	29.548	29.000	30.450	
Blue collars	no.	28.689	29.680	30.168	
	%	35,0	36,5	36,0	
- women	no.	2.261	2.291	2.163	
- men	no.	26.428	27.389	28.005	
Of women	%	19,1	18,2	17,5	
Of men	%	80,9	81,8	82,5	
Average number of the year	no.	81.365	81.838	83.181	

					GRI
Breakdown of personnel by geographical segment (scope as per consolidated financial statements)	Measurement unit	2021	2020	2019	405-1
Total workforce	no.	81.906	81.409	83.764	
North	no.	28.724	28.196	30.477	
	%	35,1	34,6	36,4	
Centre	no.	22.675	23.273	22.586	
	%	27,7	28,6	27,0	
South and islands	no.	21.178	20.618	21.686	
	%	25,9	25,3	25,9	
Abroad	no.	9.329	9.322	9.015	
	%	11,4	11,5	10,8	

Breakdown of personnel by age bracket (scope as per consolidated financial statements)	Measurement unit	2021	2020	2019	GRI 405-1
Total workforce	no.	81.906	81.409	83.764	
Under 20 years	no.	558	338	687	
	%	0,7	0,4	0,8	
Between 21 and 30 years	no.	17.077	14.952	13.990	
	%	20,8	18,4	16,7	
Between 31 and 40 years	no.	17.861	16.825	16.356	
	%	21,8	20,7	19,5	
Between 41 and 50 years	no.	18.370	18.406	18.329	
	%	22,4	22,6	21,9	
Between 51 and 60 years	no.	20.159	22.653	25.532	
	%	24,6	27,8	30,5	
Over 60 years	no.	7.881	8.235	8.870	
	%	9,6	10,1	10,6	

Breakdown of personnel by age bracket and professional level (reduced scope)	Measurement unit	2021	2020	2019	GRI 405-1
Managers	no.	998	1.004	999	
Under 20 years	%	0,0	0,0	0,0	
Between 21 and 30 years	%	0,0	0,0	0,0	
Between 31 and 40 years	%	4,0	4,4	4,7	
Between 41 and 50 years	%	39,8	38,1	37,2	
Between 51 and 60 years	%	44,5	45,0	45,6	
Over 60 years	%	11,7	12,5	12,4	
Junior managers	no.	12.285	11.896	12.298	
Under 20 years	%	0,0	0,0	0,0	
Between 21 and 30 years	%	2,5	1,2	0,6	
Between 31 and 40 years	%	16,3	13,7	11,9	
Between 41 and 50 years	%	31,6	30,3	28,8	
Between 51 and 60 years	%	33,8	38,1	40,4	
Over 60 years	%	15,8	16,7	18,3	
White collars	no.	39.934	38.829	40.299	
Under 20 years	%	0,6	0,3	0,8	
Between 21 and 30 years	%	23,8	21,6	20,3	
Between 31 and 40 years	%	24,6	22,8	21,0	
Between 41 and 50 years	%	20,9	20,7	19,5	
Between 51 and 60 years	%	21,3	25,4	28,5	
Over 60 years	%	8,7	9,2	9,9	
Blue collars	no.	28.689	29.680	30.168	
Under 20 years	%	1,1	0,7	1,3	
Between 21 and 30 years	%	25,3	21,6	19,0	
Between 31 and 40 years	%	20,9	21,3	21,1	
Between 41 and 50 years	%	20,1	21,5	21,7	
Between 51 and 60 years	%	24,5	26,3	28,6	
Over 60 years	%	8,2	8,6	8,3	

					GRI
Ratio ² of gross annual remuneration and total annual remuneration (reduced scope)	Measurement unit	2021	2020	2019	405-2
Managers					
Gross annual remuneration	%	88,6	89,9	92,0	
Total annual remuneration	%	86,1	88,7	88,4	
Junior managers					
Gross annual remuneration	%	100,8	101,5	102,0	
Total annual remuneration	%	96,9	97,2	97,5	
White collars					
Gross annual remuneration	%	97,2	96,8	96,4	
Total annual remuneration	%	84,8	85,5	84,3	
Blue collars					
Gross annual remuneration	%	102,4	101,6	101,5	
Total annual remuneration	%	95,3	96,8	95,8	

¹ For the reduced scope, the 2021 data refer to the following companies: FS S.p.A., RFI, Trenitalia, Ferservizi, Italferr, FS Sistemi Urbani, Mercitalia Logistics, Mercitalia Rail, Mercitalia Intermodal, Busitalia Veneto, Busitalia Rail Service, Busitalia Campania, Grandi Stazioni Rail, Grandi Stazioni Immobiliare, Terminali Italia, Italcertifer, Nugo, ESTechnology and Cremonesi Workshop and FS International e Ferrovie del Sud-Est. The total number of employees in this scope of analysis is 62,301, approximately 76% of the group's total workforce.

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

GRI 414 - Supplier environmental assessment					GRI
Suppliers screened using social criteria	Measurement unit	2021	2020	2019	414-1
New suppliers that were screened using social criteria	%	18	25	67	

GRI 416 - Customer health and safety				GRI	
Infrastructure - Railway network - Italy (accident rate according to the ERA classification - significant accidents) ¹	Measurement unit	2021	2020	2019	416-1 416-2
Train collisions (total)	number	5	2	4	
- due to external events ²	number	4	0	3	
- due to internal events ³	number	1	2	1	
Train collision with railway vehicle	number	1	1	1	
- due to external events ²	number	0	0	0	
- due to internal events ³	number	1	1	1	
Train collision with an obstacle blocking the tracks	number	4	1	3	
- due to external events ²	number	4	0	3	
- due to internal events ³	number	0	1	0	
Trail derailings	number	1	6	5	
- due to external events ²	number	0	0	1	
- due to internal events ³	number	1	6	4	
Accidents at level crossings	number	7	6	4	
- due to external events ²	number	7	6	4	
- due to internal events ³	number	0	0	0	
Fire on rolling stock	number	0	0	1	
- due to external events ²	number	0	0	0	
- due to internal events ³	number	0	0	1	
Other	number	9	10	5	
- due to external events ²	number	0	0	0	
- due to internal events ³	number	9	10	5	
Injuries to people involving rolling stock in motion, excluding suicides and attempted suicides	number	88	56	50	
- due to external events ²	number	86	52	48	
- due to internal events ³	number	2	4	2	
Total significant accidents ⁴	number	110	80	69	
- due to external events ²	number	97	58	56	
- due to internal events ³	number	13	22	13	

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

² Accident due to events outside the railway system

³ Accident due to events within the railway system

⁴ The increase in significant accidents in 2021 (+30 on 2020) is mainly due to more accidents to people involving rolling stock in motion (+34), level crossing accidents (+1) and train collisions (+1). Other accidents (-1) and train derailings (-5) decreased. Fires on-board rolling stock remained the same at zero.

				GRI
Infrastructure - Railway network - Italy (Consequences for people)	Measurement unit	2021	2020	416-1 416-2
Deaths ¹ - Employees or contractors ²	number	1	2	0
Deaths - Railway companies	number	1	2	0
Deaths - Passengers ³	number	1	1	1
Deaths - Level crossing users	number	4	4	4
Deaths - Other people on the pavement	number	0	0	0
Deaths - Other people not on the pavement	number	0	0	0
Deaths - People crossing the tracks inappropriately	number	64	33	37
Serious injuries ⁴ - Employees or contractors	number	3	3	3
Serious injuries - Railway companies	number	0	0	0
Serious injuries - Passengers	number	3	0	0
Serious injuries - Level crossing users	number	2	0	1
Serious injuries - Other people on the pavement	number	0	0	0
Serious injuries - Other people not on the pavement	number	0	0	1
Serious injuries - People crossing the tracks inappropriately	number	24	18	13

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

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

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

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

				GRI
Infrastructure - Railway network - Greece (accident rate according to the ERA classification - significant accidents) ¹	Measurement unit	2021	2020	416-1 416-2
Train collision with railway vehicle - absolute value	number	1	0	1
Train collision with an obstacle - absolute value	number	1	0	0
Train derailings - absolute value	number	1	1	0
Accidents at level crossings - absolute value	number	6	2	6
Injuries to people involving rolling stock in motion - absolute value	number	6	5	10
Fire on rolling stock - absolute value	number	0	0	0
Other - absolute value	number	0	1	0

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

				GRI
Infrastructure - Railway network - Greece (Consequences for people)	Measurement unit	2021	2020	416-1 416-2
Deaths - Employees or contractors	number	0	0	0
Deaths - Passengers	number	0	0	0
Deaths - Level crossing users	number	4	0	5
Deaths - Other people on the pavement	number	0	0	3
Deaths - Other people not on the pavement	number	0	1	1
Deaths - People crossing the tracks inappropriately	number	5	4	6
Serious injuries - Employees or contractors	number	0	1	2
Serious injuries - Passengers	number	0	0	0
Serious injuries - Level crossing users	number	2	3	6
Serious injuries - Other people on the pavement	number	0	0	3
Serious injuries - Other people not on the pavement	number	0	0	1
Serious injuries - People crossing the tracks inappropriately	number	1	6	1

				GRI
Infrastructure - roadway and motorway network				416-1 416-2

The information on mobility service (Infomobilità) provides real time information on traffic which is shared with the company units in charge of internal and external communication. Restrictions to traffic due to road closures are communicated by the national situation room to the Ministry of Infrastructure and Sustainable Mobility pursuant to article 9.g).2 of GPC 2016-2020. Data on accidents, communicated by the 21 unit control rooms and handled by the national situation room, cover the incidents that affect the relevant road network every day and are sent by unit control room personnel via the "accident report form" (a dedicated app installed on their tablets). The information acquired is input to the road management tool and the relevant reports (monthly, quarterly, half-yearly and yearly), resulting from targeted data analysis. The information is sent to the individual local sites and company management to enable prompt monitoring of the incidents, identifying the type and location, investigating the claims/contributing causes of accidents and any recurrences along the entire Anas road network broken down by 2 km stretches. Considering the increased network managed and the gradual return to normality, statistics for 2021 show a 38.7% increase in accidents compared to 2020 and a 23.1% rise in the number of "independent accidents". Furthermore, there was a 19.9% increase in fatal accidents in 2021 and a 38.2% rise in accidents with injuries.

					GRI
Road passenger transport (Umbria)	Measurement unit	2021	2020	2019	416-1 416-2
Injuries	number	39	42	60	
Days of incapacity	number of days	1.245	1.330	2.397	
Slipping/Tripping - Depot/Off-site	number	7	8	14	
Assault	number	4	3	6	
Road accident	number	3	2	3	
Boarding/Deboarding bus	number	9	10	14	
In transit	number	9	7	4	
Sundry	number	7	10	19	

					GRI
Road passenger transport (Veneto) ¹	Measurement unit	2021	2020 ²	2019 ²	416-1 416-2
Total claims	number	568			
With liability	number	138			
Without liability	number	92			
Internal claim without liability	number	150			
Precautionary	number	41			
Joint liability	number	5			
Transport claim without liability	number	44			
Internal investigation/event denied	number	9			
Vandalism	number	44			
Unclaimed damage reported without liability	number	25			
Fire	number	9			
Spillage on road	number	11			

¹ The data aggregate the accidents recorded in relation to the rolling stock of Busitalia Veneto.

² 2020 and 2019 data are not reported as the format of gathering data changed during the year.

	GRI
Road passenger transport (Campania)	416-1
	416-2

GRI 419 - Socioeconomic compliance					GRI
Disputes with employees (reduced scope) ¹	Measurement unit	2021	2020	2019	419-1
Litigation notified during the year	no.	1.656	1.865	1.505	
Pending disputes	no.	2.603	2.926	3.023	
Economic value of the disputes	€	50.752.546	48.894.570	49.071.588	

¹ For the reduced scope, the 2021 data refer to the following companies: FS S.p.A., RFI, Trenitalia, Ferservizi, Italferr, FS Sistemi Urbani, Mercitalia Logistics, Mercitalia Rail, Mercitalia Intermodal, Busitalia Veneto, Busitalia Rail Service, Busitalia Campania, Grandi Stazioni Rail, Grandi Stazioni Immobiliare, Terminali Italia, Italcertifer, Nugo, FSTechnology and Cremonesi Workshop and FS International e Ferrovie del Sud-Est. The total number of employees in this scope of analysis is 62,301, approximately 76% of the group's total workforce.