

## Significant events in 2019



### January 1

The obligation of electronic invoicing enters into force. ATM made an important investment aimed at complying with the regulatory deadline and was immediately able to correctly manage the billing flows towards the interchange system managed by the Revenue Agency, crediting with the latter, its own communication channel and managing the electronic invoicing process from its ERP management system. At the end of 2019, the process led to a strong investment in technology aimed at dematerialising the passive billing process and saw the implementation on the company ERP of an automation system in the registration of passive invoices aimed at achieving "Paper free".



### January 20

Important milestone for the digital parking revolution. The "Scratch and Stop" are withdrawn from the trade and other payment methods are expanded such as: the parking meter, the Easypark, Mycicero and Telepass Pay apps, the text messages already entered into force on 20 December 2018. These solutions allow you to stop displaying the test coupon on the dashboard of cars.



### January 28

The Board of Directors approves the ICRMS Guidelines (Internal Control and Risk Management System) and the ERM Guidelines (Enterprise Risk Management). In January 2019, the three-year training program on Anticorruption and Transparency is completed, in accordance with the previous TPPCT (Three-year Plan for the Prevention of Corruption and Transparency), with specific sessions, in the classroom, for officials and managers, with the aim also to illustrate the transition to the new ACT (Anti-corruption and Transparency) Model adopted on a voluntary basis on 15 September 2018.



### February 1

Completion of the delivery of the first 25 fully electric 12-meter buses, relating to the framework agreement signed in 2017 for an investment of 15.3 million euros, including full maintenance service for five years.



### February 6

An operational collaboration agreement was signed with the Local Police between the Municipality of Milan and ATM to prevent degradation situations, crime and monitor the safety of users of local public transports. A document that reinforces the intense collaboration aimed at improving the safety of citizens traveling on public transports which has already seen numerous activities: metro controls, train control, patrolling on board surface vehicles of sensitive lines and parking correspondence.



### February 25

The Municipality of Milan activates in its territory the largest Limited Traffic Zone in Italy called Area B, which outlines, within the urban perimeter, about 72% of the entire municipal territory, an area with low polluting emissions with ban on entry to the most polluting vehicles. The Municipality of Milan entrusts ATM with the management of the control system and the adaptation of the transit management IT system.



### March 3

The new Neighborhood Radiobus is born, an ATM on-call service. More and more personalized service that try to meet the needs of individual passengers. This service, in addition to being conveniently booked by the official ATM app (ATM Milan), has activated two new lines and changed the routes of some already existing, thus increasing the number of stops and runs.



Customer care



Innovation



Sustainability



Activities in Italy



Activities abroad



Other relevant events

### 🚩 March 21

The Company initiates the project to revisit, enrich and develop the Enterprise Risk Management system which is based on the mapping and enhancement of existing risk management processes and controls, in the definition of integration logics from an ERM perspective and in carrying out a Gap Analysis in detail with respect to the pillars of the COSO Framework<sup>1</sup>. This activity leads to the definition and implementation of an ERM model in line with national and international best practices to support strategic and operational decisions.

### 🚩 March 28

Completion of the delivery of the last 4 Leonardo trains destined for the M1 metro line purchased with the third application contract relating to the supply of 15 trains. These vehicles are added to the 11 trains already delivered in 2018, of which 9 destined for the M2 line and 2 for the M1 line.

### 🚩 April 1

The Ordinary Shareholders' Meeting of ATM S.p.A. is held for the presentation of the strategic industrial plan and the approval of the strategic guidelines. In the Board of Directors held after the Shareholders' Meeting, the development project for the industrial strategic plan was approved.

### 🚩 10-12 of May

The city of Milan hosted the 92nd Alpine National Assembly. ATM made a celebratory ticket and welcomed the Alpine troops with messages to the poles and on the veils of public transport; in addition, it has arranged an extraordinary service, with the strengthening and extension of the service of the underground lines until 2 am, strengthening of the surface lines to facilitate the connection with the areas used as camp and detours during the parade on Sunday 12 May.

### 💡 May 21

ATM's 2019 hiring campaign starts. There are 35 different types of open positions to employ around 900 people by the end of the year. A wide range of professional figures: from more technical profiles for the operational functions

- such as bus drivers, trams and train drivers, workers, safety officers and control staff
- to experienced engineers, but also recent graduates. The new staff will also be dedicated to the management of the new operational and maintenance processes required by the new sustainable mobility strategy that ATM launched at the end of 2017 through the Full Electric plan. At the end of 2019, the number of hires amounted to 593.

<sup>1</sup>COSO Framework: <sup>1</sup>Enterprise Risk Management: Integrating with Strategy and Performance, Committee of Sponsoring Organizations of the Treadway Commission (COSO), 2017



### **May 23**

The temporary grouping of companies, consisting of ATM, A2A Smart City S.p.A., Busitalia - Sita Nord S.r.l., Commscon Italia S.r.l., Hitachi Rail STS S.p.A. and IGPDecaux S.p.A., presented to the competent bodies, the Basin Agency and the Municipality of Milan, the proposed project financing called "Milano Next". The proposal has as its object the realization of interventions and infrastructural investments in the field of mobility, environment and safety and the operational management, for a period of 15 years, of integrated mobility services within the Basin of the Metropolitan City of Milan, Monza and Brianza, Lodi and Pavia. The Basin Agency and the Municipality of Milan will have to evaluate the public interest of the proposal which, in the event of a favorable evaluation, will be the subject of the tender procedure pursuant to art.183, paragraph 15, of Legislative Decree no. 50/2016 for the assignment of local public transport services. If the submitted proposal is declared of "public interest" and the temporary joint venture of companies, specifically created, is the winner of the relative tender, the project envisages the establishment of a SPV. In the event that potential competitors present better offers (both in economic and qualitative terms), "Milano Next", as a "promoter", may exercise pursuant to the aforementioned art.183, paragraph 15, of Legislative Decree no. 50/2016 - the right of first refusal.

### **June 26**

The subsidiaries Nord Est Trasporti S.r.l. and Gesam S.r.l., equipped with collegiate Supervisory Bodies appointed on 22 March 2019, have approved their updated 231 Model. The subsidiary ATM Servizi Diversificati S.r.l. has adopted its own Model 231 while simultaneously appointing its Supervisory Body in collegial form.

### **June 10**

The courtesy week is again promoted with the "cedilposto" campaign, an initiative conceived and created by ATM to raise awareness of good manners which became a regular appointment in June. Last year, 4,500 blue pins were the protagonists of the week of awareness and respect for good manners, a success that led ATM to take the lead again by inviting the people to give their seat to the elderly, pregnant women and all passengers who are in need.

### **June 25**

The subsidiary company Rail Diagnostics S.p.A., endowed with a collegial Supervisory Body appointed on March 22, 2019, approved its updated Model 231.

### **June 28**

The contactless payment system is one year old. Its introduction has had an absolutely positive response: from the launch of the new service to December 31, 2019, over 1 million users have used the new mode of travel on the metro, for a total of over 13 million journeys.

### **June 12**

Start of delivery of the first 30 new 18-meter trolley buses purchased by ATM as part of the investment plan dedicated to the renewal of the fleet. The new vehicles were purchased under the framework contract of 80 vehicles for a total investment value of over 61 million euros, implemented in a *total green* perspective. The new trolley buses will replace the older vehicles on lines 90, 91 and 92, with the aim of further improving the service of these strategic lines that every day draw the city like a compass for almost 40 kilometers. As of December 31, 2019, a total of 19 trolley buses were delivered.

### **July 2**

The works for the renewal of the electricity network on the metropolitan section of the M2 line between Cimiano-Gorgonzola are completed, with the aim of making the line more modern for the benefit of a better service for the passengers.

### July 4

The rating agency Fitch Ratings confirmed the long-term issuer rating for ATM at “BBB” with a negative outlook, in line with the Sovereign rating level. The assessment reflects, in identical measure, the level of the Sovereign rating and therefore, the credit link of ATM with the national public sector and in particular with the Municipality of Milan.

### July 12

Two important tenders have been obtained which will help to further renew the fleet with a total green perspective. The first concerns the supply of 250 electric buses to SolarisBus and the supply of 80 trams to Stadler, for an overall investment by the ATM Group of 365 million euros. In the coming months, the first application contracts will be implemented which will bring 170 new electric vehicles on the Milanese roads, including 140 buses and 30 state-of-the-art trams, for an initial total investment of over 183 million euros. The goal is to make the fleet 100% electric in 2030 as envisaged by the investments of the Company’s Full Electric plan.

### July 15

The new Integrated Tariff System of the Mobility Basin (ITSMB) came into force to replace the Integrated Tariff System of the Milanese Area (SITAM) and the NET tariff system of the urban area of Monza. The introduction of the new Tariff System has led to a complete reform of the rules and tariff levels also in the Milan area where ATM operates. Not only has the new system led to the adaptation of company information systems, administrative, IT and operational procedures, and more generally in the sales network and customer relations, but once fully operational, it will also be at the basis of future assignments of local public transport services.

### July 15

The “ATM - BikeMi” integrated card is making its debut: with a single card, users are able to use transport services by public transport or by using shared bicycles.

### July 25

Completion of the delivery of 84 articulated 18-meter urbanway hybrid buses which, together with the 36 vehicles already delivered in previous years, close the overall supply of 120 buses by Iveco.

### September 1

The first phase of the waterproofing of the tunnel between Piola and Lambrate has finished according to the schedule. This was one of the most significant interventions for the “lifting” works scheduled on the M2, which led to the interruption of the line between Loreto and Udine for the entire month of August. The ATM technicians involved in the construction site worked tirelessly to restore circulation by Sunday 1 September. To cope with the necessary closure, ATM has deployed 60 connection buses. Over 200 were the people on the field, including customer assistants, managers and employees to support and provide information to passengers in the stations concerned throughout the month of August.



### September 9

Delivery of the first of the 12 Leonardo trains destined for the M2 metro line purchased with the fourth application contract. As of December 31, 2019, a total of 4 trains were delivered. The investment of these additional trains, as for the previous ones referring to the same framework agreement signed with Hitachi Rail Italy, is self-financing.



### September 27

The M2 metro line turns 50, with its 40 km of tracks and 35 stations it is the longest metro line in the Milanese network and with 123.4 million passengers in 2019 (+ 3.3% compared to 2018) is preparing to reach the traffic flows of the M1 underground line. ATM is committed to an over 450 million euro renewal plan: accessibility, new trains, increased frequencies and state-of-the-art infrastructure.





### September 29

The Copenhagen metro line called "Cityring" was inaugurated in the presence of Queen Margaret of Denmark. At the same time as the event, the commercial activity of the new ring light railway with an extension of over 15 kilometers and two interchange stations with the existing M1 and M2 lines starts. With the entry into operation of the Cityringen, 85% of the citizens of Copenhagen will have a metro or railway network station less than a kilometer from home. Starting from the current 17 stations already open to the public, it will gradually reach a total of 24 stations, all underground and at an average depth of 30 meters. The fleet consists of 39 new trains that cover a length of 24 kilometers, completing the tour in 24 minutes, with an interval between three 80 and 100 seconds between one train and another. When fully operational, the line will be able to transport 72 million passengers every year. Fully automated and driverless, Cityringen operates 24 hours a day, 365 days a year. Built in record time of just eight years, it will be managed and maintained, together with the M1 and M2 lines, by Metroservice A/S until 2027.



### October 8

ATM President Luca Bianchi welcomed and thanked the President of the Italian Republic Sergio Mattarella on a visit to the control room of the new Cityringen metro in Copenhagen.



### October 10

The Shareholders' Meeting of Brianza Trasporti S.c.a.r.l., a company owned by Nord Est Trasporti S.r.l., approved the company's liquidation balance sheet and the related allotment plan.



### October 14

The subsidiary International Metro Service S.r.l. has adopted its own 231 Model, simultaneously appointing its Supervisory Body in collegial form.



### October 19

For two days the San Donato depot hosted the 2019 edition of the Open Doors. The event led citizens of all ages to discover the new world of "zero impact ATM", a concept that accompanied the advertising campaign spread throughout the city in the name of sustainability. The new ATM e-buses with a focus on maintenance and recharging methods were presented and the technological innovations of the future of public transport were discussed.



### December 24

As part of the contract for the supply of 29 12-meter urbanway hybrid buses, 28 vehicles were delivered, the last of which was delivered in January 2020.



### December

The transport service in the Municipality of Milan is renewed with the inclusion of the bikeMi fleet of new pedal-assisted bicycles, followed after two weeks by the muscle bikes with a view to renewing the fleet in use.



### The year 2019

definitively marked the transition to online procurement processes, as required by Directive 2014/24/EU on public procurement and implemented by art. 40, of Legislative Decree no. 50/2016. In 2019, all the purchase procedures were carried out and managed entirely in the "Electronic tenders" mode, making maximum use of the SRM platform and guaranteeing technological and process coverage on all types of assignment envisaged by the procurement code and the internal purchasing regulation.