

DEAR READER,

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dear stakeholders, partners, and valued team members,

10 years ago we launched our first line in Germany, and yet it feels like just yesterday. From our first premises in Munich, where we laid our foundations as a tech start-up on the wave of a newly liberalized bus market, to the 25 offices now being a home and a workplace to more than 5,500 employees around the globe, it has been an amazing journey. We celebrate a decade of Flix revolutionizing mobility in Europe, then taking its vision overseas and across four continents to overcome distances and bring more and more people together with smart and affordable collective travel solutions.

The numbers speak for themselves: up to the present day, over 300 million people have chosen to get on our long-distance buses and trains, with a resounding 60 million in 2022 alone. Every day we connect more than 5,500 destinations in 40 countries in close cooperation with over 1,000 partners who operate our buses and trains with their dedicated drivers, and we are going to extend our network further to new, untouched territories. With a unique business model building on close partnership with local companies, we have already enabled work opportunities for thousands of people, while supporting residents of rural areas ignored by others with a right to mobility: Flix democratizes travel.

And still, we do not rest. Quite on the contrary, as we celebrate our 10th year driving innovation in mobility, we are aware that with success comes responsibility. Having achieved so much in so little time and having acquired the competencies needed to keep pursuing our vision of revolutionizing travel by offering smart and collective mobility for everyone to experience the

world, we now have the duty to be at the forefront of such a revolution. Therefore, rather than merely celebrating our achievements, we keep looking at our long-term goal to fully decarbonize our travel offerings and pursue sustainability across all our business areas.

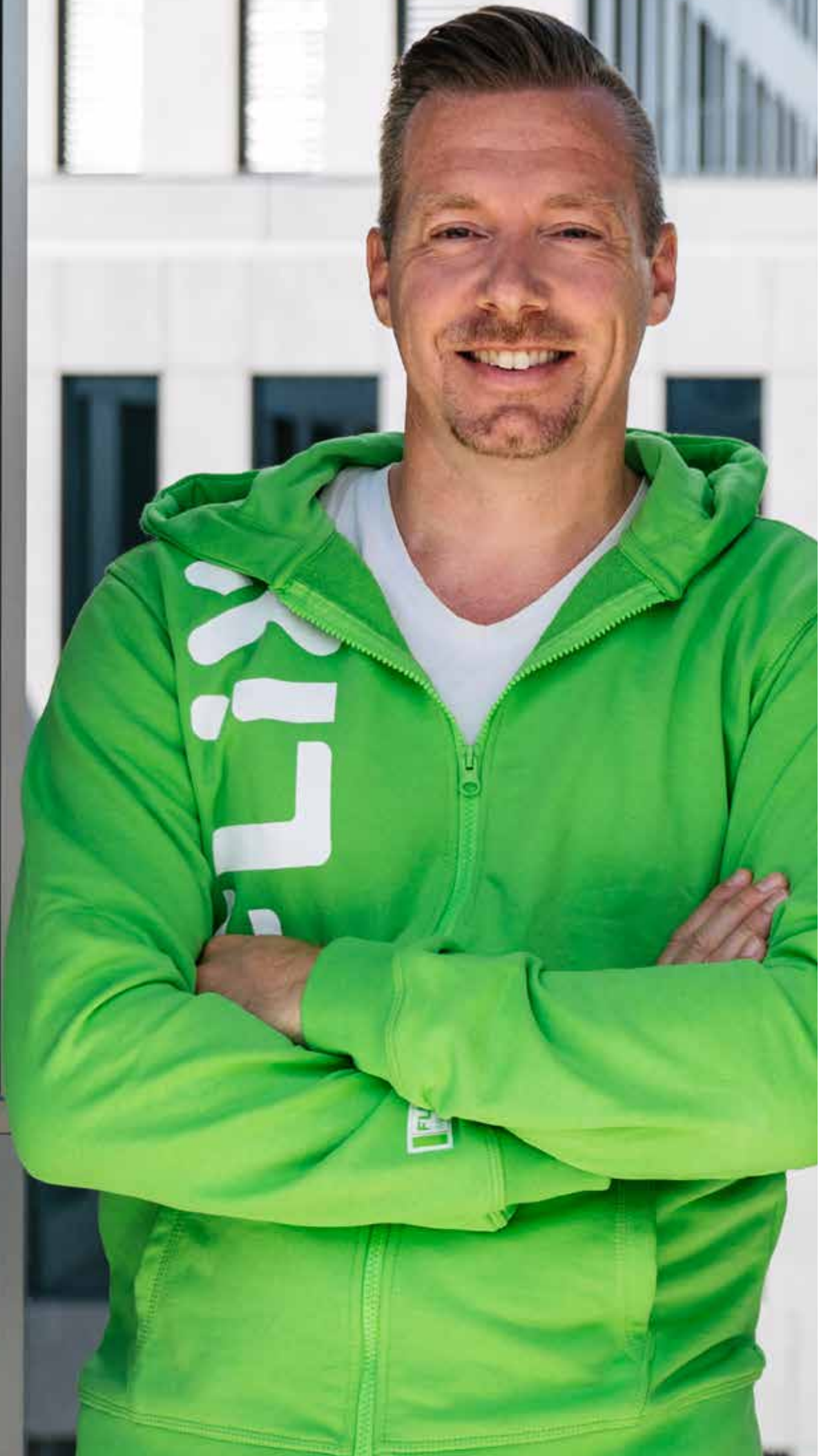
This goal of ours cannot be realized without appreciating the far-reaching events the global community has gone through over the years. Indeed, although we have always regarded sustainability as a crucial element of our business, at an environmental level as well as that of people’s well-being and financial stability, the accelerating climate change, the Covid-19 pandemic, an ongoing war in Europe and rising energy prices among others have made it increasingly urgent to address these issues. To pursue our vision in the best way, we must ensure that we are on the right track by thoroughly and constantly assessing our actions. A clear framework and pathway are necessary for this: we must set goals to be able to deliver accordingly.

Hence, the present report has been laid down with a view to encompass all the measures that we have been carrying out through the years within the framework of our ESG strategy, according to the four pillars that back our global vision: Environment, People, Mobility and Governance. With these in mind, we now mean to drive our revolution further and build for generations to come, putting in place all necessary actions to reshape travel in a greener direction and act as a catalyst for virtuous development in the communities we serve.

We seize the opportunity to thank our team, customers, and partners for being part of this journey and helping us constantly bring our progress to the next level. We look forward to a bright, sustainable and profitable future with you!



André Schwaemmlein
CEO and Co-Founder of Flix SE



ON THE ROAD TO SUSTAINABLE TRAVEL

Since 2021, a FlixBus has been traversing the 208 kilometers between Brussels and Amsterdam on biogas. For Flix, the pilot project is a test of the practical applicability of sustainable transport technology. A travel report.

The starting point:

BRUSSELS
50° 51' N, 4° 21' O



Many tourists, but also commuters and students, travel between Brussels and Amsterdam, two of the most vibrant cities in the Benelux region.

Mobility**Next stop:
A sustainable future**

With this bus we are on our way to a green future of mobility. In 2021, we have launched our first international lines with biogas buses. Renewable biogas offers a great opportunity to further reduce the CO₂ footprint of public transport. Our biogas long-distance line Amsterdam-Brussels is a pilot project undertaken to verify the exact emission savings, which we initiated together with another pilot route connecting Stockholm-Oslo. With this new biogas technology, we can achieve a CO₂ reduction of around 75% compared to diesel buses.

SUSTAINABILITY FUN FACTS

REDUCTION
OF CO₂ BY

75%

The early mornings at Brussels-North bus station are quiet. Not being an early bird, I am still tiredly clutching my coffee for support. Gradually, the travelers gather at the bus stop. A young student with a big backpack is listening to music on her earbuds. Next to me stands a family with a stroller. An older couple looks about with a slightly forlorn air – sight-seers, I expect. As I surreptitiously people-watch, I can't help noticing how different the travelers are. Most, like me, seem tired but also a bit excited.

The word *bus* comes from the Latin *omnibus*, meaning "for everyone," which is a pretty good way to sum up the typical feeling you get on a bus trip. Sure, you could take a train for longer journeys, but bus rides just feel different – somehow more communal.

These days, mobility thankfully also means it is easy to book a ticket using the Flix app and then check in using a smartphone. Gone are the days when I needed to hunt for a place to print out my paper tickets.

Here comes the bus. When Douglas, our driver, gets out to scan the tickets, I imme-

diately notice his friendly smile. In spite of the grey weather, he seems full of energy, and his good mood is infectious. I watch in fascination as he stows the luggage with a practiced hand and expertly folds the stroller to fit it in. There's a typical sound to the start of any bus journey: first the thunk as the luggage compartments outside are closed, and then a deep thrum as the motor starts. The bus moves slowly out of its bay into the city traffic, eventually finding the highway. Ahead of us are 208 kilometers to Amsterdam.

For the first half hour of the journey, the bus is restive with activity. One of my fellow passengers looks for her wireless headphones, annoyed. I make my way to the bathroom, past the two-year-old with the family I noticed earlier. He is gazing out the window, munching on a cookie. The retired couple pulls out a thermos: "Milk and sugar's already in, dear," says the old lady. Her husband nods silently and takes the first sip of coffee. I could really use a cup myself, but didn't think to bring a thermos. Oh well, my mistake. But I really can't complain about the journey so far.

OUR AUTHOR used to ride long-distance buses a great deal and has a weakness for the special romance of bus travel. We invited him to write about his travel experience with Flix.

Sustainable Drive Technology**Bio-CNG – What does that mean?**

In a biogas plant, renewable raw materials (such as plant material, food waste or sewage sludge) are fermented to produce biogas, a sustainable alternative to CNG (Compressed Natural Gas) or LNG (Liquefied natural gas) coming from fossil resources. This Bio-CNG is an almost carbon-neutral fuel made from regenerative resources that we use to power our bus. Flix is also planning for Bio-LNG buses from 2023 on.

SUSTAINABILITY FUN FACTS**Biogas: a transition technology for long-distance travel**

As we cross the Belgian border, a fine rain cascades over the highway, followed by bright sunshine – typical spring weather. Holland floats by outside the window, picturesque as a postcard: a flat, broad landscape with green meadows and broad canals through which freight barges meander. I scan the QR code glued to the bus window, choose music from the selection in

the Flix media library and let my thoughts drift as I gaze out at the scenery.

The sun is shining, and the idyllic Dutch countryside moving past the bus window seems like a unique blend of nature and technology. On the horizon, I can see modern wind turbines next to a few historical wind mills – sustainable wind power then and now.

Even as I booked my ticket in the app, I was informed that this bus runs on biogas. Then, when I got in, I saw “Powered by 100% climate-friendly bio-CNG.” By now curious, I do a little research online. Thank goodness for the free WiFi. Okay, interesting: biofuel is produced from renewable resources that are fermented in a biofuel plant. It’s not hard to imagine how that would produce gas, especially when I think of the compost I put out at home before leaving.

The gas is then converted into biofuel either as in this bus, as compressed natural gas (CNG), or in a liquefied form which is called liquefied natural gas (LNG). Both can be used for transportation. Unlike conventional fossil fuels, biofuels are made from renewable resources. This makes them basically carbon-neutral, since they release only the carbon that used to be contained in the organic substances from which the fuel is made. That means that no additional CO₂ from fossil sources enters the atmosphere.



A good infrastructure of biogas filling stations is an important precondition for the success of the pilot project.



Ewoud Rondaan | Account Manager
Transport, Orange Clean Fuels

Sustainable travel needs a good infrastructure

Please tell me more about Orange Clean Fuels.

Our company was established in the Netherlands in 2008 and is market leader in the Bio-CNG segment. We produce Biogas in our biogas plants and inject it directly into the gas network. It's one of the safest and most efficient ways to transport the gas to our 108 filling stations here in the Netherlands. Our ambition is to become the largest independent producer and distributor of clean fuels in Europe.

What are the challenges of switching to sustainable fuels such as biogas?

To drive clean, you need to think differently, because you have to adapt your route to the available refueling stations. I think we have taken some great steps to provide a better infrastructure for Flix.



What does sustainability mean to you?

I try to live as sustainably as I can. Because I work with bio-CNG professionally, I know that the waste I'm producing is the raw material for our biogas. It's good to know that.

Our ambition is to become the largest independent producer and distributor of clean fuels in Europe.

INTERVIEW

Climate protection – thanks to sludge

For this pilot project, Flix is collaborating with the Dutch biofuel producer Orange Clean Fuels, the leader in the bio-CNG market. The company was founded in 2008 and is among Europe's most important providers of alternative fuels. Orange Clean Fuels operates 108 gas stations in the Netherlands and others in Germany, Sweden, and Italy.

In the Netherlands, the biofuel gas station infrastructure is quite well developed,

explains Ewoud Rondaan, who works for Orange Clean Fuels. That was one of the main reasons that the pilot project was started here. People like Ewoud, who develop specific technological solutions for climate change, have a cheerful, pragmatic way of looking at the future. Ewoud also tells me that biofuels are only one of many different transportation technologies that can lead our bus and long-distance travel to a greener future. In fact, he says, Orange Clean Fuels also offers biodiesel and is working on hydrogen fuels.



Start of the journey
July 1, 2021
was the kickoff of
the Biogas buses



My trip on the biogas bus emits

1.35

kilograms of CO₂
96% less than plane
93% less than car*

* Atmosfair's CO₂ compensation tool
[European Environment Agency, 2021](#)

Biofuel can be produced from many different natural resources: from trash, manure, or corn. The bio-CNG powering this bus is apparently made from effluent sludge that is a byproduct of sewage treatment at wastewater reclamation plants. It's odd to think that it's this black, stinky sludge that's carrying me to Amsterdam so quickly and in such comfort, all while protecting the environment.

And how does it feel to drive one of these biofuel buses? From his driver's seat, Douglas smiles at me proudly as the bus glides along the highway. The handling is not so different, he tells me. But at the station, his colleagues often approach him and ask about the fancy bus he's driving. Refueling isn't particularly complicated either, says Douglas, and filling up the tank takes about 15 minutes. A biofuel bus is a little quieter than a conventional diesel bus – which from my perspective as a passenger is quite nice.

Sustainable travel: crucial for climate protection

Now, I could have taken a plane from Brussels to Amsterdam. But given the dramatic consequences of climate change, who hops on a cheap flight with a clear conscience nowadays? All the same, we live in an increasingly mobile, globally networked society, so mobility and travel are crucial to achieving our climate goals. The numbers speak for themselves: If you take a plane, your trip would produce 41 kilograms of CO₂, driving your car would produce 19.78 kilograms of CO₂, and taking a regular diesel bus would produce 5.4 kilograms of CO₂. But by traveling on a biogas bus, my trip produces only 1.35 kilograms of CO₂.

But sustainable travel is not just a question of eco-friendly living. For many travelers, price is also an important criterion for deciding whether to fly, take a train, or hop on a bus. That's why Flix aims to offer sustainable travel options for as many people as possible. The company is using its position as a leader in European long-distance bus routes to advance renewable fuel technologies and thus contribute responsibly to the mobility revolution.

A clean bill of climate health

Flix works with the German climate NGO atmosfair to determine this project's carbon footprint and to ensure that the biofuel is produced as sustainably as possible. When booking through the Flix app, you can even donate an additional small sum to compensate the CO₂ emissions produced by your trip. Part of these contributions go to the Future of Mobility Fund, which has been financing socially and ecologically responsible projects since 2015. This pilot project financially supports bus companies in their transition to alternative fuel models.



In terms of the driving experience a Biogas bus is not that different. But I'm happy that this **new technology helps us to protect the environment**. Sometimes colleagues come over and ask me what kind of modern bus I'm driving and how the biogas technology works. This makes me a bit proud."

Douglas Da Silva Souza | Bus driver

QUOTE

Paperless check-in with the Flix App is easy to use and good for the environment.



A color between blue and green, because alternative drives need a different look.

New buses also improve comfort for our drivers.



Filling up with Bio-CNG requires no special skills. It only takes **15 minutes** to fill the tank.



The IVECO Crossway is the winner of the "Sustainable Bus of the Year 2020" award.

Katie Thu Phuong Doanova |
Student based in Amsterdam (Customer)

Traveling with good conscience

What do you like about Flix?

I am from the Czech Republic, and I study in Amsterdam, so I travel a lot. With Flix the ticket booking is easy and the departing times work well for me. Travelling by bus is much cheaper and also more sustainable than flying.

What do you think about Flix's commitment to sustainability?

Sustainability and climate change are a big issue for me and my generation. I think

it's good that Flix is committed to more sustainability and operates buses like this one now with biogas.

Do you have a life hack for long bus journeys?

Bus journeys can sometimes be very long, that's right. But for me, they're also downtime where I can listen to a podcast or just look out the window and daydream a little bit.

INTERVIEW



A reliable charging infrastructure is important so that bus drivers can take their breaks in time instead of searching for a biogas station."

Natasha van Cauwenbergh |
Coachpartners Brabant N.V.

Atmosfair also checks and certifies the carbon footprint of the bio-CNG produced by Orange Clean Fuels – because biofuels in transportation are not automatically climate-friendly. Rather, different aspects in the production of the fuel determine how sustainable it is. The greenhouse gas footprint of a particular biofuel is thus analyzed along the entire value chain in what's known as the "well to wheel" approach: from the use of natural resources through production and transport all the way to combustion in the actual motor. This is

another case where good infrastructure has clear benefits. As Ewoud tells me, the biofuel produced by Orange Clean Fuels can be fed directly into existing gas lines, eliminating the emissions that would result from transporting it by truck.

Atmosfair's preliminary calculations suggest that using biofuels along this route reduces CO₂ emissions by 75 percent compared with conventional fuels such as diesel.

Many pathways to a sustainable future

For Flix, this pilot project, which has been running since July 2021, is a real challenge. There are so many different factors that determine its success and whether it can be expanded.

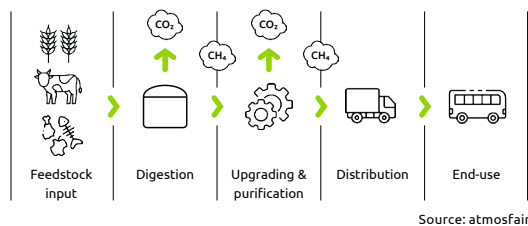
One important factor is the distance that can be covered on a tank of biofuel, allowing the 208 kilometers between Brussels and Amsterdam to be traveled without refueling. "We can drive about 500 kilometers on one tank, so the route from Brussels to Amsterdam is easy", says Paul Mechele, Business Director at IVECO Benelux. He is pleased that the pilot project is going so well and would like to expand the cooperation with Flix in the future.

A well-developed infrastructure of biofuel gas stations is also crucial for time management, explains Natasha van Cauwenbergh, who works for the bus company Coach Partner Brabant: "If bus drivers have to spend ages searching for the next filling station, they can't keep to their mandated rest times."

Heavy commercial vehicles, such as buses or trucks, are a special challenge in the development of sustainable transportation technology. Atmosfair reports that according to the European Federation for Travel and Environment, decarbonizing the European fleet of buses, vans, and trucks can best be achieved through a combination of battery power, hydrogen fuel, and overhead cable technology.

In other words, there is no single green solution for sustainable long-distance travel. Instead, many different technological developments lead to a greener future. That's why the biofuel bus from Brussels to Amsterdam is not Flix's only pilot project: one more biogas bus in Scandinavia, five buses running on biodiesel from rapeseed on the Brest to Grenoble route in France. Eight buses in DACH Region, Italy, Spain and Benelux have solar panels on their

Sewage Sludge Green Energy made from sludge



Sounds magical? But it's not that complicated. In the process of water purification, sewage sludge is a residual product. Biogas plants use it as a raw material to produce biogas through fermentation. Our fuel supplier Orange Clean Fuels uses sludge from a water purification plant near Amsterdam and refines it to Bio-CNG that fuels our buses.

SUSTAINABILITY FUN FACTS



From windmills to biogas buses. New technologies are a key driver of sustainable development.





Biogas buses are

50%

quieter than
diesel buses

“This is a pilot project and so far, it is going very well. We can drive about 500 km on one tank, so it’s easy to drive from Brussels to Amsterdam and back. **The Bio-CNG technology reduces CO₂ emissions by 75%.** This is a good start, and we would like to continue our partnership with Flix in the future.

Paul Mechele | Business Director
Brand Benelux, Iveco

QUOTE



roofs. As for the future, Flix is working on the development of the first fuel cell-powered long-distance bus in Europe and fully electric buses. Flix is open to new alternative drives and expects a mix of different technologies in its future fleet.

A successful first stage

From the highway signs, I can tell that we will soon be reaching our destination Amsterdam. I strike up a conversation with Katie, a student sitting across from me at the window. She studies in Amsterdam and often travels by FlixBus, since it is more affordable and the departure times suit her schedule. She mostly uses the long journeys to read for her classes, or to just tune out

and look out the window. I ask her whether buses and sustainability go together. “I try to keep my personal carbon footprint as low as possible, and for me, taking the bus is an easy and cheap way to do that,” she says. She’s pleased with Flix’s climate activities. Sustainability, she says, is important to her generation.

For Flix, this journey is only one of many stages on its way to ecologically sustainable long-distance bus travel. An ambitious goal contained in the company’s sustainability strategy is the fully carbon-neutral operation of its entire European long-distance bus network by 2040 (See Climate Strategy on page 27). In addition to bio-CNG, that will involve the increased use of bio-LNG, as well. Over the next two years, up to 50 FlixBuses will be equipped with bio-LNG motors.

Amsterdam Sloterdijk station is a true traffic hub, connected to the city by tram on the one side and the rest of the world through long-distance trains on the other. Our bus rolls into its bay right on time. “Welcome to Amsterdam!,” Douglas cheerfully announces through the mic. The aisle is filled with the busy activity of people gathering and packing their belongings. The two-year-old has fallen asleep on a parent’s arm, and the retired couple have already donned their jackets.

I take out my earbuds and pack up my things. Katie has given me a few good tips for what to see and do in Amsterdam. The journey didn’t take as long as I thought it would. Outside, Douglas hoists my heavy pack out of the luggage compartment and wishes me a nice day. I’m excited to see what Amsterdam has to offer.



The end point:
AMSTERDAM
52° 22' N, 4° 53 O'



ABOUT FLIX

Flix is a global, tech-enabled mobility provider whose goal is to drive sustainable and affordable travel for everyone to discover the world. With an ever-growing intermodal network extending across countries, the Company has already enabled new travel opportunities for more than 300 million passengers worldwide, and created thousands of jobs thanks to a unique business model based on cooperation with local small and medium-sized enterprises.

Organizational Details

Flix SE (subsequently referred to as the Company or Flix) is a global mobility provider founded in 2012. The company is headquartered in Munich, Germany with more than 25 offices worldwide. As parent, Flix SE together with its 49 direct and indirect subsidiaries form the Flix Group. Flix SE acts as the holding company of the Flix Group and pools central functions such as Network Planning, Pricing and Marketing while the business and cooperations with the bus partners lies with the local subsidiaries. The Company offers long-distance mobility services, namely bus and train services, in its business regions Europe, North America, Türkiye and other markets under the product brands FlixBus and FlixTrain, Greyhound and Kamil Koc. Details about Flix Group's structure and segments are disclosed on the Group's Annual Report.



FLIX GROUP EMPLOYEES IN 2022

Flix SE and entities in Europe and other markets	1,469
Flix North America	2,317*
Türkiye	1,583*
Total	5,542

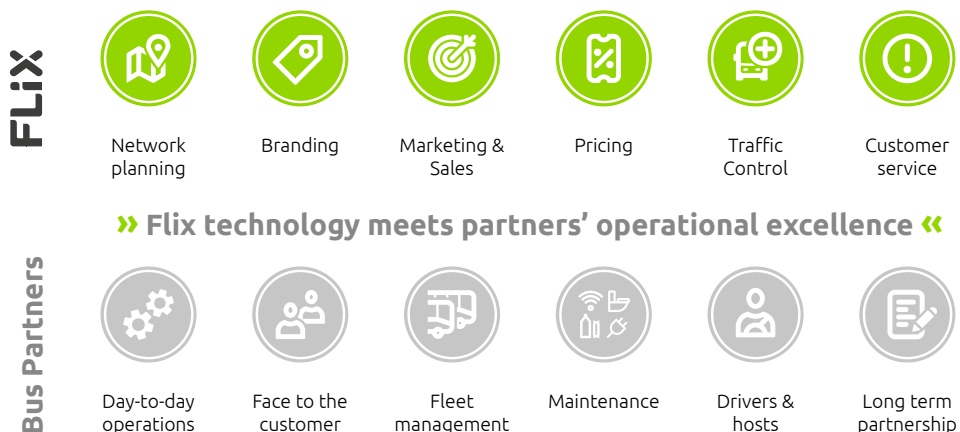
* Including office and terminal employees, drivers and bus attendants.

Flix Group has a total of 5,542 employees. On a full-time equivalent basis, the Company has 1,300 employees in Europe. In addition to Flix's own employees, 8,300 bus drivers are employed by the Company's bus partners (excluding Greyhound and Kamil Koc). For all employees in Germany the Trust Council is in place. The Trust Council is a well-established sparring partner for employees, stakeholders and the leadership team to keep Flix a great place to work. Its purpose is to foster a great working environment where employees can raise issues, change and influence processes as well as acting as interface between leadership and employees. (GRI 2-7/GRI 2-8/GRI2-30)

Main shareholders of Flix are the founders and financial investors like General Atlantic, HV Capital, Permira, TCV and Silver Lake. (GRI 2-1)

Business Model

The vision of Flix is to enable smart and sustainable mobility for everyone to experience the world. Since its founding in 2012, Flix, under its brands FlixBus and FlixTrain, has changed the way millions of people travel. Within ten years, Flix has become the largest pan-European long-distance bus network and, through the acquisitions of Kamil Koc and Greyhound, is also the market leader in Türkiye and North America. The business model is based on the digitalization of traditional modes of transport. While Flix is managing technology development, network planning, marketing and sales, quality management, operations management and continuous product development, it entered close partnerships with more than 1,000 mostly mid-sized regional bus operators for its daily route operations. Under its FlixTrain brand, Flix is offering long-distance train services in Germany (since 2018) and Sweden (since 2021) in close cooperation with its partners in the railway sector. The FlixTrain network encompasses around 65 cities in total with several connections per day in each direction. (GRI 2-6)



Flix's business model is consistently focusing on a convenient and affordable travel experience for its customers. From online ticket booking via app or web, the wide choice of destinations to the possibility to reserve seats and transport bulky luggage, WiFi access and power outlets in the vehicles – Flix provides customers with both environmentally friendly and very affordable long-distance transport offers. Services such as smooth, online-supported processing of cancellations and customer requests, automated delay management, and live-tracking of the booked vehicle are additional benefits resulting in more than 60 million passengers (in 2022) globally traveling safely with one of our buses or trains.

The company enables its regional bus and train partners, by leveraging its booking platform and the integration into its network, to access a market that they would otherwise not be able to serve as individual companies, or only to a limited extent. Flix's value proposition is to design data-based, seasonally-optimized and demand-oriented schedules, applying for concessions at a multitude of authorities and setting optimal price points. Flix implemented a revenue-sharing mechanism to ensure aligned interests with its bus and train partners, namely, to offer its customers the very best experience. Through a dedicated mobility partner facing online portal, Flix supplies its partners with important data on their rides, drivers and quality management, and uses an automated system to take care of monthly billing of partners.

In contrast to its European operations in the long-distance bus market where Flix relies fully on its partner model, it also operates its own buses in Türkiye and North America. As part of the acquisition of Kamil Koc and Greyhound, buses, drivers, and operating staff were taken over.

WE BUILD FOR GENERATIONS
WE PUSH BOUNDARIES
WE WIN TOGETHER
I MAKE AN IMPACT

Flix's Values

Flix's culture is geared to attract and retain talent, and to facilitate long-term success. The Company created its Flix 4 values in 2020 to describe the way it does things as well as what future and current employees, customers and business partners can expect from it (and what it expects in return).

The Flix 4 summarizes what working at Flix is all about – clustered in four different dimensions:

- in their community
- as a company
- as a team
- as individuals

In each dimension, there are behaviours which give a better understanding and examples of how to act in line with their respective dimension.

Corporate Governance

The governance structure of Flix SE represents a dual board system. The Management Board is managing the business and operations and is supervised by the Supervisory Board. The General Meeting is the highest governance body of Flix SE which appoints the Supervisory Board.

All members of the Supervisory Board are non-executive members and representatives of the main shareholders of the company. *(GRI 2-11)* It is planned to change the composition of the Supervisory Board to increase the number of independent members in 2023. The new Board will consist of 3 independent and 5 dependent members. *(GRI 2-9)* Supervisory Board members are elected by the general meeting/shareholder meeting. According to the Shareholder Agreement, lead investors have the right to nominate Supervisory Board Members. Criteria from Deutsche Corporate Governance Kodex (DCGK) will be taken into account for new nominations. *(GRI 2-10)*

Policy Commitments

Flix incorporates several policies that address ESG issues, including a due diligence and human rights policy. The policies are implemented and executed through various business and compliance policies, the People and Supplier Code of Conduct, a Sustainable Travel and DEI policy as well as a Whistleblowing and Global Privacy policy. *(GRI 2-23/2-24)* A remuneration policy is currently not in place. *(GRI 2-19/GRI 2-20)*

The company created an incident management procedure to give employees an understanding of how they can report suspected breaches of Code of Conduct and/or other policies, and what will happen after a report. Information of the mechanisms for seeking advice and raising concerns are included in the People Code of Conduct. *(GRI 2-26)*

There were no significant instances of non-compliance with laws and regulations during the reporting period. *(GRI 2-27)*

Conflicts of Interest

Flix has a Global Conflict of Interest Policy in place since November 2022. This Policy sets out Flix's principles, requirements and procedures in relation to preventing actual, potential or perceived conflicts of interest, ensuring the Company makes decisions free from any inappropriate external influences, and providing for full disclosure and approval where a conflict of interest cannot be avoided.

Failing to disclose and obtain approval, even for a potential conflict of interest, is a Policy breach. Flix employees are asked to contact their line manager and/or the Compliance team if they have any questions about whether a relationship could create a conflict of interest and follow these steps if they need to declare and seek approval:

As soon as a potential or an apparent conflict of interest with an Outside Relationship arises, the Flix employee must submit a request to the line manager, with Group Compliance in copy. The line manager must handle the report and consult with the Group Compliance team, or other stakeholders, as appropriate, for advice on assessing the request and managing the potential conflict. Additionally, where the request involves a VP or above employee and before accepting a board position in any outside for-profit organization, the request must be reviewed and approved by the management board of Flix SE. The request may be approved, approved with mitigating conditions, such as requiring the Flix employee to acknowledge certain confidentiality obligations or remove Flix employee from certain business decisions, or denied. If the request is denied, the Flix employee must not engage in the activity. If the request is approved, the Flix employee will receive an email confirmation from the line manager. If the request is approved with mitigating conditions or denied, the line manager must inform the Flix employee of the decision in writing. Flix employees must maintain a record of the decision. Group Compliance will also keep and maintain an appropriate register. *(GRI 2-15)*

Every quarter, an official meeting with the Supervisory Board takes place to debrief the members about the company's ongoing topics and main concerns. *(GRI 2-16)*

About this Report

Flix SE reported in accordance with GRI Standards for the period January 1, 2022, to December 31, 2022. The information in this report relates to Flix SE and its subsidiaries, as it does in the Company's financial reporting. As this is Flix's first Sustainability Report, there are no restatements. This report has not been externally audited.

Flix SE publishes an annual Sustainability Report. The report for 2022 was issued on June 20th, 2023. The contact person for matters relating to this Sustainability Report is Xiaoxiao Milz-Chen, Expert Sustainability. *(GRI 2-2/GRI 2-3/GRI 2-4/GRI 2-5)*

OUR PURPOSE

Flix's purpose is relevant at the present time, when socio-demographic changes and state-of-art technologies are shaping people's financial decisions and travel behavior, when climate change is becoming noticeable to business and individuals, and when human connection is deeply yearned after recovering from the pandemic.

Ever since Flix brought its first buses on the road ten years ago, sustainability has been anchored in its business strategy. The past decade has witnessed a revolution in long distance travel as well as the value creation of Flix to its stakeholders, society and environment.

SMART AND GREEN MOBILITY FOR EVERYONE TO EXPERIENCE THE WORLD



Smart: best value-for-money, travel tech, easy-to-use, convenient



For everyone: accessible to millions of passengers all around the globe



Green: eco-friendly, modern fleet; alternative drives pioneer, path to net zero



Experience the world: for great travel experiences across thousands of cities

Affordable and accessible travel for everyone

Flix's tech-enabled, scalable and resilient business model optimizes operational performance at a comparatively low price. Working with data allows Flix to understand customers' needs better and make travel digital and intuitive. Until today, Flix has carried millions of passengers with affordable and convenient modes of travel.

Flix's network provides connectivity to over 5,500 destinations on four continents. It is at the core of Flix's business to expand the global network and enable connectivity to underserved communities and remote regions, where in many cases FlixBus is the only collective transport connection. Globally, around 30% of the destinations serviced by the FlixBus network in 2022 have less than 20,000 inhabitants.

Collective travel and intermodal transport

Intermodality i.e., combined multiple modes of transport, including private cars, public transport, shared mobility, cycling, and walking, is an important element of future mobility in cities and inter-city areas.

Christoph Debus

Chief Financial Officer

A sustainable world is one where we can give back to society and the environment more than we take. To achieve this, sustainability must move beyond being an “on top” investment and become a core consideration in all we do. A solid overarching governance structure to monitor full compliance and business ethics of our practices is vital to ensure that this mindset sets in. As the Group’s CFO, I am a core advocate that sustainability is an integral part of our strategy and a value creator. I therefore actively drive the definition of our ESG goal setting, provide the right resources for the delivery of the initiatives and ensure the execution by tracking the progress with the right KPIs.



TESTIMONIAL

“A sustainable world is one where we can give back to society and the environment more than we take.”

Flix’s multimodal travel options help to relieve the societal pressure and emergency caused by individual traffic patterns, as collective travel reduces traffic congestion and emissions from individual cars and hence, increases quality of life.

Sustainable mobility

Long-distance buses and trains are environmental-friendly ways of travel. Flix ensures a modern fleet that is mostly equipped with the most fuel-efficient bus models available in respective markets. In Europe, FlixBus emits 26g of CO₂ per passenger per km (see [Well-to-Wheel analysis](#)). According to the German Environmental Agency (UBA), this equals to approximately 16% of the CO₂ emissions of a car trip on the same route (with more than 80% CO₂ emissions being saved) and approximately 12% of the CO₂ emissions of a flight on the same itinerary (with nearly 90% CO₂ emissions being saved).

Flix continues to work towards contributing to reshaping the long-distance travel space through pioneering and accelerating alternative fuel and drive technologies to decarbonize its fleet. The ultimate goal is to transform the fleet from diesel to alternative fuel and drives and achieve carbon neutral travel. Together with its partners and customers, Flix will work towards providing new mobility solutions.

ESG STRATEGY & MANAGEMENT

Flix's sustainability strategy is based on the environmental, social and governance (ESG) framework. Here, the Company defines its main strategic pillars as Planet, People, Mobility as well as the foundation of these – its Governance.

Flix is motivated to provide smart and sustainable mobility for everyone, and it strives to achieve a good balance between ecology, economy and society to create shared values for its stakeholders.



Protecting the PLANET

As a global tech provider of affordable and intermodal mobility, together with its partners Flix sets high environmental standards and seeks to deploy alternative mobility technologies. Already today, according to UBA, travelers can reduce their carbon footprints by more than 80% when choosing FlixBus and FlixTrain over their personal car, and nearly 90% when choosing Flix's services over flying.



Caring for PEOPLE

The wellbeing of people lies at the core of Flix's strategy, be it the safety of its passengers and crew as a crucial requisite in mobility, as well as equality and diversity in the workplace as cornerstones for a more inclusive society. Together with its partners throughout the value chain, Flix is raising the bar of both road safety and social standards in the mobility sector to create a safe, equal, diverse and inclusive environment in the workplace and wider society.



Enabling MOBILITY

With the worsening of climate change urging people to embrace a new approach to travel and companies having to rethink their practices accordingly, mobility is at an important turning point. Flix's commitment of connecting people around the world with affordable travels contributes to the quality of its customers' daily lives. Together with its partners, Flix is working on alternative drive innovations and cross-sectoral partnerships.



Strong GOVERNANCE as foundation

Flix established a Sustainability Steering Committee at Board level as the general oversight body on sustainability-related matters. The committee is chaired by the CEO with senior leadership participation, hence ensuring the integration of sustainability goals and actions into business practices.

ESG Governance

The Flix Sustainability Steering Committee is the oversight body on ESG strategy, ESG risks and performance as well as setting the ESG agenda and goals for Flix Group. It is composed of all members of the Management Board and executive management and meets every three months for an ESG update and upon request. (GRI 2-14)

The ESG strategy is aligned with and approved by the Management Board. The Management Board and the executive management are committed to contributing to the implementation in their field of responsibility. Responsibility for the area of sustainability falls within the remit of the CEO. (GRI 2-12/GRI 2-13)





The ESG Steering Committee informs the Supervisory Board about important ESG-related topics. At present, the Supervisory Board has been informed of sustainability status during various strategy updates. There is not yet a dedicated ESG Board member in place. It is currently being evaluated to involve the Supervisory Board in the Company’s ESG strategy and activities to a greater extent. (GRI 2-17/GRI 2-18)

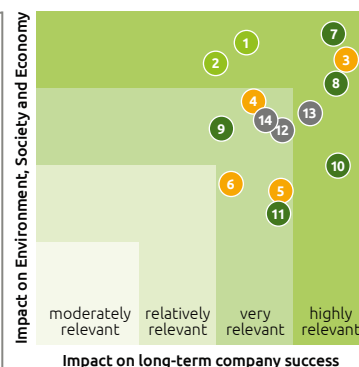
Material Topics

Materiality Analysis Process

In 2022, Flix conducted a materiality analysis following the “double materiality” concept to closely examine the most material sustainability topics for the Company from both inside-out and outside-in impacts, namely impact of Flix on the economy, society, and the environment and the impact of the topic on the long-term success of the Company. It was built on the foundation of Flix’s first materiality analysis of 2020/2021, which was based on interviews with executive management, business owners and employees, country representatives as well as investors.

FLIX’S DOUBLE MATERIALITY MATRIX

 PLANET	 PEOPLE	 MOBILITY
<ul style="list-style-type: none"> 1 Renewable energies 2 Greenhouse Gas Emissions 	<ul style="list-style-type: none"> 3 Safety & well-being for customers, crew and employees 4 Diversity, equity and inclusion 5 Employee engagement & development 6 Talent attraction 	<ul style="list-style-type: none"> 7 Fleet transformation with alternative drives towards the future of sustainable mobility 8 Customer accessibility to affordable, collective and intermodal travel 9 Innovation & technology 10 Sustainable value creation 11 Customer satisfaction
<div style="display: flex; align-items: center; justify-content: space-between;"> <div style="background-color: #555; color: white; padding: 10px; text-align: center;">  GOVERNANCE </div> <div style="display: flex; gap: 20px;"> <div style="text-align: center;"> 12 Business ethics & Compliance </div> <div style="text-align: center;"> 13 Cybersecurity & Data Protection </div> <div style="text-align: center;"> 14 Supply chain management </div> </div> </div>		



The first step was to review the material topics remaining relevant to Flix and add new topics that reflect new business realities and the ESG environment. Five stakeholder consultation sessions were conducted with business owners, executives and employee representatives internally and one additional investor externally. In those sessions, the topic descriptions as well as impacts were defined and analyzed. Business owners were also

Andrea Koepfer

Senior Director Communications & Responsibility

ESG is a top priority for us: it falls within the CEO's remit and is embedded in our business strategy, besides being a major topic with our internal and external stakeholders towards ensuring transparency. With a holistic strategy, we have set concrete goals with regards to climate action, as well as accountable KPIs for the social and governance topics to make sure that we can remain a reliable and accountable partner. With a Steering Committee at board level enabling the rollout of this strategy companywide and a global decarbonization champion community, we have growingly made ESG a guiding framework for all colleagues, with a view to delivering accountably in coming years.



TESTIMONIAL

“We have growingly made ESG a guiding framework for all colleagues, with a view to delivering accountably in coming years.”

asked to rate the impacts as “highly important”, “very important”, “moderately important” and “relatively important”. Based on the received inputs, the topics were placed and integrated in the double-materiality matrix. The final matrix was discussed and approved by the Sustainability Steering Committee.

Stakeholder Engagement

During the materiality analysis conducted in 2022, Flix's most important external stakeholder groups were identified through stakeholder mapping. These are investors, political decision-makers, customers, media and NGOs. Flix has established specific functions to engage with the different stakeholders in a transparent and strategic way. For example, the Public Affairs team organized the 55' MOBILITY TALK series in Germany, which brought together politicians, public affairs stakeholders and industry representatives to discuss various challenges around the future of sustainable mobility. Another example is the long-term strategic partnership with NGO partner atmosfair on credible carbon offsetting and transformative sustainable mobility solutions through the “Future of Mobility Fund”. (GRI 2-29)



Furthermore, Flix is a member of the following associations at international level: (GRI 2-28)

- IRU - International Road Transport Union
- ALLRAIL - Alliance of Passenger Rail New Entrants in Europe

Additionally, at the end of 2022 Flix has committed to the UN Global Compact, thus adopting a globally recognized policy framework for developing, implementing and disclosing ESG policies and practices.

Climate related risks and opportunities assessment

In 2022, in line with the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD), the Flix group conducted an initial quantitative and qualitative climate scenario analysis with its management consultant partner D-fine in order to comprehensively assess material climate risks and opportunities and derive short- to long-term impacts on business. The climate scenario analysis is integrated into the Company's risk management and report.

Climate scenario analysis methodology

1. The analysis is based on a set of potential future scenarios that are representative and have been guided by the IPCC's RCP scenarios.
2. Climate scenarios are categorized along three dimensions to ensure a comprehensive coverage of TCFD scenario analysis guidelines. In addition, the methodology used is in line with the recommendations of the German Federal Environmental Agency.
3. Each dimension is formed by five climate risk drivers identified by Flix management and experts which describe the external scenario effects on Flix's business model.
4. For the near-to-mid-term risk assessment in 2030, cause-and-effect chains are modelled to translate external risk drivers into quantified key business KPIs. The approach focuses on modelling both the supply and demand side to quantify the climate-related risk in service provision as well as market demand.
5. Data used for the cause-and-effect modelling includes Flix long term planning data to reflect fleet development or market share, business KPIs such as bus km, passenger numbers, revenue, bus costs, gross profit 1 as well as scope 1 and 3 carbon emissions.
6. For long term assessment in 2040 and 2050, a qualitative risk assessment differentiating exposure and vulnerability to the fifteen external climate risk drivers is conducted.
7. A dashboard is developed to visualize the above risk drivers, narratives and model results and quantifies the business KPIs as well as visualizes a risk matrix in line with the general risk management approach at Flix.

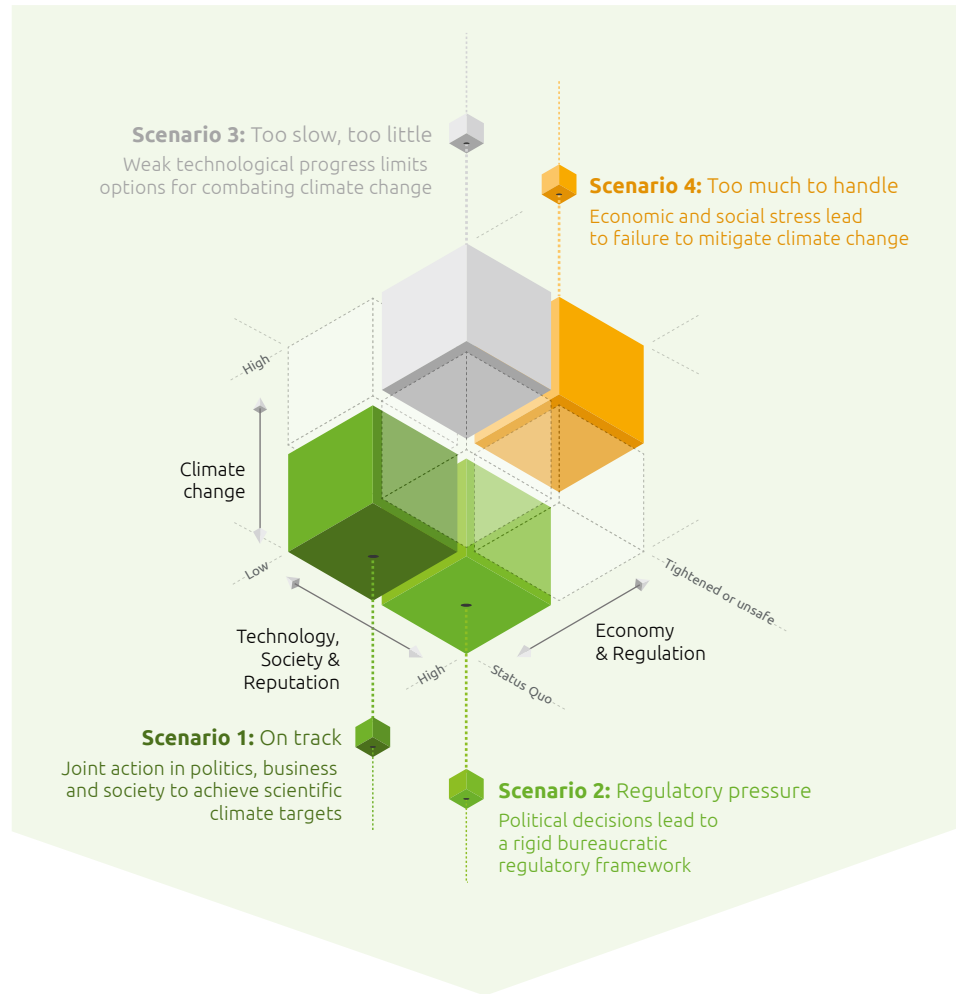
Four scenarios are considered to capture the external impact of climate change on Flix in the future

Scenario 1: Everything on track, in line with the 1.5°C path

Through joint action in politics, business and society the scientific climate targets can be achieved. National legislation implements climate protection targets in line with the Paris Climate Agreement. Thus, low-emission technologies are subsidized and can be refinanced cheaply and investments into decarbonization of energy infrastructure are done early. Low-emission vehicles are available and affordable, which leads to an overall decarbonization in line with the 1.5°C path. With these measures, the negative effects of climate change are mitigated.

Scenario 2: Regulatory pressure

In this scenario, political decisions lead to a rigid bureaucratic regulatory framework. As action is taken later, the regulatory response is stricter to account for the needed higher rate of decarbonization. There is a general acceptance for new and green mobility, but the economic outlook coupled with slow development of renewable energy supply and efficient vehicles lead to higher costs for consumers. High fuel and vehicle prices due to strict regulation and therefore high demand for low-emission technology also leads to higher costs for companies. The measures are slightly too late, so the negative effects of climate change are already manifesting.



Scenario 3: Too little, too late

In this scenario, weak technological progress limits options for combating climate change. The regulatory response is not as strict as it would be needed to be in line with the Paris Climate Agreement. Little progress is made with the development of low-emission vehicles and building the necessary infrastructure. Vehicle prices are high, but more importantly they are not available. The urgency for decarbonization is recognized by the majority of society, but green premium is only accepted by a few. Strict decarbonization targets cannot be reached which results in high physical risks due to progressing climate change.

Scenario 4: Too much to handle

Economic and social stress lead to the failure of mitigating climate change. Big changes in the socio-economic conditions, a late regulatory response and missing availability of low-emission technology prevent the necessary decarbonization. A price surge for vehicles and fuel increases operational costs and essentially prohibits an emission-reduction of the fleet. All of this leads to high impacts of physical risks, which then creates a negative feedback-loop for climate change.

Key findings of risks and opportunities

Physical climate risks

Natural disasters or physical climate hazards like Hurricanes/Blizzards (in the segment North America) do also bear a certain risk for Flix since the Company is dependent on a functioning infrastructure. However, the risk rating for these incidents is seen as low.

Transitory climate risks

- Transitory climate risks have a much larger impact on Flix's business model compared with physical climate risks.

- Financial impact: Climate related risks and opportunities can have a high impact on key financial KPIs such as revenue.
- Near-term risks: Main risk and opportunity drivers in near-term are fleet-related regulations and alternative drive vehicle availability as well as new mobility behaviour and reputation.
 - Fleet-related regulation considers bus stop relocation and highway tolls that have an impact both on operations and costs.
 - Vehicle prices have a direct impact on bus partner costs and thus on gross profit 1.
 - New mobility describes the demand for sustainable (shared) mobility driven by climate consciousness that can either have a positive or negative impact.
 - The public’s increasingly critical perception of means of transport that run on fossil fuels poses the risk of reputational damage for Flix due to its diesel-powered bus fleet even though average emissions per passenger kilometer are low compared to other modes of transport.
- Long-term risks: Economic and regulatory risks have the largest impact on Flix’s business model in the long-term. Especially energy supply and infrastructure, fuel prices, vehicle efficiency and investments and subsidies can additionally have a large impact on Flix’s business.
 - Fleet-related regulations can have a significant long-term impact as they intensify economic key risk drivers.
 - Costs of decarbonizing the bus fleet depend on vehicle and fuel prices as well as the readiness of the energy supply and infrastructure.
 - Flix will be requested to set sound climate targets and demonstrate tangible measures to qualify to access future sustainability thematic investments and subsidies.

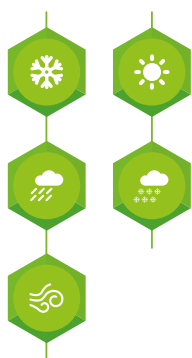
Opportunities

- Comparing long-distance bus travel as a sustainable means of transport regarding its carbon footprint per passenger km, Flix can gain both societal and political support, e.g., win new mobility demand, favorable policymaking and regulations.
- Competitive advantage due to market leading alternative drive technologies, and cost advantages due to expected lower total cost of ownership of alternative drives compared to diesel in the long run.

The results of the Flix climate scenario analysis and risk and opportunity assessment have laid the foundation for Flix decarbonization strategy, risk mitigation measures as well as the commitment to SBTi.

CLIMATE SCENARIO ANALYSIS

Physical climate risks



Climate change

- Heat or local temperature increase
- Freezing or local temperature drop
- Precipitation, heavy rain and flooding
- Snow load
- Storms

Transitory climate risks and opportunities



Economy

- Fuel prices
- Vehicle prices
- Investments & subsidies

Regulation

- Climate regulatory requirements
- Fleet-related regulation

Technology

- Vehicle efficiency
- Energy supply and infrastructure
- Digitalization and automation

Society & Reputation

- Socio-economic conditions
- New mobility and other expectations from investors and customers

PLANET

Flix is dedicated to reducing its environmental impact. As of 2019, the Company has increased its initiatives to combat climate change. As fleets and transportation account for the majority of its energy usage and carbon footprint, Flix is conscious of the natural resources it consumes and seeks to control them throughout its operations.

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28	FLIX'S CLIMATE STRATEGY AND SIX LEVERS
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Climate Strategy

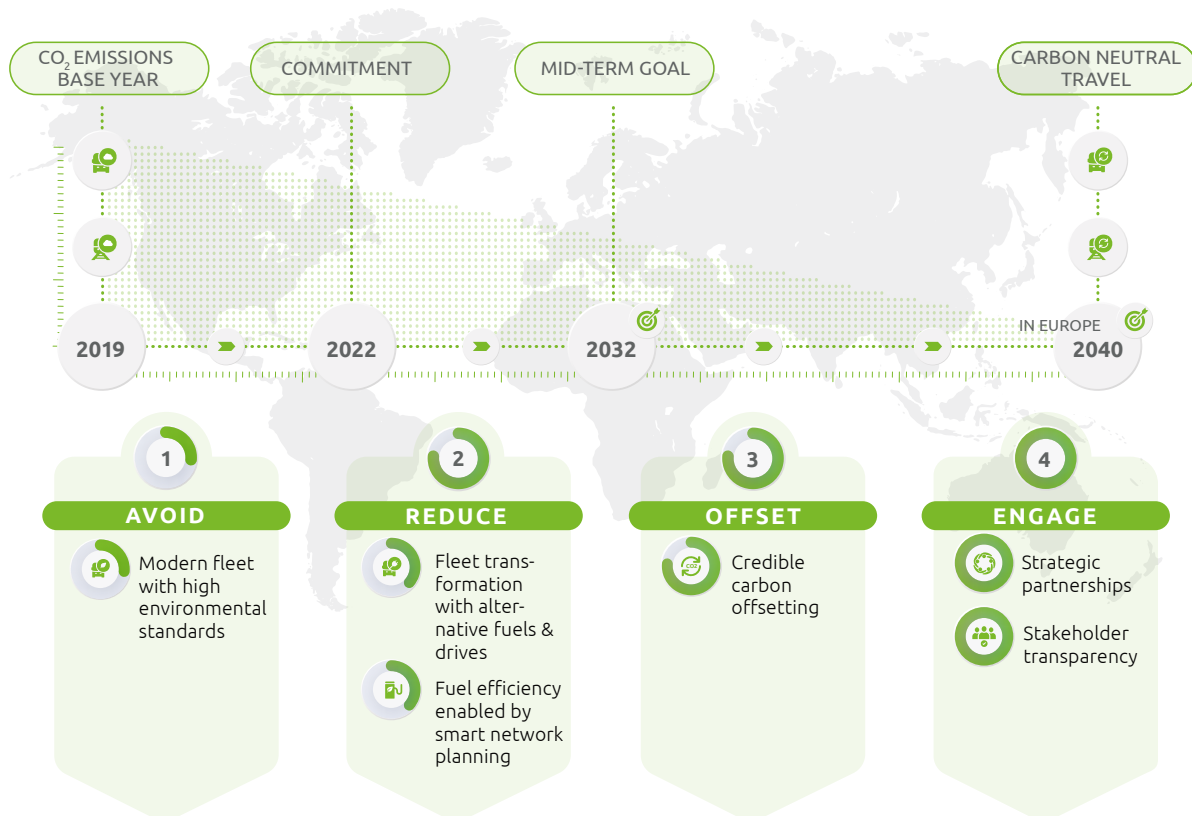
With Flix integrating its ESG policy across all business departments, tackling environmental impact has long been at the core of the Company’s business strategy. Over the years, the Company has taken on the challenge of acting as a frontrunner of best practices in mobility, in line with its overarching vision of sustainable and affordable mobility for everyone. With both policymakers around the globe and customers increasingly demanding sustainable travel options to counteract the impact of climate change and protect communities, the role and the responsibilities of mobility providers is bound to massively gain importance in the future.

Flix aims at offering carbon neutral travel by 2040 in Europe, thus decarbonizing its business even ahead of the timeline set by the EU. At group level, globally, the Company plans to define a timeline for carbon neutrality within the next two years, according to its SBTi progress and global CO₂ reduction scheme with the goal to meet or exceed the Paris agreement goals timewise. The global goal will also be determined by the evolving regulatory framework and the further development of alternative drives, in which Flix is also actively taking part.

In 2023, the Company publicly committed to SBTi to establish near-term science-based emission reduction targets as the first crucial step.

Fleet transformation through implementation of alternative drivetrains and strategic partnerships with long-established industry players builds the backbone of Flix’s climate strategy, with offsetting and increased operational efficiency as main pillars to support it. At an overall level, four major principles and six key levers have been identified regarding the scopes of the strategy and the type of actions it encompasses.

FLIX’S CLIMATE STRATEGY AND FOUR PRINCIPLES



72%

of the FlixBus fleet in Europe is equipped with EURO 6 buses

~ 98,000 tonnes

of CO₂ offset by our customers since 2015

~ 800,000 tonnes

of CO₂ avoided by our customers

Flix's Climate Strategy and Six Levers

- **Modern fleet with high environmental standards:** Using climate-efficient vehicles is the first step towards avoiding unnecessary emissions. In Europe, approx. 72% of the FlixBus fleet is equipped with EURO 6 standard buses. In 2022, more than 800,000 tonnes of CO₂ were avoided by Flix customers (Greyhound excluded) choosing FlixBus and FlixTrain over other modes of transport, such as cars and planes.
- **Fleet transformation with alternative fuels & drives:** While a carbon-neutral technology for long-distance operations is yet to come, Flix has already been piloting multiple alternative fuel and drive technologies both in Europe and the US to reduce its impact in the present. These include battery electric, solar and biogas, but more is in the pipeline, including the first European long-distance bus powered by green hydrogen.
- **Operation & fuel efficiency enabled by smart network planning:** Optimizing the number of buses on duty and driving style to maximize load factor and fuel performance per vehicle also contributes to CO₂ savings. To achieve this, Flix relies on tech-powered network planning excellence and constant analysis of demand, along with a driver training system.
- **Credible carbon offsetting:** Flix passengers are given the opportunity to voluntarily offset their travel footprint together with the climate NGO atmosfair. Since 2015, over 98,000 tons of CO₂ have been thus compensated worldwide.
- **Strategic cross-sector partnerships:** Flix values cooperation with top industry players to join forces and test possible future scenarios with the aim to shape a new transport scenario for people. The cooperation with leading suppliers like Freudenberg Sealing Technologies, currently working with Flix on launching the first bus powered with green hydrogen in Europe, are examples of this.
- **Stakeholder transparency:** At Flix, it is a firm belief that collaboration and mutual exchange along the supply chain can impact society for the better. Productive engagement and transparency stand out as key cooperation pillars, as evidenced by Flix constantly assessing progress of initiatives with its partners and suppliers.

Avoided emissions methodology

When a customer chooses FlixBus or FlixTrain for travel over other modes of transport, the associated CO₂ emission difference between these modes of transport is therefore considered as the emissions avoided by this individual customer. This CO₂ emission difference is then calculated based on the values of emission per passenger kilometer of various modes of transport available.

Data source:

- Flix own business data – driven bus km, passenger km in all regions (excl. Greyhound)
- Flix Customer Ride Survey: "What means of transport would you have used for this trip if you had not travelled with FlixBus?" (excl. Greyhound due to unavailable data)
- Emission factors of FlixBus in Europe in grams of CO₂ equivalent per passenger kilometer from Flix Well-to-Wheel analysis
- Emission factors in Europe of different modes of transport in grams of CO₂ equivalent per passenger kilometer from the German Environmental Agency (UBA),
- Emission factors in US from the [United States Environmental Protection Agency](#)

grams of CO₂ per passenger kilometer

FlixBus	FlixTrain	Regional train	IC train	Car sharing	Private car	Bus competitor	Flight
29 ¹⁾	0 ⁴⁾	54 ²⁾	29 ²⁾	62 ⁵⁾	154 ²⁾	29 ³⁾	214 ²⁾

¹⁾ According to Flix's own Well-to-Wheel Analysis of European fleet conducted by atmosfair based on real-time fuel consumption in 2019, the value is 26 grams CO₂ per passenger per kilometer, which shows Flix has optimal fuel performance. In spite of that, it was chosen to use UBA's 2019 value (29 grams CO₂ per pkm) to be able to compare with other modes of transport.

²⁾ In 2022, Flix maintains a modern fleet with fuel efficiency comparable to 2019. In addition, Flix's global load factor has recovered from pandemic and reached almost the same level as in 2019.

³⁾ For other modes, the values from 2019 were also considered assuming that the utilization of other modes of transport also recover from pandemic value.

⁴⁾ Since FlixTrain was running on 100% green electricity in 2022, the Well-to-Wheel emission is 0 g/pax km.

⁵⁾ Assumption by 2.5x higher load than private car.

Greenhouse gas emissions

Flix has an obligation to protect the environment and set an example as an international supplier of accessible and intermodal travel. With regard to Scopes 1, 2, and 3, the Company intends to reduce carbon emissions from its activities. Flix is planning to do so by partnering with suppliers to lower direct and energy-use-related greenhouse gas emissions. By lowering greenhouse gas emissions, Flix will reduce its exposure to potential taxation, hazards, and GHG-related expenses in the future. In order to reach carbon neutrality, Flix set high environmental standards. The Company started working with partners to advance alternative fuel and drive solutions and concurrently offset CO₂ emissions from its business travels and offer a voluntary offsetting option to its customers.

Corporate Carbon Footprint Accounting

In 2019, with the assistance of its NGO partner atmosfair, Flix conducted its first Corporate Carbon Footprint (CCF) for the Group, in line with the Greenhouse Gas Protocol*. As Covid-19 had an impact on Flix's operations due to travel restrictions, 2019 was the last year in the recent past when unhindered calculations were possible.

Flix conducted the second and third CCF in 2021 and 2022 at Group level. The bus partner fleet (Scope 3) and Flix's own fleet (Scope 1) in Türkiye and North America have been respectively identified as the Group's main emission hotspots. The carbon accounting is managed by a dedicated member of the sustainability team.

CO₂ Emission Offsetting

Flix customers can choose to offset their CO₂ emissions through partner atmosfair, an internationally-known organization. atmosfair, a German non-profit, offers carbon offsets for emissions from aircraft, cruise ships, long-distance buses, and events. By funding fuel-efficient cookstoves in rural Rwanda, 75% of Flix customers' climate contribution is utilized to entirely offset the emissions related to their journey. The remaining 25% goes towards the "Future of Mobility Fund," which Flix and atmosfair jointly established to promote sustainable transportation and carbon reduction in the communities where Flix operates. "Future of Mobility Fund" allows customers to contribute to moving innovative carbon-neutral solutions from the lab to the road for practical use.

* In particular, Flix's CCF is quantified in accordance with the Greenhouse Gas Protocol Corporate Standard and the Corporate Value Chain (Scope 3) Standard.

GREENHOUSE GAS EMISSIONS 2022 (GRI 305)

<i>in tonnes</i>	
Scope 1*	139,781
Scope 2*	4,957
Scope 3*	728,274
<i>Of which Scope 3.11 "Use of sold products"</i>	<i>549,792</i>
Total	873,012

* Scope 1 majority is Tank-to-Wheel emissions of Flix-owned fleet in Greyhound and Kamil Koc.

* Scope 2: location-based method

* Scope 3.11 refers to Well-to-Wheel emissions of buses owned by bus partners running in the FlixBus network.

Renewable energies

By improving energy efficiency and switching to renewable energy sources, the threat of anticipated energy shortages in the relevant regions can be reduced, as can the damaging effects of energy use on the environment. The use of renewable energy is a key component of Flix business strategy since it offers environmentally friendly products for consumers and workplaces for employees. Resilience is a result of operational energy efficiency. It decreases Flix's energy expenses and guarantees that the business is less vulnerable to fluctuations in the energy supply.

Renewable Energy Procurement

Flix has been running FlixTrain on 100% green energy since 2018 in Germany and Sweden. In Germany, the Company cooperates with German-approved vendors, firstly Greenpeace Energy and afterward SachsenEnergie AG.

In Sweden, Trafikverket, the national infrastructure manager is in charge of meeting the country's energy requirements and handling contracts related to energy procurement. All energy for the Swedish market is sustainably produced by hydropower.

Flix also started using electricity originating from renewable sources in its headquarters. Since 2021, the largest Flix office in Munich has only used green energy and the office building is LEED Gold certified. The U.S. Green Building Council established the LEED green building rating system, which stands for Leadership in Energy and Environmental Design. LEED certification is assigned to construction projects or structures that use environmentally friendly building techniques while being built or renovated.

Flix is planning to partner with new suppliers to raise the amount of renewable energy used in all of its workplaces to 80% by 2025 and to 100% by 2030 (for new contracts of Flix entities in Europe, excluding Co-working spaces).

For further information on the use of alternative fuels and new drive technologies of Flix-Bus, please see chapter "Fleet transformation with alternative drives towards the future of sustainable mobility" on page 45.

ENERGY CONSUMPTION 2022 (GRI 302-1)

<i>in MWh</i>	
Electricity (all offices)	15,710.29
<i>Renewable energy in Munich HQ</i>	<i>155.09</i>
Heating (all offices)	20,774.38
Total	36,484.67



Xiaoxiao Milz-Chen Expert, Sustainability

With a scientific approach to sustainability and a well-defined data-driven decarbonization strategy, we can change business for good. Flix has long been a role model in bringing low-emission, collective intermodal travel on a global scale. By committing to the SBTi, we are now embracing the most ambitious and impactful decarbonization path, thus taking much bigger risks and responsibilities in pursuing this goal. Close cooperation with key players across sectors will help us enforce our vision at best, with the common purpose of making zero-emission travel become a reality in the future.



TESTIMONIAL

”**Close cooperation with key players across sectors will help us enforce our vision at best, with the common purpose of making zero-emission travel become a reality in the future.**

PEOPLE

As a company operating across 40 countries, Flix is aware that its actions are bound to impact everyday life in a wide range of contexts and groups of interests, from passengers to bus drivers to the internal employees.

At Flix, caring for people does not only imply granting them a safe and inclusive environment: on a higher level, it entails placing the human being as the very core of the business strategy, acknowledging wellbeing as one of its fundamental assets.

- 33 SAFETY AND WELL-BEING FOR CUSTOMERS, CREW, AND EMPLOYEES
 - 33 Flix Safety Management System
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 - 35 Introduction of Global Diversity, Equity, and Inclusion Policy
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* Figures and content refer to Flix SE and entities (excluding Greyhound and Kamil Koc) due to available data.

Safety and well-being for customers, crew, and employees

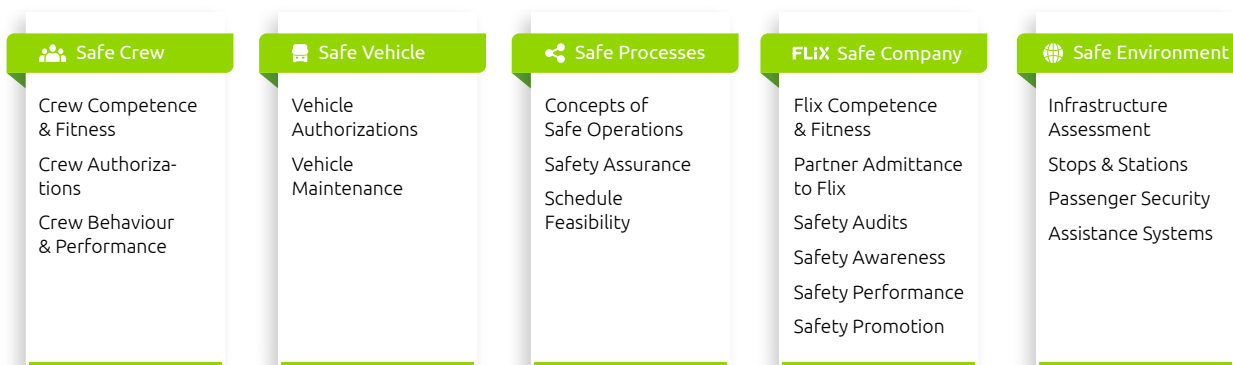
The safety of the Company's customers, its business partners' staff, and its own employees is one of Flix's top priorities. The Company's safety philosophy is improving its processes to place Flix among the companies with the highest levels of safety worldwide.

Flix believes regulations governing safety to be essential in building a strong, reliable brand, and having a scalable future. Managers and staff must actively engage in the Safety Management System (SMS) to find and address deficiencies, whether technological, human, or organizational. The Company's goal is to offer a safe, fair, and welcoming environment for its workers, customers, and personnel on board.

Flix Safety Management System

In order to build a sustainable enterprise, Flix aspires to strengthen the role of safety in relation to business needs, become and be acknowledged as the safest mobility platform globally, provide only safe modes of transportation to its customers, avoid repeating mistakes, support partner development across the entire value chain, and minimize financial impacts.

The Flix Safety Management System (SMS) provides a structured management approach to controlling safety risks in operations by clearly defining the SMS's goals, putting in place formal processes to assess and manage risk, monitoring safety standards, defining clear escalation loops, and emphasizing the importance of safety in the Company corporate culture. The new Safety Management System has been under development since 2020 and was put into implementation in 2022. (GRI 403-1) It consists of more than 60 initiatives, which are grouped into five main categories and a few subcategories, which embrace a vast range of topics, from driving and resting times to safety proceedings in case of disruptive events, ranging from breakdowns to terror attacks. SMS is always developing new projects, putting them into action, and assessing prior work. The Safety Management System applies to all Company employees.



Along with the local service providers (such as Company's physicians), Flix is now creating an internal occupational health and safety management system that will be available in the second half of 2023. (GRI 403-8) Measures for employee health and safety may prevent accidents and improve the employees' physical, mental, and emotional well-being. The staff in both the offices and the operations are expected to adhere to local safety laws. Flix established a Flix Safety committee, which meets four times a year to advance initiatives that lower workplace accidents and advance the security and well-being of the employees at offices and retail locations. The Company also provides online safety courses, some of which are mandatory by law. (GRI 403-4) The mandatory annual health and safety training (available to all Flixies on the internal FlixUni portal) includes a first aid training, a fire protection training, evacuation drills as well as external training for new safety officers. (GRI 403-5) In addition, the health of the workforce is promoted by HR efforts, ergonomics, and mental health programs. (GRI 403-6) Flix is currently not recording or monitoring occupational injuries or illnesses. (GRI 403-9 / GRI 403-10) The firm has also built up a crisis

management system to handle incidents to avoid and minimize occupational effects on health and safety that are directly related to business. Flix Europe, both Bus and Rail, as well as Flix North America and other markets employ the described system. Flix is planning to fully integrate the same global system in Türkiye. (GRI 403-7)

Crisis classification and documentation are based on the global standards:

- Flix maintains a crisis guide that is updated often in which the processes for crisis management are clearly stated
- A four-person Crisis and Incident Management team at Flix is dedicated to handling this issue
- Flix has an emergency on-call duty to handle issues around-the-clock, 365 days a year
- Customers may quickly access emergency hotlines from Flix in the event of an emergency or catastrophe

Community Safety

Flix stands for zero tolerance for any form of misconduct or violence and relies on continual assurances of passenger security. Flix ensures community safety by ensuring passengers' safety on its rides, increasing passengers' trust in Flix, and making them feel more secure to utilize the transportation system.

The Company's personnel are educated on the subject of misbehavior and are able to identify certain activities as such. Employees also know what to do if they witness, experience, or hear of misbehavior by a customer, a bus driver, or a member of the Flix crew.

Flix has safety departments and programs spread throughout the organization to address the numerous aspects of safety. It is the Company's obligation to ensure workplace safety through employee training, operational safety through training drivers and partners on the latest regulations, as well as on Flix own safety initiatives. In addition, internal reports such as Whistleblower and external reports such as Salesforce by Customer Service are in place. Finally, all of these initiatives are collected and recorded with the purpose of establishing a safety dashboard. Flix started tracking discriminatory incidences and remedial actions. The Company defined multiple degrees of complaints, which signify how serious the complaint is. Due to the recent implementation of the process, data is not yet available to be reported. (GRI 406-1)

For Flix to respond quickly to any situations of uncomfortable behavior, Flix passengers have the option of contacting the personnel directly on the spot by talking to drivers and station staff, over the phone to customer service, or via a designated communication channel. Flix follows up with every case and responds by adjusting procedures.

The Company tracks cases both internally and externally using internal or external tools like Salesforce. Flix is currently putting together qualitative feedback with the aid of Caplena, a text-based emotion tool that categorizes inputs as positive or negative and filters the message to comprehend its essence. This is especially helpful for safety-related concerns since it makes it simple to categorize them and track complaints more effectively, allowing the Company's teams to tackle the issue at its source. To better understand the types of safety hazards that occur, Flix also considers qualitative feedback from passengers.

Diversity, equity, and inclusion

Inequality is now widely recognized to constitute a systemic danger to corporate operations, value chains, and business models. Businesses are expected to incur operational, reputational, and financial losses if they fail to manage the externalization of costs and risks to employees, communities, and consumers.

Flix fosters the concepts of Diversity, Equality, and Inclusion at all levels of management and the general workforce. By promoting diversity, equity, and inclusion, the Company provides equal opportunities and fair working conditions for all employees and contrib-

Daniel Krauss

Co-Founder and CIO

Diversity, equity and inclusion matter: not only has diversity in the workplace proven to be a driver of resilience, but I also think companies mirroring their customers' structure can understand them better and be more successful. Nonetheless, history, also my own, tells me we must actively fight for this. I'm proud of Flix being a workplace for over 90 nationalities with a very healthy balance of genders and sexualities, as well as providing a working environment enabling everyone to speak up. Flix becoming more parents and family-friendly in the next five years is the goal for me, as well as increasing the existing pool of women in leading roles: we already have plans in both respects.



TESTIMONIAL

I'm proud of Flix being a workplace for over 90 nationalities with a very healthy balance of genders and sexualities, as well as providing a working environment enabling everyone to speak up.

utes to the elimination of discrimination in society. Flix employees promote this culture of diversity, equity, and inclusion in their individual environments and through hiring and promotion practices. This involves assuring equal opportunity and treatment for all employees, as well as protecting them against discrimination. Racism, ageism, sexism, homophobia, and other forms of discrimination are issues that could affect both the Company and society as a whole. Flix is dedicated to creating a welcoming and secure workplace for everybody.

A varied workforce with equal growth opportunities translates to Flix having an excellent talent pool where the workers complement different experiences and contribute to the success of the Company. The Company's mission is to establish a safe, equal, and inclusive workplace for personnel, customers, and staff. Discrimination, bullying, and harassment are strictly prohibited. Any unwelcoming conduct or language, whether it reaches the level of harassment or not, is by no means tolerated.

Introduction of Global Diversity, Equity, and Inclusion Policy

Flix established a Global Diversity, Equality, and Inclusion Policy in 2022, which includes concepts of diversity, equity, and inclusion. The policy defines the Company's concrete promises, how the policy is implemented, and what happens when the policy is violated. All personnel are made aware of the policy and receive mandatory training, according to the policy. Employees can report issues to management, HR, the Compliance department,

and through an anonymous telephone hotline or web portal through the Speakout@Flix program, as specified in the Global Whistleblowing Policy.

Both the Global Diversity, Equality, and Inclusion Policy and the Global Whistleblowing Policy were developed to protect the interests of stakeholders. Moreover, quantitative diversity measurements are being collected with the purpose of creating further strategies to achieve parity at all levels of management and across geographical regions.

Quantitative metrics of diversity, such as hiring and promotion demographics, are continuously reviewed. Demographic data from the recruitment and HR information system are supplemented with survey responses from employees on their perceptions of inclusivity, prejudice, and diversity at work and in their daily lives.

5,500+

Flix Group employees

25+

Offices

94

Countries of birth

Diversity in Workforce

Flix prides itself on being a global company with a diverse customer base. In parallel, the individuals it employs are also representative of different regions of where the company operates. As of December 2022, the Flix Group has 94 different countries of birth represented within its employee base.

The proportion of employees by gender in 2022 was closest at the Individual Contributor level, with 42% to 57% when comparing the number of female employees to the number of male employees. With a ratio of 17% to 83% female to male employees, the statistics at the top level demonstrated the most observable disparity.

We recognize that our gender distribution becomes more skewed as we navigate towards higher management levels. As a follow-up to this assessment, we ran subsequent analysis to better understand the experiences of different employee demographics better. With this data and deeper insights, we are developing our DEI 2023 strategy, with the aim of improving representation in higher leadership levels, while ensuring our leadership team feels well equipped to manage diverse and geographically-distributed teams.

GRI 405-1 Diversity of governance bodies and employees

DIVERSITY BY GENDER IN 2022

	Female	Male
C-Level & Senior Leadership Team	17 %	83 %
Leadership Team	37 %	63 %
Individual Contributor	42 %	57 %

¹⁾ Rates based on snapshot taken December 31st 2022, percentages exclude working students, interns, and contingent workers; rates may not add to 100% due to rounding and employees in other employee categories and who have not declared their gender

DIVERSITY BY AGE GROUP 2022

	<25	25-32	33-40	40-47	48-55	55+
C-Level & Senior Leadership Team	–	3 %	51 %	33 %	10 %	3 %
Leadership Team	0.4 %	16 %	60 %	19 %	4 %	1.2 %
Individual Contributor	3 %	54 %	32 %	7 %	2 %	1 %

34

employee average age

María del Carmen Ruiz (Marketing Campaign Manager), Anika Kolbinsky (Senior VP People & Organization), Xiaoxiao Milz-Chen (Expert Sustainability), John Ongola (Junior Revenue Manager)



EMPLOYEE PER GENDER & TYPE OF CONTRACT (GRI 2.7)

	Female	Male
Regular	40 %	59 %
Temporary/Fixed Term	41 %	56 %
Voluntary Internship	50 %	46 %
Working Student Fixed Term	25 %	75 %
Mini jobber/Occasional Worker	57 %	43 %

Percentages as of December 2022, some rows due to not add to 100% as not all employees have self-selected gender in HRIS.

As per the Gender Pay Gap analysis for 2022, Flix found no statistically significant effect of gender on total compensation offered to its employees when considering similar jobs in all its business units. Flix performed a logarithmic regression of Ordinary Least Squares (OLS) for FTEs in all entities, using the standardized log of salary. In its analysis, it took relevant variables into consideration, including: job profile, entity, location, management hierarchy, time in job profile, and performance rating.

Employee Resource Groups

Flix strongly believes that Diversity, Equity and Inclusion should not be a concentrated effort led by one single department, but initiatives from people to people, from members of diverse communities to the Flix organization.

For this reason, the Company established Employee Resource Groups (ERGs) that are voluntary, self-organized groups of people with a certain diverse attribute, or allies of a certain cause such as LGBTIQ+, parents' groups, women at the workplace, ethnic or racial groups, people with disability or others. Every employee at Flix globally can be part of any ERG they have a personal connection to regardless of being part of said community.

In June 2022, in the context of Pride Month, the first ERG focusing on LGBTIQ+ topics and community was launched. The new group is supported by the People Team as well as by co-founder Daniel Krauss as executive sponsor.

Employee engagement and development

Flix Group employs over 5,500 people globally, supports a diverse workplace, offers flexible scheduling options, and values its workers' well-being and professional growth. Through employee engagement programs, Flix focuses on ensuring that workers are full-filled during their time working for the Company. It does that by providing them with opportunities for professional development, connections with their coworkers, creating an inclusive workplace, establishing positive leader relationships, and a supportive work environment.

The success and expansion of the business depends heavily on employee engagement and development. In order to retain employees at Flix, their engagement and growth are crucial. Moreover, the reputation Flix established among satisfied employees makes it a desirable employer. The Company works towards ensuring it can provide the best employee experience and provide opportunities for growth given the amount of time its employees spend at work.

Employee Engagement Through Various Platforms

Flix has developed an employee listening strategy with five different channels for workers to use to guarantee that they have a variety of venues to express their accomplishments and concerns:

- Pulse Surveys
- Employee Lifecycle Check
- AskUsAnything: An Anonymous Question Portal
- Trust Council
- Work Council

Flix ensured the managers were trained to use the engagement tools to understand their team's performance and properly adapt to it through Company-wide trainings. Employee feedback is gathered through a monthly Pulse survey administered using the Peakon platform. Employee responses are kept private and are only displayed in an aggregate confidential form when a minimum of three employees participate. Employee Pulse questionnaires are distributed to all Flix staff on a monthly basis. HR managers, People Insight Managers, and corporate executives evaluate them on a regular basis to ensure they are taking steps and understanding the evolution of their engagement figures. Finally, company-wide findings are assessed twice a year and transparently shared with management and employees, alongside derived action points linked to employee feedback.

Employee Survey Results

As of December 2022, Flix SE's employee NPS was 29, which is in line with the average Tech industry benchmark. Employee NPS is defined as a combined measure of employee satisfaction level, company recommendation, and retention intention. This number reflects the aggregated participation of 87% of Flix's workforce, who has participated in the monthly survey at least once in the last 6 months. Since the implementation of the Engagement tool in May 2022, Flix's eNPS steadily increased, with a total gain of +15 eNPS points due to the several initiatives rolled out.

Flix consistently scores above the Tech benchmark in the "autonomy" and "strategy" drivers. This reflects a high commitment to the Company's strategy and organizational mission, as well as the high flexibility and freedom given to employees in the way they decide to carry out their work. On the other hand, Flix scores below the benchmark in drivers related to "reward process" and "career path". In order to address this, Flix gathered the feedback from employees and reflected it in the newly developed performance management tool, which aims to standardize measures of employee performance and consequent compensation.

Anika Kolbinsky

Senior Vice President People & Organization

As a company with such an ambitious goal as that of reshaping mobility, it is vital that our workplace is also sustainable for our team's wellbeing. We pursue an approach underpinned by trust and flexibility, with a global working framework that includes a hybrid working policy and relocation opportunities to give our team the freedom to work from other countries while still providing 'team time' and in-person gatherings. Also, making progress on sustainable mobility requires the right team: therefore, our Employer Value Proposition highlights our tech-driven, entrepreneurial approach and our commitment to lessening the environmental impact of travel.



TESTIMONIAL

“As a company with such an ambitious goal as that of reshaping mobility, it is vital that our workplace is also sustainable for our team's wellbeing.”

Flix presently has two key representative bodies: the Trust Council and the Works Council. The Company provides these representatives and staff a minimum of four weeks' notice before any substantial and significant operational changes take effect. Additionally, because Flix is an SE business, it launched the Flix Team Board. (GRI 402-1)

Flix Team Board (FTB), whose members are elected every three years, has oversight of all cross-border topics in the Company. Depending on the subject, the FTB gets informed or consulted by the management board. Topics include broad economic matters, such as financial situation, future development, corporate structure or investment programs and more employee-centered topics, such as diversity, ESG, health and wellbeing, training and education. Members of the FTB might also be included in committees working on employee-focused issues. In addition, the FTB has the right to initiate a conversation with management about matters that it believes fall into its area of competence.

Development of Professional and Personal Skills

One of the most important Company objectives is creating opportunities for individuals to further develop their careers while still accomplishing Flix's objectives. As a result, the career model and position profiles give an overview of the many routes available inside the business, as well as the unique characteristics associated with each of these roles. Flix achieves its personnel professional development and training goals through a diversified set of initiatives that include a dedicated program to empower leaders, a digital platform for E-Learning, internal and external ad-hoc trainings, the Grow portal that summarizes all the online and offline available resources for self-development.

Team leaders can seek various growth certificates, trainings, and learning opportunities for their team members through a centralized staff training fund. Employees are encouraged to discuss professional development opportunities with their managers and work with the Learning and Development team to learn about relevant training programs.

Although continual performance and career development assessments carried out until 2022 were not documented in the Human Resource IT system, in order to ensure transparent figures on the topic, the Company will implement a dedicated process in 2023. (GRI 404-3)

AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE (GRI 404-1)

Gender	Average hours
Female	9hr 18min
Male	9hr 49min

* Including Leadership Academy Trainings

Talent attraction

Flix empowers candidates to make an informed decision about their employment. Flix aims to ensure that each individual is in a position that best fits their skillset and talents. At the same time, the Company works to reduce biases, be inclusive when hiring, and facilitate the transition during the onboarding process, from candidate to employee.

The Company has an impact on job growth in the areas where it conducts business. By expanding and improving its human capital, Flix increases employee productivity and engagement as well as job attractiveness. By attracting fresh talent, the Company fosters the growth of its staff. Hence, Flix may accomplish its strategic objectives and long-term commercial success.

Dedicated Talent Attraction Team

In addition to providing hiring process advice, the Talent Attraction team oversees Flix's external communications as an employer via websites such as Kununu, Glassdoor, and LinkedIn. Moreover, this team facilitates the onboarding of all workers, including virtual orientations and welcome meetings that give new hires an opportunity to network and learn about the Company's culture.

New Hiring Process Implemented

A baseline for hiring in the coming years was established in 2022 by mapping and standardizing the hiring process across recruitment teams. While creating crucial hiring and talent attraction procedures, Flix and the People Attraction team used a data-based strategy. Using key performance measures, it was possible to compare Flix to peers and competitors in terms of candidate experience. These included indicators such as the hiring and filling times, applicant Net Promoter Score (NPS), external rating sites and overall application volume. In 2022, a new Employee Value Proposition (EVP) was created with the intention of improving the hiring process from the perspective of employer branding. This resulted in five strengths of Flix as an employer, based on internal workshops and validated with external research. As part of this implementation, a new career site (<https://flix.careers/>) was developed to communicate the realities of Flix as a place of work, aiming to improve candidate experience.

In 2022, the total percentage of voluntary and involuntary turnover, including shop employees but excluding interns and working students, was 25%. (GRI 401-1)

Employee Benefits

- Free Flix rides with the Company's buses and trains: Each Flix employee receives 12 free Flix Bus/Train return-trip rides per year. An opportunity for employees to get close to Flix's products and experience its customers' journey. Additionally, every employee receives five 50 % vouchers for friends and family annually.
- Well-being, Sport, and Free Counselling: Flix offers various physical and mental well-being opportunities to colleagues. From bicycle leasing to nutritional recipes and sport club memberships, the Company supports its employees to be their best self. Additionally, in collaboration with OpenUp, access to a range of mental health activities and anonymous counselling sessions are available at no cost.
- Training and Learning Opportunities: Flix offers a range of educational opportunities for employees to improve personal skills: from career growth attributes such as technical training (i.e., SQL, Microsoft Office), to specialist business learning, language lessons and personalized careercoaching.

Work from (M)Anywhere Policy

Flix offers their employees the opportunity to work in a flexible manner, in a hybrid set-up, from a country which is not agreed upon in the employment contract, for a limited period of time. The aim of the WF(M)A program is to foster Flix employees' well-being by providing a framework and a set-up that enables employees to spend a period of time abroad.

The WF(M)A program, in place since 2022, is intended for all permanent employees, regardless of entity or contract location, with individual calculations of risk levels due to country-requester-combinations regarding the duration of the stay. There is a maximum limit of 60 days that each Flix employee can request per year. Employees that want to join the program are asked to take part in the Working from (m)Anywhere course on the Flix Uni platform. In addition, Flix offers the Hybrid Working course, which provides IT security tips, advice on creating an Ergonomic remote workspace set up and tips for healthy remote working. 918 employees and leaders have joined the training in 2022.

Inflation Support Payment for Employees

Flix voluntarily decided to support employees who were enduring high levels of inflation through a one-time payment of 3,000 (€), Euros gross. This payment was meant for:

- Permanent and temporary/fixed-term employees (excl. students/interns/Mini jobber) as of September 1st, who were not on termination notice.
- Payment adjusted based on FTE % for part-time employees, such as parental leave or extended sick leave
- Pro-rata payment for new starters hired after April 2022

Based on differing local and national regulations regarding tax-exempt payments, employees in different entities received distinct amount of net compensation.

NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER ¹⁾ (GRI 401-1)

Age Bracket	Female	Male
<25	51 %	49 %
20-32	44 %	56 %
33-40	47 %	53 %
40-47	38 %	62 %
48-55	29 %	71 %
>55	14 %	86 %

¹⁾ Percentages based on employees who started in 2022; rates may not add to 100% due to rounding and employees with no gender selected

EMPLOYEE NEW HIRES BY GENDER 2022 ¹⁾

	New hires
Male	53.0 %
Female	43.0 %

¹⁾ Percentages based on employees who started in 2022; rates may not add to 100 % due to rounding and employees with no gender selected

EMPLOYEE TURNOVER BY MANAGEMENT LEVEL 2022 ¹⁾

Management Level	Turnover ¹⁾
C-Level & Senior Leadership Team	9.7 %
Leadership Team	11.2 %
Individual Contributor	25.0 %

¹⁾ Turnover rates based on all leavers in 2022, percentages exclude working students, interns, and contingent workers.

EMPLOYEE TURNOVER BY GENDER 2022 ¹⁾

Gender	Turnover
Male	25.0 %
Female	23.1 %

¹⁾ Percentages based on employees from starting till end of 2022; rates may not add to 100 % due to rounding and employees with no gender selected.

Community Impact and partnerships

#FlixStandsWithUkraine

Since the first day of the Russian attack on Ukraine in February 2022, the top priority for Flix has been the safety and well-being of people – our employees, bus drivers, and customers.

FlixBus has been operating in Ukraine since 2019. The Ukraine Flix-teams, located in Kyiv and Kharkiv, count 40 employees whom the company has supported and assisted with transportation, advice, legal and financial aid, as well as relocation to other Flix offices.

Flix employees have collected and transported tons of humanitarian aid to people in need, working closely with Bus Partners, NGOs, and private companies.



As a mobility provider people rely on, FlixBus has remained committed to providing transport services for its passengers. Flix handed out thousands of free tickets to those fleeing Ukraine and organized chartered buses for refugees. The Company has never stopped its regular services to and from Ukraine, with 130,000 people transported from Ukraine to other European countries during the first months of the war. While Flix had to limit some Ukrainian destinations in the first weeks of the conflict, Flix resumed trips to Ukraine's capital and most of other Ukrainian cities which we had in our network as soon as the Kyiv region was liberated.

As of May 2023, FlixBus has more than doubled its offer in Ukraine, increasing the number of lines from 8 pre-war to 21 today and raising frequency on routes with the highest demand. The Ukraine Flix network now includes 21 Ukrainian and 37 international direct destinations in 6 European countries, with plans to expand further.

The Company is honoured to support the Ukrainian people during these challenging times by connecting them with safe and affordable bus services. Flix will continue to develop its long-distance bus network in Ukraine to provide safe and comfortable travel options for those seeking refuge or returning home. With the start of the Russian attack on Ukraine, Flix stopped all operations in and to Russia and Belarus. Consequently Flix has no exposure on business with or in Russia.



Bikes for Freedom: Flix's passengers supporting Ukraine refugees in Poland

In autumn 2022, atmosfair and Flix started collaborating with bicycle advocacy organisations in six Polish cities to provide refugees with bicycles and training on how to safely ride them on Polish roads. The project was coordinated by Warsaw-based NGO Green Masovia and has so far distributed bicycles and training to 100 refugees in Warsaw, Łódź, Poznań, Białystok, Wrocław and Lublin.

The bicycles allow the refugees to move around their new homes in an independent, affordable and efficient manner.

The project is financed by the Future of Mobility fund, which was created by atmosfair and Flix to support the decarbonisation of the mobility sector. This fund is fed by a share of the voluntary climate contributions that Flix passengers can make when booking their trips on the platform.

By the summer of 2023, the project will move into its second phase and equip another 100 refugees with bicycles.



MOBILITY

Since 2013, Flix has been transforming how individuals travel by building Europe's biggest long-distance bus network under the FlixBus brand and, more recently, added its train network under the FlixTrain brand.

The Company's goal is to provide smart, sustainable mobility for everyone who wishes to travel by offering convenient, affordable, environmentally responsible travel experiences through a straightforward booking process and expanding offering.

45 FLEET TRANSFORMATION WITH ALTERNATIVE DRIVES TOWARDS THE FUTURE OF SUSTAINABLE MOBILITY

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50 Creating Direct and Indirect Value for Stakeholders

51 Investments in Infrastructure and Services

52 CUSTOMER SATISFACTION

52 Measuring Customer Satisfaction

53 Customer NPS

Fleet transformation with alternative drives towards the future of sustainable mobility

With a long-term innovation focus, Flix's fleet transformation comprises the increasing use of alternative fuels and introducing new drive technologies. This enables the Company to reduce its carbon footprint and meet the demands of society while making a positive contribution to fight climate change. By focusing on long-distance testing of alternative, scalable driving methods, Flix is working on creating a more sustainable transportation system. With the first alternative drive long-distance buses in the EU as well as partnerships to expand an alternative drive and fuel fleet, the Company aspires to lead and accelerate technical innovation while improving the long-distance bus industry.

Flix Transformation

Flix has had a clear mission since entering the German market as FlixBus in 2013: to transform long-distance bus transportation and change the way people travel. The Company established itself as an ecologically-friendly alternative to cars and planes with a modern and efficient Diesel fleet. As Flix expands as a mobility provider, it continues to pursue its vision of more sustainable and affordable transportation for everyone. Fleet transformation becomes a significant driver when it comes to boosting sustainability in day-to-day business with different technologies and alternative drives being piloted in various countries over the years.

Flix first introduced long-distance battery-electric buses in Europe, then its first biogas buses, and announced its proposal to create the first European long-distance bus powered by green hydrogen. Three pilot projects with e-Buses have likewise been initiated in the US in later years.

Flix's fleet transformation is moving forward with specific goals aligned with globally recognized standards, in line with its ongoing climate policy assessment. In 2023, the Company publicly committed to SBTi to establish near-term science-based emission reduction targets in line with the Paris Agreement goals, opening the path for scientific decarbonization by 2032 and carbon neutrality by 2040 in Europe. Flix will enhance its investments in alternative drive upgrades, engaging with vehicle manufacturers, fuel/infrastructure suppliers, bus partners, local governments, and non-governmental groups.

A pilot project with Shell and Scania will begin at the end of 2023 with the goal of outfitting up to 50 Flix coaches with Bio-LNG technology within two years. Flix is also developing a high-performance fuel cell system with Freudenberg Sealing Technologies and ZF Friedrichshafen to replace conventional diesel propulsion and achieve climate neutrality in long-distance bus travel, with the goal of launching Europe's first hydrogen-powered long-distance bus in 2024. A third project, with Daimler Buses, is underway to produce a complete electric drive for long-distance coaches over the next four years.

An Important Lever for Decarbonization

Even though there have been several trial projects utilizing different fuels, more than 95% of the fleet is still diesel-powered. In order to fulfill its climate commitment to the SBTi and promote carbon-neutral travel, Flix has been working on a comprehensive fleet transition strategy with alternative fuels and drives since 2022. Its ultimate objective is to achieve carbon-neutral travel with FlixBus and FlixTrain by 2040 in Europe.

The fleet transformation is overseen directly by Flix's COO and is administered in two departments: the Bus Fleet Strategy team and the Sustainability team. The Sustainability team creates the climate strategy and SBTi objectives, while the Bus Fleet Strategy team creates the fleet transformation strategy and decarbonization plan across all areas in accordance with the SBTi targets.

FlixBuses
in Europe emit

26

grams of CO₂
per passenger
kilometer

PILOTS IN EUROPE



2013

Fuel-efficient diesel engine

Long distance bus is one of the most climate-friendly public transport options.



2018

Battery electric bus

The world's first battery electric long-distance buses in France and Germany.

First electric long-distance bus in France on the 130km route Paris - Amiens. Another electric FlixBus ran between Frankfurt and Mannheim in Germany. Powered with 100% clean energy provided by GreenPeace Energy.

Reduction of 100% CO₂



2020

Bus with solar panels

The world's first long-distance bus with solar panels.

FlixBus with solar panels on its roof on the London - Dortmund route. The innovative technology from our partner Trailar supplies the energy for the electronics on board and reduces fuel consumption.

Reduction of 2-3% CO₂ on average



Green energy

FlixTrains running on 100% green electricity.



**2021****Biogas-powered bus**

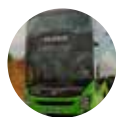
Launch EU's first biogas-powered long-distance buses.

Our first biogas-powered long-distance buses started running in Benelux (Amsterdam Brussels) & Scandinavia (Oslo – Stockholm).

Reduction of 75% CO₂ on average

**2022****New pilot buses with solar panels**

Our buses with solar panels on the roof are running in Spain and in the DACH region. Three buses in Spain in partnership with Trailar and two buses in the DACH region in partnership with Green Energy.

**Biodiesel buses**

Two biodiesel buses in France are running on the Brest-Grenoble line using rapeseed biofuel Oleo100.

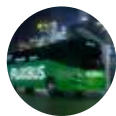
Reduction of 70% CO₂ and up to 80% fine particle emissions on average

**2023****Future**

A battery-electric bus will be operating on Portuguese roads, running between Porto and Bragança.

Bio-LNG bus fleet

A small Bio-LNG reference fleet will begin at the end of 2023 with a plan to have up to 50 bio-LNG coaches in Europe in the next two years.

**Until 2024****Fuel cell-powered bus "HyFleet"**

Development of the first fuel cell-powered long-distance bus in Europe together with Freudenberg Fuel Cell e-Power Systems and ZF Friedrichshafen AG.

**Until 2026****Battery electric bus "ELCH"**

Development of battery electric coach fleet with Daimler Buses in the next four years.

Fabian Stenger Chief Operating Officer

The mobility sector is facing big challenges on its path to decarbonization, and there are huge dependencies between its actors to reach this goal. By combining the end customers' and bus operators' perspectives, supporting OEMs and fuel suppliers with information on the development of infrastructure networks as well as leveraging the experience coming from alternative drive pilot projects through strategic cross-sectoral partnerships, Flix can act as a first-choice catalyst for innovation and a multiplier for scaling up these new technologies in the whole industry. By providing easy-to-implement solutions, we support bus operators in the fleet transformation, and help the whole industry get one step closer to the decarbonization goal!

TESTIMONIAL



”Flix can act as a first-choice catalyst for innovation and a multiplier for scaling up these new technologies in the whole industry.

Flix also established a Sustainability and Fleet Transformation Global Community, which includes business ambassadors responsible for Flix's sustainability and fleet strategy, the sustainability steering committee, country Managing Directors and business development heads, as well as the Local Champions, who will be in charge of driving decarbonization and fleet transformation in all Flix countries.

Customer accessibility to affordable, collective, and intermodal travel

Flix offers affordable, collective, and intermodal travel through its public transportation services, FlixBus and FlixTrain. The Company is dedicated to making sustainable and smart mobility available to everyone. Through affordable, collective and intermodal travel, the Company can have a positive impact on society, as passengers with limited financial resources, reduced mobility, as well as those traveling to remote and poorly populated areas, can gain access to mobility. Collective travel also has a lower environmental impact than driving or flying short distances.

Affordability

The Company's goal is to provide a bus service that is convenient, inexpensive, and transparent. Tickets can be purchased online, through the bus app, at Flix Shops, or straight from the bus driver. Flix assists passengers in saving money with inexpensive bus tickets. Thanks to digital and agile planning, Flix manages its network efficiently. Bus load factors are also managed in a way that it can optimize cost. With its lean structures, Flix makes sure to control its overhead costs.

Collective and Intermodal Travel

Flix offers over 5,500 travel locations in 40 countries to travel in FlixBus across Europe, Türkiye, the United States, Canada and Brazil. In addition to FlixBus, FlixTrain provides convenient and economical rail travel in Germany and in Sweden. According to data from Flix's worldwide network planning, the Company connects rural areas and regions that are commonly restricted by a global infrastructure gap. 30% of the destinations serviced by the FlixBus network worldwide have less than 20,000 inhabitants. A good example of this is the Italian FlixBus network, where 40% of the connected cities have less than 20,000 inhabitants. The Company is continuously expanding its global network and establishing connections with remote regions, also in sparsely inhabited areas where FlixBus is occasionally the sole means of collective transportation. (See Investments in Infrastructure and Services, page 51)

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new destinations added to the network in 2022

PERCENTAGE OF DESTINATIONS WITH LESS THAN 20,000 INHABITANTS (IN RELATION TO THE TOTAL AMOUNT OF DESTINATIONS PER COUNTRY)

	Destinations
Globally	30 %
France	36 %
Italy	40 %
Poland	41 %
Slovakia	46 %
Croatia	78 %

Accessibility for Customers with Reduced Mobility

Guaranteeing inclusion and ensuring that people with disabilities have equal opportunities as everyone else is a primary goal for local governments as well as various NGOs. To make its offering growingly inclusive in accordance with local regulations, Flix commits to increasing travel opportunities for passengers worldwide. Furthermore, the Company is regularly gathering feedback and considering new ways to improve the experience of passengers with reduced mobility. In 2019, the Company implemented a new approach to optimize the handling of FlixTrain wheelchair bookings inside Customer Service.

TOTAL PASSENGERS IN 2022

Group	60,478,992
Segment View:	
Europe	38,657,725
North America (Flix Inc. and Greyhound)	8,368,015
Türkiye	13,167,774
Other markets	285,478



Innovation and technology

Flix's business strategy combines e-commerce and transportation industries to generate revenue and maintain its market position. The Company leverages unique strategies and patent-protected technology by adopting new ways of digitalizing traditional forms of transportation – buses and trains. With a new approach to the booking and ticketing system, the Flix app, free Wi-Fi and GPS live tracking, as well as automated punctuality management, Flix is allowing for more convenient commuting. Customers also benefit from the Company's smart network planning and dynamic pricing management. Furthermore, Flix administers products for external partners, such as the Mobility Partner Portal and other internal products.

FlixTech

FlixTech teams enable technology development, network planning, operations management, marketing & sales, quality management and continuous product expansion.

The network planning feature provides a data-driven network and production planning, optimization based on demand patterns and network intelligence. This results in the best supply-demand match and the lowest production cost for our partners, since it avoids running empty buses and trains by only offering services where the actual demand is given.

The travel experience feature includes a customer-centric app for the best ease of use, a driver app for check-in and live control, and real-time tracking and management of the fleet bringing the best quality and highest customer satisfaction.

As a tech-enabled company, Flix relies on a state-of-the-art digital infrastructure and effective cross-channel optimization strategies to deliver the best service along the whole customer journey, from ride purchase to post-travel feedback. This is intended to increase the quality of passengers' experience, while acknowledging room for improvement in this respect.

In 2019, FlixTech teams were reorganized into "domains" with shared goals, stakeholders, product owners, and technical owners. This approach facilitated better coordination of product teams and allowed a closer engagement with the business by aligning products around a similar aim (e.g., marketing, revenue management, operations, customer care, etc).

The Company maintained a product-centric approach to working by dedicating a Product Officer and Technology Officer to each of the Domains. In addition, this allowed each team to place a greater emphasis on personal and professional development. FlixTech's improved structure can track and adapt to dynamic business developments, as well as expand and provide critical innovation.

Sustainable value creation

Flix offers financial benefits as well as stability for clients, shareholders, employees, and other stakeholders through its actions. This might lead to economic and social stability, which is necessary for long-term success. Flix persistently strives for strengthening its offering as well as its market position by outperforming the total inter-city mobility market, whilst remaining fully focused on profitable growth as this represents the value-maximizing strategy for the Company in the long term. Leveraging the sustainability of existing products to influence customer preferences and gain access to new markets, as well as allocating resources to the development of new sustainable products, has the greatest value potential.

Creating Direct and Indirect Value for Stakeholders

Details about the Flix Group's financial performance, as well as Executive bodies and subsidiaries' structure are disclosed on the Group's Annual Report. *(GRI-201-1)*

Max Zeumer Chief Operating Officer

Buses as shared mobility options are supporting decarbonization in any scenario: a modern and well-utilized Diesel coach is already a low-emission way to travel compared to, for example, cars or planes. By extending our network and making coaches attractive to an even broader public, we actively pursue our vision of progressively decarbonizing mobility. And as a pioneer of alternative drivetrains over long distances, investigating each market's potential for greener technologies and ensuring that infrastructure is available to our partners, we can take it a step further!

TESTIMONIAL



“By extending our network and making coaches attractive to an even broader public, we actively pursue our vision of progressively decarbonizing mobility.”

Investments in Infrastructure and Services

Flix invests in infrastructure development to better achieve sustainable growth. Bus stops, new terminals, networks, and alternate forms of transportation are among the investments made. *(GRI 203-1)*

Terminals

Flix started the interim operation in April 2019 to lease and manage a whole bus terminal in Frankfurt, Germany and has become official tenant since early 2021. Because of its large population and pivotal geographical location in both Germany and Europe, Frankfurt is an important city for long-distance traffic. Hence, joining the infrastructure sector there is a strategically important step for Flix. Furthermore, Flix wishes to provide fair and open access to the terminal as well as prevent excessive and unreasonable costs to passengers. At the same time, Flix intends to set high standards with its new station. The Company's mission is to serve as a role model for other bus terminals by turning requirements and demands into practical practice. The 14-bus platform terminal is fully equipped with digital information screens, public facilities, and furnishings such as seating areas. It also offers FlixShop and Check-In service. The full business comprises Flix's offices, retail space sub-lease, central software and hardware for traffic control, and everything else required to maintain optimal terminal quality.

Network Expansion

FlixBus launched in Brazil in 2021, with routes beginning in Sao Paulo, Rio de Janeiro, and Belo Horizonte. Long-distance buses are used by around 60% of the Brazilian population. FlixBus adheres to strict safety regulations in Brazil, as it does everywhere else it conducts business.

On April 7, 2022, FlixBus began domestic operations in Canada. FlixBus' inaugural route connects Niagara Falls and Toronto, including a stop in St. Catharines. Waterloo, Kitchener, Guelph, Mississauga, and Toronto are all served by a more extended local route.

Alternative Drives

Flix has invested in several alternative pilots and technologies since 2019, including Battery electric buses in France and Germany, Biogas buses in the Nordics and Benelux area, bio-diesel in France and the first hydrogen long-distance bus research project HyFleet.

Customer satisfaction

Flix offers customers an accessible, sustainable, and affordable travel option. Customer satisfaction refers to connecting corporate operations, product and service offerings with customer demands. In order to provide its customers with a better travel experience, Flix considers the demands and preferences of its consumers and offers more user-friendly features in its products. As a result, customer satisfaction increases loyalty to the Company. This has an effect on customer decisions by increasing the possibility of rebooking with Flix.

Measuring Customer Satisfaction

Monitoring customer satisfaction enables the Company to take actions based on consumer feedback. As a consequence, Flix will know which areas of its product offering should be upgraded in order to anticipate future client needs. Multiple teams at Flix concentrate on customer satisfaction-related issues.

Team Brand is responsible for the overall research approach, including after-ride surveys and bi-annual brand tracking in all markets. With the Brand Tracking surveys, Flix collects data on travelers in its largest markets. Respondents are invited via online access panels and the target group includes users of different means of transport and brands. Survey results show the performance of Flix brands compared to the main competitors. The results are presented bi-annually to all relevant internal stakeholders, which in turn develop appropriate implementation measures if necessary. Customer satisfaction scores and the results of the after-ride surveys are used to improve customer service on board. Team Brand also provides reports on customer needs and customer perceptions of Flix brands and main competitors in key markets.



Julie Kratz

Chief Commercial Officer

Ensuring that the sustainable choice is also an affordable one is at the core of our company's vision. And just by establishing Flix as an affordable option to travel, we enable customers to choose sustainability. Indeed, our customers also have a vital role in this process of reshaping mobility: everyone choosing Flix over their car is contributing to preserving the environment a little bit, and it is our duty to ensure that the importance of such little bits is acknowledged.



TESTIMONIAL

”Everyone choosing Flix over their car is contributing to preserving the environment a little bit, and it is our duty to ensure that the importance of such little bits is acknowledged.”

Customer NPS

Customer satisfaction is measured per business segment by using a standardized questionnaire sent to customers upon completion of their journey. Due to the ongoing integration, Greyhound was not yet included in the standardized process. Throughout all segments, the Flix Group had to recognize customer satisfaction staying below expectations. The Flix Group is constantly working on key driving factors for customer satisfaction, such as on-time performance and quality of the product. Nonetheless, this year's unique situation with the steep ramp-up of operations and the above expectations demand levels, resulted in lower than planned NPS levels being observed.

GOVERNANCE

Flix firmly believes in strong governance as the necessary backbone of all its business activities. It therefore encourages and enforces strict adherence to all relevant national, international, state and local laws, and abides by strict corporate ethical standards to generate long-term value, its Global Compliance Management System and a new Data Protection Management System being two of the measures implemented in this respect.

- 55 **BUSINESS ETHICS AND COMPLIANCE**
 - 55 *A Global Compliance Management System*
 - 55 *Continuous Risk Management*
- 56 **CYBERSECURITY AND DATA PROTECTION**
 - 56 *Employee Commitment to Data Protection and Cybersecurity*
 - 56 *Further Improvement of Data Protection and Cyber Security*
 - 56 *Managing Data Protection and Cyber Security Risks*
- 57 **SUPPLY CHAIN MANAGEMENT**
 - 57 *Introduction of a Business Code of Conduct*

The Code of Conduct defines how the Company expects employees to operate with regard to possible ethical difficulties including conflicts of interest, harassment and discrimination, and compliance. Any kind of bribery or corruption is not tolerated. Flix's consolidated, global anti-corruption compliance program is built on its Code of Conduct, which specifically outlaws all forms of bribery and is supported by several other rules, processes, and other communications.

Business Ethics and Compliance

As a worldwide corporation, the Company is subject to a variety of conventions and regulations. The Company's goal is to adhere to strict corporate ethical standards as well as statutory regulations. All stakeholders and all Flix subsidiaries are required to comply with all regulations and maintain solid business ethics to generate long-term value. Compliance with legal requirements not only prevents Flix from negative financial consequences (e.g., fines) but also significantly reduces the risk of damage to the Company's reputation.

A Global Compliance Management System

The Compliance Management System (CMS) at Flix includes a Global Code of Conduct, a Code of Conduct for Business Partners, various policies addressing the identified main compliance risks (e.g., Corruption, Data Protection), the implementation of a Whistleblowing program, internal investigation procedures, and mandatory compliance training for all employees. By providing training and information on policy, the CMS informs all employees about Flix's legal obligations and ethical standards. All employees are encouraged to report concerns about potential legal or corporate regulatory infractions (through a Whistleblowing portal).

All reports are thoroughly examined, and any found violations are sanctioned. In addition, Flix developed a network of local Compliance Officers (in Türkiye, Brazil, and the United States) and Compliance Coordinators (CCs) to assist all colleagues in global subsidiaries with compliance-related issues. Additionally, through its recently formed Code of Conduct for Business Partners, Flix seeks to impose its high ethical standards on all business partners. For external complaints, Flix has established a dedicated E-mail address: fairbusiness@flixbus.com

Continuous Risk Management

Compliance risks are an important component of corporate risk management. Through a compliance risk assessment, the most important compliance risks were identified, and mitigation actions were established. The mitigating measures were then taken into account throughout the CMS's implementation. The risk assessment revealed significant corruption concerns such as payments or other transfers of value to third parties, conflicts of interest, and illicit payments or other transfers of value to public authorities. (GRI 205-1) Flix has taken various initiatives to ensure sufficient communication and training on anti-corruption rules and processes with employees and business partners.

The Flix Global Anti-Bribery and Anti-Fraud Policy have been notified to all employees globally and shared on the intranet and in additional email communication. Furthermore, all new employee contracts include a reference to the Code of Conduct and business values. In 2022, Flix established a Business Partner Code of Conduct (containing anti-corruption clauses) that should be included in each contract with a third party. Employees of Flix SE and entities were enrolled in the anti-corruption e-learning course which resulted in a more than 80% completion rate. (GRI 205-2) Furthermore, specific compliance KPIs such as complaints through the Whistleblowing site, possible conflicts of interest, requests for gifts and hospitality, and training attendance rates are regularly tracked and part of the Company's Compliance Officer's yearly report. The report has been distributed to the Flix SE management board. In 2022, there were five legal actions pending or completed regarding anti-competitive behavior and violations of anti-trust and monopoly legislation, including one case regarding allegedly misleading sustainability statements on our Belgian website that is currently in process (GRI 206-1). No instances of corruption were reported in 2022. (GRI205-3)

COMPLIANCE REPORTS AND MEASURES

	2022	2021
Reports of potential compliance issues (complaints)	23	n/a
Measures (dismissals, written warnings, process improvements, etc.)	1 dismissal	n/a

Cybersecurity and Data Protection

To preserve the privacy and security of personal data, cybersecurity and compliance with data protection legislation is critical. Flix processes a large quantity of personal data on its employees, partners, and customers, thus effective technological and organizational safeguards are crucial. Personal and financial information such as names, addresses, credit card numbers, and social security numbers might be included in customer data.

Flix upholds the basic rights and liberties of all customers, employees, and partners by adhering to all applicable laws, establishing enforceable internal norms and procedures, and utilizing innovative technology measures. Data protection legislation violations might seriously harm the Company’s reputation in addition to incurring significant fines. A high degree of data protection fosters customer loyalty and builds consumer trust. Therefore, Flix places a high focus on guaranteeing cybersecurity and data protection.

Employee Commitment to Data Protection and Cybersecurity

All Flix employees are required to implement the Company’s protection legislation and corporate values whenever handling personal data. Flix is required to treat the data securely by putting in place the necessary technological and organizational security measures, such as demanding staff to utilize two-factor authentication on accounts where personal data are kept or signing contracts with cloud service providers that use end-to-end encryption.

Flix is ensuring employee commitment to data protection by organizing staff training on IT security and data protection, as well as implementing a data protection policy and other rules and regulations. A closely monitored Flix Secure Score (FSS) is a set of security-related criteria that assesses how well Flix offers teams the resources and assistance required to stop breaches and protect user data.

Further Improvement of Data Protection and Cyber Security

Flix built a new Data Protection Management System (DMS) in 2022, which includes a new tool-based record of processing activities (ROPA), a new worldwide privacy policy, and mandatory GDPR training for EU employees. The Company also established a network of local Data Protection Coordinators to support all employees in the global subsidiaries with data protection-related inquiries (DPCs). From a cybersecurity perspective, Flix bases its administration of policies, obligations, and support resources on well-known IT and information security standards like ISO 27001. As part of the Global Cybersecurity Program, there is an Information security management system (ISMS) in place.

Managing Data Protection and Cyber Security Risks

Data protection plays a major role in the Company’s risk management and is recognized as a chief compliance concern. During the compliance risk assessment, potential threats to data protection were identified and mitigation strategies were developed. The adoption of the DMS then took the mitigating measures into consideration.

Moreover, certain KPIs related to data protection are regularly monitored, such as enrollment rates in training programs, data requests, and data protection authority procedures. In accordance with GDPR Art. 4 No. 12, a procedure for managing data privacy infringement is set in place. The dedicated teams monitor all data breaches, categorize risks as low, medium, or high, and alert the relevant data protection authorities in the event of greater risk. The Flix SE Management Board receives an annual report from the data protection officer that includes all relevant KPIs. In 2022, one data breach was reported, there were no liabilities and fines related to data privacy. *(GRI 418-1)*

The Company closely collaborates with outside specialists in the area to achieve the necessary level of information security, IT security controls, and required procedures across the organization. In addition to scoring procedures relevant to each technical environment, such as cloud and on-premise installations, security best practices are compared to the implemented cybersecurity measures.

Supply Chain Management

Flix maintains high standards for commercial partnerships. The partners are required to share the ideals of the Company and to follow all laws and regulations. Flix assists suppliers in mitigating potential risks since it is critical to creating a transparent and ethical supply base to decrease supply risk. Due to rising interruptions of global value chains caused by extreme weather and geopolitical crises, supply resiliency and planning safety have become important purchasing considerations.

Flix supports the resilience and safety of its supply chain by regularly engaging with suppliers regarding ethical and regulatory requirements. The Company's objectives are to protect international human rights and labor regulations, as well as to strengthen responsible value chain management and integrate high environmental and social standards.

Introduction of a Business Code of Conduct

The Company approved the Business Partner Code of Conduct to identify the principles that are required for Flix's collaborations and that will make compliance a requirement for a business engagement with the Company. Flix is currently in the implementation phase of the Business Partner Code of Conduct, and it must establish the scope and timeframe for distribution. The Company's goal is 100 % of all Bus partners signing the Code of Conduct by the end of 2024.

Flix does not yet evaluate new suppliers on social criteria, so there have been no negative social impacts recorded or tracked. *(GRI 414-1/414-2)* However, the Company is considering a software system that would allow it to do background checks on vendors. In addition, it is the Company's intention that all business contracts include a Compliance Clause by the end of 2024.

GRI CONTENT INDEX

GRI 1 used	GRI 1: Foundation 2021		
Applicable GRI Sector Standard(s)	None		
GRI Standard	Disclosure	Location	Omission
GENERAL DISCLOSURES			
The organization and its reporting practices			
GRI 2: General Disclosures 2021	2-1 Organizational Details	P. 14	
	2-2 Entities included in the organization's sustainability reporting	P. 17	
	2-3 Reporting period, frequency and contact point	P. 17; 61	
	2-4 Restatements of information	P. 17	
	2-5 External assurance	P. 17	
Activities and workers			
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	P. 15	
	2-7 Employees	P. 14	
	2-8 Workers who are not employees	P. 14	
Governance			
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	P. 16	
	2-10 Nomination and selection of the highest governance body	P. 16	
	2-11 Chair of the highest governance body	P. 16	
	2-12 Role of the highest governance body in overseeing the management of impacts	P. 21	
	2-13 Delegation of responsibility for managing impacts	P. 21	
	2-14 Role of the highest governance body in sustainability reporting	P. 20–21	
	2-15 Conflicts of interest	P. 16–17	
	2-16 Communication of critical concerns	P. 17	
	2-17 Collective knowledge of the highest governance body	P. 21	
	2-18 Evaluation of the performance of the highest governance body	P. 21	
	2-19 Remuneration policies	P. 16	
2-20 Process to determine remuneration	P. 16		
2-21 Annual total compensation ratio	P. 16		
Strategy, policies and practices			
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	P. 2	
	2-23 Policy commitments	P. 16	
	2-24 Embedding policy commitments	P. 16	
	2-25 Processes to remediate negative impacts	P. 20–21, 23, 33–34, 35–36, 55	
	2-26 Mechanisms for seeking advice and raising concerns	P. 16	
	2-27 Compliance with laws and regulations	P. 16	
	2-28 Membership associations	P. 22	
Stakeholder engagement			
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	P. 22	
	2-30 Collective bargaining agreements	P. 14	

GRI Standard	Disclosure	Location	Omission
MATERIAL TOPICS			
Materiality assessment and list of material topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	P. 21–22	
	3-2 List of material topics	P. 21	
Planet			
Greenhouse Gas Emissions			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 29	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	P. 30	
	305-2 Energy indirect (Scope 2) GHG emissions	P. 30	
	305-3 Other indirect (Scope 3) GHG emissions	P. 30	
Renewable energies			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 30	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	P. 30	
People			
Safety & well-being for customers, crew and employees			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 33-34	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	P. 33	
	403-4 Worker participation, consultation, and communication on occupational health and safety	P. 33	
	403-5 Worker training on occupational health and safety	P. 33	
	403-6 Promotion of worker health	P. 33	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	P. 34	
	403-8 Workers covered by an occupational health and safety management system	P. 33	
	403-9 Work-related injuries	P. 33	
	403-10 Work-related ill health	P. 33	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	P. 34	
Diversity, equity, and inclusion			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 34–37	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	P. 36	
Employee engagement & development			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 38–40	
GRI 402: Labor Management Relations 2016	402-1 Minimum notice periods regarding operational changes	P. 39	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	P. 40	
	404-3 Percentage of employees receiving regular performance and career development reviews	P. 40	
Talent attraction			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 40–41	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	P. 40–42	

GRI Standard	Disclosure	Location	Omission
Mobility			
Fleet transformation with alternative drives towards the future of sustainable mobility			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 45–48	
Customer accesibility to affordable, collective and intermodal travel			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 48–49	
Innovation & technology			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 50	
Sustainable value creation			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 50–52	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	P. 50	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	P. 51–52	
Customer satisfaction			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 52	
Governance			
Business ethics & Compliance			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 55	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	P. 55	
	205-2 Communication and training about anti-corruption policies and procedures	P. 55	
	205-3 Confirmed incidents of corruption and actions taken	P. 55	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	P. 55	
Cybersecurity & Data Protection			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 56–57	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	P. 57	
Supply chain management			
GRI 3: Material Topics 2021	3-3 Management of material topics	P. 57	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	P. 57	
	414-2 Negative social impacts in the supply chain and actions taken	P. 57	

LEGAL DISCLOSURE

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Flix SE
Friedenheimer Brücke 16
80639, Munich, Germany
www.flix.com

Contact

Andrea Koepfer, Senior Director Communications & Responsibility
Xiaoxiao Milz-Chen, Expert Sustainability
Mayra Luciana Diaz, Manager Sustainability
Marco Zucchetti, Senior Manager PR & ESG Global Communications
E-Mail: responsibility@flixbus.com

Concept and realization

Flix SE, Munich, Germany
Kammann Rossi GmbH, Cologne, Germany
Sustainserv GmbH, Frankfurt, Germany

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