FLiX

Driving sustainable and affordable travel

ESG Report 2023

flix.com

Editorial

04 Flix at a glance
06 Driving sustainability
10 About Flix – A story of drive
12 ESG Strategy & Management
18 Flix's longest sustainable route in Europe

20 Travel
26 Planet
30 People
38 Governance

42 Annex
43 GRI and SASB Content Index
46 Legal Disclosure

Dear Reader,

dear stakeholders, partners, and valued team members,

As we look upon the past 11 years and take it back to our market entry in 2013, a moment far away in time and yet close to my heart, we can see how deeply the world has changed. Against the background of a climate crisis that is worsening every day, the urgency for a more conscious approach to travel has increasingly set in. At the same time, a growing focus has been placed on people's wellbeing as a prerequisite for a sustainable society. All this is bound to have massive implications for us, as a travel-tech company and an employer, as well as a partner and a game changer for the industry.

We acknowledge our role in supporting the quest for sustainable and affordable travel options. With over 81 million people carried across 42 countries in 2023 alone, we have had the honor of supporting this transition to a climate-conscious mindset with a growing set of intercity routes by road and rail, connecting more than 5,600 destinations worldwide. Even more so, with FlixBus being the only mode of shared transportation in many regions, we remain steadfast in our commitment to enable travel for all.

Seizing the opportunity provided by a growing commitment to climate protection, we must abide by this vision to further transform the way people travel and do our part to transform travel itself, up to the point of carbon neutrality. This is our goal and our duty as a travel provider, and we aim to fulfil it with first-choice partners and a set of ambitious fleet transformation projects. As a global company, we know we have an important role to play in this travel evolution, and we are looking forward to driving this powerful change further across the industry.

At the same time, as a global company employing over 5,600 people from more than 100 countries, we value the opportunity to build a community that is inclusive of diverse perspectives. While we have built our strength on diversity and inclusion as leading principles of our global vision, we are constantly challenging the status quo and striving to take the enforcement of such values to the next level, just as with the general wellbeing of our people – this one representing not merely our obligation as an employer, but also a strategic asset for continuous and sustainable growth.

We are aware that our actions have a significant impact beyond our immediate surroundings. Through our business model, which relies on strong partnerships with local SMEs who own the fleet and employ the drivers, we have already fostered work opportunities for thousands of people. Additionally, we encourage travel to destinations untouched by others. Our innovative approach, built on an asset-light model and data-driven strategies that effectively match supply to demand, has enabled us to lead the way to a more sustainable future for the travel industry and adding value where our actions have the most impact.

Measuring our impact in the medium and long term across all our business areas is critical to pursuing our vision of sustainable and affordable travel for everyone. In 2023, we set a clear framework and pathway to assess our actions by issuing our first voluntary ESG report. Now, still abiding by the four pillars that support our vision – Environment, People, Travel, and Governance – we are eager to drive this progress further, continuing our journey of reshaping travel and triggering positive change in the communities we serve.

Our biggest thank you goes out to our team, partners, and customers, for walking along this path with us to contribute to this evolution. We look forward to transforming travel globally together! **(GRI 2-22)**

André Schwämmlein
CEO and Co-Founder of Flix SE

Flix at a glance

Planet

1.1
million tonnes CO_2
avoided in 2023

Near-term emissions reduction targets
approved by the **SBTi**

People

> 5,600
employees from **102 countries**

35
years is the **average age** of our employees

44%
percentage of women hired in 2023

Travel

> 81
million passengers
in 2023

> 5,600
destinations worldwide

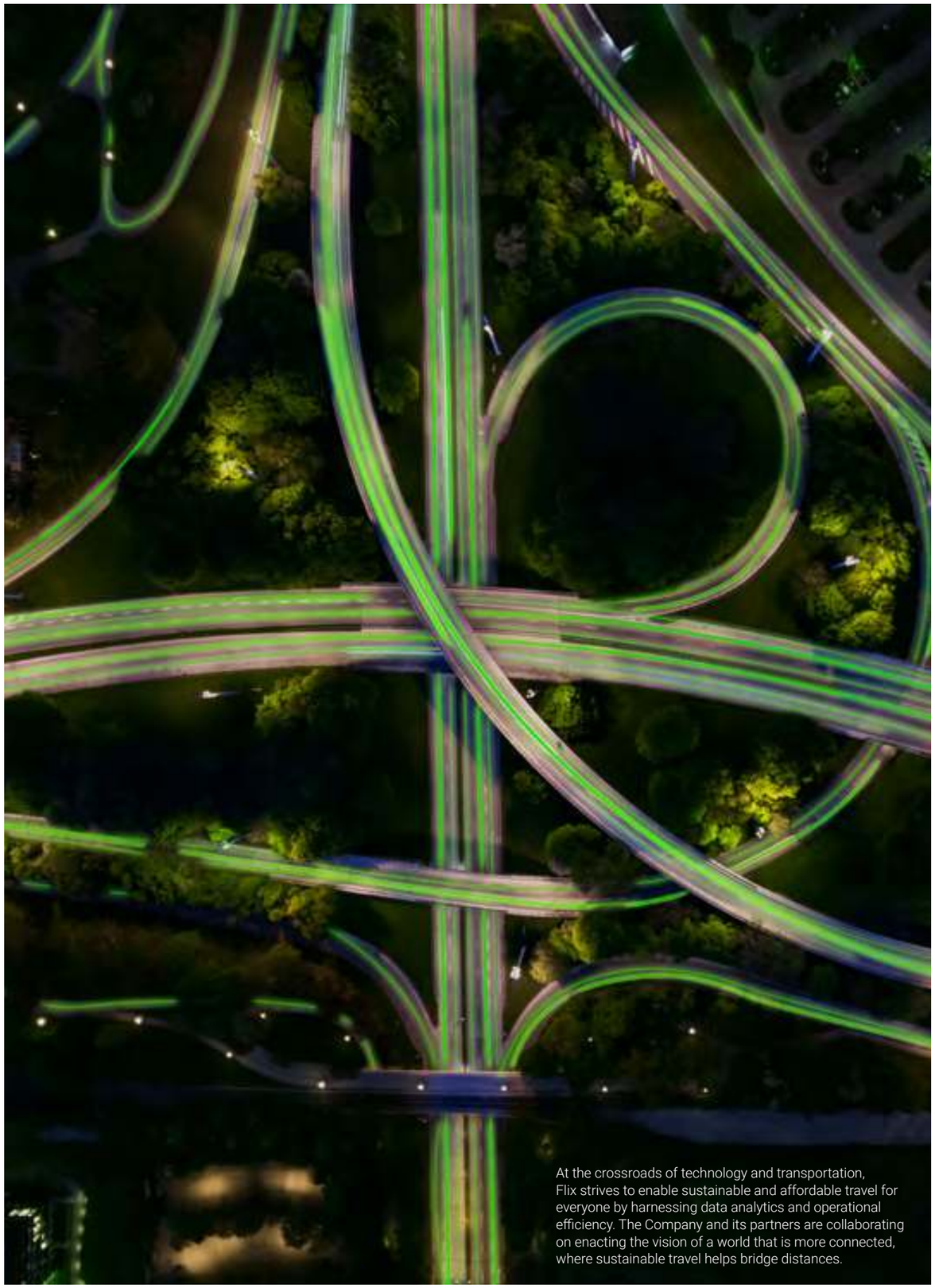
31%
of destinations connected have **less than 20,000 inhabitants**

Governance

ESG responsibilities
assigned at C-levels

ESG Steering Committee
in place

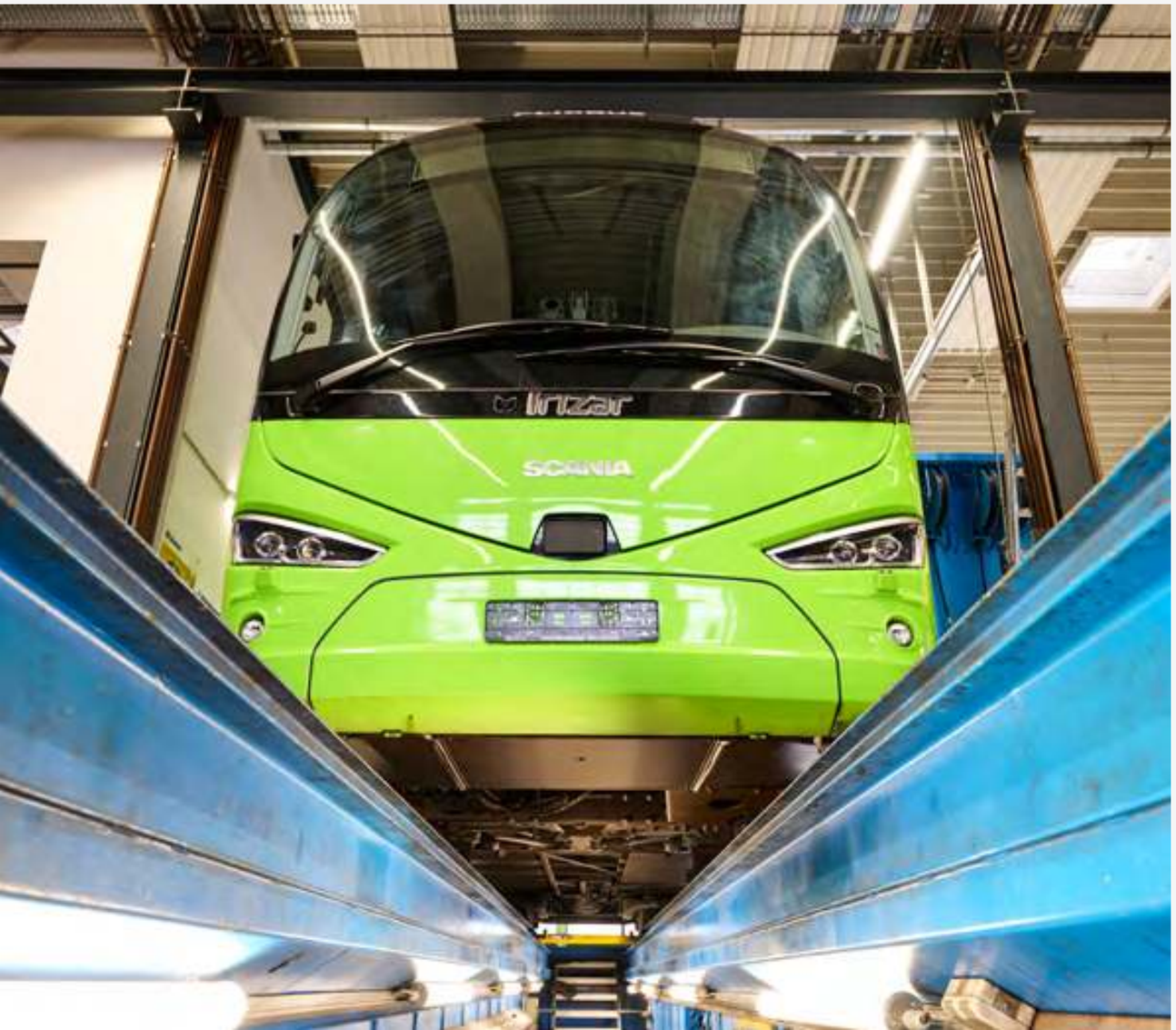
25%
percentage of women on the Supervisory Board



At the crossroads of technology and transportation, Flix strives to enable sustainable and affordable travel for everyone by harnessing data analytics and operational efficiency. The Company and its partners are collaborating on enacting the vision of a world that is more connected, where sustainable travel helps bridge distances.

Driving sustainability

Together with Scania, Flix is advancing alternative drive technologies and making its long-distance bus network more sustainable. By 2025, Flix plans to equip up to 50 buses with bio-LNG technologies in Europe. In February, the first buses were handed over to Flix at Scania's location in Braunschweig.



Sustainability needs companies willing to take the first step and to lead the transition. At Scania, we share Flix's ambition to be a pioneer in sustainable transportation. Handing over these brand new buses feels like we've reached a milestone in our partnership.

Gareth Lynch
Area Manager, Scania

To achieve our sustainability goals, we are promoting sustainable fleet transformation. Our technology-open approach and concrete cooperation projects play an important role in this. With Bio-LNG, we have a propulsion technology that is ready to use, sustainable and economically competitive.

Stefan Büttner
Expert Bus Product, Team Bus Fleet Strategy, Flix SE

A prospering partnership

The more the merrier, they say – and this is certainly true for the future of travel as well. With the first FlixBuses having been outfitted with Bio-LNG technologies, an important step has been taken towards more sustainability in transportation, and it all comes down to a great level of cooperation across the industry. Be it by crafting new coaches and technologies, providing the right planning and digital interfaces, or ensuring smooth road operations, each actor here is contributing their part to the common goal of a new travel era – a synergy so powerful that it cannot go unnoticed.

After all, with the infrastructure often lagging behind technological innovation, it is becoming clearer every day: the industry can only challenge the status quo on environmental safeguard if all players are united. That being considered, it is no coincidence that stakeholder engagement features as a leading principle in Flix's climate strategy, and a key component throughout its history of transforming travel. More of these partnerships are needed now: the Earth is requiring immediate climate action, and so are travelers worldwide. Time for every actor in the sector to come along and walk along the path!

5

The first two of a total of five buses were handed over by Scania and Irizar to Flix in Braunschweig in February. A larger fleet will operate on Flix's routes in the DACH region from 2024, and then the project will be rolled out further in other markets from 2025.

The Future

Flix's Sustainability Goals

Fleet transformation is a key lever in Flix's long-term decarbonization strategy. A sustainability goal is to reach full carbon neutrality in Europe by 2040. In order to achieve this, Flix is open to all technologies and works closely with manufacturers and local bus partners.

Sustainable Drive Technology

Driving Sustainability on Bio-LNG

The technologies used, developed, and manufactured by Scania are designed to allow the interchangeable use of LNG and Bio-LNG (LBG) to facilitate the transition to the most sustainable gas solution. In the initial phase of the project, the coaches will run on different fuel blends of bio and fossil origin. The aim of the project is to gradually increase the share of bio-LNG (LBG) from organic waste.

We appreciate Flix as a truly innovative and customer-oriented company. The mutual trust between all partners and the open communication with Flix were key factors in finding the best solutions for this project.

Javier Lizarbe
Sales Area Manager Central Europe, Irizar Group

With this cooperation, we are breaking new ground and working closely together to get the buses with Bio-LNG technologies on the road. From the technical design of the buses by Scania and Irizar to the selection of routes and fleet management by us and our bus partners, there are many challenges that we are solving together.

Markus Erhard
Principal Strategic Projects, Flix SE

730 liters

of liquefied natural gas (LNG) fit in the tank. Bio-LNG comes from renewable sources and is produced from organic material in agricultural biogas plants, for example. An LNG bus can travel over 1,000 km on one tank, which is equivalent to the range of a diesel bus.

We have been working successfully for a long time. Sustainability is also an important issue for us as a medium-sized bus company. That is why we are seizing the opportunity to test sustainable drive technologies together with Flix.

Slavko Rezo
Buspartner: Gradliner

80 %

is the expected average CO_2 emission reduction rate compared to normal diesel buses. In the initial phase of the project, the buses will run on different fuel blends of bio and fossil origin. The aim of the project is to gradually increase the proportion of bio-LNG (LBG) produced from organic waste.

About Flix – A story of drive

Flix's mission is to drive sustainable and affordable travel for everyone around the world. Through its proprietary tech platform and its constantly expanding global network, the Company has already enabled affordable and environmentally responsible travel for more than 300 million passengers worldwide and created thousands of jobs thanks to our business model based on cooperation with local small and medium-sized enterprises.

42
countries on 3 continents

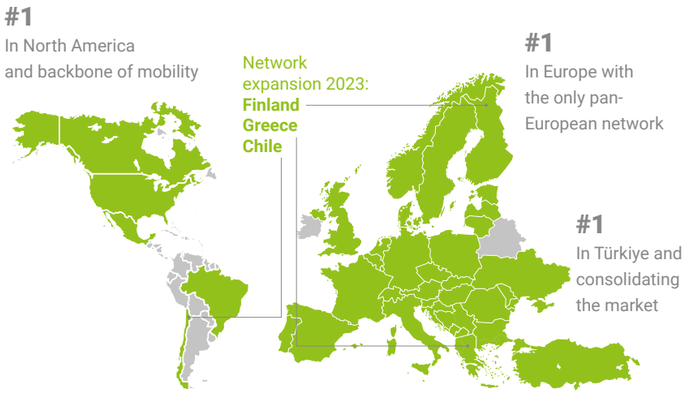
81 m
passengers in 2023

5,600+
destinations over the globe

€ 2.1 b
revenue in FY/2023

5,708
FlixBuses on the road with 1,000+ partners

€104.4 m
adj. EBITDA in FY/2023



Organizational details

Organizational Details
Flix SE (subsequently referred to as the Company or Flix) is a global travel-tech company founded in 2013. The Company is headquartered in Munich, Germany, with more than 25 offices worldwide and operates the largest long-distance bus networks across Europe, Türkiye, and North America, spanning over 42 countries in 2023[1], as well as a growing network of long-distance trains in Europe, Germany, which the Company aims to grow further in Germany in the medium-term and across Europe in the long-term (GRI 2-1).

Flix SE acts as the holding company of the Flix Group, which in 2023 included 48 direct and indirect subsidiaries (GRI 2-2). As a parent company, Flix SE pools central functions such as Network Planning, Pricing and Marketing while the business and cooperations with the bus partners lie with the local subsidiaries. Further details about Flix Group's structure and segments are disclosed in the Group's Annual Report.

In 2023, Flix Group had a total of 5,623 employees across its global operations. In addition, Flix SE and entities employed 10,218 drivers in 2023. For all employees in Germany, the Trust as well as the Works Councils are in place to foster a great working environment where employees can raise issues, change, and influence processes as well as acting as interfaces

[1] As of the date of publication of this report, Flix is active in 43 countries.

between leadership and employees. Flix respects the right to collective bargaining agreements and strives to comply with all local regulations. Local agreements are in place for topics such as working hours, vacation days, and hybrid remote working (GRI 2-7, GRI 2-8, GRI 2-30).

The main shareholders of Flix are its founders and financial investors like General Atlantic, HV Capital, Permira, TCV and Silver Lake.

Business model

Business Model
Flix's mission is to drive sustainable and affordable travel for everyone around the world. The Company's business model is based on the digitalization of traditional modes of transportation, consistently focusing on a convenient and affordable travel experience for its customers. Through its proprietary tech platform, Flix supports regional partners in accessing broader markets and customer groups, optimizing schedules, and enhancing customer satisfaction, while enabling affordable and environmentally responsible travel.

In most of its regions of operations, Flix pursues an asset-light business model. In 2023, the Company cooperated with more than 1,000 mostly mid-sized local partners – often family-owned businesses with decades of experience – who perform transportation services under the FlixBus brand while employing their own fleet and drivers. The global Flix team manages branding, network planning, route licensing, pricing, marketing, sales, traffic control, and customer service. In Türkiye and North America, Flix also services customers partly directly through its subsidiaries Kâmil Koç Otobüsleri A.Ş. (Türkiye) and Greyhound Lines, Inc. (North America), operating with their own fleet and drivers. In 2023, under the FlixTrain brand, the company offered train services in Germany and Sweden, in close collaboration with railway partners, covering around 65 cities with multiple connections daily (GRI 2-6).

The Company strives to continuously expand its network, offering progressively more people access to affordable and sustainable travel options around the world.

Flix's Values
Flix fosters a value-driven culture focused on community, company, team, and individual well-being, striving for ecological, economic, and social balance, while creating value for its shareholders. To outline its approach, in 2020 the Company introduced its Flix 4 Values:

Dimension	Value
Community	WE BUILD FOR GENERATIONS
Company	WE PUSH BOUNDARIES
Team	WE WIN TOGETHER
Individual	I MAKE AN IMPACT

Corporate Governance
Flix SE employs a Dual Board structure, comprising the Management Board responsible for the development and execution of the Company's business strategy and the Supervisory Board overseeing the Management Board. Under the Supervisory Board, there are three Committees: the Audit Committee, the Remuneration Committee, and the Nomination Committee. The highest governance authority is the General Meeting, which, among other responsibilities, appoints the Supervisory Board. In 2023, following the new election, the Supervisory Board is composed of three independent members and five members who are representatives of the main shareholders, one being a Flix co-founder. All dependent members of the Supervisory Board were non-executive representatives of the Company's main shareholders. The new composition of the Supervisory Board includes two female (25 %) and six male (75 %) representatives. For full information on the election of the Supervisory Board, as well as the composition of the Management Board, please refer to Group's Annual Report 2023 (GRI 2-9, 2-10, 2-11).

Each quarter, at least one formal meeting is held with the Supervisory Board to provide members with updates on the company's ongoing matters and primary concerns (GRI 2-16).

Conflict of Interest
Flix has established a global Conflict of Interest Policy, requiring employees to report potential or apparent conflicts to their line manager and Group Compliance (GRI 2-25, 2-26). No updates were made in 2023, and records of decisions are maintained by employees and Group Compliance (GRI 2-15).

› ESG Strategy & Management

Embracing the shifts happening in long-distance travel, Flix has generated value not only for its stakeholders, but also positively impacting society and the environment, together with its partners. Recognizing the importance of sustainability in collective transport, Flix enables more sustainable and affordable travel options, compared to other modes of transport such as planes or cars with regards to CO_2 emission per passenger kilometer. Integral to the Company's approach is its comprehensive ESG strategy. It spans the four pillars: Travel, Planet, People, and Governance along the material topics defined in a double materiality analysis according to GRI standards – and is supported by rigorous due diligence and human rights policies. Furthermore, Flix ensures adherence to international human rights standards and labor principles throughout its value chain, underscoring its commitment to responsible business practices and sustainable growth.

"We drive sustainable and affordable travel for everyone."

ESG-Management

Flix's ESG ambition
Sustainability and the pursuit of ambitious ESG goals are an integral part of our business. We aim to achieve a good balance between environment, economy, and society in order to create a positive impact for all our stakeholders alike. Our sustainability strategy is embedded in a broader ESG framework as detailed in our first voluntary Sustainability Report[2].

Flix's ESG Strategy
Sustainability is an integral part of Flix's business, deeply embedded in its business strategy and supported by a well-defined organizational structure. Flix's ESG strategy is anchored in the key pillars Travel, Planet, and People, underscored by strong Governance as foundation for the other pillars.

Enabling Travel

Flix's goal is to provide sustainable and affordable travel for everyone. The Company offers lower-emissions travel options compared to car and plane and constantly seeks to expand its network, while its tech platform enables efficient route planning and management.

Protecting the Planet

Together with its partners, Flix sets high environmental standards and aims to increase the share of alternative travel technologies. The Company is committed to achieving net-zero in Europe by 2040 and globally by 2050, while further aligning with global targets set by the Paris Agreement.

[2] See Sustainability Report, available on our corporate website, page 20.

«Driving sustainable and affordable travel for all is our very reason to exist. Therefore, ESG represents a key component of our DNA and is fully embedded within our business structure and across our organization. By assessing the medium and long-term impact of our actions today, we ensure a solid path towards reducing and avoiding emissions, while enhancing our network to continue connecting people, cities, and countries to increase travel opportunities for the communities we serve. It is time for companies to do their part in preserving these balances, and as a market leader we are ready to set the example».

Andrea Koepfer
Senior Director Communications and Responsibility

Caring for People

The wellbeing of people lies at the core of Flix's strategy. This means establishing a safety management system that encompasses different preventive measures for the drivers of Flix's partners and passengers, as well as health and safety initiatives for Flix's employees. The Company also values diversity, equity, and inclusion as cornerstones for an open society and therefore integrates these dimensions into policies and practices.

Comprehensive Oversight Anchored at Board Level

As part of its foundational role for the other pillars, ESG governance is embedded in the Company's structure and includes a comprehensive compliance management system encompassing multiple policies.

Over the past decade, there has been a transformative shift in long-distance travel towards more sustainable forms of travel, accompanied by significant value creation for Flix's stakeholders, society, and the environment. Flix believes that the future of collective travel will depend on the development of sustainable travel options. As part of its sustainability strategy, the Company is constantly working to increase the share of fuel-efficient travel options and progressively reduce emissions by increasing its engagement with research projects with the goal to bring -via its partners- alternative drives to the market as soon as possible.

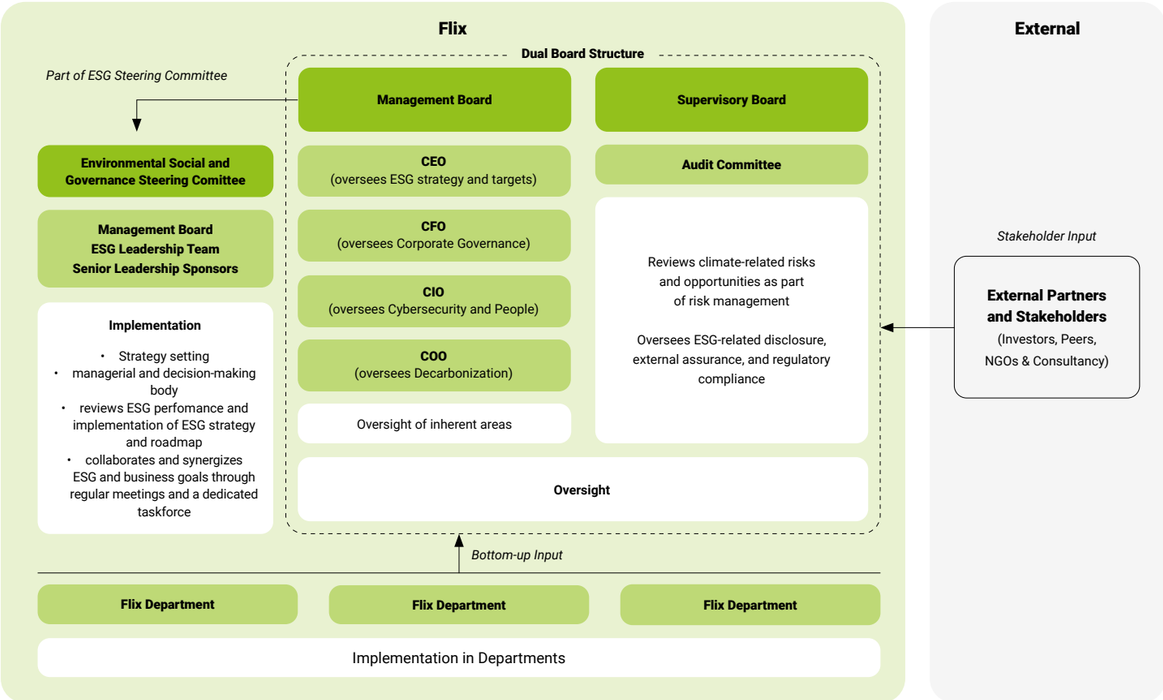
ESG Governance
Integrated into the corporate governance structure, Flix has established a comprehensive ESG governance structure to support the management as well as decision-making and oversight of ESG-related topics. The governance structure on ESG topics is anchored at the Dual Board level, namely, Management Board and Supervisory Board. At Supervisory Board level, it is led by the Audit Committee; at Management Board level, it is the mandate of four C-suite members, with each of the members having specific ESG-related responsibilities. The CEO oversees the ESG strategy and targets, the CFO Corporate Governance, the CIO Cybersecurity and People, and the COO Decarbonization **(GRI 2-12)**.

At the Supervisory Board level, the Audit Committee reviews climate-related risks and opportunities as an integral part of Flix's corporate risk management and oversees the ESG-related disclosure, external assurance, and regulatory compliance **(GRI 2-14)**.

In 2023, two new members joined the Supervisory Board (please refer to chapter About Flix/Governance, page 11). One of them, Marianne Heiss, acts as the dedicated ESG expert thanks to her longstanding experience in the field heading the audit committee which oversees ESG within the Supervisory Board **(GRI 2-17)**.

Moving from oversight to implementation, Flix's Environmental Social and Governance Steering Committee ("ESG Committee") is the strategy setting, managerial, and decision-making body to review the ESG performance and the implementation of the ESG strategy and roadmap. It is comprised of the Management Board, ESG Leadership Team, and Senior Leadership sponsors involved on relevant topics. The ultimate objective is to set up and implement the ESG strategy and measures, collaborate and synergize ESG and business goals through regular meetings and a dedicated taskforce (GRI 2-13).

ESG Governance (GRI 2-12, 2-13, 2-14, 2-17, 2-18)



ESG Policy Commitments

Flix integrates multiple policies to address ESG concerns, including a due diligence and human rights policy. These are operationalized through diverse business and compliance measures, including the People and Business Partner Code of Conduct, Sustainable Travel and Diversity, Equity, and Inclusion (DEI) policy, as well as Whistleblowing and Global Privacy policy (GRI 2-23, GRI 2-24). Other policies include anti-bribery, anti-corruption, anti-fraud, antitrust, privacy management, and conflict of interest. Mandatory training is in place for topics such as compliance, antitrust, and competition law (please refer to chapter Governance/Global Compliance Management System, page 39). All internal policies are approved by Group Compliance and the Management Board[3]. In 2023, our Management Board and company-wide target bonus plan included ESG-related targets, specifically focusing on Customer Net Promoter Score (NPS) and Employee Engagement , to enhance our commitment to social aspects of our ESG goals. This approach underscored our initial steps towards integrating ESG considerations into a formal remuneration policy: for 2024, we have included two ESG-related targets in our Short-term Incentive (STI) plan, duly approved by the Supervisory Board, reinforcing our governance structures. Additionally, we are looking for including specific environmental targets in our Long-term Incentive (LTI) (GRI 2-19, 2-20).

[3] The majority of Flix' policies apply to all employees of Flix SE, its subsidiaries, and affiliates in which Flix SE directly or indirectly owns more than 50 % of the voting control and/or can exercise a controlling influence, irrespective of size, type, and organizational structure.

The Business Partner Code of Conduct addresses human rights topics that are relevant for business partners in the value chain and requires respect of the International Bill of Human Rights, as well as the principles concerning fundamental rights set out in the International Labor Organization's Declaration on Fundamental Principles and Rights at Work.

Flix respects the right to collective bargaining agreements and strives to comply with all local regulations (GRI 2-30).

Flix's core policies

- Due Diligence policy
- Human Rights policy
- People Code of Conduct*
- Business partner Code of Conduct

* incl. incident management procedure and Whistleblowing information

Flix's ESG risk management

Flix conducts a comprehensive biannual risk analysis, encompassing compliance and ESG dimensions, e.g., integrating climate-related concerns. The findings are regularly communicated to management.

The risk analysis considers all three ESG dimensions, identifying and rating key risks along different time horizons. Compliance risks are managed through the Compliance Management System, while IT security and data protection are addressed by the Data Protection Management System (please refer to chapter Governance/Cybersecurity and data protection, page 40). Due diligence risks are mitigated through the adoption of policies and the implementation of training courses, while climate risks are managed through a company-wide transition towards net-zero – which include the commitments to SBTi and to become net-zero globally in 2050, and in Europe by 2040.

TCFD

In 2022, Flix conducted an in-depth climate scenario analysis following the guidelines from the Task Force on Climate-Related Financial Disclosures' (TCFD). This comprehensive evaluation of climate-related risks and opportunities, incorporating both quantitative and qualitative aspects, informed Flix's decarbonization strategy, risk mitigation measures, and the 2023 commitment to SBTi. The outcomes have been integrated into the Company's risk management and reporting framework, setting the foundation for addressing short- to long-term impacts on the business. For further details, please refer to Flix's 2022 Sustainability Report, pages 23 to 25.

Flix's main climate-related risks

Physical climate risks

Climate Change

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

Transition 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

Regulation

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

Materiality analysis and material topics

Flix Materiality Process

To provide a sound foundation to its ESG strategy, Flix conducted its first materiality analysis in 2020/2021, based on interviews with executive management, business owners and employees, country representatives as well as investors. In 2022, the Company conducted an update of the analysis following an inside-out and outside-in perspective, namely identifying the impact of Flix on the economy, society, and the environment as well as the impact of the sustainability topics on the long-term success of the Company. This approach is commonly referred to as "double materiality" as initially prescribed by the Global Reporting Initiative (GRI) Standards [4].

The results of the 2022 materiality analysis (for further details, please refer to Flix's 2022 Sustainability Report, pages 21 – 22) highlight key topics for Flix within four key pillars, Planet, People, Travel [5], and Governance. The results of the analysis were approved by the Sustainability Steering Committee and are presented in this section **(GRI 3-1)**.

In 2023, in preparation for the new CSRD requirements, Flix conducted an initial gap analysis and carried out an alignment process with the new European Sustainability Reporting Standards (ESRS), involving key departments and teams. The next materiality analysis will follow the double materiality guidelines as outlined in the CSRD.

Flix Double Materiality Matrix **(GRI 3-2)**

Stakeholder Engagement

Stakeholder engagement is a crucial component of our due diligence and corporate sustainability practices. Flix engages stakeholders through multiple channels that include spot assessment such as participation in the materiality process, as well as rolling formats such as recurring employee surveys.

As part of the 2022 materiality analysis, five internal stakeholder sessions were held with business owners, executives, and employee representatives, as well as one external session with one of the Company's investors, to refine the topics and impacts.

Beyond the materiality assessment, stakeholders are engaged at various levels: customers can raise complaints through the website, and their feedback is captured through structured surveys. Employees also have access to a Whistleblowing channel to report complaints on diversity, equity, and inclusion, compliance, and more – and they can voice their opinion in pulse surveys, LifeCycle Checks, the AskUsAnything anonymous Q&A tool, or reach out to the Flix Trust and Works Council [6]. Exchanges with bus partners are ongoing throughout the year.

When engaging with various stakeholders, Flix focuses on a transparent and strategic approach. An example of that is the series of speeches held by industry representatives and experts on Flix's 10th anniversary press conference and organized in cooperation with the Public Affairs team to discuss sustainable travel challenges **(GRI 2-29)**.

Additionally, Flix engages in relevant partnerships and memberships (for other relevant partnerships, please refer to chapter Travel/Partnership projects, page 22). The Company has a long-standing strategic partnership with the NGO atmosfair for credible carbon contribution and sustainable travel solutions. Multiple memberships in international associations like IRU, ALLRAIL, and UNGC [7] strengthen Flix's commitment to sustainability and responsible business practices. In 2023, Flix became a member of Rail Forum Europe (RFE), a group of European Parliament members and private stakeholders dedicated to rail topics and joined the Global Passenger Network (GPN), a non-profit organization supporting independent motor coach operators and advocating for the benefits of surface transportation **(GRI 2-28)**.

[4] It must be noted that, when used in this section, this expression does not indicate a double materiality analysis conducted in line with the new requirements laid out by the EU Corporate Sustainability Reporting Directive (CSRD), as defined by the European Financial Reporting Advisory Group (EFRAG). The CSRD sets out reporting obligation for listed and large EU-based companies with respect to sustainability.
[5] In 2023, the pillar Mobility was renamed Travel.
[6] Works Council is in place in Germany.
[7] International Road Transport Union (IRU), Alliance of Passenger Rail New Entrants (ALLRAIL), United Nations Global Compact (UNGC).

Flix's longest sustainable route in Europe

Flix wants to enable travel for all, regardless of their economic status and place of residence. With a vast network stretching across a variety of regions, the company aims to provide a more climate-conscious alternative to planes and cars to connect people with the amazing diversity of the world's cultures. Its longest line in the world, Bordeaux-Bucharest, is a fine example of that.

3,243 km
total length of the route

34
Cities connected

5
Countries crossed

2,187.6 t*
CO_2 were overall saved in 2023 by customers choosing Flix for this route.

89.25 kg*
CO_2 per pax were released by traveling this route with Flix, **almost 6x less than by car and 8x less than by flight.**

Flix connects inner regions with international destinations at an affordable price.

Flix fosters travel to less known destinations.

French part of the route

(01) Bordeaux – (02) Langon – (03) Agen – (04) Toulouse – (05) Narbonne – (06) Beziers – (07) Montpellier – (08) Nimes – (09) Avignon – (10) Aix-en-Provence – **(11) Marseille Saint Charles** – (12) Toulon – (13) Nice Aeroport

Italian part of the route

(14) Torino – (15) Genova **(16) Milan** – (17) Bergamo – (18) Brescia – (19) Verona – (20) Padova – **(21) Venice Mestre**

Hungarian part of the route

(24) Budapest

Slovenian part of the route

(22) Ljubljana – (23) Maribor

Romanian part of the route

(25) Arad – (26) Deva – (27) Orăștie – (28) Sebes – (29) Sibiu – (30) Făgăraș – (31) Brașov – (32) Sinaia – (33) Ploiești – **(34) Bucharest**

Flix provides a more sustainable travel alternative than airlines to holiday-goers.

***Avoided Emissions:**

When Flix customers choose FlixBus or FlixTrain for their travel instead of alternative modes of travel, the resulting difference in CO_2 emissions between these options is considered the emissions avoided. Data on customer preference to alternate modes of travel is obtained from the customers' responses to Flix's post-ride survey that is sent to customers after the completion of their ride. For further information, please refer to Chapter Planet/ Avoided Emissions, page 28.

Travel

As a travel-tech company, Flix has been transforming how individuals travel since 2013, building the largest long-distance bus network in Europe, Türkiye, and North America – and also operating a growing network of long-distance trains in Europe. Through its proprietary booking platform and the growing network of bus partners, the Company provides its customers with a comfortable and affordable collective mode of transportation to travel around the world. Flix is focusing on expanding its offering of sustainable and affordable travel by increasing its network in existing markets, growing the number of countries it operates in, continuously developing its tech platform, and leveraging fleet transformation with sustainable drives.

> 81 m

Passengers carried in 2023

> 5,600

Number of destinations worldwide in 2023

31 % [8)]

Percentage of destinations with less than 20,000 inhabitants worldwide

21 **FLEET TRANSFORMATION WITH ALTERNATIVE DRIVES TOWARDS THE FUTURE OF SUSTAINABLE TRAVEL**
Flix Transformation and Innovation
Partnership Projects

22 **INNOVATION AND TECHNOLOGY**
FlixTech

23 **CUSTOMER ACCESSIBILITY TO AFFORDABLE, COLLECTIVE, AND INTERMODAL TRAVEL**
Affordability
Collective and Intermodal Travel
Accessibility for Customers with Reduced Mobility

25 **SUSTAINABLE VALUE CREATION**
Investments in Infrastructure and Services

25 **CUSTOMER SATISFACTION**
Customer NPS

[8)] Destinations having a population of 20,000 inhabitants or less.

Fleet transformation with alternative drives towards the future of sustainable travel

With a long-term innovation focus, Flix's fleet transformation comprises the increasing use of alternative fuels and new drive technologies. This enables the Company to reduce its negative environmental impacts and meet the demands of society while making a positive contribution to fight climate change. By focusing on long-distance testing of alternative and scalable driving methods, Flix is contributing to the creation of a more sustainable transportation system. As one of the first providers to test diverse alternative drives and fuels in long-distance bus operations and having initiated several partnerships to further enhance their application in its daily operations, the Company aspires to lead and accelerate technical innovation with OEMs while improving the long-distance bus industry via smart tech network planning.

27.8
FlixBuses in **Europe** emit 27.8 grams of CO_2 per passenger kilometer.

42.0
FlixBuses in the **US** emit 42.0 grams of CO_2 per passenger kilometer.

Flix Transformation and Innovation

Flix has always aimed to transform travel. Positioning itself as a more sustainable alternative to cars and planes, the Company continues to expand as an enabler of sustainable and affordable travel. Flix's commitment to sustainability is exemplified by the Company's dedication to enabling alternative travel options while committing to recognized international standards like the Science Based Targets initiative (SBTi). The Company's commitment to SBTi includes providing net-zero travel in Europe by 2040 and reaching net-zero globally in 2050.

Fleet transformation is a key lever in our climate strategy which involves piloting various technologies and alternative drives together with partners worldwide. Flix's partnerships encompass different dimensions and involve suppliers, bus partners, and the wider ecosystem. Through consistent engagement with the manufacturers in the value chain, the Company ensures to be involved in the wider sustainability transition of the industry. Flix works together with its bus partners to tackle route management and manage leasing arrangements. Finally, the Company aims to leverage its network of partners to ensure a general ecosystem transition towards a wider application of charging infrastructure and easy access to low-carbon fuels.

«We aim to drive sustainable travel for all and achieve carbon neutrality. We acknowledge the role of innovation in this transition and are ready to tackle the technological and infrastructural challenges that lie ahead of us along the path, building on solid know-how and a network of first-choice industry partners. We will keep investigating the potential of alternative drives and fuels through strategic, cross-sectoral cooperations to enable progressive fleet transformation, acting as a catalyst for change across the sector and paving the way for a new era in travel».

Manuel Kirchner
Head of Global Business Excellence

Among Flix's key partnerships to achieve this transformation are initiatives such as the introduction of the first long-distance battery electric buses in Europe in 2018, the launch of the world's first long-distance buses with solar panels in 2020, and the cooperation with Scania to equip up to 50 buses powered by bio-LNG technologies by 2025 (please refer to Driving Sustainability, page 6). Other significant partnerships to leverage the fleet transformation include cooperations with Shell, Freudenberg Sealing Technology, ZF Friedrichshafen, and Daimler Buses.

Overseen by our COO, the fleet transformation involves the Bus Fleet Strategy and Sustainability teams. The former strategizes fleet transformation and decarbonization, aligning with SBTi targets, while the latter shapes climate strategy and SBTi objectives.

Partnership projects

- **2018** The world's first electric long-distance buses run in France and Germany
- **2020** The world's first long-distance bus with solar panels.
- **2021** Flix's first long-distance biogas-powered buses run in Benelux & Scandinavia.
- **2021** FlixBus ran the first interstate electric bus pilot in U.S. history between Oregon and Washington State.
- **2022** 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.
- **2022** Two biodiesel buses in France are running on the Brest-Grenoble line using rapeseed biofuel Oleo100.
- **2022** FlixBus ran the first international electric bus pilot in U.S./Canadian history between Seattle, Washington and Vancouver, British Columbia.
- **2022** U.S. FlixBus ran its first East Coast pilot between Washington, D.C., and Philadelphia to test Zero Emission Vehicles on the busiest traffic corridor in North America.
- **2023** Two more buses with solar panels started operating on international lines connecting Milan with Marseille and Munich.
- **2024** A Bio-LNG reference fleet will begin operations with a plan to have up to 50 bio-LNG coaches in Europe in the next years.
- **2024** More projects under way

Innovation and technology

Flix's success is powered by our proprietary, state-of-the art, scalable technology platform, designed to deliver best-in-class outcomes to travelers and partners. Customers enjoy benefits such as easy-to-use booking and ticketing system, GPS live tracking, automated punctuality management, and contactless boarding. Partners have access to the Flix platform, which handles the network management and other administration, allowing them to channel resources into fleet improvements. AI and machine-learning tools play a key role in mastering the complexities of our business. This tech angle has put our business in a unique market position.

495 m
Over 495 million seats managed daily by our AI-based system

1.2 m
Approximately 1.2 million rides forecasted daily

44 m
More than 44 million seats price re-optimized on average every day

FlixTech
Flix has built a highly scalable technology platform which is tailor-made to deliver best-in-class outcomes to travelers and partners. Its platform, FlixTech, is operated by a growing team of qualified tech experts. It provides significant innovative and technological potential. The platform collects and analyzes, through proprietary algorithms, data from bookings and journeys, to understand user behavior and constantly improve Flix's offering.

The FlixTech team is at the core of the Company's business model. It enables technology development, network planning, operations management, marketing & sales, quality management, and continuous product expansion. In 2019, FlixTech reorganized its teams into domains to align goals, stakeholders, and technical ownership. This shift streamlined coordination among product teams and enhanced business efficiency. The Company also dedicates a Product- and a Technology-Officer to each of the domains to maintain a product-centric approach which fosters professional and personal growth.

«With an international Tech team contributing their skills to a robust digital infrastructure, we are committed to always delivering the optimum customer journey. And even more than just a tool to improve our passengers' experience, we see technology as a core prerequisite for sustainable travel, among others enabling fleet optimization to the benefit of both operation costs and the environment. At Flix, sustainability and technology will always go hand in hand, and we will keep abiding by their interconnection in the future with the utmost consciousness».

Hanna Huber
Senior Vice President Technology

Leveraging machine learning technology allows us to optimize production based on granular demand forecasts, ensuring the best supply-demand match and lowest production cost for Flix's bus partners by avoiding empty buses and trains. (For further examples, please refer to the 2022 Sustainability Report, page 50)

Flix monitors its Tech performances through different indicators. In 2023, the Company's Tech employees were composed as follows:

BREAKDOWN OF THE FLIXTECH EMPLOYEES

Gender	2023
Female	114
Male	336
Non declared / not selected	25
Total	**475**
Share of Women in Tech	*24 %*

Customer accessibility to affordable, collective, and intermodal travel

Flix's goal is to enable a travel service that is convenient, affordable, and intermodal through its services, FlixBus and FlixTrain. By allowing access to sustainable and affordable travel options, the Company has a positive impact on society – enabling a transportation service with a low environmental impact per pax/km, serving remote and sparsely populated areas, and offering travel options for passengers with limited financial resources.

Affordability
Passengers can flexibly purchase tickets through various channels such as online platforms, the bus app, Flix Shops, or directly from the bus driver. The Company allows passengers to have access to affordable travel options and, through its dynamic pricing model, strives to always be the most affordable form of transport on each route.

TOTAL PASSENGERS CARRIED BY SEGMENT (in million passengers)

		2023		2022
Segment View				
Europe	54.7	67.3 %	38.7	63.9 %
Türkiye	14.2	17.5 %	13.2	21.8 %
North America (Flix Inc. and Greyhound)	11.6	14.2 %	8.4	13.8 %
Other markets	0.8	1.0 %	0.3	0.5 %
Group	**81.2**	**100 %**	**60.5**	**100 %**

5,600
destinations worldwide in 2023

Collective and Intermodal Travel

As of 2023, Flix offered a vast network of over 5,600 travel destinations across 42 countries spanning Europe, Türkiye, and North and South America. In addition to FlixBus, in 2023 FlixTrain provided convenient and cost-effective rail travel in Germany and Sweden. The global network planning data reveals a distinctive focus on connecting remote areas and regions often overlooked by conventional infrastructure, addressing a global gap in the areas served. In 2023, 31 % of the FlixBus network destinations worldwide had populations of fewer than 20,000, underscoring Flix's commitment to make traveling more accessible. As the Company expands its global network, more connections with remote and sparsely inhabited regions are being established, positioning FlixBus as a vital lifeline and sometimes the sole collective transportation option in these areas.

PERCENTAGE OF DESTINATIONS WITH LESS THAN 20.000 INHABITANTS* (in %)

Country	2023
Croatia	80
Slovakia	47
Poland	44
Austria	42
Czech Republic	42
USA	37
Italy	36
France	35
Globally	**31**

* In relation to the total amount of destinations per country

Accessibility for Customers with Reduced Mobility

Flix strives for accessibility in all its different forms as inclusion is an important factor for quality of life. With this in mind, the Company aims to continue growing its inclusive offerings in accordance with local regulations by ensuring that partner buses are as comfortable and accessible as possible. Flix commits to increasing travel opportunities for all passengers worldwide.

Sustainable value creation

Flix offers financial benefits as well as stability for clients, shareholders, employees, and other stakeholders through its actions. The Company persistently aims to strengthen its offerings and market position, expanding into new markets as well as increasing offerings in existing ones. By leveraging its proprietary technology platform, its asset-light approach, and its focus on customer benefits, the Company remains focused on its profitable growth strategy and constant performance improvement.

Thanks to its technical solutions as well as digital and agile planning, Flix ensures efficient network management by, for example, optimizing bus load factors. The Company's lean structures are designed to manage overhead costs, contributing to its overall financial efficiency.

For further details about the Group's financial performance, please refer to the Group's Annual Report **(GRI 201-1)**.

Investments in Infrastructure and Services

Flix focuses on sustainable growth through increasing the number of bus stops and terminals, the expansion of its networks, and alternative means of transportation **(GRI 203-1)**.

In 2023, Flix expanded its network to Greece (June 2023), Finland (July 2023) and Chile (October 2023). With these new expansions, FlixBus now operates across all continental European Union countries. In the two years that Flix has been operating in Brazil, the company has experienced exponential growth, expanding from serving 6 states at the end of 2022 to 14 states as well as the Federal District by the end of 2023.

Customer satisfaction

Flix offers its customers accessible, sustainable, and affordable travel options. To ensure the best possible experience, the Company is constantly collecting feedback and adapting their services to match customer demands.

Technological innovations such as Flix's booking and ticketing system and the user-friendly FlixBus app help to provide a more comfortable way of traveling. With network intelligence and planning along with dynamic price management, Flix can give its customers the best possible offering. Free WiFi, GPS live tracking, and automated punctuality management also enhance the overall customer experience.

Customer NPS

Monitoring customer satisfaction enables the Company to take actions based on consumer feedback. Consequently, Flix places a high degree of importance on collecting and evaluating the satisfaction of its customers.

Customer satisfaction is collected per segment with the help of a standardized questionnaire sent to all [9] customers upon completion of their journey. The information is then evaluated, and the results discussed in internal meetings, enabling the Company to improve constantly.

Current NPS [10] is a key metric for the Flix Group to assess customer satisfaction, including aspects such as on-time performance and quality of the products.

[9] The survey is sent to all passengers, including Flix SE and entities, Greyhound, Kamil Koç, and train passengers.
[10] The Net Promoter Score (NPS) is a metric used to measure customer loyalty and satisfaction based on the likelihood of customers recommending a company's product or service to others.

Planet

Flix places a strong emphasis on environmental sustainability as a key element of its business strategy, striving to lead the way in offering smart and sustainable travel for everyone. With a growing demand for sustainable transportation [11], Flix is committed to reaching net-zero in Europe by 2040 and globally by 2050, while further aligning with global targets set by the Paris Agreement. For years, the Company has pursued minimizing its direct and indirect emissions through initiatives such as fleet transformation and strategic partnerships.

1.1 m

tonnes of CO_2 of emissions avoided in 2023

98 %

Percentage of EURO VI buses run by Flix's bus partners [12]

Near-term emissions reduction targets

approved by the SBTi

27 CLIMATE STRATEGY

28 AVOIDED EMISSIONS

28 GREENHOUSE GAS EMISSIONS
Corporate Carbon Footprint
CO_2 Emission Offsetting

29 RENEWABLE ENERGIES
Renewable Energy Procurement

[11] Booking.com Sustainable Travel Report 2023 (76 % of Global survey respondents want to travel more sustainable over next year)
[12] Across Europe

«Collective mobility is the first step towards sustainable travel. While we see a growing consciousness about the climate crisis on the part of travelers, we as a travel-tech provider have a duty to ensure that they do not fall short of more environmentally responsible alternatives to planes and cars. With smart network planning and a solid climate strategy to guide our actions, we aim to support the transition to a more conscious travel mindset, thus driving transformative change across society».

Christopher Eul
Expert Network Planning

Climate strategy

Flix's mission is to enable sustainable and affordable travel for everyone through its proprietary tech platform. Sustainability is deeply embedded in the Company's processes. Flix's climate strategy is devised at an interdepartmental level, with cooperation of the Sustainability and the Bus Fleet Strategy teams. Main levers of the strategy are the fleet transformation with alternative drives, a modern, efficient fleet, and strategic collaboration with established industry players (please refer to chapter Driving Sustainability, page 06). The strategy is further delineated by three core principles and five key levers that outline its scope and the actions it entails. The commitment also encompasses the Company's vision for its future, as Flix aims to position itself as a frontrunner with respect to carbon neutral travel in the EU.

At Group level, the Company is developing a pathway for net-zero in line with the Paris Agreement, driven by strategic collaborations and leveraging fleet transformation. In 2023, the Company has committed to set near-term company-wide emission reductions in line with climate science with the SBTi. The current commitment is to reduce absolute Scope 1 and 2 emissions by 54.6 % by 2032 from a 2019 base year – and to reduce Scope 3 emissions (Category 11 - Use of Sold products) per passenger kilometer by 40.9% within the same timeframe. They were successfully validated by SBTi in April 2024.

The foundation for the commitment, as well as for Flix's decarbonization strategy, was also laid out by the results of the Flix climate scenario analysis and risk and opportunity assessment (please refer to ESG Strategy and Management, page 12).

nachdenken • klimabewusst reisen atmosfair

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

BUSINESS AMBITION FOR 1.5°C

2019 CO_2 emissions base year
2023 Commitment to SBTi validated
2032 mid-term goal
2040 Net-zero in Europe
2050 Net-zero across global operations

The three principles of our climate strategy

AVOID	REDUCE	ENGAGE
Modern efficient fleet	Fleet transformation	Strategic partnerships
98% Euro VI compliant [12]	Fuel efficiency	Stakeholder transparency

1.1 m
Flix services helped our customers avoid 1.1 million tonnes of CO_2 in 2023 [13), 14)]

Avoided Emissions

When Flix customers choose FlixBus or FlixTrain for their travel instead of alternative modes of travel, the resulting difference in CO_2 emissions between these options is considered the emissions avoided by the Company's customers. Data on customer preference to alternate modes of travel is obtained from the customers' responses to Flix's post-ride survey that is sent to customers after the completion of their ride.

Flix's 2023 avoided emissions calculation was conducted in line with the Guidance on Avoided Emissions released by the World Business Council for Sustainable Development (WBCSD) and included all global operations that were part of the Flix Group as of December 31, 2023. In addition to customer responses to the post-ride survey that establishes counterfactual scenario to travelling with Flix; the Company also used business operational data (e.g., bus km, passenger km, etc.), and the emission factors primarily coming from the Flix Well-to-Wheel analysis carried out in 2021.

Establishing reliable and credible counterfactual scenarios can be one of the key challenges in estimating avoided emissions. Key limitations in Flix's case include the relatively low response rate to the post-ride survey and the unavailability of bus partner fuel consumption data to update some of the internal Flix emission factors. Where applicable, the Company has taken a more conservative approach and has also tried to account for potential rebound effects, such as induced emissions. Flix recognizes that the global methodology to calculate avoided emissions is evolving, and the relevant reporting standards are still being developed. However, the Company is committed to working with relevant stakeholders to improve transparency and credibility around its own methodology and avoided emission figures.

While following the WBCSD guidelines and complying with the three eligibility criteria identified there, Flix aims to improve on the limitations identified in the current process, improve data quality and response rates for the survey and acknowledge the wider environmental impact beyond GHG emissions. For further details on the emission factor sources and calculation methodology, please refer to the Flix 2023 Avoided Emissions Reporting Criteria or reach out to responsibility@flixbus.com.

Greenhouse gas emissions

Flix is committed to environmental protection and strives to lead by example within its sector. The Company aims to reduce carbon emissions across Scopes 1, 2, and 3 by collaborating with suppliers to decrease direct and energy-related greenhouse gas emissions. This effort not only mitigates future risks and expenses associated with greenhouse gases but also aligns with Flix's high environmental standards. To achieve carbon neutrality, Flix is exploring alternative fuel solutions. **(TR-RO-110a.2. / TR-RA-110a.2)**. Additionally, to address its Scope 1 and 2 emissions, Flix will focus on reducing the energy requirements of its facilities and switch to more efficient and low-emission alternatives when possible and reducing total energy consumption.

[13)] This metric has been subject to external independent limited assurance by ERM Certification and Verification Services Limited ('ERM CVS'). For the results of the assurance, please refer to ERM CVS assurance report and Flix's 2023 Reporting Criteria.
[14)] Approach: Year-on-year retrospective avoided emissions reporting, based on actual distance travelled and updated emission factors data for the year (for those market where latest emission factors are available).

GREENHOUSE GAS EMISSIONS (GRI 305-1, 305-2, 305-3, TR-RO-110a.1. / TR-RA-110a.1)

Emissions in tons of CO_2 equivalent	**2023**	2022
Scope 1*	143,628	139,781
Scope 2*	28,804	4,957
Scope 3*	909,081	728,274
Of which Scope 3 "11 Use of sold products"	708,924	549,792
Total	**1,081,514**	**873,012**

* Scope 1 majority is Tank-to-Wheel emissions of Flix-owned fleet in Greyhound and Kâmil Koç.
* Scope 2: location-based method. The increase is mainly related to the employee's growth in Munich and Berlin offices as well as to the shift to energy mix for FlixTrain in Germany.
* Scope 3.11 refers to Well-to-Wheel emissions of buses owned by bus partners running in the FlixBus network

Corporate Carbon Footprint
Flix has been calculating its Corporate Carbon Footprint (CCF) since 2019. Over time and in parallel with the expansion of its network and operations, Flix has constantly updated its CCF, conducting new assessments every year to promptly integrate changes, and improving both data quality and coverage.

CO_2 Emission Offsetting
Flix customers have the option to offset their CO_2 emissions through the NGO, atmosfair. The customer contribution goes partly into funding projects of atmosfair that support environmental protection and the remaining 25 % goes into the "Future of Mobility Fund".

The emissions generated from a customer' journey are calculated based on the travel distance, with the calculated amount for the compensation automatically included in the ticket price. Typically, this environmental contribution amounts to around 1 – 3 % of the original travel cost. Flix and atmosfair have collaborated to establish the "Future of Mobility Fund," supporting transformative travel projects in the communities served by Flix as well as developing projects with high social value. Offset projects are carried out in accordance with the credible UN Gold Standard, primarily in regions of the Global South. For more details, please refer to Flix's 2022 Sustainability Report, page 29.

109.195
tons of CO_2 offset by Flix's customers since 2015

Renewable energies

Among Flix's levers for sustainable operations is energy management, encompassing both energy efficiency and transition to renewable energy sources. On the one hand, this means reducing the negative climate impacts associated with operations, while on the other, it decreases Flix's expenses and mitigates risks associated with energy prices and fluctuations in the energy supply.

Renewable Energy Procurement
Flix's headquarters in Munich transitioned to renewable energy in 2021, earning LEED Gold certification from the U.S. Green Building Council for its environmentally friendly practices. In 2023, Flix's Berlin employees moved to a new coworking space that is equipped with LED lighting and smart lighting controls that optimize consumption based on office schedules, occupancy, and amount of daylight entering the space.

Flix intends to collaborate with additional suppliers to increase the proportion of renewable energy across all its facilities to 80 % by 2025 and to achieve 100 % by 2030 for new contracts of Flix entities in Europe, excluding co-working spaces.

With respect to train operations, in 2023, FlixTrain Germany switched from green electricity to an energy mix due to the steep rise in energy prices, while FlixTrain Sweden continued to operate on 100 % green electricity.

For more details regarding FlixBus adoption of alternative fuels and new drive technologies, please refer to the section "Fleet transformation with alternative drives towards the future of sustainable travel" on page 21.

ENERGY CONSUMPTION WITHIN FLIX (GRI 302-1)

Energy consumption in MWh	**2023**	2022
Electricity (all offices)*	18,221.00	15,710.29
Of which, renewable energy Munich HQ	*166.44*	*155.09*
Heating (all offices)	27,252.00	20,774.38
FlixTrain in Germany	33,474.28	Not available
Total	**78,947.28**	**36,484.67**

* Between 2022 and 2023, the total number of Flix's employees in Munich and Berlin grew and accounts for the increase in electricity and heating consumption in the offices.

People

As a global company employing over 5,600 people in more than 25 offices and enabling travel across 42 countries in 2023 with over 1,000 partner SMEs, Flix counts a variety of stakeholders along its value chain. With a growing number of actors bound to be impacted by its business, including employees, drivers and customers, the Company attaches the utmost importance to the People pillar in its ESG Strategy. Accordingly, thorough assessment and multiple initiatives are regularly carried out, from ensuring a safe environment for passengers and crew to enhancing diversity and inclusion in the workplace.

5,600

Total number of employees globally: more than 5,600 from 102 countries

44 %

Share of women new hires in 2023

35

Average age of Flix employees

31 SAFETY AND WELL-BEING FOR CUSTOMERS, CREW, AND EMPLOYEES
Flix Safety Management System
Community Safety

32 DIVERSITY, EQUITY, AND INCLUSION
Global Diversity, Equity, and Inclusion Policy
Diversity in the Workforcel
Employee Resource Groups

34 EMPLOYEE ENGAGEMENT AND DEVELOPMENT
Employee Engagement Through Various Platforms
Employee Engagement Survey Results
Development of Professional and Personal Skills

36 TALENT ATTRACTION
Employee Benefits
Work from (M)Anywhere Policy

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

At Flix, ensuring the safety and well-being of customers, employees, and the staff members of its business partners is a top priority. Flix´s ambition is to continuously enhance safety protocols, set new benchmarks, and position itself among the companies with the highest levels of safety worldwide.

While ensuring compliance with regulations, Flix recognizes that employee, staff, and customer safety is a key part of the Company's corporate responsibility and is instrumental in establishing Flix as a robust, trustworthy brand with significant growth potential. The implementation of a Safety Management System (SMS) is crucial to internally govern safety measures at Flix. To this end, managers and staff actively engage with the SMS to identify and address technological, human, or organizational gaps in the safety protocols. Flix is dedicated to fostering a safe, fair, and welcoming environment for its employees, customers, and on-board personnel.

Flix Safety Management System

Flix is committed to enhancing safety as a cornerstone of its service offerings, aspiring to be recognized globally as the safest travel provider. In line with this goal, Flix SE, as well as both Kâmil Koç and Greyhound, two subsidiaries of the Company, adhere to strict safety protocols and conduct regular training sessions to ensure crews are well-prepared for emergencies, promoting a safe environment for all **(GRI 403-7)**.

In cooperation with local service providers, Flix[15] has developed an internal occupational health and Safety Management System (SMS) which was implemented in 2022, aimed to prevent accidents, and improve the physical, mental, and emotional well-being of the employees. Flix also has a crisis management system in place – based on recognized global standards – which handles incidents and minimizes direct occupational health and safety impacts related to business operations **(GRI 403-7)**. The implementation of Flix's Safety Management System (SMS) signifies Flix's systematic approach to managing operational safety risks. This includes setting clear SMS goals, implementing formal risk management processes, monitoring safety standards, establishing escalation protocols, and cultivating a safety-centric corporate culture. The SMS applies to all Company employees. At the entity level, Flix's EHS (Environment, Health, and Safety) management system is audited five times a year to ensure that all aspects that cover employees' health and safety during working hours are addressed **(GRI 403-1)**.

Additionally, the Company promotes employee health through HR efforts, ergonomics, and mental health programs – all of which were in place at Flix SE in 2023. In 2023, Greyhound also had specific measures in place, such as access to medical facilities and Employee Assistance Programs **(GRI 403-6)**.

Adherence to local safety laws is mandatory for staff and employees of the whole Group and entities **(GRI 403-8)**. The Company's dedicated Safety Committee, composed of the COOs and the Senior Director Safety and Traffic Control, meets quarterly to advance initiatives aimed at reducing workplace accidents and promoting employee security and well-being. Employees' participation to the H&S management system in 2023 was sought after through different channels – at Greyhound, safety meetings, inspections, one-on-one conversations, and safety committees are in place, while Kâmil Koç runs regular occupational safety board meetings **(GRI 403-4)**.

Crew safety at our partners and subsidiaries is a top priority for the Company. That is why Flix and its subsidiaries have implemented multiple measures to ensure a secure working environment. Kâmil Koç has established in-company instructions, procedures, and regular risk analyses, and employs specialists for workplace safety, while Greyhound ensures OSHA compliance through engagement with safety teams and local management **(GRI 403-1)**.

[15] Here, Flix SE and entities.

A greater understanding of risks and preventive measures is a key to these efforts. Flix SE offers online safety courses, including legally mandatory courses, which in 2023 obtained a completion rate of 88.10 %. The mandatory annual health and safety training covers essential topics such as first aid, evacuation drills, and external training for new safety officers and is available to all employees on the internal online learning portal, FlixUni. Both subsidiaries also provide employees with training in health and safety. In 2023, Greyhound employees took the training at least once per year, while at Kâmil Koç all new employees were onboarded to the safety procedures through mandatory courses **(GRI 403-5)**.

Work-related injuries are an important indicator and are therefore closely monitored, with stringent protocols in place **(GRI 403-9)**. Health risks of drivers of Greyhound and Kâmil Koç are continuously mitigated through compliance with driving regulations and fatigue monitoring **(TR-RO-320a.3)**. At Greyhound, incident rate for 2023 was 0.5 % for lost-time injuries [16] **(TR-RO-320.a.1/ TR-RA-320.a.1)**. In 2023, the Company reported 0.02 fatalities per million driven km. **(TR-RO-540a.1)** [17].

Community Safety

Flix exercises a zero-tolerance policy towards any form of misconduct or violence, prioritizing passenger security. To ensure community safety, Flix educates its personnel on identifying and addressing incidents of misbehavior. In addition, employees are trained to respond effectively to misbehavior incidents involving customers, bus drivers, or Flix crew members. Moreover, Flix passengers can report incidents of misbehavior directly to the driver, station staff, customer service hotline, or through a designated communication channel. Flix follows up on all reported cases and accordingly responds by adjusting procedures.

The Company has safety departments and programs spread throughout the organization to address numerous aspects of safety. Among internal mechanisms in place to register complaints are the Whistleblower Channel and external reporting via Salesforce by Customer Service **(GRI 2-26)**. Moreover, Flix tracks incidents of discrimination and implements remedial actions, categorizing complaints based on their severity **(GRI 2-25)**. These initiatives are used to maintain a safety dashboard and monitor Flix´s safety assurance practices.

Diversity, Equity, and Inclusion

Having a dynamic and diverse workforce is an asset for companies, and consideration of diversity and equity is key to making travel accessible to all. In this context, Flix is deeply committed to promote Diversity, Equity, and Inclusion across all levels of its organizational structure.

Flix employees promote this culture within their individual environments, and collectively in the workplace. Flix upholds principles of equal opportunities and treatment, while opposing all forms of discrimination based on race, age, gender, sexual orientation, ethnicity, and religion, among others, thereby creating a secure environment for all. Flix maintains a zero-tolerance stance towards unwelcome conduct or language and strictly prohibits discrimination, bullying, and harassment. The Company's values with respect to DE&I are embedded in its policies and practices.

Global Diversity, Equity, and Inclusion Policy

Flix established a Global Diversity, Equity, and Inclusion Policy in 2022. The policy outlines the Company's specific commitments, the implementation process, and the consequences for policy violations. All personnel are informed about the policy as they are required to complete a mandatory training program. To complement this policy, Flix also put in place a Global Whistleblowing Policy. Together, they are designed to safeguard the interests of internal stakeholders.
To read more about both policies, please refer to Flix's 2022 Sustainability Report, pages 35 and 36.

[16] Lost time injuries refer to workplace injuries severe enough to prevent an employee from returning to work for a period beyond the day of the injury.
[17] Figures reported include Flix SE and entities, Kamil Koç and Flix North America.

«Our global teams are crucial for Flix's success. That is why well-being is not just important for a healthy workplace, but it is also essential for reaching our long-term goals. It boosts engagement, helps us attract and keep top talent, and makes Flix a place where people welcome challenges and thrive together. By establishing a diverse, inclusive, and equitable work environment, we empower personal and professional growth, giving everyone the opportunity to unlock their full potential».

Elisabeth Wierzcoch
Team Lead People Experience

Diversity in the Workforce

As globally distributed and diverse as its customer base, Flix employees come from as many as 102 different countries. The gender ratio among employees is very close to a perfect split – as illustrated in the table below **(GRI 2-7)**.

35
employee average age

SHARE OF EMPLOYEES BY GENDER AND ROLE* (in %) (GRI 2-7)

	2023		2022	
	Female	Male	Female	Male
Regular employee	41	58	40	59
Temporary / fixed term	55	45	41	56
Voluntary internship	52	48	50	46
Working student fixed term	54	43	25	75
Mini jobber / Occasional worker	50	50	57	43

* Percentages as of 31st December 2022 / 2023, some rows due to not add to 100 % since not all employees have self-selected gender in the HR system. Coverage of HR figures includes only Flix SE and entities. Breakdown of Not declared gender option is not available for the presented categorization.

With respect to diversity in governance bodies, the highest gap can be observed at the top level, while the ratio was closest at the Individual Contributor level **(GRI 405-1)**. For the Supervisory Board composition, please refer to the chapter "About Flix", page 10.

DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES* (in %) (GRI 405-1)

Gender share by management level	**2023**		2022	
	Female	Male	Female	Male
C-level and senior leadership team**	17	81	17	83
Leadership team	37	62	37	63
Individual contributor	44	55	42	57

* Rates based on snapshot taken as of December 31st, 2023. 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. Coverage of HR figures includes only Flix SE and entities.
** Figures do not include Supervisory Board members.

BREAKDOWN OF AGE GROUPS BY MANAGEMENT LEVELS (in %)

	2023*						2022*					
Diversity by age group	< 25	25 – 32	33 – 40	40 – 47	48 – 55	55 +	< 25	25 – 32	33 – 40	40 – 47	48 – 55	55 +
C-Level & Senior Leadership Team**	2	2	51	30	11	3	0	3	51	33	10	3
Leadership Team	1	14	58	17	5	5	0.4	16	60	19	4	1.2
Individual Contributor	4	45	34	9	5	3	3	54	32	7	2	1

* Rates may not add to 100 % due to rounding.
** Figures do not include Supervisory Board members.

FLIX GROUP EMPLOYEES EXPRESSED IN FTE

	2023
Flix SE and entities (in Europe and other markets)	1,791
Flix North America* (incl. Greyhound and Flix Inc.)	2,356
Türkiye*	1,476
Total	**5,623**

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

Further tables are referenced in the Annex section, page 42.

The 2023 Gender Pay Gap analysis indicated that gender had no statistically significant impact on the total compensation offered to employees. This conclusion was drawn after considering various variables including job profiles, performance ratings, and more **(GRI 405-2)**.

Employee Resource Groups
Flix believes that Diversity, Equity, and Inclusion should be driven by the people for the people, from members of diverse communities to the Flix organization. For this reason, the Company has supported and promoted the establishment of Employee Resource Groups (ERGs). These voluntary, self-organized groups consist of people with diverse attributes or allies of specific causes, such as LGBTIQ+ rights, parental support, women´s empowerment, ethnic or racial advocacy, disability awareness, and more.

In efforts to continuously make Flix a diverse and inclusive workplace, in 2023 Flix established various Employee Resource Groups: Women at Flix, DiversiFlix, and Caregivers at Flix. These groups aimed to empower employees by providing dedicated spaces for collaboration, support, and exchange of ideas. The goal is to harness a group of ERGs that drive meaningful change and ensure that employees from diverse backgrounds feel empowered and able to bring their whole selves to work, regardless of their background or identity.

Employee engagement and development

Flix Group, with a global workforce of over 5,600, prioritizes a diverse and flexible workplace, emphasizing employee well-being and professional growth. Various initiatives highlight Flix's commitment to worker satisfaction, evident in employee engagement programs that offer development opportunities, enhance coworker connections, promote inclusivity, establish positive leader relationships, and create 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 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, including: Pulse surveys, Employee Lifecycle Check, AskUsAnything – An Anonymous Question Portal, Trust Council, and Works Council.

Flix conducts training sessions to ensure managers can use engagement tools to better understand their teams. Monthly Pulse surveys, facilitated by the Peakon platform, are used to gather employee feedback, and are distributed to all Flix staff monthly. HR managers, People Insight Managers, and corporate executives regularly evaluate the results. Company-wide findings, assessed semi-annually, are transparently shared with management and employees, accompanied by action points derived from employee feedback.

Flix maintains two key representative bodies: the Trust Council and the Works Council – to which it added the Flix Team Board (for more information on the FTB, please refer to Flix's 2022 Sustainability Report, page 39). The Company ensures a minimum of four weeks' notice for substantial operational changes which is communicated to these representative bodies **(GRI 402-1)**.

Employee Engagement Survey Results
In 2023, Flix SE conducted two different employee surveys[18]: for global office employees and for employees working in the shop. As of December 20, 2023, Flix SE's global company employee eNPS[19] was 37, which is 10 points above the tech industry benchmark. The benchmark of reference is the Peakon database of all companies that use Peakon and selected Tech as their industry.

This number reflects the aggregated participation of 83 % of Flix's workforce, who had taken part in the monthly survey at least once every 6 months during 2023. Since the beginning of 2023, Flix's engagement score gradually increased, with a total increase of +8 eNPS engagement points, due to several initiatives being rolled out at both, group and local level. Other drivers that significantly improved during 2023 include the Accomplishment (+9) and Meaningful Work (+9) drivers.

In the latest survey of 2023, including shop employees, shop-based employees showed a high engagement score, with an eNPS of 32. As compared to office-based employees, shop employees were more satisfied with the recognition they receive and workload levels, while expressing more dissatisfaction with their work environment and autonomy levels. The results from local shop teams were addressed by shop managers with oversight of the Global Shop team to ensure that appropriate follow-up actions were taken, and support was offered **(CG-EC-330a.1)**.

Development of Professional and Personal Skills
One of Flix's core objectives is providing individuals with career development opportunities while achieving corporate goals. The comprehensive career model and position profiles outline diverse paths within the Company, each with unique characteristics. Flix uses a diversified set of initiatives for professional development, including a dedicated leadership program, an E-Learning platform, and centralized funds for team leaders. These initiatives extend to internal and external ad-hoc trainings, as well as the Grow portal, which includes all available online and offline resources for self-development.

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

1,975
Employees and leaders who joined training in the reporting year

Average yearly hours of training by gender[20] **(GRI 404-1)**:

6hr 15min
Female average training hours

7hr 28min
Male average training hours

[18] The scope of the Peakon surveys conducted over the course of 2023 included Flix Group, excluding Greyhound and Kâmil Koç.
[19] Employee NPS is defined as a combined measure of employee satisfaction level, company recommendation, and retention intention.
[20] Numbers include all training formats offered during the reporting year.

In 2023, 81 % of Flix employees received regular performance and career development reviews (GRI 404-3).

In 2023, new talent programs were launched, contributing to an enriched Leadership Academy. The Company also promoted internal events like the B2run and plans to expand existing programs, introduce new offerings, and enhance cross-functional activities in 2024.

Talent attraction

Flix aims to have an impact on the communities it serves not just by offering sustainable and affordable travel, but also by acting as an employer of choice.

To achieve that, the Company actively works to minimize biases, foster inclusivity in the hiring process, and facilitate a smooth transition from candidate to employee during onboarding. It also strives to match individual talent and skillsets to the proper position.

To effectively communicate with prospective employees, the Talent Attraction team oversees external communications on platforms like Kununu, Glassdoor, and LinkedIn. The team coordinates comprehensive onboarding, including virtual orientations and welcome meetings to foster networking and familiarize new hires with the company culture. Metrics such as hiring and filling times, applicant NPS and more, are used to compare Flix to competitors and improve the process for applicants.

In 2023, the total percentage of employee turnover, including shop employees but excluding interns and working students, was 18 % (GRI 401-1). Further information on changes in Flix's workforce is referenced in the Annex section, page 42.

BREAKDOWN OF NEW EMPLOYEE HIRES BY GENDER IN FTE

Employee new hires by gender	**2023**
Male	393
Female	324
Not declared	13

BREAKDOWN OF NEW EMPLOYEE HIRES RATE BY GENDER (in %)

Employee new hires by gender	**2023***	2022**
Male	54	53
Female	44	43
Not declared	2	N/A

* Percentages based on employees who started in 2023; rates may not add to 100 % due to rounding.
** Percentages based on employees who started in 2022; rates may not add to 100 % due to rounding and employees with no gender selected.

BREAKDOWN OF NEW EMPLOYEE HIRES RATE BY AGE AND GENDER (in %)

Gender share by management level	**2023***		2022**	
Age Bracket	Female	Male	Female	Male
< 25	39	55	51	49
20 – 32	45	55	44	56
33 – 40	44	56	47	53
40 – 47	36	64	38	62
48 – 55	58	40	29	71
> 55	54	42	14	86

* Percentages based on employees who started in 2023; rates may not add to 100 % due to rounding and employees with no gender selected.
** Percentages based on employees who started in 2022; rates may not add to 100 % due to rounding and employees with no gender selected.

Employee Benefits

Flix provides several employee benefits, placing a premium on employee well-being. The Company promotes well-being through offerings like bicycle leasing, nutritional guidance, and sport club memberships. Flix collaborates with OpenUp to provide mental health support, including various activities and confidential counseling sessions. Furthermore, the Company offers 12 complementary round-trips rides on Flix and the opportunity to enroll in a variety of courses (for more detailed information, please refer to Flix's 2022 Sustainability Report, see page 41).

In 2023 Flix was able to add to the existing benefits, including a 30 % Deutschland Ticket Subsidy for all German-based employees, including interns, mini-jobbers, and working students. The introduction of a 50 €/month subsidy for the Cleverly online tutoring platform supported the Company's parents with children in Germany. Flix is dedicated to fostering a positive and supportive environment for its employees (GRI 401-2).

Parental leave entitlements depend on national regulations and locations. In 2023, 120 employees took parental leave, among them, one adoption leave (GRI 401-3). Participation in pension schemes also follows national regulations, with employees in Germany, Poland, Czech Republic, Italy, Sweden, and Denmark eligible to participate in schemes, while Kâmil Koç offers a personalized pension scheme. In the US, Flix's employees have access to 401(k) plans.

EMPLOYEES WHO TOOK PARENTAL LEAVE* (GRI 401-3)

Female	39
Male	80
Adoption leave	1
Total	**120**

* Coverage of HR figures includes only Flix SE and entities.

Work from (M)Anywhere Policy

Flix offers its employees a flexible working opportunity through the Work form (M)Anywhere program, allowing them to work in a hybrid manner from a country which is not agreed upon in the employment contract for a limited period, fostering well-being. Open to all permanent employees from 2022, the program assesses risk levels based on country-requester-combinations, with a maximum 60-day limit per year. Participation requires completion of the Working from (M)Anywhere course on Flix Uni and the Hybrid Working course, covering IT security, ergonomic remote setups, and healthy remote work.

Governance

Flix's governance structure underpins its ESG Strategy and serves as the framework for its business activities. Within the Governance pillar, Flix addresses ESG governance, which is integrated with the responsibilities of the Supervisory and Management Boards, and the compliance topics. The Company complies with laws and regulations, while offering channels to report concerns and abiding by its corporate ethical standards and values. Cybersecurity is also a paramount topic for a tech-enabled company, and Flix addresses it through policies, an in-house dedicated team, strict security protocols, and mandatory training.

C-level

ESG Responsibilities assigned at C-level

ESG

Dedicated ESG Steering Committee in place

25 %

Share of women on the Supervisory Board

39 **BUSINESS ETHICS AND COMPLIANCE**
Business Ethics and Compliance
Global Compliance Management System

40 **CYBERSECURITY AND DATA PROTECTION**
Employee Commitment to Data Protection and Cybersecurity
Managing Data Protection and Cybersecurity Risks

41 **SUPPLY CHAIN MANAGEMENT**
Flix's Business Partner Code of Conduct

Business Ethics and Compliance

Business Ethics and Compliance

Business ethics and compliance are integral to Flix's operations. Anchored by a robust Compliance Management System, the Company prioritizes ethical conduct, enforces stringent policies, and cultivates a culture that values adherence to laws and ethical standards across its global operations. As a global corporation, Flix is subject to various laws and regulations, and adheres to strict corporate ethical standards and internal policies. All stakeholders and Flix subsidiaries are required to comply with regulations and exercise solid business ethics to generate long-term value. Compliance with legal requirements not only prevents Flix from negative financial consequences such as fines but also significantly reduces the risk of damage to the Company's reputation.

Global Compliance Management System

Flix's Compliance Management System (CMS) encompasses a Global Code of Conduct, a recently formed Business Partners Code of Conduct, and several policies addressing key compliance risks such as Corruption and Data Protection. It also includes corporate policies regarding a Whistleblowing program, internal investigation procedures, and mandatory compliance training for all employees. The CMS ensures employees are informed about legal obligations and ethical standards through training and policy dissemination.

Employees are encouraged to report concerns through a Whistleblowing portal. All concerns undergo thorough examinations leading to sanctions for any violations that are identified (GRI 2-25). Flix extends its compliance network globally, with local Compliance Officers and Compliance Coordinators offering support. The Code of Conduct for Business Partners reflects Flix's commitment to high ethical standards for all partners (GRI 2-23). 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 on the mechanisms for seeking advice and raising concerns are included in the People Code of Conduct. Lastly, external complaints can be directed to fairbusiness@flixbus.com (GRI 2-26).

In 2023, 26 compliance issues were reported, and one written warning was filed. All operations were assessed for risks related to corruption, including payments to third parties, conflicts of interest, and unlawful payments to public officials (GRI 205-1). Employees from all entities are regularly informed about anti-corruption practices, including anti-fraud and clauses in the Code of Conduct. Employees are also mandatorily enrolled to anti-corruption courses – which, in 2023, resulted in an 85 % completion rate (GRI 205-2).

There were no significant instances of non-compliance with laws and regulations during the reporting period (GRI 2-27), and no instances of corruption were reported (GRI 205-3).

«In a world that is becoming more and more interconnected every day, the chances are increasing that what we do today will affect others tomorrow. This is why we embed sustainability as the cornerstone of all we do, as we seek to create long-term value for our stakeholders and the wider society: indeed, to build for generations is at the heart of our values. Enforcing business ethics and stringent compliance is vital for this purpose, and here is where our overarching governance structure steps in. We are given the opportunity to impact society for the better, it is now on us to make the best out of it».

Christoph Debus
CFO

Cybersecurity and data protection

Preserving the privacy and security of personal data is of paramount importance to Flix and requires robust cybersecurity measures and strict compliance with data protection legislation. To this end, Flix has implemented various security measures, like the encryption of sensitive data and disaster recovery processes. Most of the cybersecurity work is done in-house with a dedicated cybersecurity team, which gives Flix an advantage over companies relying on consultants for this area of work.

Given the high volumes of personal data for employees, partners, and customers being processed and managed by Flix, effective technological and organizational safeguards are imperative. Flix's cybersecurity and data protection practices are important factors in building its customer loyalty and trust quotient. Flix upholds the fundamental rights of all stakeholders by adhering to laws, establishing internal norms, and employing innovative technological measures. Violations of data protection laws could damage the Company's reputation and result in substantial fines. Thus, guaranteeing cybersecurity and data protection is an essential focus area and risk mitigation strategy for Flix.

Employee Commitment to Data Protection and Cybersecurity
Flix mandates all employees to observe compliance with data protection legislation and corporate values, emphasizing secure data handling with measures like two-factor authentication and end-to-end encryption contracts with cloud providers. Furthermore, employees are made aware of the security protocols to be followed through staff training, policies, and regulations. The closely monitored Flix Secure Score (FSS) utilizes security criteria to assess and ensure prevention of breaches and protection of user data.

Managing Data Protection and Cybersecurity Risks
Data protection is a key focus for Flix's risk management and compliance efforts as a tech-enabled company. Among the mechanisms in place to ensure data protection are the Flix Data Protection Management System (DMS), global policies, and implementation of international information security standards. For the full list of activities, please refer to Flix's 2022 Sustainaibility Report, see page 56.

Data protection is a central tenet in Flix's risk management and is engrained in the Company's DMS. Flix closely monitors data protection KPIs, including training enrolment rates, data requests, and procedures with data protection authorities. In 2023, the training course on Security Awareness on FlixUni was completed by 84.9 % of the employees **(CG-EC-230a.2. / TC-IM-230a.1)**.

Adhering to GDPR guidelines, Flix has a robust procedure for managing data privacy infringements, with dedicated teams categorizing risks and promptly alerting relevant authorities. The Flix SE Management Board receives an annual report from the data protection officer, including all the pertinent KPIs **(CG-EC-220.a.2 / TC-IM-220a.1)**.

In 2023, 23 potential data breaches were inspected, but no serious breaches had occurred that had to be reported to the authorities **(GRI 418-1, CG-EC-230a.2. / TC-IM-230a.1)**. In some countries, Flix uses customer data for advertising purposes on the basis of Art. 13 para. 2 of Directive 2002/58/EC (ePrivacy Directive) or the respective national implementations **(CG-EC-220a.1 / TC-IM-220a.2)**.

Supply chain management

As an asset-light tech company, Flix relies on its local partners to operate the bus and train services. In this context, ensuring risk mitigation and minimization across the supply chain is crucial. Flix collaborates with its suppliers to ensure ethical and regulatory compliance with respect to human rights, labor regulations, and corruption. The new LkSG [21)] legislation strengthens Flix's commitment to ethical supply chain practices.

Flix is rolling out a new procurement policy [22)], aimed at ensuring supply chain transparency. To enact it, the procurement team collaborates closely with finance, legal, and other relevant units, in particular compliance. Proactive risk management measures are integrated into the policy to safeguard against legal, financial, and reputational risks.

The risk management processes include the requirement for business partners to fill out a structured questionnaire for contracts worth 50,000 € or more, as well as a careful inspection of results. As part of the control measures, a compliance loop is in place for concerning answers. Flix's Code of Conduct also sets out clear expectations for suppliers regarding ethical behavior, environmental stewardship, and social responsibility. Further control functions are under evaluation to strengthen procurement risk management.

Flix's Business Partner Code of Conduct
In order to align partners' practices with Flix's vision on ethical business, the Company has developed a Business Partner Code of Conduct. Currently, Flix is working to have 100 % of all business partners sign the Code of Conduct by the end of 2024. In addition, Flix has a supplier questionnaire in place to ensure transparent, ethical, and risk-mitigated procurement practices. The process includes a compliance loop if suppliers provide concerning answers, allowing for a double-check before proceeding. If suppliers fail to meet compliance standards, the Company refrains from engaging with them.

Although not having detected any adverse effects along the supply chain, Flix always aims at strengthening the safeguard in place for ethical supply chains. This is why the Company is working on developing more comprehensive control functions and reporting processes **(GRI 414-1, 414-2)**. In addition, it is the Company's intention that all business contracts include a Compliance Clause by the end of 2024.

[21)] LkSG (full name Lieferkettensorgfaltspflichtengesetz) is a German law that entered into force in 2023 which imposes due diligence requirements relative to human rights in the value chain on large companies in Germany.
[22)] The Global Procurement Policy in place for Flix entities does not encompass Greyhound, Flix NA, Flix Inc, and Kamil Koç.

Annex

About this report

Flix SE reported in accordance with GRI Standards for the period January 1, 2023, to December 31, 2023. No restatements have been made for 2022. The information in this report relates to Flix SE and its subsidiaries, as it does in the Company's financial reporting, unless specified otherwise. This report has not been externally audited. The 2023 avoided emissions figures are assured on a limited assurance level, in accordance with International Standard for Assurance Engagements ISAE 3000 (Revised) standards, in comparison to the methodology recommendations of WBCSD Guidance on Avoided Emissions.

Flix SE publishes an annual Sustainability Report. The report for 2023 was issued on April 22, 2024, and includes Flix Group and all its entities. For matters relating to this Sustainability Report, the Company can be reached at responsibility@flixbus.com **(GRI 2-2, 2-3, 2-4, 2-5)**.

Extended Tables [23)]

New employees hires and employee turnover (GRI 401-1)

BREAKDOWN OF EMPLOYEE TURNOVER RATE BY GENDER (in %)

Turnover rate by gender	**2023***	2022**
Male	18	25
Female	17	23
Not declared	N/A	N/A
Total turnover	**18**	**25**

* Percentages based on employees from starting till end of 2023.
** Percentages based on employees from starting till end of 2022.

BREAKDOWN OF EMPLOYEE TURNOVER RATE BY MANAGEMENT LEVEL (in %)

Turnover rate by management level	**2023***	2022**
C-Level & Senior Leadership Team***	12	9.67
Leadership Team	9	11.16
Individual Contributor	20	25.00

* Turnover rates are based on all leavers in 2023, percentages exclude working students, interns, and contingent workers.
** Turnover rates are based on all leavers in 2022, percentages exclude working students, interns, and contingent workers.
*** Figures do not include Supervisory Board members.

[23)] Coverage of HR figures includes only Flix SE and entities.

Index

GRI-Index

Statement of use:	Flix has reported in accordance with the GRI Standards for the period January 1, 2023, to December 31, 2023.
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	About Flix P. 10	
	2-2 Entities included in the organization's sustainability reporting	About Flix P.10, About this report (Annex) P. 42	
	2-3 Reporting period, frequency and contact point	About this report (Annex) P. 42	
	2-4 Restatements of information	About this report (Annex) P. 42	
	2-5 External assurance	About this report (Annex) P. 42	
	Activities and workers		
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	About Flix P. 11	
	2-7 Employees	About Flix P. 11, People P. 33	
	2-8 Workers who are not employees	About Flix P. 11	
	Governance		
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	About Flix P. 11	
	2-10 Nomination and selection of the highest governance body	About Flix P. 11	
	2-11 Chair of the highest governance body	About Flix P. 11	
	2-12 Role of the highest governance body in overseeing the management of impacts	ESG strategy and management P. 13	
	2-13 Delegation of responsibility for managing impacts	ESG strategy and management P. 14	
	2-14 Role of the highest governance body in sustainability reporting	ESG strategy and management P. 13	
	2-15 Conflicts of interest	About Flix P. 11	
	2-16 Communication of critical concerns	About Flix P. 11	
	2-17 Collective knowledge of the highest governance body	ESG strategy and management P. 13	
	2-18 Evaluation of the performance of the highest governance body	ESG strategy and management P. 14	
	2-19 Remuneration policies	ESG strategy and management P. 15	
	2-20 Process to determine remuneration	ESG strategy and management P. 15	
	2-21 Annual total compensation ratio		Not reported due to confidentiality constraints
	Strategy, policies and practices		
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	CEO Statement P. 02	
	2-23 Policy commitments	ESG strategy and management P. 14, Governance P. 39	
	2-24 Embedding policy commitments	ESG strategy and management P. 14	
	2-25 Processes to remediate negative impacts	About Flix P. 11, People P. 32, Governance P. 39	
	2-26 Mechanisms for seeking advice and raising concerns	About Flix P. 11 , People P. 32, Governance P. 39	
	2-27 Compliance with laws and regulations	Governance P. 39	
	2-28 Membership associations	ESG strategy and management P. 17	

GRI Standard	Disclosure	Location	Omission
	Stakeholder engagement		
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	ESG strategy and management P. 17	
	2-30 Collective bargaining agreements	About Flix P. 11, ESG strategy and management P. 15	
MATERIAL TOPICS			
	Materiality assessment and list of material topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	ESG strategy and management P. 16	
	3-2 List of material topics	ESG strategy and management P. 16	
Travel			
	Fleet transformation with alternative drives towards the future of sustainable travel		
GRI 3: Material Topics 2021	3-3 Management of material topics	Travel P. 21 –22	
	Innovation & technology		
GRI 3: Material Topics 2021	3-3 Management of material topics	Travel P. 22 –23	
	Customer accesibility to affordable, collective and intermodal travel		
GRI 3: Material Topics 2021	3-3 Management of material topics	Travel P. 23 – 24	
	Sustainable value creation		
GRI 3: Material Topics 2021	3-3 Management of material topics	Travel P. 25	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Travel P. 25	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Travel P. 25	
	Customer satisfaction		
GRI 3: Material Topics 2021	3-3 Management of material topics	Travel P. 25	
Planet			
	Greenhouse Gas Emissions		
GRI 3: Material Topics 2021	3-3 Management of material topics	Planet P. 28 – 29	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Planet P. 28	
	305-2 Energy indirect (Scope 2) GHG emissions	Planet P. 28	
	305-3 Other indirect (Scope 3) GHG emissions	Planet P. 28	
	Renewable energies		
GRI 3: Material Topics 2021	3-3 Management of material topics	Planet P. 29	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Planet P. 29	
People			
	Safety & well-being for customers, crew and employees		
GRI 3: Material Topics 2021	3-3 Management of material topics	People P. 31 – 32	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	People P. 31	
	403-4 Worker participation, consultation, and communication on occupational health and safety	People P. 31	
	403-5 Worker training on occupational health and safety	People P. 32	
	403-6 Promotion of worker health	People P. 31	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	People P. 31	
	403-8 Workers covered by an occupational health and safety management system	People P. 31	
	403-9 Work-related injuries	People P. 32	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		Due to the recent implementation of the process, data is not yet available to be reported.
	Diversity, equity, and inclusion		
GRI 3: Material Topics 2021	3-3 Management of material topics	People P. 32 - 34	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	People P. 33	
	405-2 Ratio of basic salary and remuneration of women to men	People P. 34	

GRI Standard	Disclosure	Location	Omission
	Employee engagement & development		
GRI 3: Material Topics 2021	3-3 Management of material topics	People P. 34 – 36	
GRI 402: Labor Management Relations 2016	402-1 Minimum notice periods regarding operational changes	People P. 35	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	People P. 35	
	404-3 Percentage of employees receiving regular performance and career development reviews	People P. 36	
	Talent attraction		
GRI 3: Material Topics 2021	3-3 Management of material topics	People P. 36 – 37	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	People P. 36	
	401-2 Benefits provided to full-time employees that are not provided to temporary or parttime employees	People P. 37	
	401-3 Parental leave	People P. 37	
Governance			
	Business ethics & Compliance		
GRI 3: Material Topics 2021	3-3 Management of material topics	Governance P. 39	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Governance P. 39	
	205-2 Communication and training about anti-corruption policies and procedures	Governance P. 39	
	205-3 Confirmed incidents of corruption and actions taken	Governance P. 39	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	In 2023, there were two legal actions regarding anti-competitive behavior and violations of anti-trust and monopoly legislation and one legal action by an Anti-trust authority pertaining to unfair commercial practices. One of them was dismissed in 2023 and one at the beginning of 2024. The case, related to unfair commercial practices, was appealed and is currently pending.	
	Cybersecurity & Data Protection		
GRI 3: Material Topics 2021	3-3 Management of material topics	Governance P. 40	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Governance P. 40	
	Supply chain management		
GRI 3: Material Topics 2021	3-3 Management of material topics	Governance P. 41	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Governance P. 41	
	414-2 Negative social impacts in the supply chain and actions taken	Governance P. 41	

SASB Index

Code	Accounting Metric	Location
	Topics: Internet Media & Services; E-Commerce	
CG-EC-220a.1 / TC-IM-220a.2	Number of users whose information is used for secondary purposes	Governance P. 41
CG-EC-220a.2 / TC-IM-220a.1	Description of policies and practices relating to targeted advertising and user privacy	Governance P. 41
CG-EC-230a.2 / TC-IM-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Governance P. 41
CG-EC-330a.1	Employee engagement as a percentage	People P. 35
	Topics: Road Transportation; Rail Transportation	
TR-RO-110a.1 / TR-RA-110a.1	Gross global Scope 1 emissions	Planet P. 28
TR-RO-110a.2 / TR-RA-110a.2	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Planet P. 28
TR-RO-320a.1 / TR-RA-320a.1	(1) Total recordable incident rate (TRIR) and (2) fatality rate for (a) direct employees and (b) contract employees / (1) Total recordable incident rate (TRIR), (2) fatality rate, and (3) near miss frequency rate (NMFR)	People P. 32
TR-RO-320a.3	Description of approach to managing short-term and long-term driver health risks	People P. 32
TR-RO-540a.1	Number of road accidents and incidents	People P. 32

› Legal Disclosure

Copyright 2024 ©
Flix SE
Friedenheimer Brücke 16
80639, Munich, Germany
www.flix.com

CONTACT
Andrea Koepfer, Senior Director ESG & Communications
E-Mail: responsibility@flixbus.com

CONCEPT AND REALIZATION
Flix SE, Munich, Germany
:response, Frankfurt, Germany
Kammann Rossi GmbH, Cologne, Germany

PHOTOGRAPHS
Kathrin Schafbauer: pages 03, 05, 13, 21, 23, 27, 33, 39
Ralf Berndt: pages 06 – 09
Adobe Stock: pages 18, 19

Any reproduction, including excerpts, is only permitted with the written consent of the publisher and with the source reference “Flix SE” (Text and image). In this case, we request that you please send us a specimen copy.