



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.

In cooperation with local service providers, Flix¹ 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. 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.

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.

Adherence to local safety laws is mandatory for staff and employees of the whole Group and entities. 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.

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

¹ Here, Flix SE and entities.



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.

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.

Work-related injuries are an important indicator and are therefore closely monitored, with stringent protocols in place. Health risks of drivers of Greyhound and Kâmil Koç are continuously mitigated through compliance with driving regulations and fatigue monitoring. At Greyhound, incident rate for 2023 was 0.5 % for lost-time injuries². **In 2023, the Company reported 0.02 fatalities per million driven km³.**

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. Moreover, Flix tracks incidents of discrimination and implements remedial actions, categorizing complaints based on their severity. These initiatives are used to maintain a safety dashboard and monitor Flix's safety assurance practices.

² 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.

³ Figures reported include Flix SE and entities, Kamil Koç and Flix North America.