

# Health & Safety

Flix's workplace and accident management is segmented across various parts of the business, based on the country of operations and based on the type of employment (office-based employees vs field workers including drivers, crew, stewards, station, terminal and Flix shop personnel). Flix has an established Safety Management System (SMS) that provides a structured management approach to control safety risks in operations by clearly defining goals for the SMS, implementing formal processes to assess and manage risk, monitoring safety standards and defining clear escalation paths, while reinforcing the role of safety in our corporate culture. The SMS applies to the entire Group, while partially applies to FlixTrain, Greyhound and Kâmil Koç. The most senior level accountable for the implementation of the policy is the Senior Director Safety & Traffic Management, reporting to our COO.

Operational safety is our top priority and takes precedence over economic, ecological, operational or social interests. It is our goal to continuously develop our strategies, processes and procedures so that the highest possible safety standards are upheld at Flix at all times. The company is committed to providing sufficient and appropriate resources for this purpose. Managers and employees, as well as our partners, share responsibility for actively engaging in the Safety Management System (SMS).

In concrete terms, we expect managers and process managers to do the following:

- Continuously promote participation in the Safety Management System (SMS) among all employees, demonstrate their own engagement, and reinforce the importance of the safety policy;
- Ensure that operational activities are always guided by safety considerations;
- Proactively identify hazards, assess associated risks, and take appropriate measures to develop, implement, and regularly review mitigation strategies and related documentation;
- Comply with all relevant laws and applicable industry standards;
- Allocate sufficient and appropriate resources—both in quality and quantity—to support safety objectives;
- Define and communicate safety and security goals, set performance standards, and track progress using appropriate metrics.

## POLICIES

The SMS guideline consists of concrete safety guidelines covering several areas: safe crew, safe vehicle, safe processes, safe company, safe environment. **ENGAGING WITH STAKEHOLDERS AND REMEDIATING NEGATIVE IMPACTS**

Flix SMS is aimed at preventing accidents and improving the physical, mental, and emotional well-being of employees, drivers and customers. Flix also has a crisis management system in place – based on recognized global standards – designed to manage incidents and minimize occupational health and safety risks related to business operations.

This includes setting clear SMS goals, implementing formal risk management processes, monitoring safety standards, establishing escalation protocols, and cultivating a safety-centric corporate culture. All operational employees are informed about the safety management system and are expected to prioritize operational safety in all activities. We encourage every employee to report any observed incidents, hazards, or safety concerns to the SMS. Each new employee completes an online course on occupational health and safety as part of their onboarding at Flix. Additionally, we perform quarterly Flix Safety events or lessons (e.g. intranet articles) to raise awareness, reinforce reporting procedures,

and ensure all employees understand what and how to report. In our regular Transport Manager jour fixes, we share the most interesting cases with all country organizations to highlight lessons learned, avoid making the same mistakes on other projects, and raise safety awareness in general.

In 2024, the safety management team had implemented several technical and operational solutions to tackling road safety for drivers, crew as well as for passengers. Key initiatives included a cross-functional project called ‘Buckle Up’ which highlighted the importance and legal obligations of wearing seatbelts for both drivers and passengers. The initiative also included various nudges for customers including multilingual on-board announcements, in-app FAQ notification, as well as equipping seats with seatbelt stickers across our buses in the DACH region.

**METRICS**

Work-related injuries are an important indicator and are therefore closely monitored, with stringent protocols in place. Our Safety department has developed a dashboard to collect key metrics. Internal and external benchmarking activities help Flix continuously improve its safety performance. Health risks of drivers at Greyhound and Kâmil Koç are continuously mitigated through compliance with driving regulations and fatigue monitoring.

Flix uses the Risk Assessment Score methodology developed at EU level to assess fleet safety by analysing rest and driving times of the drivers. The final score for this year was 84, which assesses Flix as a low-risk transportation company.

| Health & Safety Metrics  | Office-based employees & other facilities | Bus drivers, crew and stewards |
|--|---|--------------------------------|
| Percentage of employees covered by health & safety management system | 100%                                      | 100%                           |
| Number of work-related injuries                                      | 7   | 292                            |
| Rate of work-related injuries  | 0.7 per million working hours             | 0.27 per million driven kms    |

*Methodology*

*Health and safety coverage KPI is based on input from the HR, Health and Safety, and Facility Management teams of local entities. The total equals 100% since all Flix employees are automatically included in the health and safety coverage system.*

*Work-related injuries are defined by ESRS as work-related injury or ill-health resulting to*

- Death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, or loss of consciousness; or*
- Significant injury or ill health diagnosed by a physician or other licensed healthcare professional, even if it does not result in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, or loss of consciousness.*

*Rate of recordable work-related injuries for office-based employees is calculated by dividing the respective number of cases by the total number of hours worked by Flix own workforce (which is estimated based on internal assumptions) and multiplied by one million.*

*Rate of recordable work-related injuries for bus drivers and crew members is calculated by dividing the respective number of cases by the total number of kilometres driven and multiplied by one million.*

## **TARGETS**

Flix has no specific targets regarding safety, but rather strives to continuously enhance safety protocols, set new benchmarks, and position itself among the companies with the highest levels of safety worldwide. The effectiveness of Flix policies and actions is measured via looking at indicators gathered internally. Safety metrics are benchmarked internally (among regions and business partners) and externally (vs. peers).