

# SUSTAINABILITY REPORT 2025



- 03 Statement by the Chairperson of the board
- 04 Rīgas satiksme in 2025
- 05 Major investment projects
- 07 Public activities
- 08 Rīgas satiksme in Numbers
- 09 Public transport service
- 11 Parking lot management

### **12 (BP-1, BP-2) General information**

- 15 (GOV-1) Corporate governance in the company
- 19 (GOV-2) Sustainability management in Rīgas satiksme
- 22 (GOV-3) Top management remuneration system
- 23 (GOV-4) Due diligence
- 24 (GOV-5) Risk management characteristics of Rīgas satiksme
- 26 (SBM-1) Strategy
- 28 (SBM-1) Value chain management and activities
- 30 (SBM-1) Business model
- 31 (SBM-1) Financial management of the company
- 33 (SBM-2) Stakeholder engagement
- 34 (IRO-1) Dual materiality assessment

### **39 Environmental impact**

- 41 (E-1) Climate change
- 50 (E-2) Pollution
- 56 (E-3) Water management
- 56 (E-4) Biodiversity and ecosystem
- 57 (E-5) Waste reduction

### **59 Impact on society**

- 60 (S-1) Own personnel
- 76 (S-2) Employees in the value chain
- 76 (S-3) Affected communities
- 77 (S-4) Customer and end user

### **84 Impact on business**

- 85 (G1-1) Business policy and corporate culture
- 87 (G1-2) Sustainable procurement and responsible supply chain
- 90 (G1-3) Prevention of conflict of interest and corruption
- 92 (G1-4) Incidents of corruption or bribery
- 92 (G1-5) Political influence and lobbying activities
- 94 (G1-6) Payment practices

### **95 Corporate Governance Report**

- 102 References used

## MANAGEMENT SPEECH

Dear colleagues, partners and residents of Riga,

2025 has been an intense, responsible and result-rich year for Rīgas satiksme. It was a year in which daily work, strategic decisions and bold choices have turned into measurable results in urban mobility.

Last year, Rīgas satiksme carried 118.5 million passengers, while maintaining a 99.68% service performance, which confirms the stability and reliability of the service. It is important for us that public transport is not only accessible, but also of high quality, and this is also confirmed by the passenger rating – 82% of customers are satisfied with the availability of the service and 77% with its quality. In 2025, we have made significant changes to the route network, created new tram connections, and initially pilot routes have been adopted as permanent solutions, ensuring connections between neighborhoods with the city's main public transport hubs, including the route from Voleri to the Botanical Garden and improved public transport accessibility in the Šķīrotava area. The tripartite agreement concluded between the City of Riga and Rīgas satiksme with the Ropaži municipality should be mentioned as a significant change in understanding and approach to the public transport service financing model. The aforementioned agreement is the first inter-municipal public transport service co-financing model in Latvia, laying the foundation for closer cooperation in the metropolitan area and more sustainable development of public transport in Pierīga.

Of particular importance in 2025 has been the issue of continuity and long-term clarity of public transport services. The conceptual decision of the Riga City Council on the provision of public transport services after 2033, adopted on July 30, 2025, provides Rīgas satiksme with strategic stability and predictability. This allows for long-term investment planning in the renewal of rolling stock and infrastructure development, strengthening Rīgas satiksme the backbone of Riga's mobility in the coming decades.

One of the most striking examples of infrastructure development is the extension of tram line 7, which creates a modern transport interchange with integrated tram, trolleybus and bus traffic. This project is also historically special – the last new tram track section in Riga was built more than 40 years ago, and today we are once again developing rail transport as the basis for sustainable urban mobility.

Looking to the future, as a strategic step, work has begun on preparing the reconstruction of the 2nd trolleybus park. The design competition ended last year, and work is currently ongoing with the three award-winning winners to adapt the proposed solutions to the technical parameters of the trolleybus park. The winner will be determined after the cost assessment. The reconstruction will form the basis for a modern electric transport infrastructure, a safe working environment for employees and the provision of high-quality public transport services in the future.

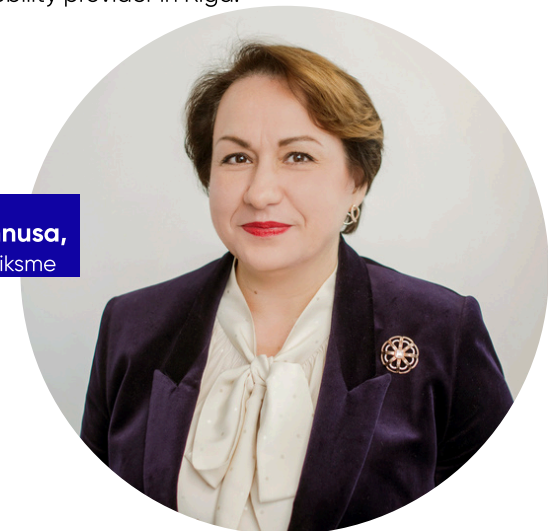
2025 has also been a year of testing new solutions. The night public transport pilot project demonstrated a real need for mobility among residents outside of the usual daytime regime – 11,422 passengers used the service, and almost 80% of residents surveyed supported its continuation.

At the same time, practical steps have been taken towards integrated metropolitan mobility by introducing a single Riga ticket with AS "Pasažieru vilciens". This solution allows us to assess the further development directions of such a service, as well as its technical support.

In addition to these visible projects, 2025 has also been a year of systematic work in the areas of environment, digitalization, safety, employee development and governance. We have continued to electrify the transport fleet, reduced emissions, developed digital solutions for passengers, strengthened risk management and the internal control system, as well as invested in employee safety, competences and well-being. These works form a solid foundation for Rīgas satiksme to continue to be a reliable, modern and sustainable mobility provider in Riga.

The year 2025 clearly shows that Rīgas satiksme not only provides transportation, but also consciously shapes the future of urban mobility.

**Džineta Innusa,**  
Chairwoman of the Board of Rīgas satiksme





### Night transport in Riga

In the spring of 2025, after approval by the Traffic and Transport Affairs Committee, Riga City Council, and the Passenger Commercial Transportation Licensing Commission, night public transport was restored to assess passenger demand for this type of service during a pilot project. The service was provided on Friday-Saturday and Saturday-Sunday nights, as well as on public holidays.

From May 17 to October 26, transportation was organized on 3 night routes from the Center to the neighborhoods of Teika, Jugla, Mežciems, Purvciems, Pļavnieki, Āgenskalns, Zolitūde, and Imanta.

In total, 11,422 passengers were transported on night buses, and the highest demand for this service was in the summer months. At the request of the Riga City Council, SKDS conducted a survey of Riga residents in November 2025, where one of the questions was about public transport running in Riga also at night, and almost 80% of respondents believe that such a service should be provided.

By the beginning of 2026, the Riga City Council has not made a decision on the continuation of night public transport service in 2026.

### Strategic cooperation for service development

On May 30, 2025, the Riga City Municipality and the Ropaži Municipality, together with Rīgas satiksme, signed the first ever tripartite cooperation agreement on co-financing public transport services. According to the agreement, the Ropaži Municipality will financially participate in the provision of three bus routes – 16, 34 and 47, which cross the territory of the Ropaži Municipality. Until now, these routes were financed only by the Riga Municipality, but from now on, the Ropaži Municipality will co-finance the part of the route that is located in its administrative territory. This agreement is an important step in creating sustainable and efficient mobility in the Riga Region. The pilot project is being implemented within the framework of the agreement and is used as an example of good practice for evaluating future cooperation models.

### Long-term development of public transport services

With the conceptual decision of July 30, 2025, the Riga City Council supported the conclusion of a direct service agreement with Rīgas satiksme for the provision of public transport services on the capital's route network after June 30, 2033, at the same time instructing Riga municipal Department of Public Realm and Mobility to evaluate

the possibilities of opening the bus transportation market by 2028 and determine which routes could be transferred to other service providers through an open tender in the future.

The decision serves as the basis for Rīgas satiksme long-term investment planning – rolling stock renewal, infrastructure modernization, and attracting external financing – while maintaining the Riga City Council's political control over the public transport system development model and ensuring service continuity in the long term.

On November 13, 2025, Rīgas satiksme organized a conference **“Stakeholder Involvement in Riga Satiksme Development Planning”**, bringing together a wide range of stakeholders – representatives of local government and state institutions, industry experts, representatives of academia, social partners and non-governmental organizations – to strengthen the dialogue on public transport development directions and sustainable mobility solutions in Riga. The conference emphasized the importance of systematic stakeholder involvement in public transport service planning and strategic decision-making. In his address, Minister of Transport Atis Švinka emphasized the need to base public transport development on a long-term vision, close cooperation between the state, local government, service providers and society, emphasizing that a reliable, accessible and environmentally friendly mobility system is a prerequisite for both economic development and the quality of life of residents. The conference served as an important platform for exchanging experiences and building a common understanding of the challenges and opportunities for the development of Rīgas satiksme in the long term.



## MAJOR INVESTMENT PROJECTS



### Projects co-financed by EU funds in the period from 2022 to 2026 (forecast)

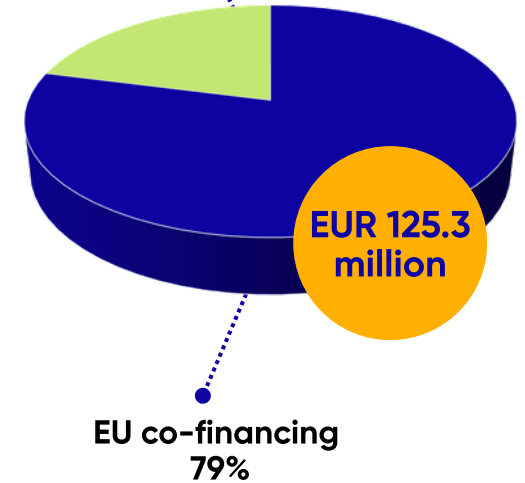
As part of the project **"Construction of the 7th tram line extension"**, the infrastructure of the 7th tram route is being extended to the intersection of Latgales Street and Višķu Street (~2.2 km), where a transport interchange point is being created. To ensure convenient transfer from one type of public transport to another, the 15th trolleybus route is also being extended to the transport interchange point along Višķu Street (~300 m). At the transport interchange point, mutually integrated public transport will be available in one place – bus/electric bus, trolleybus, tram. Construction works will be completed in the 1st quarter of 2026 and commissioning is planned for the 2nd quarter of 2026. The European Union Recovery Fund has attracted funds in the amount of 29.4 million euros (excluding VAT), for a total amount of 31.9 million euros (excluding VAT).

The project **"Phase 2 of the Low-Floor Tram Implementation Project in Riga"**, within the framework of which, in the period from 2017 to 2026, the infrastructure of tram routes 1 and 11 is being improved (reconstruction of tracks, stops and catenary, replacement of catenary supports, reconstruction of substations and replacement of equipment), as well as the reconstruction of the production building of the 5th tram depot at Brīvības Street 191, Riga is being carried out. A total of 102 million euros are being invested in the implementation of the project, and it is financed by A/S SEB banka, Nordic Investment Bank, European Investment Bank, as well as financing for the implementation of the project has been provided from the budget of Rīgas satiksme.

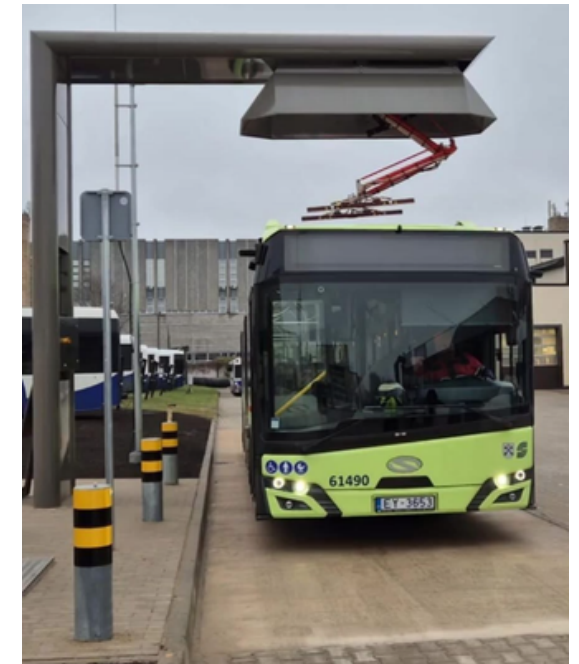
In total, investments in the project from its inception to the end of 2025 amounted to 91.7 million euros, and in the reporting year, investments amounted to 22.1 million euros.

The project **"Reducing emissions in the city of Riga – purchase of electric buses and development of an electric charging network"** is being implemented by Rīgas satiksme with the aim of reducing emissions in the provision of public transport services in Riga, promoting a gradual transition from fossil fuel buses to electric buses. As part of the project, 17 new electric buses have been purchased and the construction and installation of 7 fast charging points in six locations in the city continues, where electric buses will be able to significantly replenish battery energy in approximately 15 minutes. The placement of the electric charging infrastructure in the city will allow changing the charging strategy, increasing the number of km traveled by electric buses daily and increasing the efficiency of their use. The total project costs are expected to be 15.3 million euros, of which 12.8 million euros are co-financed by the European Union Recovery Fund.

RS financing  
21%



EU co-financing  
79%



## MAJOR INVESTMENT PROJECTS

The object **"Reconstruction of the 2nd trolleybus park in Riga, Jelgavas Street 37"** is one of the most strategically important infrastructure objects of Rīgas satiksme, which ensures not only the parking of trolleybuses and their departure on route lines, but also daily maintenance and upkeep works necessary to ensure safe movement in passenger transportation. A complete reconstruction of the 2nd trolleybus park, opened in 1968, is planned, including a depot, administration block, vehicle reception point, traction substation, etc. infrastructure necessary to ensure the functionality of the park.

For the development of the concept of a potential functional and architectural solution, an open design competition procedure "Reconstruction of the 2nd trolleybus park in Riga, Jelgavas Street 37" was organized in 2025, and on August 15, 2025, upon issuing the opinion of the jury commission, three applicants were selected from nine designs and awarded a cash prize (one first place and two shared second and third places).

In the first quarter of 2026, all three awarded applicants will be invited to participate in the negotiation procedure in order to conclude a construction project development agreement in the second quarter of 2026. Construction work on the facility is planned to be organized starting in 2028.



The solution proposed by the joint 2nd/3rd place winner of the design competition



The solution proposed by the joint 2nd/3rd place winner of the design competition



The solution proposed by the 1st place winner of the design competition

## SOCIAL ACTIVITIES

In 2025, Rīgas satiksme strengthened its role as a socially important, safe and sustainable urban mobility service, while promoting citizen engagement, safety, education and inter-institutional cooperation.

### Ensuring urban rhythm and cultural accessibility

- During **the 13th Latvian School and Youth Song and Dance Festival**, Rīgas satiksme provided transportation for groups to rehearsals and concerts, organizing traffic planning, vehicle availability, and safe transportation flow throughout the entire festival week. This task demonstrated the company's ability to operate under high load conditions and make a significant contribution to social cohesion.

### Security and crisis preparedness

- In 2025, Rīgas satiksme participated in the **military exercise "Namejs 2025"**, providing transportation for evacuation simulations and crisis scenarios.
- The company **signed the "Mission Zero" charter**, confirming its commitment to reducing road accidents and strengthening the safety of employees and passengers.
- **Practical fire safety training for employees**, in cooperation with the State Fire and Rescue Service and the Emergency Medical Service.
- **The "Safety Bus" initiative**, in collaboration with the Riga Municipal Police, regularly visited schools to educate about safety on public transport.

### Public engagement and outreach to future generations

- To promote long-term labor market sustainability, **20 students visited the company on Shadow Day 2025**, learning about public transport professions and daily work.
- Rīgas satiksme participated in RTU Career Day, "Vacancy Fairs" in Riga and Jelgava, as well as the event "Skills Latvia".
- As part of the **Museum Night** in 2025, the 4th tram depot was opened, offering the public an opportunity to learn about the history and development of transport.

### Dialogue, partnerships and international visibility

- In June 2025, at **the Lampa conversation festival**, company representatives participated in discussions about attracting funding and the role of employers in promoting well-being.
- In March 2025, a delegation from the **Eurocities Mobility Forum** visited Rīgas satiksme, getting acquainted with the hydrogen filling station and electric bus charging infrastructure.

### Evaluation and reputation sustainability

- For his contribution to society, he received the **Riga Municipality Annual Award in the nomination "Team Collaboration of the Year"** in 2025.
- Achieved 10th place in the **World Tram Driver Championship** in Vienna.
- Improved positions in the **"Baltic Brand 2025"** brand ranking.
- Gold status **"Strength is in diversity"**.
- **"Family-friendly workplace"** status until 2028.



**118.5 million**

Number of passengers carried

**82%** satisfied with the availability of public transport services

**77%** satisfied with the quality of public transport service



**Number of tram, trolleybus and bus routes**

**79**

(78 in 2024)

**Length of route network**

**1 166,3 km**

(1149 km in 2024)

**Number of vehicles involved in transport**

**740**

(743 in 2024)

**Flights performed per year**

**99,68%**

(99.68% in 2024)



**Average speed of urban public transport**

**20.03 km/h**

(19.53 km/h in 2024)

**Public transport km traveled**

**36 969 458 km**

(36,391,853 km in 2024)



**Average number of employees per year**

**3 351**

(3374 in 2024)

**Employed women/ proportion of men**

**33,5/66,5%**

(33.3/66.7% in 2024)

**Average age**

**51.65 years**

(51.49 years in 2024)



**Number of managed parking spaces**

**6 849**

(6,548 in 2024)

**Prepaid parking transactions**

**5 652 765**

(5,961,242 in 2024)

**Revenue from parking services, million euros**

**13.6 million euros**

(13.7 million euros in 2024)



**63 923 tCO2e<sup>1</sup>**

**Annual CO<sub>2</sub> emissions per year**

(65,661 tCO2e in 2024)



**Turnover**

**190.4 million euros**

(189.9 million euros in 2024)

**Capital investments made**

**76.6 million euros**

(49.7 million euros in 2024)

**EBITDA**

**55.9 million euros**

(52 million euros in 2024)

**Profit**

**10.47 million euros**

(1.7 million euros in 2024)

### Public transport service

Rīgas satiksme service, including route planning, provision of public transport services and mobility development, is organized in accordance with the order of the Riga City Council, balancing the volume of transportation with the funding opportunities provided for the execution of the order in the Riga Municipality budget.

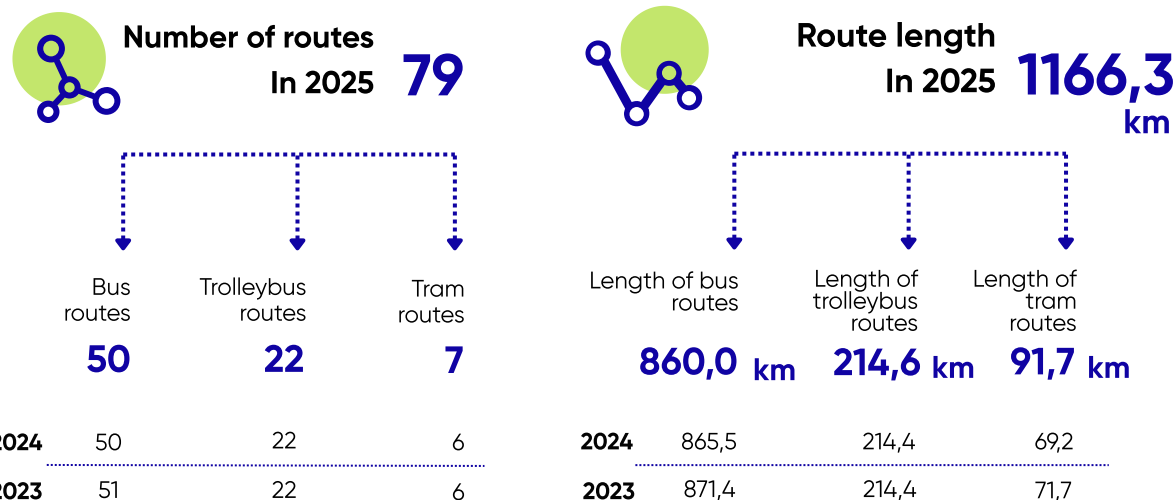
In 2025, the total length of the route network increased by approximately 1.5% – from 1149.0km to 1166.3km.

Rīgas satiksme operated a total of 50 bus routes with a total length of 860.0 km, 22 trolleybus routes with a total length of 214.6 km and 7 (+1) tram routes with a total length of 91.7 km.

In order to continuously improve the service, Rīgas satiksme takes into account suggestions from residents, passengers and institutions regarding changes to the route network, including the need to introduce additional flights, create new stops, extend or change routes, create new routes, change flight departure times, as well as provide vehicles with greater capacity. The received suggestions are reviewed and evaluated accordingly.

The most significant changes made to public transport services in 2025:

- From January 20, changes have been made to bus route 47, transforming it into a feeder route and organizing movement from Purvciems to Getliņi. This allowed, with an equal use of resources, to increase the number of trips and improve the accessibility of public transport for residents.
- From March 15, the range of stops where stops are organized on request has been expanded, as well as changes have been made to the timetables, reducing travel time and improving movement speed. In total, by the end of 2025, this procedure was introduced at 765 stops.



- From May 1, major changes have been made to the tram route network to integrate low-floor trams (LFT) in the Iļģuciem direction, create new tram route connections, and develop the public transport network:
  - a new tram route No. 14 has been opened, connecting Iļģuciem with Ķengarags;
  - the previous tram route 2 has been extended to Milgrāvis and will now run with a new number – No. 8 – on the route “Milgrāvis – Tapešu iela”. On weekends, some trips are organized on the section “Stacijas laukums – Tapešu iela” and are designated with route number 8a;
  - Changes have also been made to the timetables of trams 1, 5, 7 and 11 to align departure times with the new routes;
  - Tram route 10, with the completion of the construction work of the RailBaltica overpass over the General Radziņš Embankment, has been restored to the main route around the Central Market Circle, while simultaneously changing the direction of travel (hereinafter – counterclockwise), which provides advantages in terms of travel speed.
- From May 17 to October 26, transportation was organized on three night routes from the center to the neighborhoods of Teika, Jugla, Mežciems, Purvciems, Pļavnieki, Āgenskalns, Zolitūde and Imanta on the nights from Friday to Saturday and from Saturday to Sunday, as well as on holidays.

## PUBLIC TRANSPORT SERVICE

In order to promote the competitiveness of public transport and increase its speed, Rīgas satiksme is providing proposals to the Riga City Municipality Outdoor Space and Mobility Department on the necessary improvements in the creation of public transport lanes, changes in traffic organization, as well as the wider use of smart technologies to ensure public transport priority in traffic light signal plans.

Proposals for route network development	2023	2024	2025
Submitted proposals to the RVP Outdoor Space and Mobility Department	19	42	22
Proposals introduced	15	25	17

In 2025, Rīgas satiksme submitted 22 proposals, of which 9 have already been implemented, while 7 have been supported and will be implemented in the near future. In total, including proposals supported in previous years but not yet implemented, 17 proposals were implemented in 2025.

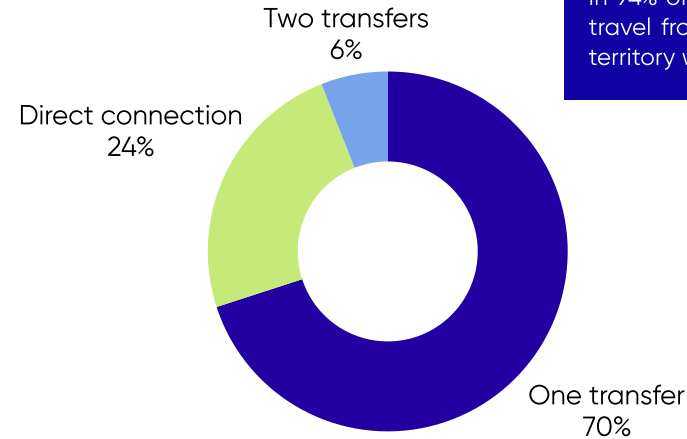
The most significant improvements to promote public transport priority include:

- changes in traffic organization at the traffic light facility at the intersection of K.Ulmaņa gatve and Vaiņodes Street, ensuring the possibility of crossing K.Ulmaņa gatve in the direction from Vaiņodes iela to Telts iela only for public transport;
- ensuring priority for public transport, including trams, at the intersection of Miera Street and Mēness Street, as well as at the intersection of Miera Street and Senču and Zirņu Streets.

### Mobility

63% of routes provide connections from Riga's neighborhoods to the city center, including connections between neighborhoods within the route. Meanwhile, 20% of routes connect different neighborhoods, not including the city center, and 17% provide connections between more distant neighborhoods through the city center.

Rīgas satiksme is involved in discussions and planning working groups with state and local government institutions on the development of mobility solutions in Riga and the surrounding area. Rīgas satiksme also cooperates with VSIA "Autotransporta direkcija" and municipalities on public transport development issues. Rīgas satiksme has prepared a proposal to improve public transport provision in Mārupe, Ropaži and Ķekava municipalities.



In 94% of cases, it is possible to travel from any territory to any territory with up to one transfer

In July 2025, the **"Riga Single Ticket"** was introduced – a new solution for passengers using both the services of the train passenger carrier Vivi and Rīgas satiksme transport. It provides the opportunity to purchase a single ticket for a trip on the Zone A train route network and a 90-minute ticket for all city public transport routes – buses, trams, and trolleybuses – for two euros.

The company plans to purchase a data analysis and visualization tool that will allow for the integration of ticketing system data with GPS and automatic passenger counting system (APS) data into a single data stream. This will provide the ability to perform comprehensive passenger movement data analysis at an automated level, including assessing the necessary changes in travel times and number of trips to ensure the desired vehicle occupancy.

Currently, the display of public transport traffic data, as well as the integration of static and dynamic route data into the internationally widely used navigation platforms Google Maps and Apple Maps, has already been ensured, thus improving the accessibility of information for both Riga residents and city guests.

A renewed and functionally improved section **"Routes and Times"** has been introduced on the company's website and mobile app, which provides a more transparent and user-friendly display of information. In response to suggestions submitted by customers and employees after the implementation of the new version, additional improvements have been made to the display and functionality of timetables.

Also, Rīgas satiksme, in accordance with the order of the Riga City Council, is making additional improvements to promote a change in the mobility habits of residents. For example, in 2025, in addition to the previously installed bicycle racks, 23 bicycle spaces have been created. In total, with the involvement of Rīgas satiksme, 90 bicycle racks with 332 bicycle spaces have been installed in Riga.

## PARKING LOT MANAGEMENT

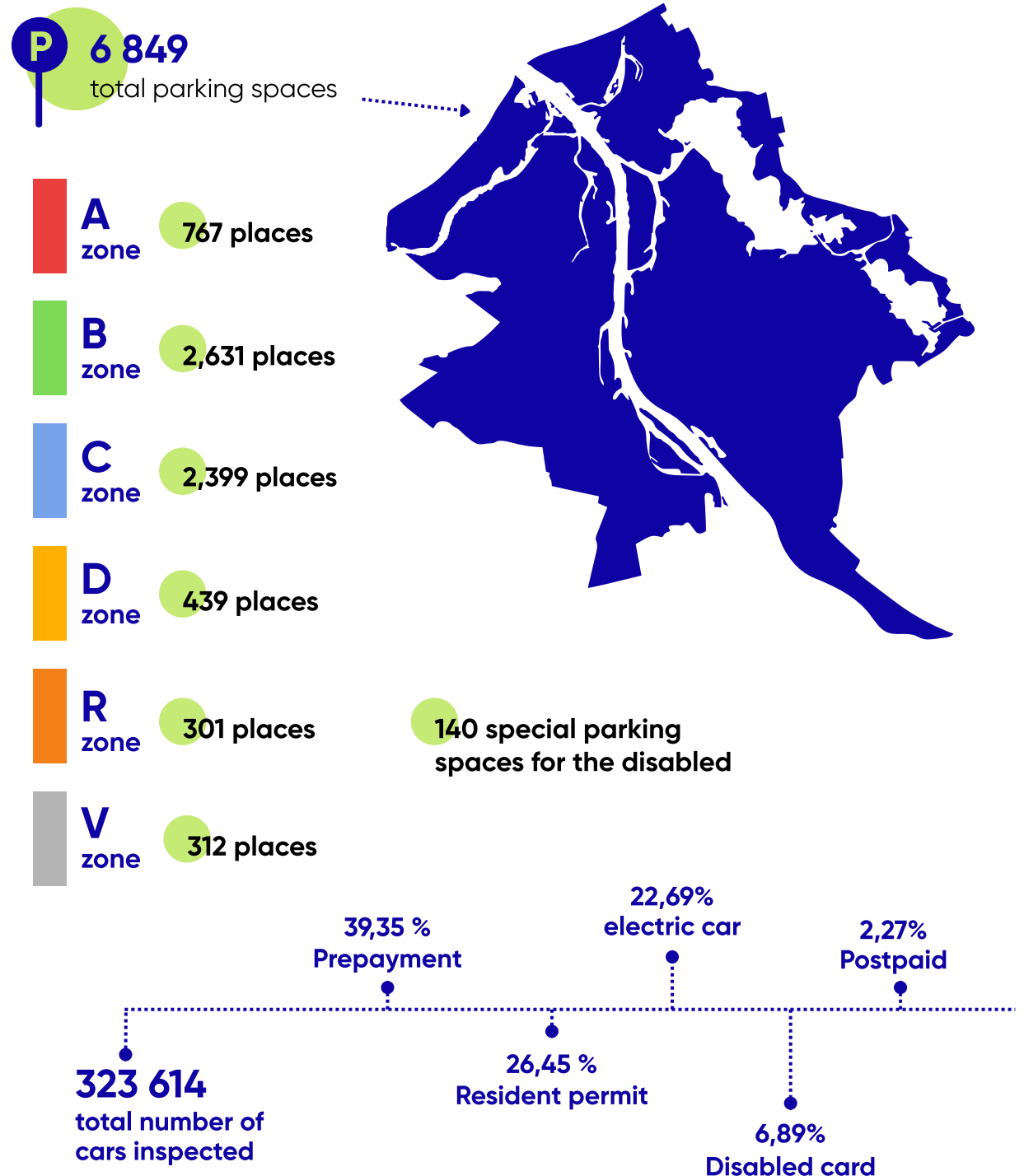
To reduce the negative impact of road transport on the environment in the city and to limit the convenient movement and parking of road transport in the center of Riga, parking lots have been created within the red lines of the city streets.

Rīgas satiksme manages parking lots in accordance with the binding regulations of the City of Riga and the delegation agreement of August 4, 2023.

Parking spaces in numbers	2023	2024	2025
Prepaid parking transactions	5 921 909	5 961 242	<b>5 652 765</b>
Revenue from parking services, million euros	13,3	13,7	<b>13,6</b>
Number of managed parking spaces	5 869	6 548	<b>6 849</b>

A new payment accounting and control system has been in operation in municipal parking lots managed by Rīgas satiksme since the beginning of 2025. It offers customers various payment options, making parking service payment safe and simple. At the same time, the new system provides the company with the opportunity to flexibly manage paid parking lots in the city and facilitates data exchange with other state and municipal information systems.

By developing parking coverage, 505 new municipal paid parking lots were installed in tariff zones C and D in 2025. Agreements have also been concluded with SIA "Mobilly" and SIA "Europark Latvija" for the provision of municipal paid parking payment services from January 1, 2025.



# GENERAL DISCLOSURE INFORMATION

## BP-1

The 2025 Sustainability Report has been prepared in accordance with the requirements of Directive (EU) 2022/2464 of the European Parliament and of the Council on Corporate Sustainability Reporting (CSRD). The report has been prepared by gradually applying the European Sustainability Reporting Standards (ESRS): General Disclosure and Application Requirements (ESRS1, ESRS2), Climate Change (ESRS E1), Pollution (ESRS E2), Circular Economy (ESRS E5), Own Personnel (ESRS S1), Consumers and End Users (ESRS S4) and Entrepreneurship (ESRS G1).

The report has been prepared in accordance with the requirements of the Sustainability Disclosure Act, which includes the requirements of the European Reporting Standard Delegated Regulation (EU) 2023/2772 (ESRS).

The Sustainability Report has been prepared for the 2025 reporting year and covers the operations of Rīgas satiksme. An independent auditor's assurance is not required for the assessment of the Sustainability Report. The obligation to prepare a sustainability report that fully complies with the CSRD requirements will come into effect for Rīgas satiksme with the report for the 2027 reporting year (in accordance with the legislation in force in Latvia at the time of publication of this report).

In preparing sustainability information for 2025, Rīgas satiksme is improving reporting and compliance with the EU sustainability reporting standard ESRS, adding new targets that more comprehensively characterize the company's sustainability work.

The report did not use the option not to disclose information in accordance with section 7.7 of the ESRS1 standard (intellectual property, know-how, innovations) or upcoming events, which are still under negotiation at the time of preparing the report.

Rīgas satiksme Board is responsible for preparing the report.

The report includes information about the company's value chain, respectively upstream, own and downstream activities (see the Chain of Control section), dual materiality has been determined (see the Dual Materiality section). Significant risks, opportunities and impacts (IROs) have been identified. Information about data sources is indicated under each section of the report.

Contact information for questions about the company's sustainability report: sekretariats@rigassatiksme.lv.

The review was published: 02.06.2026.

## BP-2

Value chain estimates are used in the following indicators:

Double materiality assessment – processes and their impact at all stages of the value chain have been reviewed, a detailed double materiality analysis has been performed on the processes of the company's own operations.

Policies – In 2025, the Procurement Policy was improved, which provides conditions to ensure an efficient, transparent and competitive procurement process.

Internal regulations – Transaction and counterparty risks are assessed in accordance with the developed document "Procedure for assessing counterparty and transaction circumstances".

Cooperation with suppliers – in 2025, a survey of suppliers was conducted to find out their opinions on the observance of sustainability aspects in their company's operations and their opinions on how Rīgas satiksme observes sustainability aspects

*Explanation of changes in the preparation and presentation of sustainability information and their reasons*

The Sustainability Report for 2024 was the first report prepared in accordance with the requirements of the Sustainability Disclosure Act, taking into account the ESRS requirements.

For the period 2021 to 2023, Rīgas satiksme sustainability reports were prepared in accordance with the Global Reporting Initiative (GRI) guidelines. The 2025 report is prepared voluntarily applying the ESRS conditions.

No sworn auditor's certificate has been provided regarding the information prepared in this report.

## BUSINESS CARD

Company name	Riga Municipality Limited Liability Company "Rīgas satiksme" (hereinafter – Rīgas satiksme)	
Legal status of the company	The 100% shareholder is the Riga City Municipality (the shareholder's representative is the Executive Director of Riga City Council).	
Company share capital:	According to the Articles of Association approved at the shareholders' meeting of May 30, 2025, there are 71,107,608 euros, divided into 71,107,608 capital shares and the nominal value of one capital share is 1 euro.	
Single registration number, place and date	40003619950, Riga, February 20, 2003	
Main activity (NACE code)	42.11, Construction of roads and highways;	The main activity of Rīgas satiksme, according to the Order Agreement <sup>2</sup> , is to provide public transport services on the Riga City route network and the Delegation Agreement <sup>3</sup> to manage Riga City Municipality parking lots located within the red lines of streets.
	43.21, Electrical installation;	
	43.50, Specialized civil engineering construction work	
	47.30, Retail sale of fuel at gas stations;	
	49.31, Urban and suburban passenger land transport;	
	49.32, Non-scheduled passenger land transport	
	52.21, Supporting services related to land transport;	
	68.20, Renting and management of own or leased real estate;	
	77.11, Renting and operating leasing of motor vehicles;	
95.31, Repair and maintenance of motor vehicles.		
Address	Legal address: Kleistu Street 28, Riga, LV-1067. Administrative address: Vestienas Street 35, Riga, LV-1035	
Board members	Džineta Innusa	Chairperson of the Board
	Inga Krūkle	Board member
	Jānis Golubevs	Board member
	Andris Lubāns	Board member
	Gints Zeltiņš	Board member
Council members	Ainārs Ozols	Chairman of the Council
	Normunds Narvaišs	Deputy Chairman of the Council
	Rolands Paņko	Member of the Council (until December 17, 2025)
Participation in the activities of related companies	SIA "Rīgas acs" (reg. no. 40103443088)	SIA "Rīgas karte" (reg. no. 40003979933)
Reporting year	January 1, 2025 – December 31, 2025	

### PURPOSE

To provide environmentally friendly, safe, integrated and efficient mobility services in the City of Riga and its metropolitan area and to participate in the maintenance and development of the transport infrastructure of the City of Riga.

### MISSION

To ensure an accessible, safe and sustainable public transport system, the provision of delegated services, while promoting economic growth and improving the quality of life in Riga.

# VISION - a modern and socially responsible company



DEVELOPMENT



RESPONSIBILITY



SAFETY



COOPERATION

### DEVELOPMENT

We are evolving and striving to be increasingly efficient, thinking about society and the environment.

I show initiative, put forward ideas, and seek and implement effective solutions.

I am curious, open to acquiring new knowledge, change, and innovation.

### RESPONSIBILITY

We are responsible for our actions and solutions.

I am diligent and orderly in my job and at work I act in the best interests of the company, I do my work purposefully.

I evaluate my actions, keep my promises, and make responsible decisions.

### SECURITY

We are aware that security is the foundation of our stability.

I feel good and safe in my workplace and work environment. I act in a way that keeps colleagues and customers safe.

### COOPERATION

We work together to achieve our common goals.

I am focused on results-oriented collaboration, fostering collegial relationships.

I act transparently when dealing with work issues.

## CORPORATE GOVERNANCE

### Corporate Governance in the Company (GOV-1)

The corporate governance of Rīgas satiksme is implemented in accordance with the principles of good governance, the Law on the Management of Capital Shares of Public Persons and Capital Companies, as well as other regulatory enactments, planning documents and internal regulatory enactments of the company. The governance system ensures a transparent decision-making process, a clear division of responsibilities and effective management of the company and implementation of strategies.

Rīgas satiksme management consists of three levels:

Shareholder (Riga City Council) – owner of the capital company;

Council – an independent supervisory body;

The board is the executive body that ensures the day-to-day management of the company.

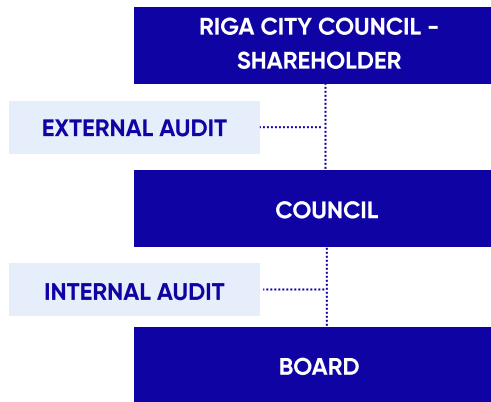
Such a model ensures the separation of oversight and execution functions, transparency of decisions, and stable development of the company.

For information on the company's compliance with the Corporate Governance Code, see the appendix "Corporate Governance Report".

According to regulatory enactments, the Riga City Council is a **Shareholder** – the owner of the capital company, whose competence is to make decisions related to the most significant issues of the existence and operation of Rīgas satiksme, as enshrined in the statutes. The Shareholder is represented (representative of the capital share holder) – the Executive Director of the City of Riga;

**Council** – the supervisory body of a capital company, which represents the interests of the shareholder representative

and, in the intervals between the Shareholders' Meetings, the rights within the framework set out in the acts, in accordance with the regulations of the council<sup>4</sup>, supervises the activities of the board. The current composition of the Rīgas satiksme council was approved in 2020, and in 2025 it consists of three independent council members<sup>5</sup>, the term of office of Rolandas Paņķo expired on 17 December 2025. The function of the council instructs the council to be competent to oversee the company's stable progress towards long-term value development. No member of the council is a member of the executive team. In the context of CSRD, the council represents the administrative, management and supervisory function of the company.



Council composition	2023	2024	2025
Independent council members, %	100	100	100

The **Board** is the executive body of the capital company, which manages and represents Rīgas satiksme, manages the daily commercial activities of the company and makes all decisions that are not within the exclusive competence of the Council or the Shareholder. The responsibilities and duties of the Board are determined in the Board's regulations<sup>6</sup>.

Rīgas satiksme Board consists of five board members, three of whom were confirmed in office in 2024, and two in 2021.

Rīgas satiksme [structure diagram](#).

Both during the nomination process and during their term, members of the Council and the Board must demonstrate that they have the necessary skills and competencies for the stable development of the company. Competency self-assessment is carried out regularly, ensuring professional preparation for assessing sustainability, risk, compliance and strategic management issues.

The members of the Council and the Board have experience in corporate governance, financial and business management, human resources management, communications and operational areas. Individual members also represent industry-relevant competencies, including environmental management, infrastructure development and customer service management. The members of the Council have competencies relevant to the industry, services and geographical scope of Rīgas satiksme.

#### Decisions and activities made in 2025

Three shareholder meetings were held in 2025, and all issues included in the agenda were considered within the time set for the shareholder meeting. The most significant decisions of the shareholder meeting in the reporting year were related to the evaluation of the performance results of Rīgas satiksme for 2025 and the approval of the annual report, as well as the increase in the share capital.

The Council's work schedule (calendar) for 2025 was approved by the Council's decision of February 13, 2025. 14 Council meetings were held in 2025.

In 2025, the Rīgas satiksme Management Team (Council and Board) consisted of eight members – two women and six men. The gender, age and experience structure has remained unchanged over the past three years. Diversity at the management level contributes to quality decision-making, innovation and strengthening the company's reputation.

## CORPORATE GOVERNANCE

### COUNCIL

- **Ainārs Ozols**  
● **Chairman of the Council, independent member of the Council**  
●  
● In office since February 1, 2022 Term – 5 years  
●
  
- **Normunds Narvaišs**  
● **Deputy Chairman of the Council, Independent Member of the Council**  
●  
● In office since December 18, 2020 Re-elected on December 18, 2025 Term – 5 years
  
- **Rolands Paņko**  
● **Independent member of the council**  
●  
● In office since December 18, 2020 Term expired December 17, 2025 Term – 5 years  
●

Council and board composition and diversity	2023	2024	2025
Number of members of the council and board	8	8	8
Age structure			
up to 30	-	-	-
30-50 years old	2	2	1
over 50	6	6	7
Operating hours at the company			
1-5 years	8	3	3
6-10 vehicles	-	5	5
>10 vehicles	-	-	-
Gender			
Male %	75	75	75
Female %	25	25	25











### BOARD

- **Džineta Innusa**  
● **Chairperson of the Board**  
● In office since January 2, 2020.  
● Re-elected on January 2, 2025.  
● Term – 5 years.  
● Responsible for the strategic management of Rigas satiksme, public communication, legal management, route network management and development, environmental management, and traffic management and safety sectors.
  
- **Inga Krūkle**  
● **Board member**  
● In office since January 2, 2020.  
● Re-elected on January 2, 2025.  
● Term – 5 years.  
● Within the board structure, responsible for the internal process management sector, personnel management, customer service and public transport service provision
  
- **Jānis Golubevs**  
● **Board member**  
● In office since January 2, 2020.  
● Re-elected on January 2, 2025.  
● Term – 5 years.  
● The board is responsible for the infrastructure sector (including public transport and transport service infrastructure), environmental protection, supervision of parking lot management, and the transport sector.
  
- **Andris Lubāns**  
● **Board member**  
● In office since April 16, 2021.  
● Term – 5 years.  
● Within the board structure, he is responsible for technical support (engineering, spare parts procurement, equipment maintenance) sectors.
  
- **Gints Zelčiņš**  
● **Board member**  
●  
● In office since April 16, 2021.  
● Term – 5 years.  
● Responsible for the finance, procurement and information and communication technology (ICT) management sectors within the board structure

- Corporate Governance
- Business Management
- Financial Management
- Communication and Dialogue
- Human Resource Management
- Environmental Management
- Governance and Change Management

### Impact, Risk and Opportunity (IRO) Management and Monitoring

The monitoring of impacts, risks and opportunities at Rigas satiksme is organized in accordance with external and internal regulatory enactments. These documents determine the hierarchy and functions implemented by each level of the hierarchy, starting from the Capital Shareholder to the structural units that own certain risks.

Hierarchy (Accountability) Level	Function in Risk/Impact Management	Delegation / Supervision	Related Documents
<b>Capital Shareholder Representative (Riga City Council)</b>  	Supervises the work of the council and the board, ensures implementation of good governance principles, makes decisions on actions if deficiencies are identified.	Oversees the council and board, requests reports, evaluates performance.	RD Regulations No. 4
<b>Council</b>  	The highest supervisory body of the company that oversees risk management, sets control and strategy direction, and annually evaluates effectiveness and compliance with the company's strategic objectives and risks.	Delegates the development and implementation of risk management and internal control systems to the board; provides reports to the capital shareholder representative.	RD Regulations No. 4, Council Rules of Procedure; Board regulations; QRMD regulations
<b>Board</b>  	Responsible for developing, implementing, and daily supervising the risk management and internal control system, including creating internal control procedures; ensures practical operation and reports on effectiveness.	Delegates maintenance and coordination of the risk management process to QRMD; provides reports to the council.	RD Regulations No. 4; Board Rules; QRMD Regulations
<b>Quality and Risk Management Department (QRMD)</b>  	Methodically maintains and coordinates the risk management and internal control system, performs risk assessments, prepares reports, develops risk management policy and methodology, maintains risk register, coordinates assessments, and reports to board and council on results, risk dynamics, action plan implementation, and internal control system self-assessment.	Acts as the second line of defense; provides methodological support to risk owners (structural units – first line of defense); reports to the board and council.	RD Regulations No. 4; QRMD Regulations; Risk Management Rules
<b>Internal Audit</b>  	Performs risk-based audits, evaluates the internal control system, and provides independent reports to the council on system effectiveness.	Acts as the third line of defense; conducts independent assessments; reports to the council; cooperates with QRMD and the board.	RD Regulations No. 4; Council Regulations; QRMD Regulations

### Integration of controls and procedures with other functions and decision-making

Risk management and internal control system are closely integrated with the most important company processes:

- financial management – budget planning, investment evaluation and financial risk management;
- procurement and contract management – candidate evaluation, business partner research and risk analysis in strategic procurement;
- environmental, energy efficiency and work environment monitoring – legal compliance control, safety and occupational health risk management;
- personnel management – human resources planning, ensuring employee safety and organizing working hours;
- sustainability management – integration of impacts, risks and opportunities (IRO) into the strategy, as well as inclusion of the results of the dual materiality assessment in objectives and monitoring processes.

The Quality and Risk Management Department (QRMD) and Internal Audit cooperate with structural units, the Board and the Council, ensuring risk monitoring, incident supervision and continuous improvement of the control system.

In the decision-making process, the board and council use the assessments of significant risks, impacts and opportunities prepared by the QRMD. Before making significant decisions, including on organizational changes, the introduction of new services or infrastructure projects, an assessment of impacts, risks and opportunities is carried out in accordance with the Risk Management Regulations.

### Internal control system

The internal control system of Rīgas satiksme (hereinafter – ICS) is a set of risk management, control and compliance measures that ensure the efficiency of the company's operations and compliance with regulatory requirements, order and delegation agreements. The ICS includes:

- organizational structure,
- risk management principles,
- procedures and control mechanisms,
- division of responsibility,
- procedure for submitting reports.

On March 27, 2025, the Council was reported on the operation of the internal control and risk management system, the Council reviewed and took note of the information.

Rīgas satiksme has implemented, maintains and improves the integrated management system in its operations, which is certified in accordance with:

- ISO 9001:2015 Quality Management System;
- ISO 45001:2018 Occupational Health and Safety Management System;
- ISO 50001:2018 Energy Management System.

### Internal audit

The purpose of the internal audit activity of Rīgas satiksme is to independently and objectively assess the operations of Rīgas satiksme and promote the improvement of the efficiency of the company's risk management, internal control and governance processes, thus contributing to the achievement of Rīgas satiksme goals and increasing its value.

Based on the risk assessment, a medium-term internal audit strategic plan for five years is prepared, as well as an annual internal audit plan, which is reviewed by the Board of Rīgas satiksme and approved by the Council. The prepared internal audit reports are submitted to the Board and Council of Rīgas satiksme. Internal audit complies with the General Internal Audit Standards and the Code of Ethics in its activities.

2025 audit results:

- 16 internal audits conducted;
- 86 recommendations were made for improving processes, control and supervision.

Internal audit has confirmed its independence and objectivity in the 2025 annual activity report, as well as provided an overall opinion on the effectiveness of the internal control system (ICS) and risk management system.

### External audit

In December 2025, our company underwent an external ISO surveillance audit to ensure compliance with international standards and continuous process improvement. The audit concluded with a positive assessment, indicating the maturity of the company's processes and significant growth in the field of internal control. During the audit, it was concluded that it is necessary to improve internal processes, data availability, mutual cooperation and division of responsibilities between structural units. The audit recommendations received will serve as a basis for implementing improvements by integrating them into the work plans of structural units.

In the surveillance audit, the auditors welcomed:

- active involvement of top management in improving the integrated management system and optimizing processes;
- the quality of internal audits;
- digitalization of labor protection instructions, use of attractive safety signs in repair areas, participation in the "Mission Zero" initiative;
- implementation of cybersecurity requirements and incident recording;
- development of new training materials in fire safety and civil protection;
- compliance of documented information with ISO standard requirements.

No non-compliances were found in the 2025 inspection, 7 recommendations were made, the implementation of which was initiated already during the audit and 6 recommendations were implemented already within a month after the audit. The number of recommendations has decreased over the last 4 years (2022–32 recommendations, 2023–16, 2024–10, 2025–7).

**Sustainability activities in 2025**

**Sustainability Management in Rīgas satiksme (GOV-2)**

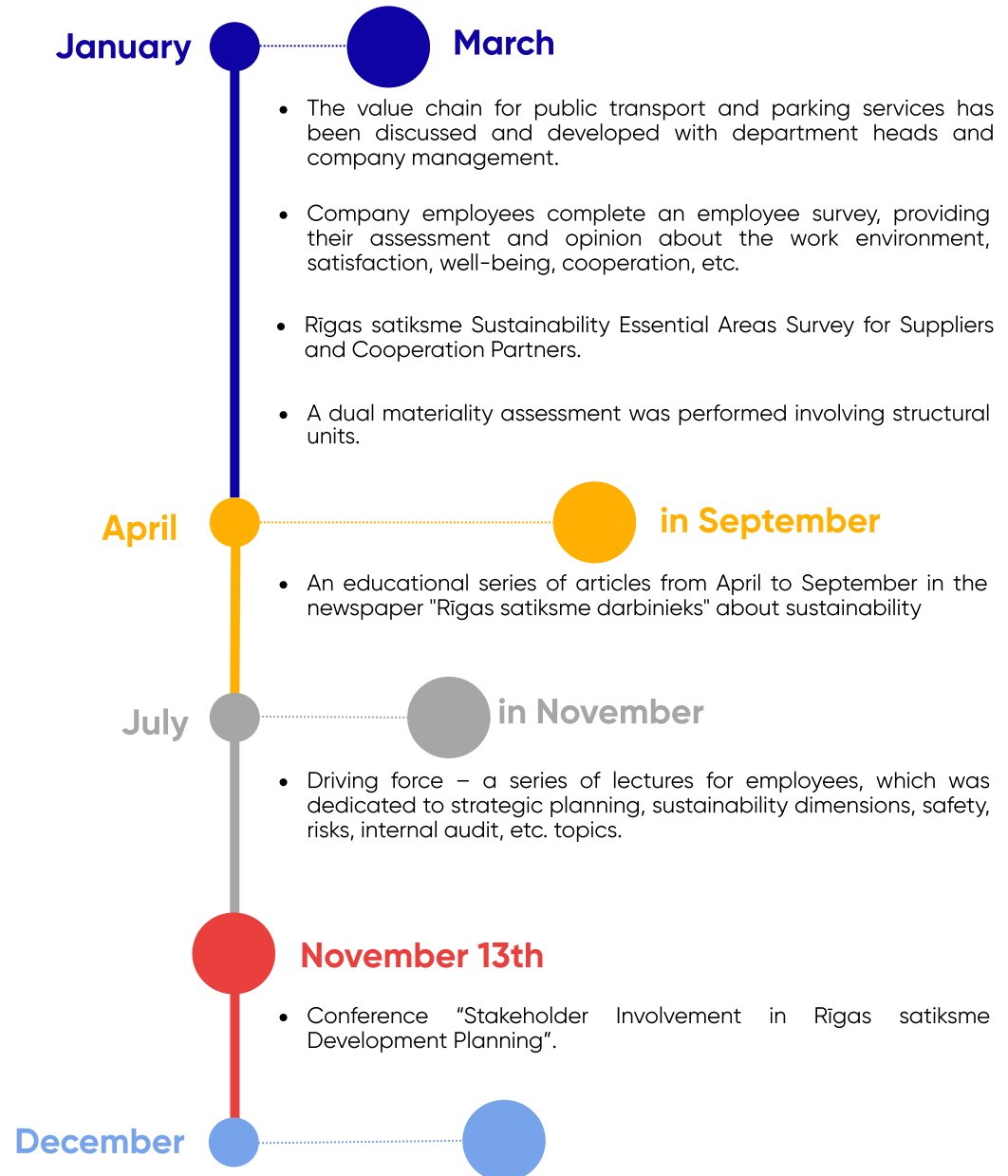
Sustainability management of Rīgas satiksme is implemented as part of the overall corporate governance system, ensuring that the principles of sustainable development, as well as the risks and opportunities associated with them, are consistently integrated into the company's strategy, objectives, activities and performance monitoring. Sustainability management is closely linked to the functions of the Board, Council, Strategic Management Department (hereinafter – SMD), QRMD and Internal Audit.

The basic principles of sustainability management in Rīgas satiksme are based on external and internal regulatory enactments.

**Integrating sustainability with other internal functions**

Sustainability management at Rīgas satiksme is integrated into all company management and operational processes, ensuring that environmental, social and governance aspects are systematically taken into account in decision-making, resource planning, risk management and daily operations. Integration is implemented both horizontally (between structural units) and vertically (from the board level to operational execution).

The integration of sustainability aspects is ensured in strategic management and financial planning, including strategies, action plans and budgets, as well as investment projects. Sustainability principles are also integrated into risk management and the internal control system (ICS), procurement processes, personnel management, cooperation with stakeholders and the work planning of structural units.



## CORPORATE GOVERNANCE

At the company level, sustainability management is implemented in accordance with the Council's regulations, the SMD regulations, as well as the Sustainability Management Methodology and the Stakeholder Management Methodology, which determine the practical procedures for planning, monitoring, evaluating and reporting on sustainability issues at Rīgas satiksme.

Hierarchy (Accountability) Level	Function in Sustainability Management, Implementation and Supervision	Related Documents
Capital Shareholder Representative (Rīga City Council)	Ensures supervision of the council and the board, requests reports on the implementation of strategy and sustainability objectives. May initiate audits or thematic reviews.	Sustainability Disclosure Law; RD Regulations No. 4
Council	Approves company strategies, monitors their implementation, and coordinates the setting of sustainability development goals, as well as approves the company's long-term operational strategy (including the budget process). Evaluates external environmental short- and long-term impacts on the company's sustainability, as well as the company's impact on the environment and society. Quarterly reviews achieved results and annually evaluates the board's performance.	RD Regulations No. 4, Council Rules of Procedure
Board	Ensures the integration of sustainability into daily management. Develops and implements company strategies and monitors sustainability-related performance indicators. Makes decisions considering ESG risks, set goals, and available data. The management of sustainability processes (planning and reporting) is delegated to the Strategic Management Department (SMD), while management of internal control systems (ICS), ISO, and ESG risk processes is delegated to the Quality and Risk Management Department (QRMD), which also provides regular reporting.	RD Regulations No. 4 QRMD Regulations
Strategic Management Department (SMD)	Leads sustainability planning, coordinates the sustainability reporting process, performs double materiality analysis, organizes stakeholder engagement, prepares sustainability reports, and structures sustainability data. Plans and coordinates the implementation of sustainability principles, as well as training for all structural units.	SMD regulations; Corporate social responsibility and sustainability policy; Methodologies
Quality and Risk Management Department (QRMD)	Maintains the Integrated Management System (IVS), performs self-assessment of the internal control system (ICS), and supports structural units in continuous improvement and maintenance of the ICS. Coordinates ESG risk and incident management, ensures the quality of performance indicator data, and supports the Strategic Management Department in implementing double materiality assessment and policies. Reports to the board and council on ICS self-assessment results and provides information on sustainability report performance indicators.	QRMD regulations; Internal control and compliance policy
Internal Audit	Conducts audits of internal control and risk management systems, environmental management, energy management, and other processes. Provides recommendations for improvements. Regularly reports to the council and annually evaluates the effectiveness of ICS processes.	RD Regulations No. 4

### **Sustainability management processes, controls and procedures**

Sustainability management processes in Rīgas satiksme cover strategic planning, implementation, monitoring, reporting and continuous improvement of operations, based on ESRS, RD Regulations No. 4, internal regulatory enactments, policies, methodologies and regulations of structural units. Sustainability management processes are implemented in cooperation with the Council, Board, SMD, QRMD and other structural units, and monitoring is carried out by the Internal Audit Department. Sustainability management is implemented systematically, including the following interrelated processes:

**Strategic Planning:** Sustainability aspects include environmental, social, governance and economic factors, which are integrated into Rīgas satiksme strategies and implemented by defining activities in annual action plans. The Strategic Management Department (SMD) ensures that all strategic planning documents comply with national and Riga City regulations and planning documents.

Strategic planning in 2025 was implemented in joint meetings of the board, council and structural units, which analyzed activities and relationships in the value chain, the results of the dual materiality assessment, ESG risks, stakeholder engagement, as well as other issues relevant to the company's development.

### **Dual materiality assessment and integration of IRO into company processes:**

Sustainability management is closely linked to the dual materiality assessment, which is organized and managed by the Strategic Management Department (SMD). In turn, the Quality and Risk Management Department (QRMD) provides methodological support for risk assessment, inclusion of ESG risks in the risk register and linking to the company's internal control system (ICS).

In 2025, all business units were involved in the dual materiality assessment process, providing their own assessment of impacts, risks and opportunities. Based on the results obtained, the business units planned performance improvement measures.

**Setting sustainability goals and performance indicators:** Rīgas satiksme sets and implements short-term (one year), medium-term (3–5 years) and long-term (more than 10 years) goals and achievable indicators. The Council sets annual financial and non-financial goals for the Board, including sustainability components. In accordance with the Medium-Term Operational Strategy, an annual action plan is developed, and activities to be implemented are determined for structural units that contribute to the achievement of medium-term and sustainability goals.

In 2025, Rīgas satiksme implemented action plan activities that included such important sustainability topics as public mobility, improving service quality for customers, improving the working environment and employee development, reviewing and optimizing internal processes, implementing environmental protection measures, reducing negative environmental impacts, adapting to climate change, as well as implementing good corporate practices.

**Controls and procedures:** Sustainability management is integrated into the implementation of the company's ICS and IVS systems (ISO 9001, 45001, 50001), including:

- Process control, which includes performance monitoring, data quality control, risk monitoring and incident management;
- Compliance control, which includes compliance with legal requirements, procurement compliance, and other conditions;
- Environmental and energy efficiency control includes resource consumption, emissions monitoring and energy management;
- Social and work environment control includes occupational safety, diversity and inclusion, respect for human rights;
- Governance controls, which include corruption prevention, conflict of interest management, ethics monitoring, and others.

**Data management and sustainability reporting process:** The Strategic Management Department (SMD) involves the departments in providing sustainability data, compiles the data, ensures its compliance with the European Sustainability Reporting Standards (ESRS) and prepares the sustainability report. The management board approves the sustainability report and submits it to the board. The board approves the company's annual report, including the sustainability report, and submits it to the shareholders, who approve the annual report and provide an assessment of the company's performance.

### **Development of competence and skills**

To ensure effective sustainability management and the company's ability to meet ESRS requirements, Rīgas satiksme systematically develops the competences of the council, board and employees in environmental, social and governance issues. The council and board regularly conduct self-assessments of their knowledge and skills, including in relation to risks, due diligence, strategic planning and compliance with regulatory requirements.

If necessary, targeted training, thematic working sessions or external experts are provided to the board and employees. This approach ensures that decision-makers and executives understand both the nature of the company's significant impacts and risks, their strategic significance, as well as the requirements of regulatory documents. The Human Resources Department organizes employee training and skill development every year. In 2025, the topics of the "Driving force" program included strategic planning, risks, safety and sustainability. Also in 2025, articles on various sustainability topics were published in several consecutive issues of the Rīgas satiksme newspaper "Rīgas Satiksme darbinieks" (Rīgas satiksme Employee), covering environmental, social and governance dimensions.

**Top management remuneration system (GOV-3)**

The remuneration system of the Board and Council of Rīgas satiksme is based on the Cabinet of Ministers Regulation No. 392 of 25 June 2025 "Procedure for Determining the Number and Remuneration of Board and Council Members in the Case of Managing Capital Shares of a Public Person", which determines the number of Board and Council members, monthly remuneration and the procedure for awarding bonuses. The "Board and Council Remuneration Policy" developed by Rīgas satiksme in 2025 specifies the remuneration structure, stipulating that a fixed and variable remuneration part is determined for the members of the Board, the allocation of which directly depends on the fulfillment of the financial and non-financial (including sustainability) goals approved by the Council, while the variable remuneration part is not applied to the members of the Council.

Variable remuneration percentage linked to sustainability-related targets and/or impacts (Board), per year	13%
------------------------------------------------------------------------------------------------------------	-----

The remuneration of the Rīgas satiksme Board in force in 2025 was determined by the Council's decision of August 17, 2023.

The targets set for the Management Board are directly linked to the variable remuneration component. The variable remuneration component is not applied to the members of the Council. The targets set for the Management Board for 2025 and the targets of the Medium-Term Operational Strategy (MTOS) for 2027 include such sustainability aspects as emission reduction, purchase of transport that meets certain environmental requirements, safety indicators (reduction of the number of accidents), customer satisfaction indicators and sustainable procurement.

Performance indicator	Baseline value	Planned value 2025	2025 performance
Trip execution rate, excluding factors beyond the operator's control, %	99.86	99	99.68
New paid parking spaces installed (increase compared to 2024)	6456	+7%	7.8%

Performance indicator	Baseline value	Planned value 2025	2025 performance
Construction of the extension of Tram Line 7 – completion of construction works at 9 out of 11 sites		Approx. 80%	80%
Delivery of electric buses (electric buses accepted into operation)		17	100%
Development of digital solutions – availability (% of trips with real-time data availability)		97%	90.63%
Reduction of Rīgas satiksme GHG emissions compared to 2024 (t CO <sub>2</sub> eq, including coverage)	66 597 tCO <sub>2</sub> e	-2%	-3.9%
Share of green procurement in the total procurement portfolio		5%	6.63%
Debt service coverage ratio (EBITDA coverage of annual debt service)		> 1	1.42
EBITDA (EUR million)		> 50	61.5
Reduction of selling expenses 2025 / 2024		-1.5%	-18%

The Board has implemented the 2025 goals set by the Council; the goals and their implementation for all previous years can be viewed on the [Rīgas satiksme website](#).

The Council conducts a self-assessment for the previous reporting year in accordance with regulatory enactments. At the council meeting on April 30, 2026, the council's self-assessment will be approved and submitted to the shareholders.

**Due diligence (GOV-4)**

In 2025, Rīgas satiksme continued to improve and systematically implement the due diligence process, which, in the sense of ESRS, is essential for the implementation of the company's operations. Due diligence is applied in the company as a continuous process, within the framework of which actual and potential negative impacts on the environment and people are identified, prevented and mitigated throughout the company's operations. In Rīgas satiksme, the content and principles of due diligence are clearly defined in several documents, including policies, risk management system and strategic planning documents. The company reports on the implementation of due diligence in sustainability reports.

In 2025, due diligence was integrated into the company's risk management and internal control system through a dual materiality assessment, which allowed the identification of significant impacts, risks and opportunities that require in-depth monitoring and mitigation measures. Due diligence in 2025 included the assessment of adverse impacts, including environmental, social and governance aspects, as well as the implementation of appropriate preventive and corrective measures, which are reflected in the thematic sections of the report.

Elements of due diligence	References in the sustainability report – links to relevant sections
Integration of due diligence into governance, strategy and business model	In strategy, risk management, procurement system, internal control system, dual materiality assessment, etc.
Engagement of stakeholders affected in all key stages of the due diligence process	Customer survey, survey of cooperation partners, including suppliers, involvement of local residents, seminars, discussions, stakeholder engagement event(s)
Identification and assessment of negative impacts	Dual materiality assessment process, risk management, employee engagement
Measures to address negative impacts on people and the environment	Rainwater and domestic sewage project and soil pollution mitigation project, new, environmentally friendly buses, work environment improvement measures
Monitoring of effectiveness of these efforts and communication about them	Information to the board, council



### Rīgas satiksme Risk Management Characteristics (GOV-5)

Rīgas satiksme has established a unified risk management and internal control system (ICS), which covers the company's operations at all levels and ensures the quality, reliability and compliance with regulatory requirements of sustainability reporting. The goal of Rīgas satiksme risk management is to embed risk management into the company's culture and daily work practices in order to improve decision-making, increase the implementation of the company's capabilities and ensure more effective risk management.

To ensure effective risk management, Rīgas satiksme risks are divided into categories, combining similar or related risks by potential origin, including strategic, operational and financial risks, thus ensuring the continuity of the company's operations and the implementation of strategic goals.

#### Risk management policies and processes.

The "Risk Management Policy" of Rīgas satiksme, approved in 2023 and revised in 2025, sets out the main principles of risk management and strategically important risks, while the "Risk Management Regulations" detail the procedures, tools and methods of the risk management process. These documents ensure a consistent approach to risks:

- for identification,
- for evaluation,
- for determining risk treatment measures,
- for monitoring and control.

Each structural unit ensures primary risk management by implementing risk management measures in its area of responsibility in accordance with the approved policy and internal regulatory requirements. This approach ensures that risks are managed in an integrated manner and in accordance with the specifics of the company's operations.

When conducting an annual assessment of all risks, the Quality and Risk Management Department compiles assessments of significant risks to identify risks that affect or may affect the operations of Rīgas satiksme, and submits the current assessments of significant risks to the Board for approval<sup>1</sup>. The Board of Rīgas satiksme submits a report to the Council once a year on the implementation of risk management measures and the application of the risk management policy<sup>2</sup>.

The Board of Rīgas satiksme ensures the implementation of the risk management policy and risk management measures, while the Council monitors the effectiveness and adequacy of the risk management system, assessing both overall risks and separately sustainability risks (see the [Responsible Hierarchy GOV-1 section](#)).

When making strategic decisions, including organizing strategically important procurements, an analysis of the associated risks is performed and plans for risk

mitigation measures are developed. Business partners are evaluated during procurement procedures, and in-depth research is carried out, if necessary, to identify and assess risks in a timely manner.

For risks in procurement and significant transactions, see section [\(G1-2\) Sustainable procurement and responsible supply chain](#).

Overall, the risk management and internal control system of Rīgas satiksme ensures that sustainability reporting:

- is integrated into the overall risk management process,
- is based on a standardized methodology,
- is supervised at the board and council level,
- is supported by an independent assessment by internal audit,
- meets the ESRS requirements for reliability, relevance and transparency.

During the reporting year, Rīgas satiksme employees were offered training on the structure of the internal control system (ICS), including risk management, to promote understanding of risks and their impact on the company's operations, as well as to develop skills in using risk management as a management tool.

Procedure for reporting periodic risk assessment and internal control findings to administrative, management and supervisory bodies.

On March 27, 2025, the Council was provided with information on the operation of the internal control and risk management system; the Council reviewed and took note of the information.

#### Managing sustainability reporting risks

In providing sustainability reporting, Rīgas satiksme uses the same risk assessment methodology that has been applied throughout the company since the transition to ESRS reporting, ensuring a unified and aligned approach. When preparing sustainability reports, quality control principles are followed, including:

- data consistency and comparability,
- standardized data collection,
- appropriate documentation,
- involvement of responsible employees of structural units.

Reports from previous years and other documents are also used to ensure data continuity.

Rīgas satiksme has not identified any specific risks that would be unique only to sustainability reporting.

### Description of the risk assessment approach

Since 2024, when dual materiality was introduced, risks relevant to the company's sustainability are assessed by determining their financial impact. The dual materiality methodology is based on the assessment scales used in the Global Reporting Initiative (GRI) and ISO guidelines, as well as the risk assessment methodology approved by the company. The methodology for determining the financial materiality of a company's sustainability risks provides for a systematic and aligned approach to identifying and assessing risks.

#### Is there an impact on

- Financial performance (EBITDA)
- Cash flow
- Access to financing
- Equity

#### Financial effect

- 1 Insignificant:** 0–3% deviation from the financial parameter.  
**2 Negligible:** 3–7%.  
**3 Moderate:** 7–15%.  
**4 Significant:** 15–25%.  
**5 Significant:** 25% or more deviation from the financial parameter.

#### Probability of risk occurrence

- 1 Very low:** There is a low chance that the event will occur under the given circumstances.  
**2 Low:** It is likely that the event will occur under the given circumstances.  
**3 Medium:** The event sometimes occurs under the given circumstances.  
**4 High:** The event occurs frequently under the given circumstances.  
**5 Very high:** The event is expected to occur under specific circumstances.

#### Risk variability

- Short term** - up to 1 year;  
**Medium term** - up to 5 years;  
**Long term** - until 2033.

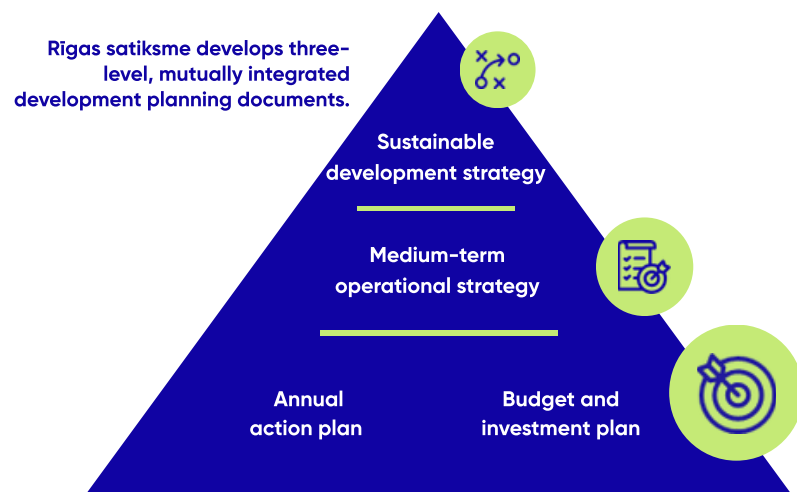


## CORPORATE GOVERNANCE

### STRATEGY (SBM-1)

Rīgas satiksme development planning documents are developed based on the general strategic goal set by the owner of the capital company, as well as in accordance with the development planning documents of the Riga City Municipality and national and European Union level regulatory and policy planning documents.

The company's Medium-Term Operational Strategy until 2027 (MTOS 2027), approved by the Board on 19 December 2024, integrates sustainability principles, ensuring the accessibility, safety and gradual transition to climate-neutral operation of public transport. The strategic directions include decarbonisation – a gradual transition to electric transport and renewable energy sources; social responsibility – improving the safety of customers and employees, health and working conditions; as well as digital transformation – modernization of the ticketing system and data management.



When planning the company's sustainable development until 2050, the results of the dual materiality assessment and risk assessment and the requirements of regulatory enactments are taken into account, moving towards the implementation of the following goals:

- climate neutrality by 2050;
- GHG emissions reduction of 55% by 2030;
- implementation of the circular economy and resource efficiency;
- sustainable mobility in Riga and the surrounding area;
- use of renewable energy and energy efficiency in the areas of transport and infrastructure.
- employee safety, health and education.

### Strategy implementation and management

The implementation of the strategy is overseen by the Council, while the implementation is ensured by the Board, which evaluates the progress in achieving the set goals on a quarterly basis. Operational implementation is ensured by the Strategic Management Department (SMD). Once a year, a report on the implementation of the strategy is submitted to the shareholders.

The results of the implementation of the strategy action plan are linked to the assessment of the performance of the company's employees.

The Council's agenda regularly reviews sustainability-related issues, including the company's financial indicators, statistics on passenger transport, changes in the route network, the number of vehicles available for passenger transport and repairs, the management of projects financed by European Union funds, energy efficiency measures reflected in the targets set for the Board, risk assessments, as well as internal audit reports. The Council reviews this information at least once a quarter. During the reporting year, issues related to the MTOS were reviewed by the Council twice.

On May 8, 2025, the Council considered the issue of initiating the development of the Rīgas satiksme medium-term operational strategy until 2033, while on May 15, 2025, the Board presented a report to the Council on the progress and results of achieving the goals set by the MTOS.

### How does the company involve and consider the opinions of stakeholders in implementing the strategy?









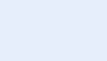







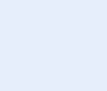

The company regularly engages stakeholders through passenger surveys, correspondence, telephone calls, public consultations and dialogue with social partners. The feedback obtained is integrated into the strategy review process, especially regarding service quality, safety and accessibility. The results of the engagement are documented and used, for example, in route planning and service quality improvement.

### How does the strategy strengthen the company's ability to adapt and what changes are planned?

The company's strategy strengthens Rīgas satiksme ability to adapt to changes in the external environment, providing for targeted changes in the company's operations and business model. The most important elements:

- Planned actions in the business model, including decarbonization of public transport, digitalization of the ticketing system, and energy efficiency improvements.
- Resilience measures, including supply chain diversification (shortening and streamlining), response to energy price fluctuations, and strengthening employee capacity.
- Scenario analysis, including the company's preparedness for climate and social risks. Scenario analysis includes assessing the impact of climate change on infrastructure and service availability, as well as modeling labor market risks. The impact of climate change is identified and adaptation actions are planned, as well as analyzing the labor market and considering appropriate adaptation measures.

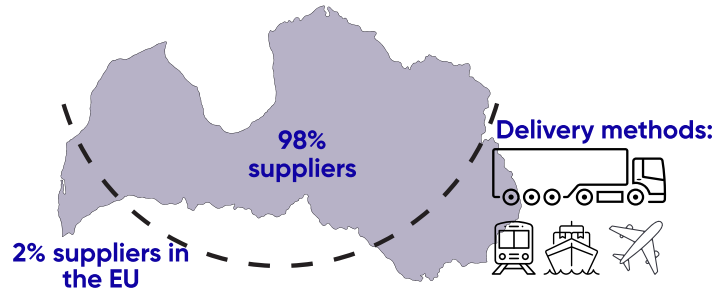
Achievement of non-financial goals and targets of the strategy

Goal	Performance Indicator	Base year, 2022	2024	2025	Target Value 2027	Contribution to SDG Implementation
M1	Percentage of trips completed, excluding factors beyond the carrier's control	99.86%	99.68%	99.68%	=>98%	 
M1	Customer satisfaction with public transport accessibility	77%	85%	85%	=>77%	 
M1	Number of road traffic accidents caused by STL drivers per 1 million km driven (STL)	4.56	4.08	4.77	<6	 
M2	Share of environmentally friendly STL kilometres (Euro 6, electric buses, H2, trolleybuses, trams) in total STL kilometres	70.53%	85.60%	85.20%	=>85%	  
M3	Creation of public transport and micromobility hubs, improving last-mile mobility in Riga	-	-	Underground bicycle parking at Kr. Valdemāra Street installed; 2 bicycle racks installed	1 hub (total ≥4 hubs)	  
M4	Employee engagement index, %	71.1	The study was not conducted in 2024.	74.20%	=>80%	
M5	Implementation of IT development projects to improve company process efficiency	-	Started 2 (ongoing 4; 2 put into production)	Started 4 (ongoing 8; 2 put into production)	Started 2; ongoing 2; 8 put into production	
M6	Gradual reduction of energy consumption in buildings and facilities	27 594.48 MWh	Decrease compared to the base year 13.28%	Reduction versus base year by 5.68%	5% reduction compared to 2022	  
M7	Sustainability index level	Silver	Gold	No call for applications has been announced	Zelts	

For information on meeting the company's financial goals, see the [Company's Financial Management section](#).

## Value Chain Management and Activities (SBM-1)

The Rigas satiksme value chain ensures the provision of public transport services in Riga and the surrounding area (79 routes), as well as the management of parking lots (6849) in the territory of the Riga municipality within the red lines of the city streets. The supply of goods, raw materials, energy resources, construction works and other services necessary for the provision of the service is carried out in cooperation with local, regional and European Union suppliers (98% from Latvia, 2% from the EU; there are no direct contracts with suppliers outside the EU).



In 2025, the Rigas satiksme value chain was updated and detailed, structuring it into three stages: suppliers, own activities or value creation, and service delivery.

### The main stages of the value chain include:

Upstream value chain (supply chain):

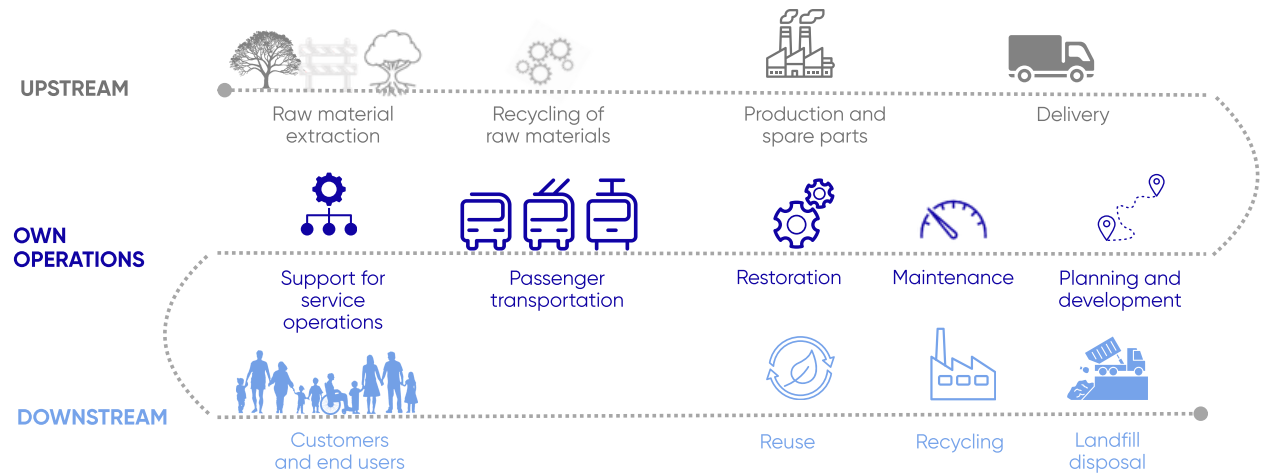
- purchase of vehicles.
- spare parts and materials (tires, oils, freon, electric transport infrastructure components).
- energy resources (electricity, thermal energy, fuel, water).
- IT infrastructure and communication services.
- construction works and infrastructure maintenance.
- financial services and insurance.

The company's own operational phase

- route planning and development.
- transportation (buses, trolleybuses, trams).
- ticket system management (digital tickets, single ticket with PV).
- customer service and information provision.
- maintenance work on rolling stock and infrastructure.

Downstream value chain

- service delivery to passengers (mobility, accessibility).
- parking services.
- passenger information, handling complaints and feedback.
- impact on the urban environment and public mobility.



### The most significant influences in the value chain

1. Environmental impact – emissions and energy consumption, public transport fleet.
2. Social impact – passenger safety, service availability, job security, driver availability.
2. Governance – honest business practices, prevention of corruption risks, data security.

### Implementing the UN Sustainable Development Goals

Rīgas satiksme strategies are developed and implemented in accordance with the principles of sustainability, taking into account the United Nations Sustainable Development Goals (UN SDGs) and the tasks of the European Union's Green Deal. The company is aware of both the negative impact of its activities on the environment and society, as well as the opportunities to make a positive contribution to promoting sustainable development.

The company has identified actions that mitigate negative environmental impacts, improve air quality, reduce the climate impact of transport, as well as actions that promote public mobility, service accessibility and public well-being. Sustainable public transport service is one of the main tools for achieving the goals of the European Union and national climate, environmental and mobility policies.



Public transport services provided by Rīgas satiksme significantly contribute to the implementation of the following UN Sustainable Development Goals:

- Good health and well-being – by improving public mobility, passenger safety and reducing road traffic accidents (SDG3);
- Innovation and infrastructure – building an efficient public transport infrastructure and modernising vehicles and infrastructure (SDG9);
- Sustainable cities and communities – promoting the use of public transport, reducing congestion and emissions (SDG11);
- Climate change action – reducing CO<sub>2</sub> emissions, switching to environmentally friendly vehicles, improving energy efficiency and increasing the use of renewable energy (SDG7 and SDG13);
- Decent work and economic growth – ensuring stable and quality jobs (SDG8).

Thus, Rīgas satiksme strategies are part of a broader global framework that is moving the transport sector towards environmentally and socially friendly development.

In 2025, by assessing the significant impacts, risks and opportunities of Rīgas Satiksme, the UN Sustainable Development Goals that are most significantly affected by the company's operations were identified.

Primary essential UN SDGs:

SDG3 – Good health and well-being: road safety, accident reduction, accessible mobility;

SDG9 – Innovation and infrastructure: development and modernization of sustainable transport infrastructure;

SDG11 – Sustainable cities and communities: Ensuring social mobility;

SDG13 – Climate action: Reduce emissions from transport by replacing diesel buses with electric vehicles.

Secondary essential SDGs:

SDG7 – Affordable and renewable energy: use of renewable energy;

SDG8 – Decent work and economic growth: working environment, worker training and social guarantees;

SDG14 and SDG15 – Life in Water and on Land: Indirect positive impacts on ecosystems by reducing environmental pollution.



**Operational business model in 2025**

Rīgas satiksme is a municipal capital company that provides public transport services in Riga and the Riga Region, as well as parking management services. In 2025, the company implemented significant changes to its business model, aimed at creating a more convenient service for customers and developing service accessibility. Public transport services are provided in the capital of Latvia – the administrative territory of Riga – and in the suburbs (four municipalities, 79 routes). Parking management is provided in the territory of Riga municipality within the red lines of the city streets.

**Description of significant product and/or service groups offered, including changes during the reporting period (new/removed products and/or services)**

Service/ product	Customer categories / segments	Geographical coverage of the service	Relevant sustainability topics
Public transport services	All customer segments	Riga and Pieriga	GHG emission reduction, climate neutrality, accessibility, safety
Parking services	Natural and legal persons	Riga	Social mobility, emission reduction
Service in the value chain:			
Mobile app with features for: *public transport passengers; *parking lot users	All public transport and parking customers	Riga and Pieriga	Resource efficiency, reduced paper consumption, convenience and accessibility
Unified ticket with JSC "Pasažieru vilciens" (hereinafter – PV)	All public transport customers	Riga and train Zone A route	Community mobility, accessibility
Customer service services	All public transport customers	Riga and Pieriga	Quality, safety, data security

**Main types of company activities**

<b>Selected activity</b>	<b>H Transport and storage</b>
Sector (category)	Urban and suburban passenger land transport, NACE code 49.31, share of net turnover – 67%
<b>Selected activity</b>	<b>Transport supporting activities</b>
Sector (category)	Warehousing and supporting activities for transport, NACE code 52.21, share of net turnover – 26%

## Corporate Financial Management (SBM-1)

The company's financial information is presented in detail in the company's annual report.

### Funding received from the state, local government

Rīgas satiksme receives both state and municipal compensation in accordance with Cabinet of Ministers Regulation No. 435 of 28 July 2015 "Procedures for determining and compensating for losses and expenses related to the provision of public transport services and determining the tariff for public transport services"<sup>9</sup>.

Financial indicators	2023	2024	2025
Turnover, million euros, including:	184,0	189,9	190,4
- tickets purchased by passengers	35,4	35,3	36,6
- parking fee revenue	13,3	13,7	13,6
- municipal funding*	124,9	131,4	131,3
- state funding*	10,5	9,5	8,9
Capital investments, million euros	87,2	49,7	76,6
EBITDA, million euros	52	52	55,9
<b>Profit, million euros</b>	<b>1,8</b>	<b>1,7</b>	<b>10,47</b>

\* Related to compensation for losses caused to Rīgas satiksme by the transportation of passengers for whom, in accordance with state or local government regulations, partial or full fare relief has been determined and state compensation for losses arising on the part of the route that is outside the administrative territory of the city, if this part of the route is more than 30% of the total route length.

The actual amount of Rīgas satiksme dividends is determined by the shareholders' meeting after the approval of the annual report, evaluating the results of the previous reporting year, the achievement of the financial and non-financial goals set in the Medium-Term Operational Strategy, the company's financial situation, capital structure, industry, market structure and investment plans.

Dividends are paid only from the funds at the disposal of Rīgas satiksme. The decision on the distribution of profit for 2024 and the payment of dividends was made in April 2025<sup>10</sup>.

### Linking financial management to sustainability:

- The company's investment policy is focused on achieving climate neutrality, including the purchase of electric vehicles, infrastructure modernization, and improving energy efficiency (see the environment section).
- Financial risk management includes incident and scenario analysis, as well as the development and implementation of appropriate action plans.

### External auditor

The external auditor of Rīgas satiksme was selected in 2023 through an open procurement procedure "Audit of Financial Statements for 2023 - 2025".

As a result of the procurement, a contract was concluded with the Limited Partnership SIA "ERNST & YOUNG BALTIC"<sup>11</sup>.

The Ministry of Finance of the Republic of Latvia conducted a detailed audit of the project "Adaptation of Riga Tram Infrastructure to Low-Floor Tram Parameters" and on June 30, 2025, provided a positive opinion on the expenses incurred within the framework of the project.

Goal	Performance Indicator	BASE YEAR, 2022	2024	2025	Target Value 2027
FM1	Liquidity ratio not less than 1	1.26	0.74	0.42	=> 1
FM2	Positive profitability indicator. EBITDA growth by 20% compared to the base year	42.1	53.3	55.9	66.1
FM3	Net turnover (per employee) increase by 10%	49.7	59.0	59.5	63.3
FM4	Sales commission costs (%) relative to total ticket sales volume ≤3.5%	4.2%	3.4%	3.23%	3.0%
FM5	Volume of new liabilities relative to paid-in share capital ≤2.5	-	-	0	-
FM5	Borrowed funds volume 5-7 times higher than EBITDA	-	4.9	4.04	-
FM6	≥10% of total investments allocated to research, innovation and development	-	=>10%	=>10%	-

### Participation in the activities of related companies

Rīgas satiksme has a stake in two subsidiaries.

**SIA "Rīgas acs"**, whose 100% capital share is held by Rīgas satiksme, continues the process of selling its 49.99% stake in AS "Rīgas starptaukta autoosta", based on the decision of the Riga City Council to terminate the participation. At the time of preparation of this report, negotiations are underway with a potential investor for the purchase of shares.

At the end of 2025, Rīgas satiksme received an offer to acquire all 49% of the capital shares of **SIA "Rīgas karte"** owned by Conduent Business Solutions (France) SAS – a company registered in France – for a total amount of 1 euro. As a result, a share purchase transaction was concluded, and on December 30, 2025, changes were registered in the register of shareholders of SIA "Rīgas karte", as a result of which Rīgas satiksme became the owner of 100% of the capital shares of SIA "Rīgas karte".

The main goal of acquiring shares in SIA "Rīgas karte" is to ensure full control over the company, which allows for a faster and more efficient liquidation process without having to coordinate with the other shareholder.

In previous years, Rīgas satiksme has fully taken over and provides the electronic payment system (e-ticket) itself, as well as the parking control system, which allows the company to save tens of millions of euros annually.

### Taxonomy

In 2025, Rīgas satiksme continued to prepare the groundwork for the implementation of the requirements of the European Union Taxonomy Regulation, assessing the compliance of the company's economic activities with the taxonomy criteria and developing the necessary methodological framework. An analysis of the Taxonomy Regulation and related delegated acts was carried out, identifying areas in which the company's activities could potentially be classified as environmentally sustainable.

The next step is to automate taxonomy calculations and integrate them into financial accounting systems, which will ensure consistent, transparent and auditable calculation of indicators.

The core business of Rīgas satiksme – the provision of public transport services – falls within the European Union Taxonomy of transport sector activities identified as potentially environmentally sustainable, including:

- 6.3. urban and suburban passenger transport and passenger road transport;
- 6.15. infrastructure for low-carbon road transport and public transport.

The aforementioned activities are essential for the transition to climate-neutral mobility and are in line with the European Union's climate policy objectives.

In 2025, Rīgas satiksme has not yet started classifying expenses in accordance with the requirements of the European Union Taxonomy Regulation.

### Compliance with the criteria

A significant contribution to climate change mitigation:

- Trams fully comply with the European Union Taxonomy criteria as they are emission-free vehicles.
- Trolleybuses meet the criteria for zero-emission transport, and approximately 90% of the total mileage is covered using the catenary system. Some trolleybuses are equipped with diesel generators, which are used to provide service on route sections without a catenary system; in 2025, approximately 10% of the daily mileage was covered using a diesel generator.
- Buses - at the beginning of 2025, 35 electric buses were in operation, while another 17 electric buses were delivered in 2025, significantly increasing the proportion of transport that meets certain environmental requirements.

Other improvements: The introduction of "quiet" and energy-efficient tires for buses and trolleybuses is being evaluated, as well as measures to improve public transport infrastructure to reduce the impact of noise, vibration and air pollution, while promoting service accessibility.

### Do not cause significant harm (DNSH)

The operation of Rīgas satiksme within the framework of due diligence and internal control systems ensures that the company's operations do not cause significant harm to other environmental objectives. Within the framework of this system:

- measures are being implemented in waste management, as well as emission and pollution control;
- water, air and soil pollution risks are identified and mitigated;
- infrastructure projects assess climate risks, including the impact of flooding and heat waves, and implement appropriate adaptation solutions.

### Minimum protection guarantees

**Rīgas satiksme** ensures compliance with minimum guarantees, taking into account:

- corporate governance principles,
- respect for human rights and labor rights,
- principles of ethics and honest business conduct,
- responsible supply chain management.

Compliance with minimum guarantees is enshrined in the company's internal policies and regulations and is monitored using risk management and internal control mechanisms.

### Working with stakeholders (SBM-2)

In 2024, Rīgas satiksme structural units were surveyed and the company's stakeholders were identified. In 2025, when developing and updating the value chain, stakeholders were mapped according to the stages of the value chain, grouped, determining the directly affected stakeholders, as well as identifying their level of influence and interest and the most appropriate forms of involvement and communication.

The list of interested parties is reviewed and updated once a year.

Stakeholders include customers, employees, suppliers, regulatory authorities, Riga City Council, non-governmental organizations, affected communities, financial institutions and other partners who affect or may be affected by the operations of Rīgas satiksme.

The company's internal documents stipulate that those groups of stakeholders whose actions or decisions may have a significant impact on the company's operations, or whose well-being may be affected by the decisions made by the company, are considered significant.

The interests of stakeholders have been taken into account when developing the company's Medium-Term Operational Strategy for 2024–2027, which integrates sustainability goals, environmental protection, public transport vehicle renewal, service quality improvement and personnel policy, as well as a sustainable development strategy until 2050.

#### Stakeholder input has been directly used:

- value chain update,
- in assessing dual materiality,
- risk mapping,
- In setting ESG goals.

#### Stakeholder engagement

- Customer engagement. Customer feedback is collected through passenger surveys, mobility behavior analysis, complaint and suggestion handling, and pilot testing (e.g. digital tickets and mobile apps). The information gained directly impacts changes to the route network, service availability, and the development of digital solutions.
- Employee engagement. Employee feedback is obtained through employee satisfaction and engagement surveys, targeted workplace and safety surveys, management meetings, and internal communication channels. The results of the surveys are used to improve the workplace.
- Supplier and service provider engagement. In 2025, the company conducted a supplier survey to gather opinions on sustainability, collaboration, service quality, and adherence to ESG principles.
- Involvement of regulatory and supervisory institutions. Rīgas satiksme regularly cooperates with the Riga City Council, the Riga City Municipality Outdoor Space and Mobility Department, the State Environmental Service, VSIA "Autotransporta direkcija", as well as other municipal and state institutions. The opinions of the institutions are taken into account in the development of the strategy and service planning.
- Affected communities and society at large. Communication with affected communities includes cooperation with educational institutions (e.g. safety campaigns in schools), information events and public consultations, media communication, as well as mobility and road safety initiatives.

Stakeholder interests are directly affected by:

- route planning – customer flow analysis and evaluation of mobility habits;
- customer service quality – based on survey results and complaint analysis;
- selection of suppliers – taking into account the principles of honest business and reputation assessment;
- accessibility of the service – especially for affected communities, seniors, people with mobility impairments and other groups of society;
- vehicle renewal priorities – in the context of environmental protection and emission reduction;
- IT and digitalization development – ensuring user convenience, accessibility and data security.

In a supplier survey conducted in 2025, suppliers and service providers indicated the most important sustainability aspects of Rīgas satiksme.

#### Supplier questionnaire results, ranked by materiality **SOCIAL** aspects:

1. Passenger and public safety in road traffic
2. Working environment and conditions for own staff
3. Accessible and high-quality public transport
4. Equal treatment and opportunities for own staff
5. Due diligence for human rights compliance in Rīgas satiksme supply chain

#### Supplier questionnaire results, ranked by materiality **ENVIRONMENTAL** aspects:

1. Environmentally friendly and modern vehicles;
2. Reducing air pollution;
3. Environmentally sound management of chemicals and all types of waste
4. Sustainable management and efficient use of natural resources
5. Use of renewable energy

#### Supplier questionnaire results, ranked by materiality **MANAGEMENT** aspects:

1. Responsible and transparent public procurement practices
2. Good management of relationships with business partners
3. Ensuring business continuity
4. Financial stability
5. Compliance with the principles of good governance

Key stakeholders	Channels for collecting opinions	How the feedback is used	Related strategic directions	ESRS section for reference
Clients	Surveys, complaints, passenger flow data	Route optimization, digital solutions	Service accessibility, digitalization	<a href="#">S4</a>
Employees	Surveys, interviews, management meetings	Improvement of working conditions, safety measures	Workforce planning, safe and supportive work environment	<a href="#">S1</a>
Suppliers	Surveys, market research	Procurement planning, expansion of procurement methods, improvement of collaboration model	Transparent business environment	<a href="#">G1</a>
Supervisory and regulatory authorities	Meetings, consultations	Compliance with regulations, strategic planning	Implementation of climate targets, social policy	<a href="#">E1, S1, S4</a>
Society as a whole	Information campaigns and regular updates on social media, discussions, media	Accessibility, safety, service quality	Improvement of mobility	<a href="#">S3</a>
Financial institutions	Audits, information exchange	ESG indicators, investment planning and attraction	Sustainable financing	G1

**Description of the process for identifying significant impacts, risks and opportunities (IRO-1)**

In 2025, Rigas satiksme conducted a comprehensive dual materiality assessment to identify and assess both the environmental and social impacts of the company's operations (impact materiality) and the potential financial impact of sustainability issues on the company's operations (financial materiality). The dual materiality principle is one of the key ESRS requirements, which ensures that strategic decisions, objectives and processes are based on an assessment of the company's actual impacts, risks and opportunities.

The dual materiality assessment was organized by the Strategic Management Department (SMD) in cooperation with the Quality and Risk Management Department (QRMD). In 2025, all structural units of the company were involved in the assessment process, providing their assessment of impacts, risks and opportunities.

A 1–5 point scale was used for the assessment, where "5" denotes critically high impact. Topics that reached a score of 4 were considered significant.

**Incorporating stakeholder views into the dual materiality determination process.**

Stakeholders were engaged through:

- population surveys,
- employee surveys,
- supplier surveys,
- discussions with institutions and public representatives.

Stakeholder opinions directly influenced the selection of relevant topics, including security, accessibility, mobility, customer experience and the environment.

At the end of 2025, when reviewing the results of the dual materiality assessment, it was concluded that the material areas identified at the beginning of the year had not lost their relevance. At the same time, it was found that the impact of GHG emissions and energy consumption had decreased as the share of electric vehicles in the company's operations increased. Detailed information on the material impacts is reflected in the relevant thematic sections of the report.

## Assessment of negative and positive impacts

### The most significant negative impacts in 2025:

- Energy consumption and GHG emissions – operation of the transport fleet generates direct greenhouse gas emissions, especially as a result of bus operations.
- Air quality and noise – including dust and particulate emissions.
- Passenger safety – heavy traffic and the associated risks of road accidents.
- Work organization – cumulative working hours, night work and the impact of workload on employee health and well-being.

### Positive effects:

- accessible and environmentally friendly public transport reduces the use of private vehicles;
- accessibility of public transport promotes social inclusion;
- improves mobility and the quality of the urban environment.

The **financial materiality** assessment is based on the company's approved risk management methodology and supplemented with a financial impact analysis of dual materiality. The dual materiality determination process identified financial risks that may affect the company's costs, investments and service continuity, including:

- fluctuations in energy prices, spare parts, material prices and loan interest rates;
- risk of driver shortage and labour market pressure (availability of labour);
- infrastructure climate risks (e.g. flooding and extreme weather);
- information systems malfunctions.

The results of the assessment are integrated into the risk register and used in strategic planning.

### Scale rating scale

- 1 **Minimal:** Very mild impact with minimal consequences for affected people and the environment.
- 2 **Low:** Mild impact with minor consequences for affected people or the environment.
- 3 **Medium:** Impact with medium consequences for the affected people or the environment.
- 4 **Severe:** Strong impact with severe consequences for the affected people or the environment.
- 5 **Absolute:** Large-scale impact with heavy damage and complete destruction.

### Incorrigibility rating scale

- 1 **Minimal:** Very mild impact with minimal consequences for the people affected and the environment.
- 2 **Low:** Mild impact with minor consequences for the affected people or the environment.
- 3 **Medium:** Impact with medium consequences for the affected people or the environment.
- 4 **Severe:** Strong impact with severe consequences for the affected people or the environment.
- 5 **Absolute:** Large-scale impact with heavy damage and complete destruction.

### Scope rating scale

#### Environmental scope

- 1 **Limited:** Affects only the immediate area.
- 2 **Focused:** Concerned with multiple locations; local community.
- 3 **Medium:** Applies to many places; city level.
- 4 **Widespread:** Affecting a large number of places; national.
- 5 **Global / Total:** Applies to most places; global.

#### Social scope

- 1 **Limited:** Very small number of people affected.
- 2 **Concentrated:** Small number of people affected.
- 3 **Medium:** Medium number of people affected.
- 4 **Widespread:** Large number of people affected.
- 5 **Global / Total:** Very large number of people affected.

### Impact characteristics

- **Positive** or **negative** impact
- **Existing** or **potential** impact
- Is there an impact on **human rights** violations?

### Time dimension of influence

- **Short-term:** consistent with the financial year reporting period;
- **Medium term:** 1-5 years;
- **Long term:** > 5 years.

### Probability rating scale



- 1 **Rare:** Expected only in exceptional circumstances (0-20%).
- 2 **Unlikely:** Not expected under normal circumstances (20-40%).
- 3 **Likely:** Equally likely and unlikely (40-60%).
- 4 **Possible:** Expected (60-80%).
- 5 **Almost certain/certain:** Almost certain/certain to happen (80-100%).

### Impact materiality scale

- ≤ 1 Minimum
- 1-2 Informative
- 2-3 Important
- 3-4 Significant
- >4 Critical










## Scope of analysis


### Materiality of impact

- **35** ESG areas were identified that Rigas satiksme has an impact on.
- **22** areas have been identified with **positive** impacts. 
- **13** areas identified with **negative** impacts. 
- **9** ESG areas were identified as material areas of impact

### Financial materiality

- The company's existing identified ESG risks were used as a basis.
- The list has been supplemented with additional risks identified during the impact materiality analysis.
- A total of **49 ESG risks** were assessed.
- **21 risks** were assessed with an impact on financial performance.
- For **19 risks**, the impact was identified as insignificant or negligible.

ESRS theme	Essential areas	TOTAL points
S4	Public access to the service	4.25 
G1	Political involvement	4.25 
E1	Energy consumption	4.17 
E1	Reducing GHG emissions	4.17 
S1	Working hours	4.17 
S4	Passenger safety	4.17 
E2	Air pollution	4.17 
S1	Employee training and skills development	4 
S3	Impacts related to community safety	4 

 A rating scale from 1 (low) to 5 (high) was used to determine the significance of the impact. Significant impacts equal to or exceeding 4 (critical severity) were considered next.

## DOUBLE SIGNIFICANCE RESULT

### ENVIRONMENTAL DIMENSION

#### ESRS E1 - CLIMATE CHANGE

- Climate change adaptation
- Climate change mitigation
- Energy

#### ESRS E2 - POLLUTION

- Air pollution
- Water pollution
- Soil pollution
- Pollution of living organisms and food resources
- Substances of concern
- Substances of very high concern
- Microplastics

#### ESRS E3 - WATER RESOURCES

- Water
- Marine resources

#### ESRS E4 - BIODIVERSITY AND ECOSYSTEMS

- Direct drivers of biodiversity loss
- Impact on species status
- Impact on the size and condition of ecosystems
- Impact on and dependence on ecosystem services

#### ESRS E5 - RESOURCE USE AND CIRCULAR ECONOMY

- Incoming resources, including resource use
- Outgoing resources related to products and services
- Waste

### SOCIAL DIMENSION

#### ESRS S1 - OWN STAFF

- Working conditions
- Equal treatment and opportunities for all
- Other work-related rights

#### ESRS S2 - EMPLOYEES IN THE VALUE CHAIN

- Working conditions
- Equal treatment and opportunities for all
- Other work-related rights

#### ESRS S3 - AFFECTED COMMUNITIES

- Economic, social and cultural rights of communities
- Community civil and political rights
- Indigenous peoples' rights

#### ESRS S4 - CONSUMERS AND END USERS

- Information-related impact on consumers and/or end-users
- Personal safety of consumers and/or end users
- Social inclusion of consumers and/or end users

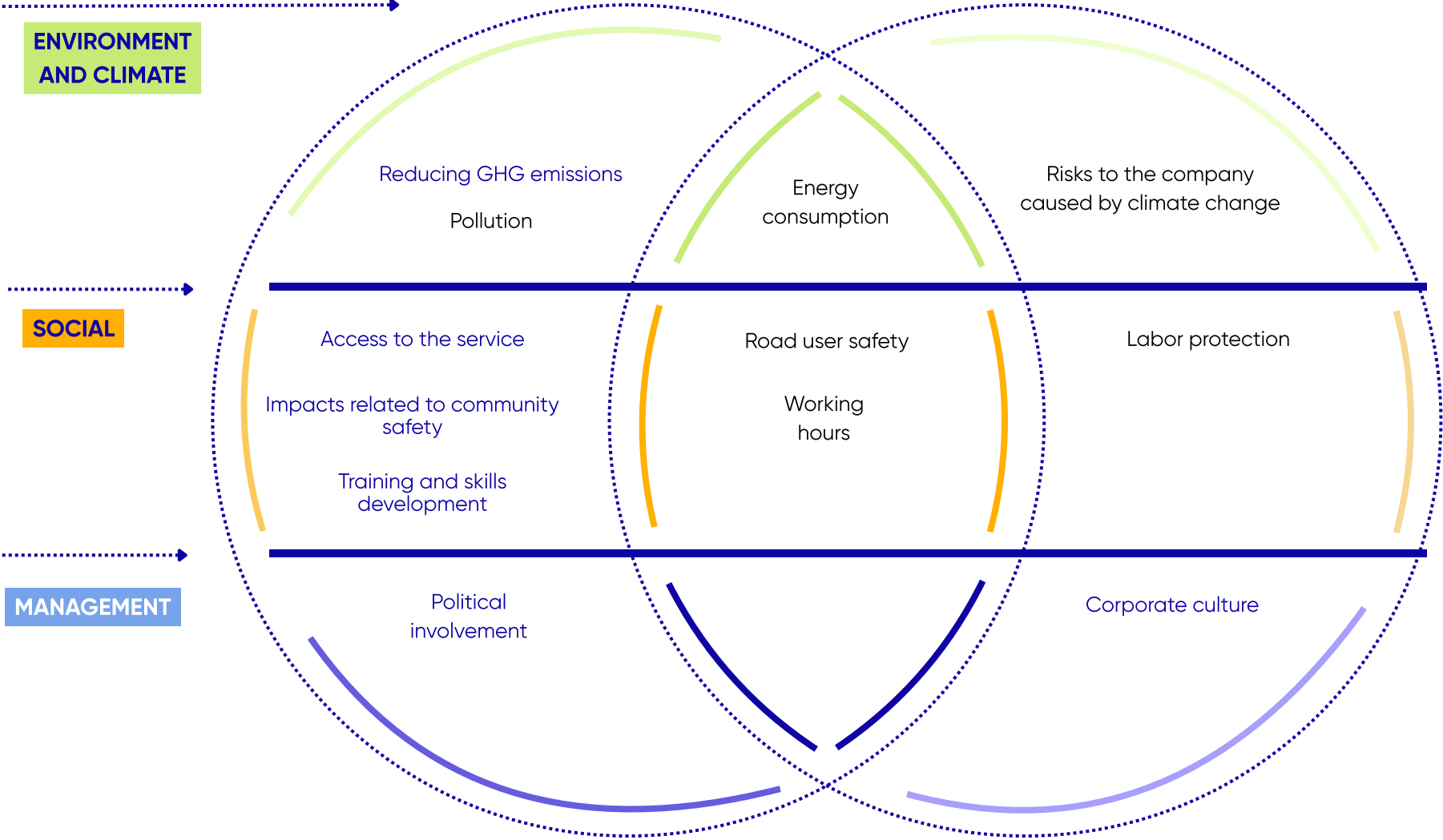
### MANAGEMENT DIMENSION

#### ESRS G1 - BUSINESS

- Corporate culture
- Whistleblower protection
- Animal welfare
- Political involvement and lobbying activities
- Supplier relationship management, including payment practices
- Corruption and bribery

- Negative impact
- Positive impact
- No significant impact

**DOUBLE SIGNIFICANCE RESULT**



**MATERIALITY OF IMPACT**

**DOUBLE SIGNIFICANCE**

**FINANCIAL MATERIALITY**

- Negative impact
- Positive impact

# ENVIRONMENTAL IMPACT


## SUMMARY OF RISKS AND OPPORTUNITIES FOR ENVIRONMENTAL IMPACT SIGNIFICANCE

-  Positive impact
-  Negative impact
-  Financial opportunity
-  Financial risk




A - upper stage  
P - own action  
L - lower stage

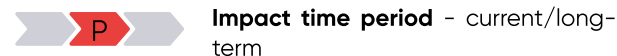
## REDUCING NEGATIVE ENVIRONMENTAL IMPACT

-  Reduction of GHG emissions
-  With a pronounced positive reduction trend




The most significant climate impact of Rigas satiksme operations comes from the diesel consumption of the public transport fleet, which in 2025 accounted for 46.1% of all GHG emissions and 86.6% of scope 1 emissions.

Targeted fleet renewal – purchase of electric buses, electrification of trolleybus routes, and increase in the proportion of low-emission vehicles – significantly reduces the company's impact. Transport and infrastructure modernization in general shows a stable emission reduction trend.



-  Opportunity - lower operating costs of electric vehicles, attraction of EU funding)



## ENERGY

-  Fossil energy use
-  Use of renewable energy
-  Improving energy efficiency



Energy consumption is one of the central sources of climate impact of Rigas satiksme. Diesel and electricity are the dominant resources, and as the share of electric transport increases, the total electricity consumption also increases. At the same time, energy efficiency measures in buildings, installation of solar panels and reduction of thermal energy consumption are taking place. The reduction of level 1 emissions mainly results from the decrease in diesel consumption, replacing diesel buses with electric buses. Energy consumption management has a significant impact on financial sustainability.

-  Energy costs
-  Opportunity - energy-efficient solutions, generation and use of renewable energy



## ADAPTATION TO CLIMATE CHANGE

The physical risks of climate change – intense rainfall, floods, strong winds and heat waves – are already practically affecting the operations of Rigas satiksme (e.g., flooding of tram tracks and disruption of traffic, trees blown down by the wind) and making infrastructure and services more sensitive to extreme conditions. Due to the increasing risks, the resilience of infrastructure is being strengthened: reconstruction of tracks, modernization of contact networks, telemechanics of substations, arrangement of water drainage systems, etc. Climate resilience is becoming a strategic challenge for service continuity.

-  Infrastructure damage, resource-intensive repairs, transportation delays
-  Opportunity - adaptation plan, investment attraction



## POLLUTION

-  Air pollution


Air pollution is caused by both mobile pollution sources and stationary sources (boiler houses, painting processes, metalworking, laundries, etc.). Rigas satiksme is implementing reduction measures – modernization of the vehicle fleet (electric), filtration and ventilation systems, process monitoring and compliance with polluting activity permits.

-  Opportunity - lower emission transport and infrastructure



-  Soil pollution

Soil and ground pollution is concentrated in historically polluted areas: the territory of the DUS at Kleistu Street 29 (polluted site) and Vestienas Street 37 (polluted site), Kleistu Street 28 (potentially polluted site). Pollution of oil products in the soil and groundwater exceeding the limit values has been detected. Remediation work has been carried out since 2006, regular monitoring is underway; a detailed research program has been developed in 2024–2025 and the elimination of the pollution source is planned. Additional risks arise from possible undiscovered sources of historical pollution. Preventive measures include safe storage of chemicals, regular inspections and replacement of the DUS infrastructure.

-  Possible financial impact - remediation work may be financially intensive.  
Opportunity - to continue to remediate historical pollution.



## ENVIRONMENTAL IMPACT

In its operations, Rīgas satiksme implements the European Union's climate and environmental goals, as set out in the European Green Deal and the European Climate Law, providing for a move towards climate neutrality by 2050 and a reduction in greenhouse gas (hereinafter – GHG) emissions by at least 55% by 2030 compared to 1990.

At the Latvian level, these goals are enshrined in the Latvian Strategy for Achieving Climate Neutrality by 2050, the National Energy and Climate Plan 2021–2030 (NECP), as well as in the (upcoming) Climate Law regulation, which overall sets the direction for reducing emissions, improving energy efficiency, and developing sustainable transport.

The transport sector is one of the most significant sources of emissions in the European Union, accounting for about a quarter of total emissions. In Riga, transport is also the largest source of emissions, accounting for about 42% of the city's total CO<sub>2</sub> emissions. At the same time, public transport only accounts for about 2% of the city's total CO<sub>2</sub> emissions, while private road transport accounts for the dominant share, clearly demonstrating the importance of public transport as a low-emission mobility solution.

As a provider of urban public transport services, Rīgas satiksme makes a significant contribution to the development of a sustainable and smart mobility system, which is one of the central elements of the European Union's Sustainable and Smart Mobility Strategy, envisaging a reduction in emissions from the transport sector of up to 90% by 2050.

The operations of Rīgas satiksme are also assessed in the context of the European Union Taxonomy Regulation (Regulation (EU) 2020/852). The taxonomy provides that urban public transport and related infrastructure can qualify as a sustainable economic activity if it contributes to the transition to low-emission or zero-emission mobility and meets the specified technical criteria, including the principle of "Do No Significant Harm".

The environmental impact of Rīgas satiksme arises in two interrelated sectors:

- in the transport sector (provision of public transport services, vehicle operation and energy consumption);
- in the infrastructure sector (railways, catenary, parks, depots, energy supply facilities and other technical infrastructure).

This impact has been taken into account when structuring the environmental section according to the topics specified by the ESRS:

- ESRS E1 – Climate Change,
- ESRS E2 – Pollution,
- ESRS E3 – Water Resources,
- ESRS E4 – Biodiversity and Ecosystems,
- ESRS E5 – Resource use and circular economy,

ensuring a clear link between governance, strategic objectives, risk management and quantitative indicators, as required by the general structure of the ESRS.

The environmental section of the sustainability report is based on a double materiality assessment, covers the 2025 reporting year and reflects the most significant direct and indirect impacts, risks and opportunities.

Climate management at Rīgas satiksme is integrated into the company's overall governance and environmental management system, which is defined in two policies.

### **Korporatīvās un sociālās atbildības un ilgtspējas politika**

It defines a company's commitment to sustainable development, reducing environmental impact and promoting social responsibility. It is based on the UN Sustainable Development Goals and ISO guidelines.

Sustainability issue: Climate change mitigation, social responsibility, UN SDG integration.

### **Integrētās kvalitātes, arodveselības un darba drošības, energopārvaldības un vides politika**

Defines the company's commitment to providing high-quality services, a safe and healthy working environment, efficient use of resources and reduction of environmental impact. Based on the principles of ISO 9001, ISO 45001, ISO 50001 and ISO 14001. Emphasizes continuous improvement, risk management, regulatory compliance and sustainable resource management.

Sustainability issue: Climate mitigation, energy efficiency, employee safety, environmental protection.

## ENVIRONMENTAL IMPACT

### Environmental management

The company's board is responsible for the strategic direction of sustainability and climate change-related issues, while the implementation of climate change mitigation and adaptation measures is ensured through cooperation between the company's involved departments.

Rīgas satiksme identifies and regularly assesses the impacts, risks and opportunities of climate change, including greenhouse gas emissions and physical climate risks, based on the company's risk management rules, incident management procedures and dual materiality assessment.

Climate aspects are also taken into account in investment planning, infrastructure maintenance, and public transport development, ensuring consistency with the climate goals of the European Union, the state, and municipalities.

#### The impact of climate change on the business model and future of Rīgas satiksme

Climate change affects the business model of Rīgas satiksme in two interrelated, but conceptually different directions—through mitigation of the company's negative impact on the climate and through adaptation to the risks posed by climate change.

In the context of reducing the negative impact on the climate, the basis of Rīgas satiksme operations is the energy-intensive operation of transport and infrastructure, which determines the company's greenhouse gas emission profile and creates an obligation to gradually reduce these emissions. Climate policy goals and regulatory requirements directly affect the development of the company's transport fleet, the choice of energy sources, the implementation of energy efficiency solutions and the structure of capital investments, while at the same time strengthening public transport as a low-emission mobility solution in the urban environment.

In terms of climate change adaptation, Rīgas satiksme business model is increasingly affected by growing physical climate risks—floods, storms, heat waves, and other extreme weather conditions—that can disrupt flights, damage transport infrastructure, and affect the health of drivers and passengers, as well as the quality of service. These risks create the need to strengthen the resilience of transport infrastructure and service by integrating climate adaptation measures into daily operations and long-term investment planning.

Integrating both directions—mitigation and adaptation—into the business model is essential to ensure the continuity and sustainability of Rīgas satiksme operations in changing future climate conditions.

### Activities and resources related to climate change policies (E1-3)

Finanšu līdzekļu izlietojums dabas resursu un vides aizsardzībai*	2023	2024	2025
Opex (kārtējās izmaksas)	1,37 milj. eiro	1,1 milj. eiro	1,12 milj. eiro
Capex (kapitālieguldījumi)	16,87 milj. eiro	3,91 milj. eiro	10,69 milj. eiro

\*Information to be submitted to the Central Statistical Office "Report on the use of funds for the protection of natural resources and the environment"

### Targets related to climate change mitigation and adaptation (E1-4)

Rīgas satiksme identifies and assesses climate risks based on a dual materiality assessment, analyzing both the impact of the company's operations on the climate and the impact of climate change on the company's business continuity, infrastructure and service provision.

The identification of climate risks uses company operational data, actual incidents, the technical condition of infrastructure, and external climate data, including climate data published by official Latvian institutions.

In assessing climate risks, Rīgas satiksme determines the materiality of risks, taking into account their probability of occurrence, the extent of their impact and the potential impact on the continuity of public transport services and society. The results of this assessment are integrated into the company's sustainability reporting and used in decision-making on priority measures in the field of climate change mitigation and adaptation.

The climate risk management approach is regularly improved, using accumulated experience from actual events, updating the materiality assessment and adapting measures to changing climate conditions, thus ensuring the sustainability of Rīgas satiksme services.

### Mitigating negative climate impacts (indicators and targets)

Emissions generated by Rīgas satiksme are mainly related to the operation of vehicles and related infrastructure involved in the provision of public transport services.


In 2025, 740 vehicles were used to provide the service, of which 420 were buses, 225 trolleybuses and 95 trams.

The trams are powered by electricity and are considered emission-free transport. Rīgas satiksme has 46 low-floor trams and 49 TATRA type tram trains at its disposal.

Trolleybuses are mainly powered by electricity and operate on the built-in catenary system. Out of 225 trolleybuses, 172 are equipped with diesel generators and 10 with a hydrogen cell to provide public transport services on routes not equipped with a catenary system. In 2025, similar to 2024, approximately 10% of the total trolleybus kilometers traveled on weekdays were traveled using a diesel generator. 75,302 km were traveled using hydrogen.

Of the total number of buses, 52 or 12% are electric buses, while 368 are buses equipped with internal combustion engines, purchased in the period from 2001 and complying with the Euro2, Euro3 and Euro6 emission classes. In 2025, buses traveled a total of 22.9 million km, of which 8.1% were electric buses. Upon reaching a certain age and technical wear, environmentally unfriendly buses are gradually taken out of service and replaced with emission-free buses.

Between 2023 and 2025, Rīgas satiksme purchased 52 electric buses. By 2050, when climate neutrality must be achieved, Rīgas satiksme public transport fleet will no longer contain previously purchased diesel-powered vehicles due to technical obsolescence - they will be gradually replaced with zero-emission vehicles.



**51%**  
**Zero-emission vehicles**

### Vehicles available to Rīgas satiksme

	2023	2024	2025
<b>Buses</b>	463	388	368
<b>Electric buses</b>	23	35	52
<b>Trolleybuses</b>	235	225	225
<b>Low-floor trams</b>	46	46	46
<b>TATRA tram sets</b> <sup>12</sup>	56	49	49
<b>TOTAL STL</b>	823	743	740

<b>Average age of STL buses</b>	12.23	12.03	11.56
<b>Average historical age of STL trams</b> <sup>13</sup>	31.2	32.2	33.2
<b>Average age of STL trolleybuses</b>	11.27	13.01	13.09

The composition and average age of public transport vehicles significantly affect the company's emissions profile, as the majority of the bus fleet is still equipped with diesel engines, while the proportion of zero-emission vehicles is being increased gradually.

## ENVIRONMENTAL IMPACT

### Commercial transport

Rīgas satiksme continues to renew its commercial transport necessary for its own operations, including replacing it with zero-emission vehicles to reduce fossil fuel consumption and environmental pollution. In 2025, the first five zero-emission trucks and nine zero-emission light vehicles were delivered.

Information about commercial vehicles available to ensure the operation of Rīgas satiksme.

Vehicle Type	Delivered			TOTAL in Operation 2025	% 2025
	2023	2024	2025		
Electric cars (non-trolleybuses)	0	23	14	44	20
Petrol	0	16	24	43	20
Diesel (Euro 5 and Euro 6)	9	20	3	132	60
Diesel (other)	3	1	0	0	0
<b>Total</b>	<b>12</b>	<b>60</b>	<b>41</b>	<b>219</b>	<b>100</b>

In total, Rīgas satiksme has 219 commercial vehicles at its disposal, which are used for both administrative and operational functions. 26% of the total number of commercial vehicles at its disposal is used for administrative functions, including parking lot control.

By 2025, 20% of the commercial vehicle fleet will be zero-emission vehicles. In 2026, it is planned to replace another 11% of diesel-powered vehicles, thus gradually renewing the entire fleet.

In 2025, commercial transport will have covered 17.7% of all kilometers traveled with zero-emission vehicles (in 2024 – 6.8%; in 2023 – 2.8%).

### Infrastructure composition

#### Buildings and structures for vehicle maintenance and administrative and traffic management functions.

To ensure the implementation of public transport services, Rīgas satiksme owns and possesses 335 real estate objects, including 233 buildings (administration buildings, production buildings, dispatching points, substations, garages, etc.) and 102 land units with a total area of approximately 69 hectares. At the end of 2025, the total area of buildings on the balance sheet of Rīgas satiksme was 127,000 m<sup>2</sup>.

The most significant real estate objects are located at – 1. trolleybus park – Ganību dambī 32, 2. trolleybus park – Jelgavas Street 37, 3. tram depot – Fridriķa Street 2, 5. tram depot – Brīvības Street 191, 6. bus park – Kleistu Street 28, 7. bus park – Vestienas Street 35 (including the company's administration).

Every year, financial investments are made for the maintenance and development of the public transport service support infrastructure (real estate). When developing construction projects and carrying out construction works, energy efficiency requirements are observed, which include the efficient use of resources, optimizing the life cycle costs of buildings and reducing negative environmental impacts.

Facilities completed in 2025	
Construction project development	6
Construction work	15
To be continued in 2026	
Construction project development	2
Construction work	2
Projects planned for 2026	
Construction project development	3
Construction work	1



## ENVIRONMENTAL IMPACT

Projects implemented in 5 years related to the energy efficiency of buildings:

- renovation of roof insulation at Vestienas Street 35 (lit.025),
- replacement of the pavement, reconstruction of the warehouse building at Ganību dambī 32,
- installation of a warehouse at Vestienas Street 35 (lit.012),
- renovation of the road maintenance auxiliary building at 189 Brīvības Street.

In 2026, the development of construction projects and construction works to improve the energy efficiency of buildings will continue, for example, the development of construction projects for the renovation/reconstruction of the administrative building at Ganību dambī 34, the renovation and insulation of the facade at Vestienas Street 35 (lit.024), the renovation of the workshop and administrative building at Brīvības Street 191, the commencement of construction works for the reconstruction of the body repair shop building at Vestienas Street 37.

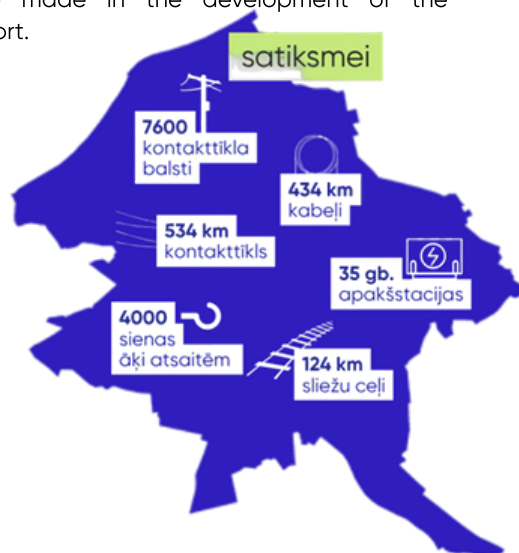
In 2026, a market research project "Installation of an energy and water supply metering and monitoring system" has been launched (at Kleistu Street 28 and Vestienas Street 35) to initiate the process of gradually equipping buildings with remote energy data reading.

### Infrastructure and buildings for ensuring public transport movement

Rīgas satiksme owns the infrastructure necessary to ensure the movement of electric transport – tracks, power supply infrastructure, contact network and other facilities related to public transport operations.

In 2025, significant investments were made in the development of the infrastructure necessary for public transport.

Structurally, the Riga public transport power system consists of traction substations, a cable network and a contact network. In ensuring stable electric transport movement, one of the most important factors is the continuous operation of traction substations, while the effective operation of substations depends on the operation of the remote management telemechanics system. The existing telemechanics system was introduced in 2009 and is technically and morally outdated.



- Several projects for the implementation of a new telemechanics system were initiated and implemented in 2025. The new telemechanics system was installed in 9 substations in 2025 and installation work will be completed in 3 more substations in 2026.
- Construction projects for the construction of a catenary system on both end sections of trolleybus route 4 were launched in 2025 and are being developed in 2026, electrifying the entire trolleybus route 4 (sections from Silciema Street to Murjāņu Street and from the terminal point of trolleybus 19 in Ziepniekkalnā (Valdeķu Street) to the terminal point of trolleybus 4 on Līvociema Street). The planned start date of construction work on these sections is the end of 2026.
- A new traction substation has been built in Mežaparks.
- In 2025, approximately 40 km of new traction cables were renewed on the 11th tram section from Brīvības Street to Brasa Overpass and from G.Zemgala Street to the Mežaparks terminus.

As part of a project co-financed by the European Union, **work on installing seven fast charging stations in six locations in the city began in 2025** - "Airītes iela 7", "Kleistu iela 28", "Murjāņu iela 58", "Atlantijas iela b/n", "Abrenes iela b/n" and "Latgales iela 429B". The project implementation deadline is set for June 30, 2026. The result - electric buses will be able to significantly charge their batteries in about 15 minutes, thus promoting a gradual transition from diesel buses to electric buses.

In 2025, the 7th bus fleet will be equipped with **slow (overnight) electric charging facilities necessary for the daily operation of electric buses** - a total of 14 charging facilities, which will allow for the simultaneous charging of 28 electric buses. The bus charges at maximum capacity in ~2 hours, if charging 2 buses simultaneously - the charging time is ~4 hours. Design of electric charging infrastructure at Kleistu Street 28 is planned for 2026 - Indicative costs: 3 million EUR (55 charging points), Implementation period: 2.5 years.

### Construction of the 7th tram line extension

The European Union co-financed project “Construction of the 7th tram line extension”, within the framework of which the 7th tram route is being extended to the intersection of Latgales Street and Višķu Street (~2.2 km), where a transport interchange point is being created. To ensure convenient transfer from one type of public transport to another, the 15th trolleybus route is also being extended to the transport interchange point along Višķu Street (~300 m). At the transport interchange point, mutually integrated public transport will be available in one place – bus/electric bus, trolleybus, tram. The implementation of the project will end in the summer of 2026.

#### Project result

- The construction of the track is 95% complete, with approximately 3,800 meters of the planned 4,000 meters built;
- Asphalting of roadways is 95% complete (~27,400 m<sup>2</sup>);
- 80% completed bike path (~4,000 m<sup>2</sup>);
- Installation of overhead line supports is 92% complete;
- 85% of the overhead contact line heating system on Višķu Street has been constructed.

In order to ensure the sustainable development of passenger transport services and promote their accessibility, in the period until 2030, Rīgas satiksme intends to make investments in the renewal of public transport rolling stock, purchasing emission-free vehicles that meet certain environmental requirements, and in the development of infrastructure, carrying out the necessary reconstruction of public transport infrastructure.

In 2026, Rīgas satiksme plans to launch procurement for 120 buses (60 diesel buses and 60 battery electric buses), 100 IMC trolleybuses (with dynamic charging capability) and 24 trams.

The purchase of new trolleybuses, trams and buses will renew the vehicle fleet and ensure that the volume of transportation remains at the current level.

According to the Riga Mobility Vision 2050, public transport should be developed as the backbone of Riga's mobility. Rail public transport should provide fast, convenient and high-capacity connections, offering an attractive mode of transport that is accessible to all groups of society.

Therefore, with the aim of continuing to develop the tram line network in the city of Riga, it is planned to launch feasibility studies for the construction of tram lines in the Skanste and Ziepniekkalna neighborhoods in 2026. The feasibility study is an important preparatory stage for the implementation of a high-quality transport infrastructure project, as well as a mandatory prerequisite for receiving potential EU funding.

### Building Information Modeling Technology (hereinafter referred to as BIM)

BIM has moved from concept and experiment to the stage of systematic implementation, becoming a tool for company operations and asset management.

In 2025, work continued on two strategically important BIM pilot projects –

- **5. Reconstruction of the tram depot production buildings at Brīvības Street 191;**
- **Construction of the 7th tram line extension, transport interchange and related buildings and engineering structures on Latgales and Višķu streets.**

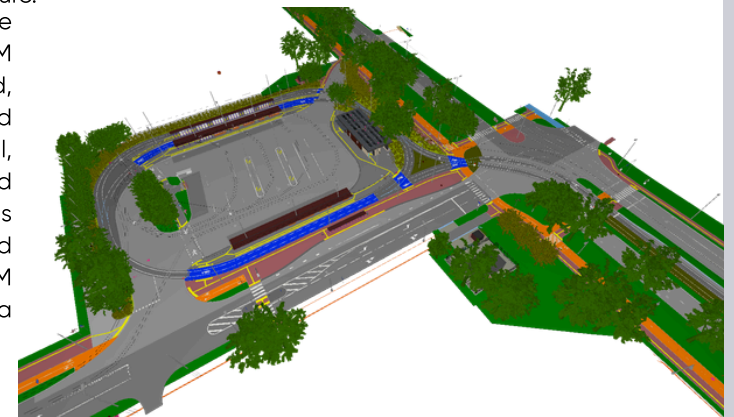
As a result of the pilot projects, the company will obtain two full-fledged object execution models, which summarize all current information about the structures and infrastructure – geometry, technical solutions, systems, equipment and their mutual interaction. In addition, each object element will contain structured technical information, including manufacturer data, technical specifications, warranties, operation and maintenance instructions, as well as other documentation necessary for management.

These models will become the foundation for digital, data-driven facility management, enabling a transition from fragmented documentation to a single, trusted digital source of information for the entire facility lifecycle.

At the same time, the development of BIM in 2025 was not limited to pilot projects; BIM principles, data structure, and working methods were systematically implemented in other company projects.

In 2025, the pilot project “**Digitalization of Track and Catenary Infrastructure**” was implemented, within the framework of which a high-precision digital survey of the tram track and catenary infrastructure was carried out on a 1.2 km section from Miera Street / Alojas Street to the intersection of Krišjāņa Barona Street / Matisa Street. As part of the pilot project, a scan of the infrastructure was performed, a point cloud was created and structured. In 2026, it is planned to begin the digitalization of the entire company's track and catenary infrastructure.

Based on the experience gained, the company's BIM requirements were developed, which determine a unified approach to the level of detail, information structure and quality of projects, as well as define the processes, roles and responsibilities of design, BIM development and data management.



### Energy

The energy management system has been implemented at Rīgas satiksme with the aim of systematizing and analyzing data, as well as using energy resources efficiently. By optimizing resource consumption, the negative impact on the environment is reduced and financial resources are saved.

Rīgas satiksme has calculated its greenhouse gas (GHG) emissions in 2025 in accordance with the guidelines of an internationally recognized methodology, the GHG Protocol<sup>14</sup>.

GHG emissions generated as a result of Rīgas satiksme operations are converted into CO<sub>2</sub> equivalent (tCO<sub>2</sub>e – tons of CO<sub>2</sub> equivalent), taking into account the global warming potential (GWP) of each greenhouse gas<sup>15</sup>.

The report examines GHG emissions generated by Rīgas satiksme public and commercial transport, real estate and related infrastructure, as well as hydrogen production (Vienības gatve 6, Rīga).

Rīgas satiksme directly influences and controls the consumption of energy resources in both the transport sector and infrastructure facilities. Energy efficiency indicators are accumulated and analyzed for the following facilities:

- 1. trolleybus park (Gaiņību dambis 32, Rīga);
- 2. trolleybus park (Jelgavas Street 37, Rīga);
- 3. tram depot (Fridriķa Street 2, Rīga);
- 5. tram depot (Brīvības Street 191, Rīga);
- 6. bus park (Kleistu Street 28, Rīga);
- 7. bus park (Vestienas Street 35, Rīga);
- 35 traction substations;
- parking lots (Atgāzenes Street 20 and 24A, Kr.Valdemāra Street 5A, Rīga);
- endpoints;
- 4th tram depot (A.Spariņa Street 1, Rīga).

The consumption of energy resources for public transport plays a significant role in ensuring the core operations of Rīgas satiksme. In 2025, the use of diesel fuel accounted for 86.6% of total level 1 emissions and 46.1% of all GHG emissions generated by Rīgas satiksme.

**Level 1 emissions** continue to decrease as, through the gradual renewal of the vehicle fleet, diesel-powered transport is replaced with new emission-free vehicles, and diesel fuel consumption is reduced accordingly.

In turn, there are no changes in **level 2 emissions**, because increasing the number of electric vehicles also increases electricity consumption. More than 90% of the total electricity consumed by Rīgas satiksme is used to ensure the movement of electric vehicles. Part of the energy consumption of buildings is provided by electricity generated from solar energy.

The amount of **GHG emissions from the 3rd level** is calculated using CO<sub>2</sub> data from airline tickets for employee business trips – 13.5 tCO<sub>2</sub>e. From 2025, emissions from motor oils used in transport maintenance are also included in the 3rd level emissions, which is the justification for the increase in the absolute value.

Total emissions have decreased by 3,344 tCO<sub>2</sub>e (approximately -5%) in 2023–2025, mainly due to electrification of the vehicle fleet and improvements in energy efficiency.

Rīgas satiksme continues to gradually replace vehicles with those that meet certain environmental requirements, as well as making investments in the reconstruction and construction of infrastructure, including energy efficiency improvement measures.

### Energy efficient and reduced energy consumption Energy resource distribution

Amount of energy resources consumed by Rīgas satiksme (E1-5):

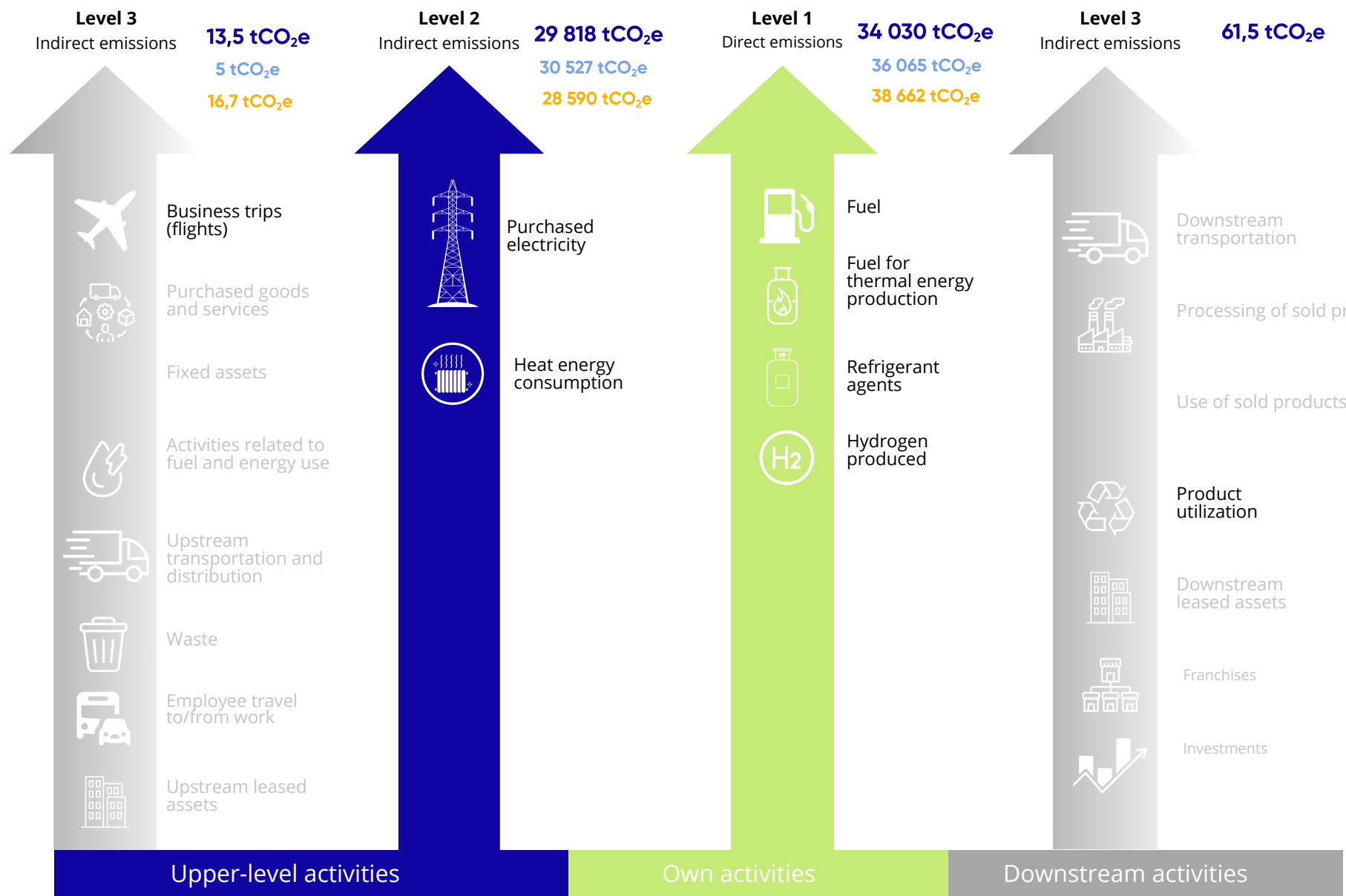
Analyzing the results of 2025:

- the reduction in diesel fuel is related to the use of 52 electric buses in operation and the replacement of diesel cars with electric cars and gasoline-powered cars in the economic sector;
- The increase in gasoline consumption is due to an increase in the number of gasoline-powered cars by 8 units: five small-class cars for control purposes and three compact-class cars, replacing diesel-powered cars;
- reduction of thermal energy is related to improving the energy efficiency of buildings;
- the increase in natural gas consumption is related to hydrogen production processes. A larger amount of hydrogen was produced than in the previous year.

# ENVIRONMENTAL IMPACT

In 2025, tCO<sub>2</sub>e  
 In 2024, tCO<sub>2</sub>e  
 In 2023, tCO<sub>2</sub>e

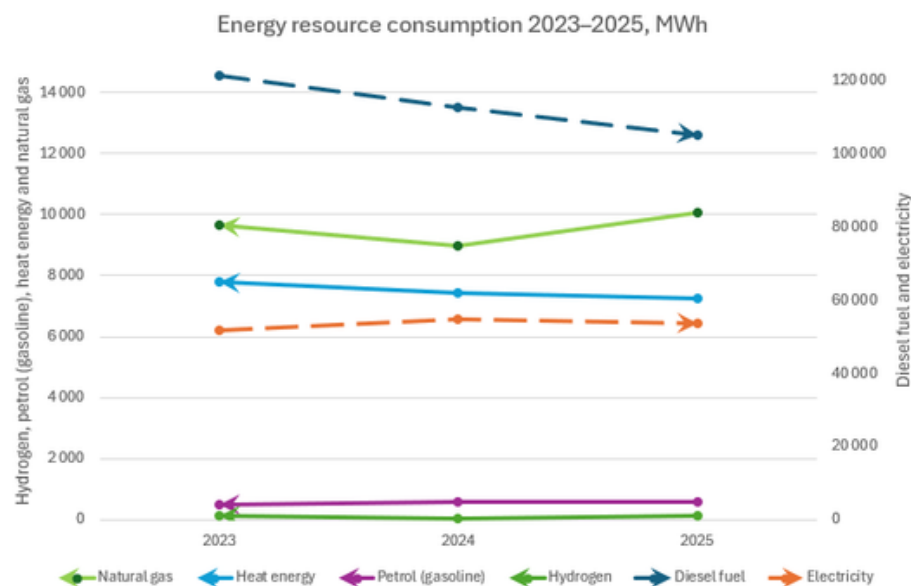
**TOTAL**  
**63 923**  
**66 597**  
**67 268**



## ENVIRONMENTAL IMPACT

The following building energy efficiency works were carried out in 2025:

- Roof repair works, replacement of garage doors and windows, as well as replacement of external lighting at Vestienas Street 35.
- Insulation of the building at Brīvības gatve 349A has been carried out,
- Construction work has been carried out on the Ganību dambis 32, which has resulted in improved energy efficiency.
- In turn, the 600V DC power supply cables of traction substation No. 12 on Bukultu Street have been replaced in 5 separate sections with a larger cross-section, which reduces losses and potentially extends the service life of the cables.



### Solar energy use (E1-5)

In order to reduce the amount of purchased electricity in buildings and infrastructure facilities, the installation of solar panels at the 6th bus park at Kleistu Street 28 was completed in mid-2024. 388 solar panels with a total installed capacity of 150kW were placed on the roofs of the administration and closed parking buildings, which began generating electricity on July 25.

In 2025, solar panels produced 136,666 kWh, of which 127,723 kWh was used for self-consumption. The remaining amount of electricity produced – 8,943 kWh – was transferred to the distribution network.

	Generated electricity (kWh)	Electricity for own consumption (kWh)	Electricity supplied to the grid (kWh)
Total 2024	48 448	42 892	5 557
Total 2025	136 666	127 723	8 943

2025 is the first full calendar year in which the amount of electricity produced by solar panels (Kleistu Street 28) has been identified—136.6MWh, which accounts for approximately 0.25% of the entire electricity consumption of Rigas satiksme. In turn, this amount accounts for 11.7% of the total electricity consumption of bus fleet 6.

The projects at Vestienas Street 35 and Brīvības Street 191 are planned to be commissioned in 2026. The estimated installed capacity of solar panels in each facility is 75kW. Thus, it is also planned to replace purchased electricity for self-consumption needs with renewable energy resources in these facilities.

The operations of Rigas satiksme have both negative impacts related to high energy consumption and greenhouse gas (GHG) emissions, and positive impacts through improved energy efficiency. Energy consumption is one of the central sources of Rigas satiksme climate impact. Diesel and electricity are the dominant energy sources, and as the share of electric transport increases, the total electricity consumption also increases.

At the same time, energy efficiency measures are being implemented in buildings, solar panels are being installed and thermal energy consumption is being reduced. The reduction in level 1 emissions is mainly due to the decrease in diesel consumption, replacing diesel buses with electric buses.

### Climate change adaptation (E1-6)

The planning and implementation of climate change adaptation measures in Rīgas satiksme is based on the analysis of actual events and incidents, which reveal the increasing impact of extreme weather conditions on the company's operations. In recent years, cases have been identified in which floods and intense rainfall have caused disruptions to tram traffic on certain sections of the tracks, while storms and strong winds have resulted in restrictions on public transport traffic due to fallen trees and damaged infrastructure. Heat waves have been identified as a significant risk to both the infrastructure (rail deformation, pavement damage) and the health of employees and passengers, resulting in increased energy consumption for cooling. These actual cases are taken into account when planning infrastructure maintenance works, fleet technical requirements and measures for the safety of employees and passengers, thus strengthening the resilience of public transport services in changing climate conditions.

In 2025, compared to the climatic conditions in 2024, there were no days of extreme weather conditions in Riga. When analyzing weather-related incidents that had a minor impact on the implementation of public transport services, two main reasons for flight delays were identified – flooding of streets and tram tracks caused by intense rainfall, the cause of which is poorly maintained city rainwater drainage systems, as well as wind-induced breakage of trees or tree branches, when fallen trees block the roadway or damage the electric transport infrastructure, and the cause of which is untimely maintenance of city greenery.

#### Climate-related incidents

On June 10, a tree fell on the overhead line at Latgales Street 175, which resulted in disruption to tram traffic on routes 1 and 14 in both directions. Traffic disrupted: 101 min. for trams.

On September 7, a large puddle formed at the intersection of Tilta and Tvaika streets due to heavy rain, stopping the movement of trams 5 and 8 towards the center. Movement disrupted: 73 min. For trams.

Rīgas satiksme does not participate in projects financed with carbon credits (E1-7), nor does it apply an internal carbon price (E1-8).

The operations of Rīgas satiksme have a significant impact on the climate, as the company's core business is directly related to energy consumption and greenhouse gas emissions, especially in the operation and maintenance of public transport infrastructure. Although public transport in urban environments generates significantly lower emission intensity than private road transport, the volume of emissions generated and the requirements of climate policy make the transport sector significant in terms of impacts, risks and opportunities. Therefore, mitigating the negative impact on the climate and adapting to climate change is a strategically important topic for Rīgas satiksme.



### Pollution (E2)

By providing the service, in addition to greenhouse gas emissions, the company also creates several pollution-related impacts that affect air quality, noise levels, soil, water resources, and the circulation of hazardous substances.

Pollution risks are identified based on incident records, monitoring data, facility inspections and internal procedures. This data is used to identify the most significant sources of pollution and plan control measures – both preventive (regular inspections, equipment maintenance, compliance with chemical storage requirements) and reactive measures in cases of leaks, damage or emergencies.

Rīgas satiksme systematically implements pollution reduction and control measures, including improving infrastructure, improving technological processes and introducing alternative solutions, as well as ensuring regular internal supervision and monitoring, to reduce the impact of pollution on the environment and human health.

Pollution management at Rīgas satiksme is integrated into the company's overall environmental management, infrastructure maintenance and technical process management system. The company implements the requirements set out in regulatory enactments and the conditions of permits for polluting activities, ensuring that stationary pollution sources are regularly monitored and their emissions comply with the established limits.

For mobile pollution sources, including buses, trolleybuses and trams, pollution management is implemented through the processes of vehicle fleet renewal, technical maintenance and operational control.

The company's structural units ensure the monitoring of pollution sources, safe management of chemicals and hazardous waste, as well as the compliance of washing equipment, wastewater and rainwater systems with environmental requirements. In turn, noise impact management is implemented by controlling vehicle movement in the fleet and depot territories, planning transport movement in sensitive areas and ensuring a low noise intensity regime during night hours.

### Air pollution (E2-4)

The activities of Rīgas satiksme generate several types of air pollution resulting from the operation of public transport, stationary pollution sources and technological processes. The company ensures continuous air pollution monitoring and provides regular reports to the Riga City Municipality and environmental protection institutions on emission volumes, measures taken and compliance with permits for polluting activities. These reports summarize information on measures implemented within the framework of the Riga Air Quality Improvement Action Program, including the modernization of the vehicle fleet, emission reduction measures and technological solutions aimed at reducing air pollution in public transport infrastructure and facilities.

Mobile sources of air pollution mainly include buses and technical service vehicles, which emit nitrogen oxides (NOx), particulate matter (PM10, PM2.5) and other emissions. Trolleybuses cause insignificant pollution on sections of the route network that are not equipped with a catenary system.

Buses	Trolleybuses
Total number: 420	Total number: 225
Of these: <ul style="list-style-type: none"> <li>• Euro 6: 54.3 %</li> <li>• Euro 3: 24.5 %</li> <li>• Euro 2: 8.8 %;</li> <li>• Electricity: 12.4%</li> </ul>	Of these: <ul style="list-style-type: none"> <li>• electrical: 19.2%;</li> <li>• electric, additionally equipped with Euro 5 diesel generators: 44.4%;</li> <li>• electric, additionally equipped with Euro 4 diesel generators: 32.0 %</li> <li>• electro, additionally uses H2 (hydrogen): 4.4 %.</li> </ul>

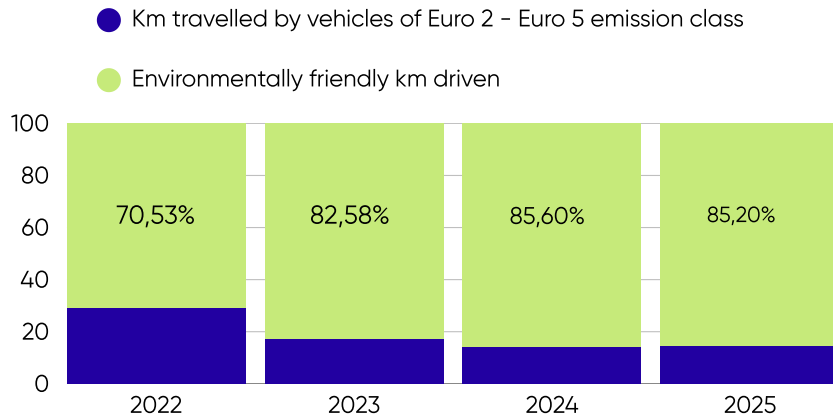
Of all vehicles involved in the provision of public transport services, 54.2% are zero-emission vehicles, while 82.6% of vehicles are vehicles that meet certain environmental requirements.

Rīgas satiksme has 140 Euro2 and Euro3 buses and 172 trolleybuses equipped with Euro4 and Euro5 diesel generators (for routes without a contact network). These vehicles are gradually being replaced with new vehicles. As part of the renewal of the bus fleet, 52 electric buses were purchased in 2024 and 2025.

## ENVIRONMENTAL IMPACT

Rīgas satiksme constantly collects information on the total kilometers traveled by public transport, including environmentally friendly kilometers traveled by trams, trolleybuses (on the catenary), electric buses and Euro6 emission class buses. The electric buses purchased in 2024 and 2025 clearly demonstrate that by using electric transport, Rīgas satiksme significantly reduces the company's negative impact on the environment.

### Environmentally friendly km driven



**Stationary sources of air pollution.** In the Rīgas satiksme infrastructure, stationary sources of air pollution constitute a group of emission sources whose impact on the environment arises both from fuel combustion and from various technological processes. These sources include boiler equipment, metalworking and bodywork processing processes, dust removal systems, painting areas, washing areas, as well as operations with organic solvents.

The operation of stationary sources is complemented by an extensive network of ventilation and extraction systems that ensure the collection and removal of emissions. These sources mainly produce emissions of carbon monoxide (CO), nitrogen oxides (NOx), volatile organic compounds (VOCs) and particulate matter (PM), the volumes of which are regularly measured and reflected in the framework of the monitoring of the company's polluting activity permits.

Most stationary air pollution sources use natural gas and operate in low-load modes with significant capacity reserves. The use of all stationary sources is coordinated in the issued polluting activity permits, and they have specified operating modes, extraction capacities, working hours and maximum permissible load modes.

### Hydrogen production plant

In 2022–2023, with co-financing from the European Union, Rīgas satiksme implemented the "H2Node" project, which resulted in the construction of a hydrogen production plant and the purchase of 10 hydrogen-powered trolleybuses.

The plant operates three HyGear hydrogen production units, each with 0.264MW of input thermal power, operating using natural gas reforming, and providing a maximum production capacity of up to 300kg of hydrogen per day or 51,100kg per year. Hydrogen is stored in above-ground tanks and filled with 350bar and 700bar filling equipment, ensuring fuel availability for Rīgas satiksme hydrogen trolleybuses. Hydrogen production creates relatively little local air pollution, as the main emissions are only nitrogen dioxide (NO<sub>2</sub>), carbon monoxide (CO) and carbon dioxide (CO<sub>2</sub>).

In 2025, no exceedances of pollution limits or violations of regulatory requirements were detected.

The operations of Rīgas satiksme cause air pollution because the company's mobile and stationary pollution sources create emissions, the monitoring of which is directly regulated in regulatory enactments and permits for polluting activities.



### Noise (E2-4)

The noise generated by Rīgas satiksme mainly arises from public transport traffic, the operation of technological equipment, and the operation of parks and depots.

The intensity of noise from public transport is more pronounced in the morning and evening hours, when vehicles leave and return to parks.

Since most of the company's technical infrastructure is located in industrial areas, the noise impact on residents is limited. At the same time, the tram depot at Brīvības Street 191 is located in a mixed-use area, where residential areas have also developed over time, therefore stricter assessment and monitoring measures are applied to noise management in this area.

During night hours, the impact of noise is significantly lower, as public transport movement occurs mainly in park and depot areas, while infrastructure maintenance equipment moves on standby, ensuring a minimum number of operations, such as cleaning and watering tracks, catenary maintenance work, as well as cleaning and repairing switches.

Rīgas satiksme periodically receives complaints about noise caused by transport in the city (in 2025 - four submissions). The most typical complaints are about the creaking of tram tracks or noise caused by vibrations of tracks in the pavement, as well as about stop announcements when a vehicle approaches a stop platform. In places where reconstruction of the track surface is possible, it is carried out, but in the historical center of the city, where building regulations require the preservation of the historical pavement, it is impossible to completely eliminate the noise problem. In turn, the noise associated with the entry of a vehicle into a stop and trip announcements cannot be completely eliminated by Rīgas satiksme for valid reasons - public transport is used by passengers with various functional disorders, and these sound signals, along with other identification signs, are necessary.

To reduce noise, Rīgas satiksme is implementing a number of technical and organizational solutions. In rail infrastructure reconstruction and new construction projects, noise and vibration-damping elements are systematically used - wooden sleepers, two-component polyurethane under-rail pads, seamless (welded) track sections and noise-absorbing materials. In the period from 2020 to 2025, 23.9 km of tracks were reconstructed, including 7.1 km on a concrete base. Noise and vibration-damping, electrically insulating materials were used in all reconstruction sites, significantly reducing noise pollution caused by trams in the urban environment.

Rīgas satiksme participates in the implementation of the Riga Agglomeration Noise Reduction Action Plan (2024–2028) and regularly provides the municipality with information on the implementation of measures, including infrastructure reconstructions.

The operation of Rīgas satiksme has a local impact on noise pollution in the urban environment. The noise impact is spatially limited and concentrated in certain areas (for example, the tram depot at Brīvības Street 191 and certain sections of the track in the city). Although systematic noise reduction measures are implemented and the impact is low at night, the noise issue remains a socially sensitive factor in certain neighborhoods.

### Water pollution (E2-4)

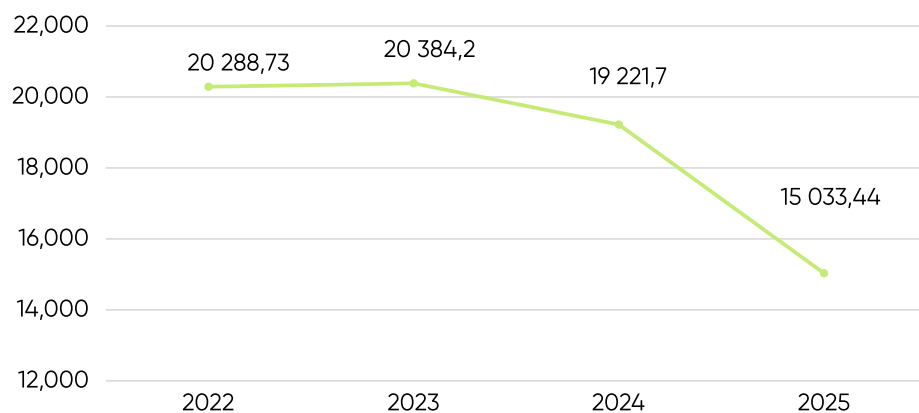
As a result of the operations of Rīgas satiksme, emissions to water arise from domestic, industrial and storm wastewater, which constitute the company's main impact on water resources. The company has concluded an agreement with SIA "Rīgas ūdens" for the discharge of domestic and industrial wastewater into the city's centralized sewage system. All domestic wastewater from Rīgas satiksme facilities is discharged into centralized networks, where its treatment is provided by the Riga Municipality water management infrastructure.

Production wastewater management is organized according to the technical equipment of each territory, using local treatment facilities, which separate pollutants—oils, lubricants, sand, metal particles, detergents, and other compounds—before wastewater is discharged into the city's centralized networks.

Stormwater drainage is ensured using the company's infrastructure; Rīgas satiksme manages approximately 10.8km of stormwater drainage network. They were built at different times using sections of clay, cast iron and plastic pipes. As some of these networks are outdated, pipeline collapses, blockages and wear and tear have been identified, which during heavy rainfall can increase the risk of pollution, as stormwater drains carry pollution from adjacent areas into the stormwater drains. The stormwater drains are connected to the city's municipal sewer system, for which the company receives invoices from SIA "Rīgas ūdens".

## ENVIRONMENTAL IMPACT

Volume of rainwater from Rīgas satiksme areas, m<sup>3</sup>



The sludge from treatment plants and grease traps, including oils, sand, grease and other pollutants, is transferred to licensed waste managers, ensuring environmentally safe management. The amount of waste varies depending on the intensity of the facility's operations and is accounted for in accordance with waste management regulations.

		2023	2024	2025
<b>Disposal of oil product waste (oil/water mixture, code 130507)</b>	t	4	3	4
<b>Collection of sewage wastewater</b>	m <sup>3</sup>	1102	1140	1093
<b>Collection of water-fat mixture</b>	m <sup>3</sup>	53	24	57
<b>Collection of sand mixture from wells</b>	m <sup>3</sup>	758	687	680

In order to improve wastewater disposal and water resource management, Rīgas satiksme has begun developing construction projects in 2024 for the modernization of external storm, industrial and sewage networks in two areas—Kleistu Street 28 and Vestienas Street 35. The following works are planned to be carried out in these facilities: reconstruction or new construction of domestic wastewater sewage networks, reconstruction or new construction of industrial wastewater sewage networks, as well as reconstruction or new construction of storm wastewater sewage networks.

In general, Rīgas satiksme water pollution management is based on preventive measures, improving technological solutions, controlling local pollution sources, and cooperating with the centralized sewage system operator, ensuring that wastewater generated by the company is managed in accordance with regulatory requirements and monitored to prevent negative impacts on the environment.

The operations of Rīgas satiksme have a potentially significant impact on the aquatic environment, as the company's operations generate domestic, industrial and stormwater wastewater, which may contain pollutants. This impact is mitigated by using local treatment facilities, as well as by planning and implementing infrastructure renovation and construction projects.



### Soil and ground pollution (E2-4)

In the areas of operation of Rīgas satiksme, soil and ground pollution risks are mainly related to historical pollution cases detected in former or existing fuel storage and transport service infrastructure areas. Rīgas satiksme manages two historically contaminated areas—the former gas station (DUS) area at Kleistu Street 29 (contaminated area) and the DUS area at Vestienas Street 37 (contaminated area), which are monitored in accordance with the requirements of regulatory enactments.

A gas station is operated on the company-owned territory at Kleistu Street 28, the nature of which classifies the territory as potentially contaminated. In such facilities, the increased risk relates to the quality of soil and groundwater, and the aforementioned classification is in line with industry standards and good practice in environmental management.

Address	Status
Kleistu Street 28	Potentially contaminated area
Kleistu Street 29	Contaminated area
Vestienas Street 37	Contaminated area

Pollution risks are systematically monitored based on incident records, monitoring data and regular inspections of technical facilities, which are part of the Rīgas satiksme environmental management system.

In the territory of the 7th bus park gas station at Vestienas Street 37 (registered as a polluted site by the State Environmental Service, PVPS No. 219), contamination of the soil and groundwater with petroleum products has been detected. Previously, since 2006, remediation work has been carried out and regular monitoring has been ensured, however, residual contamination remains. Rīgas satiksme has developed an initial soil and groundwater research program for 2024–2025.

In 2026, it is planned to develop a detailed soil and groundwater research program, identify the source of pollution, and begin pollution elimination work to reduce the negative impact on the environment.

Rīgas satiksme also monitors daily operational risks – possible leaks from technological equipment or vehicles, which can cause temporary, local soil pollution. These risks are managed through preventive measures: regular maintenance, compliance with chemical storage requirements, safety measures, employee knowledge development and emergency response actions, which are defined as mandatory practices for pollution prevention and control in the company.

In high-risk areas—including in the territories of transport parks and gas stations—spill absorbers and local reservoirs are maintained, as well as waste collection and transfer to licensed managers, such as oil, filter and absorbent waste, are ensured.

The planned modernization project of external storm, industrial and sewage networks at Vestienas Street 35/37 includes works that will indirectly reduce the risk of pollution entering the soil and groundwater. The project includes the construction of new sand and oil product separators, as well as pumping stations, which will reduce the potential risk of pollution leakage into the soil and groundwater.

In general, Rīgas satiksme manages soil and groundwater pollution risks by preventing historical pollution, restoring and rebuilding utilities, as well as ensuring that pollution is identified and eliminated in a timely manner, and that territories are managed in accordance with regulatory requirements.

The operations of Rīgas satiksme have a local impact on soil and groundwater pollution; the company manages historically contaminated territories (Kleistu Street 29, Vestienas Street 35/37), where oil product contamination has been detected in the soil and groundwater.

## ENVIRONMENTAL IMPACT

### Microparticles and material wear (E2-4)

In the operations of Rīgas satiksme, particulate matter emissions are caused by pollution resulting from mechanical friction and wear of materials. These types of pollution are not directly related to fuel combustion, but rather to the movement of vehicles and the operation of technical systems. Rīgas satiksme has identified the following sources of particulate matter, which, depending on the dispersion of these particles, can affect air quality, as well as water and soil quality:

- Tire wear is one of the sources of particulate emissions in public transport. To reduce this pollution, Rīgas satiksme has been using the criterion in all procurements since 2024 that the external rolling noise class of public transport tires must correspond to class A, which means that tires with reduced wear and lower particulate emissions are selected. On average, approximately 1,700 tires are used (traveled) per year.
- Brake pad and disc wear produces fine metallic and mineral particles that qualify as particulate matter (PM) emissions.
- The wear and tear of public transport interior upholstery, including seat fabrics, can produce microfibers, which mainly end up in the cleaning rooms of parks and depots. They are washed away with the cleaning water and end up in the production wastewater, where they are captured by local treatment plants.
- Other sources of particulate matter include sand, dust and friction particles from vehicle movement in repair areas and enclosed maintenance rooms, as well as dust particles generated by metalworking and grinding processes, which are collected by local exhaust systems.

The operation of Rīgas satiksme has a negligible impact on particulate pollution; wear and tear of tires, brake systems, interior trim and other materials creates particulate pollution that is diffuse, continuous and characteristic of urban public transport in general. At the same time, this impact is purposefully mitigated through procurement requirements and regular maintenance.

### Substance handling (E2-5)

Rīgas satiksme uses various chemical substances in its operations, including fuel, lubricants, technical fluids, cleaning and detergents, paints and solvents, which are used in the processes of vehicle operation, maintenance, repair, washing and territory maintenance. These substances are stored in hermetic containers on impermeable floors, and absorbent supplies are provided in all territories to collect leaks.

Chemical substances and mixtures are stored, accounted for, labeled and used in accordance with the requirements set out in the regulatory enactments of the Republic of Latvia on operations with chemical substances and mixtures, as well as the ISO45001:2018 standard "Occupational Safety and Health Management System".

In areas where hazardous chemicals are stored or handled, there are readily available supplies of absorbents for spillage collection. These absorbents, like any other industrial waste—both hazardous and non-hazardous—are handed over to licensed waste managers with whom appropriate contracts have been concluded. Chemicals and mixtures are handled in areas with a surface impermeable to water and pollutants. The operations of Rīgas satiksme create impacts that are effectively controlled. The company's operations use hazardous substances (oils, batteries, freons, paints, solvents), which in case of leaks can cause significant pollution, however, taking into account strict storage and accounting requirements, the availability of absorbents and the use of licensed waste managers, the actual impacts are considered controlled.

### Monitoring of air, water and soil pollution and its results in 2025

Facility	Air	Water	Chemical substances	EC emission annual limits (Not exceeded / Exceeded)
Vienības gatve 6, 12, b/c – Hydrogen production and filling station	●			Not exceeded
Vestienas Street 35/37, Site 7 – Bus depot	●			Not exceeded
Kleistu iela 28 and 29, Site 6 – Bus depot	●	●		Not exceeded
Brīvības Street 191, Site 5 – Tram depot	●		●	Not exceeded

● - monitoring is carried out

Data collection processes for pollution-related accounting and reporting are ensured by the company's environmental specialist. Air pollutant emissions calculations are performed in accordance with the calculation methodology in accordance with the Cabinet of Ministers' regulations on the development of emission limit projects for stationary pollution sources.

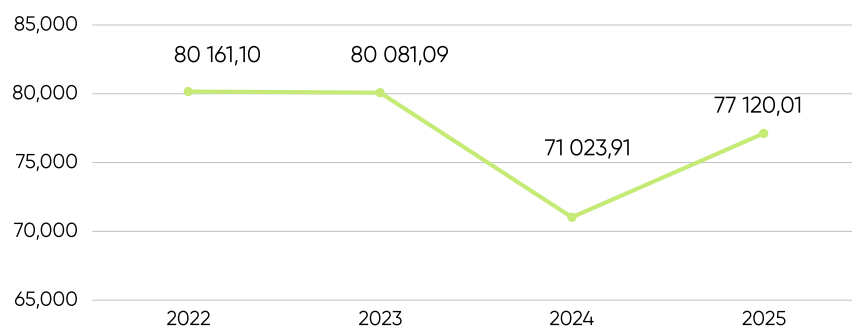
Groundwater and groundwater quality is tested by testing individual parameters using laboratory methods accredited in the relevant field. Wastewater testing is carried out in accredited laboratories in accordance with Latvian or international (ISO) standards.

In accordance with the Law "On Pollution" and the relevant regulations of the Cabinet of Ministers, Rīgas satiksme regularly provides reports to the Central Statistical Office, the Latvian Centre for Environment, Geology and Meteorology and other competent institutions.

### Activities and resources related to water and marine resources (E3-2)

Rīgas satiksme uses water resources in its daily operations, which are mainly obtained from the city's centralized water supply networks. Water is consumed in both the administrative and economic sectors, however, the largest share of water consumption is related to economic activities, including daily cleaning, washing and technical maintenance of vehicles.

Water/sewerage consumption in Rīgas satiksme facilities, m<sup>3</sup>



The reduction in water consumption in 2024 was related to reconstruction works at the facility at Brīvības Street 191, during which the outdated and inefficient tram washroom was dismantled.

#### Water circulation and reuse

Rīgas satiksme is gradually introducing water recycling solutions in vehicle washes to reduce the consumption of purified drinking water. Water reuse is already being implemented and is planned in several facilities:

- Vestienas Street 35 – partial reuse of washing water;
- Brīvības Street 191 – a full laundry wastewater regeneration system is planned as part of the planned project.

The operations of Rīgas satiksme are not directly related to the use of marine resources, and the company's operating territories are not located in marine or coastal areas, therefore the impact on marine resources is assessed as insignificant.

The operations of Rīgas satiksme have a negligible impact on water resource consumption. Although the company's operations depend on water resources, especially in vehicle washing and economic processes, water consumption is actively optimized by implementing water cycle solutions. Since the company's operations are not related to marine or coastal areas, the impact on marine resources is assessed as negligible.

### Biodiversity and ecosystems (E4)

The direct impact of Rīgas satiksme as a city public transport service provider on biodiversity and ecosystems is limited, as the company's main activities are carried out in the urban environment and within the existing transport infrastructure. The company's activities are not related to land use change or economic activities in specially protected nature areas. However, a small impact on biodiversity may arise as a result of vehicle movement in cases where collisions with wild animals occur.

Rīgas satiksme records vehicle road traffic accidents, including collisions with wild animals. Available data shows that the number of such events is low and episodic, which is typical of urban traffic.

Public transport collisions with wild animals:

In 2022 – 3 collisions,

In 2023 – 0 collisions,

In 2024 – 2 collisions,

In 2025 – 3 collisions.

These data confirm that collisions with wild animals are not a systematic or growing problem in the operations of Rīgas satiksme, but rather individual, random incidents that may occur on certain route sections or under specific conditions, such as during the dark.

Rīgas satiksme does not own infrastructure facilities in Natura 2000 territories. Public transport routes in some places pass by or cross the border zones of the nature reserves "Jaunciems" and "Vecdaugava", as well as the nature park "Piejūra", as these territories are located in neighborhoods that are included in the public transport route network.

Based on the available data and the nature of the impact, the impact on biodiversity and ecosystems in the operation of Rīgas satiksme is assessed as insignificant.

The operations of Rīgas satiksme have a negligible impact on biodiversity and ecosystems, as the company's operations take place in an urban environment and do not involve land use change or operations in specially protected nature areas. The recorded collisions with wild animals are rare, episodic events without systematic or long-term impacts on species populations or ecosystems.

## ENVIRONMENTAL IMPACT

### Circular economy (E5)

Ensuring the operation of Rīgas satiksme requires a significant amount of various resources, which are used both for the implementation of public transport services and for the maintenance of transport, as well as for ensuring management, organization and support processes. The most significant resources entering the company (E5-4) are:

- energy resources, including electricity, diesel, gasoline, and natural gas;
- material resources and spare parts, including vehicles, materials, spare parts and equipment required for the maintenance of transport and infrastructure;
- other resources and services, including materials necessary for the provision of communications and information technology, materials and equipment necessary for ticket sales, etc.

The supply and use of energy resources has been identified as one of the most significant sources of environmental impact in the company's dual materiality assessment.

*Resource use mainly occurs at the operational stage of the company's value chain, where:*

- operation, maintenance and technical servicing of vehicles;
- infrastructure maintenance, renovation, and equipment;
- construction and equipping of new facilities and infrastructure.

The output resources (E5-5) generated as a result of the service are:

- waste and worn-out material assets, including worn-out vehicles and vehicle spare parts, infrastructure maintenance waste, worn-out equipment and devices, and other production waste;
- emissions, including emissions and air pollution from the operation of vehicles in urban environments, as well as emissions from the operation of stationary facilities in parks and depots;
- waste resulting from the implementation of the service, including waste resulting from thermal paper tickets and personalized e-tickets in the form of a plastic card. This is waste that ends up in the urban environment and cannot be recycled.

Rīgas satiksme is constantly reviewing processes to increase the efficiency of resource use and reduce the amount of waste generated.

### Waste management and circular economy principles (E5-5).

Rīgas satiksme waste management approach is based on the principles of EU waste policy and circular economy:

*Waste prevention*

- reuse of materials;
- extending the life cycle of materials;
- using worn-out vehicle parts to repair other vehicles.

Rīgas satiksme implements the following activities that promote the circular economy and extend the life cycle of materials:

- retreading of public transport tires;
- repair of spare parts and units.

In the future, it is planned to create a spare parts exchange fund (service exchange), within which used or damaged spare parts will be handed over for renewal, in return for receiving industrially renewed spare parts.

Preparation for reuse includes preparing materials and equipment for further use or disposal. In 2025, Rīgas satiksme auctioned 71 vehicles for further use and recycling.

Assets transferred through auction	2024	2025
Public transport vehicles for further use	18	0
Service vehicles for further use	41	51
Decommissioned vehicles	25	20
Technological equipment	1	0

## ENVIRONMENTAL IMPACT

### Waste sorting

- sorting of different types of waste in infrastructure;
- daily involvement of employees in the sorting process.

Rīgas satiksme carries out waste sorting, as well as regularly reviews the frequency of household waste removal, container volumes, and their placement locations.

Once a quarter, Rīgas satiksme provides reports to the Latvian Green Point on the sorted packaging waste that has been delivered. The amount of sorted and delivered packaging is increasing every year, thus reducing the amount of unsorted waste.

### Packaging waste:

Packaging / kg	2023*	2024	2025
Paper, cardboard	34.9	184.1	362.7
Wood	153	2,282.5	2,631.0
Plastic	109.7	244.4	395.7
Ferrous metal	10	60	10

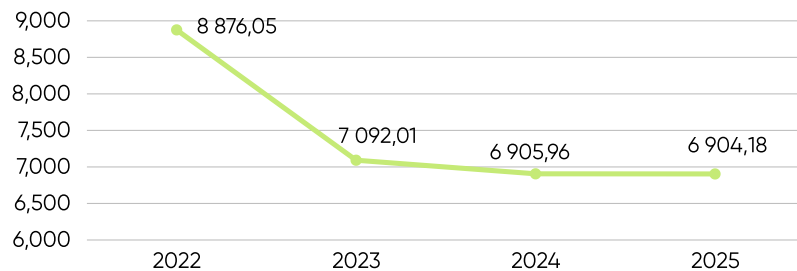
\*recordings made from the 4th quarter of 2023

### Waste recycling

- recovery and recycling of waste materials;
- contracts have been concluded for the management of industrial, hazardous, household and packaging waste.

The amount of household waste collected in 2025 has slightly decreased compared to 2024.

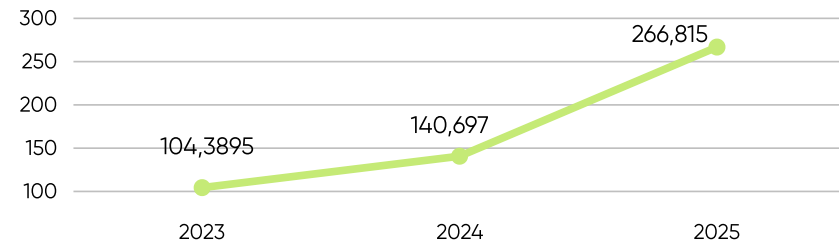
Volume of municipal waste delivered to waste management company, m<sup>3</sup>



**Production waste.** All production waste is counted, identified and stored in accordance with the company's internal regulations, as well as transferred to waste managers in accordance with concluded contracts.

**Hazardous waste.** Oil filters, fuel filters, air filters and hydraulic system components generated during vehicle maintenance are hazardous waste. They are collected in special containers and handed over to licensed waste managers. Brake fluid residues and used brake components are also handed over to certified waste managers. Replacement, storage and accounting of Freon tanks are ensured in accordance with chemical management regulations. Used batteries are stored in closed containers and handed over to waste managers as hazardous waste.

Hazardous waste handed over to waste managers, t



In 2025, a significant amount of accumulated wooden tram sleepers (approximately 151.84t) was transferred to the waste manager, which significantly affected the total amount of waste.

	2023	2024	2025
Recovered financial resources from waste sales, EUR	449 141	336 935	343 358

Circular economy is a significant impact topic, as the core business of Rīgas satiksme is resource-intensive and generates a significant amount of waste. Energy resources, materials and spare parts constitute a significant part of the incoming resources, while industrial, hazardous and municipal waste is a significant outgoing flow segment. Waste management costs, hazardous waste accounting and elimination of historical pollution create financial risks, but at the same time circular solutions (reuse of parts, recycling, procurement optimization, life cycle extension) provide significant financial opportunities and allow reducing environmental impact.

# IMPACT ON SOCIETY

## SUMMARY OF RISKS AND OPPORTUNITIES FOR IMPACT MATERIALITY FOR THE IMPACT ON SOCIETY

-  **Positive impact**
-  **Negative impact**
-  **Financial opportunity**
-  **Financial risk**





A - upper stage  
P - own action  
L - lower stage

### OWN STAFF

#### Working hours


76% work full-time. The specifics of the company's operations require night work, for which employees receive a bonus in accordance with regulatory enactments. Due to the shortage of public transport (STL) drivers, many employees have to work overtime. Compared to the results of the previous employee survey, the level of stress and overload has decreased.

-  Overtime costs
-  Opportunity - to popularize the profession of STL manager among young people and women.



#### Training and skills development



The company has a positive impact on the development of employee skills. Employees are provided with all necessary training to improve their skills. In 2025, 1,795 (unique) employees participated in the training, which is 1,240 employees more than in 2024.

-  Opportunity - to promote employee growth within the company



#### Labor protection

In 2025, compared to previous years, the number of accidents at work, the number of accidents at work resulting in incapacity for work, and the number of days lost due to employee illness have decreased.

-  Total cost of work disability to the employer
-  Opportunity - investments in improving the working environment.



### AFFECTED COMMUNITIES

#### Impacts related to community safety

Rigas satiksme plays a significant role in the implementation of civil protection measures and the evacuation of residents if necessary.



### CUSTOMERS AND END USERS

#### Road user safety

The physical safety of customers is affected by road traffic accidents involving Rigas satiksme vehicles. In 2025, 1093 road traffic accidents involving Rigas satiksme transport were recorded. 15.28% or 167 cases in the reporting year occurred due to the fault of the driver of a Rigas satiksme vehicle.

-  Insurance payments for accident victims with serious consequences or fatalities can potentially be financially significant.

-  Opportunity - STL Manager Skills Development



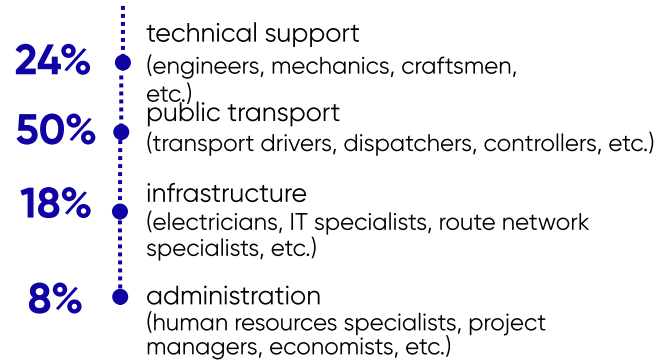
#### Access to the service

Rigas satiksme provides accessible and high-quality public transport to all residents and guests of Riga and the surrounding area. 94% of total STLs are accessible to customers with functional limitations, pregnant women, and people with small children (including those with strollers).

-  Opportunity - gradually renewing vehicles will increase availability



## IMPACT ON SOCIETY



The main value of Rīgas satiksme is its employees, who ensure the company's operational processes on a daily basis. Therefore, the company responsibly implements measures to ensure the safety, health and well-being of employees, promoting employee satisfaction and loyalty, as well as contributing to the growth and sustainability of Rīgas satiksme.

Considering that the company is a public transport service provider in the capital city of Riga, 3,351 employees are employed on a daily basis. The majority of them are public transport drivers (1,676) and technical support staff (804). In turn, 603 employees are involved in infrastructure maintenance, and 268 employees work in support departments.

Rīgas satiksme employees represent different ages, genders and nationalities. The average age of employees is 51.66 years, the average length of service in the company is 13.98 years, and the longest length of service reaches 58 years. Taking into account the above circumstances, the issue of generational change and attracting new specialists is becoming increasingly relevant.

In response to the shortage of drivers in the public transport sector, in 2025 Rīgas satiksme actively took advantage of the improvements in the regulatory environment introduced by amendments to the Cabinet of Ministers' regulations on obtaining driver's licenses. The amendments provide for easier access for

persons to obtain category D with a category B driving license without having previously obtained category C1 or D1. Using this opportunity, starting in June 2025, Rīgas satiksme began a targeted recruitment of apprentices to learn the profession of vehicle driver. Such an approach contributes to the expansion of the labor market, the availability of the profession and the replacement of generations, while at the same time strengthening the sustainability of the service in the long term.

### Working hours

Considering the company's scope of operations, providing public transport service from early morning 5:00 a.m. to midnight, as well as vehicle preparation, which is also carried out during the night hours, approximately 76% of the total staff are employees with aggregated working hours.

	2024	2025
Darbinieku % ar summēto darba laiku	76%	76%

Based on the data from the employee satisfaction survey conducted in the spring of 2025, one of the lowest rated aspects was the statement: "Work in my department is organized in such a way that it does not cause stress and overload." Compared to the results of the 2023 survey, the indicator has improved slightly, therefore, the improvement of the work environment and work-life balance continues.

Given the overall labor availability in the country, Rīgas satiksme is constantly lacking suitably qualified employees. At the end of 2025, the company had 406 vacancies, mostly for bus and trolleybus drivers. The aging of the workforce and the associated loss of working time due to incapacity for work increase the workload for other employees.

In the face of these challenges, it is necessary to ensure service continuity, optimal workforce utilization and employee engagement. In parallel, the company is actively cooperating with various associations and state institutions to review regulatory enactments, especially regarding social security for occupationally ill people and payment of sick leave.

### How are personnel management issues organized in Rīgas satiksme (S1-1)

#### Personnel Policy

Establishes principles of modern, transparent and employee-friendly personnel management. Promotes professional growth, feedback and active employee involvement in achieving organizational goals.

Sustainability issue: Employee well-being, inclusive work environment, respect for human rights.

#### Remuneration Policy

Establishes a fair, transparent, equal and competitive remuneration system for all employees. Defines the remuneration structure (fixed + variable part), bonuses, social guarantees and information disclosure procedures. Emphasizes fairness, transparency, market competitiveness and rational use of financial resources.

Sustainability issue: Social responsibility, fair remuneration, transparency.

#### Employee and Officer Recruitment Procedure and Recruitment Privacy Policy

Regulates a professional and transparent selection process, ensuring fair evaluation of applicants, data protection and prevention of conflicts of interest. Defines selection methods (internal/external selection), candidate evaluation criteria, data processing and documentation of the selection process.

Sustainability issue: Fair employment, human rights, data protection.

#### Integrated Quality, Occupational Health and Safety, Energy Management and Environmental Policy

Defines the company's commitment to providing high-quality services, a safe and healthy working environment, efficient use of resources and reduction of environmental impact. Based on the principles of ISO 9001, ISO 45001, ISO 50001 and ISO 14001. Emphasizes continuous improvement, risk management, regulatory compliance and sustainable resource management.

Sustainability issue: Climate mitigation, energy efficiency, employee safety.

#### Employee Privacy Policy

Describes how employees' personal data is processed throughout the employment relationship - in accordance with the GDPR and the principles of data minimization, transparency and security. It defines data categories, legal bases, retention periods, monitoring conditions and employees' rights to information and protection.

Sustainability issue: Privacy protection, data security, responsible governance

#### Code of Ethics

Sets standards of professional conduct, integrity, objectivity, transparency and respectful behavior for all employees. Promotes collaboration, a safe and inclusive environment, prevention of conflicts of interest, non-compliance with corruption and responsible communication. The Code defines values (development, responsibility, safety, cooperation) and establishes procedures for raising a whistleblower complaint and handling violations.

Sustainability issue: Ethical business, respect for human rights, prevention of corruption.

## IMPACT ON SOCIETY

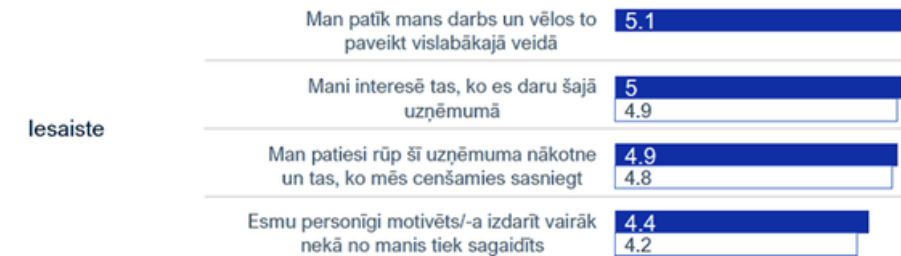
### Processes for involving staff and employee representatives in impact issues - Employee Engagement Study (S1-2)

Promoting employee engagement is an essential element in ensuring and developing the company's daily processes. Therefore, the level of employee satisfaction and engagement is regularly assessed. The study is conducted every two years and is conducted by an external cooperation partner. In the spring of 2025, the study was repeated (the previous one was in the spring of 2023), and more than 2,000 employees participated in it.

The data and conclusions of the 2025 study confirm that the company's internal microclimate and working environment are improving, which positively affects the overall employee engagement indicator, reaching 74.2 percentage points (71.1 in 2023). One of the strengths mentioned was that employees are well aware of their job responsibilities and understand what is expected of them in creating the company's overall value.

#### Priorities and challenges

In the study, in response to an open question about what employees value most in the company, stability, social guarantees and relationships with colleagues were most often mentioned, which indicates a strong sense of security in the work environment. A large proportion of employees confirm that they are clearly aware of their duties and role in the company, receive the necessary support from colleagues and are satisfied with their direct manager. At the same time, opportunities to improve work organization and environment, as well as opportunities for self-realization and a culture of recognition and gratitude are rated lower.



\*on a scale from 1 to 6

 **46%**

*I enjoy the work I do and it brings me joy. The work environment inspires me and encourages my growth.*

 **24%**

*I do my work responsibly, but I only do as much as is expected of me - without initiative or additional involvement.*

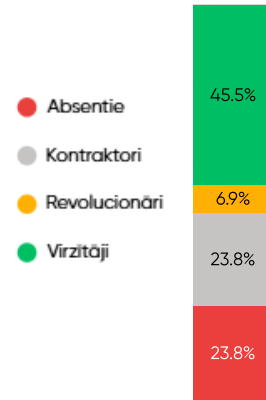
 **24%**

*Work doesn't bring me satisfaction and I just do my job.*

 **7%**

*I am constantly looking for ways to improve the company's operations and streamline processes. I offer new ideas and am willing to take responsibility for implementing change.*

### Employee Attitude Profiles



The survey data was analyzed, and based on the results, employees were categorized into four motivation types. This division helps to more accurately determine where focus is needed to improve employee engagement and well-being at work.

The largest part of the company is made up of so-called drivers – employees who not only care about their own professional growth, but also actively advocate for the development of the company.

### Processes for remediation and channels available to raise concerns and have them resolved (S1-3)

Rīgas satiksme provides employees, customers, cooperation partners and other stakeholders with several reliable and secure channels to express concerns, report violations, propose improvements or inform about possible negative impacts on the environment, people or society. The company also operates a due diligence process, which is integrated into the risk management system and internal control system, ensuring the identification, mitigation and transparency of actual and potential social, environmental and governance risks.



**Employees**

In 2025, Rīgas satiksme provided employees with several clear, accessible and secure channels for expressing concerns, complaints and suggestions:

1. Whistleblowing system. In accordance with the Whistleblowing Policy developed in 2024, the company operates an internal whistleblowing system, which is also maintained and explained to employees during training in 2025. A detailed internal procedure has been developed that determines the procedure for accepting and evaluating whistleblowing reports, the distribution of responsibilities, and the principles for providing feedback.
2. Internal controls and risk management. In 2025, the implementation of the due diligence system continued: negative impacts were identified, ESG risk analysis was performed, and events were monitored. Employees also have the opportunity to report non-compliance during the internal audit.
3. Management and personnel. Employees can contact their line managers, HR specialists, or use internal communication to express suggestions and concerns. An employee engagement survey is also conducted regularly, in which employees evaluate the work environment, cooperation, and quality of processes and provide comments for improvements.

All reports are treated confidentially and the reporter (whistleblower) is provided with protection against reprisals.

**Customers, partners and other stakeholders**

In 2025, Rīga satiksme provided several clear, accessible and secure channels for expressing concerns, complaints and suggestions:

1. Customer service channels. Customers can submit complaints in person, electronically, by telephone, as well as through the municipality's unified communication channels.
2. Stakeholder surveys and engagement. In 2025, materiality surveys were conducted for suppliers and business partners to identify the most important sustainability topics in cooperation with Rīgas satiksme and to clarify the sustainability activities of business partners.
3. Transaction monitoring. Both suppliers and Rīgas satiksme have the opportunity to raise concerns about cooperation, compliance with regulatory enactments, labor law issues, and sustainability requirements with institutions such as the Consumer Rights Protection Center, etc.

**Ethics, integrity, social dialogue (S1-17)**

In order to resolve possible internal conflicts or situations of unequal treatment, if necessary, Rīgas satiksme provides employees with the opportunity to contact the Ethics Commission or the Labor Disputes Commission. In 2025, the Ethics Commission reviewed five applications, providing an assessment of the basic conditions for organizing remote work, temporary absences of employees and compliance with the prohibition of differential treatment. The Commission also assessed the basic ethical principles set out in the Code of Ethics applied in everyday work, compliance with equal rights and the prohibition of discrimination depending on the employee's race, skin color, age, disability, religious, political or other beliefs, national or social origin, financial or family status, sexual orientation or other circumstances, as well as the promotion of a positive and inclusive work atmosphere.

Number of Incidents	2023	2024	2025
Reports received by the Labour Disputes Commission	0	1	0
Submissions received by the Ethics Commission	3	2	5

**Values and their implementation in the company**

At Rīgas satiksme, the basic principles of work organization, values, ways of achieving the company's goals, as well as the expected behavior, attitude and actions of employees are determined by the Code of Ethics. In 2022, the company approved its values and the forms of action characteristic of them.

The operations of Rīgas satiksme are based on four values – **responsibility, development, safety and cooperation** – as well as eight basic ethical principles that are binding on all Rīgas satiksme employees and apply to employee relationships, behavior, relationships with customers, business partners and other related parties:

- loyalty;
- honesty;
- justice;
- responsibility;
- objectivity and independence;
- economy and efficiency;
- respect;
- confidentiality and information protection.

## IMPACT ON SOCIETY

When conducting an employee engagement and satisfaction survey in 2025, employees were asked to rate their understanding of the company's values. The data shows that 67% of employees understand them, 25% partially, while 8% indicated that they do not understand the values or did not provide a specific answer to this statement. This confirms that the activities and initiatives to date have given the majority of employees a clear understanding of the company's values and individual responsibility for adhering to them.

With the aim of promoting the understanding of values and their implementation, a team of values ambassadors was established in 2024, to which colleagues from various fields volunteered – from specialists to management level representatives. One of the activities that helps to build understanding of the company's values is a values game, in which teams from different structural units meet in person. The main goal of the game is to help employees understand the values of Rigas satiksme and understand how an employee's actions and attitude shape them in their daily work.

With the support of the messengers, 24 games were played in 2025, involving 404 employees. In total, 39 games were held in 2024 and 2025, in which 568 employees participated.



Comments from employees after playing the values game:

- Sometimes it's worth taking a break from the daily hustle and bustle and thinking a little about how we ourselves and the company's image look from the outside. The main thing is what we bring outside the company walls!!!
- Solutions to different situations may differ from each value perspective, and in order to make a better decision, it is necessary to create a summary of these values.
- I was expecting something long and incomprehensible, but it turned out to be useful, interesting, and even fun at times.

In the summer of 2025, video materials were prepared as part of the Values School, inviting colleagues to share their experiences on how the company's values are implemented on a daily basis. In total, 13 videos were created, in which representatives of various professions participated.

The implementation of values is also taken into account in annual performance reviews.

### Characteristics of company employees (S1-6)

	2023	2024	2025
<b>Total number of employees</b>	3392	3374	3351
<b>Women, %</b>	33.7	33.3	33.5
<b>Men, %</b>	66.3	66.7	66.5
<b>Employees with permanent contracts, %</b>	84	86	98
<b>Women, %</b>	32	33	33.4
<b>Men, %</b>	68	67	66.6
<b>Employees with fixed-term contracts, %</b>	16	14	2
<b>Women, %</b>	49	39	23
<b>Men, %</b>	51	61	77

## IMPACT ON SOCIETY

	2023	2024	2025
Number of full-time employees (number of employees/FTE)	2872	2873	2870
Women, %	33.7	33.3	33.3
Men, %	66.3	66.7	66.7

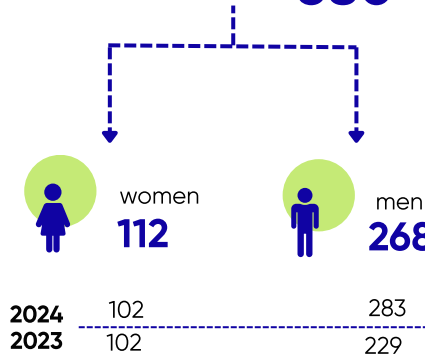
Employee Age Structure	2023	2024	2025
Under 30 years, (%)	-	189 (5,6%)	200 (5,97%)
30 to 50 years, (%)	-	1123 (33,3%)	1077 (32,1%)
50 to 65 years, (%)	-	1734 (51,4%)	1735 (51,8%)
Over 65 years, (%)	-	328 (9,7%)	339 (10,1%)

Number of part-time employees (number of employees/FTE)	520	501	481
Number of employees who left the company during the period	396	404	401
At employee's initiative, %	7.9	7.9	7.99
At employer's initiative, %	3.3	3.6	3.2
Other, %	0.5	0.5	0.8
Turnover during the reporting period, %	11.7	12.0	11.97

### Employment

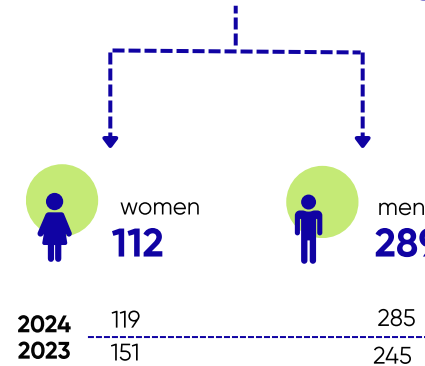
In 2025, employment relations began

**380**

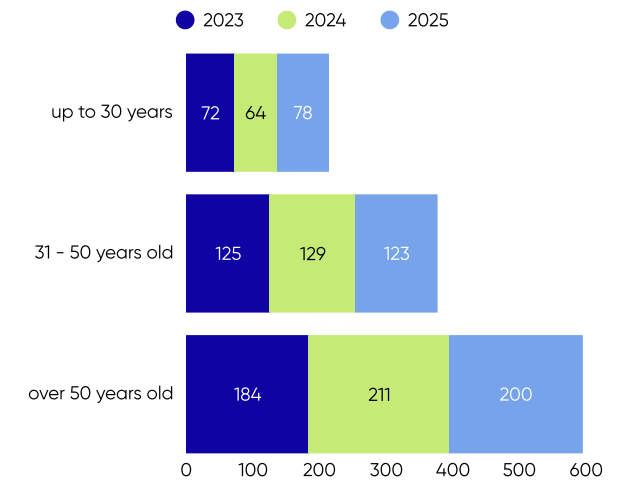
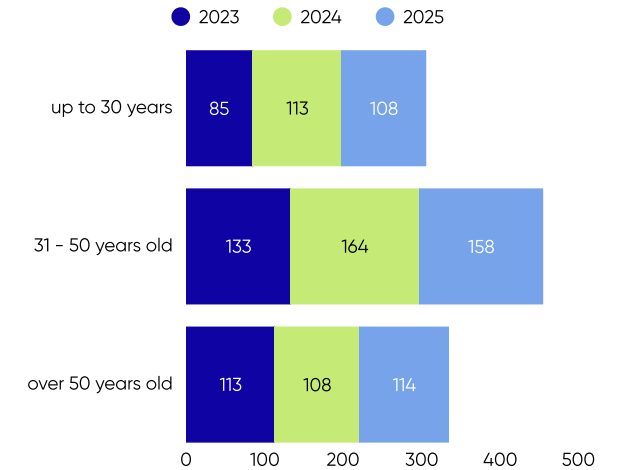


In 2025, the work

the relationship ended **401**



### Age distribution



	2023	2024	2025
Employee satisfaction survey participation (%)	66	-	73
Employee engagement index	71.1	-	74.2
Company work rated positively (%)	87	-	88

Benefits/Support for summer camps	166	193	199
Parental leave (total)	54	50	54
women	42	35	32
men	12	15	22
Employees from Ukraine at the beginning of the year	20	32	43
Employees from Ukraine at the end of the year	32	43	48

**Characteristics of freelancers who are part of the company's own staff (S1-7)**

There are no freelancers.

**Scope of collective bargaining and social dialogue (S1-8)**

Percentage of employees covered by collective agreements %  
100%

*Information on employee representation in European Works Councils (EWCs), SE or SCE boards*

Rīgas satiksme has concluded a collective labor agreement with three trade unions in 2018. The collective agreement is unified and applies to all employees of the company, regardless of their membership in a trade union.

The main task of a collective agreement is to provide employees with more favorable conditions than the minimum required by law, as well as to promote social dialogue and stability in the company.

**Diversity indicators (S1-9)**

For gender representation at senior management level, see GOV-1, and for the age structure of employees, see S1-6.

**Adequate salaries (S1-10)**

The personnel area of Rīgas satiksme is regulated by the **Personnel Policy, Remuneration Policy and Collective Labor Agreement**, which determine the basic principles of human resources management.

One of the main tools for motivating employees is the **remuneration system**, which consists of a base salary and a variable part of the salary. The calculation of the bonus part takes into account performance indicators, and the manager evaluates the employee's performance, including attitude towards work, quality of work performed and other criteria.

In addition to motivating public transport drivers, the company provides contributions to private pension funds. The company also provides an old-age pension benefit to employees who retire within three years of reaching retirement

Share of employees paid in accordance with minimum wage criteria	100%
------------------------------------------------------------------	------

In Rīgas satiksme, the minimum wage for full-time work in 2025 was 850 euros per month, which is 14.9% higher than the national minimum wage (740 euros per month). This level of pay demonstrates the company's commitment to ensuring competitive compensation for employees.

## IMPACT ON SOCIETY

### Motivation system "DaMoS"

The company, as a socially responsible employer, in addition to the guarantees specified in regulatory enactments and in accordance with the Collective Labor Agreement, has introduced additional guarantees for employees - benefits, compensation, insurance and coverage of various expenses. The company has also established a motivation system "DaMoS", within which employees are annually awarded points for productivity and time worked, as well as additional points for involvement and achievements in various activities, including training and promotion of a healthy lifestyle.

In 2025, Rigas satiksme representatives participated in the conversation festival "Lampa", presenting the company's benefits, including a benefit box specially prepared for the event. Currently, this box is being moved between structural units and is available to both employees and company guests, allowing them to visually familiarize themselves with the available benefits.

### Employee performance management

All Rigas satiksme employees have their performance evaluated at least once a quarter in accordance with the established performance indicators, based on which the percentage of the variable part of the bonus salary (DAMD) is determined.

Performance management discussions are held once a year.

During the reporting period, 195 performance management discussions were held, involving 5.8% of the total number of employees (the indicator is related to S1-13 Learning and skills development indicators).

	2024	2025
<b>Share of employees who participated in regular employee performance evaluations (DAMD), %</b>	100	100
<b>Employees who participated in performance management discussions, %</b>	5.5	5.8

Additionally, to promote the transfer of knowledge and experience, as well as the personal growth and development of employees, an internal selection process is initially organized to attract new colleagues to vacant positions. The selection is carried out in the form of interviews using a performance management questionnaire.

In 2025, 21 employees took advantage of these growth opportunities.

### Social protection (S1-11)

<b>Share of employees covered by social protection against loss of income, %</b>	2023	2024	2025
<b>Sickness</b>	100%	100%	100%
<b>Unemployment</b>	100%	100%	100%
<b>Work-related injuries and disability</b>	100%	100%	100%
<b>Parental leave</b>	100%	100%	100%
<b>Retirement</b>	100%	100%	100%

Rigas satiksme makes all tax payments in accordance with Latvian laws and regulations, thus actively participating in the development of the country's economy and ensuring the well-being of society. The company provides social protection to its employees by offering a stable working environment, which includes concluding employment contracts in accordance with the Labor Law, regular social contributions and access to social protection. Such an approach not only strengthens employee trust, but also contributes to the sustainable development of the company, strengthening its reputation as a responsible and honest employer.

### Persons with disabilities (S1-12)

Rigas satiksme employs persons with disabilities. According to the information provided in the payroll tax booklets, at the end of 2025, the number of employees who have chosen to indicate their disability to their employer was 437. Of these, 40 employees are disabled in groups 1 and 2, while 397 employees are disabled in group 3. An employee has the right not to submit a payroll tax booklet to the employer and/or not to use the right to tax benefits related to disability.

	2024	2025
<b>Share of employees with disabilities as a percentage of the total workforce</b>	12.6	12.9

### Learning and skills development (S1-13)

The development of employee knowledge and skills is essential to promote the competitiveness, efficiency, innovation and employee engagement of the company. In 2025, 1795 unique employees participated in training, which exceeds the previous year's participation. 1068 men and 708 women participated in the training. In total, employees participated in more than 500 different professional development training courses, including mandatory training and training required to obtain certain certificates.

The training topics included bus, trolleybus and tram operating skills, safety, customer service, technical skills, employee well-being, communication, team management and leadership skills, as well as other essential competencies.

The average duration of training per employee in 2025 was 8.42 hours (in 2024 – 5.34 hours). Approximately 50% of training is provided by the company's internal resources.

	2023	2024	2025
<b>Employees who attended training at least once</b>		519	795
<b>Number of training sessions</b>	380	574	501
<b>Employees who attended training (%)</b>	39.51	44.49	53.57
<b>Participants in training, men</b>		973	1 068
<b>Participants in training, women</b>		546	708

In addition to the classic training format, Rigas satiksme continued to improve its learning culture in 2025, promoting the personal and team growth of its employees:

- Open.lv online training courses - three courses, several life skills webinars and an online conference "Life Balance", which were attended by more than 400 employees.
- Talent Management Program - 12 talents from technical departments were nominated for the program. It included six modules, focusing on the development of social and communication skills (soft skills).

- Digital Mentoring Program - Experienced colleagues provided training on various digital literacy topics and programs. 12 mentors and 22 apprentices participated in the program, and 30 colleagues had the opportunity to learn basic computer skills.



- Lecture series "Driving force". In it, colleagues shared their experiences on company management processes, including strategy and mobility promotion, sustainability and environmental management, customer service, as well as a culture of cooperation and communication. The lectures were held in a hybrid format, and an average of about 250 employees listened to each lecture.
- Conference "Driving force: for managers". Its goal was to strengthen management skills and leadership, explain topics relevant to company management at the manager level, and promote cooperation between structural units. More than 60 managers participated in the conference.
- Employee shadowing "Step into a colleague's shoes". Its goal is to get to know colleagues' everyday work and the specifics of the work of structural units, broaden their horizons and promote an open, collaborative work environment. 17 colleagues participated in the shadowing activity as shadowers and 30 colleagues as shadows.

These initiatives promote employee knowledge exchange and involvement in internal company processes, strengthen competencies, improve digital literacy, and create a sustainable learning culture throughout the company.

## IMPACT ON SOCIETY

In January 2025, the internal regulatory act "Employee Training Regulations" was approved, the purpose of which is to improve the necessary knowledge, skills, abilities and competencies of employees, as well as to promote their improvement in order to promote the professional development of employees, the competitiveness and efficiency of the company. In the reporting year, the company provided the following support:

- Five employees have been granted study support co-financing for the 2025/2026 academic year in the amount of 500 euros to support their continued education in first or second level higher education programs.
- During the reporting period, four employees used study leaves to successfully complete study programs, including taking exams and preparing or defending qualification or final theses.

In 2025, the company also took advantage of additional available European Union co-financing opportunities for employee training:

- EU Recovery Fund Project No. AF/24/56 "Improving digital technology and process management skills in Latvian enterprises", which focuses on the acquisition and improvement of digital skills.
- Project "Development of digital skills of EDIC companies" (No. 2.3.1.2.i.0/1/24/1/CFLA/001).
- European Social Fund Project No. ESF/25/11 "ICT and digital skills training for increasing the competitiveness and efficiency of employers".

### Ratings and awards

Every year, Rīgas satiksme organizes employee greeting events, expressing gratitude to dozens of employees on their milestone anniversaries – 5, 10, 15, 20, 30 and 40 years of service. Several awards are also presented:

- "Annual Achievement" – to an employee for significant achievements in implementing the company's goals;
- "Team of the Year" – to the team for the best achievement;
- "Talent of the Year" – to an employee who has purposefully implemented an innovative initiative in the company, exceeding the requirements of the position and creating high added value;
- "Golden Steering Wheel" – for employees of the transport job group who perform passenger transportation in an exemplary and honest manner;
- "Colleague of the Year" – for employees who have distinguished themselves with special passion, selflessness, helping colleagues, and providing inspiration.

Since 2022, Rīgas satiksme has continued to implement the employee well-being program "VIS-banka", which includes assessing the company's values, as well as submitting employee ideas and achievements. The program ensures that every employee has the opportunity to offer their initiatives and achievements in the work environment.

### Attracting new employees and internship opportunities.

Rīgas satiksme is one of the largest employers in Latvia. In order to develop its services and their quality, the company actively attracts new employees.

In the process of attracting employees, Rīgas satiksme regularly organizes open days, offering interested and potential employees the opportunity to get acquainted with the specifics of the work of public transport drivers, technical workers and other professions. Rīgas satiksme participates in various career events, including RTU Career Day and the State Employment Agency's "Vacancy Fair", providing information about everyday work, represented positions and available vacancies.

The company also creates video materials and publications about vacancies, uses communication opportunities on social networks and in company vehicles. An infographic about additional benefits offered to Rīgas satiksme employees is available on the company's website.

To ensure the service, attracting public transport drivers to the company is strategically important. For future and potential drivers, Rīgas satiksme, in cooperation with licensed driving schools, offers professional training, including obtaining rights for the following categories:

- Trolleybus driver (TROL rights);
- Tram driver (TRAM rights);
- Bus driver (category D and code 95).

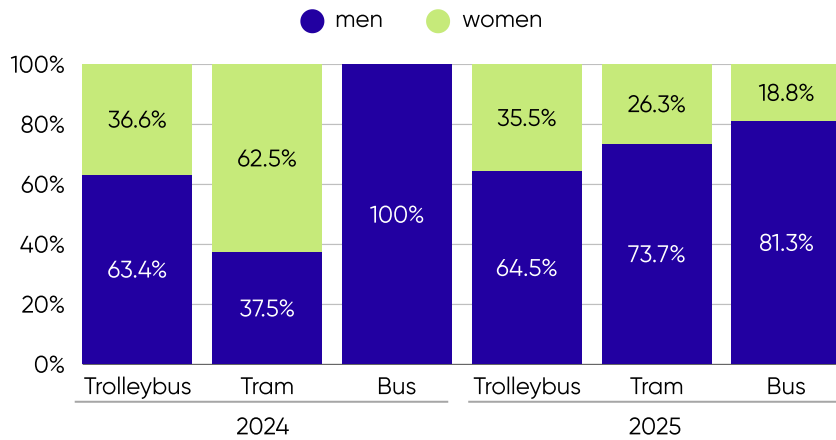


## IMPACT ON SOCIETY

Each position group has specific requirements and a selection procedure, which includes both fulfilling formal requirements and test drives.

During the reporting period, 66 apprentices obtained appropriate rights and concluded an employment contract with Rīgas satiksme.

Those who have applied for public transport driver training



According to amendments to Cabinet Regulation No. 103 on obtaining driver's licenses, it is easier for persons with a category B license to obtain category D without prior category C1 or D1. Starting in June 2025, Rīgas satiksme began attracting apprentices to learn this profession - 11 apprentices were attracted, some of whom joined the Rīgas satiksme team in 2025. Such attraction of employees will continue in 2026.

Potential employees are informed about the aforementioned changes through various channels using the message "Be in traffic! We are teaching categories B-D".

In 2025, Rīgas satiksme received 7,000 applications for various vacancies, of which 380 new employees started their employment. Of these, 127 were public transport drivers.

### Internship in Rīgas satiksme

Rīgas satiksme actively cooperates with educational institutions both in providing practical skills and in organizing educational seminars and lectures.

During the reporting period, internship opportunities were provided to 60 students from the following educational institutions:

Rīga Technical University, University of Latvia, Rīga Stradiņš University, Latvian University of Biosciences and Technology, Banking University, Law College, Valmiera Technical University, Rīga Metalworking Vocational High School, Rīga State Technical School, Rīga Technical College, Rīga Trade Vocational High School, State Agency for Social Integration, SIA "Biznesa augstskola Turība", as well as training centers "Liepa" and "BUTS".

In 2025, Rīgas satiksme continued its cooperation with the Rīga Technical University Development Foundation, providing students with internship opportunities at the company.

- Internships were provided in various fields, including: welding and metalworking, rolling stock locksmithing, electronics technician and repair locksmith professions, warehouse management, legal field, project management, public relations and customer service, real estate management, and personnel management.

	2023	2024	2025
Number of interns	22	49	60

### Integration of new employees

During the reporting period, 380 employees started working with Rīgas satiksme. Integration seminars for new employees are organized every month, with the participation of representatives of the company's board and structural units, who introduce the company's current affairs.

To simplify the integration process of new employees, a video material has been created in Latvian and Ukrainian with the help of the artificial intelligence tool "Heygen", which summarizes the most important information needed when starting an employment relationship in a structured manner. In addition, a publication "My Guide to the Company" has been prepared, which comprehensively provides information about the company, key personnel management processes and everyday useful issues, ensuring convenient, understandable and consistent transfer of information and promoting employee satisfaction with the work being performed.

## IMPACT ON SOCIETY

### Occupational safety indicators - Description of the health and safety management system (S1-14)

The occupational health and safety system of Rīgas satiksme is certified in accordance with the requirements of the ISO 45001:2018 standard. In accordance with the Integrated Quality, Occupational Health and Safety, Energy Management and Environmental Policy of Rīgas satiksme, the system is based on the following basic principles:

- a healthy and safe working environment;
- controlled work environment;
- promoting employee awareness;
- appropriately trained and qualified employees;
- employee health promotion;
- cooperation between the parties.

The assessment of work environment risks and planning of work environment improvement measures are carried out by the Labor Protection and Occupational Health Department of Rīgas satiksme.

In order to ensure compliance with the above basic principles and strengthen occupational safety in Rīgas satiksme, based on the results of laboratory measurements of the working environment and available financial resources, a Occupational Safety and Health Measures Plan is being developed.

In the reporting year, an action plan for lighting improvements for 2024–2026 was developed, as well as the implementation of the microclimate improvement plan for 2022–2025 was completed.

In 2025: lighting replaced in 319 workplaces; air conditioners installed in 22 workplaces; a new ventilation system built in the engine repair shop at Vestienas Street 35.

The company has identified potential work environment risks, including: road traffic accidents; vibrations caused by vehicles; chemical pollution from exhaust gases, oils, paints and other substances; various types of dust; prolonged sitting (e.g. at the wheel of a vehicle); risks associated with tripping, using tools, lifting weights, etc.

Taking into account the specifics of Rīgas satiksme operations, there are also risks associated with shift work (including at night), as well as risks associated with aggressive behavior of passengers. In order to ensure that the risks of the work environment are properly identified and assessed, occupational health and safety is one of the company's daily priorities. Ensuring the safety of Rīgas satiksme customers and employees is an integral part of daily work.

	2023	2024	2025
<b>Prepared work environment risk assessment protocols</b>	228	185	<b>206</b>
<b>Number of workplaces for which work environment risk assessment protocols have been drawn up</b>	495	808	<b>811</b>
<b>Positions for which occupational risk assessment protocols have been drawn up</b>	495	496	<b>418</b>
<b>Work environment reassessment protocols after accidents at work</b>	39	35	<b>24</b>
<b>Reports from the State Labor Inspectorate on occupational diseases</b>	29	30	<b>11</b>
<b>Average of the last five years</b>	33	32,8	<b>33</b>
<b>Employees covered by a third-party certified occupational health and safety management system, %</b>	100	100	<b>100</b>
<b>Total number of registered work-related accidents</b>	45	35	<b>28</b>
<b>Work-related recorded accident frequency index (TRIR = number of accidents * 200,000 h/total working hours)</b>	1,62	1,26	<b>1,02</b>
<b>Accidents at work resulting in incapacity for work</b>	45	35	<b>28</b>
<b>Number of deaths due to work-related injuries or illnesses</b>	0	0	<b>0</b>
<b>Number of days lost due to accidents</b>	1 823	1 528	<b>1 210</b>
<b>Number of days lost due to employee illness per year</b>	98 258	91 642	<b>88 834</b>

### Employee involvement in occupational safety

To promote employee involvement in assessing workplace risks and mitigating risk factors, Rīgas satiksme employees and trusted persons participate in internal workplace monitoring – including both workplace inspections and workplace risk factor assessments. This approach ensures that occupational health and safety specialists identify risks in a timely manner that are best managed by employees working at a specific workplace.

In 2025, 206 work environment risk assessment protocols were compiled, covering 811 workplaces and 418 positions, as well as 24 work environment risk reassessment protocols following accidents at work.

### Workplace accidents

In 2025, Rīgas satiksme registered 28 accidents at work, which were duly registered with the State Labor Inspectorate. The average number of accidents over the past five years is 33.

The results of the investigation show that the most common victims are bus drivers, trolleybus drivers, and ticket inspectors.

The most common causes of accidents are:

- aggressive behavior by passengers towards ticket inspectors and bus drivers;
- unsuccessful employee movement (falling, tripping);
- road traffic accidents;
- slippery terrain due to meteorological conditions.

To reduce the risks of aggression, employees are provided with training on conflict resolution, prevention, and stress resilience.

### Occupational health and safety

Several employees of Rīgas satiksme are exposed to occupational health and disability risks on a daily basis. These are mainly public transport drivers (daily work in road traffic, exposure to accident risks) and repair shop employees (work with mechanical devices and chemicals).

Some of the occupational diseases suffered by employees occurred at previous workplaces, before employment at Rīgas satiksme. Therefore, there is no substantiated claim that the company contributed to the onset of disability among its employees. On the contrary, Rīgas satiksme has hired these employees, promoted their integration into the work environment, and provided all necessary social support.

To prevent accidents and occupational diseases, a high level of responsibility for compliance with occupational safety and health principles, as well as ensuring an inclusive, equal and fair work environment, is essential in daily work planning.

### Occupational health promotion measures and work safety training

Employees are regularly instructed on the possible impact of work environment risk factors on health, the correct selection and use of personal protective equipment, as well as relaxation exercises. In accordance with regulatory requirements, instruction takes place once or twice a year, as well as after accidents. All employees of the company were instructed in the reporting year.

In 2025, an external audit of the occupational health and safety system was also conducted, which positively assessed Rīgas satiksme approach to the procedure for assessing work environment risks and instructing employees, including after accidents. Internal audits related to occupational health and safety have found that employees are responsible and comply with occupational health and safety requirements. The external audit also positively assessed Rīgas satiksme joining the **"Mission Zero"** initiative.

Rīgas satiksme ensures that employees' workplaces are ergonomically correct and equipped according to the required parameters, ensuring the opportunity to adopt a correct working posture and periodically change it, as well as to take breaks and rest breaks. Based on measurements taken by experts, the company regularly improves lighting, ventilation, air conditioning systems and other elements of the work environment.

Ergonomic workplaces are provided for both public transport drivers and other Rīgas satiksme employees. The possibilities for adjusting the seating positions of vehicle drivers depend on the type and age of the vehicles, therefore, in the technical specifications for the purchase of new vehicles, particularly high requirements are set for the ergonomics of drivers' workplaces.

In accordance with labor protection requirements, employees are issued with personal protective equipment, and the technical condition of equipment, facilities and tools is monitored, with the necessary maintenance or replacement carried out in a timely manner.

In 2025, Rīgas satiksme received reports from the State Labor Inspectorate on the confirmation of 11 cases of occupational diseases among employees (data until March 18, 2025), which is fewer than in previous years – 30 reports were received in 2024, 29 reports in 2023, and 24 reports in 2022. This is a slight decrease of 0.3% compared to the average number of employees (3,381). In total, the company has 462 occupationally ill people, which is 13.7% of the total number of employees.

In Rīgas satiksme, as in the country as a whole, a pressing problem is the aging of the workforce. As employees age, the number of occupational diseases and periods of incapacity for work also increase, which affects the overall work organization.

## IMPACT ON SOCIETY

Employee age	% of employees as of 31 Dec 2024	Average number of sick days per employee in 2024	% of employees as of 31 Dec 2025	Average number of sick days per employee in 2025
Under 29 years	5.6	21.38	5.97	21.88
30–39 years	12.3	25.89	12.18	25.39
40–49 years	20.8	30.15	19.96	29.82
50–59 years	31	36.61	31.45	34.06
60–69 years	26.5	39.23	26.53	39.74
Over 70 years	3.8	41.37	3.91	34.67

It is important for Rīgas satiksme that employees take care of their well-being, health and occupational safety on a daily basis. During the year, 98 employees attended various training courses in the field of occupational safety to improve their competence. Training courses for responsible employees on fire safety and civil protection are organized annually. In the reporting year, 135 employees attended these courses.

In addition to training, various informational materials on occupational safety are created:

- occupational safety stands have been placed in structural units, which summarize the most important information;
- internal communication emphasizes safety aspects and common mistakes in order to reduce violations;
- compliance with occupational safety requirements is explained in daily conversations with the parties involved.

A platform for supporting materials for interactive occupational safety briefings has been created. Nine video lectures have been developed, which structural units can use when training their employees, and which employees can also listen to in their free time in the universal communication environment "UKV".

After assessing occupational safety violations and risks, during the reporting period, an artist was involved in creating occupational safety signs that were placed in specific areas that require special attention.

This solution was presented as an example of good practice in the competitions "Golden Helmet" and "Be confident that your work is safe! Falling is not cool – don't fall!" organized by the State Labour Inspectorate, and in both competitions Rīgas satiksme received certificates of appreciation for the initiative.



## IMPACT ON SOCIETY

### Work-life balance indicators (S1-15)

Appreciating the involvement and positive feedback of employees, various sports activities and initiatives that promote health and well-being are regularly organized. During the reporting period, two walking initiatives took place in spring and autumn. In the spring initiative, the most active colleague took more than 2 million steps. Such activities promote employees' understanding of spending quality time, improve the internal microclimate of the team and promote cohesion. In total, more than 500 employees participated in the initiatives.

In November, a Health Month was organized. It provided quick health checks at the workplace, and 100 employees from operational and technical areas showed interest. There were also lectures on heart health, conflict and stress management.

As an integral benefit, every employee is provided with health insurance, which is granted after six months of employment.

Rīgas satiksme employees use the opportunity to take parental leave as both mothers and fathers. In 2025, 54 employees – 32 women and 22 men – used this right.

Employees who care for children are provided with:

- paid expenses for educational, sports and recreational camps;
- gifts for Christmas;
- financial support when a child starts first grade.

Strengthening the balance between private and work life and supporting employees with small children or grandchildren, in 2025 a parent-child room was set up in the office building at Vestienas Street 35, equipped with two ergonomic workstations and an engaging environment suitable for children (toys, books, games, television, etc.). The creation of the room was co-financed in the amount of 4,000 euros by the Society Integration Fund grant competition "Family-friendly workplaces".

In collaboration with the Center for Disease Prevention and Control and using the health promotion information materials developed by the Center, educational health packs were prepared for employees' children and grandchildren in the age groups 3–7 years and 8–12 years. The packs included various workbooks, worksheets and handbooks on health literacy. 270 packs were distributed during the reporting period.



Remuneration indicators (wage gap and total remuneration) (S1-16) Discussed in S1-10 Adequate salary

### An equal, inclusive and fair work environment

The remuneration policy stipulates that Rīgas satiksme employees who have the same or similar job responsibilities and qualifications are paid equal remuneration for the same work or work of equal value. Remuneration subsystems are created according to uniform principles for certain job groups with the same or similar job specifications. The remuneration of employees is determined according to the job responsibilities, not the employee's gender.

An equal work environment and fair treatment in Rīgas satiksme is promoted by improving work efficiency, precisely defining work norms, workloads and working hours. This reduces the loss of working time, which can create a sense of inequality for those employees who do not have such losses.

Incidents, complaints and serious human rights impacts (S1-17) Information is provided in the following sections:

- Work of the Ethics Committee – see section S1-17 Ethics, integrity, social dialogue;
- Workplace accidents and their analysis – see section S1-14 Occupational safety indicators.

### Civil protection and safety at work

Continuing to improve safety systems, Rīgas satiksme implemented several measures in 2025 to improve employee safety and the working environment. Additional safety improvements were made to reduce the risk of fire at Rīgas satiksme facilities.

Significant improvements were made to the company's public and corporate security management and infrastructure during the reporting year, including:

- Automated construction and monitoring of planned destinations, which significantly improves route safety and transport continuity.
- As one of the most strategically important projects, the integration of unmanned aerial vehicles into security functions has been launched in 2025 to partially replace physical security patrols at stationary facilities. After the full system is implemented, it is expected to significantly reduce security costs, especially in the security of stationary facilities, while simultaneously increasing the speed of response and the accuracy of incident detection.
- Updated instructions on employee actions in emergency situations. Fire safety briefings, which are held annually, also include civil defense issues.
- Every month, materials about safety in the company are published in the Rīgas satiksme employee newspaper.

In the reporting year, civil protection exercises were organized, within which emergency scenarios were theoretically played out for the participating structural units (tabletop exercises).

As part of the military exercise "Namejs", practical fire safety activities were implemented:

- Practical exercises were held at tram depot 3 with the participation of the State Fire and Rescue Service (SFS) and the Emergency Medical Service (EMS).

After evaluating the training, it was concluded that it is necessary to improve:

- coordination with the services involved;
- coordination of operational activities;
- information exchange processes.

Based on the conclusions, a training plan for 2026 has been developed.

Additionally, training videos have been prepared, explaining the correct actions to take in a fire situation and compliance with fire safety requirements in daily work.

The Internal Security Systems Division organized specialized safety tests in cooperation with the Fire Department and FN Serviss. During the tests, the possibilities of extinguishing lithium batteries with a fire blanket were tested. In order to inform the public about the risks posed by electric scooters, a controlled electric scooter ignition demonstration was performed in a used public vehicle.

The purpose of the demonstration was to:

- show how quickly and intensely flames can spread;
- highlight fire risks on public transport;
- to inform the public about the dangers posed by improperly transported or damaged electric scooters.

The demonstration demonstrated that under certain circumstances, a fire blanket can be used as an effective primary response tool until emergency services arrive.

### Cybersecurity

In 2025, the company conducted a self-assessment of its IT systems to identify potential cybersecurity risks, assess existing security capabilities, and determine critical systems that require priority monitoring. The results of the self-assessment served as the basis for further business continuity planning activities.

To improve employees' knowledge of cyber threats and their impact on the company's business continuity, an e-learning model is planned to be introduced in 2026, which will include:

- educational materials about the most common cyber risks (phishing, malware, social engineering);
- practical examples of what to do in case of suspicious situations;
- screening tests that will strengthen knowledge and risk awareness;
- information about the role of employees in ensuring cybersecurity;
- an explanation of the direct impact of cyber threats on operational stability and service continuity.

The implementation of e-learning will purposefully promote the development of a safety culture in the company and reduce risks caused by the human factor.

## IMPACT ON SOCIETY

### Employees in the value chain (S2)

In accordance with the requirements of regulatory enactments, Rīgas satiksme has established a unified framework and general principles for cooperation with business partners. These principles are defined in the document "Procedure for the Evaluation of Business Partners and Business Conditions", which also sets out the basic principles of ethics for cooperation partners.

In cooperation with business partners, it is essential to prevent Rīgas satiksme from being involved in money laundering and terrorist financing, as well as to ensure compliance with international and national sanctions restrictions. In order to mitigate the risks associated with possible circumvention or violation of sanctions, Rīgas satiksme conducts business partner and transaction risk research<sup>16</sup>.

With its Corporate Social Responsibility and Sustainability Policy, Rīgas satiksme calls on value chain participants to respect human rights and generally accepted ethical norms in their operations and decision-making, in accordance with the UN Universal Declaration of Human Rights, fundamental rights of the European Union, and the Constitution of the Republic of Latvia.

### Occupational health and safety requirements for suppliers

Cooperation partners who perform work on the territory or facilities of Rīgas satiksme must comply with the same labor protection requirements that the company's employees comply with. An integral part of the contract are the conditions for cooperation partners "Occupational safety and environmental protection regulations for service providers, suppliers and construction workers", which provide not only obligations, but also contractual penalties for violations.

### Affected communities (S3)

Rīgas satiksme has identified a positive potential impact in the area of "Security-related impact", taking into account the company's significant role in implementing civil protection measures and evacuating residents if necessary.

Considering the impact of public transport and its ability to ensure rapid response and coordination, Rīgas satiksme plays a significant role in the implementation of civil protection at both the Riga and national levels.

On a daily basis, the impact on society mainly arises from noise and vibration caused by public transport and from traffic restrictions during infrastructure repairs (see the [ENVIRONMENT](#) section).



In order to continuously improve the availability and quality of public transport services, Rīgas satiksme ensures open communication with residents of the neighborhoods about planned projects and improvements to public transport services. ([Public transport services section](#))

In 2024, Riga City Council, the University of Latvia, Riga Technical University and Riga Stradins University signed a memorandum of cooperation on the development of the "Knowledge Mile", strengthening the student attraction, research and innovation ecosystem in Riga. As a capital company of the Riga Municipality, Rīgas satiksme is involved in this initiative, promoting improvements in public transport accessibility and connectivity in the relevant area.

In 2025, the first result of the collaboration is more frequent public transport from Ķīpsala to Torņakalns station, improving mobility between major university territories.

On November 10, 2025, the Consumer Rights Protection Center (hereinafter – CRPC) together with industry representatives signed a memorandum of cooperation, the aim of which is to strengthen the reputation and credibility of the parking services industry, as well as to ensure uniform, transparent and good practice-based standards. Within the framework of this memorandum, Guidelines for good practice in the provision of parking services have been developed.

Rīgas satiksme supports the principles set out in the Guidelines, to the extent that they do not contradict the Riga City Council's binding regulations of 5 February 2013 No. 206 "Riga City Municipality Paid Parking Management and Use Regulations".

## IMPACT ON SOCIETY

### Customer and end user (S4)

Rīgas satiksme provides public transport services in Riga and the surrounding area on a daily basis, as well as parking management services in the territory of Riga city, within the red lines of streets.

The services are used by residents of Riga, residents of the surrounding area and regions, as well as guests of the city.

The regularity, quality of service, safety and accessibility of public transport are ensured, taking into account the various needs and wishes of customers.

In 2025, 118.5 million passengers used public transport services. The number of passengers continues to increase compared to previous years.

	2023	2024	2025
<b>Number of passengers carried, million</b>	114,74	115,97	<b>118,5</b>

Managed parking services were used by 5.65 million customers in 2025.

	2023	2024	2025
<b>Number of parking customers (prepaid transactions), million</b>	5,92	5,96	<b>5,65</b>

RVP conducts an annual survey of Riga residents' satisfaction with the work of the municipality and city processes. Compared to 2024, the number of Riga residents whose main mode of transportation during the workday is public transport has increased by 11%. In turn, the number of residents who use a car for daily transportation has decreased by 7%.

The results of the 2025 survey show that 82% of Riga residents<sup>17</sup> who have used public transport at least once a week or more often in the last year positively assess the availability of public transport, while 77% positively assess the quality of public transport service.

82%

**positively evaluates the availability of public transport services**

77%

**positively evaluates the quality of public transport service**

### Policy towards consumers and end-users (S4-1)

#### Corporate Social Responsibility and Sustainability Policy

It defines a company's commitment to sustainable development, reducing environmental impact and promoting social responsibility. It is based on the UN Sustainable Development Goals and ISO guidelines.

Sustainability issue: Climate change mitigation, social responsibility, UN SDG integration.

#### Video Surveillance Policy

The policy sets out the principles of video surveillance and data processing procedures to ensure public transport safety, infrastructure monitoring, protection of company property and mitigation of corruption risks. It explains the purposes of video surveillance, legal bases, data retention periods, access rules and data subject rights, ensuring compliance with GDPR requirements and the protection of public interests.

Sustainability issue: safe mobility, passenger protection, responsible data use.

#### Customer Privacy Policy

The Customer Privacy Policy defines how personal data of customers is collected, processed, stored and protected in the course of providing the company's services. It explains the data categories, processing purposes, legal bases, data subjects' rights and data security measures. The policy ensures GDPR compliance, transparent data processing and customer trust, promoting safe and responsible use of services.

Sustainability issue: privacy protection, data security, responsible governance.

#### Communication Policy

The communication policy determines how the company ensures clear, transparent and timely flow of information between employees, customers, the public and cooperation partners. It defines the communication goals, basic principles, target audiences, channels used and requirements for providing information, creating a responsible and trustworthy public image. The company ensures the availability of truthful and easily understandable information and promotes internal and external dialogue.

Sustainability issue: transparent communication, public engagement, trust building.

## IMPACT ON SOCIETY

### Processes for engaging consumers and end-users on impact issues (S4-2)

Processes to address adverse impacts and channels for consumers and end-users to raise concerns (S4-3)

To cooperate with customers and obtain feedback, Rīgas satiksme uses various communication channels, serving customers in person at customer service centers and remotely, using an information (call) center, correspondence, customer surveys and communication on social networks.

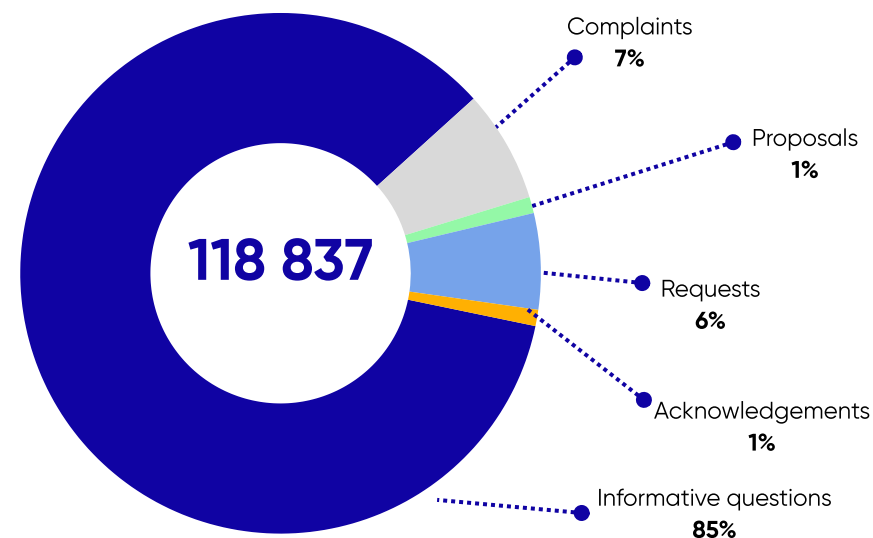
	2023	2024	2025
<b>Applications received</b>	162 832	126 347	118 837
<b>By phone, %</b>	81,6	82,4	80
<b>Electronic, %</b>	15,5	16,2	18,2
<b>Customer service center, %</b>	2,3	1	1
<b>In social networks, %</b>	0,6	0,3	0,3

<b>Application type - informational question, %</b>	91	90	85
<b>Residents' suggestions and thanks, %</b>	0,6	2	2
<b>Complaints or claims about the service received, shortcomings, %</b>	8	8	7
<b>Requests, %</b>	-	-	6
<b>Cards issued (personalized e-tickets, Riga residents', students', companions' cards)</b>	101 159	81 305	67 654

<b>Registered claims</b>	2 199	2 239	7 799
<b>Justified claims</b>	1 193	1 228	2 947
<b>Substantiated claims, %</b>	54	55	38
<b>Acknowledgements</b>	718	825	992

In 2025, 118,837 customer applications were received, which is 6% less than in 2024. The majority of applications (80%) were received by telephone, while 18.2% were received electronically. 1% of all applications were submitted to Rīgas satiksme customer service centers, while 0.3% of applications were registered using social networks (Facebook, X, Threads).

All received customer applications are registered, evaluated, and the information obtained is used to improve service quality and customer service processes.

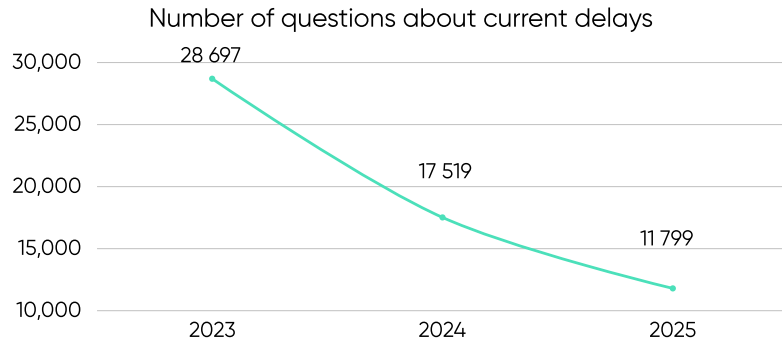


Of all applications received, 85% were informational questions. Customers were most often interested in public transport delays and arrival times at stops, the procedure for applying for fare discounts, and lost property. In turn, 7% of customers expressed complaints about the service received or informed about identified shortcomings.

When assessing the quality of services provided, 992 thanks were received in 2025. The majority of thanks (92%) were received for drivers in relation to customer service.

## IMPACT ON SOCIETY

During the reporting year, the number of customers who use the real-time data available on the company's website and mobile app has increased, which provides the opportunity to follow public transport movements and plan travel times more effectively.



The number of questions about current delays has decreased: in 2023, customers were interested in transport movement in the city 28,697 times, in 2024 the number of such questions was 39% less – 17,519 times, and in 2025 – 11,799 times.

In 2025, 67,654 cards were issued at Customer Service Centers (including Riga Citizen Cards, personalized cards, student cards and other types of cards).

In the summer, in preparation for the XIII School Youth Song and Dance Festival, tickets were prepared for festival participants:

- 25,000 electronic microchips (chips) that were affixed to the Participant cards;
- 2,000 smart tickets with a Song Festival themed design.



Continuing the initiative launched in the previous period – to be closer to our customers – a new customer service center was opened in the Akropole Alfa shopping mall in August 2025. Like the customer service center in the Origo shopping mall, this center is also open all days of the week. In total, 126,568 customers visited the customer service centers in 2025.

## Ensuring service availability

Rīgas satiksme implements public transport services in a way that is accessible to every user, without discriminating against any member of society.

Rīgas satiksme uses a wide range of technical, digital and organizational tools to ensure:

- physical accessibility (low-floor transport, access ramps and lifts, as well as information about low-floor vehicles available on a real-time map);
- infrastructure adaptation (elevated platforms at stops);
- information accessibility (audio/video systems, digital environment, including dual screens with stop, information and warning displays, internal and external audio systems, digital route guidance, reflective and sensory elements);
- security and support (video surveillance, alarm buttons, dispatcher connection options);
- user orientation (digital route tools);
- data analytics-based service improvement.

Of the total number of public transport vehicles in operation, 94% are accessible to persons with functional disabilities, pregnant women and persons with small children, including those with strollers.

100% environmental accessibility is ensured on trolleybuses and buses.

In trams, on the other hand, the environmental accessibility is 48%, which can be explained by the fact that old-model trams are not technically adaptable for passengers with special needs.

	2023 -2025
<b>Environmental availability STL, %, incl.:</b>	94
<b>in buses, trolleybuses, %</b>	100
<b>in trams, %</b>	48

As part of the investment project, by adapting tram tracks and stops to the requirements of low-floor trams, low-floor trams were launched to Iļģuciem in May 2025, thus providing more convenient and accessible public transport for residents of the area.

## IMPACT ON SOCIETY

*Disclosure of the function and senior position within the company that is operationally responsible for the engagement and the integration of its results into the company's approach*

Informing the public and customers, as well as the overall communication process, is ensured by external and internal communication, which is the responsibility of the company's board of directors, the Public Relations Department, the Customer Service Department, and the heads of structural units, following the procedures established in the company.

In everyday work:

- The Public Relations Department ensures cooperation with the media and public information;
- The Customer Service Department ensures prompt two-way communication with customers or direct users of the service, including resolving issues;
- The heads of structural units and the board member responsible for the relevant area ensure that current issues are resolved in cooperation with stakeholders, including regulatory and supervisory authorities.

This approach ensures that public and customer engagement is systematically organized, documented, and integrated into the company's approach to service development and quality improvement.

*S4-4 Description of measures planned or already implemented to prevent, mitigate or eliminate significant negative impacts on consumers and end-users*

### **Physical security of customers in vehicles**

On a single working day, approximately 450 public transport vehicles participate in intensive city traffic, covering around 109,000 km and carrying 380,000 to 420,000 passengers.

Physical safety – including the safety of passengers while in a vehicle and road traffic safety in contact with Rīgas satiksme vehicles – is one of the highest priorities in providing public transport services.

Taking care of safety on public transport:

- vehicles participating in the provision of the service are equipped with alarm buttons;
- if a public transport driver identifies a safety incident, he must immediately report it to the safety dispatcher;
- the security dispatcher connects to the vehicle's video cameras and assesses the situation online;

- if necessary, the State Police or Municipal Police are informed.

Rīgas satiksme has developed a public transport driver's manual, which summarizes the basic principles of communication, problem solving, compliance with road traffic rules, driving culture, and other principles. All drivers are introduced to this manual. Training for public transport drivers is also regularly organized to improve their knowledge and skills in road traffic, as well as customer service.

All new public transport drivers, upon starting work, are provided with training on how to act in situations where public order is violated, unwanted or aggressive passengers are present in the vehicle, or a situation is detected in which a passenger requires first aid. Drivers are instructed on the safest course of action, situation assessment, communication procedures with dispatchers and emergency services, as well as on the necessary documentation after an incident.

In 2025, significant attention was paid to improving the professional knowledge and response capabilities of safety dispatchers, especially in situations related to incidents in public transport. The following topics were included in the dispatcher training:

- exchange of operational information with the Riga Municipal Police;
- cooperation with the Emergency Medical Service (EMS);
- improving communication to ensure faster response and more accurate transfer of information.

This training significantly increases the ability of dispatchers to effectively manage situations and reduce incident resolution time.

To ensure a unified and high-quality learning process, training video materials were developed in 2025, depicting practical situations and explaining correct behavior, including:

- what to do if there is an unwanted, aggressive or threatening passenger on public transport;
- how to provide first aid until the ambulance arrives;
- how to record the event and transfer information to the dispatcher;
- how to avoid escalation and protect other passengers.

These videos are used by both new employees and existing managers, promoting unified and professional action in crisis situations.

**Road traffic accidents**

In 2025, 1,073 road traffic accidents were recorded (992 in 2024), involving Rīgas satiksme.

Of these, 15.6% or 167 accidents (in 2024 – 14.6% or 145) occurred due to the fault of the driver of a Rīgas satiksme vehicle.

The most common causes of accidents:

- adverse weather conditions;
- failure to comply with maneuvering rules;
- failure to maintain distance.

Every year, Rīgas satiksme analyzes an indicator that shows how many road accidents caused by public transport drivers occur per million kilometers traveled. This is one of the performance indicators of the VTDS.

- In 2025, the indicator was 4.77 (in 2024 – 4.08).

	2023	2024	2025
<b>Number of accidents due to the fault of STL drivers (number)</b>	221	145	167
<b>Number of victims in accidents due to the fault of STL drivers</b>	7	3	13

Rīgas satiksme evaluates each accident and, if necessary, conducts repeated or additional training for drivers, as well as introduces other measures that improve drivers' ability to react in non-standard situations and to respect mutual respect for other road users, including drivers, cyclists, pedestrians, etc.

In 2024, 146 employees received such training, while in 2025, 315 employees received such training.

At the same time, Rīgas satiksme has developed a Support Program for Victims of Public Transport Accidents<sup>18</sup>, which is available on the company's website. Within the framework of this program, victims are provided with free psychological services.

Customers can provide information about accidents or other circumstances related to customer safety using the communication channels established by Rīgas satiksme – the application form on the website or the information hotline 20361862.

**Customer data security**

Personal data security is primarily related to the processing of customer applications and the processing of customer data in information systems (for example, when accepting applications for the issuance of personalized smart cards, granting fare concessions, processing calls or emails with customer complaints or suggestions).

In the area of personal data protection, Rīgas satiksme has developed internal regulations and implemented processes that comply with the requirements of the General Data Protection Regulation, including the Customer Privacy Policy<sup>19</sup>, which defines the possible goals and purposes of personal data processing in Rīgas satiksme, as well as their justification.

In 2025, Rīgas satiksme sent responses to data subject requests to the Riga City Council Data Protection and Information Technology Security Center (DAITDC), providing an explanation of the data processing conditions for those processing operations in which Riga City Council is the data controller.

No requests have been received from the Data State Inspectorate or DAITDC regarding the processing of customer data, but information has been received from the Data State Inspectorate regarding the initiation of an inspection in the field of video surveillance at the company's premises.

Rīgas satiksme has two data protection specialists, registered in the list of data protection specialists of the Data State Inspectorate, responsible for data protection. A Personal Data Processing and Protection Group has also been established, which collects information on data protection incidents that have occurred, identified data protection risks, evaluates them and determines appropriate risk mitigation measures.

The following risks have been identified as the most significant risks in the operations of Rīgas satiksme:

- accidental disclosure of personal data,
- loss of personal data,
- unauthorized access to personal data.

These risks apply to the processing of both customer and employee data.

To reduce the likelihood of incidents and improve the quality of data processing and protection processes, several improvements have been made, including:

- the video surveillance policy is developed in simple, user-friendly language;
- new and customer-friendly processes have been introduced, for example, by ensuring appropriate data processing procedures in relation to the application, purchase and administration of parking resident permits on the website "Mana Rīgas satiksme";

## IMPACT ON SOCIETY

- improved data processing processes by updating internal regulations and educating involved employees on data processing issues – 100% of management employees, specialists and employees have completed a data protection knowledge test;
- employee activities are regulated using artificial intelligence tools to prevent inappropriate or risky actions;
- cybersecurity requirements have been strengthened and the security of information sent via e-mail has been improved.

### Development of e-services

In 2025, 92 information screens have been installed and are operating in public transport stop shelters, ensuring the availability of current information to passengers.

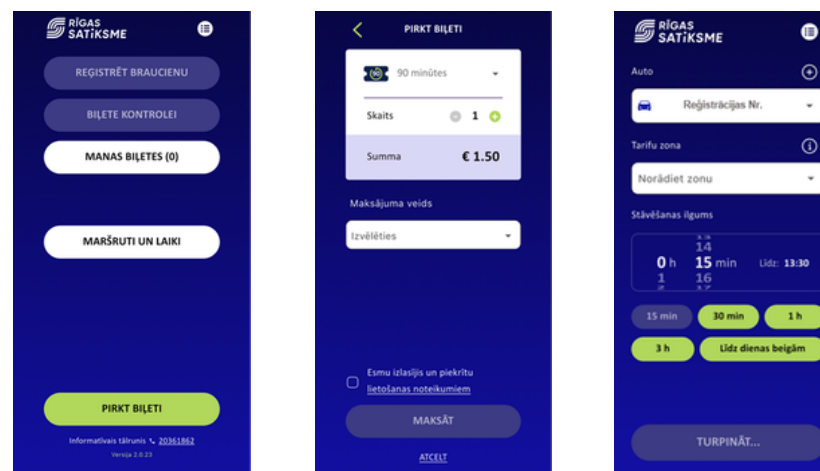
In 2026, it is planned to expand this infrastructure, installing a total of up to 110 screens.

In 2025, a single ticket was introduced in cooperation with AS "Pasažieru vilciens", ensuring a more convenient and integrated public transport service. In addition, functionality for paying for paid parking services was introduced in the Rīgas satiksme mobile app, expanding the range of digital services and improving the customer experience.

The Parking Management System, which was introduced on January 1, 2025, is currently being improved, while ensuring its daily operation. Electronic control and settlement instruments (ECIs) have been introduced into the system, which allow payment in various zones and receive electronic proof of payment without the need to place a receipt on the car windshield. In parallel, automated control options and the necessary regulation for their implementation are being evaluated.

It is planned to expand the range of services, with a special emphasis on digital solutions: online purchase of resident permits is already available, and in the future it is planned to introduce subscriptions and postpaid notification payments on the Rīgas satiksme website, thus improving the accessibility and convenience of services.

Real-time data availability has been ensured on the company's website and mobile app, as well as the integration of static and dynamic route data into the internationally widely used navigation platforms Google Maps and Apple Maps, improving the availability of information for both Riga residents and city guests.



A renewed and functionally improved section "Routes and times" has been introduced on the Rīgas satiksme website and mobile app, which provides a more transparent and user-friendly display of information. Based on suggestions submitted by customers and employees, additional improvements have been made to the display and functionality of timetables.

In 2025, several pilot projects of passenger information systems in public transport were launched, the aim of which is to test new technological solutions and evaluate their potential implementation in the operations of Rīgas satiksme.

During the 27th Latvian Song and 17th Dance Festival, special stickers with an integrated e-ticket function were provided, which allowed festival participants to use public transport conveniently and in an organized manner.

At the end of 2025, the volume of coded tickets purchased reached an average of 680,000 tickets per month, maintaining an increasing trend.

In 2025, approximately half of passengers purchased tickets online.

- 68% of passengers purchased a 90-minute ticket at full price on their smartphone, while 32% used an e-ticket.
- 61% purchased a monthly pass for 30 euros via e-ticket, and 39% purchased it on a smartphone.

For comparison, in 2024 this ratio was 72% on an e-ticket and 28% on a smartphone.

Buying tickets on your smartphone is not only convenient, but it also promotes more sustainable use of resources and reduces paper consumption.

## IMPACT ON SOCIETY

### Responsible marketing practices

The price of a single trip for the service offered by Rīgas satiksme – public transport – was determined on December 20, 2023 by Riga City Council Decision No. RD-23-3197-lē. The ticketing system is regularly evaluated and optimized to meet passenger needs and convenience. Currently, public transport passengers have access to full-price tickets, tickets with partial fare concessions, and tickets with 100% fare concessions.



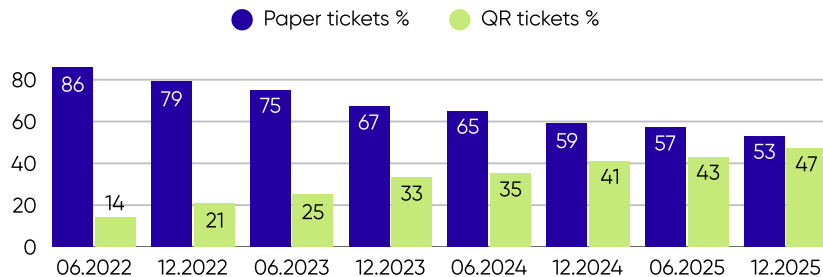
Tickets are available at Rīgas satiksme customer service centers, ticket machines located in the city and on low-floor trams, as well as at more than 400 points of sale, including SIA "Reitan Convenience Latvia", SIA "Rimi Latvia", SIA "Maxima Latvija" network stores, VAS "Latvijas pasts" and other points of sale.

In 2025, with 100% fare relief, public transport was used 58.6 million times.

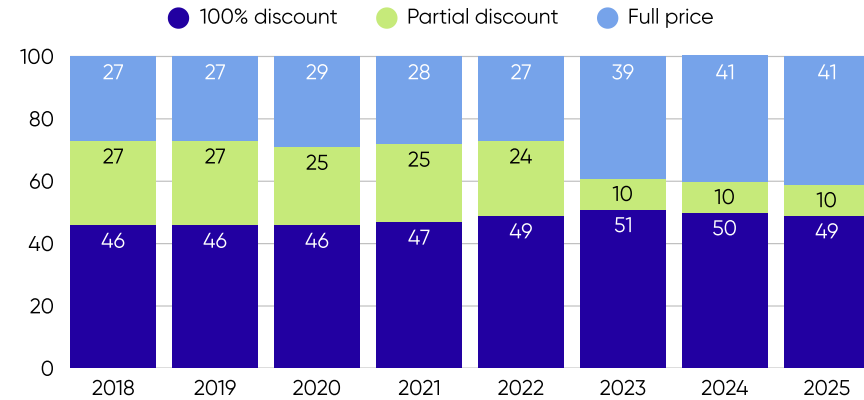
Public transport was used 11.8 million times with partial concessions, while passengers paid the full fare 48.1 million times.

These indicators confirm the significant importance of public transport in the daily mobility of Riga residents and visitors.

### The dynamics of code tickets compared to paper tickets



### Passenger number distribution, %



### Ticket control

On a daily basis, Rīgas satiksme employees conduct ticket checks to promote honest use of the service.

In 2025, 288,443 inspections of transport units were carried out, which is 34,379 inspections more than in 2024, when 254,064 inspections were carried out.

In the reporting year, 44,717 fines were issued, which is 4,828 more than in 2024, when fines were imposed on 39,889 passengers on public transport for traveling without a ticket.

	2023	2024	2025
<b>Passengers found without a ticket</b>	37 047	39 889	44 717
<b>Ticket checks in vehicles</b>	244 861	254 064	288 443

# IMPACT ON BUSINESS

## SUMMARY OF RISKS AND OPPORTUNITIES FOR IMPACT MATERIALITY ON BUSINESS

 **Positive impact**

 **Negative impact**

 **Financial opportunity**

 **Financial risk**


 Value chain link

**A** - upper stage  
**P** - own action  
**L** - lower stage

## BUSINESS

 **Political involvement**

Rīgas satiksme regularly provides comments and evaluations in relation to the planning documents and regulatory acts of the City of Riga and also national level legal acts, including actively cooperating with social partners, such as LDDK, the Latvian Association of Local Governments, the Latvian Passenger Carriers Association, etc. Rīgas satiksme opinion is heard and integrated into regulatory documents after participating in meetings of State Secretaries, meetings of the Saeima National Economy Commission, meetings organized by the Ministry of Justice and participating in various inter-institutional meetings.

 Opportunity - to express and represent an opinion relevant to the industry.

 **Impact time frame** - current/medium/long-term

## CORPORATE CULTURE

Great attention is paid to creating corporate culture at the board and council levels, with the aim of promoting responsible and ethical activities within the company as a whole, serving as a role model for its employees. Potential reputational or corrupt incidents have long-term consequences for the company's reputation. Corruption incidents leave a negative impression on cooperation with stakeholders and financial institutions.

 Reputational risk

 **Impact time period** - long-term

## IMPACT ON BUSINESS

Rīgas satiksme implements the tasks assigned by the municipality in accordance with the general principles of good corporate governance, regulatory enactments of the European Union and the overall strategic goal.

By implementing sustainable corporate governance, which includes risk mitigation, corruption prevention, responsible decision-making, and efficient use of resources, the company reduces its environmental impact and promotes social responsibility.

Ensuring fair and transparent relations, the company selects cooperation partners and suppliers in compliance with the regulatory enactments of the European Union and the Republic of Latvia.

Rīgas satiksme, in cooperation with various organizations and state institutions, actively participates in the development of regulatory enactments and planning documents. The company provides proposals and comments on draft laws and Cabinet regulations, as well as participates in discussions to improve the public transport management and organization system.

### *Functions of administrative, management and supervisory bodies*

In order to establish uniform principles of corporate governance and ensure responsible, efficient, honest and transparent operations of Rīgas satiksme, a Corporate Governance Policy has been developed.

In turn, the company's Code of Ethics explains the principles of professional ethics based on core values, which are supplemented by area-specific policies and other internal regulations.

All internal regulations of the company, including the Code of Ethics and Corporate Governance Policy, are reviewed at least once a year. Their updating also takes into account the results of the review of the key areas of sustainability.

### *Expertise of administrative, management and supervisory bodies in matters of business ethics*

The Council and Board of Rīgas satiksme, in accordance with the division of competencies (approved list of authorizations and the company's organizational chart), have comprehensive experience and competence in industry-specific areas and areas necessary for company management, including corporate governance and business ethics.

Two current board members have demonstrated their knowledge in the field of corporate governance and business ethics with a certificate of completion of the corporate governance program.

## **Business Policy and Corporate Culture (G1-1)**

The policies of Rīgas satiksme as a public company are a set of documents that define principles, goals, and a set of actions necessary to achieve these goals. These policies are developed and implemented by the company to ensure the achievement of set priorities and the development of the company.

The purpose of policy development is to clearly define the company's operating principles and processes, ensuring compliance with the corporate governance principles set out in the Corporate Governance Code.

The company's policies have been developed based on the provisions of Riga City Council Internal Regulation No. 4 of August 21, 2020, "Procedures for the Management of Capital Shares and Capital Companies Owned by the Riga City Municipality", Chapter XVIII.

### **Corporate Social Responsibility and Sustainability Policy**

It defines a company's commitment to sustainable development, reducing environmental impact and promoting social responsibility. It is based on the UN Sustainable Development Goals and ISO guidelines.

Sustainability issue: Climate change mitigation, social responsibility, UN SDG integration.

### **Corporate Governance Policy**

Regulates transparent and responsible management of a company, adhering to the principles of good corporate governance. It includes provisions on the activities of the board and council, prevention of conflicts of interest, and employee information.

Sustainability issue: Transparency of governance, responsible decision-making, prevention of conflicts of interest.

### **Risk Management Policy**

Establishes a framework for identifying, assessing and mitigating risks to ensure the stability of the company and the continuity of services. It covers both financial, operational and reputational risks.

Sustainability issue: Ensuring sustainable operations, mitigating financial and reputational risks.

### Anti-Corruption and Conflict of Interest Prevention Policy

Defines principles for preventing corruption risks and managing conflicts of interest. The policy emphasizes zero tolerance for bribery and adherence to honest business practices.

Sustainability issue: Fair business, ethical supply chain, reducing corruption risks.

### Internal Control Environment and Compliance Policy

Ensures an effective internal control system that guarantees compliance with regulatory enactments and the accuracy of financial information. It includes risk assessment, monitoring and allocation of responsibilities.

Sustainability issue: Compliance with regulatory enactments, transparent financial management.

### Code of Ethics

It sets standards of conduct and professional ethics for employees, promoting integrity, fairness and responsibility. The Code helps prevent corruption risks and strengthens the company's reputation.

Sustainability issue: Respect for human rights, employee well-being, ethical culture.

### Whistleblowing Policy

Provides employees with a secure mechanism for reporting violations, guaranteeing protection under the law. The policy promotes transparency and responsible behavior within the organization.

Sustainability issue: Transparency, employee protection, prevention of corruption and irregularities.

### Procurement Policy

Regulates the procurement process, ensuring its transparency, legality and economic viability. It emphasizes equal competition and the prevention of conflicts of interest.

Sustainability issue: Responsible supply chain, efficient use of resources, fair competition.

In compliance with the provisions of Article 58 of the Law on the Capital Shares of Public Persons and the Management of Capital Companies, Rīgas satiksme has published on its website the developed policies that define the operating principles of the capital company regarding corporate governance, risk management, prevention of conflicts of interest, combating corruption and other significant issues.

Policies are developed by the responsible structural units that have jurisdiction over the specific area, and are approved by the board and council.

During the reporting year, the company reviewed and updated several important policies, as well as the Code of Ethics.

The Code of Ethics has been updated taking into account current regulations and sustainability values.

The following policies have been reviewed and updated - Remuneration Policy, Personnel Policy, Customer Privacy Policy, Communication Policy, Procurement Policy, etc.

All company policies are available in the "[Regulatory documents](#)" section of the Rīgas satiksme website.

*A description of how the company creates, develops, promotes and evaluates its corporate culture*

The set of Rīgas satiksme policies determines the company's actions, implementing the principles of good corporate governance, ensuring transparency of processes, legal relations with employees, customers and suppliers, and taking care of the environment.

Rīgas satiksme has established an internal control system, more detailed information about which is available in the section Corporate Policy and Sustainability Management.

To promote adherence to good governance and socially responsible corporate practices, Rīgas satiksme has developed basic principles for cooperation with business partners, which are published on the company's website<sup>20</sup>.

**Raising an alarm**

In 2024, a “Whistleblowing Policy” was developed and revised in 2025, which determines the procedure for how Rīgas satiksme organizes its internal whistleblowing system. Its purpose is to provide the opportunity for company officials and employees to raise an alarm about a possible violation that harms the interests of society, especially about possible violations specified in the Whistleblowing Law, which the person believes to be true and about which information was obtained while performing their official (work) duties.

The validity of each whistleblower’s submission is assessed in accordance with regulatory enactments.

Two substantiated whistleblower reports were received in 2025.

**» Number of whistleblower reports received in 2025 – 2**

To promote greater understanding of the importance of reporting and the reporting procedure, information available to employees regarding the submission of whistleblower reports has been updated, and two responsible persons have been appointed within Rīgas satiksme.

All employees, upon entering into employment, must be familiar with the information on the whistleblowing procedure and the possibilities to report violations. An internal procedure has also been developed, which describes in detail, step by step, the procedure for reviewing whistleblowing reports and defines responsibilities at Rīgas satiksme.

The company guarantees whistleblowers the protection provided by law.

In accordance with regulatory requirements and as part of Rīgas satiksme commitment, all incidents registered through secure, anonymous and confidential reporting mechanisms are reviewed promptly and in good faith. The company takes full responsibility for protecting whistleblowers from any form of retaliation.

*Information on training policies for entrepreneurship*

The company regularly organizes employee training on corporate culture and corporate governance principles, responsible business, data protection and personal security, cybersecurity, corruption risks, and other important topics.

**Sustainable procurement and responsible supply chain (G1-2)**

In 2025, a “Procurement Organization Policy” was developed.

Implementing responsible business practices and caring for the environment and future generations, Rīgas satiksme, when preparing procurements, includes requirements that establish the obligation of the contractor to demonstrate a responsible attitude in cooperation with its employees and society as a whole, as well as to ensure responsible action in reducing environmental impact.

Similarly, when purchasing goods and services necessary for the company’s operations, Rīgas satiksme uses green public procurement requirements.

	2023	2024	2025
<b>Contractual obligations with certain cooperation partners were terminated because they were subject to any type of sanctions.</b>	✓	✓	-
<b>Number of procurements with green public procurement requirements</b>	6	14	12

**Selection of cooperation partners and suppliers**

The selection of cooperation partners and suppliers of Rīgas satiksme is primarily determined by the Public Service Providers Procurement Law (hereinafter – SPSIL) and, in certain cases, which are mostly related to the management of municipal parking lots, – the Public Procurement Law (hereinafter – PIL).

In mid-2025, the Procurement Organization Policy was approved, which sets out the principles of organizing procurement – openness and transparency, equality, economy, planning and monitoring, professional ethics, as well as the principle of sustainability. The policy also sets out the basic principles of relations between cooperation partners, including:

- Rīgas satiksme does not cooperate with dishonest cooperation partners or those with a bad reputation;
- the quality of previous cooperation is assessed, which may affect the award of future contracts;

Contract performance is assessed in the context of sustainability and ethics.

Rīgas satiksme publishes its procurement plan on its website at the beginning of each calendar year<sup>21</sup>. The website also provides information on current procurements and market research.

## IMPACT ON BUSINESS

Rīgas satiksme implements an open and transparent process of attracting cooperation partners by conducting open market research, publishing it on the website, as well as additionally inviting market participants to participate in the research by sending e-mails. This approach has ensured the attraction of new cooperation partners, which provide more economically advantageous services and expand the range of suppliers. At the same time, small businesses are given the opportunity to gain and develop experience by offering to perform smaller-scale work, thus promoting competition in larger procurements.

Market research also serves as a technical specification testing tool, a qualification requirements verification tool, and a mechanism for clarifying the interests of market participants before announcing a procurement in accordance with the SPSIL procedure. This method has proven to be significantly more effective, as market participants provide more comments and useful suggestions for preparing the procurement than in the formal supplier consultations provided for by SPSIL.

When determining the potential contractor (winner of the procurement) for market research or subsequent procurement, Rīgas satiksme conducts an assessment of the cooperation partner in accordance with internal regulations.

The Procurement and Contract Management Department, in cooperation with the QRMD, assesses the risks of business partners and suppliers, the company's risks within the framework of a specific contract, and the practice and quality of previous cooperation.

At the end of the contract performance period (or during its term for long-term contracts), the following aspects are evaluated - quality of contract performance, compliance with interim and deadline deadlines, action in problem situations, quality of communication, requests for unspecified changes, fulfillment of warranty obligations.

If the cooperation has been negative in significant or repeated aspects, the right to conclude the contract with the partner will not be awarded again.

### Supplier impact on society

When evaluating procurement applications, a screening form is filled out for each cooperation partner. In cases where an increased risk is identified during the filling out of the form (for example, if the country of residence of the owner or board member is outside the European Union, the beneficial owner is a politically exposed person or the commercial company has been registered within the last 12 months), an in-depth investigation of the business partner is carried out.

In 2025, there have been cases where a contract with a potential business partner was not concluded because, as a result of the in-depth review, risk management specialists recommended not to enter into a business relationship. In such situations, the next bidder is selected by conducting an equivalent research procedure and, if successful, concluding a contract.

Rīgas satiksme has developed an instruction "Procedure for the Evaluation of Business Partners and Transaction Conditions", which is a component of the internal control system.

All business partners are subject to the relevant screening procedure, depending on the procurement threshold.

Small purchases (without a contract) Checking:

- absence of tax debt,
- absence of sanctions for a legal entity,
- beneficial owners and officials,
- absence of signs of risk in economic activity.

Contracts above the small procurement threshold

More detailed counterparty due diligence is carried out based on:

- Law on the Prevention of Money Laundering and Financing of Terrorism and Proliferation,
- Sanctions law,
- requirements of other external regulatory enactments.

If a counterparty is identified as high risk, in-depth due diligence is conducted.

During strategically important procurements, the following is carried out:

- analysis of associated risks,
- development of risk mitigation measures,
- researching business partners,
- if necessary, in-depth research.

In procurements with a contract amount of less than 10,000 euros and which therefore do not require formal procurement procedures (although an initial market research or price survey is carried out in any case), a minimum amount of information is checked regarding the selected cooperation partner to mitigate risks.

It is checked:

- absence of tax debts on the State Revenue Service website;
- absence of sanctions, which may apply to the business partner itself or the type of transaction (including sanctions related to Russia's military operations in Ukraine);
- the status of the beneficial owners, for example, whether they are Russian citizens.

If a tax debt is identified, the entrepreneur is invited to pay it. If the debt is not paid, Rīgas satiksme selects the next most advantageous offer for cooperation.

## IMPACT ON BUSINESS

When concluding the contract, Rigas satiksme includes a condition that establishes the obligation of the cooperation partner to comply with the Basic Principles of Cooperation with Business Partners, which are published on the Rigas satiksme website<sup>22</sup>.

The basic principles provide that the cooperation partner:

- complies with the requirements of labor protection, tax payment, anti-corruption and other legal acts;
- undertakes to comply with the principles set out in the Rigas satiksme Code of Ethics;
- ensures compliance with these principles also for subcontractors, if any are involved, and is also responsible for informing them.

If a cooperation partner does not comply with the basic principles, Rigas satiksme has the right to:

- terminate the contract,
- take this fact into account when assessing the possibility of concluding a new contract if the procurement contract amount does not exceed the internally determined thresholds, from which formal procedures must be applied.

In 2024, regulations were developed on "Occupational Safety and Environmental Protection Regulations for Service Providers, Suppliers and Construction Workers".

In 2025, these regulations will be added as an annex to contracts in which a cooperation partner or its subcontractor performs activities at Rigas satiksme facilities.

Rigas satiksme employees have regularly supplemented their knowledge through various professional development trainings, including:

- the most frequently identified administrative violations and the responsible persons;
- the most common errors in procurement documentation;
- current events of the Procurement Monitoring Bureau and court practice in public procurement cases;
- criteria for evaluating the most economically advantageous tender in service procurement;
- the use of artificial intelligence in the development of technical specifications and the evaluation of tenders;
- the principle of competitive neutrality and its observance in public procurement;
- application of green public procurement in design and construction works.

This training ensures the professional preparation of employees, promotes honest and efficient procurement management, and strengthens the overall sustainability and good governance capacity of Rigas satiksme.

Rigas satiksme employees have supplemented their knowledge through various professional development trainings, including:

- the most frequently identified administrative violations and the responsible persons;
- the most common errors in procurement documentation;
- current events of the Procurement Monitoring Bureau and court practice in public procurement cases;

- criteria for evaluating the most economically advantageous tender in service procurement;
- the use of artificial intelligence in the creation of technical specifications and the evaluation of offers;
- the principle of competitive neutrality and its observance in public procurement;
- application of green public procurement in design and construction works.

This training strengthens the competence of employees in the procurement process, improves professional quality and promotes honest, transparent and sustainable procurement management in Rigas satiksme.

### New suppliers who were evaluated for their environmental impact

In 2025, the most significant procurements related to environmental impact were the reconstruction of the gas station offices and guardhouse; procurement of premises and territory cleaning services; delivery and installation of a CNC lathe; maintenance, repair and inspections of sprinkler systems, radiators and ceiling fans; tire retreading; delivery and technical maintenance of M1 and N1 category vehicles, as well as specialized N1 category vehicles, where electric vehicles were purchased and operating costs were assessed throughout their service life.

The designs submitted in the design competition "Reconstruction of the 2nd trolleybus park in Riga, Jelgavas Street 37" are evaluated taking into account:

- accessibility and inclusion of the trolleybus park area and building environment;
- compliance with sustainability and energy efficiency requirements;
- principles of environmental accessibility and universal design.

### In 2025, 12 procurements were organized, in which the following requirements were set.

	2024	2025
<b>How many procurements have been accompanied by sustainability requirements, including:</b>	14	12
<b>Environmental sustainability</b>	4 services, 1 construction work and 9 supply contracts	4 services, 1 construction work and 3 supply contracts, 1 design competition
<b>Social sustainability</b>	0	2 services and 1 supply contract
<b>Sustainability of management</b>	All*	All*

\*When evaluating applicants, we consider the following important aspects in all cases: no tax debts, no sanctions. Depending on the contract price and specifics of the procurement, the following aspects are also considered: litigation regarding unfinished business and employment, compliance with ISO standards or the use of only certified materials and raw materials.

## IMPACT ON BUSINESS

In 2024–2025, Rīgas satiksme significantly improved its supply chain management, including the timely planning of spare parts kits. This approach is especially important in the tram industry, where the delivery time for critical parts can reach up to one year, thus the new system significantly reduces the risk of equipment downtime.

The main activities of 2025 were related to:

- Procurement of spare parts for the average repair of Škoda 15T trams to ensure the repairs planned in 2026, 2027 and 2028;
- starting cooperation with more than 12 manufacturers or their official representatives in the region;
- organizing face-to-face meetings with spare parts manufacturers, including visits to the Rīgas satiksme depot, to familiarize yourself with the condition of the vehicle fleet and receive recommendations for its successful future operation;
- initiating active communication with manufacturers both at specialized exhibitions and by visiting factories to gain a deeper understanding of production processes and improve order and delivery planning.

It is planned that as a result of these activities, the financial benefit in ensuring the 15T tram repair program will be at least 25% compared to the costs in 2024.

These activities:

- strengthens the resilience of the supply chain,
- improves the efficiency of use of financial resources,
- reduces vehicle downtime,
- allows you to save up to 30% of the budget for spare parts,
- ensures sustainable and risk-reducing supply chain management.

### Prevention of conflict of interest and corruption (G1-3)

	2023	2024	2025
<b>Risk prevention or mitigation measures in the anti-corruption action plan</b>	4*	4	5
<b>Reports received on corruption risks or incidents</b>	0	0	0
<b>During the business partner evaluation process, it was considered not to enter into a business relationship</b>	✓	1	0

*Information on procedures in place to prevent, detect and address allegations or incidents of corruption or bribery*

In 2025, internal regulations "Procedure for the Prevention of Corruption and Conflict of Interest" were developed, which determine the procedure for how Rīgas satiksme:

- an assessment of positions subject to corruption and conflict of interest has been carried out;
- the status of a public official is determined based on the risk assessment obtained and the criteria of the law "On Prevention of Conflict of Interest in the Activities of Public Officials";
- employees informed about the granting of the status of public official;
- supervised the combination of positions of public officials;
- a procedure is established for a public official to notify that he or she is in a conflict of interest situation;
- Identification, assessment and determination of appropriate preventive measures for corruption and conflict of interest risks are ensured.

In 2025, the corruption risk assessment register was repeatedly improved, ensuring a full assessment of risks and their prevention in the company as a whole, not just in specific functions.

A tool was also developed to assess corruption risk levels in positions, determining which positions are exposed to the highest risk of corruption and to which the status of public official\* should be applied.

In 2025, a corruption risk assessment of all positions was conducted, reviewing positions that have the status of a public official.

Rīgas satiksme has zero tolerance for corruption and conflict of interest.

### Corruption prevention: high-risk areas

When assessing the risks of corruption and conflict of interest, Rīgas satiksme pays attention to both areas highlighted as high-risk by the Corruption Prevention and Combating Bureau, as well as areas related to ensuring the continuity and transparent operation of the company's core business.

*Revealing the functions most at risk from corruption and bribery*

The activities and employee groups that are most exposed to the risk of corruption and bribery in Rīgas satiksme are:

- Procurement and procurement committee;
- Authorized employees according to the authorization list;
- Employees responsible for material resources and contract execution;
- Heads of departments and structural units.

## IMPACT ON BUSINESS

To prevent or mitigate existing risks, Rīgas satiksme develops an anti-corruption action plan every year.

In 2025, corruption risks and the division of functions were reassessed, and a plan of measures to prevent or mitigate risks was drawn up. As a result of this process, five measures to mitigate or prevent risks were identified in 2025.

Of these, three measures have been fully implemented; one process improvement will continue in 2026; two activities have been completed.

Examples of implemented measures – review and standardization of the working time accounting process for STL managers; corruption prevention training for all employees upon entering into employment; whistleblowing training; review of the inventory accounting process.

In accordance with the Whistleblower Policy, whistleblower reports are received, registered, pseudonymized, and reviewed according to a specific procedure.

The order designates responsible employees who review reports, ensure communication with whistleblowers and other institutions, and fulfill the duties of a contact person.

If the review of the whistleblower's report falls within the competence of Rīgas satiksme, the council is informed about the received report, which instructs the board to compile information for the review of the report by the council.

All policies are publicly available on the Rīgas satiksme website in the Regulatory Documents section, as well as in the company's internal document management systems.

### Corruption prevention: communication and training

To promote responsible behavior and prevent corruption risks, all employees, upon starting their employment with Rīgas satiksme, must familiarize themselves with anti-corruption and conflict of interest training materials, which include information on corruption risks, their prevention and reporting procedures. Employees are also introduced to the Whistleblowing Procedure within the company.

In positions that are exposed to a higher risk of corruption and conflict of interest, training is organized once a year, while for all other employees – once every three years.

Based on the Cabinet of Ministers Regulation No. 630 of 17 October 2017 "Regulations on the Basic Requirements of the Internal Control System for Preventing the Risk of Corruption and Conflict of Interest in a Public Institution" and the Corruption and Conflict of Interest Prevention Policy of Rīgas satiksme, 74 training courses were organized for high-level corruption positions in 2025.

In total, 11 employees attended such external training courses during 2025.

	High-risk positions	Positions subject to medium corruption risk	Positions subject to low, very low levels of corruption	Others
TOTAL number of training participants	85	-	-	277
Total number of training participants	85	-	-	277
<b>Method and duration of administration</b>				
In-person training		-	-	-
Online training (internal)	74	-	-	-
Remote training	11			
Familiarization with the training material individually, on the internal electronic data website		-	-	277
<b>Frequency</b>				
How often is training required?	Once a year	Once every 3 years	Once every 3 years	
<b>Topics covered</b>				
Definition of corruption and conflict of interest	x	x	x	x
Raising an alarm	x	x	x	x
Suspicion/detection procedures and reporting procedures	x	x	x	x
Duties, responsibilities and procedures for combining positions of public officials	x			

### Corruption or bribery incidents (G1-4)

Every employee is provided with the opportunity to report potential risks or incidents in the field of corruption and conflict of interest. In 2025, no reports of corruption cases were received (in 2024 – also 0).

Within this system, a reporting procedure has also been established for the board and council of Rīgas satiksme, which identifies corruption and conflict of interest risks as among the most significant. In accordance with this, the board and council are regularly reported on risk indicators to ensure constant monitoring and timely action in cases where the risk may affect the core business of Rīgas satiksme.

Depending on the risk assessment, the list of significant risks may also include corruption and conflict of interest risks, thus ensuring systematic and continuous risk monitoring in the company.

	2023	2024	2025
<b>Reports of corruption cases, number</b>	0	0	0

### Political influence and lobbying activities (G1-5)

Rīgas satiksme carries out its activities in accordance with regulatory enactments and is actively involved in the preparation, review and proposal of changes to regulatory enactments, providing supporting information about the sector's activities for informed decision-making.

The company regularly provides its comments and evaluations in relation to the planning documents and regulatory enactments of the City of Riga, as well as national level legislation. Rīgas satiksme actively cooperates with social partners, such as the Latvian Employers' Confederation (LDDK), the Latvian Union of Local Governments, the Latvian Passenger Carriers Association and other industry organizations.

The opinion of Rīgas satiksme is heard and integrated into regulatory documents with the participation of:

- At meetings of state secretaries,
- At the meetings of the Saeima National Economy Committee,
- At meetings organized by the Ministry of Justice,
- in inter-institutional working groups and meetings.

Rīgas satiksme does not support projects of a political nature and does not make any political investments – either directly or indirectly.

#### Financial contributions to political parties

0 euros

#### Political contributions in kind

0 euros

*Disclosure of the main topics covered by lobbying activities and the company's main positions on these topics*

Rīgas satiksme was actively involved in the development of amendments to the Riga City Council's binding regulations of 5 February 2013 No. 206 "Riga City Municipality Paid Parking Management and Use Regulations" (adopted by the Riga City Council's binding regulations of 29 January 2025 No. RD-25-322-sn/LV, entered into force on 04.02.2025).

With amendments:

- expanded possibilities for using a resident's permit in adjacent blocks and paid parking lots in the same or lower tariff zones;
- a waiver of the issuance of physical user cards has been introduced, ensuring electronic application for a resident's permit in the Parking Management System maintained by Rīgas satiksme;
- the procedure for managing and controlling paid parking lots has been clarified, including cases of cancellation of a resident's permit and the conditions for using a monthly subscription.

Rīgas satiksme also participated in the development of amendments to the Riga City Council's binding regulation No. RD-23-208-sn of June 28, 2023 "On fare concessions in the Riga City Public Transport Route Network".

Amendments adopted:

- 18.12.2025. (binding regulations No. RD-25-23-sn/LV, entered into force on 31.12.2025.);
- 18.06.2025. (binding regulations No. RD-25-344-sn/LV, entered into force on 01.07.2025.).

With these amendments:

- the circle of beneficiaries of fare relief has been expanded, establishing a 100% relief for all participants in the national resistance movement, regardless of their declared place of residence;
- 100% relief for Ukrainian civilians extended until June 30, 2026;
- 50% travel fare discounts have been established for social work technical employees of institutions subordinate to the Welfare Department of the Riga City Municipality with at least 20 hours of work per week;
- the list of days when all passengers are entitled to travel free of charge has been clarified, adding the start of the school year.

Rīgas satiksme has provided an opinion to the Ministry of Transport on the draft legal act 25-TA-2921 posted on the TAP portal, indicating that the decision on the selection of buses to be donated to the Ukrainian armed forces would be acceptable to the capital company itself, taking into account the technical condition of the vehicles, wear and tear and environmental requirements. Rīgas satiksme emphasized that donating buses that are still suitable for operation, but economically inefficient, to Ukraine would be an economically and ethically justified alternative to their disposal as scrap metal. At the same time, Rīgas satiksme indicated that the donation should be made in accordance with the Law on Support for Civilians of Ukraine and Article 11 of the Law on Prevention of Waste of Financial Resources and Property of a Public Person, applying the 1.5% restriction set for capital companies from the previous year's profit.

Rīgas satiksme has appealed to the Latvian Passenger Carriers Association, calling for amendments to the regulatory framework for the transportation of electric bicycles and other micromobility tools equipped with an electric motor in public transport. Rīgas satiksme calls for the establishment of uniform and clear safety conditions for all carriers, including a ban on the transportation of such tools in the luggage compartments of buses and the provision of their transportation in the cabin only in certain, safe cases.

Taking into account practically established cases when benefits are requested by providing false information or submitting forged documents, as well as situations when a person continues to use benefits after the legal basis has been lost, Rīgas satiksme addressed the Ministry of Transport with a proposal to supplement the regulation of administrative penalties in order to directly provide for liability in cases affecting the public transport service provider (including failure to report loss of status). Such an approach strengthens the veracity of data, the fair use of benefits and the protection of public funds.

Similarly, in 2025, Rīgas satiksme continued to address both the Ministry of Transport and the Ministry of Justice regarding the requirements for public transport drivers before getting behind the wheel, calling for a discussion on the development of regulatory solutions and practical implementation models, including the use of modern technologies for employee identification and the reliability of the control process.

By contacting the State Revenue Service (also informing the Ministry of Transport, the Ministry of Finance, VSIA "Autotransporta direkcija" and Riga City Council institutions), Rīgas satiksme raised the need to improve the regulatory framework in connection with the planned new ticket system, which provides for payments with bank cards and SoftPOS solutions.

Within the framework of 2025, Rīgas satiksme has provided opinions, proposals and comments on several draft regulatory acts and planning documents, including:

- provided an opinion on draft law No. 25-TA-2921, indicating that the decision on the selection of buses to be donated to the Armed Forces of Ukraine is made by the capital company itself, taking into account their technical condition, wear and tear and environmental requirements;
- a call has been made to push for amendments to the regulatory framework regarding the transportation of electric bicycles and other micromobility tools equipped with an electric motor in public transport;
- a proposal has been submitted to supplement the regulation of administrative penalties to provide for liability for violations affecting public transport service providers (including failure to report the loss of preferential status);
- the need to improve the regulatory framework in relation to the new ticket system, which provides for payments with bank cards and SoftPOS solutions, has been highlighted;
- comments were provided on the binding regulations of the Riga City Council No. 206 "Riga City Municipality Paid Parking Management and Use Regulations";
- comments were provided on the binding regulations of the Riga City Council No. RD-23-208-sn "On fare concessions in the public transport route network of the Riga City Council";
- provided comments on the draft law "Transport Energy Law";
- comments were provided on the draft law "Climate Law";
- provided comments on the updating of the National Energy and Climate Plan for 2021–2030;
- comments were provided on the project "Sustainable Integrated Public Transport Plan for the Riga Metropolitan Area for 2024–2030" developed by the Ministry of Transport;
- as well as other documents.

In 2025, no fines or sanctions were imposed for non-compliance of Rīgas satiksme operations with regulatory enactments.

**Membership in organizations**

The decision on Rīgas satiksme participation in non-governmental organizations is made by the company's board, which also delegates the relevant representative. The company does not support projects of a political or religious nature and does not make political investments – neither directly nor indirectly.

Rīgas satiksme represents the interests of the public transport industry in several organizations, including:

- International Association of Public Transport (UITP);
- Latvian Chamber of Commerce and Industry (LCCI);
- Latvian Employers' Confederation (LDDK);
- Latvian Passenger Carriers Association;
- Latvian Open Technology Association (LATA);
- Latvian Association of Automotive Engineers;
- Latvian Human Resources Management Association;
- Business Efficiency Association;
- Association of Security Professionals;
- Latvian Corporate Social Responsibility Platform "CSR Latvia";
- Institute of Internal Auditors (society);
- Calypso networks association ASBL.

The company's opinion is taken into account when developing regulatory acts and planning documents, as well as conducting research on public transport at the Latvian and European levels.

The opinion of Rīgas satiksme was represented at the UITP BHRM Committee (Business & Human Resources Management Committee) in Cagliari, Italy.

During the committee meeting, together with other European public transport providers, the following were discussed:

- current challenges of personnel management,
- investment attraction issues,
- solutions to meet and exceed customer expectations.

**51,274.75 euros** Professional association membership fees  
(Total in 2025)

Professional association membership fees	2024	2025
Total (EUR) amount paid for participation in lobbying associations	45 906.25	51 274.75

**Payment practices (G1-6)**

The payment terms are determined when agreeing on the purchase of a product or service. Rīgas satiksme is obliged to comply with these terms, otherwise a contractual penalty may be applied.

	2024	2025
Percentage of payments made in accordance with standard terms, %	99.8	99.8
Number of ongoing court cases related to payment delays	0	0

### Corporate Governance Report

The goal of corporate governance of Rīgas satiksme is to ensure the sustainability of operations, modern and effective management and rational and economically justified use of resources, as well as adherence to the principles of good corporate governance. The Board of Rīgas satiksme ensures the performance of all functions of Rīgas satiksme in such a way that every area is managed responsibly both in relation to the customer and society.

Rīgas satiksme compliance with the requirements of the Corporate Governance Report (hereinafter – the Report) was assessed based on:

- Chapter XII of the Law on the Management of Capital Shares of Public Persons and Capital Companies (hereinafter – PPKDKPL);
- The principles of the Corporate Governance Code for Capital Companies published by the Ministry of Justice;
- Internal Regulations No. 4 of the Riga City Municipality of 21 August 2020 “Procedures for the Management of Capital Shares and Capital Companies Owned by the Riga City Municipality” (hereinafter – Internal Regulations No. 4 of the Riga City Municipality);
- Rīgas satiksme Statutes;
- the Council's regulations;
- Board regulations.













Corporate governance at Rīgas satiksme is an ongoing process, during which current achievements are assessed and further adherence to good practice within the company is promoted. For the functions of the board and council, see the Corporate Governance section.

The Board of Rīgas satiksme has evaluated the achievements in the 2024 reporting year and concludes that all principles are fully or partially complied with. In accordance with the “comply or explain principle”, the Sustainability Report and this appendix provide information on the compliance with the criteria, the text of the report contains explanations of the principles or the regulatory framework that justifies it, using the following color indicators:

- criterion fully met
- criterion partially met
- criterion not applicable

The governance structure, overall strategic goal, mission and vision of Rīgas satiksme are available in the current Sustainability Report for 2025 and published policy documents.



Principles	Criteria, according to the Corporate Governance Code	Compliance	Report page/section
<b>Principle 1</b> – The company has a current strategy in place, which defines the company's goals and direction towards long-term value growth	Criteria 1.1.-1.4.		Page 26 <u>Strategy</u> (SBM-1)
<b>Principle 2</b> – The company develops an internal cultural and ethical code of conduct that serves as a standard of behavior for the company's management and employees	Criteria 2.1.-2.3.		Pages 62–64 <u>Processes for redress and channels available to raise concerns and seek resolution</u> (S1-3).
<b>Principle 3</b> – The company has an internal control system that is effectively overseen by the board	Criteria 3.1.-3.3.		Pages 17–21 <u>Impact, Risk and Opportunity (IRO), Management and Monitoring</u> .
<b>Principle 4</b> – The company identifies, assesses and monitors the risks associated with its operations	Criteria 4.1.-4.3.		Pages 24–25 <u>Rīgas satiksme Risk Management Characteristics</u> (GOV-5).
<b>Principle 5</b> – The company has an internal audit department that independently and objectively evaluates the company's operations	Criteria 5.1.-5.3.		Page 18 <u>Internal audit</u>
<b>Principle 6</b> – The company has an independent external auditor	Criteria 6.1.-6.3.		Page 31 <u>External auditor</u>
<b>Principle 7</b> – The company ensures a transparent procedure for the election and removal of board members	Criteria 7.1., 7.3., 7.4.		Pages 15–16 <u>Council</u>
	Criterion 7.2.		
<b>Principle 8</b> – Council members collectively have appropriate experience and expertise	Criteria 8.1., 8.4.		Pages 15–16 <u>Council</u>
	Criterion 8.2., 8.3.		
<b>Principle 9</b> – The company's board shall have independent board members	Criteria 9.1.-9.3.		Pages 15–16 <u>Council</u>
	Criterion 9.4.		

Principles	Criteria, according to the Corporate Governance Code	Compliance	Report page/section
<b>Principle 10</b> - The company has a remuneration policy in place	Criteria 10.1.-10.4.	●	Page 22 <u>Top Management Remuneration System (GOV-3)</u>
<b>Principle 11</b> - The company has a defined and understandable organization of the council's work	Criteria 11.1.-11.5.	●	Page 15 <u>Council</u>
<b>Principle 12</b> - The council makes informed and considered decisions	Criteria 12.1.-12.4.	●	<u>Council Regulations</u>
<b>Principle 13</b> - Board and council members are clearly aware of the manifestations of a conflict of interest and are informed about the necessary action in the event of a conflict of interest	Criteria 13.1.-13.3.	●	Pages 90-92 <u>Prevention of conflict of interest and corruption</u>
<b>Principle 14</b> - The company provides shareholders with timely information about the proceedings of the shareholders' meeting, providing all necessary information for decision-making	Criteria 14.1.-14.4.	●	Page 15 <u>Corporate Governance in the Company (GOV-1)</u>
<b>Principle 15</b> - The company promotes effective shareholder involvement in decision-making and the widest possible participation of shareholders in shareholder meetings	Criteria 15.1.-15.6.	●	Page 15 <u>Corporate Governance in the Company (GOV-1)</u>
<b>Principle 16</b> - The company develops and discusses its dividend policy with shareholders	Criteria 16.1-16.2.	●	Page 31 <u>Company financial management</u>
<b>Principle 17</b> - The company regularly and in a timely manner informs shareholders and other interested parties about the company's business operations, financial results, governance and other current issues	Criteria 17.1.-17.4.	●	Page 15 <u>Corporate Governance in the Company (GOV-1)</u>

## Information published on the company's website

About the company	Justification for the need for the information	Link where the information is available or an explanation regarding its publication
1 Company information: <ul style="list-style-type: none"> <li>- the history of its creation and operation;</li> <li>- registration data;</li> <li>- address;</li> <li>- industry characteristics;</li> <li>- main types of commercial activities;</li> <li>- ownership structure;</li> <li>- organizational structure;</li> <li>- information about the amount and recipients of each donation (gift) received and made for at least the last 5 years</li> </ul>	Section 58, Part One of the Law on the PPKDKP, Appendix No. 1 to the LKP Code.	<a href="#">Rigas satiksme: About us Rigas satiksme: Contacts Rigas satiksme: Organizational structure Rigas satiksme: Donations or gifts made and received</a>
2 Company bylaws	Section 58, Part 1, Clause 3(f) of the PPKDKP Law, Annex No. 1 of the LKP Code.	<a href="#">Rigas satiksme: Statutes</a>
3 "The concluded delegation or service provision agreement with the Municipality, as well as information on the performance of the said agreement	Internal Regulation No. 4 of the RD Subsection 84.4.	<a href="#">Rigas satiksme: Information to be published</a> Administrative task delegation agreement for the management, installation, administration of municipal paid parking lots located within the red lines of streets and control of compliance with the rules for the use of paid parking lots <a href="#">Rigas satiksme: Delegation agreement</a> (performance can be viewed in the "Financial Information" section) <a href="#">Rigas satiksme: Order agreement</a>
4 Information on procurements for at least the past five years	Point 3(d) of Paragraph One of Section 58 of the PPKDKP Law	<a href="#">Rigas satiksme: Procurement and auctions</a>
5 Information on the company's strategic objectives	Annex No. 1 to the LKP Code.	<a href="#">Rigas satiksme: Non-financial goals Rigas satiksme: Strategy</a>
6 Summary of the medium-term operational strategy	Internal Regulation No. 4 of the RD Subsection 81.2.	A summary of the strategy will be published on the Rigas satiksme website in this section: <a href="#">Rigas satiksme: Summary of the VTDS 2023-2027</a>
7 Results of the implementation of the company's financial and non-financial objectives (including the balance sheet total, net turnover, profit or loss statement, cash flow statement, and various performance indicators characterising the operations of the capital company) for at least the past five years.	Point 1(a) of Paragraph One of Section 58 and Points 1 and 4 of Paragraph Two of Section 58 <sup>2</sup> of the PPKDKP Law.	<a href="#">Rigas satiksme: Financial information Rigas satiksme: Strategy</a>

About the company		Justification for the need for the information	Link where the information is available or an explanation regarding its publication
8	Payments made to the state or municipal budget (including dividends, deductions, tax payments) for at least the past five years	PPKDKP Law, Section 58(1)(b)	<a href="#">Rīgas satiksme: Financial information</a>
9	Information on funding received from the state or municipal budget and its utilisation (if applicable) for at least the past five years	PPKDKP Law, Section 58(1)(c)	<a href="#">Rīgas satiksme: Financial information</a>
<b>Corporate governance</b>			
10	Information on the company's corporate governance structure (interaction between the shareholders' meeting, council, board, management, internal auditor, audit committee, etc.)	Internal Regulation No. 4 of the RD Subsection 84.6, Appendix No. 1 of the LCP Code	<a href="#">Rīgas satiksme: Corporate Governance Policy</a>
11	The company's internal culture and code of ethical conduct	Appendix No. 1 to the LCP Code	<a href="#">Rīgas satiksme: Code of Ethics</a>
12	Material company policies (information disclosure, data circulation and confidentiality policy, conflict of interest prevention policy, risk management policy, etc.)	Section 58, Part 1, Paragraph 2(b) of the PPKDKP Law, Internal Regulation No. 4 of the RD Subsection 84.5, Appendix No. 1 of the LCP Code.	<a href="#">Rīgas satiksme: Regulatory documents</a>
13	The capital company's donations (gifts) strategy and procedures for granting donations (gifts)	PPKDKP Law, Section 58(1)(k)	<a href="#">Rīgas satiksme: Procedures for accepting and using gifts (donations) and donations</a>
14	Information on foreseeable risk factors	PPKDKP Law, Section 58(1)(a)	<a href="#">Rīgas satiksme: Risk Management Policy</a> Information on risk management is also included in the sustainability report for 2024. <a href="#">Rīgas satiksme: Sustainability Report 2024</a>
15	Information on the main elements of the capital company's internal control and risk management systems applied in the preparation of financial statements	PPKDKP Law, Section 58(1)(b)	<a href="#">Rīgas satiksme: Financial information</a>
16	Supervisory institutions, as well as the composition and description of the activities of their committees	PPKDKP Law, Section 58(1)(c)	<a href="#">Rīgas satiksme: Council and Board Rīgas satiksme: Organizational structure</a>

About the company	Justification for the need for the information	Link where the information is available or an explanation regarding its publication	
<b>Governance bodies (Board and Council)</b>			
17	Rules of procedure of the management board and the supervisory council, or other equivalent documents.	Section 58, Part One, Clause 3(g) of the PPKDKP Law, Annex No. 1 of the LKP Code.	<a href="#">Rīgas satiksme: Council and Board Rīgas satiksme: Council Regulations Rīgas satiksme: Board Regulations</a>
18	Information on the management board of the capital company (including information contained in the annual report's management report), the public procedure for selecting board members (information on the methods used for selecting board members)	Internal Regulation No. 4 of the RD Subsection 84.7.	<a href="#">Rīgas satiksme: Council and Board Rīgas satiksme: Procedure for selecting employees and officials and selection privacy policy</a>
19	Information about each member of the company's council and board: - term of office; - position and area of responsibility (if any); - professional work experience and education, as well as the council member's compliance with the criteria for an independent council member set out in the PPKDKP Law, - current information about positions in other companies; - statistics on attendance at council meetings (only council members should be included)	Section 58, Part One, Clause 3(h) of the PPKDKP Law, Annex No. 1 of the LKP Code.	<a href="#">Rīgas satiksme: Council and Board</a>
20	Information about independent council members: - which council members are considered independent; - what criteria are used to determine the independence of a council member; - annual assessment of the independence of council members	Section 58, Part One, Clause 3(h) of the PPKDKP Law, Annex No. 1 of the LKP Code.	<a href="#">Rīgas satiksme: Council and Board</a>
21	Remuneration policy principles and information on the remuneration of each member of the management board and supervisory council	Section 58, Part One, Clause 3(j) of the PPKDKP Law, Annex No. 1 of the LKP Code.	<a href="#">Rīgas satiksme: Remuneration policy Rīgas satiksme: Criteria for determining monthly salary</a>
22	Information on the process for selecting (nominating) members of the management board and supervisory council	GMP Code Annex No. 1.	Rīgas satiksme padomes un valdes locekļu atlases (nominācijas) procesu nosaka Ministru kabineta 2020. gada 7. janvāra noteikumi Nr. 20.
23	Information on council committees (if established) and the audit committee (if established), including information on committee members (professional experience, education, positions held in other capital companies, terms of office)	Section 58, Part 1, Paragraph 1(e) of the PPKDKP Law, Annex No. 1 of the LKP Code.	No committees have been established.
24	If the capital company implements a diversity policy in relation to the composition of governance bodies (council and board), a description of the objectives of the policy, implementation measures and results in the reporting year	PPKDKP likuma 58. panta pirmās prim daļas 1.(d) punkts.	The principle of diversity regarding the composition of the council and board is defined in the Company's Corporate Governance Policy. <a href="#">Rīgas satiksme: Corporate Governance Policy</a>

About the company		Justification for the need for the information	Link where the information is available or an explanation regarding its publication
<b>On financial and non-financial reports and information</b>			
25	Reports prepared by the capital company for at least the last five years: a) an unaudited interim report for three, six and nine months, as well as an unaudited annual report (within two months after the end of the reporting period), b) an annual report audited by a sworn auditor (within five months after the end of the reporting year)	Section 58(1)(2) of the PPKDKP Law	<a href="#">Rīgas satiksme: Financial information</a>
26	Company non-financial reports: - corporate governance report; - sustainability report	Articles 58.1 and 58.2 of the PPKDKP Law, Subsection 84.8 of Internal Regulations No. 4 of the RD, Annex No. 1 of the LKP Code.	Rīgas satiksme non-financial (sustainability) report and corporate governance report for 2024, which are published on the Rīgas satiksme website. <a href="#">Rīgas satiksme: Sustainability Report 2024</a>
27	The company's financial calendar or another calendar of significant and planned communication activities.	Appendix No. 1 to the LKP Code	Information about planned procurements is published on the company's website: Rīgas satiksme: Procurement plans as well as in the "Current information" section - <a href="#">Rīgas satiksme: Current information</a> Information about various communication activities is made public.
<b>On shareholders</b>			
28	Information on shareholders' meetings and their convening, including procedures and decisions.	Section 58, Part 1, Clause 3(i) of the PPKDKP Law, Annex No. 1 of the LKP Code	<a href="#">Rīgas satiksme: Council and Board</a>
29	The company's dividend policy and information on dividends paid (for at least the previous ten financial years of the company's operation)	Appendix No. 1 to the LKP Code	<a href="#">Rīgas satiksme: Financial information</a>
30	Information on related party transactions	Appendix No. 1 to the LKP Code	<a href="#">Rīgas satiksme: Financial information</a>

## REFERENCES USED

### Page 8

1. Carbon dioxide equivalent in tonnes

### Page 13

2. Order agreement

3. Delegation agreement

### Page 15

4. Council Rules of Procedure

5. in accordance with the requirements set out in the Law on the Management of Capital Shares of Public Persons and Capital Companies for independent members of the council

6. Board Rules of Procedure

### Page 24

7. Risk Management Policy, Section 14.5

8. Risk Management Policy, Section 14.2

### Page 31

9. Cabinet of Ministers Regulation No. 435 of 28 July 2015 "Procedure for determining and compensating for losses and expenses related to the provision of public transport services and determining the tariff for public transport services"

10. Riga City Council Decision No. RD-23-2413-lē of 05.04.2023 "On the different share of the profit of the Riga Municipal Limited Liability Company "Rīgas satiksme" to be paid out in dividends in the period from 2021 to 2027 reporting years".

11. Procurement procedure "Audit of financial statements for 2023 - 2025"

### Page 42

12. From now on, Rīgas satiksme will reflect TATRA trams, indicating the number in trains, not the number of carriages. The clarifications have been made for the period covered from 2022 to 2024.

13. Responsible employees of Rīgas satiksme have revised the calculations of how the average age of trams is determined, currently the historical age of trams is indicated. Clarifications have been made for the reflected period from 2022 to 2024.

### Page 46

14. <https://ghgprotocol.org/>

15. Information on emission factors from the Riga Energy Agency, the Latvian Environmental Geology and Meteorology Centre and foreign data sources was used to perform emission calculations.

### Page 76

16. Basic principles of cooperation with business partners

### Page 77

17. Satisfaction of Riga residents with the work of the municipality and processes in the city in 2025

### Page 81

18. Support program

19. Customer Privacy Policy

### Page 86

20. Basic principles of cooperation with business partners

### Page 87

21. Procurement and auctions

### Page 89

22. Basic principles of cooperation with business partners



**RĪGAS**  
**SATiKSME**

**SAVIENOSIM PILSĒTU KOPĀ**