



FISCAL YEAR 2023
SUSTAINABILITY
REPORT



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LETTER FROM THE CEO

At Amtrak, we are on a mission to connect more people and more places across America. Last year, Amtrak safely and efficiently carried more than 28 million customers to more than 500 communities. By 2040, we plan to more than double our annual ridership – and surpass 66 million customers. We are going to achieve this growth in large part by creating services that motivate people to shift out of cars and planes – and onto trains.

Passenger rail is widely recognized to be one of the most sustainable and efficient modes of transportation on the planet. We have clear plans to make this mode even stronger and more attractive to potential customers all across the United States – and as we do, we are going to further reduce our already-low carbon footprint, too.

While many people know that Amtrak service can be a smart travel option to get where they need to go, many may not realize that in making this choice, they are also significantly helping our environment. From the ease of getting from city center to city center to the fewer greenhouse gas (GHG) emissions trains produce per passenger mile, passengers lower their carbon footprint from the moment they book Amtrak instead of driving or flying.

Many customers have already felt the impacts of our changing climate directly at their front door. In California, so-called “atmospheric rivers” have brought torrential rain, causing coastal erosion and flooding, delaying or fully canceling Amtrak customer trips. On both coasts, extreme heat conditions over days or weeks at a time have caused train service to slow down, lengthening passenger travel time.

This is why Amtrak is making the business and investment decisions to adapt our current and future assets and operations to these climate impacts now.

As America’s leading intercity passenger rail provider, our first commitment is getting travelers to their destinations safely and efficiently. In 2023, we were proud to have achieved a significant decrease in customer and employee injuries and expanded our efforts to reduce vehicle collisions at the thousands of highway-rail grade crossing we traverse each day. Strengthening our resiliency against extreme weather events and improving our sustainability, so that Amtrak can be a bigger part of the solution for slowing human-caused climate change, is also an important part of this commitment.

Just two years ago, we set a target to achieve Net-Zero by 2045 and build out a company-wide climate resilience program. In keeping with that promise, in 2023 we developed a formal Net-Zero Program with 21 workstreams led by a dedicated, capable workforce and initiating our first ever National Network Climate Vulnerability Assessment and Strategic Plan. As the rail industry evolves and zero-emission locomotive technologies enter the market, Amtrak is assessing which solutions are compatible with our needs and stands ready to seek the funding and support necessary for such transitions. We know that progress takes time, and we cannot do this without our stakeholders, including you.

This transformation is just one part of Amtrak’s New Era of Rail in America. We welcomed 4,800 new hires in 2023 to help deliver these goals and we made our largest annual capital investment ever, investing nearly \$3 billion into modern trains, enhanced stations and facilities, new tunnels and bridges, and other critical infrastructure upgrades. Prudent investments will help us reach more of America, all while having a positive impact on the environment.



Much of this has been possible because of the funding from the Infrastructure Investment and Jobs Act (IIJA) of 2021, which has catalyzed our industry. While it is a great start to improve passenger rail, it is merely a down payment for what is needed to create a 21st Century, high-performance network capable of serving the needs of the nation as we grow into the future. For example, since 2000, the federal government has invested almost \$1.3T into highways, versus approximately \$60B for rail – that’s an investment ratio of almost 22:1 and it excludes the enormous state and local funding for road transportation. We will continue to work with Congress, the Administration, and our partners to build upon these foundational investments and seek future opportunities to further advance intercity passenger rail in America.

On behalf of our entire team, we thank you for your interest in Amtrak, and your support in our mission. We hope to see you on the rails soon!

Sincerely,

Stephen Gardner,
Chief Executive Officer

ABOUT THIS REPORT

Review and Verification

This is Amtrak's 10th Sustainability Report, disclosing environmental, social, and governance (ESG) activities during the last fiscal year (FY). Except where noted, this report captures events that occurred in FY 2023 (FY23), October 1, 2022, through September 30, 2023.

Amtrak is a registered trademark of the National Railroad Passenger Corporation. Unless otherwise noted, Amtrak prepared this report with information current on the date of publication. It was reviewed and approved by subject matter experts, our legal team and company leadership. The Executive Leadership Team had the opportunity to review the report before publication. Our FY19 and FY22 Scope 3 greenhouse gas (GHG) emissions have been updated post-verification. The Scope 1 and Scope 2 GHG emissions data found in this report and its Appendix have been third-party verified externally with limited assurance. FY23 Scope 3 GHG data is currently unverified.

Reporting Standards

We produced this Report in reference to the Global Reporting Initiative (GRI) 2023 Standards. Sustainability data and disclosures are available in our FY23 GRI Content Index in the Appendix. We utilized Datamaran, a software tool that helps organizations identify and prioritize ESG risks, to develop our materiality assessment. To learn more about our materiality assessment, please see page 55.

In this report, you will find certain terms, including those that the GRI Standards refer to as "material" topics, to reflect the issues that matter most to Amtrak and our stakeholders. Used in this context, these terms are distinct from and should not be confused with the terms "material" and "materiality" as defined by or construed in accordance with securities law or as used in the context of financial statements and reporting.

We welcome feedback on this report at AmtrakSustains@amtrak.com.



ABOUT AMTRAK

The National Railroad Passenger Corporation, or Amtrak, was founded in 1970 to provide efficient and effective intercity passenger rail mobility. Amtrak is federally chartered, operated and managed as a for-profit corporation. The U.S. Federal government is our majority stockholder.

Serving more than 500 destinations in 46 states, the District of Columbia and three Canadian provinces, Amtrak operates a nationwide rail network on more than 21,400 miles of routes and our customers completed an average of over 78,000 trips daily in FY23. Amtrak's status — we are the only railroad in North America to maintain right-of-way for service at speeds in excess of 125 mph — and our team of nearly 22,000 employees make this possible.

IN THIS SECTION:

FY23 SUSTAINABILITY HIGHLIGHTS

FY23 SOCIAL HIGHLIGHTS

FY23 FINANCIAL HIGHLIGHTS

SUSTAINABILITY AT AMTRAK

OUR VALUES

FY23 Sustainability Highlights

- ✔ **Climate Committee initiated to oversee our 5-point Climate Commitment**
- ✔ **B grade achieved on our CDP (formerly the Carbon Disclosure Project) Assessment**
- ✔ **10% reduction in electricity use versus 2019**
- ✔ **Launched first EV bus along the Cascades route in the Pacific Northwest**
- ✔ **Sourced 61% of electricity from carbon-free sources**
- ✔ **22% reduction in GHG emissions versus 2019**
- ✔ **18% of waste was diverted from landfill**
- ✔ **10% reduction in diesel use versus 2019**
- ✔ **Replaced over 1 million gallons of fossil-diesel with renewable diesel in California**



SUSTAINABILITY AT AMTRAK

A Big Year for Sustainable Travel

Passenger rail is inherently one of the most sustainable travel modes. The path to further reduce and eliminate emissions requires a modal shift from diesel locomotives to alternative propulsion technology. We recognize the need to move away from fossil fuels in our vehicles, infrastructure, and supply chain.

2023 was a big year for Amtrak Sustainability. We established a formal governance committee for our Net-Zero Program, introduced renewable diesel to California State Supported revenue train service, and sourced over half our electricity from carbon-free sources, including wind and nuclear.

On the climate resilience side, we assessed and began updating our Engineering and Design standards for climate readiness and eliminated natural gas boilers from the Gray 30th Street Station redevelopment project, after discussions with local Philadelphia stakeholders. We invite you to read more on the following pages.

Our Climate Commitment



Achieve Net-Zero Emissions* by 2045



Establish a company-wide climate resilience program



Source 100% carbon-free electricity by 2030



Integrate climate considerations into business decisions



Reduce diesel fuel usage

* target covers Scopes 1, 2, and 3

OUR VALUES

At Amtrak, our values are an expression of our principles and beliefs. They guide everything we do — and ultimately define us as a company. We have a passion for service, we take great pride in our work, we believe in teamwork, and we are committed to each other.

Put Customers First

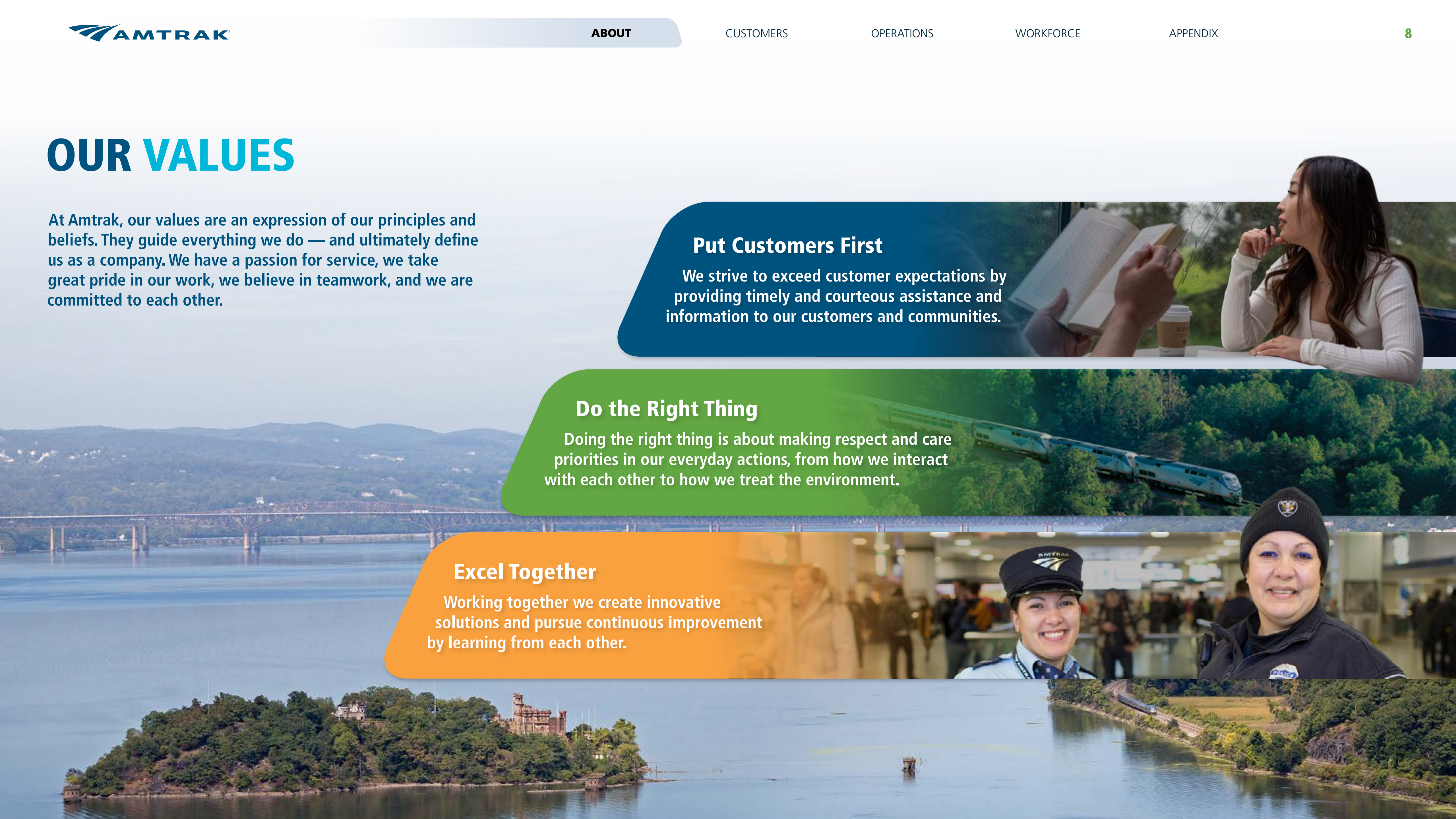
We strive to exceed customer expectations by providing timely and courteous assistance and information to our customers and communities.

Do the Right Thing

Doing the right thing is about making respect and care priorities in our everyday actions, from how we interact with each other to how we treat the environment.

Excel Together

Working together we create innovative solutions and pursue continuous improvement by learning from each other.



PUTTING CUSTOMERS FIRST

Boosting ridership is the single greatest thing we can do for sustainability. This section is about making rail travel as accessible and attractive as possible to customers.

IN THIS SECTION:

- FINANCIAL PERFORMANCE
- STATION UPDATES
- GATEWAY PROGRAM
- ACCESSIBILITY
- CUSTOMER HEALTH & SAFETY
- CUSTOMER PRIVACY & DIGITAL TECHNOLOGY

BY THE NUMBERS...

4,800
NEW HIRES

\$3.4 B
OPERATING
REVENUE

28.6 M
CUSTOMERS
SERVED

\$3 B
MODERNIZATION
INVESTMENTS

UP TO 83%
REDUCTION IN EMISSIONS
COMPARED TO DRIVING

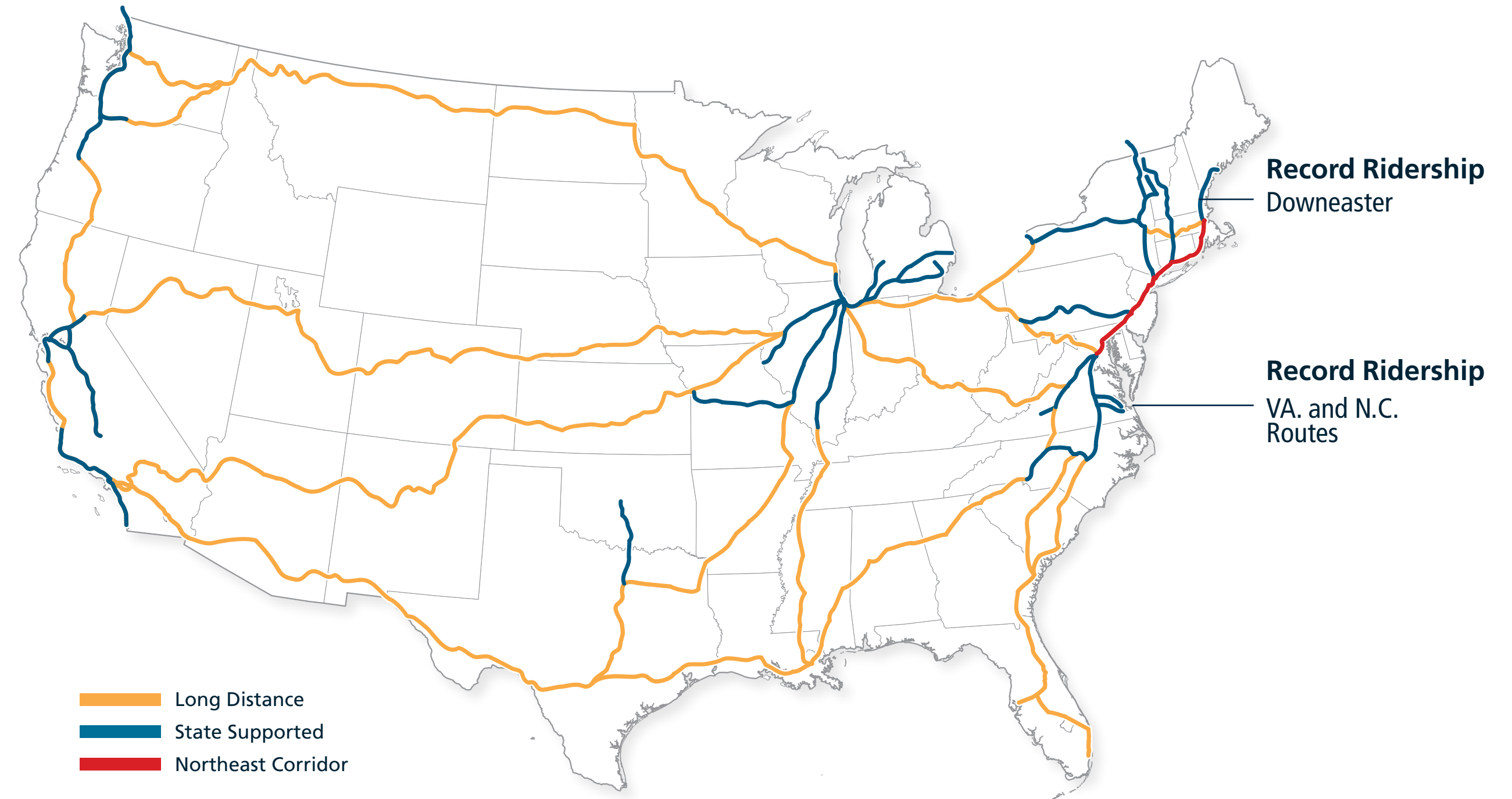
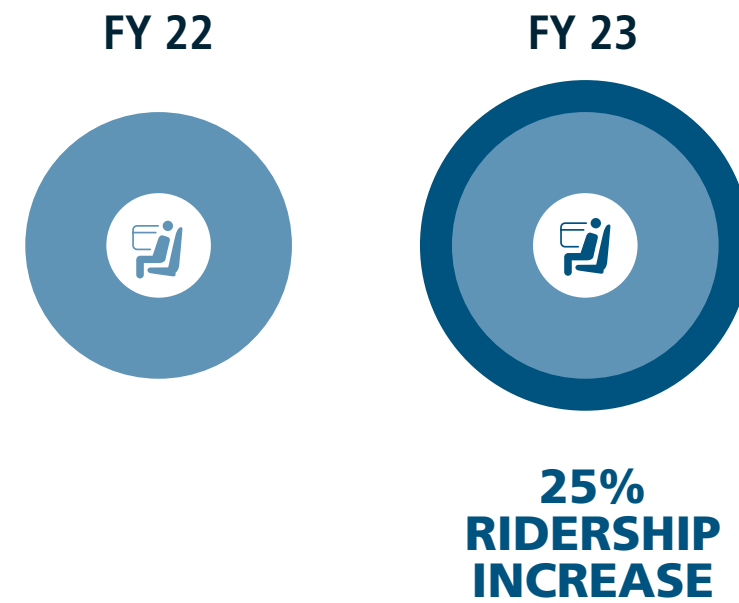
FINANCIAL PERFORMANCE

In 2023, Amtrak served 28.6 million customers, with an average of 78,300 passenger trips daily.

We resumed service on all routes suspended during the pandemic. Multiple services and State Supported routes set monthly or annual ridership records, including the Amtrak *Downeaster*, services in the Commonwealth of Virginia and the State of North Carolina. Each customer who chose Amtrak instead of driving or flying avoided GHG emissions by up to 83% or up to 72%, respectively.

Amtrak's total operating revenue in FY23 was \$3.4 billion, an increase of 20% over FY22, driven by higher ridership and ticket revenue across all service lines.

Amtrak made its largest annual capital investment ever, investing nearly \$3 billion into modern trains, enhanced stations and facilities, new tunnels and bridges, and other critical infrastructure upgrades. FY23 began a multi-year program of investment that will be the largest capital program in company history.



SPOTLIGHT ON ALC-42S

Compared to the legacy fleet of Wabtec (formerly GE) P-40s and P-42s, the new locomotives, manufactured by Siemens, are the highest EPA standard. One of the most energy efficient in the industry, our new Amtrak Long-Distance Charger (ALC-42) locomotives are projected to reduce emissions and consume less fuel while reaching a top speed of 125 mph. ALC-42 reduce nitrogen oxide (NOX) emissions by 89% and reduce fuel use by 10%, resulting in 10% fewer GHG emissions. Our ALC-42s fleet is approved to use renewable diesel which reduce emissions by ~60% in life cycle GHGs.



Modernized Experience

From New York City’s Penn Station reconstruction and expansion to the new \$10 million Clinton Street entrance at Chicago Union Station, Amtrak is looking to modernize and enhance the customer experience.

The customer experience cannot be complete without consistent focus on how to improve existing routes, while planning for future expansion. In 2023, Amtrak submitted four Corridor Identification and Development Program grant applications to the FRA to study new intercity passenger service in New York and Texas, as well as more frequent *Cardinal* and *Sunset Limited* Long Distance service.

In 2023, Amtrak revealed the official name, new renderings and customer amenities for the *Amtrak Airo* trains that will elevate the customer journey for passengers across the country. Amtrak later executed a contract option for 10 additional Amtrak Airo trainsets (bringing the total to 83), and began production with nearly 100 suppliers from 31 states. We also launched the procurement process for new passenger cars for Amtrak’s overnight fleet and continued introducing new ALC-42 Long Distance locomotives.



STATION UPDATES

Sustainable Stations

Many Amtrak passenger facilities, such as the **Hudson Train Station** and **Wilmington Station**, were constructed more than a century ago. The buildings and systems have surpassed their life expectancy and call for replacement with modern alternatives. These projects involve the construction of new heating, ventilation, and air conditioning (HVAC) and mechanical systems, including the replacement of existing chilled water systems and roof membranes beneath the chillers. The scope of each project encompasses equipment upgrades and replacements which keep our customers and employees comfortable in the conditioned spaces of these stations. A new Building Management System (BMS) will be implemented to monitor and control all HVAC equipment.

The overarching goal is to enhance efficiency, overall system reliability, and streamline maintenance operations for an entire station. The project aligns with Amtrak’s Net-Zero strategy, aiming to achieve net-zero emissions by 2045.

Station Refreshes and Improvements

The **Florida Stations Program** aims to bring Kissimmee, DeLand, and Orlando stations into a state of good repair (SOGR) and ADA compliance, with upgrades including exterior repairs, new platforms, HVAC system enhancements, and amenities to accommodate growing ridership.

The **William H. Gray III 30th Street Station Platform Refresh** project in Philadelphia is in the design development stage, focusing on repairs to alleviate deteriorating conditions. Future upgrades include improved lighting, platform coatings, air quality studies, and flood mitigation. Notably, Amtrak decided to stay on with the district steam plant in FY23 and abandoned plans to use natural gas boilers for energy. Amtrak’s steadfast dedication to long-term emission reduction targets, community involvement, and public health informed the choice to remain on the steam plant.



Wilmington Station (WIL) sustainability upgrades



PHL 30th Street Station rendering

The **Lorton, VA, and Sanford, FL, projects** address overcrowding and traffic issues at the popular *Auto Train* stations, while adopting Amtrak's Net-Zero initiative. These projects are in the preliminary design phase and will develop a building energy model and explore sustainable strategies like energy production from renewable sources such as solar and geothermal.

At **New York Penn Station**, work continues with partners to advance to 10% design threshold and environmental reviews. We upgraded to a sustainably-focused food and beverage menu in the Metropolitan Lounge in Moynihan Train Hall, enhancing product quality and variety.

Baltimore Penn Station is undergoing a major redevelopment project with Penn Station Partners which includes historic restoration at this iconic landmark.

A new \$10 million Clinton Street entrance was opened at **Chicago Station** ahead of major construction on Canal Street which is being led by the City of Chicago.

The **Washington Union Station Lounge** was renovated and Amtrak continues efforts to advance customer experience in the station.

After its first full year, **Art at Amtrak**, a station beautification program, highlighted artists from around the country. You can see their work at these stations:

- New York Penn Station
- Moynihan Train Hall
- Philadelphia Gray 30th Street Station
- Washington Union Station

Art at Amtrak exhibit in Washington Union Station



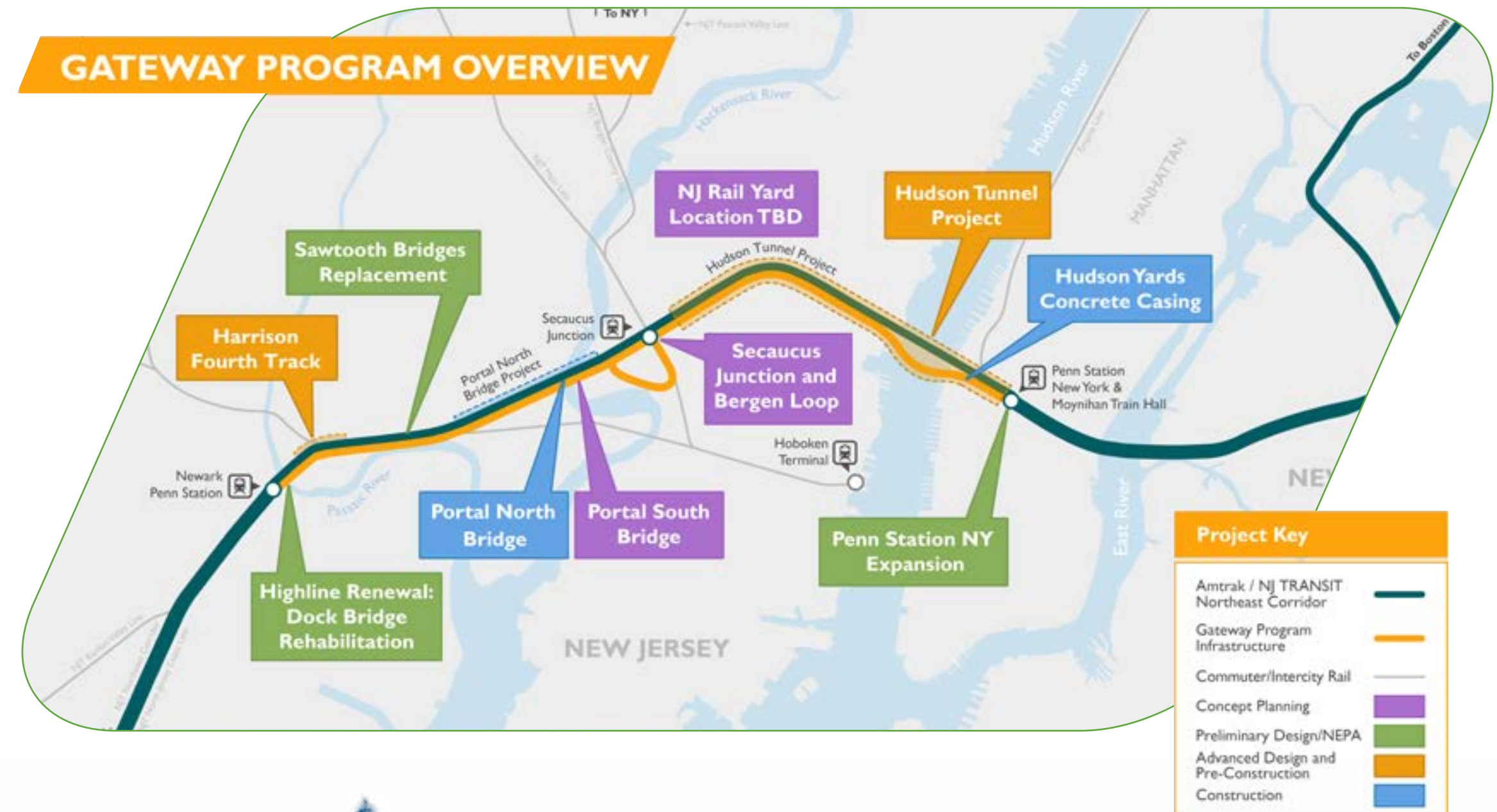
The Lorton Auto Train Station (LOR)



GATEWAY PROGRAM

The Gateway Program will deliver critical rail infrastructure projects between Newark, New Jersey, and Penn Station in New York City. In FY23, President Biden visited New York City to celebrate a federal Mega grant awarded to Amtrak by the U.S. DOT for the Hudson Yards Concrete Casing project.

The **Portal North Bridge** achieved 36% completion by the end of FY23, with a target completion date in late 2027. The bridge plays a crucial role in the Gateway Program since it will create a modern structure to replace the century-old Portal Bridge that creates a major bottleneck along the Northeast Corridor (NEC). The completed Portal North Bridge will remove conflicts with maritime traffic, improve reliability for Amtrak and NJ TRANSIT passengers, allow for increased train speeds and provide for expanded capacity along the NEC.



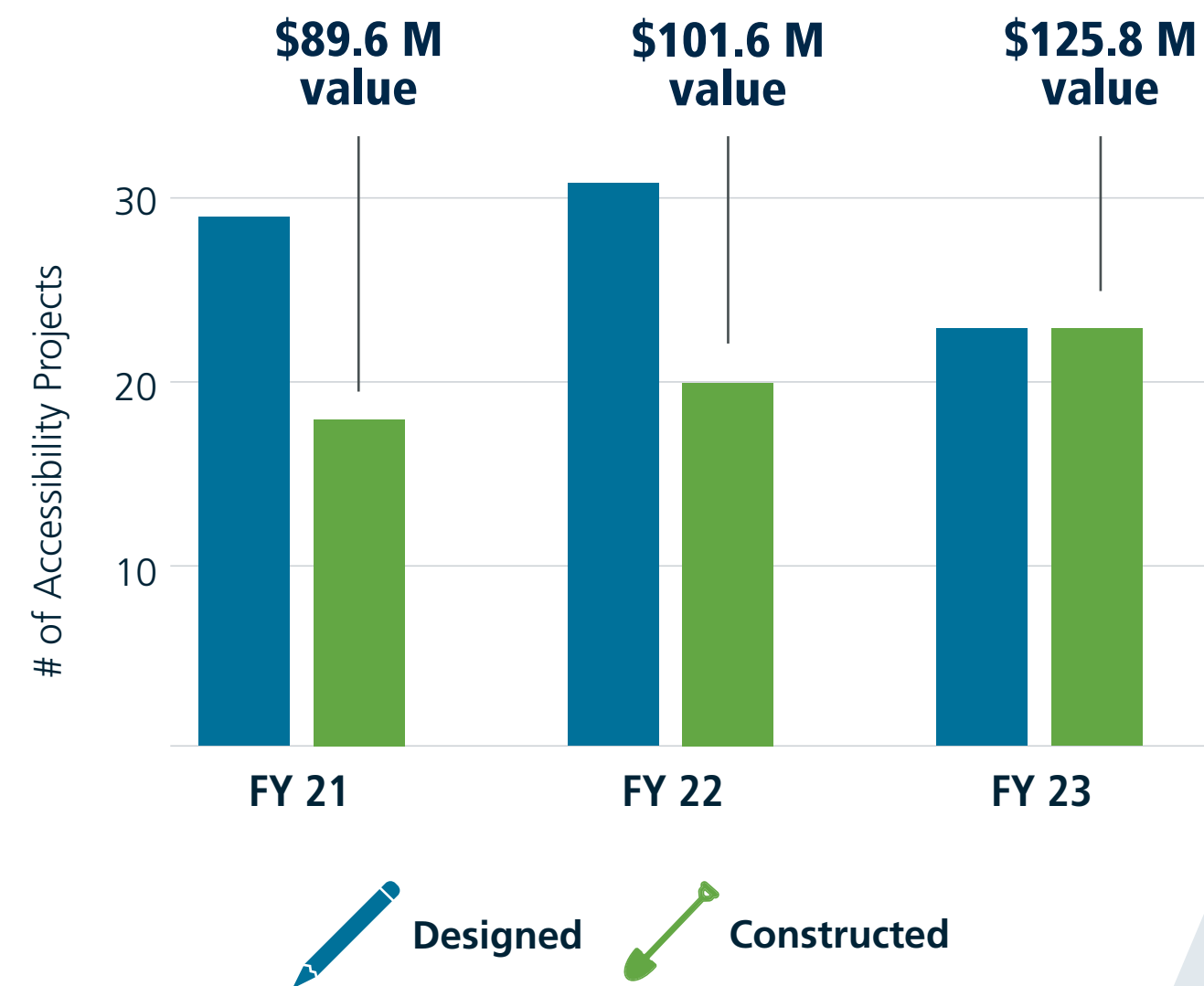
ACCESSIBILITY

The Americans with Disabilities Act (ADA) makes universal access a civil right for people with disabilities. All transportation operators need to upgrade their access programs, and Amtrak is doing that by designing and improving stations in line with ADA standards. In 2023, we dedicated more than \$114 million to Amtrak's **ADA Station Program**, including achieving substantial completion at 16 more stations. The Program has now brought 119 stations to full compliance and another 65 to compliance excluding platforms, which require additional work.

On our trains, we deployed 56 accessible ramps on *Superliner I* cars and developed plans for a newly designed accessible bathroom to be added to 23 Superliner I Coach Cars; these new rooms accommodate larger wheelchairs and include a changing room.

In addition, we awarded the first of three major construction contracts to deliver a new ADA-accessible West Baltimore MARC Station, new tracks and rail systems from the MARC station to the new Frederick Douglass Tunnel now under construction, and the replacement of several bridges and more.

Accessibility Projects Designed & Constructed



Q SPOTLIGHT ON CONNECTING SERVICE

We provide Thruway bus service with guaranteed connections to Amtrak trains because assisting customers in making connections to and from the train station increases ridership and broadens our reach to communities without rail service. Many of our routes, including the popular *Northeast Regional* and *Pacific Surfliner*, allow customers to bring their bicycles on board. We are always looking for ways to improve our onboarding services from beginning to end.

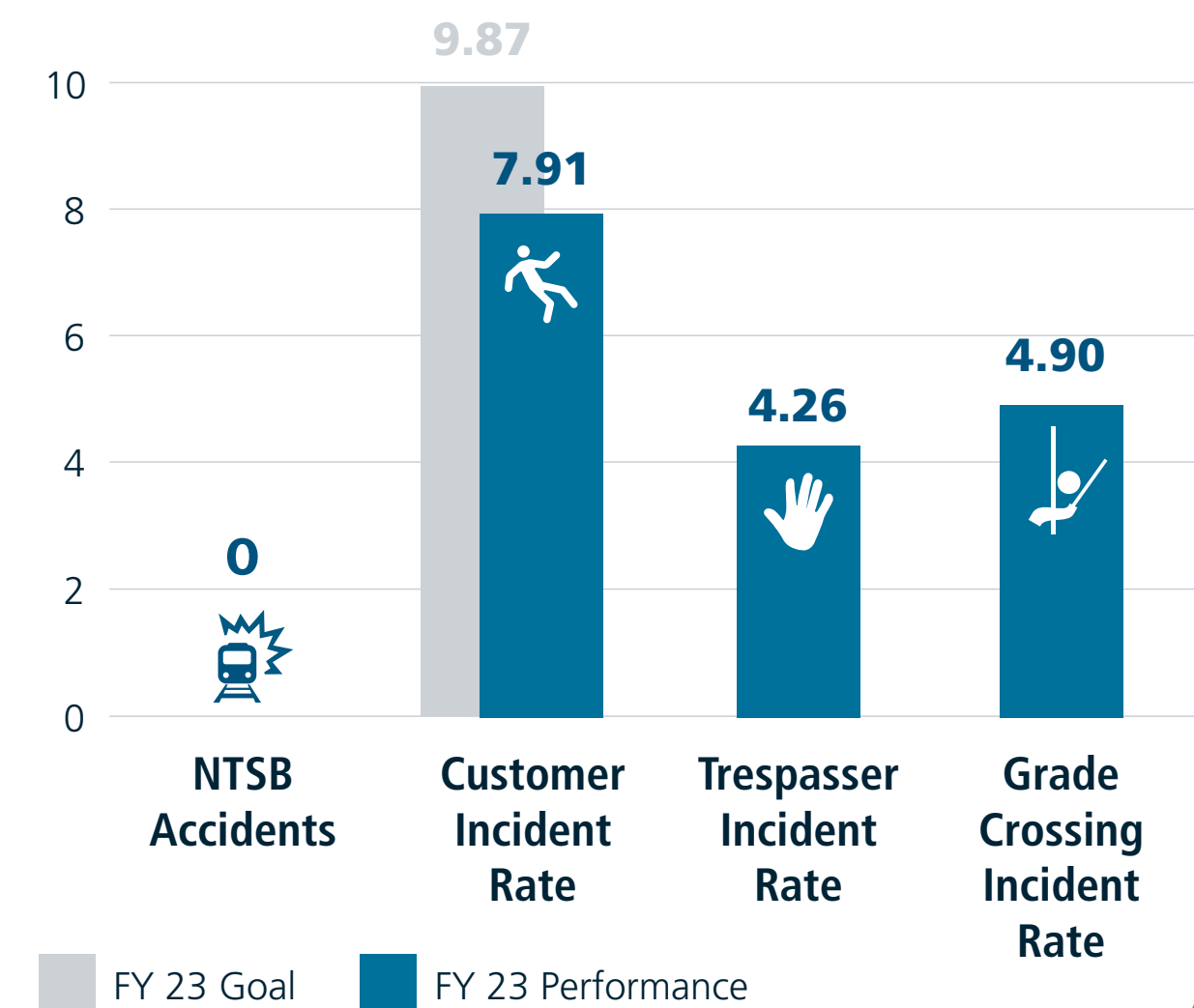
CUSTOMER HEALTH & SAFETY

Safety is of paramount importance at Amtrak. Our commitment to safety consistently permeates our company culture. In our effort to become America's safest passenger railroad, we expect that employees adhere to the highest level of safety standards possible. We work diligently to inspire a culture of shared responsibility, learning, and innovation that safeguards the well-being of all stakeholders. Our efforts include being data driven and proactive in the identification and mitigation of both present and emerging risks. Amtrak uses a Safety Management System (SMS) to proactively manage risks that could result in harm to our customers, employees, and property. One aspect of this is Amtrak's voluntary safety reporting system (AVSRS), which employees use to report close calls, near-misses, hazardous conditions and at-risk behaviors before they result in incidents and injuries. As a learning organization we will continuously share lessons learned and pursue continuous improvement.

In 2023, Amtrak continued our commitment to safety with:

- ✓ Zero employee and customer fatalities
- ✓ Zero National Transportation Safety Board (NTSB) incidents
- ✓ A significant reduction of injuries to customers (down 40%) year-over-year

Incident Rate



🔍 SPOTLIGHT ON THE GULF COAST

In preparation for the return of Amtrak to the Gulf Coast—after nearly two decades—with a route running from New Orleans to Mobile, AL, we conducted a comprehensive Gulf Coast safety campaign to prepare for launching the new service in 2025. The campaign aimed to educate motorists and pedestrians about safety near the rails.

CUSTOMER PRIVACY & DIGITAL TECHNOLOGY

Amtrak updated its [Privacy Policy](#) in 2023, as we know now more than ever the importance of keeping personal data private and safe. Amtrak respects all concerns for privacy and values the trust and confidence our stakeholders place in us. We maintain administrative, technical, and physical safeguards designed to protect the personal data against accidental, unlawful or unauthorized access, destruction, loss, alteration, disclosure or use, as required by applicable law. Our Privacy Policy is available on [our website](#), if you have further questions or would like to learn more.

In FY 2023, the Amtrak Office of Inspector General (OIG) conducted an audit assessing Amtrak’s controls to protect information systems and data from insider threats. Our audits and investigations show that the company—like all organizations—is at risk of the ever-evolving threats of cybercrime. Protecting the company from such threats requires a layered approach with multiple levels of defense. To that end, Amtrak is adopting [guidelines set forth by the National Institute of Standards and Technology](#), which publishes leading industry standards for cybersecurity.

Amtrak has improved its mobile app to keep passengers informed and up to date on train schedule status, where to catch their train, and what to do when travel plans are not going as planned. The app is experiencing record growth, as more Amtrak customers choose digital technology for ticketing, and for a better overall travel experience. Amtrak’s sustainability goals are supported when new Amtrak app users transition from paper ticketing to the app’s onboard eTicket scanning feature. The app also provides on-the-go access to digital timetables and schedules, and other critical information, reducing reliance on paper. Amtrak is committed to incorporating sustainability into continued app improvements that empower customers and make traveling on Amtrak easier and more gratifying.



DOING THE RIGHT THING

We cannot meet our sustainability targets as an organization if we continue to rely on fossil fuels and traditional ways of operating. This section delves into how we're making our operations more sustainable through innovative approaches.

IN THIS SECTION:

- SUSTAINABILITY GOALS
- GHG EMISSIONS
- DIESEL FUEL USAGE
- ELECTRICITY USAGE
- NET-ZERO PROGRAM
- REMAINING RESILIENT
- WASTE, RECYCLING & WATER
- AIR POLLUTANTS
- TCFD INDEX
- OCCUPATIONAL HEALTH & SAFETY
- ETHICS
- PROCUREMENT

BY THE NUMBERS...

18%
RECYCLING
DIVERSION
RATE

21
INITIATIVES
DEVELOPED TO
REACH NET-ZERO

61%
CARBON FREE
ELECTRICITY

1.2 M
GALLONS
RENEWABLE FUEL

SUSTAINABILITY GOALS

Amtrak has a longstanding commitment to achieve a 40% reduction in our GHG emissions by 2030 vs. a 2010 baseline, along the path to achieve Net-Zero emissions by 2045. We have made reductions in our annual diesel fuel and electricity consumption, and are on track to achieve our goal.

Measuring Sustainability

Amtrak tracks annual progress for Sustainability in four key areas. The following pages explore each in detail.



GHG Emissions

GOAL: -10%
ACHIEVED: -22%
versus 2019 baseline



Diesel Fuel Usage

GOAL: -5%
ACHIEVED: -10%
versus 2019 baseline



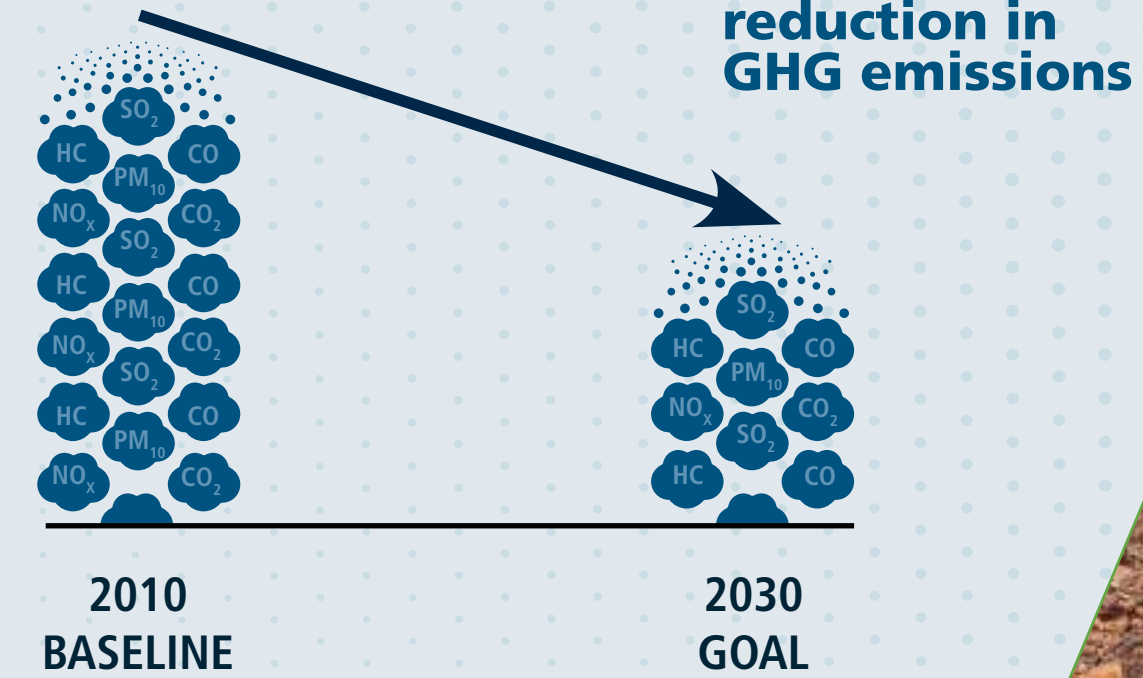
Electricity Usage

GOAL: -1%
ACHIEVED: -4%
year over year



Recycling Rate

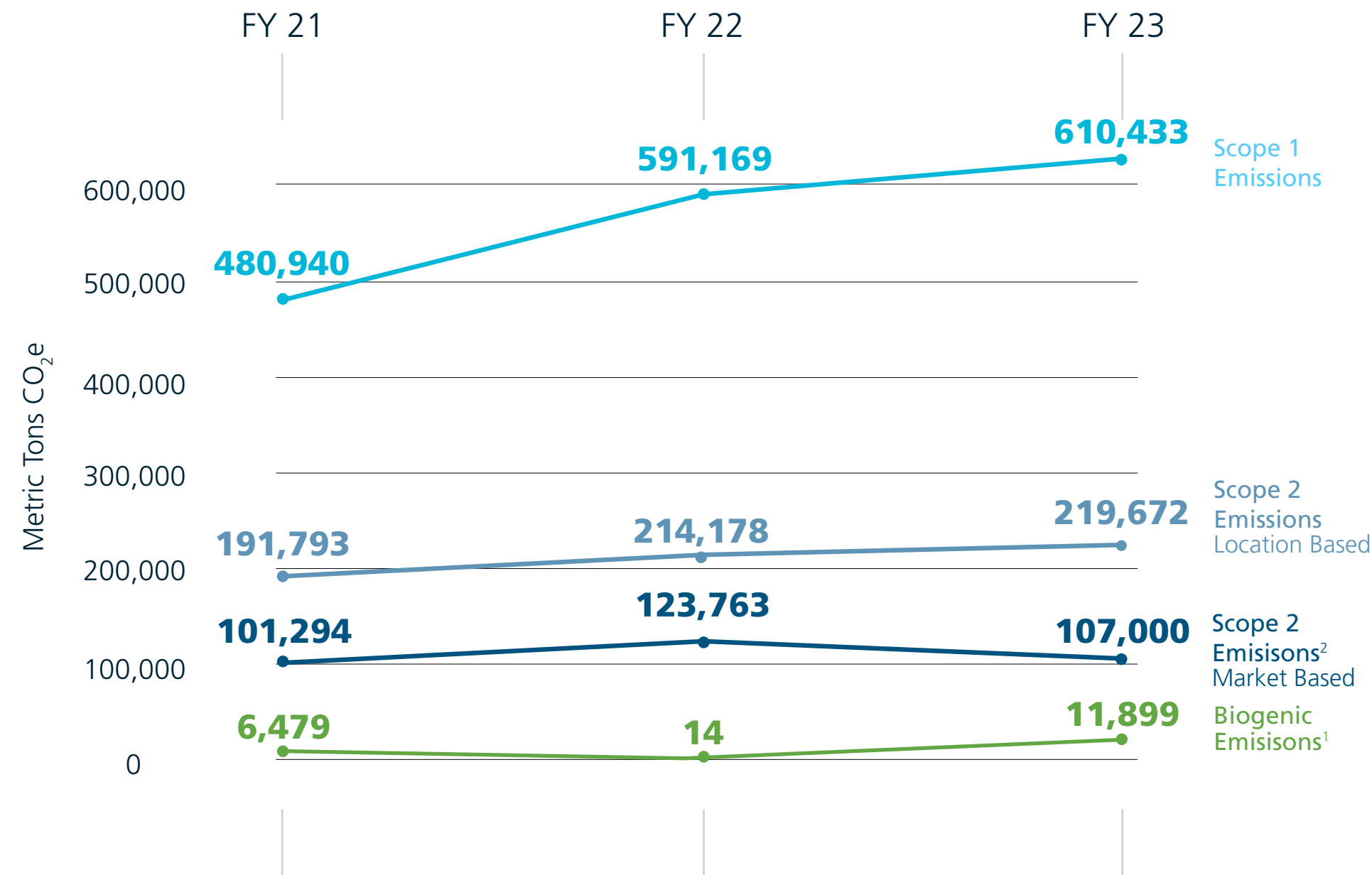
GOAL: 16%
ACHIEVED: 18%
recycling rate



Our climate goals cannot be accomplished if we continue to rely on fossil fuels as an energy source.



GHG EMISSIONS



kg CO₂e per passenger mile

0.05	0.16

kg CO₂e per passenger mile

0.03	0.17

kg CO₂e per passenger mile

0.02	0.15

kg CO₂e per seat mile

0.02	0.07

kg CO₂e per seat mile

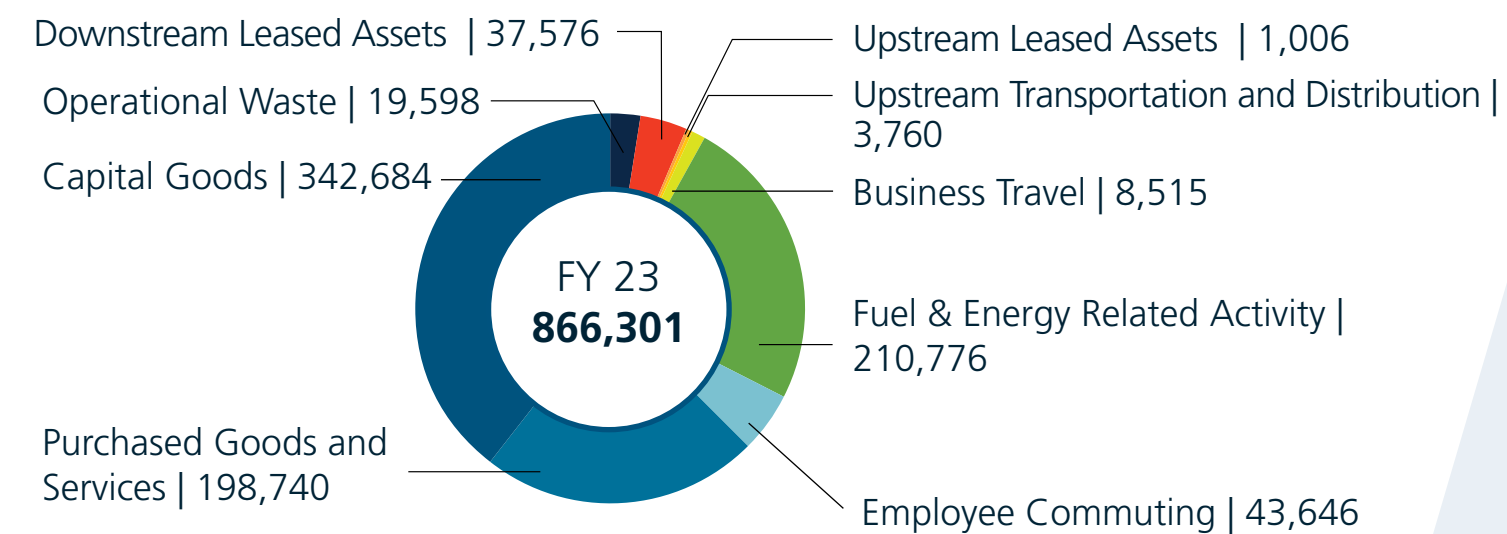
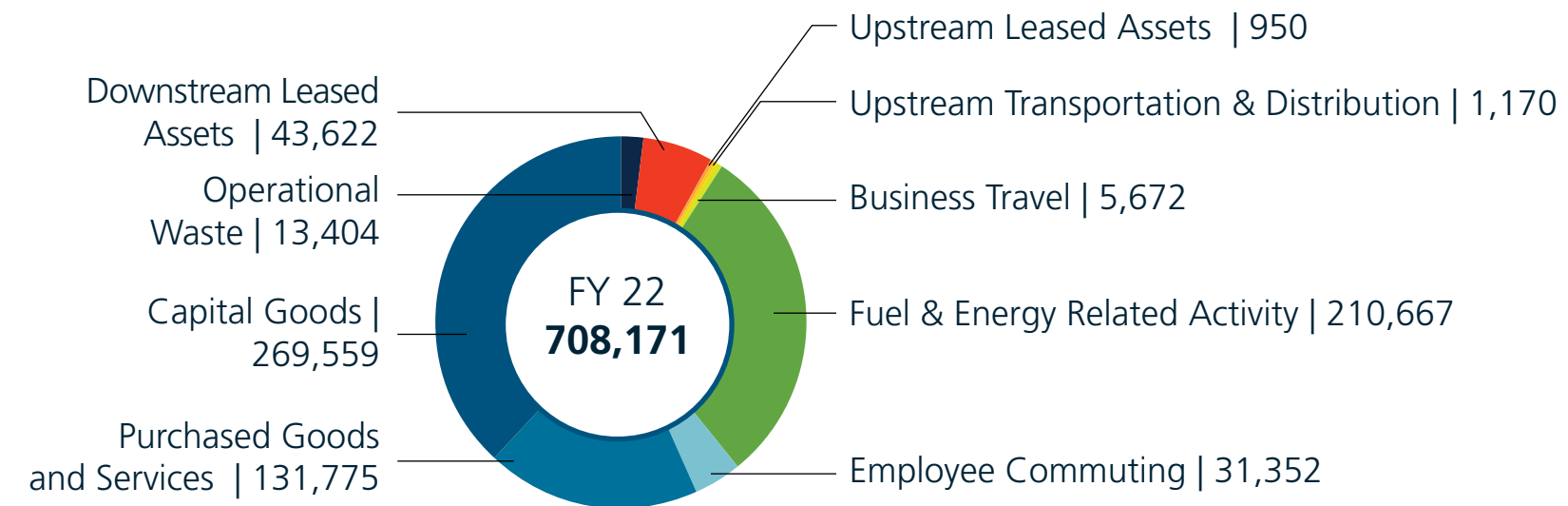
0.02	0.07

kg CO₂e per seat mile

0.01	0.07

Electric-Powered Diesel-Powered

Scope 3 Emissions Profile



1: Biogenic emissions in Amtrak's inventory are emitted from burning fuels that are produced from biomass or plant materials. Following GHG Protocol, CO₂ emissions from biogenic sources are reported separately from Scope 1 and 2 emissions. CH₄ and N₂O emissions from biogenic sources are still included in Scope 1.

2: Amtrak began reporting total emissions using market-based method in FY22 to account for our carbon-free electricity



Highlight Story: Clean Air in Philadelphia

In 2023, Amtrak announced a massive shift in part of the William H. Gray III 30th Street Station Redevelopment Program: scrapping plans to install new natural gas boilers and opting instead to stay on the Philadelphia district steam plant. Initial plans called for shifting off the district steam plant and installing natural gas boilers. After hearing concerns from climate activists in Philadelphia, we recognized these plans would be a step backwards from our goals.

In 2022 and 2023, Amtrak engaged with climate advocates, including the Clean Air Council and Citizens Climate Lobby, and heard concerns over how the natural gas boilers would lead to increased GHG emissions and localized air pollution in Philadelphia. In response, Amtrak decided to eliminate the gas boilers from the redevelopment project and align our efforts to continue being a leading provider of sustainable travel. Redevelopment plans will address the 100+ year old building that currently has drafty doors, windows, and outdated electrical, mechanical, and plumbing systems. All of these will be replaced, revitalized, and brought into a state of good repair – with energy efficiency at the core of this project.

“At Amtrak we recognize the power of engagement. When we make space for community feedback it enables us to take a more holistic approach to our work, which in this instance will lead to a more environmentally friendly Gray 30th Street Station.”

Danelle Hunter,
Senior Director of
Community Engagement



Amtrak has recognized that none of its work can be accomplished without the support and input of our stakeholders – the communities we serve.



DIESEL FUEL USAGE

Amtrak's carbon footprint is dominated across all scopes by rail operations, the majority of which are powered by diesel fuel. Broken down by scope, GHGs emitted from burning diesel fuel in our trains make up more than 80% of our Scope 1 emissions and 12% of our Scope 3 emissions. While we investigate solutions to transition our diesel fuel operations in the long-term, we will replace diesel fuel where we can with renewable diesel in the short-term.

Renewable Diesel

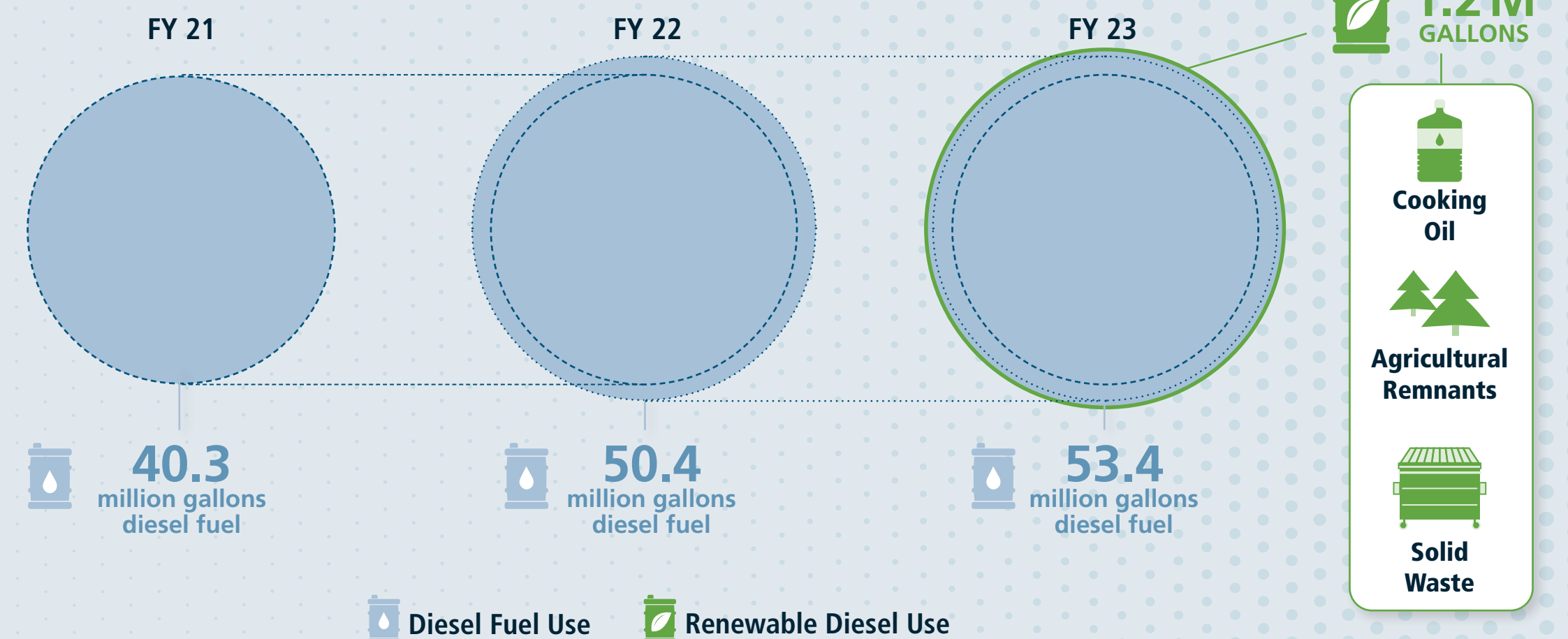
The chemical equivalent to conventional fossil fuel diesel, renewable diesel — created from a blend of agricultural sources like vegetable oil and animal fats — can reduce lifecycle emissions by up to 63%.

In 2023, Amtrak worked with state partners in California and our locomotive and engine manufacturers to transition State Supported passenger locomotives to renewable diesel, moving away from fossil-based diesel.

In addition to replacing fossil fuel with renewable diesel, we are also targeting reduction in engine idling that occurs when the locomotive is stationary in the yard to further our diesel usage reduction goal. We have adjusted engine testing that reduces fuel use.




Fuel Use by Year

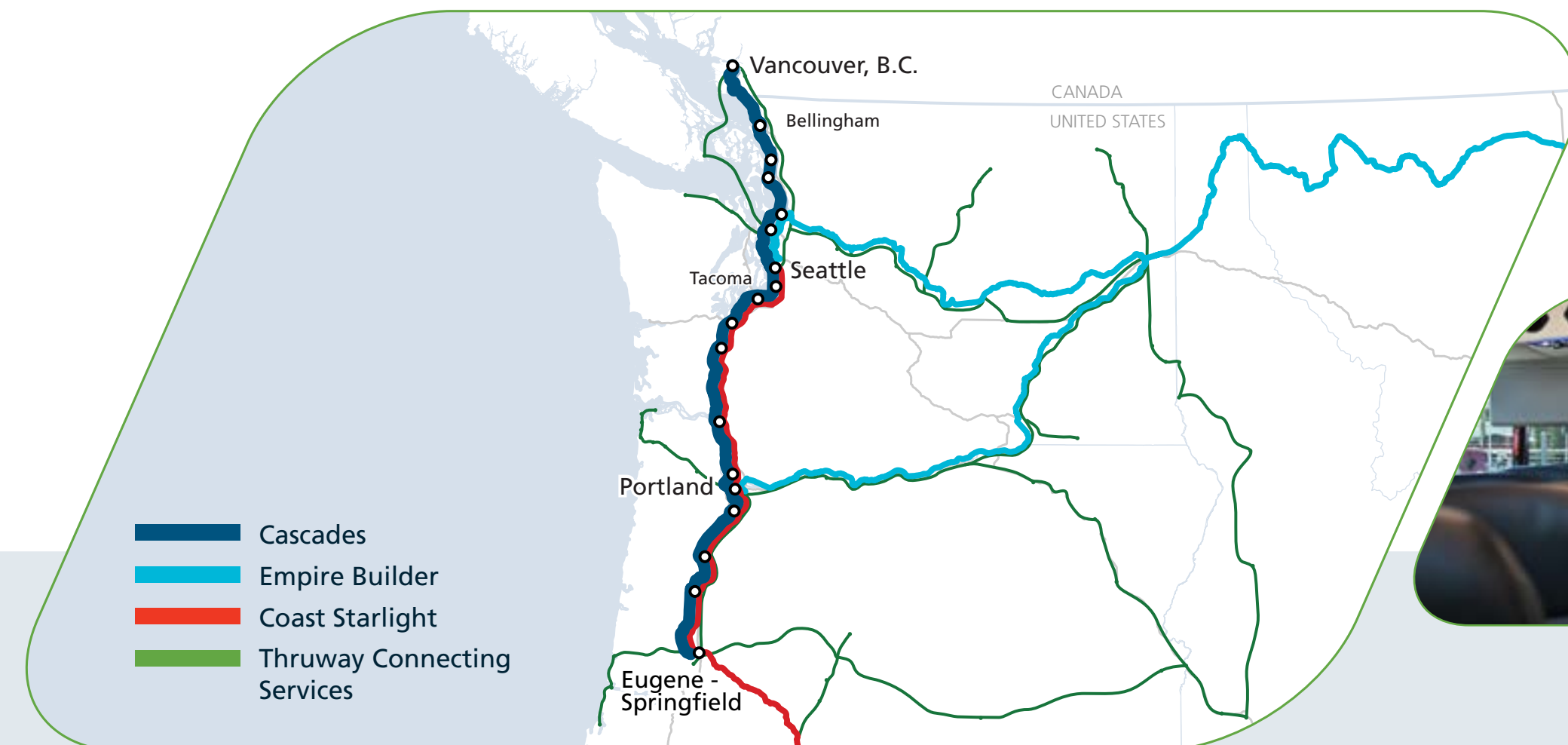


Highlight Story: First EV Bus on Amtrak National Network

In August, 2023, Amtrak added a first electric bus to the National Network of Thruway service, operating between Seattle and Bellingham, WA on the Cascades route. An ideal trip length for an electric bus, the connector will save approximately 10,000 gallons of diesel fuel per year, cutting CO2 emissions by 109 tons annually. The introduction of the first electric vehicle (EV) on Amtrak's National Network comes as the Washington State DOT looks to provide efficient, safe, and cost-effective alternatives to higher emissions travel. We are examining other routes within the National Network for (EVs) and alternative fuels.

 **10,000**
GALLONS OF DIESEL
SAVED PER YEAR

 **109**
TONS OF CO2
REDUCED PER YEAR



ELECTRICITY USAGE

Electricity use constitutes roughly 18% of our GHG footprint, powering our stations, railyards, facilities, offices and our electrified NEC service. As part of our Net-Zero goal, we are prioritizing a faster shift toward clean and renewable sources in the near term, with a long-term vision of electrification across our buildings, equipment and mechanical systems.

Amtrak currently purchases energy attribute certificates, such as Renewable Energy Certificates (RECs), to cover roughly 61% of our total electricity demand. To drive down energy demand at our Top 40 sites, which constitute 84% of our electricity use for stationary assets, Amtrak develops annual energy plans detailing usage and reduction efforts. In addition to pursuing low- or no-emissions energy sources like carbon-free electricity, we continually seek ways to streamline our existing operations to find efficiencies, including regularly undertaking energy saving retrofits at our stations and facilities, such as replacing inefficient lighting with LED and controls.



Energy Goals

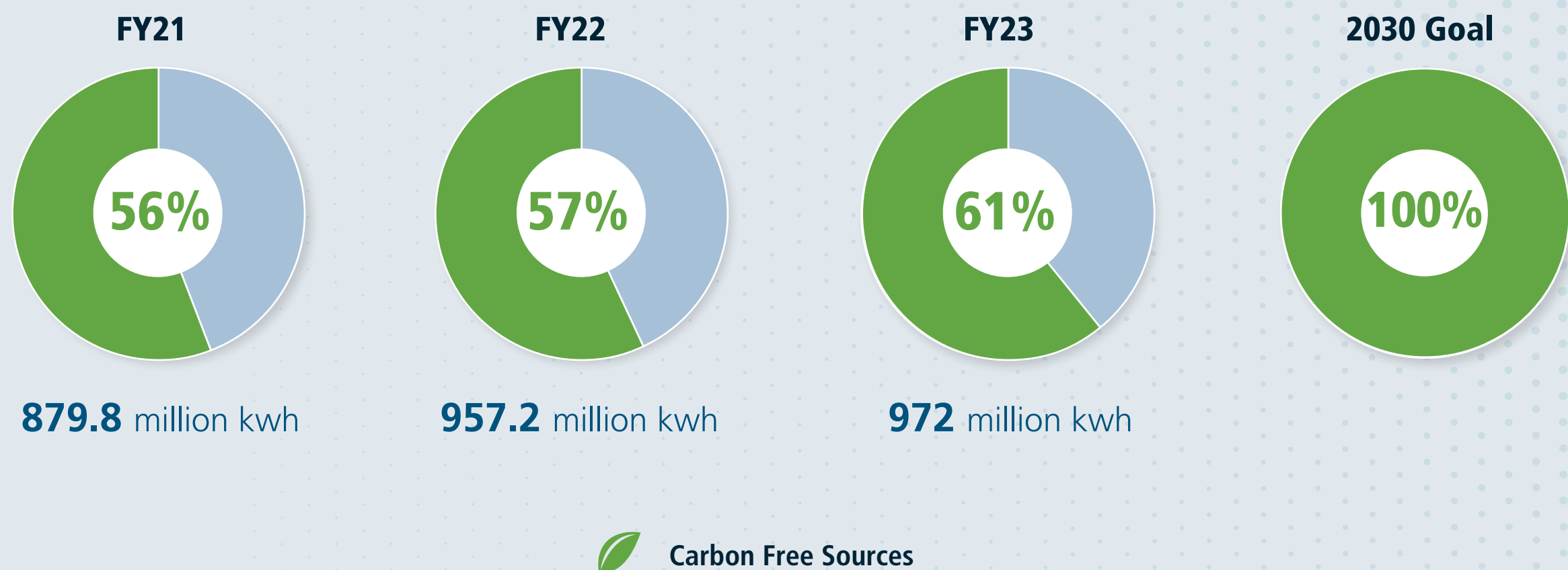
Amtrak currently has three goals, keeping us on track to reduce fossil-fuel use:

- Source 100% carbon-free electricity to power our traction and non-traction infrastructure by 2030 and,
- Source 100% renewable electricity to power our traction and non-traction infrastructure by 2035.
- Reduce electricity usage by 1% annually.

For projects completed in FY 2023 to reduce electricity use in 1% annually, we will save per year:

- \$331,156
- 2,270,435 kWh
- 1,586 MT of GHG emissions avoided per year

Electricity Purchased: Non-Propulsion and the NEC



NET-ZERO PROGRAM

Board of Directors

Amtrak's Board of Directors monitors what has a material impact on our service, growth and operations. They are responsible for the approval of funds, business expansion, strategic positioning and oversight of major project implementation. The Board of Directors and Executive Leadership Team (ELT) have shown steadfast support to our emissions reduction and climate resilience goals. Our Board of Directors voted unanimously in favor of expanding our sustainability goals to include Net-Zero by approving the Climate Commitment.

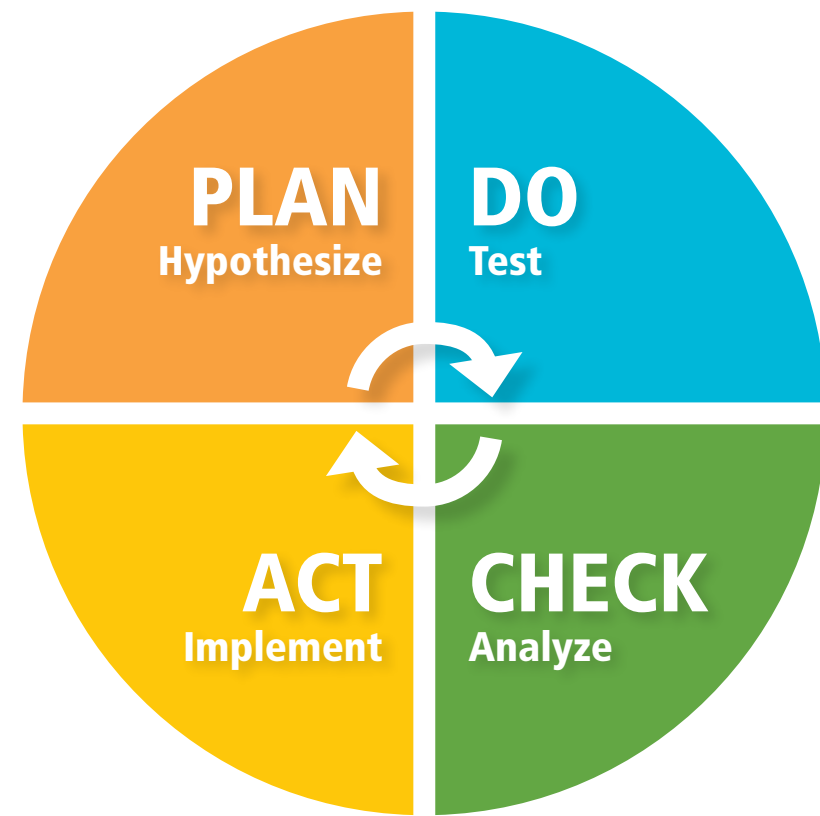
Sustainability Program

Amtrak's Sustainability Program is governed by an Environmental & Sustainability Oversight Committee (ESOC), led by the EVP, Strategy & Planning and the Chief Safety Officer (CSO). During quarterly meetings, this group sets annual and long-term GHG emissions reduction goals and reviews progress on achieving the company's sustainability goals - including those related to fuel and energy use and GHG emissions. The ESOC also provides oversight of climate-related initiatives, including the development of Amtrak's first NEC Climate Vulnerability Assessment and Resilience Strategic Plan. This committee includes departmental representatives from across the company with a direct responsibility for developing and implementing business continuity, risk management, and climate adaptation efforts.



Climate Steering Committee

The Amtrak Climate Steering Committee provides oversight and strategic implementation of the corporate-wide Sustainability program, including the Net-Zero Strategy and Amtrak's Climate Resilience Strategic Plan. This governance structure is based on the Plan-Do-Check-Act methodology and is a system that focuses on processes and practices to enable the reduction of GHG emissions, transition to net-zero operations, improve climate resiliency, and increase awareness and integration of sustainability across Amtrak. The Committee is supported by Amtrak's Sustainability Policy and the Board-approved Climate Commitment.



NET-ZERO STRATEGY

Program Initiatives

In FY23, Amtrak's Sustainability group led the establishment of the Net-Zero Program to develop projects across the company that will enable Amtrak to achieve net-zero emissions by 2045. Some initiatives are underway, while others are identified to start in the coming years. The cross-departmental Program connects employees from vastly different functions to work on initiatives that will accomplish Amtrak's emission reduction goals. There are 21 initiatives under the Net-Zero Program – each moving us closer to our goal. The initiatives on the following pages are categorized by areas within our business where Amtrak has the opportunity to impact our operations and value chain.



Q Spotlight on our Net-Zero (NZ) Program

Our plan is that by 2045, Amtrak operations will not result in the net addition of GHG emissions to the atmosphere. Amtrak's Net-Zero Program relies upon a set of initiatives that will be used to define and implement concrete decarbonization projects. The impetus for Amtrak's (NZ) strategy stems from Amtrak's values to put customers, the environment, and our desire for sustainable transportation, first.

A Look Ahead: Amtrak's Net-Zero Program



Strategy

Emissions tracking & reporting

Develop an emissions inventory process, emissions tracking software, short & long-term emission reduction targets

Communications

Communicate Amtrak's NZ Program to internal & external stakeholders

Finance & Funding

Develop and implement an efficient funding process to launch decarbonization projects and allocate funds

Partnerships

Establish partnerships & cooperation models with industry, peer agencies and universities to jointly drive decarbonization initiatives

Modal Shift

Engage existing & future passengers & policy makers to promote rail as a sustainable & attractive mode of transit, supporting the broader goal to double ridership by 2040

Change Management

Design and implement policies and procedures to support changes across the organization related to the NZ Program; develop educational programs; integrate NZ in incentives and core capabilities



Vehicles

Locomotives

Develop a transition concept for zero-emission locomotives for all Amtrak routes; pilot, demonstrate, and retrofit line-haul and switcher locomotives to zero emission

Highway vehicles

Transition highway vehicle fleet to zero emission vehicles (battery-electric or other)

Thruway buses

Decarbonize emissions from Thruway buses by transitioning to zero emission vehicles

Alternative drop-in fuels (rail)

For diesel-powered locomotives, replace ultra-low sulfur diesel (ULSD) with renewable diesel (RD) as the main fuel source

Equipment efficiency (rail)

Evaluate and implement measures to reduce energy and fuel use through technology improvements, operator training, procedure optimization, etc.

Off-road equipment

Decarbonize emissions from off-road equipment by transitioning to zero-emissions (ZE) alternatives; adopt software to increase visibility into fuel usage

A Look Ahead: Amtrak's Net-Zero Program



Infrastructure

Rail Electrification

Explore feasibility of electrification of corridors throughout the network and carry out electrification projects where technically and financially viable.

On-site power generation

Take ownership of renewable energy generation by installing solar panels wherever feasible and financially attractive.

Carbon-free heating & building efficiency

Replace fossil-fuel-fired boilers with carbon-free alternatives, increase energy efficiency of buildings through updated construction standards, more efficient equipment and structural retrofits.

Stationary equipment

Replace any stationary equipment (e.g., backup generators) that runs on fossil fuels with zero-emission alternatives.

Fueling & charging infrastructure

Plan and install supporting infrastructure for all alternative power sources e.g. EV charging infrastructure.



Supply Chain & Business Operations

Carbon-free power purchasing

Develop a strategy and source 100% of stationary and traction power from carbon-free and renewable sources by 2030.

Sustainable construction

Measure, reduce, and eliminate GHG emissions from construction activities through standards and sustainable construction methods.

Sustainable procurement & supplier engagement

Establish standards to ensure the procurement of sustainable materials minimizing GHG footprint of supply chain emissions; engage suppliers to develop net-zero targets and help increase accuracy of supply chain emissions data.

Policies & standards

Evaluate alignment of existing standard operating procedures and policies with NZ goal. Promote change in business practices through policies, and standards.



“As America’s railroad, it is our privilege to serve communities across the country connecting travelers and the places they want to go. It is our responsibility to continue doing the right thing and improving our company to positively contribute to the communities we serve and the environments we pass through.”

Laura Fotiou,
Sustainability and Climate Resilience Manager

REMAINING RESILIENT

Design Standards

During employee roundtable workshops, practitioners such as Amtrak architects, engineers and project managers shared their need for clear guidance related to sustainability topics and best practices. For the company to achieve climate integration into capital and maintenance projects, they requested a corporate directive and resources like design standards with climate-ready flood levels and insulation ratings for higher temperatures.

In FY23, Amtrak evaluated over 100 internal and external design standards, engineering specifications, externally referenced building codes and performance requirements. Historic funding and a growing construction function within Amtrak presented the ideal opportunity to influence our current business processes and enhance our investments, operations, and service expansion plans. The Sustainability group and cross-departmental stakeholders built the following tools to help a broader range of employees integrate climate considerations into more assets, regardless of ownership condition and environmental stressors.

- Climate Resilient Design Guidelines**
 Users can seamlessly integrate climate resilience—defined as the ability to prepare for, recover from, and adapt to the impacts of climate change—and sustainability design measures into capital projects, using science-based climate information.
- Certifications Decision Tree**
 An Excel-based tool that helps project managers identify sustainability and resilience certifications relevant to Amtrak assets and infrastructure development. Examples of certifications include LEED, Well, and Envision.



National Climate Vulnerability Assessment

The specific effects of a rapidly changing climate on Amtrak’s business and operations are not fully defined; nonetheless, we are beginning to see increased financial impacts, operational disturbances, and compromised customer experiences due to intensifying weather events, changing climate conditions, and an evolving operating environment.

From 2006 to 2019, 454 events including wildfires, flooding, named storms, and severe weather caused a loss of 1.3 million customer trips and lost ticket revenue of \$127 million. In the coming decades, the impacts of climate change will be felt from distinct shocks such as storms, heat waves, landslides, and wildfires and from long-term changes to the natural environment such as sea level rise, higher average temperatures, and changes to rainfall. Climate change also has an impact on customer experience through on-time performance (OTP).

In 2022, Amtrak published the first **NEC Climate Vulnerability Assessment and Strategic Plan**.

Building on the NEC work, the Sustainability Group recently kicked off a **National Network¹ Climate Vulnerability Assessment (NNCVA) and Strategic Plan**. The objectives of the national assessment are to identify and prioritize climate change risks – to see where they are changing most rapidly across our network – and define steps to manage the impacts. This project will also enable Amtrak to account for future climate conditions in expansion plans and include climate risk within the financial analysis of capital investments. Our service will never be immune to weather, but Amtrak can mitigate some impacts and protect our business by continually adapting toward a state of greater resilience.

1: Comprises the Long Distance and State Supported routes (i.e., the operating service lines outside of the NEC)



Spotlight on Extreme Heat

In April 2023, restoration of the Adirondack route marked the return of all cross-border passenger rail service between the United States and Canada for the first time since the start of the pandemic. But months later, service was cut back to Saratoga Springs due to heat orders affecting schedules. Amtrak and host railroad partner CN are currently working on improvements to protect the reliability of Adirondack service in all seasons.

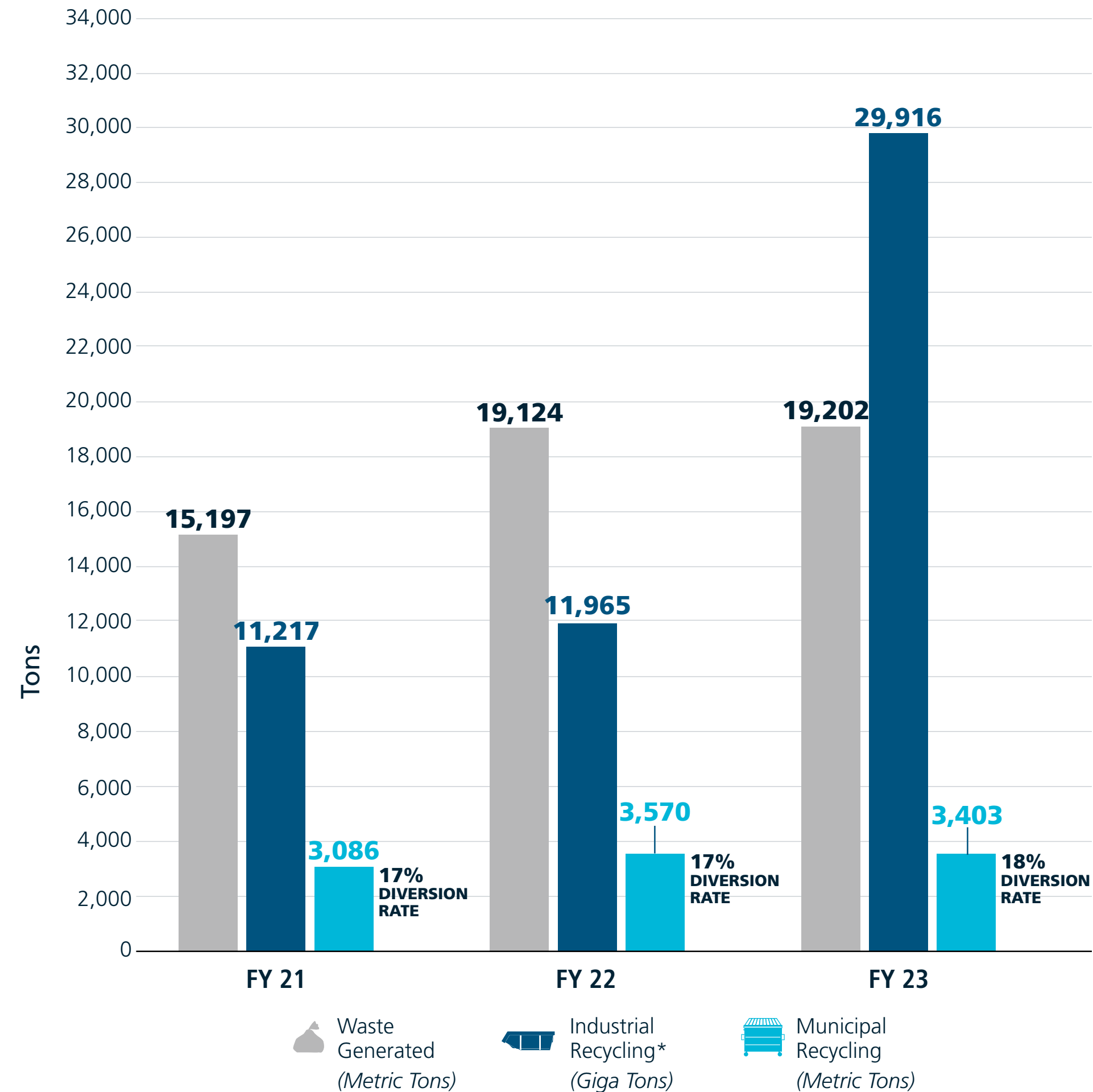
RECYCLING AND WASTE MANAGEMENT

In 2023, Amtrak diverted 18% of municipal waste to recycling, which we track across our Top 40 most visited facilities. We seek to reduce the amount of waste we send to landfills through increased recycling in service areas and construction sites.

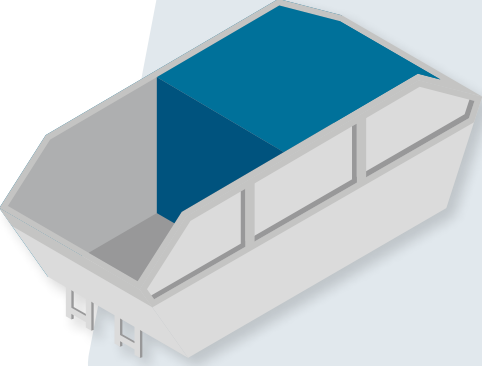
We look for opportunities to reduce waste and increase recycling across our operations. Amtrak redirects large volumes of industrial materials, such as rail, pallets, windows, wire, wheel shavings, copper, scrap metal, equipment and more, to secondhand vendors and scrap buyers to be recycled and repurposed.

In FY23, Amtrak diverted 3,285 metric tons of waste from disposal through increased number of recycled materials and construction waste diversion from three projects.

As we expand and invest in our growing capital program, Amtrak recognizes the risk of a large amount of construction material being wasted during renovations and modernization. In 2023, our Environmental department set a goal of diverting more than 50% of construction materials from the landfill to recycling or reuse.



*Industrial recycling number is an estimate. Increase in Industrial Recycling is the result of additional resources and personnel to the team, as well as an expansion in reporting.




50%
CONSTRUCTION MATERIALS RECYCLED from 3 major project sites




Highlight Story: Digital Technology & Safety

In 2022, a group of employees set out to reduce paper usage in the Safety department, by partnering with Digital Technology. By encouraging and enabling more employees to work on tablets, they saved over 10 million pages of paper within the first year, with a recurring savings of over 5 million pages of paper a year. The team accomplished this by delivering iPads containing the required railroad operating documents, mandated by regulation.

In 2023, the Safety department was able to take this a step further by no longer printing a required rulebook used during employee training—avoiding another 250,000 pages of paper annually. This successful initiative delivered digital content that will lead to greater engagement and the ability to update content without having to print new pages for the documents.

Saving **10M** 
pages of paper...

saves **1,000** 
standard pine trees



Amtrak Manager Trainees

Highlight Story: Product Development & Customer Experience

Amtrak’s First-Class lounge inside Moynihan Train Hall in New York City opened during COVID-19 in 2021, when safety protocols required us to serve customers with single-use disposables. In early 2023, we were able to make positive, sustainable impacts during a service model enhancement, where we reduced over 75% of plastic packaging and service ware and eliminated 100% of all disposable cutlery and plates with the introduction of chinaware, glassware, and metal cutlery. We also removed individually packaged products and increased in-house preparation of menu offerings.

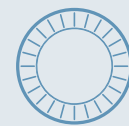
This sustainability initiative was rolled out in the winter of 2023. We quickly modified our service model to reduce our disposables consumption significantly within a month.



The stated goals of the initiative were as follows:



Significantly reduce or eliminate pre-and post-consumer plastic disposables.



Eliminate paper and plastic plates.



Eliminate all plastic cutlery (knives, forks, spoons).



Eliminate all to-go packaging from products in the lounge.

Immediate actions that were taken:

- ✔ We worked with our suppliers to stop wrapping each menu item individually and only receive them in bulk quantities (in reusable containers where applicable).
- ✔ All plating and production are done just before serving to eliminate the use of disposables for production storage.
- ✔ Plant-based, compostable alternatives are used where possible (i.e., agave straws instead of plastic/paper).
- ✔ Replaced all plastic beverage cups with reusable glassware.
- ✔ Switched from all disposable plates and cutlery to china dishware and metal flatware.



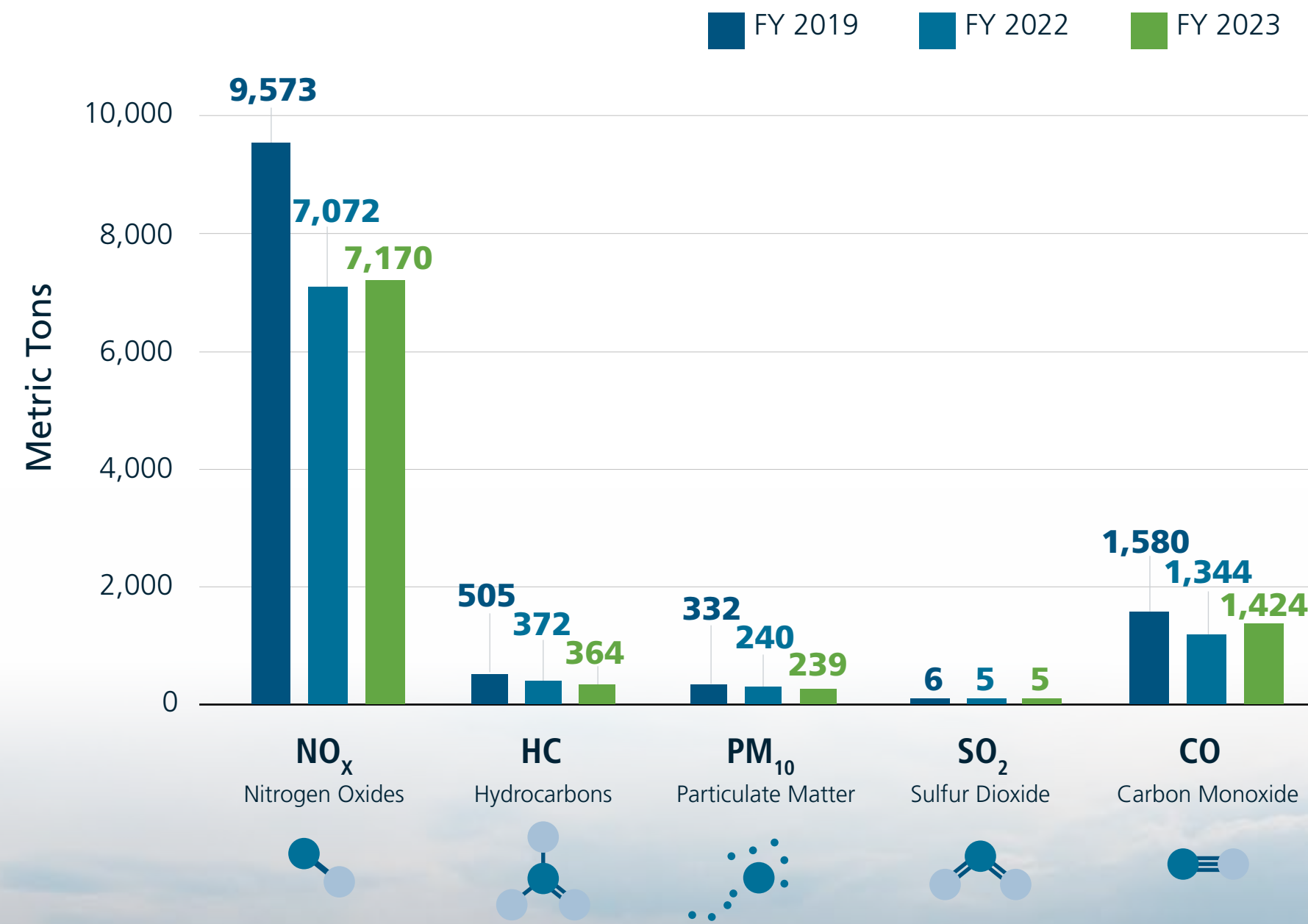
* Exceptions are bottled juices, plastic-to-go coffee lids, snack bars and chips, and plastic packaging from our suppliers.

AIR POLLUTANTS

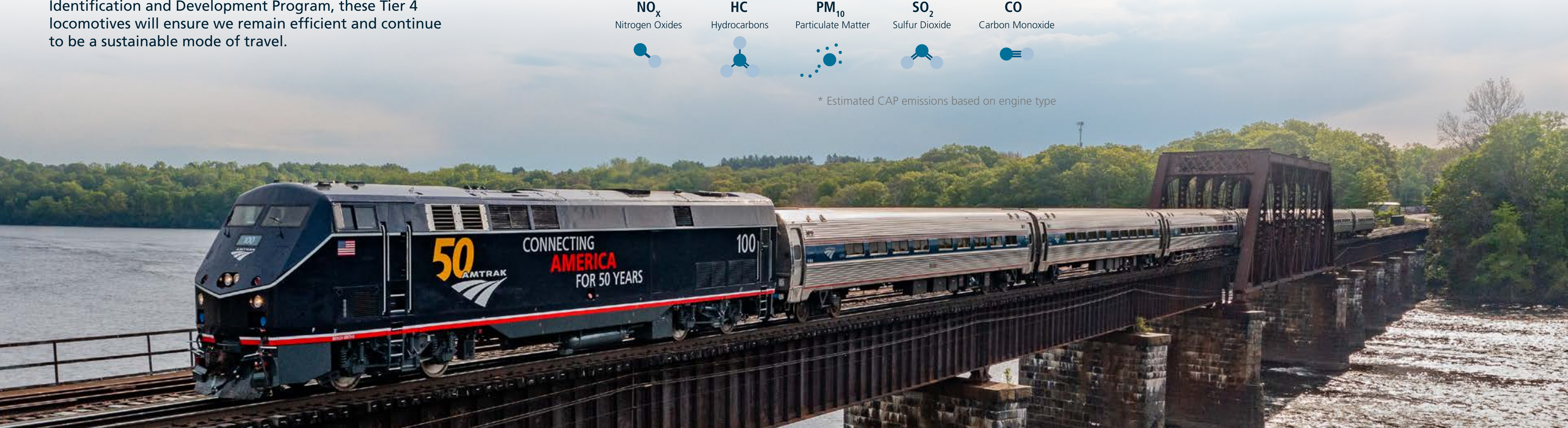
Reducing diesel fuel use, which contributes to greenhouse gases and air pollution, is critical to achieving net-zero and protecting the communities we serve.

Our locomotives are powered by electricity on the NEC, producing zero-emissions at the point of use. The newest *Amtrak Airo* fleet will be powered by ALC-42 Tier 4 locomotives, decreasing emissions of nitrogen oxide by more than 89 percent and particulate matter by 95 percent. Even with projected increase in service the Federal Railroad Administration's (FRA) Corridor Identification and Development Program, these Tier 4 locomotives will ensure we remain efficient and continue to be a sustainable mode of travel.

Criteria Air Pollutant (CAP)*



* Estimated CAP emissions based on engine type



TCFD INDEX

The Task Force on Climate-Related Financial Disclosures (TCFD) Index informs how Amtrak thinks about and assesses climate-related risks and opportunities. The TCFD was recently disbanded, but Amtrak will look for future opportunities to disclose through updated reporting frameworks.

Governance

To oversee Amtrak’s Sustainability program, our Environmental & Sustainability Oversight Committee (ESOC) established a Climate Steering Committee in FY23. The Climate Committee is supported by Amtrak’s Sustainability Policy and the Board-approved Climate Commitment – which includes our Net-Zero Strategy and Climate Resilience Strategic Plan.

The responsibilities of the Committee include:

- Advising and assisting the ESOC on the performance and effectiveness of the Climate Commitment.
- Overseeing of internal and public policy matters that are relevant to Amtrak’s activities, performance and strategic planning, risk management, policies and procedures, goals and opportunities related to sustainability and climate change.
- Tracking progress and setting goals for greenhouse gas emissions reduction.
- Integrating climate resilient and adaptive considerations across Amtrak’s business functions and processes.

The Climate Steering committee meets at least quarterly, or more frequently as circumstances dictate. The Climate Steering committee reports to the ESOC on climate policy and regulation on a quarterly basis

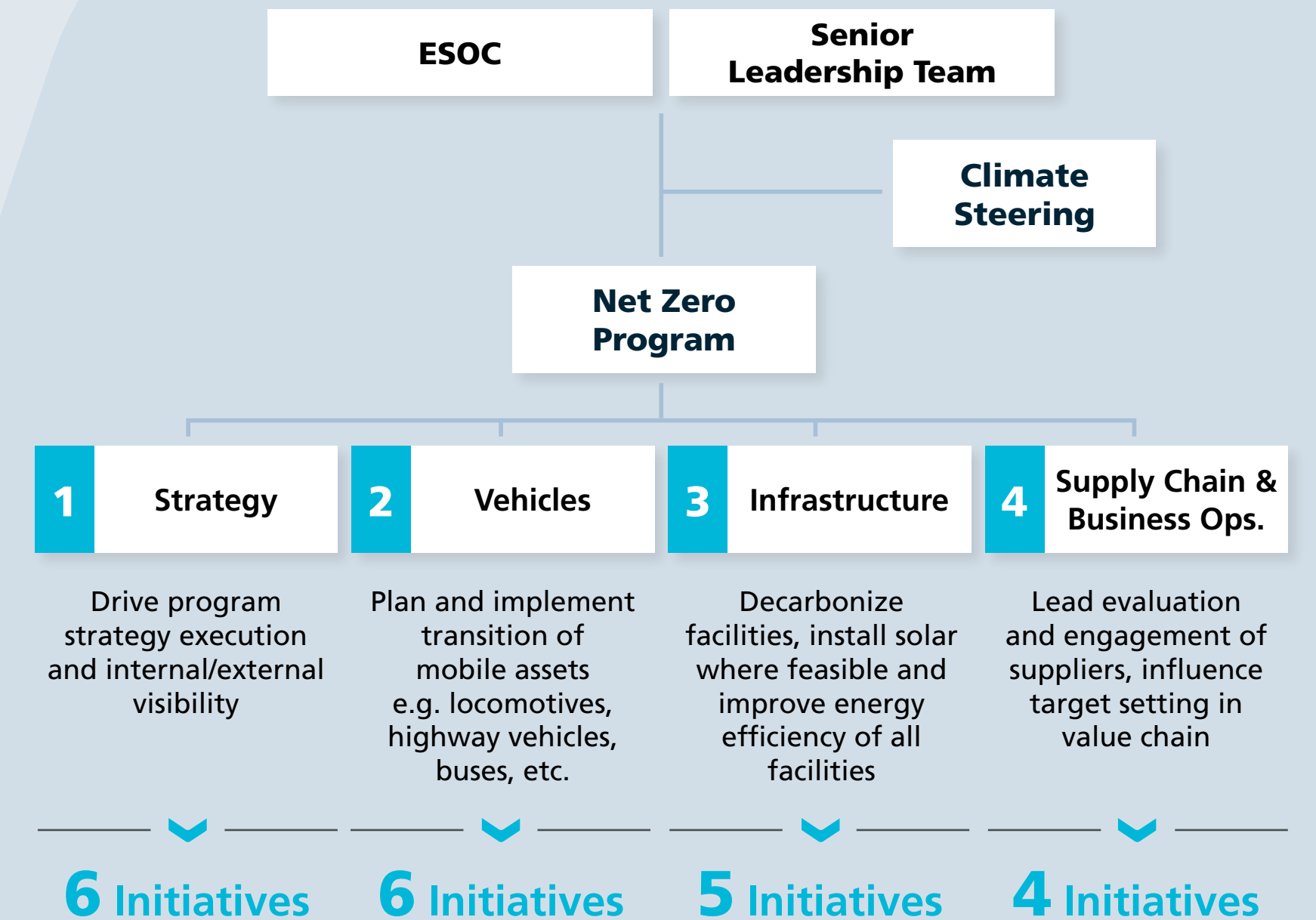
Strategy

In 2023, the United States experienced 24 storms or climate disasters that each caused at least \$1 billion in damages; the annual average for the last 5 years is 18 events exceeding \$1 billion. Disruptions to service, such as erosion of land underneath the railroad right of way in Southern California and heatwaves in the Northeast, are expected to increase in both frequency and severity.

These events impact Amtrak assets, workforce, and operations, including:

- Corroded rail and service disruption due to sea level rise;
- Flooded buildings, tunnels, substations, electric traction (ET) equipment and other infrastructure due to extreme precipitation; and
- Interrupted service schedules and increased workforce health and safety incidents due to extreme heat.

Net Zero Organizational Structure and Responsibilities



- The ESOC serves as the program’s Steering Committee
- It weighs in throughout the process, decides if and when to commit resources to a project
- The Climate Committee brings together resilience and decarbonization efforts
- Amtrak’s Sustainability Team manages and monitors the progress of the NZ Program, Project Management and works in collaboration with the Climate Committee and the various Initiative Leads

TCFD INDEX

Amtrak has a long history of disclosing to CDP (formerly the Climate Disclosure Project), which partnered with the Task Force on Climate-related Financial Disclosure (TCFD). Both had a direct influence on how Amtrak assessed climate-related risks and helped shape the direction of Amtrak’s Sustainability Program.

Climate-related Risks

Current regulation

- Adherence to federal construction codes by Amtrak for bridges and tunnels set by the Army Corps of Engineers and U.S. Coast Guard.
- FRA regulations are monitored, focusing on GHG reduction and increased oversight.
- Executive order by the President mandates net-zero emissions from federal operations by 2050, impacting Amtrak’s operations.

Emerging regulation

- Amtrak is tracking emerging regulation around emission reductions and locomotive mandates, to adapt to changing requirements.
- State regulations, like those in California, aiming for GHG reductions, directly influence Amtrak’s operational decisions.

Technology

- Use of sensors to monitor rail conditions, temperature, humidity, and wind speeds for risk assessment.
- Inspection of rail conditions with specialized equipment to detect fatigue and potential failures.
- Exploration of advanced technologies with industry partners, including renewable diesel, alternative propulsion, and battery power.

Legal

- Adherence to EPA regulations for emissions, with potential fines for non-compliance.
- California’s stringent legislation on locomotive emissions is considered, with potential impact on Amtrak’s operations.

Market

- Passenger expectations for timely performance are considered, with climate-related disruptions posing a risk to business.
- Recognition of competitors’ sustainability goals influencing customer perceptions and market dynamics.

Reputation

- Impact of poor OTP on Amtrak’s reputation, with efforts to improve communication during delays.
- Emphasis on Amtrak’s inherently sustainable mode of transportation to maintain positive customer sentiment.

Acute Physical

- Catastrophe risk assessments for potential impacts of events like floods or storms on critical infrastructure.
- Evaluation of costs associated with service disruption and infrastructure damage due to catastrophic events.

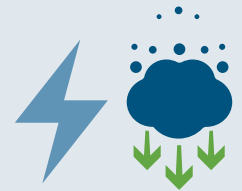
Chronic Physical

- Maintenance efforts to address chronic degradation of infrastructure, such as preventive measures in the Baltimore & Potomac Tunnel.
- Long-term resilience strategies, including the Climate Resilience Strategic Plan, to cope with increasing risks from severe weather events.



TCFD INDEX

Opportunities



Energy Source

Use of lower-emission sources of energy

- Amtrak has a goal to achieve 100% carbon-free electricity by 2030. This goal will help reduce emissions from our electrified service.
- Carbon-free electricity will also be used on our National Network operations, powering stations and facilities used everyday to move passengers safely and efficiently.
- Starting with hosting solar panels on Amtrak property in Ivy City for external usage, we are exploring Power Purchase Agreements and other ways to source renewable energy by 2035.



Energy Source

Adoption of energy efficiency measures

- Annual goal to reduce electricity usage by at least 1% each year.
- Continuously seeking ways to streamline our existing operations to find efficiencies.
- Regularly undertaking energy efficiency retrofits of our stationary locations, such as updating HVAC systems and swapping out old lighting with LED bulbs.



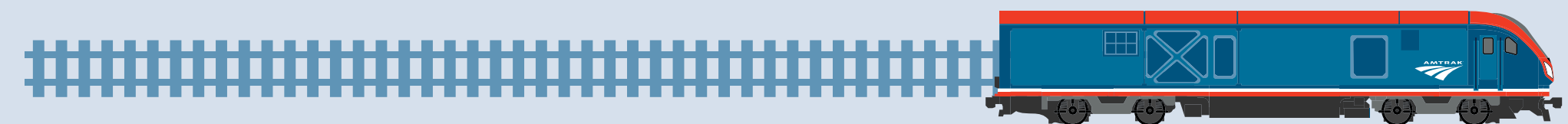
Resource Efficiency

Use of more efficient modes of transport

- New ALC-42 locomotives began entering revenue service in February 2022. They are designed with sustainability in mind.
- These locomotives are up to 10% more fuel-efficient and significantly reduce nitrogen oxide and particulate matter emissions.
- We are also exploring the use of renewable diesel, where available, as an interim step to transitioning away from diesel fuel.



█ Non-Electrified Tracks
█ Electrified Tracks



TCFD INDEX

Opportunities



Resource Efficiency

Use of recycling

- Amtrak’s Environmental department tracks our annual recycling goal, to achieve >16% diversion rate in our Top 40 most used facilities. We also divert industrial waste from landfills for additional use and employ reused material for train seats.
- As we take on large infrastructure projects and replace train-cars and locomotives with modernized new assets, there is an opportunity to be mindful of waste and build resource efficiency into projects.

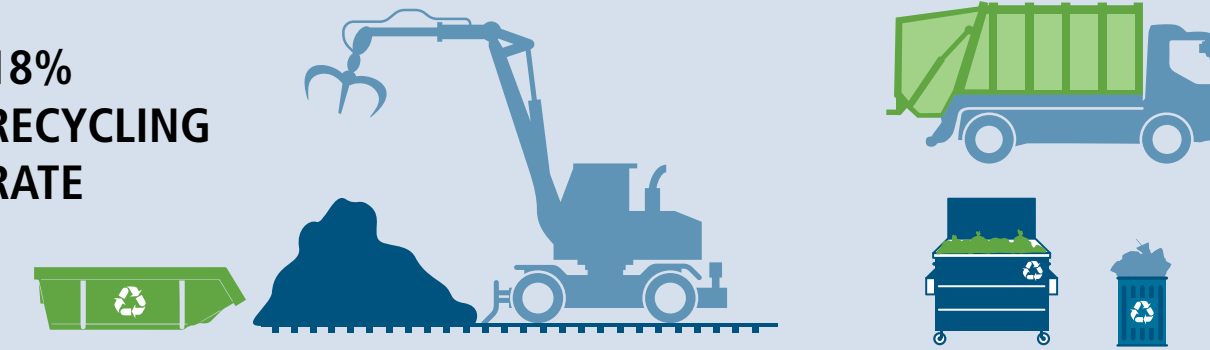


Products and Services

Shift in consumer preferences

- As travelers look for more environmentally-friendly modes of transportation, Amtrak is poised to capture additional markets for travel.
- We have a clear vision to connect more people and places. We will double Amtrak ridership by 2040 by being the preferred mode of transportation and a world-class operator, connecting more communities safely and sustainably.

18%
RECYCLING
RATE



28.6 MILLION
PASSENGERS SERVED



FY 24

66 MILLION
PASSENGERS
SERVED



FY 40



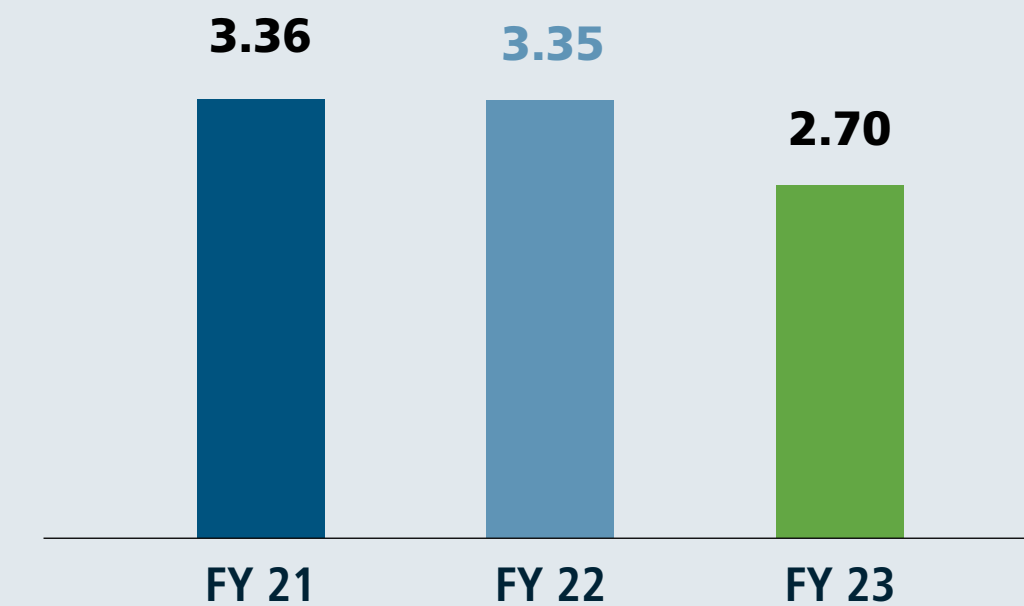
OCCUPATIONAL HEALTH & SAFETY

Our goal is to become America’s safest passenger railroad. Amtrak’s approach to occupational safety starts with every employee, and our “Safety Starts with Me” initiative reinforces that the responsibility for ensuring safe practices and a safe work environment lies with everyone on site. This includes stop-work authority, which grants every employee the charge to stop an operation — at any time — if unsafe conditions exist, and confidential reporting of unsafe conditions without fear of retaliation through the new Amtrak Voluntary Safety Reporting System (AVSRS) that allows reporters to view documented steps for corrective actions. Safety requires transparency and accountability, and we were pleased to observe a 50% year-over-year increase in employee voluntary safety reports submitted through our safety reporting tools.

We have an organization-wide, comprehensive safety management system (SMS) that adopts a data driven, proactive risk identification and preventative approach to managing safety. The system’s four safety components — Policy, Promotion, Assurance and Risk Management — help us establish clear rules, provide ongoing training, perform audits to ensure practices are met and analyze potential future risks. Amtrak is the first U.S.-based railroad to implement an SMS.

In addition, Amtrak leadership signed the Operation Lifesaver Rail Safety Pledge and encouraged others to make their own commitment to saving lives, with more than 500 people taking the pledge since it launched. The Amtrak Police Department and Operation Lifesaver mobilized “Operation Clear Track” to reduce deaths and injuries surrounding railroad tracks and crossings - 149 organizations in 27 states across the U.S. signed up to participate.

Amtrak also hosted 29 safety fairs at worksites around the country that helped to raise employee awareness about the importance of prioritizing safety and wellbeing. Supported by over 1,000 Amtrak employee volunteers, these events reached over 5,500 employees.



Employee Injury Rate
per 200,000 working hours

Employee Health

Employee health is a 24/7 focus, being a constant priority at Amtrak outside of work as well. Amtrak offers comprehensive health insurance to all management and agreement employees, with options to opt in for dental and eye care. We encourage employees to take time off work to rejuvenate and enjoy time away from the job, and we remind them in our safety briefings that physical and mental health are interconnected.

Amtrak is committed to protecting the safety and security of its employees, customers, and the general public. It is the policy of Amtrak to maintain a Drug and Alcohol-Free Workplace Program that educates employees on the effects of drug and alcohol abuse, trains supervisors to detect drug or alcohol abuse, encourages proactive self-referral for treatment, supports employees in recovery, and applies appropriate drug testing protocols, in a manner that balances respect for employees with the need to maintain a safe work environment.

- **Employee Assistance Program:** Early recognition and treatment of drug and/or alcohol abuse is important for successful rehabilitation. Amtrak will assist and support employees who voluntarily seek help for drug and / or alcohol abuse before becoming subject to discipline under this or other policies. Employees are encouraged to seek assistance from Amtrak’s 24-7 free, voluntary and confidential Employee Assistance Program (EAP) or through their employee health plan.
- **Peer Prevention:** Employees may also contact the Prevention Intervention Education & Resources (P.I.E.R) hotline for access to drug and alcohol information, education, and resources.

Amtrak Wellness is committed to building and sustaining a resilient, healthy, and vibrant workplace to elevate employee well-being across the organization. Amtrak Wellness serves as a resource to encourage sustainable healthy behaviors, host system-wide wellness challenges, inform Amtrak employees about wellness activities and promote the health and wellness resources available within the Amtrak network. Amtrak Wellness is focused on healthy high performance and helping you “Be Your Healthiest You!”

Each month, Amtrak Wellness hosts Wellness Wednesday live sessions designed to give Amtrak’s employees important information that they can use to manage and improve their personal health and wellness. In addition, we encourage participation in multiple discounted health and wellness programs:

- Bikeshare memberships
- Gym memberships – Enjoy perks and discounts
- Weight loss and lifestyle memberships – Discounted pricing



ETHICS

We strive to comply with all federal, state, and local regulations in the jurisdictions in which we operate, including the Equal Employment Opportunity Act, Americans with Disabilities Act, and many others.

Our Code of Ethics and Standards of Behavior outlines the behaviors we expect from all of our employees, including rules prohibiting bribery, corruption and unethical activities and requiring respect for human rights.

Amtrak has a strict Conflict of Interest policy that requires all employees to adhere to the highest standards of business ethics – meaning we strive to go above and beyond applicable laws to act with high moral and ethical standards and avoid any conflicts of interest or appearances of a conflict of interest. Our Conflict-of-Interest policy is overseen by our Chief Legal Officer & General Counsel.

All employees are responsible for compliance with the Conflict-of-Interest Policy and must promptly report any notice of misconduct through their respective management chain.

Amtrak’s Law and Procurement departments maintain strict oversight of our procurement processes to ensure all procurements are competitive and adhere to full and open competition regulations. We build Amtrak brand loyalty by delivering quality service, not by engaging in anti-competitive practices. Antitrust laws prohibit conduct that goes beyond fair competition, is designed to harm a competitor, drive a competitor out of business, or prevent new competition. Anti-trust laws also prohibit agreements among competitors that lessen competition between them, such as agreements to fix prices or allocate markets. Each Amtrak employee has a responsibility to avoid conduct that could in any way unlawfully interfere, or be perceived as unlawfully interfering with competition.

In addition, Amtrak strongly denounces any forms of corruption or bribery – which includes but is not limited to giving or offering to give something of value to a government official to improperly influence a business

decision or obtain a business advantage. Amtrak expects all of its contractors to comply with Amtrak’s Supplier Code of Conduct.

Amtrak’s Office of Inspector General (OIG) handles matters involving allegations of fraud, waste, abuse, or misconduct. Its mission is to “provide independent, objective oversight of Amtrak’s programs and operations through audits and investigations focused on recommending improvements to Amtrak’s economy, efficiency, and effectiveness” while preventing unethical behavior. The OIG uses audits and investigations as two major avenues of accomplishing its missions – all of which are publicly available at [Amtrakoig.gov](https://www.amtrak.gov/office-of-inspector-general). In FY23, the Amtrak OIG initiated 11 audits and issued 13 audit reports. We have a responsibility to deal honestly with all government officials and cooperate with government investigations or inquiries.



PROCUREMENT

Amtrak is subject to its domestic preference statute for purchases of manufactured articles, material, or supplies over \$1 million. Amtrak may be subject to additional domestic preference statutes depending on the funding source. Amtrak Procurement continuously looks for opportunities to establish master service agreements (MSAs) and blanket purchase orders to help ensure we are able to secure services and materials through consistent supply sources. We seek to work with local vendors when carrying out construction projects as well. In addition to supporting local economies, this approach helps us more effectively meet timelines and quality standards while reducing costs.

In FY23, Amtrak submitted a response to EcoVadis for the first time to report on Environmental and Social policies within our supply chain. EcoVadis is a global ESG rating platform that helps companies improve sustainability across their supply chain and comply with growing regulations. With a focus on transparency, EcoVadis helps Amtrak evaluate ourselves, while sharing information with corporate clients that enables them to reach their sustainability goals. We reported our emissions and disclosed management practices that ensure we maintain a supply chain with ethical procedures and high standards. As Amtrak looks to develop a Sustainable Supply Chain program, as part of our Net-Zero Program, we will evaluate various options for measuring our Scope 3 carbon footprint and collaborate with suppliers on emissions reduction and resilience.



EXCELLING TOGETHER

We need a great team to pull all of this off. In this section, we'll discuss how we recruit a diverse, talented workforce and foster an environment where our team can excel and meet our ambitious goals.

IN THIS SECTION:
TALENT & PEOPLE
INCLUSION & CULTURE
FY23 TOTAL WORKFORCE DETAILS

AT A GLANCE...

\$11M
FUNDING
RECEIVED FOR
RAILROADING
101 PROGRAM

\$8.8M
AWARDED
TOWARDS
APPRENTICE
PROGRAM

**HIGHEST
SCORE**
POSSIBLE ON THE
2023 DISABILITY
EQUALITY INDEX

4 TEAMS
UNITED IN LAUNCH
OF INCLUSION
& CULTURE
DEPARTMENT

1,000 +
HOURS OF SERVICE
THROUGH AMTRAK
GIVES BACK

TALENT & PEOPLE

Amtrak's work is only possible through the dedication, tenacity, and resilience of our 21,000+ workforce.

Our approach to talent management is rooted in our culture and values – starting from recruitment, Amtrak strives to seek candidates from a wide variety of backgrounds and skill sets to fill roles across our organization. We believe a diverse workforce is best equipped to generate innovative ideas and meet the needs of our diverse customer base.

We have dedicated recruitment programs for students, veterans, and individuals from under represented groups, and our Human Resources department is dedicated to investing in providing ongoing training opportunities and creating a more inclusive environment for all our employees.

In 2023, Amtrak hired more than 4,800 new hires (excluding rehires) and saw an employee turnover rate of 9.3%.

🔍 SPOTLIGHT ON NEW HIRES

Amtrak welcomed more than 4,800 new hires who are helping to support ridership growth, improve existing service and advance historic infrastructure.



Frontline Workforce

Amtrak’s employees covered by a collective bargaining agreement, or “Frontline employees,” make up roughly 82% of our total workforce. Whether on trains, in railyards or maintenance facilities, stations, call centers and offices or improving railroad infrastructure, members of the Frontline workforce play an integral role in the success of Amtrak’s operations and in keeping our customers safe and comfortable on their journeys. Our Labor Relations team works closely with union representatives to ensure that Frontline employees feel heard and included in Amtrak’s culture.



Amtrak continues to build collaborative relationships with its Union partners, 15 Unions that represent our Frontline employees. Our goal is to work in partnership with our Unions on items of mutual benefit -- such as service expansion and requesting grant money for training employees. We appreciate their advocacy on behalf of the Amtrak employees they represent, and we seek to keep them informed on matters critical to the business. In addition to ad hoc meetings, we have established a quarterly cadence of meetings with the Union leadership in order to share the state of our business and inform them of plans for the future. Through transparency and candor, we will continue to build trust.

To nurture potential talent, we also provide leadership development courses and role-specific skill training. For instance, we provide new passenger engineers with a full-time, 11-week training program at our High-Speed Rail Training Facility in Wilmington, Delaware, which covers train mechanics and time spent in a virtual simulator.

Fiscal Year 2023 accomplishments include the closure of contract negotiations with Unions for more than 60% of our Frontline work force. These agreements provide wage increases, benefit enhancements and additional paid leave opportunities. In addition to the benefit that our current employees see in these agreements, the improvements also help us attract future employees.



Learning & Development

To support our employees' growth and retention, we provide them with pathways to continue learning. During onboarding, new management employees go through New Employee Orientation and receive training in safety, our culture and values and diversity, inclusion and belonging. Our Learning Center strives to make training seamless and convenient.

Managers are encouraged to conduct formal monthly check-ins with their direct reports, as well as weekly informal check-ins to keep lines of communication open through Amtrak's Continuous Performance Management system. Employees can also confidentially share feedback about their experience at Amtrak through regular engagement surveys. Leadership assesses the results and establishes near-term actions to address their team's concerns and opportunities for improvement.

Employees are encouraged to continuously further their educations and skills. Whether through graduate school, where Amtrak assists in paying off student loans, or auditing classes or workshops, managers work closely with direct report to select programs relevant and helpful to them. In addition, all Amtrak employees have access to Amtrak's Skills for Success Learning Paths available through LinkedIn Learning. LinkedIn Learning is available to help refine or develop professional skills, learn new software, and explore other areas as you plan your career growth. Amtrak has created numerous learning paths, each offering a selection of sequenced courses that lets you master a subject by building knowledge and skills progressively over time.

We also refreshed the company Sustainability e-learning course, now required for all Management employees.




Sustainability Workshops

One important component of Amtrak's Sustainability initiatives is educating and enabling our employees to be sustainability advocates and pioneers in their roles. This past year, the sustainability group hosted workshops on emissions reduction and climate resilience in Philadelphia, PA, Washington, D.C. and Oakland, CA. The workshops served as a bridge between teams to discuss various departmental initiatives that reduce fossil fuel use and strengthen our assets, as we move to introduce new service across the Network.



INCLUSION & CULTURE

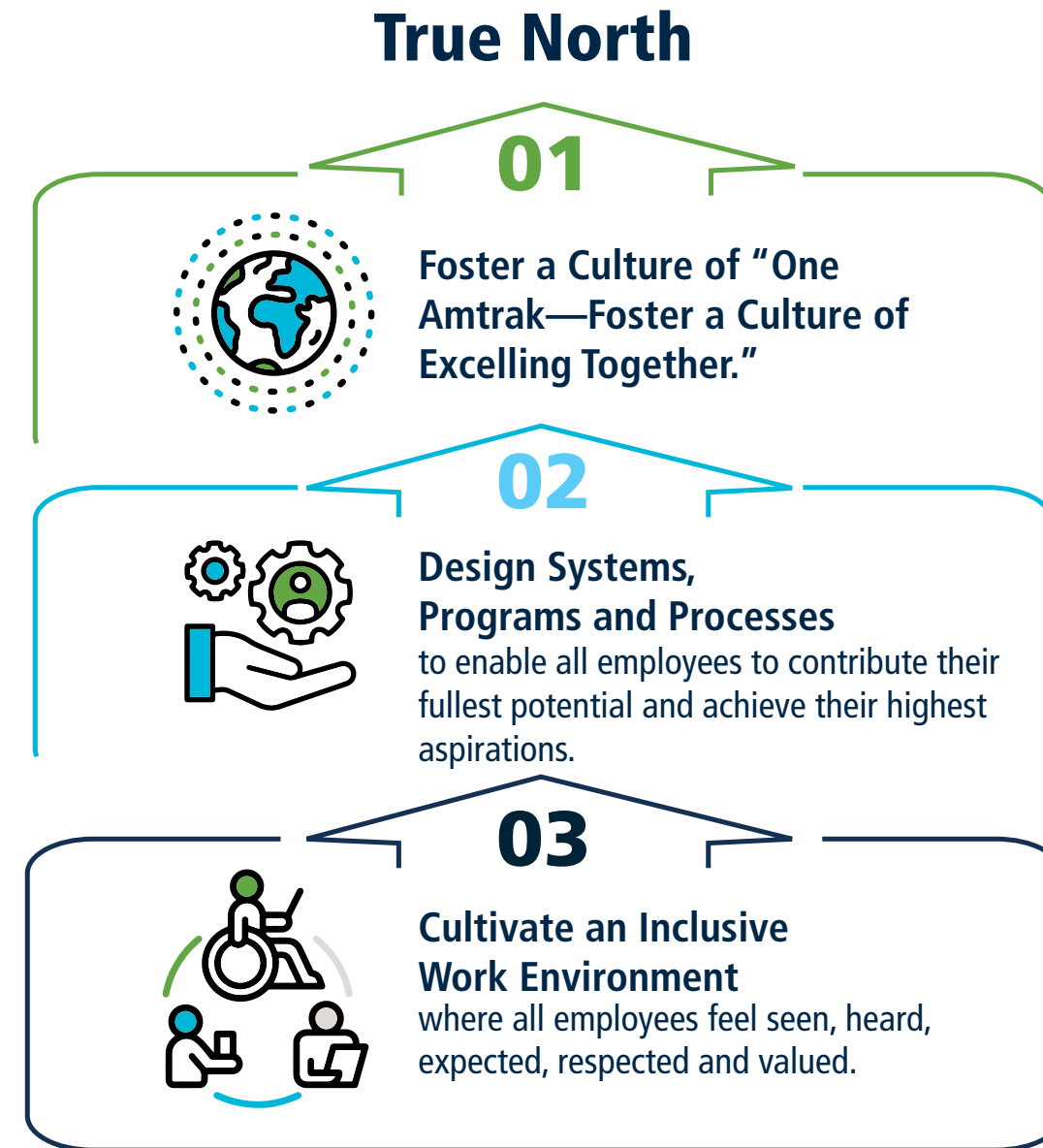
The Inclusion & Culture Department brings together four talented teams:

-  **Diversity, Inclusion & Belonging**
-  **Culture & Future Work**
-  **Strategic Partnerships & Talent Pipeline Development**
-  **Employee Engagement, Rewards & Recognition**

Diversity, inclusion, and belonging is a journey. It's not something you ever fully arrive at because there are always opportunities for us to learn, grow and improve—together.

The team has made great strides in the last year to build community and make Amtrak a place where employees and customers have opportunities to thrive and be their best selves.

For a more detailed breakdown of our workforce, please see [Amtrak's Annual Diversity Report FY2023](#).



FY23 Accomplishments

- **Goal 1**
Increase overall diverse representation
Our total workforce of over 21,000 people includes over 12,500 diverse Amtrakers.
- **Goal 2**
Increase in candidate diversity
Steadily making progress in the diversity of our candidate to job offer pipeline has led to more offers & acceptances from diverse candidates.
- **Goal 3**
Build diverse talent pipelines
Through a concerted effort in our promotion and succession planning process we exceeded our goals with 55.28% of our promotions including diverse talent in FY23.
- **Goal 4**
Increase employee participation in Employee Resource Groups (ERGs)
There are 2,000+ members who are in one or more ERGs ending the year above the 8% goal.
- **Goal 5**
Increase of women in the workforce
We ended FY23 with just under 4,700 women, representing over 20% of our workforce.



56.53%
overall diverse representation of our total workforce. Which includes females and people of color



55.28%
of total workforce promotions included diverse talent



2,000+
ERG Members



4,700
women in our workforce

FY23 TOTAL WORKFORCE DETAILS

FY23 Outcomes: Organizational Goals & Key Metrics

In FY23, we focused on advancing DI&B through three strategic areas:



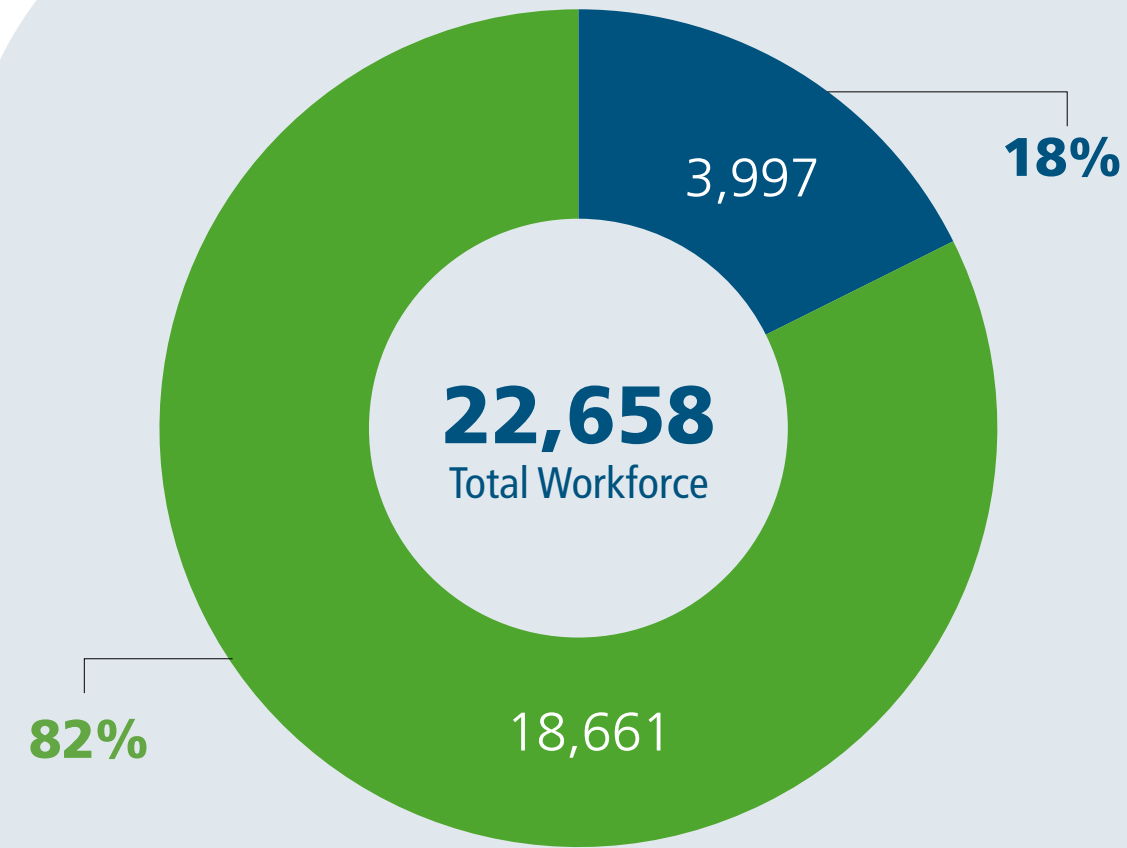
PEOPLE



WORKPLACE



COMMUNITY

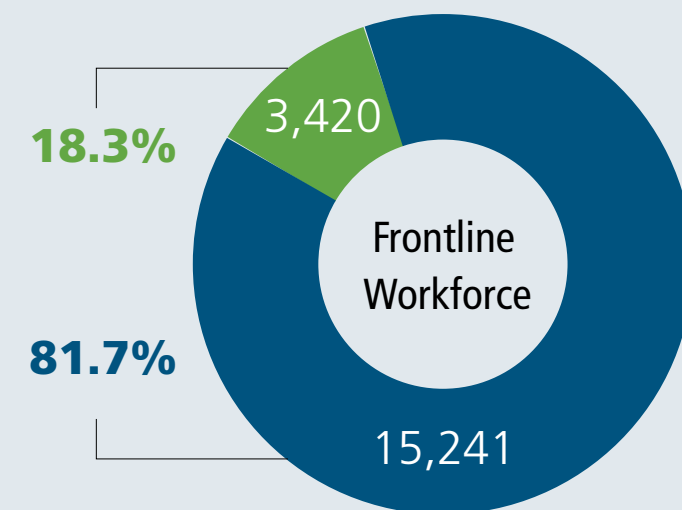


Management Workforce
Non-union employees; includes full-time and part-time.

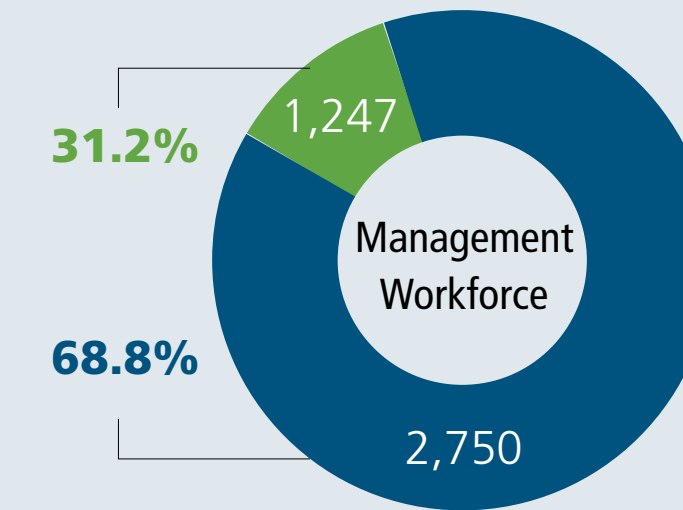
Frontline Workforce
Employees governed by collective bargaining agreements.

***People of Color (POC) Include:**
Employees governed by collective bargaining agreements.

Gender Distribution

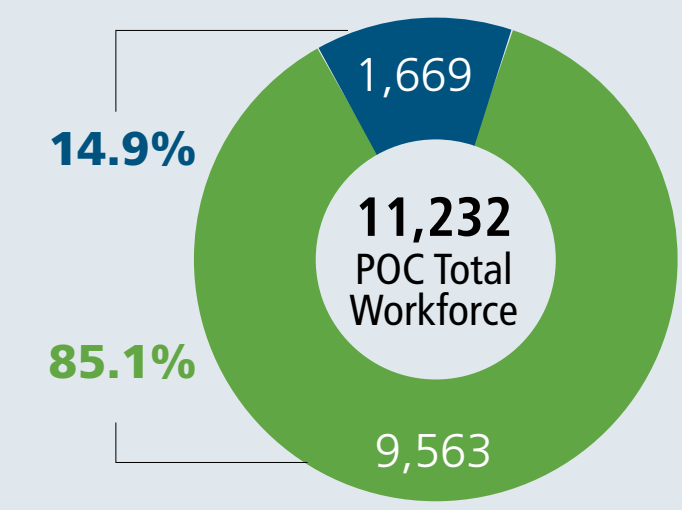


■ Female Frontline Workforce
■ Male Frontline Workforce



■ Female Management Workforce
■ Male Management Workforce

People of Color*



■ People of Color Frontline Workforce
■ People of Color Management Workforce

- *People of Color
- American Indian or Alaska Native
 - Asian
 - Black/African-American
 - Hispanic/Latino
 - Native Hawaiian or Other Pacific Islander
 - Two or More Races

* Workforce details are as of 9/30/2023.

Employee Benefits

Amtrak provides a comprehensive benefits program focused on employee personal and financial well-being. Our benefits package is designed to provide employees with the support and peace of mind they need to thrive in the workplace and at home. Our competitive benefits package includes:

- Medical, vision, dental and prescription drug coverage
- Generous leave program
- A 401(k) Savings Plan and access to Railroad Retirement Board (RRB) benefits
- Short and long-term disability income continuation life insurance and accidental death and dismemberment insurance
- Flexible Spending Accounts (FSAs) for eligible healthcare expenses that include coverage for dependents and dependent daycare or after-school care expenses
- Paid time off to volunteer for management employees
- Access to public student loan forgiveness, as well as tuition assistance at date of hire
- Coverage of treatment for secondary sexual characteristics more aligned with an individual's gender identity
- Brokerage services to customer personal investment plans and 401(k) funds, including values—based investing in ESG or diversity funds

What's New in 2023

Benefits for management employees grew to include additional fertility and family planning benefits to support employees on their path to parenthood.



Employee Resource Groups

Our Employee Resource Groups (ERG) are voluntary, employee-led groups. They are independent of any department and have formed based on shared interests, identities, characteristics, or life experiences. ERGs are a forum for employees to connect, contribute, and build community. Each ERG promotes diversity, inclusion and belonging by raising awareness and ensuring that group members have a voice in the organization. And they work to provide members with career and personal development opportunities.

Our ERGs are:



The leadership teams of these groups have voluntarily stepped into the challenge of organizing ERG programming, driving membership and being champions for DI&B here at Amtrak.

Our ERGs exemplify our efforts to connect to Amtrak's values, contribute to organizational strategy and build community both internally and externally.



ERG At-A-Glance Relevant Data

8
Employee Resource Groups

2,000
Members and Counting

2
Leadership Academies

ERG
Mentorship Pilot Launched



Connecting

11
Heritage Months and Observances Celebrated

30
In-Person & Hybrid Gatherings Hosted



Contributing

12
Community Partnership Activations

18
Recruiting Events Supported

8
Happy Healthy Safety Fairs Supported



Building Community

40+
Knowledge sharing forums

2
Leadership Academies

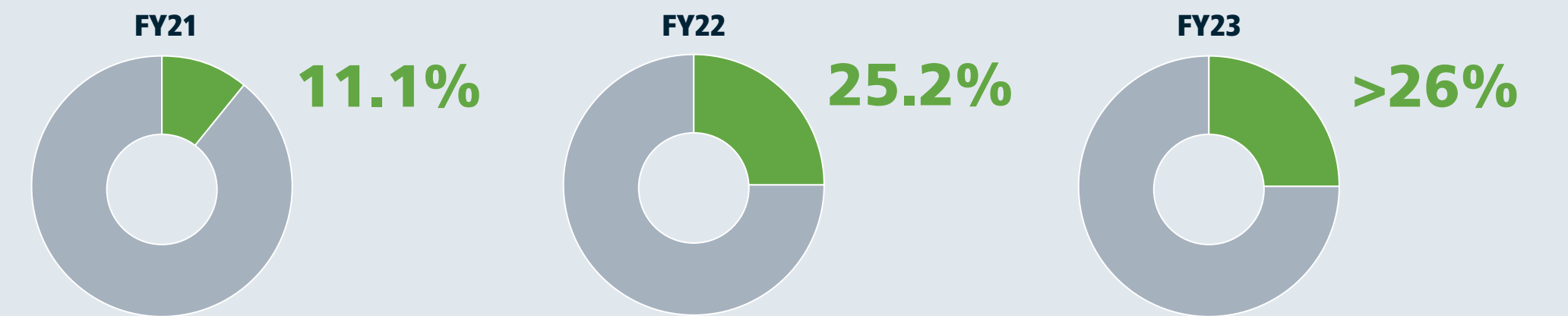
FY23 RECOGNITION

Our collective efforts are paying off and being recognized! We earned the highest score possible on the 2023 Disability Equality Index. We were also recognized by Forbes for numerous awards including:



Spend on Diverse Suppliers

Percent of total addressable spend



Supplier Diversity

Amtrak recognizes the importance and advantages of having a diverse supply chain. The organization's commitment is demonstrated through its Supplier Diversity Policy as administered and executed by the Supplier Diversity Office (SDO). The Supplier Diversity Office's goal is to ensure that all firms are treated equally no matter their size, ownership, or makeup. SDO's inclusive contracting efforts include:

- Disadvantaged Business Enterprises (DBE)
- Small Business Concerns (SBC)
- Minority/Women-Owned Business Enterprises (M/WBEs)
- Veteran-Owned Businesses (VOB)
- Service-Disabled Veteran-Owned Businesses (SDVOB)
- Disabled Owned Business Enterprises (DOBE)
- LGBTQ Owned Business Enterprises
- Labor Surplus Area (LSA)

Although SDO has three physical locations—Philadelphia, Washington, DC, and Chicago—it operates as a national program. As a Supplier Diversity program, the team partakes in various national conferences, matchmaker events, and training that are directly connected to promoting and encouraging diverse suppliers' participation in Amtrak's sourcing opportunities. In addition to participating in the outreach events, Supplier Diversity has had continued success with its Small Business Resource Center (SBRC). The SBRC provides suppliers with a centralized location to allow them to have a more personalized engagement with the procurement team.

Amtrak's corporate annual sourcing diversity goal is 15% of total addressable spend, and the SDO team has greatly surpassed that objective in FY23. Full details will be available in the release of Supplier Diversity's upcoming annual report, in June 2024.



Community Engagement

From tree plantings, clothing donation sorting, to food preparation at shelters, Amtrak believes in promoting a culture of good citizenship that aligns with our values and benefits the communities we serve. As a company with a presence in more than 500 cities and towns nationwide; Amtrak strives to show up for underrepresented communities, preserving the communities we are in, while committing to making our stations, railroads, and communities around us safer.

In 2023, Amtrak's **Office of Community Engagement (OCE)** launched Amtrak Gives Back, a community engagement program focused on being a good neighbor and valuable partner to the communities Amtrak serves.

The OCE also announced a new initiative this year called On Track for Good, an Amtrak program that supports non-profit organizations around the country with a limited number of complimentary trips, putting excess capacity to good use. To support our growing work, the OCE expanded outreach with new team members and community engagement opportunities during the office's first full fiscal year of operation.



Overall, with the help of OCE and their new programs here is how Amtrak has been able to give back:

- ✓ **1000 + Volunteer hours**
- ✓ **850 Amtrak Volunteers**
- ✓ **58 Public Outreach Events**
- ✓ **33 Volunteer Events**
- ✓ **20 Nonprofits Supported**
- ✓ **15 Infrastructure Projects Supported**

Amtrak's Community Mission

Support Amtrak's brand and role as a transportation provider by engaging with and partnering to improve the communities that we serve and desire to serve.

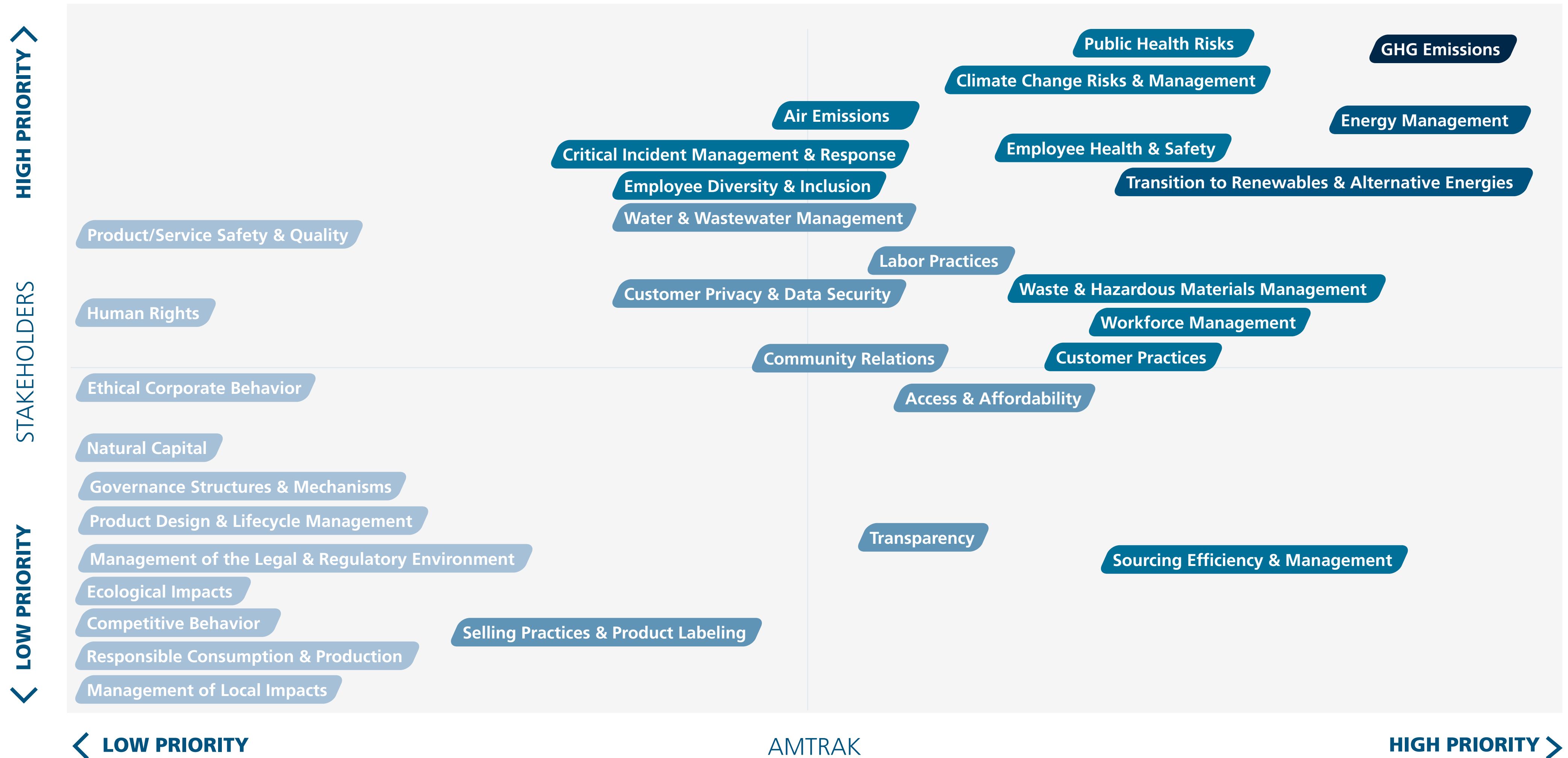


APPENDIX

IN THIS SECTION:

MATERIALITY MATRIX
GRI INDEX

MATERIALITY MATRIX



GRI INDEX

DISCLOSURE	DISCLOSURE TITLE	RESPONSE
GRI 1: Foundation		
	Statement of use	Amtrak has reported the information cited in this GRI content index for the period October 1st 2022-September 30th 2023 with reference to the GRI Standards.
	GRI 1 used	GRI 1: Foundation 2021
	Applicable GRI sector standards	Not applicable
GRI 2: General Disclosures		
2-1	Organizational Details	The National Railroad Passenger Corporation (Amtrak) is America’s intercity passenger railroad company. Amtrak was created by Congress in 1970 and began service on May 1, 1971. Its preferred stock is entirely held by the U.S. Department of Transportation. As defined by the U.S. Congress through the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), Amtrak’s mission is to “provide efficient and effective intercity passenger rail mobility consisting of high-quality service that is trip-time competitive with other intercity travel options.” Amtrak operates a network of intercity long-distance, shorter commuting-distance, and U.S. high-speed passenger rail services serving 46 states and more than 500 stations, and reaches 400 additional destinations via connecting bus routes. Amtrak provides a sustainable alternative to air and automobile travel across the United States and into three of the Canadian provinces. The company employs approximately 20,000 people throughout the country with the corporate headquarters offices in Washington, DC, and notable office locations in Wilmington, DE and Philadelphia, PA.
2-2	Entities included in the organization’s sustainability reporting	About Amtrak
2-3	Reporting period, frequency and contact point	This is Amtrak’s 10th Sustainability Report, covering activities and topics related to environmental, social and governance themes over the last year. Unless otherwise noted, this report captures events that took place during Fiscal Year 2023 (FY23), October 1, 2022 - September 30, 2023. We welcome comments and feedback on our report. Please contact us at AmtrakSustains@amtrak.com.
2-4	Restatements of information	Our FY22 Scope 3 emissions and FY19 Scope 1, 2, and 3 emissions have been updated post-verification based on a more robust verification in 2023.
2-5	External assurance	The Scope 1 and Scope 2 GHG emissions data found in this report and its Appendix have been third-party verified externally with limited assurance. FY23 Scope 3 GHG data is currently unverified.

GRI INDEX

DISCLOSURE	DISCLOSURE TITLE	RESPONSE
2-6	Activities, value chain and other business relationships	2023 CDP Response
2-7	Employees	Annual Diversity Report
2-8	Workers who are not employees	Annual Diversity Report
2-9	Governance structure and composition	Amtrak Board of Directors
2-10	Nomination and selection of the highest governance body	In accordance with 49 US Code 24302 , the President of the United States nominates members to the Amtrak Board of Directors who are then confirmed by the Senate. The Board of Directors is composed of the Secretary of Transportation, the CEO of Amtrak, who serves as a nonvoting member of the Board, and 8 other individuals.
2-11	Chair of the highest governance body	Amtrak Executive Leadership
2-12	Role of the highest governance body in overseeing the management of impacts	2023 CDP Response
2-13	Delegation of responsibility for managing impacts	TCFD Index, pg. 36
2-14	Role of the highest governance body in sustainability reporting	2023 CDP Response
2-15	Conflicts of interest	Amtrak requires all employees to adhere to the highest ethical standards. Our policy states that we must always act in a manner that complies not only with applicable law, but also with high moral and ethical standards and that avoids any conflicts of interest or appearances of a conflict of interest. Amtrak does not disclose the number and nature of critical concerns communicated to the Board due to confidentiality constraints.
2-16	Communication of critical concerns	Operations, Ethics, pg. 42
2-17	Collective knowledge of the highest governance body	2023 CDP Response
2-18	Evaluation of the performance of the highest governance body	2023 CDP Response
2-19	Remuneration policies	Amtrak does not report on our policy to determine remuneration due to confidentiality constraints.

GRI INDEX

DISCLOSURE	DISCLOSURE TITLE	RESPONSE
2-20	Process to determine remuneration	<p>Amtrak does not report on our process to determine remuneration due to confidentiality constraints. The majority of Amtrak’s employees belong to unions whose remuneration is part of a collectively bargained process between Amtrak management and frontline employees.</p> <p>For non-frontline employees we offer competitive compensation by comparing Amtrak’s pay to what employers in relevant labor markets are paying for similar jobs. This comparison is conducted by utilizing and participating in numerous pay surveys. The data from these surveys assist Amtrak with establishing our base pay ranges and incentive plan targets. Amtrak has access to remuneration consultants with relevant expertise to leverage as needed and share our remuneration strategies with our Board of Directors’ Personnel & Compensation committee via relevant total rewards updates.</p>
2-21	Annual total compensation ratio	Amtrak does not report on our annual compensation ratio due to confidentiality constraints.
2-22	Statement on sustainable development strategy	A Message from Amtrak’s Chief Executive Officer, Stephen Gardner
2-23	Policy commitments	Operations, Ethics, pg. 42
2-24	Embedding policy commitments	Amtrak Service Standards
2-25	Processes to remediate negative impacts	<p>Amtrak’s Labor Relations team ensures fair treatment and adherence with the law through effective administration of the collective bargaining frontlines and the requirements outlined under the Railway Labor Act. Our team works incredibly hard to ensure our frontlines and policies are adhered to, and not just applied haphazardly or selectively. It is our sincere hope that we are able to help improve situations for all employees at Amtrak regardless of whether they are working in a represented position.</p> <p>To address safety concerns at Amtrak, we developed a new Amtrak Voluntary Safety Reporting System (AVSRS) to report safety concerns and track their remediation and solutions. While not all solutions to matters addressed above may result in a public report, these methods are consistently available and used by all employees at Amtrak in order to keep Amtrak as the employer of choice. Amtrak does not disclose on processes to remediate negative impacts due to confidentiality constraints.</p>
2-27	Compliance with laws and regulations	Amtrak does not report the number of significant instances of non-compliance with laws and regulations due to confidentiality constraints. For more information on our compliance with local, state, and federal legislation, please see our 2023 Sustainability Report.

GRI INDEX

DISCLOSURE	DISCLOSURE TITLE	RESPONSE
2-28	Membership associations	Amtrak participates in a number of membership and industry organizations, including, but not limited to: Association of American Railroads International Union of Railways American Public Transportation Association For more information on our role in these organizations, please see our 2023 CDP Response .
2-29	Approach to stakeholder engagement	Workforce, Community Engagement, pg. 53
2-30	Collective bargaining agreements	Workforce, Frontline Workforce, pg. 46
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	About This Report, pg. 4
3-2	List of material topics	Materiality Matrix, pg. 55
3-3	Management of material topic	About This Report, pg. 4
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	Financial Performance, pg. 11
201-2	Financial implications and other risks and opportunities due to climate change	TCFD Index, pg. 37
GRI 203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	Financial Performance, pg. 11
203-2	Significant indirect economic impacts	Community Engagement, pg. 53

GRI INDEX

DISCLOSURE	DISCLOSURE TITLE	RESPONSE
GRI 205: Anti-corruption 2016		
205-2	Communication and training about anti-corruption policies and procedures	Amtrak OIG initiated audits: 11 Amtrak OIG completed audits: 13 Public OIG reports can be read here.
205-3	Confirmed incidents of corruption and actions taken	Operations, Ethics, pg. 42
GRI 206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Operations, Ethics, pg. 42
GRI 301: Materials 2016		
301-1	Materials used by weight or volume	Operations, Recycling and Waste Management, pg. 32
GRI 302: Energy 2016		
302-1	Energy consumption within the organization	GHG Emissions, Diesel Fuel Usage, Electricity Usage, pg. 20-25
302-2	Energy consumption outside of the organization	GHG Emissions, Diesel Fuel Usage, Electricity Usage, pg. 20-25
302-3	Energy intensity	2023 CDP Response
302-4	Reduction of energy consumption	2023 CDP Response
302-5	Reductions in energy requirements of products and services	2023 CDP Response

GRI INDEX

DISCLOSURE	DISCLOSURE TITLE	RESPONSE
GRI 303: Water and Effluents 2018		
303-5	Water consumption	FY23: 315.5 million gallons
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	Operations, GHG Emissions, pg. 21
305-2	Energy indirect (Scope 2) GHG emissions	Operations, GHG Emissions, pg. 21
305-3	Other indirect (Scope 3) GHG emissions	Operations, GHG Emissions, pg. 21
305-4	GHG emissions intensity	Operations, GHG Emissions, pg. 21
305-5	Reduction of GHG emissions	Operations, GHG Emissions, pg. 21
305-6	Emissions of ozone-depleting substances (ODS)	Operations, Air Pollutants, pg. 35
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	Operations, Air Pollutants, pg. 35
GRI 306: Waste 2020		
306-1	Waste generation and significant waste-related impacts	Operations, Recycling and Waste Management, pg. 32
306-2	Management of significant waste-related impacts	Operations, Recycling and Waste Management, pg. 32
306-3	Waste generated	Operations, Recycling and Waste Management, pg. 32
306-4	Waste diverted from disposal	Operations, Recycling and Waste Management, pg. 32
306-5	Waste directed to disposal	Operations, Recycling and Waste Management, pg. 32

GRI INDEX

DISCLOSURE	DISCLOSURE TITLE	RESPONSE
GRI 308: Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	Operations, Procurement, pg. 43
308-2	Negative environmental impacts in the supply chain and actions taken	Operations, Procurement, pg. 43
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	Amtrak Diversity Report 2023, pg. 33
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Workforce, Employee Benefits, pg. 50
401-3	Parental leave	Amtrak provides up to ten (10) weeks of paid parental leave with a newborn (including surrogacy) or a child placed with an employee for adoption for management employees. Amtrak employees entitled to parental leave in FY23: 3,997
GRI 402: Labor/Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	Amtrak always seeks to communicate upcoming changes at the appropriate time with a considerate amount of notice. At times where conditions warrant very little notice, Amtrak works to ensure proper information is received as soon as possible.
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	Operations, Occupational Health and Safety, pg. 40
403-2	Hazard identification, risk assessment, and incident investigation	Operations, Employee Health, pg. 41
403-3	Occupational health services	Operations, Employee Health, pg. 41
403-5	Worker training on occupational health and safety	All on-train employees are required to complete Emergency Preparedness Training every two years to remain in compliance. For more information, please see our Service Standards .

GRI INDEX

DISCLOSURE	DISCLOSURE TITLE	RESPONSE
403-6	Promotion of worker health	Operations, Employee Health, pg. 41
403-8	Workers covered by an occupational health and safety management system	Amtrak's Safety and Security Policy applies to the entire Amtrak organization.
403-9	Work-related injuries	Employee Incident Rate: 2.70
403-10	Work-related ill health	Workforce, Talent & People, pgs. 45-47
GRI 404: Training and Education 2016		
404-2	Programs for upgrading employee skills and transition assistance programs	Workforce, Talent & People, pgs. 45-47
404-3	Percentage of employees receiving regular performance and career development reviews	Amtrak uses a Continuous Performance Management model as opposed to a traditional performance management model. Continuous Performance Management (CPM) is an ongoing performance management approach that eliminates the annual appraisal process in favor of continuous conversations between employees and managers. CPM is designed to foster more frequent conversations around goals and development, focusing on present and future activities, rather than past performance and enables continuous employee growth through feedback and coaching. In FY23, 92% of management employees had performance goals.
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Workforce, FY23 Total Workforce Details, pg. 49
GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Workforce, Frontline Workforce, pg. 46
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	Workforce, Community Engagement, pg. 53

GRI INDEX

DISCLOSURE	DISCLOSURE TITLE	RESPONSE
GRI 416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	Customers, Customer Health & Safety, pg. 17
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customers, Customer Health & Safety, pg. 18

