SUSTAINABILITY REPORT 2020

OUR CHOICES OF SUSTAINABILITY

THE CAREPORT

ADR Aeroporti di Roma

PEOPLE, ENVIRONMENT AND DEVELOPMENT FOR A CHANGING LAND

SUMMARY

LETTER TO STAKEHOLDERS

Chairman
Claudio De Vincenti

CEO
Marco Troncone

The Rome airport system, with Fiumicino and Ciampino airports, is the **gateway** to Italy for millions of passengers from all over the world and is an important engine for the development of the country. In 2020, the impact of the pandemic on the Rome airport system was dramatic and led to a reduction in airport activity never seen before. This entirely exceptional situation must not make us forget that in 2019, before the outbreak of the pandemic, the airport system contributed to the **creation** of almost **€ 54 billion** of gross domestic product and over **390,000 jobs** in total, including direct, indirect and induced. Rome airports accounted for **3.1% of the regional GDP**[1].

Direct and indirect employment created for 390,000 people Despite the great severity of the crisis, ADR continued in 2020 to strengthen its corporate mission on the fronts considered strategic: **quality** and **safety** of the services offered, innovation, environmental and social **sustainability**. All this in addition to one extra challenge: the commitment to fight Covid-19.

We contribute to generating wealth of
€54 billion

Direct and indirect employment created for
390.000 people

[1]Analysis of the economic and employment impacts generated during 2019 by both airports managed by ADR, carried out by PTSCLAS, a company specialised in economic and social analyses.

COVID-19: ADR's SOCIAL ROLE

Since the beginning of the health crisis, "Leonardo da Vinci" has launched, in record time, all the protocols and safety measures set out by the Health Authorities and, in many cases, has launched further additional initiatives for the safety of passengers and airport operators, confirming to be **one of the most recognised airports in the world in the fight against Covid-19**.

At the same time, maximum support was also ensured to the institutions and the local area, underlining the social role of the Group, with the creation of a real health hub within the airport for carrying out antigenic and molecular tests and administering vaccines.

THE PEOPLE

The changed operations imposed by Covid-19 and the consequent effects of the pandemic in the transport sector led ADR to update its policy of continuous improvement of the quality of the service, confirming its commitment to guarantee maximum protection for the health of passengers and staff, maintaining the level of excellence achieved over the years and ensuring the economic and financial sustainability of the company both in the short and long term.

Although in a difficult context, the company has also launched numerous initiatives of **support**, **engagement** and **listening** for its employees, consolidating proximity and providing specific answers to the needs of people from an individual and family point of view.

FIUMICINO, AWARD-WINNING EXCELLENCE

This virtuous path, undertaken with the utmost rigour, is certified by the many awards obtained in 2020: for the third consecutive year, the **"Best Airport Award 2020"** in the category of hubs with over 40 million passengers, issued by ACI Europe (Airports Council International); the RINA **Biosafety Trust Certification**; **Airport Health Accreditation** by ACI and the maximum **5-star rating from Skytrax**, the international rating agency for airlines and airports around the world.

The major commitment of its environmental times issues has also earned ADR official recognition - for the first time ever - by the **World Tourism Organisation on Sustainability**, which rewards the Group's commitment to environmental issues that are integrated into its business model. Furthermore, in 2020, ADR entered the **United Nations Global Compact**, the largest international platform on Sustainability, confirming the company's growing commitment to a responsible business model: from environmental protection, to the training of people and the commitment to local development.

GREEN BOND: A SUCCESSFUL ISSUE

2020 also marked the success in the issuance of ADR's first "green bond" worth **€ 300 million**, with **requests** for over **12 times the offer**. The choice of defining a Green Financing Framework as part of the company's bond issue programme with the possibility of issuing the so-called "Green bond" represents a natural step in the constant and growing commitment to environmental and sustainability issues.

ADR intends to continue, with growing conviction, the path of alignment between the financing strategy and the sustainability objectives: directing the financial resources collected amongst institutional investors towards investments that contribute to the transition towards an economy with a lower environmental impact and to development in key green debt market highlights and strengthens the commitment undertaken by ADR in disseminating and achieving the SDGs of the United Nations.

Corporate bonds placed for investors
€300 million.
Requests for over
12 times the offer

AIRPORT WASTE: FROM WASTE TO RESOURCE

In the Fiumicino hub, considering the values of 2019 which are more significant than those recorded in 2020, **98% of waste** produced, a value that has tripled since 2012, whilst at Ciampino airport **74% of the waste produced was recovered**, ten times more than in 2012. The results achieved are the result of a systematic and widespread work that has focused specifically on the Terminals where a door-to-door collection service at differentiated rates is active, which rewards waste-saving practices.

THE CIRCULAR ECONOMY TAKES OFF

The natural evolution of the differentiation process passes through the development of the reuse of waste, with a view to a circular economy.

A composting plant was therefore built for the organic fraction, which reduces the amount of waste produced in the airport by approximately **1,000 tonnes per year**.

In addition, the installation of special equipment for compacting pet bottles has made it possible to optimize the collection of plastic, reducing the amount of waste produced by about 100 tons and facilitating the **reuse** of the **plastic** collected for circular economy initiatives, such as, for example, the high visibility vests used by ADR staff will be made using plastic recovered from the airport.

Even in the management of construction sites for the development of the airport, circular management is a well-established management method; over **150,000 tonnes of demolition materials** were reused in the development activity.

1,000 tonnes/year
Organic waste intended for composting

150,000 tonnes
of demolition materials reused

98%
waste sent for recovery FCO
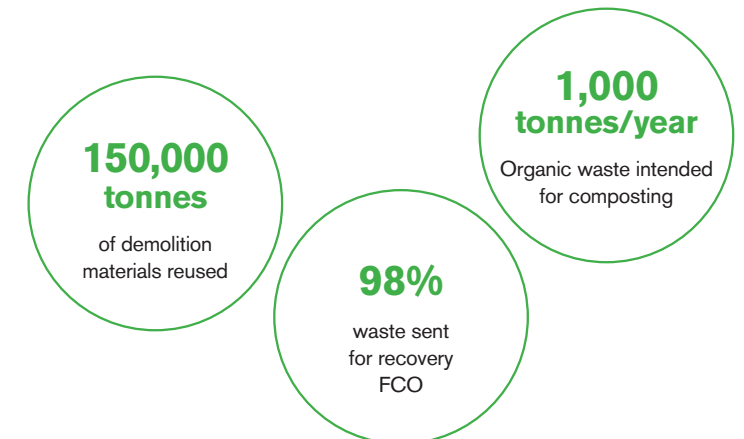
FIRST IN LINE AGAINST CLIMATE CHANGE

Fiumicino airport was among the first airports in the world to adopt the **Net Zero 2030** resolution (zero net carbon dioxide emissions), focusing on projects for the construction of multi-MW photovoltaic plants and low-carbon transport infrastructures, investing in electric charging stations and enhancing electric car sharing, as well as promoting the use of SAFs (Sustainable Aviation Fuel).

ADR has consistently combined, over time, the goal of developing passenger traffic, ensuring the best standards of service, with the need to reduce the consumption of energy consumed: from 2007 to 2020, the energy consumption for each passenger passed through was halved, whilst **CO_2 emissions decreased by 40%**. ADR was the first airport in

the world and the first company in Italy to have joined the EP100 of "The Climate Group", an association that brings together a growing group of energy efficient companies committed to using energy more productively, to reducing greenhouse gas emissions and accelerate a clean economy.

In order to combat climate change, since 2017 the Roman airport system is "Carbon Neutral"[2], thanks to the prestigious accreditation of the "carbon neutral 3+" Airport Carbon Accreditation obtained by offsetting carbon dioxide emissions, financing energy efficiency projects and energy saving.

Net Zero 2030

[2] In line with the provisions of the ACI - Airport Carbon Accreditation programme following the Covid-19 crisis, ADR shall offset its 2020 carbon dioxide emissions in 2022.

DRINKING WATER, A RESOURCE TO BE SAFEGUARDED

Fiumicino airport is one of the few airports in the world to have a **dual** network that allows separate management of **drinking** and industrial water **consumption**. The biological purifier for the treatment of airport wastewater, in fact, allows the reuse of purified water in specific industrial applications. Thanks to this structuring of the water networks, Fiumicino airport uses industrial water for about 60% of its operational needs and **saves almost 1,200,000 cubic metres of drinking water every year**. The constant commitment to saving drinking water, through continuous investments and the development of sophisticated control tools, has made it possible to reduce of the 30% the amount of drinking water consumed by each passenger passing through Fiumicino airport in the last decade (2012-2019).

1,2 million cubic metres
of drinking water saved every year

INFRASTRUCTURE

The utmost attention to sustainability guides the design, construction and management methods of airport infrastructures. Right from the design stage, the structures are designed according to the highest energy efficiency standards, minimising resource consumption and minimising land consumption.

In 2020, ADR reconfirmed its sustainable approach towards urbanisation of the territory by continuing to adopt, for the structures in the design/construction phase, environmentally-sustainable criteria provided for by the voluntary **LEED** (Leadership in Energy and Environmental Design) certification.

ADR is one of the first airports in the world to **develop** its **infrastructures** according to such high **environmental sustainability** standards. Specifically, the new Boarding Area A, which is still under construction in Fiumicino, the General Aviation built at the Ciampino airport and, lastly, the design of the Business City, are all projects carried out with the highest standards of sustainability in international level and do not provide for an increase in land consumption.

LEED Gold
Leadership in Energy and Environmental Design

GOVERNANCE FOR SUSTAINABILITY

Given the strategic importance of the issues relating to sustainability, ADR has a specific internal organization which sees the Sustainability Committee - chaired by prof. Marco Frey amongst the leading Italian experts on environmental management in companies and current President of the Global Compact Italia Foundation, a United Nations body within the Global Compact Programme - in which the Chief Executive Officer, the General Manager and all the relevant Directors participate - the place dedicated to the definition of the guidelines and to the sharing of the main intervention programmes. On a more operational level, specific monthly meetings are planned, coordinated by the General Manager and in which the relevant Managers participate. A Sustainability Plan is defined annually which, in accordance with the international guidelines defined by the General Assembly of the United Nations through the SDGs (Sustainable Development Goals), defines an organic programme of actions to improve the environmental performance of the Roman airports.

Regional projects:

Nursery

Pesce Luna Beach Recovery

Refurbishment of the Piazza Umberto Nobile Roundabout

ATTENTION TO THE LOCAL TERRITORY, A WEALTH TO BE ENHANCED

In 2020, ADR, with a view to consolidated **support for local communities**, in addition to a sense of social responsibility, implemented various solidarity initiatives in favour of the management of the health crisis and others capable of bringing benefits, not only to airport operators, but also to the region in which Fiumicino airport is located.

Since the initial stages of the pandemic, ADR has been active with charity initiatives, including the **donations** of **lung ventilators** and donations of **medical material** to leading hospitals, the Civil Protection and the territory, also giving free use of support equipment, including a van for the distribution of meals to the less well-off. ADR then completed the implementation of two major projects: the company **nursery**, making it accessible also to residents of the Municipality of Fiumicino; the new **roundabout** in **Piazza Umberto Nobile**, in order to free up access to the airport and the surrounding area with significant benefits for local traffic. Lastly, in partnership with the Municipality of Fiumicino, ADR carried out the full recovery of the **Pesce Luna Beach**, a stretch of coast in the Coastal State Nature Reserve, clearing it from unauthorised artefacts that spoiled it.

Chairman
Claudio De Vincenti

CEO
Marco Troncone

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OUR AREAS OF COMMITMENT

OUR RESPONSE TO THE COVID-19 HEALTH CRISIS

STRATEGY

Aeroporti di Roma undertakes to implement all measures to combat Covid-19, in order to promote the full resumption of aviation activities and the reactivation of air flows in utmost safety, with the aim of protecting the health of passengers, of workers in the airline sector and of its employees, as well as to support the competent Authorities in identifying safe supplementary and alternative protocols for the restrictions imposed on the crossing of borders.

HIGHLIGHTS

ADR responded promptly to the Covid-19 health crisis, by effectively taking all containment measures, specifically:

| Providing, from the beginning of the pandemic crisis, the rigorous implementation ofall the measures ordered by the Authorities and the provisions of the law | Re-engineering all airport processes to meet health safety requirements | Activating a permanent "Covid Innovation Lab" for the rapid adoption of new technologies | Communicating constantly with the public via digital and on site channels |

The Company adopted the "Guidelines for the resumption of airport traffic" drawn up by ENAC (Italian Civil Aviation Authority) on 18 May 2020 and was amongst the first signatories in Europe of the "European Aviation Health Safety" protocol, issued by EASA/ECDC on 21 May 2020.
In addition, confirming the efforts made, the airports managed by ADR have been awarded with prizes of international importance:
• Biosafety Trust Certification issued by RINA in June 2020 for the Management System for the Prevention and Control of Infections
• 5-star Skytrax award • Airport Health Accreditation Award for Fiumicino and Ciampino airports • Airport Health Measures Audit Programme and SafeGuardTM certification.

The following were carried out at the airport facilities:

Automatic disinfection of incoming baggage, trays for security checks and all surfaces and environments on an ongoing basis

Continuous disinfection using UV technology of lifts and escalator handrails

The installation of over 100 thermal scanners for detecting body temperature with fixed and mobile workstations ("smart helmet")

The creation of ad hoc signs for social distancing and communication relating to the new Covid 19 rules

The limitation of access to the terminals to passengers and airport operators only, with the creation of control devices at the entrance to check temperatures and access tickets

The installation of over 300 sanitising gel dispensers in all terminal areas

The implementation of automatic systems to limit the number of accesses to the toilet blocks within the terminal

The creation of a sanitising shower

The adoption of sanitising mats for entry into the airport

The adoption of generalised Plexiglas partition walls within the terminals but with a point by point ad hoc risk assessment

The preparation of 3 Covid test areas within the terminal (approximately 50,000 tests carried out since 16 August 2020)

Activation of the drive through test centre at the long stay car park rapid and, subsequently, molecular tests (approximately 100,000 tests carried out as at 1 September 2020)

The creation of Italy's largest vaccination centre (1,500 square metres) with a capacity of over 3,000 vaccines per day

The digitalisation of the healthcare data collection process in partnership with Aok pass and Alitalia

The management of military and cargo flights (approximately 200 flights for the import and distribution of PPE, drugs and lung ventilators)

The delivery to staff of over 900,000 protective devices (e.g., masks, gloves, goggles, gowns) for protection in the workplace
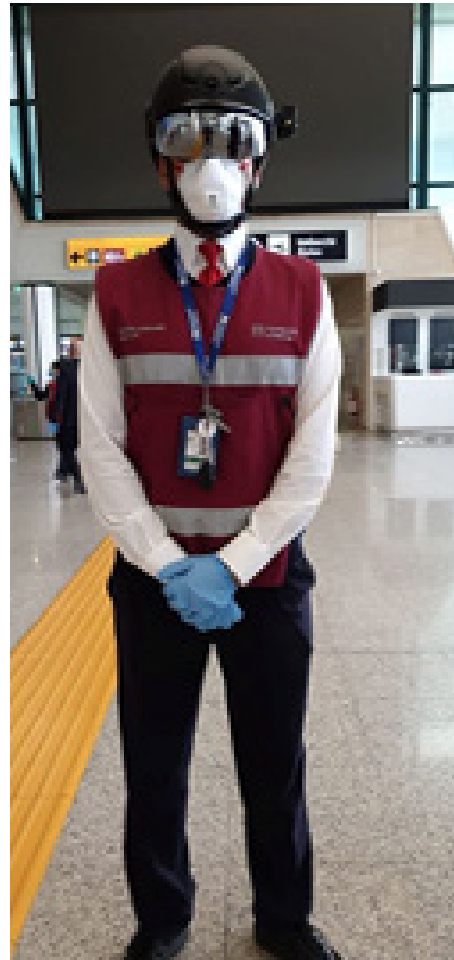
All the measures implemented have had significant effects on the perception of passengers in their travel experience.

Going by today's experience,
how safe did you feel at the airport?
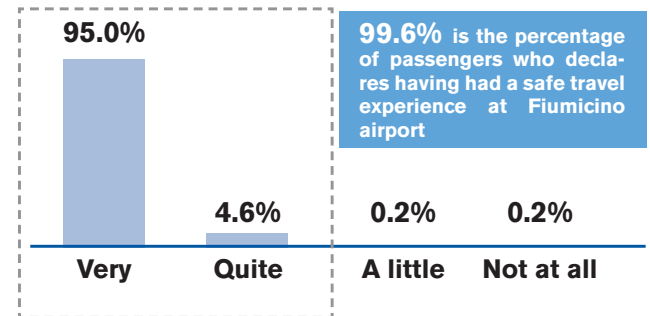
95.0%

99.6% is the percentage of passengers who declares having had a safe travel experience at Fiumicino airport

Very	Quite	A little	Not at all
95.0%	4.6%	0.2%	0.2%

Considering today's experience, what is your overall rating of the Covid-19 infection prevention measures taken at Fiumicino airport?

58.3%

93.5% Passengers satisfied

Excellent	Good	Moderate	Quite	Insufficient	Poor
58.3%	25.2%	5.5%	4.5%	4.6%	1.7%
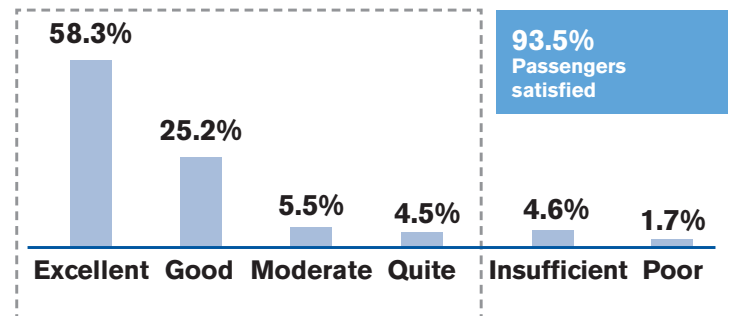
The Company has also put in place numerous actions for the protection of its employees, attributable to three macro-areas:

Prevention and health, health risk mitigation actions (two distinct serological test campaigns with molecular/antigenic follow up in the event of a positive result, free influenza vaccination campaigns)
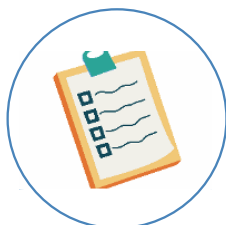
Adoption and continuous updating of a behavioural protocol for managing the health crisis

Training on Covid-19 protection and prevention

Since the beginning of the pandemic crisis, the Company has made the most appropriate PPE available to its staff according to a principle of maximum precaution, with a timely and daily coordinated procurement action on the market, often well in advance of critical replenishment issues that occurred in some situations in Italy.

COMMITMENTS

In 2021, the company's commitment to combating Covid-19 and attention to the health and safety of workers has been confirmed. Specifically, the following shall be carried out:

The revision and updating of the risk assessment document and part of the internal control system procedures on health and safety, with specific reference to the prevention of biological risk and Covid-19 infection.

Updating of information on behavioural rules for the prevention of infection through communication campaigns to all staff.

Checks (second level) on compliance with the procedures of the UNI EN ISO 45001 Safety Management System, for the prevention of the risk of spreading of Covid-19 infection, in addition to sanitation and disinfection operations in the workplace.

The scheduling of an audit plan to maintain the certifications of the management systems for Health and Safety UNI EN ISO 45001 and for the Prevention and Control of Infections (Biosafety), in compliance with the ISO 31000 standards (risk management) and ISO 22301 (business continuity).

AN ENGINE FOR THE COUNTRY'S DEVELOPMENT
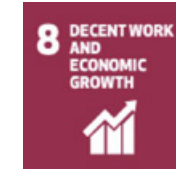
STRATEGY

The economic performance of 2020 was entirely anomalous and in discontinuity with the values of recent years. However, this trend must not cause us to forget that the Rome airport system is an engine for the development of the country and a strategic resource for the territory that helps to generate wealth and stimulate the production of third parties directly or indirectly connected with the economic reality of the ADR Group.

As proven by the key values drawn up in the analysis conducted by PTSCLAS[*], taking, as a reference, the 2019 values, the impacts generated by the Rome airport system are extremely significant.

[*] PTSCLAS PTS GROUP company, an Italian consultancy company specialising in the sector of economic analysis in the social and cultural context for Italy and Europe.

53.9 billion
value of the total generated production (direct, indirect, induced impact)

3.1%
of the regional GDP produced directly

392,000
Job positions launched (direct, indirect, induced impact)

129,000
job positions launched and located in the Lazio region (equal to 4.3% of the regional total)

GREEN FINANCING

2020 also marked the success in the issuance of ADR's first "green bond" worth €300 million, with requests for over 12 times the offer.

ADR intends to continue the alignment process between the financing strategy and the sustainability objectives with growing conviction: ensuring that the financial resources collected from institutional investors are directed to investments that contribute to the transition towards an economy with a lower environmental impact and to a green development of the debt market highlight and to strengthen the commitment undertaken by ADR in disseminating and achieving of the United Nations SDGs.

PROTECTION OF THE TERRITORY

ADR aims to support the development of the territory, partly by helping to safeguard its environmental integrity. In 2020, in partnership with the Municipality of Fiumicino, ADR carried out the reclamation of the Pesce Luna beach, an area with a high naturalistic value that was, however, heavily degraded.

COMMITMENTS

ADR intends to reconfirm and develop its role as an engine of development of the territory and Country, renewing its commitment to contribute to the social and environmental development of the areas in which the capital's airports are located.

OUR PEOPLE

STRATEGY

Our people are at the centre of our development strategy, representing the real asset for change to be acted upon through new, more inclusive and sustainable models, in which everyone improves their well-being and increases awareness of the importance and value of the airport community.

HIGHLIGHTS

Aeroporti di Roma has confirmed its policy of continuous improvement of service quality, updated in light of the changed operations imposed by Covid-19 and the consequent effects of the pandemic in the transport sector.

The actions taken have made it possible to guarantee maximum protection for the health of passengers and staff, maintaining the level of excellence achieved over the years and ensuring the economic and financial sustainability of the company both in the short and long term.

![ACI EUROPE — AIRPORTS COUNCIL INTERNATIONAL]

AIRPORTS COUNCIL INTERNATIONAL

Partly for this reason, for the fourth consecutive year, ACI World (Airports Council International) awarded Fiumicino airport the "Airport Service Quality Award 2020".

Furthermore, confirming the level of satisfaction expressed by passengers, for the third consecutive year, the company obtained the "Best Airport Award 2020" in the category of hubs with over 40 million passengers, issued by ACI Europe (Airports Council International).

In order to consolidate ever greater proximity to its people, the company has activated numerous initiatives to **support**, **engage** and **listen** to employees.

SUPPORT

The insurance policy to cover medical expenses was renewed and a new life policy was stipulated.

Two anti covid test campaigns were carried out, a convention for antigen tests was stipulated and free and voluntary flu vaccines were administered.

Various initiatives have been activated to support individuals and families (nursery school, summer camps, search for qualified professionals for family assistance, scholarships, English courses and digital transformation, solidarity permits, Christmas gifts).

ENGAGEMENT

The membership to the widespread shareholding initiative launched within the Parent Company Atlantia was finalised.

The smartworking mode was designed and initiated at the beginning of the year, reinforcing the value of trust between the company and employees.
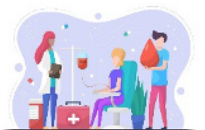
Employees were involved in a blood donation campaign in partnership with AVIS.

LISTENING

An agreement was finalised to offer a listening service and psychological support to employees and their families by external professionals.

Specific focus groups were held to listen to the company managers.

COMMITMENTS

The programme involving the active listening to the "needs" of our passengers will continue to continue to provide high levels of service thanks to the contribution of innovation and new technologies and the creation of increasingly customised services, partly light of the new context generated by the pandemic.

The plan of future interventions for employees is related to a context that, for 2021 promises to be similar to that of 2020 Therefore, support, engagement and listening actions will be developed, with particular attention to the return to a new working normality back to new normal).

The commitment for the following years will be based on the "human centricity" strategy, which places people at the centre of our action. The goal will be to create value through the well being of people, creating an inclusive and sustainable environment for our employees and for all stakeholders of the ADR ecosystem.

ZERO CO$_2$

STRATEGY

In the context of the climate crisis, the aviation sector intends to address the challenge to guide recovery and growth after the pandemic, becoming more sustainable and significantly reducing its climate-changing emissions, with a view to complying with the objectives of the Paris Agreement.

COMMITMENTS

In 2020, ADR was committed to drawing up a plan for reaching Zero CO$_2$ emissions by 2030, for the emissions over which ADR has direct control.
Furthermore, with a view to decarbonising the entire sector, ADR has launched a series of actions aimed at promoting the achievement of zero CO$_2$ emissions of the entire aeronautical chain.

Level 4+
Offsetting residual scope 1 and 2 emissions

The emissions of greenhouse gases emitted, not only by ADR and its subsidiaries, but also by other operators in the sector, such as airlines and other companies operating at our airports, will therefore be monitored on an annual basis.

To achieve this result, ADR has decided to undertake the path to lead airports to the highest levels of sustainability, through the ACA level 4+ (Transition) certification, the highest existing level.

The Rome airports will be the first European airports and amongst the first in the world to achieve this level of certification in the early months of 2021.

In continuity with the energy policies and initiatives of the past, the current challenge is to make the airport increasingly sustainable by achieving the goal of "Net Zero 2030", which is the ultimate target of ADR's commitment.

The ongoing projects concern the construction, at the airport, of two large multi-megawatt photovoltaic plants, electrical and thermal storage systems, the use of biomethane and low-carbon transport infrastructures.

Investments in a network of electric charging stations for airport mobility, which will become cleaner over time, are also planned.

As part of the European Commission's Horizon 2020 research and innovation program, ADR has participated and won, in the last year, a €12 million-funded tender to find solutions that demonstrate how an airport can be designed to operate entirely free from carbon emissions. The Smart Airport project plans to make SAFs (Sustainable Aviation Fuels) available at participating airports, be they biofuel, electricity, hydrogen or e-fuel, essential for decarbonising aircraft flights.

The consortium that won the tender comprises ADR, the German research centre DLR, the Danish Technological Institute, Copenhagen Airport (CPH), IATA, the University of Parma and 10 other European partners.

Fiumicino airport was the first airport in the world to have joined The Climate Group's EP100 initiative, with the ambitious goal of increasing energy productivity by 150% by 2026, compared with the 2006 baseline.

In order to pursue an effective and responsible development of the airport, the construction and renovation of new terminals and buildings will meet stringent sustainability requirements and the reference to the most advanced international certification standards (LEED Gold) will be systematic.

CIRCULAR ECONOMY

STRATEGY

ADR is systematically committed to reducing its environmental footprint. In this context, it is developing circular economy programmes as opposed to the traditional linear economic model, based on the consumerist scheme: "Production/construction use and disposal".

Linear economy model

Circular economy model

Given the results achieved in the recovery of the waste produced, **ADR has recovered 98% of the waste generated at Fiumicino airport**, it was decided to focus future programmes on the development of recycling and on the actual reduction of waste produced in line with priorities hierarchies governed by the European directives on waste prevention and management (2008/98/EC). In this regard, the corporate strategy was developed on the following key elements.

For the development of the waste recycling process, it was essential to develop a widespread "door-to-door" and "tiered-rate" waste collection system to allow for an optimal separation of the fractions produced, creating the conditions for their optimal recycling.

REDUCE

Prevention measures aimed at preventing a material or product from become waste

REUSE

Reusing a product before it is classed as waste. This is implemented when, following an initial consumption phase, an object continues to be used, maintaining the original purpose for which it was used

RECYCLE

Any waste recovery operation aimed at obtaining products, materials or substances to be used for their original purpose or for other purposes

Aeroporti di Roma confirmed its policy of continuous improvement of service quality, updated in light of the changed operations imposed by Covid-19 and the consequent effects of the pandemic in the transport sector.

The actions taken have made it possible to ensure maximum protection for the health of passengers and staff, maintaining the level of excellence achieved over the years and ensuring the company's economic and financial sustainability both in the short and long term.

1,000 tonnes of organic waste that the composting plant built is able to treat

Plastic free airport: plastic produced at the airport reduced by approximately 50% with the plastic recovery project launched: creation of workwear made from yarn produced using the **plastic from the bottles** supplied by passengers

Over **1,200,000 m³** of water recovered in 2020 for industrial use

To ensure the recovery of food waste produced within the terminals, ADR has built a large self-composting system that allows for the recovery of 1,000 tonnes of organic waste, an amount equivalent to the annual ADR production for 2019.

The systematic development of separate waste collection and the homogeneity of the merchandise fractions collected have made it possible, over time, to promote specific circularity projects for the waste sector.

ADR has initiated a close partnership with the parties operating at the airport to progressively reduce the use of plastic for packaging, bags distributed to passengers, etc. In 2019, the amount of plastic produced at the airport decreased by 30% compared with the previous year.

Recovery and recycling within the airport grounds are not limited to waste management. Circularity at the airport also extends to other areas such as: the sustainable management of water resources, the recycling of building materials, the reuse of land and donations of unsold goods or meals.

1,201,175 m³
of industrial water reused

580,000 m³
of land recovered
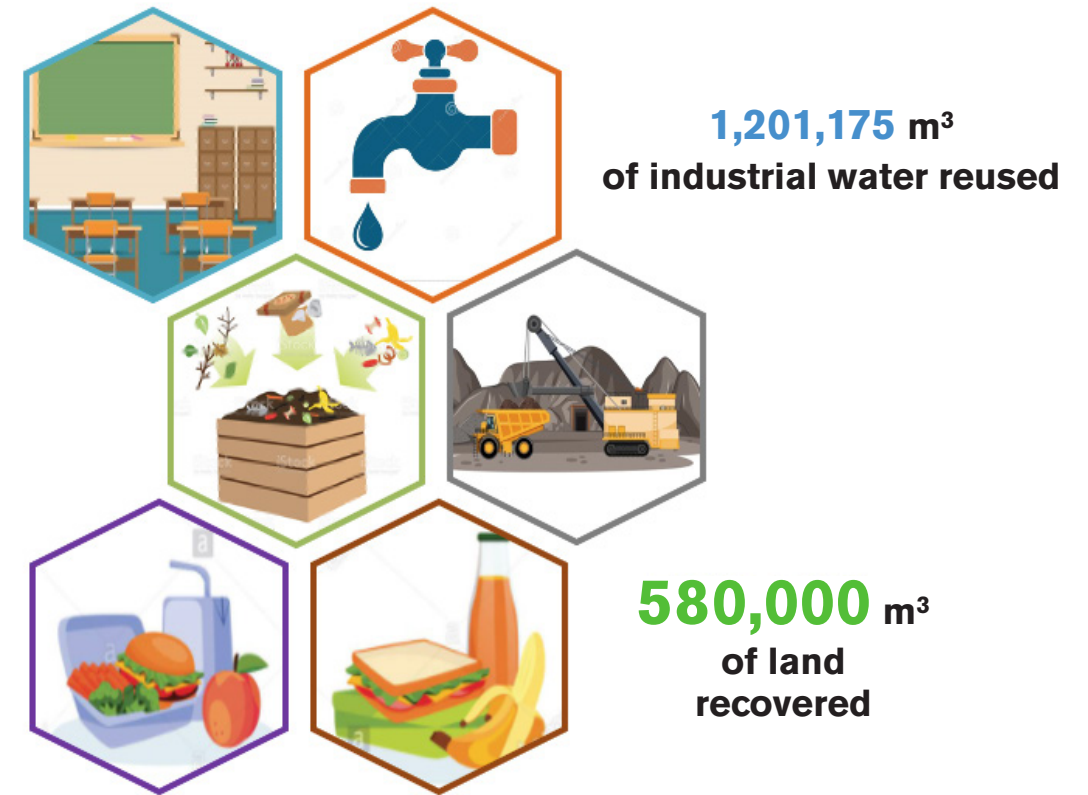
In terms of efficient and sustainable management of water resources, it is noted that Fiumicino is one of the few large airports in the world to be equipped with a "dual" water distribution network that allows drinking water to be used only for uses for which it is essential, using industrial water instead, derived from recycling or collection, for fire-extinguishing use, supplying toilet flushing systems, etc.

Specific partnerships have also been launched aimed at combating waste:

• with the non-profit organisation Banco Building to encourage the reuse of goods otherwise destined for disposal;

• the "Food Bank" project, which will be immediately reactivated as soon as traffic permits.

With these initiatives, it is proposed to facilitate and encourage increasing opportunities for the reuse and donation of goods that would otherwise be destined for disposal, from furniture to building materials to unsold meals, which, through the involvement of the sub-concessionaires of the food area (following in the footsteps of the initiative undertaken already in 2019), will also enable Aeroporti di Roma to make a social substantial contribution.

Lastly, by extending the concept of circularity also to the construction sites present within the grounds, Aeroporti di Roma undertakes to further increase the recovery of asphalt and other bituminous conglomerates produced in the area of airport processing, as well as to reuse, in an increasing percentage, excavated earth and rocks produced as part of construction site activities.

COMMITMENTS

ADR intends to systematically and determinedly pursue the goal of **becoming a zero-waste airport by 2030**, ensuring the reuse of 100% of the waste produced at the airport. ADR also undertakes, by 2030, to **reduce the amount of waste produced by each passenger by 10%** of the 2019 value.

GREEN INFRASTRUCTURE

11 SUSTAINABLE CITIES AND COMMUNITIES

STRATEGY

The development of the infrastructure over the years has been guided by the dual objective of supporting the growing demand for traffic whilst ensuring respect for the environment and the surrounding area. ADR has always specifically been committed to developing the airport by minimising the environmental impacts of construction site activities and soil consumption and to creating environmentally-sustainable infrastructures.

HIGHLIGHT

Zero **"green"** land consumption, "ante litteram" sustainable development

60% of terminal infrastructures built according to certified sustainability criteria

150,000 m³ of cementitious material demolished and reused for new works

580,000 m³ of excavated earth entirely reused within the airport grounds

149,000 m³ of bituminous mantle demolished by milling and reused within the airport grounds for the maintenance of runways and taxiways and for the construction of new flooring.

AN AIRPORT THAT GROWS WITHOUT LAND CONSUMPTION

Over the last 30 years, airport infrastructures have been developed in proportion to the growth in traffic demand, pursuing the objective of "building the airport on itself", that is, optimising the cubic capacity already urbanised by the airport grounds and redeveloping the spaces serving the passenger and operations.

THE SPACE AVAILABLE TO PASSENGERS HAS QUADRUPLED, WITH ZERO GREEN LAND CONSUMPTION

1989

14 million
of passengers

85,000 m²
of passenger
infrastructure

2019

44 million
of passengers

355.000 m²
of passenger
infrastructure
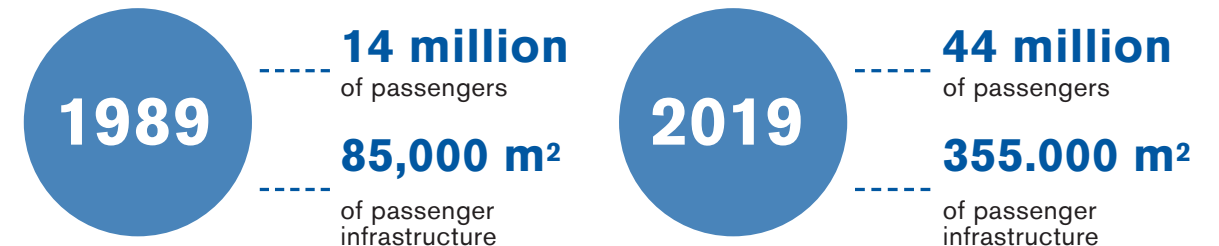
Aerial photo of the airport infrastructure, 1989 (left) and current (right)

AN AIRPORT DEVELOPED WITH A VIEW TO RECOVERY AND REUSE

During the demolition and subsequent reconstruction phases, ADR has always pursued a strategy of recovery and reuse of excavated materials and demolished building materials. This has meant that:

97%
of excavated material has been **REUSED** within the airport (e.g.: dunes, fillers, silt and peat reclamation)

GOAL:
to demolish and reconstruct an airport by prioritising

0Km
recovered material

70%
of the inert material used for the new infrastructure comes from airport demolitions

For the management of materials generated by demolition activities, within the Fiumicino airport grounds, there is a crushing plant for aggregates and a plant for the processing of bituminous aggregates which have allowed, over time, for the recovery of large quantities of materials that otherwise would be sent to landfill.

From the point of view of the fight against climate change, there are thousands of vehicles that did not generate CO_2 for transport.

This strategy has made it possible not to introduce significant quantities of waste into the environment and to save, in terms of CO_2 the emissions associated with the transportation thereof to landfill, or the transportation of demolished material to and from the aggregate regeneration plants.

COMMITMENTS: AN INNOVATIVE AND INCREASINGLY GREEN AIRPORT

ADR plans, designs and builds infrastructures following sustainability criteria according to the LEED (Leader in Energy and Environmental Design) Gold level protocol. Examples are the Ciampino General Aviation Terminal, Fiumicino Boarding Area A and the Hubtown real estate project. In this regard, the development of Fiumicino includes:

As at 2030

over **60%** of terminal infrastruct ures built or renovated according to the highest international sustainability standards (LEED and BREEAM)

ENVISION

LEED   BREEAM

As at 2046

over **80%** of terminal infrastructures built or renovated according to the highest international sustainability standards (LEED, BREEAM, ENVISION)
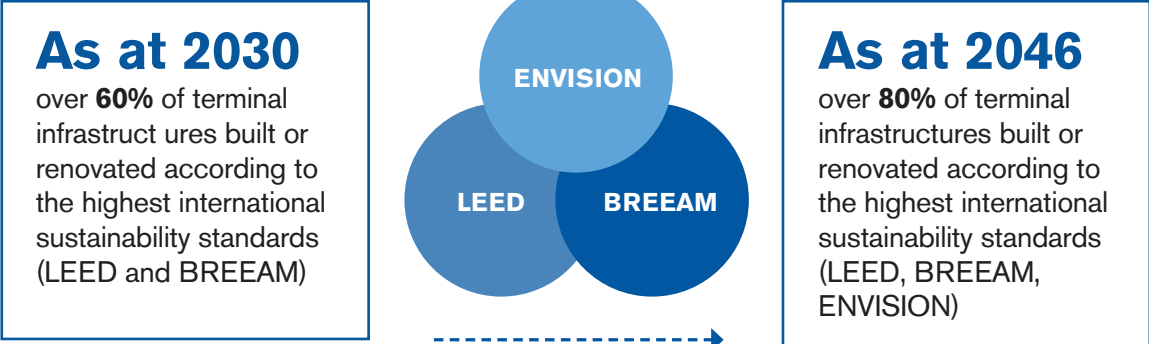
The aforementioned international "sustainability" certification protocols for the infrastructures guarantee the compliance of the buildings with the most rigorous and advanced environmental criteria.

ADR undertakes to develop new buildings without consuming additional land. Only for the construction of the fourth runway will it be necessary to expand the current airport grounds, albeit in an attempt to limit the increase in land consumption as much as possible: given a doubling in passenger traffic, an increase in the area of the airport is expected by slightly over 10%.

2 | ABOUT US

MISSION

The past year has been characterised by the Covid-19 pandemic and its effects on the air transport sector and on the global economic and social system. Although airport operations and the air transport market have been severely impacted by this event, Aeroporti di Roma has taken up the new challenge, facing the critical international situation with sustainability and new energy.

The exceptional situation has led ADR to take charge of activities unrelated to its business and culture, but the new context has made it necessary to put the fight against the virus at the centre of the company's strategic business and vision.

The numerous measures implemented by in the fight against Covid-19 were soon recognised as effective and reinforced the preventive system built in order to ensure a safe and increasingly sanitised airport in which passengers can start their journey.

To develop and manage an efficient and sustainable internationally leading airport system and to guarantee excellence in terms of quality and safety of services provided, in order to effectively respond to the increase in traffic volumes.

THE ROME AIRPORT SYSTEM

LEONARDO DA VINCI DI FIUMICINO AIRPORT

Leonardo da Vinci di Fiumicino airport is the first airport in the country with over 43 million passengers in 2019, with no comparable competitors in a very extensive traffic basin that sums up the Lazio and central Italy component with the rest of Italy in terms of transits and international and intercontinental destinations. Amongst the country's intercontinental gates, the airport plays the role of primary gateway due to its ability to respond to the demand for large traffic areas and the high degree of accessibility and connectivity with European and intercontinental destinations.

The airport, due to the volume of traffic and the market characteristics it expresses, is also the only airport in the country that compares with the largest international airports and in this condition must be assessed in its European dimension (8th airport in Europe for passenger traffic; 6th as an airport system) and position in the Mediterranean area also in the evolutionary perspective of competition with other airports that play the role of intercontinental gateway.

Fiumicino airport covers an area of approximately **1,600 hectares** and comprises a system of **three runways**, two of which are parallel in length, each measuring approximately 4 km and one transversal, which cannot be used at the same time as runway 1, measuring approximately 3,200 m long. The paved area of the runways amounts to 61 hectares. The airport has **144 lay-bys** for a paved area of approximately **155 hectares**.
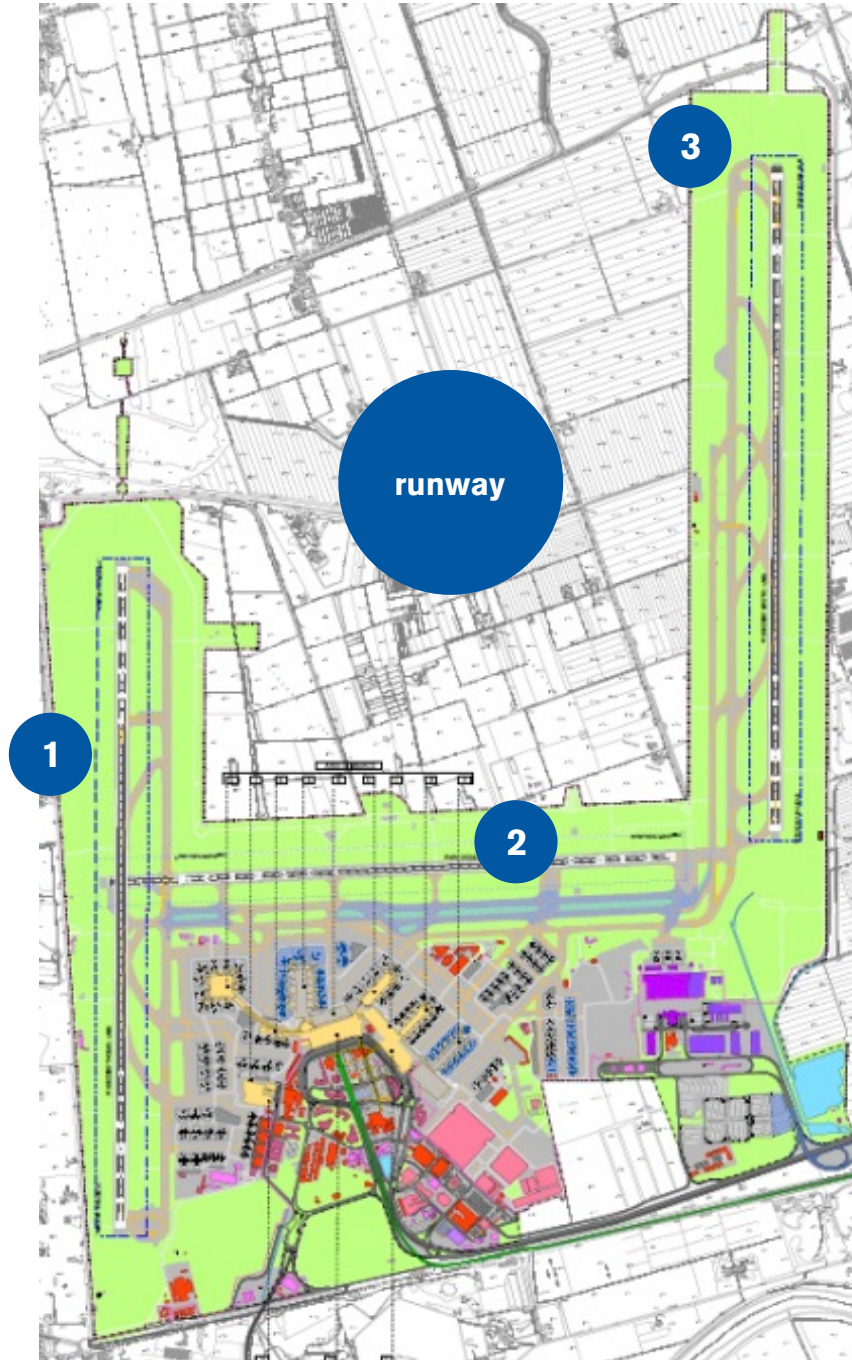
Fiumicino airport is currently organised in a system of terminals with a total gross surface area of **approximately 355,000 m²**, in the complete configuration of regular operation.

		T1	T3
Welcome desks	[-]	124	237
Desk capacity	[MPPA]	4.7	8.3
Originating capacities	[MPPA]	8.8	12.1

BOARDING AREAS		Contact gate	Remote boarding gate
Domestic/Schengen traffic (total 37 gates)	Boarding Area B	13	16
	Boarding Area C	-	8
	Boarding Area D	10	-
Non-Schengen traffic (total 47 gates)	Boarding Area E 1-8	-	8
	Boarding Area E 11-24	14	-
	Boarding Area E 31-44	14	-
	Boarding Area E 51-61	2	9 (inoperative)

The naming of the terminals and boarding areas is aimed at facilitating easy and simple identification of airport areas, similar to the naming used in major international airports. Specifically, the boarding areas dedicated to domestic-Schengen traffic, now referred to as B, C, D, will also be included under the same literal indication as envisaged by the project for the new signage, in accordance with what has already been implemented and in operation at boarding area E.

The new name will be as shown in the figure.

Terminal 1 has five baggage reclaim belts measuring a total of 290 m. Terminal 3, however, has 9 baggage belts.

Fiumicino airport is located approximately 30 km from the centre of Rome and, like all large airports, is served by a multimodal system of infrastructures and services that guarantee full accessibility to the airport with various transportation performances, partly influenced by the effects of commuter and large area mobility.

At present, ADR is particularly attentive to sustainable mobility policies, in an attempt to pursue the so-called "rail solution" through the implementation of services in partnership with Trenitalia and of railway material that facilitates the road-rail exchange.

The recording of vehicle data and constant monitoring through various systems enables allows for knowledge of the evolution of the modal distribution of access and, therefore, the estimation of its evolution in relation to the expected traffic increases and changes in the scenario due to the construction of new infrastructures.

Service	Seats per journey	Travel times	Routes/h/dir. (DDT 8 - 9)
FL1	840	Rome Tiburtina-FCO: 47 min Rome Ostiense-FCO: 31 min Rome Trastevere-FCO: 27 min	4
Leonardo Express	300	Rome Terminals–FCO: 32 min	4
Frecciargento	432	Rome Terminals–FCO: 32 min	0
Frecciarossa	457	Rome Terminals–FCO: 32 min	0

G.B. PASTINE DI CIAMPINO AIRPORT

Rome-Ciampino airport is located in the municipalities of Ciampino and Rome, in the area south-east of the capital along the Via Appia, not far from the Grande Raccordo Anulare and just 15 km from the centre of Rome.

It consists of a Commercial Aviation Terminal and a General Aviation Terminal, a runway, approximately 90 bays dedicated to the parking of aircraft and helicopters and a series of airside (hangar) and landside support structures that ensure the performance of operational activities within the various business components.

Before the Covid-19 pandemic, Ciampino airport's traffic volume stood at 5.8 million passengers, with an average value of 143 journeys/day (2019 final figure), including general aviation operations.

At present, given the continued crisis situation caused by the pandemic, the airport's operating regime has been reduced to a minimum (approximately 1.3 million passengers, with an average value of 76 journeys/day, including general aviation operations).

In any case, a development of the airport infrastructure is expected in the medium term, aimed at improving the efficiency and redevelopment of the current facilities, also providing for a reduction in traffic volumes with positive effects on the main environmental components. In this scenario, the airport will operate both for commercial traffic and general aviation, according to an efficient model, partly in consideration of the airport's strategic position.

TRAFFIC DATA

During 2020, the pandemic caused aviation to regress by 60 years, bringing traffic volumes back to those of the period between 1961 and 1970, when commercial scheduled aviation was taking its first steps. The Covid-19 crisis, with its resulting government measures to restrict mobility, has therefore led to a drastic decline in traffic volumes for Rome's airports.

Specifically, the main Italian airport system recorded a decrease in the number of journeys by -63.8% in 2020 and in the number of passengers transported by -76.8% and, totalling 11.5 million passengers handled.

Main traffic data for the Rome airport system

	2020	2019	% Change
JOURNEYS	**131,195**	**362,036**	**(63.8%)**
FIUMICINO	103,496	309,738	(66.6%)
CIAMPINO	27,699	52,253	(47.0%)
PASSENGERS	**11,452,116**	**49,412,069**	**(76.8%)**
FIUMICINO	9,830,957	43,532,573	(77.4%)
CIAMPINO	1,621,159	5,879,496	(72.4%)
of which: boarded	5,693,310	24,615,046	(76.9%)
FIUMICINO	4,868,193	21,664,400	(77.5%)
CIAMPINO	825,117	2,950,646	(72.0%)
GOODS (t.)	**90,232**	**204,900**	**(56.0%)**
FIUMICINO	70,908	186,492	(62.0%)
CIAMPINO	19,324	18,408	5.0%
AIRLINES (No.)			
FIUMICINO	61	98	
CIAMPINO	2	2	
DESTINATIONS (No.)			
FIUMICINO	107	214	(50.0%)
CIAMPINO	34	57	(40.4%)

Traffic breakdown in 2020 for the Rome airport system (millions of passangers and 2020/2019 change).
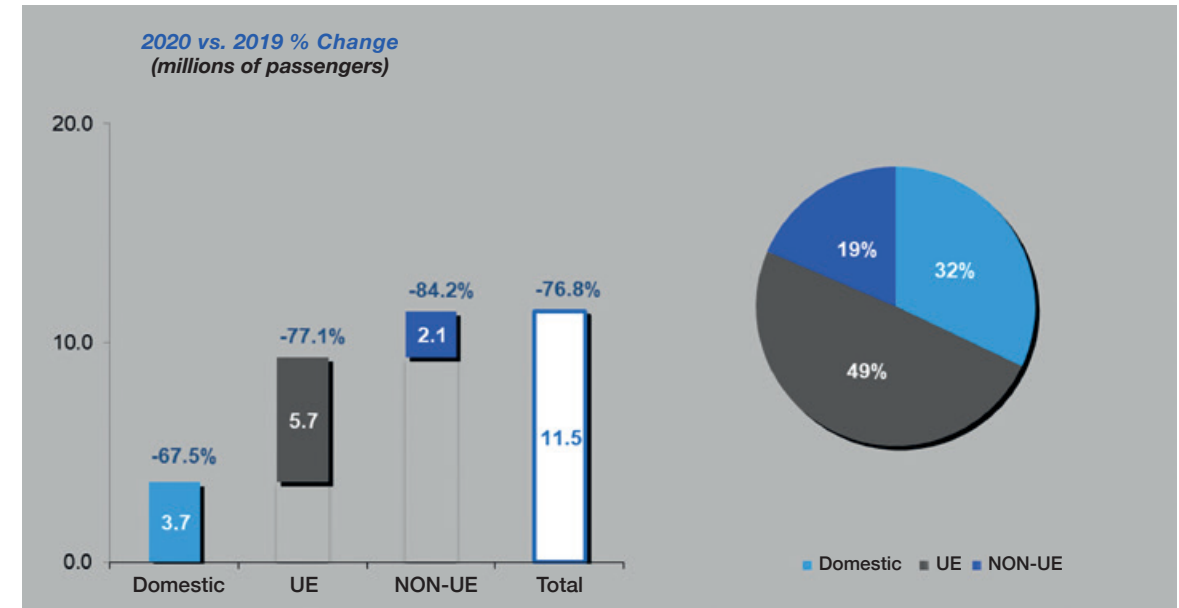
FIUMICINO

Fiumicino airport recorded approximately 9.8 million passengers transiting in 2020, equal to -77.4% compared with 2019. The travel restrictions have, above all, affected the result of the international market, which recorded a significant drop in traffic.

Breakdown of 2020 traffic for Fiumicino airport
(millions of passangers)
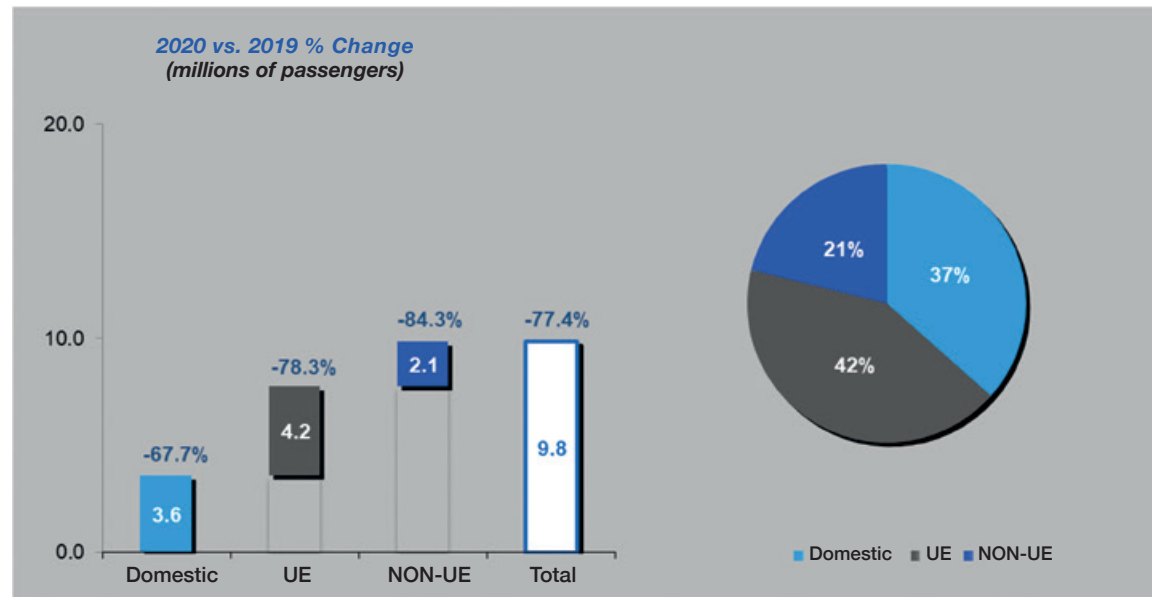
CIAMPINO

Ciampino airport handled approximately 1.6 million passengers, with a decrease in volumes transported of -72.4%.

Breakdown of 2020 traffic for Ciampino airport
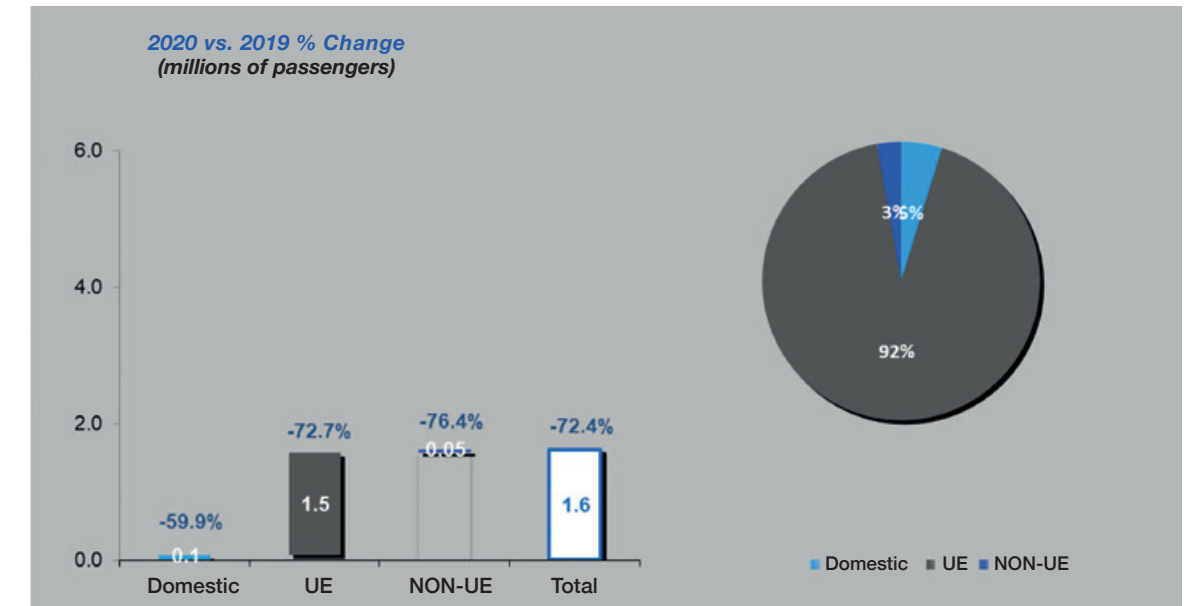
BUSINESS

The ADR Group's business can be divided into aviation activities, which include those directly associated with the aeronautical activities carried out at Fiumicino and Ciampino airports, assignment and management of airport infrastructures, security services, cleaning, etc. and non-aviation activities. The latter include infrastructure and real estate development, sales activities such as sub-concessions, utilities, parking, advertising and other third-party activities.

AVIATION

OPERATION EXCELLENCE

The sustainability of our operations

The Aviation department, with over 800 full-time equivalent employees, manages, for both Fiumicino and Ciampino airports, the "core business" of the capital's airport system.

It manages a number of processes in compliance with the national and international legislation in force regarding the management of aircraft operations at an airport and passenger support. The effort does not stop at mere regulatory compliance, but rather follows the logic of a scrupulous implementation of international best practices, in order to guarantee safe landing and take-off, in addition to support to an average of 360,000 aircraft journeys per year and over 49 million passengers.

The sustainability of operations through the requirements of safety, regularity, quality of service and environmental protection, remain the key drivers for the organisational units which, on a daily basis, tend to achieve leading operational efficiency in the vast international market that distinguishes air transport.

The maintenance of the infrastructures, aimed at ensuring the optimal operation of the airports, is particularly demanding and, whilst respecting the complex balance between maintaining operations and the necessary routine and non-routine maintenance activities, ensures the optimal operation of:

- over 400 hectares of flooring and signs present therein through the Pavement Management System, a dedicated system for identifying, planning and controlling all the necessary interventions;

- over 10,000 system lights dedicated to lighting surfaces intended for the movement of aircraft, in addition to the thousands of lights of the infrastructures dedicated to the management of the airport as a whole, through innovative technological systems for monitoring, remote management and control;

- electromechanical systems dedicated to baggage sorting, with a capacity of up to 10,000 bags per hour, combined with all the equipment necessary for the simultaneous assistance of more than 130 aircraft;

- a maintenance process for all systems, digitally ensured through the use of the SAP EAM system. The Maintenance Asset Management process is also developed on this system for managing cyclical routine maintenance activities, including inspections, with the use of digital operating procedures.

At both ADR airports, under normal conditions, it ensures:

- the safety and regularity of aircraft operations, adapting to a complex system of reference standards, relying on the best available technology and representing the best practices applied at airports on an international basis;

- the management of an average of 9,000 medical aids per year as strategic support to the public health of the area, thanks to professional emergency health care for all people who, for whatever reason, pass through both airports;

- the coordination of all the activities necessary for the movement and parking of the aircraft in close coordination with the stakeholders involved.

ADR guarantees the highest quality standards in the management of passenger support activities, with scrupulous and timely monitoring and control of all services relating to the safety and "good experience" of departing and arriving passengers, in close coordination with the other stakeholders involved.

In order to ensure the optimal functioning of a complex business such as the capital's airport system, ADR systematically carries out:

- the control of the regulatory obligations to which the two airports are subject, given that they are certified in accordance with the relevant European legislation in order to accommodate air traffic in compliance with the required standards;

- the control of the sustainability of aircraft operations through a careful assessment of aeronautical risks and consequent management of the necessary mitigation actions in coordination with the public and private entities involved in the safety of operations;

- the qualification and technical training of all staff in order to achieve high standards of specialist technical professionalism;

- the coordination of the activities necessary for the preparation of the emergency and business continuity plans in coordination with all stakeholders involved;

- the management of the activities necessary for the continuous protection of operations from unlawful acts that could compromise airport security, through rigorous control activities of areas, passengers, baggage and goods in close and continuous coordination with the State Bodies involved;

- the development of special technological innovation projects within SESAR and in the main development areas of the airport sector (C-UAS, Advanced Air Mobility, vehicle tracking, process digitalisation).

During the serious crisis that impacted air transport due to the infamous pandemic crisis, ADR focused its efforts on facilitating a quick resumption of activities at the service of passengers and aimed at supporting the country in handling the Covid-19 crisis.

The initiatives implemented at both airports have represented and still represent international best practices that a number of aeronautical organisations worldwide are using as a benchmark.

The adoption of the best available technologies, the management of the infrastructures created specifically for handling the pandemic, the support services solution for passengers and the local population still represent the only way forward in terms of social responsibility and support for the recovery of international air traffic.

2020 HIGHLIGHTS

- SESAR projects: APOC - Integration of processes and systems of the 12 airport lounges to improve their performance, with particular attention to Business Continuity and Cyber Security, with a view to the completion of the single airport lounge scheduled for 2021 and its connection with the EUROCONTROL Network Manager via technology with SWIM protocols.

- Geolocation system for the safety of operations: the system, provided free of charge by Aeroporti di Roma, has been made mandatory for obtaining the Authorisation for Airside Traffic, in coordination with ENAC and the Law Enforcement Agencies. It provides an **overview** of the vehicle airside activity, which is **detailed and continuous**, useful for analysing the following areas according to various levels of complexity and automation, to discourage incorrect conduct by drivers and to promote targeted initiatives on the objective basis of data related to circulation.

The main solutions of the system that lead to achieving the related objectives are listed below:

Fleet Monitoring
Avoiding vehicles with expired permits and discouraging the presence of unnecessary vehicles.

Behaviour Monitoring
Discouraging hazardous behaviours in breach of traffic rules.

Crash Alarm
Timely reporting of incidents.

Traffic Monitoring
Analysing routes, traffic flows and travel times to design mitigation actions.

In 2020, 1,700 vehicles were connected which will rise to approximately 2,300 by April 2021, reaching all vehicles in the airside area, with the exception of State Bodies.

CUSTOMER FOCUS

HANDLING PASSENGERS WITH REDUCED MOBILITY

At Fiumicino and Ciampino airports, ensuring comfort for people with reduced mobility is the primary goal.

In 2020, the following were assisted:

	CIA	FCO
Arrival with transit		16,580
Terminating arrival	2,473	22,773
Departure from transit		16,515

MEDICAL AID

The airport first aid centre at Fiumicino and Ciampino airports, managed by ADR, provided assistance to approximately 1,400 passengers and approximately 1,800 airport operators who were sick or victims of road accidents or injuries around the airport.

HANDLING PASSENGERS AND THEIR BAGGAGE

For the 9,831,280 passengers at Fiumicino airport, 2,899,410 departing baggage and 1,691,689 arriving baggage were handled. Only 2,477 (0.51 x 1000 departing passengers) misdirected baggage (arrived at its destination after the rightful owner) out of the total amount of baggage handled at departure due to technical problems in the centralised system managed by ADR.

COMPLIANCE CONTROL WITH AVIATION SAFETY

Both airports are equipped with a certified Compliance Monitoring Management which has carried out rigorous compliance monitoring activities in accordance with the requirements of the complex European Regulation of reference.

The following table shows the audits, inspections carried out in 2020 and the results recorded and managed for Fiumicino airport:

PROCESS OWNER	AUDIT	LEVEL 2	LEVEL 3
ADR	19	11	33
EXTERNAL PARTY (CONTRACTED COMPANY)	7	11	17
TOTAL	26	22	50

PROCESS OWNER	INSPECTION	LEVEL 2	LEVEL 3
EXTERNAL PARTY	34	68	23

On 11 November 2019, revision 1 of the airport certificate IT.ADR.0001 was issued by ENAC, which certifies the compliance of Fiumicino airport with the requirements of EU Regulation 139/14 amended over the four years that have passed since the first certification (16 December 2016). On 25 November 2019, however, the revision of the Ciampino Airport certificate IT.ADR.0012 was issued approximately two years after the issuance of the certification (31/07/2017).

ADR is periodically subjected to checks by the ENAC itself. During 2020, the supervisory team performed four audits on the following processes:

- aircraft refuelling procedures

- procedures for preventing and limiting "wildlife" risk

- oversight of the operator on organisations that operate or offer services at the airport (contracted activities)

- airport manual and documentation.

- a single non-compliance was formalised and already managed during the year.

Lastly, it is important to emphasise that, in January 2020, the company formally received the results of the control activity that, in December 2019, the European Aviation Safety Agency (EASA) carried out on the National Civil Aviation Authority, subjecting the organisation, procedures and flight infrastructures of Fiumicino airport to on-site audits. This control by the European Agency has the purpose of controlling the adequate surveillance activity by ENAC.

The EASA found that ADR was effectively managing aviation safety and compliance, emphasising the effectiveness of the processes implemented to ensure high levels of safety of aircraft operations at the airport.

AVIATION RISK MANAGEMENT

In line with the provisions of the European Regulation, ADR has equipped itself with a certified Safety Management System (SMS), one for Fiumicino airport and one for Ciampino airport, i.e., a system suitable for guaranteeing that airport operations are carried out under the pre-established aviation safety conditions.

The SMS continuously monitors the safety levels of operations in the aircraft manoeuvring area, using the system for the collection and management of reports (reporting system) relating to aeronautical events occurring during airport operations.

The Company has adopted a software for managing the Safety Management System processes (Reporting system, compliance monitoring, risk & change management), known as Ground Safety, implemented in 2018 and which, to date, is actively used by all airport users. The new tool enables, amongst its many functions, the processing of risk analyses based on the bow-tie model, that is, highlighting threats, barriers and consequences relating to undesired events. In 2020, the software implemented further indications provided for by ENAC in Guideline no. 2019/003-APT as part of the change management process.

The classification and analysis of the reports received by the SMS, with the aim of constantly improving the safety levels of the airport, has led, over the years, to a significant reduction in accidents on the grounds.

Specifically, at **Fiumicino** airport:

- compared with an average of over 2,500 annual reports received by SMS since 2010, the rate of damage to aircraft, in line with the previous year, reduced by 57% in the comparison with the first three years (2008-2010) and the last three years (2018-2020);

- the rate of runway incursion events, in line with the previous year, recorded a reduction of 38% in the comparison between the three-year period 2008-2010 and the latest three-year period (2018-2020).

On the other hand, at **Ciampino** airport, marked by a strong reduction in air traffic, a low number (a few units) of significant events occurred, which were analysed and investigated by the SMS and the lessons learned of which were shared over the 6 Safety Boards that were held throughout the year.

The results of the safety analyses carried out are periodically shared within the Safety Board and the Safety Committee, committees set up for this purpose respectively inside and outside of the organisation, to share and analyse the trends of the Safety Performance Indicators and related targets monitored according to current regulations.

Lastly, in terms of aeronautical hazards management, it is known that the principles of the human factor are of fundamental importance, the assessment of which is necessary to mitigate the risk that an operator may, during normal activity, make errors and consequently cause damage to aircraft and its occupants.

In line with the document issued by the EASA, Aviation Safety Issues Arising from Covid-19 Pandemic, in 2020, ADR entrusted - to an expert consultant in the Human Factor sector - the assessment of risk factors for human performance and work stress related to the Covid-19 pandemic in order to determine which critical human factors may influence the frequency of errors and the consequent negative impact on the safety standards of operations achieved over the years at both airports.

AIRPORT EMERGENCY PLAN

In line with the provisions of regulation 139/2014, the airport manager of Fiumicino and Ciampino airports finalised, in 2017 and 2020, respectively, the project for the revision and integration of the emergency plans in a single document: the Airport Emergency Plan (AEP). Currently, the AEP for Ciampino Airport is being verified by the competent authority before it comes into force.

The plan highlights, inter alia, the task for the manager to develop and propose, to the Emergency Response Committee, an annual programme of exercises on a total and partial scale.

Below is the overview of the exercises carried out in order to test the response of the airports to emergency situations:

EXERCISES

Fiumicino	Ciampino
2018 - first full-scale exercise	-
2019 - partial exercise to verify the effectiveness of reception and support procedures for the families of the victims of a potential plane crash	-
2020 - full-scale exercise	2020 - 18 partial exercises

SAFETY OF AIRSIDE OPERATIONS

The safety of operations in the aircraft manoeuvring area (airside) on behalf of the airport operator, in accordance with the provisions of Regulation 139/2014, is under the responsibility of the Manoeuvring Area Post Holder and is ensured through the ADR Operational Security service.

The main activities include: scheduled and on-demand inspection (24 hours a day) of the aircraft manoeuvring area, control of airside works, management of the snow plan, management of low-visibility operations, coordination of ADR airside activities on the occasion of activation of the emergency plan for plane crashes, removal of birds and other wildlife through the 24-hour Bird Control Unit (BCU) service, measurement of the runway braking action and removal of FOD.

FOD

Objects / waste left unattended in the airside area that can be sucked into the jet engine and cause damage to the aircraft engine or parts of the aircraft.

NON-AVIATION

Commercial activities under sub-licence

The non-aviation commercial activities of the Aeroporti di Roma Group include shops, bars, restaurants and other services offered to passengers at Rome Fiumicino and Ciampino airports.

The businesses are specifically divided into macro product categories:

Core Categories: so-called "Duty Free", dedicated to the sale of products typically found in airports: perfumes and cosmetics, liqueurs, tobacco and fine food.

Specialist Retail: all retail outlets that can normally be divided into the following categories:

- "Luxury": all of the most important Italian and international luxury brands;
- "Convenience Store": sale of books, newspapers, tobacco and other stationery products;
- "Fashion": range of premium clothing and accessories, etc.;
- "Gifting": range of souvenirs, toys, etc.;
- "Electronics": electronic and telephony retail outlet.

Food & Beverage: all catering businesses present in the managed airports:

- "Table served restaurant": food range with table service;
- "Quick service restaurant": restaurants for quick, unserved consumption;
- Bar-cafés for quick and informal consumption;
- Automatic food and drinks dispensers.

Commercial services for passengers:

- Pharmacies and parapharmacies;
- Financial services (currency exchange and VAT refunds);
- Luggage wrapping service.

The activities described above generated over 27% of the revenues of the Aeroporti di Roma Group in 2019, with over 30,000 square metres at Fiumicino and Ciampino airports and over 200 retail outlets.

Specifically, the new International Boarding Area E - which took place in December 2016 and is dedicated to passengers departing to non-Schengen destinations - has, in recent years, become a reference benchmark for airport retail on a European and global level; the infrastructure, over two levels, currently offers the retail & food range specified in the map below.

In 2020, in line with the "partial" use of Fiumicino airport, as of July, only the retail outlets in T3 landside and within boarding area E were operational, with the aim of guaranteeing airport passengers a first-rate experience.
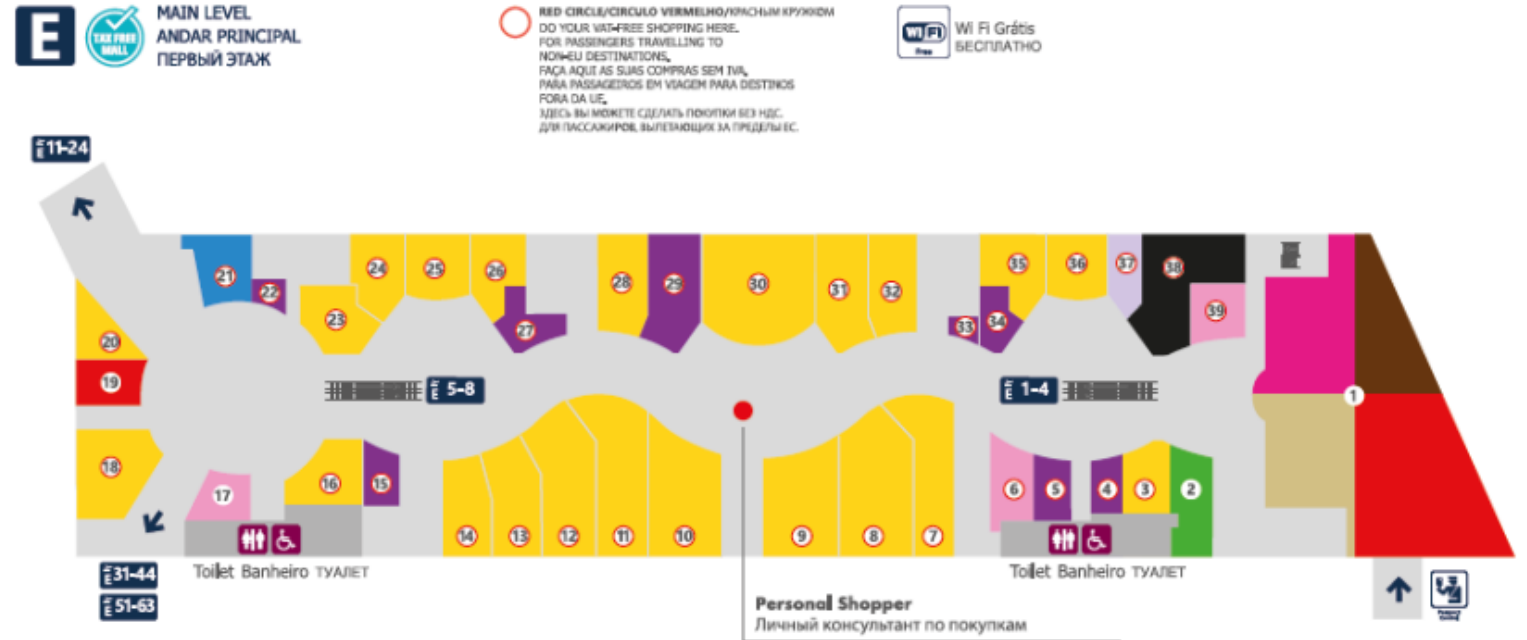
Advertising: this refers to the business related to the sale of advertising space inside and outside of the Fiumicino and Ciampino airport system.

It specifically concerns the marketing of both analogue and digital assets such as illuminated billboards, digital circuits, iconic digital systems, exhibition areas and other means of passenger engagement.

AIRPORT MALL MAP
Area E

MAPA DO AIRPORT MALL
Área E

КАРТА ЦЕНТРА БЕСПОШЛИННОЙ ТОРГОВЛИ ЗОНА E
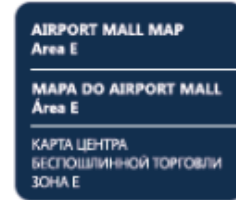
Shop categories
Guia de lojas
Товарные категории

- BOOKSHOP & NEWSPAPERS / LIVRARIA & REVISTARIA / КНИГИ И ЖУРНАЛЫ
- COMMERCIAL SERVICES / SERVIÇOS COMERCIAIS / КОММЕРЧЕСКИЕ УСЛУГИ
- EAT & DRINK / COMIDAS & BEBIDAS / ЕДА И НАПИТКИ
- ELECTRONICS / ELETRÔNICA / ЭЛЕКТРОНИКА
- EYEWEAR / ÓTICA / ОЧКИ
- FASHION / MODA / МОДА
- FOOD / ALIMENTAÇÃO / ПРОДУКТЫ ПИТАНИЯ
- GIFTS & SOUVENIRS / PRESENTES / ПОДАРКИ И СУВЕНИРЫ
- HEALTH & BEAUTY / SAÚDE & BELEZA / ЗДОРОВЬЕ И КРАСОТА
- JEWELRY & WATCHES / JÓIAS & RELÓGIOS / ЮВЕЛИРНЫЕ ИЗДЕЛИЯ И ЧАСЫ
- PERFUMES & COSMETICS / PERFUMARIA & COSMÉTICOS / ПАРФЮМЕРИЯ И КОСМЕТИКА
- TOBACCO / TABACARIA / ТАБАК
- UNDERWEAR / LINGERIE / НИЖНЕЕ БЕЛЬЕ
- WINE & SPIRITS / VINHOS & DESTILADOS / ВИНО И СПИРТНЫЕ НАПИТКИ

MAIN LEVEL
ANDAR PRINCIPAL
ПЕРВЫЙ ЭТАЖ

TAX FREE MALL

RED CIRCLE/CIRCULO VERMELHO/КРАСНЫМ КРУЖКОМ
DO YOUR VAT-FREE SHOPPING HERE. FOR PASSENGERS TRAVELLING TO NON-EU DESTINATIONS. FAÇA AQUI AS SUAS COMPRAS SEM IVA, PARA PASSAGEIROS EM VIAGEM PARA DESTINOS FORA DA UE. ЗДЕСЬ ВЫ МОЖЕТЕ СДЕЛАТЬ ПОКУПКИ БЕЗ НДС. ДЛЯ ПАССАЖИРОВ, ВЫЛЕТАЮЩИХ ЗА ПРЕДЕЛЫ ЕС.

Wi Fi Grátis
БЕСПЛАТНО

Personal Shopper
Личный консультант по покупкам

Toilet Banheiro ТУАЛЕТ

1	aella DUTYFREE	11	Salvatore Ferragamo	21	Yamamay	31	HERMÈS PARIS
2	paper/store	12	DOLCE & GABBANA	22	swatch	32	FENDI ROMA
3	PIQUADRO	13	Ermenegildo Zegna	23	EMPORIO ARMANI	33	DAMIANI
4	MONT BLANC	14	BURBERRY LONDON ENGLAND	24	MaxMara	34	ROLEX
5	HOUR PASSION	15	PANDORA	25	MONCLER	35	MICHAEL KORS
6	Ferrari	16	DIESEL	26	VERSACE	36	FURLA
7	VALENTINO	17		27	OMEGA	37	sunglass hut
8	BOTTEGA VENETA	18	PINKO	28	TOD'S	38	unieuro
9	PRADA	19	Venchi	29	BVLGARI	39	JUST design
10	GUCCI	20	VILEBREQUIN	30	LOUIS VUITTON		

✈ E 11-24
- illy CAFFÈ
- aella DUTYFREE
- RELAY
- RestArt DRY FLOAT SPA

✈ E 51-63
- LAVAZZA
- moka
- Bagel FACTORY
- NEXT OPENING / PRÓXIMA ABERTURA / СКОРО ОТКРЫТИЕ
- Camicissima
- BRICS
- TUMI
- CAMPO MARZIO

✈ E 31-44
- KIMBO
- foglie
- aella DUTY FREE
- Pepp Chef
- ZUCCHERO
- WHSmith
- unieuro
- Wine Food Restaurant

NON-AVIATION
REAL ESTATE

The management of ADR's real estate assets

The portion of ADR's sub-licensed assets, managed by Real Estate, is approximately 440,000 m² (out of a total of approximately 2.5 million m²) spread over 85 different building units of which:
- approximately 382,000 m² for sub-licences to third parties;
- 12,000 m² for assignments to ADR Group companies;
- 45,000 m² of free space.

As part of the real estate management, a series of measures have been launched aimed at limiting the environmental impact by facilitating a "smart" and rational use of resources. To achieve this goal in 2020, despite the scarcity of resources available as a result of the Covid-19 pandemic, some improvement projects were launched aimed at strengthening the management and control system of sub-granted spaces, also with a view to sustainability, specifically:

- as part of the quarterly checks necessary to verify the conservation status of the sub-licensed spaces and compliance with the contractual agreements by the sub-concessionaires through on-site inspections, specific checks are carried out also with reference to environmental issues on aspects shared with the specialised company function, such as, for example: water discharges (connections and/or interference with the airport network, presence of authorisations, presence of dedicated treatment plants, etc.); waste (possible production of hazardous waste, processing waste, etc.); atmospheric emissions (caused by any welding, painting, etc.); presence of tanks and any related reclamation carried out or to be carried out.

In 2020, these audits recorded a total of approximately 1,600 inspections (part of which are environmental inspections) and a computerisation and digitalisation process was launched through the use of a platform implemented ad hoc in order to make planning and management of activities and the more efficient and effective application and monitoring of countermeasures for any non-compliance. These audits are also preparatory to the subsequent specialist environmental checks carried out by the competent company department.

- As part of the sub-licensing agreements, the "Environmental Information Note" was updated as an appendix to the agreement which aims to identify, for the purposes of monitoring, by ADR, all the activities that the sub-licence holder carries out within the spaces under management that may have repercussions on an environmental level, especially with reference to: waste production, atmospheric emissions, water management, reservoirs, use of chemical substances.

- In order to encourage virtuous environmental behaviours by sub-concessionaires, ADR has developed an illustrative document ("Environmental Guideline"), which summarises the guidelines and best practices to be implemented in the sub-licensed spaces with reference to the environmental topics identified in the "Environmental Information Note". The document is in its first edition and ADR's goal is to ensure its constant updating to increase awareness on the environmental issue by its customers.

SUSTAINABILITY THROUGH REAL ESTATE DEVELOPMENT

In addressing one of the biggest challenges as is that of climate change, a radical transformation is also needed, starting from the construction sector, by adopting new approaches with an integrated and holistic vision. In fact, buildings are responsible for about half of total energy consumption, as they produce CO_2 emissions and waste. It is essential to design and build with the utmost attention to environmental sustainability, using the energy certification tool as an essential method for measuring impacts.

The development initiatives, extensively described in the 2019 Sustainability Report, as early as from the design phase, pursue high standards of energy efficiency, environmental sustainability and regeneration of the airport grounds, as well as the objectives of LEED certification (The Leadership in Energy and Environmental Design) developed by the US Green Building Council (USGBC), the American classification system for the energy efficiency and ecological footprint of buildings. During 2020, due to the impacts generated by the Covid-19 pandemic, real estate development initiatives slowed down. However, significant results were nevertheless obtained in terms of sustainability.

HUBTOWN - SUSTAINABILITY AT THE HEART OF THE NEW FIUMICINO AIRPORT BUSINESS DISTRICT

HUBTOWN will be the new executive district of Fiumicino airport which will offer modern office spaces integrated with a mix of personal services within a large equipped green area.

The design solutions chosen did not require substantial changes as a result of the impacts generated by the Covid-19 pandemic. The principles that guided the development of the initiative respond to the dynamics accelerated by the health crisis: spaces that are flexible in size and time, sustainability certifications, 24/7 guaranteed security, "customised" solutions, outdoor work spaces, services able to balance professional and private life.

In terms of sustainability, the project boasts reduced land consumption and the regeneration of an area of the airport grounds created for industrial use and reused over time as ADR's headquarters until 2018.

The LEED GOLD level certification objectives, in response to the most modern technological paradigms of energy efficiency, have been confirmed. The design obtained, in 2019, the pre-certification for the first four buildings and in 2020, the "Design Review" was prepared and submitted to the GBCI (Assessment Body), preparing the documentation relating to the credits and prerequisites to be pursued for obtaining the certification in the project phase. The GBCI auditors verified compliance with the pre-requisites and, thanks to the high level of performance presented, all the submitted credits were confirmed.

During the construction phase we will proceed with the second and last formal passage at the GBCI represented by the "Construction Review" (analysis of all data relating to the materials chosen, construction site methodology and, in general, choices made during the construction of the building) which, by obtaining a score, will determine the conclusion of the certification.

In this sense, it should be noted that the LEED GOLD level certification is recognised with the achievement of a total of 60 points in accordance with a series of pre-defined credits. In the "Design Review" phase, the HUBTOWN project has already obtained an average of 57 points (fig. 1). This first result makes ADR optimistic as regards the final and definitive obtaining of the certification that will take place downstream of the subsequent phase of "Construction Review", when credits aimed at obtaining an additional 20 points per building will be submitted to the GBCI, for an appropriate assessment, thus achieving an average score of approximately 77 points.
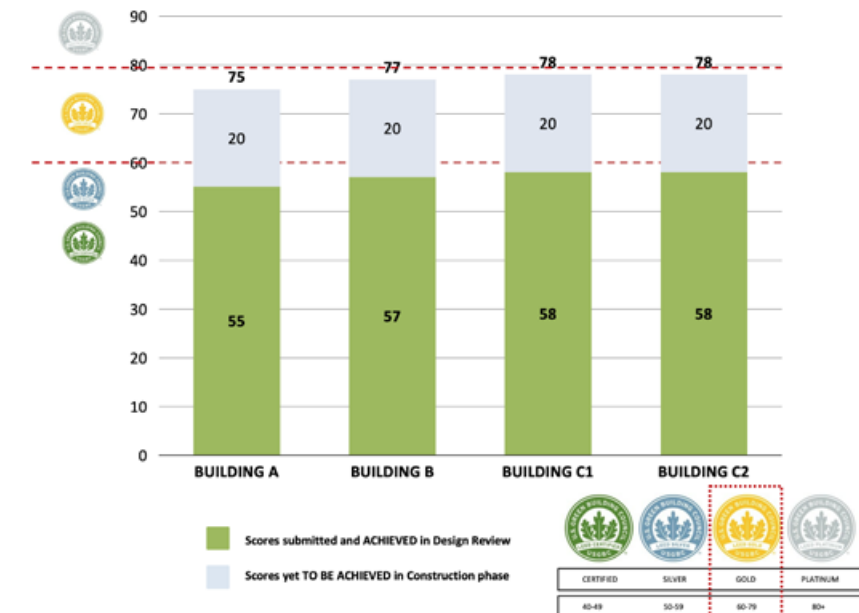
Figure 1 HUBTOWN - LEED objectives reached in 2020

Figure 2 HUBTOWN - View of buildings A , B, C1, C2

Figure 4 View of the New Office Blocks (EPUA 3)

Numerous design solutions have been applied with a view to energy sustainability: sloping façades to avoid overheating and promote living comfort; use of industrial water to supply industrial machinery and toilets; low environmental impact cooling fluids that comply with the strictest regulatory standards; installation of photovoltaic panels on the roof; five trees replanted for each tree felled.

The initiative aims to obtain the LEED® GOLD level v4 New Construction Project certification. During 2020, the working group finalised the design for LEED® purposes and prepared the "Design " with the expected completion of the process at the GBCI by the first quarter of 2021.

III OFFICE BLOCKS - NEW FLEXIBILITY STANDARDS TO GUARANTEE HEALTH AND WELL-BEING

The new Office Block (EPUA 3), located in front of Terminal 1 along the main access gate to the terminals, will ensure the development of a highly qualitative landside managerial range capable of meeting the needs of airport operators.

The key factor of the project is to introduce a renewed ranger of highly modular executive spaces to meet the different needs of future users. This approach will provide for a flexible management of the spaces, thus maximising the interpersonal distance and responding to any

provisions in this sense. Office spaces will be available in a variety of sizes, which can also be used with pay-per-use methods. Each floor of the building will have a communal area in the central area that will host collaborative work spaces, lounge areas, meeting rooms which can be accessed by all users through special booking systems. The central core will also house all the services, technical and connecting rooms, which account for only 10% of the total area.

INFRASTRUCTURAL DEVELOPMENT

ADR has recently drawn up and submitted to ENAC the new Development Plan for "Leonardo da Vinci" airport, updated with respect to what was previously approved.

According to the new approach, the development of the airport will make it possible to limit the consumption of land to be acquired to only 267 hectares, located north of the current runway 2 and in the area adjacent to runway 3, or approximately 1,000 hectares less than the previous long-term expansion plan.

The impact on the Rome Coastal State Nature Reserve will also be significantly reduced, limiting said impact to only 151 hectares instead of the 400 plus envisaged in the previous plan.

The development of airport's capacity can therefore take place by minimising land consumption from a sustainability perspective according to the so-called brown-field model, which involves the airport growing on itself, within the airport grounds, in continuity with the current terminal system. In fact, the construction of the new terminals directly connected to the existing terminals will make it possible to centralise operations "under one roof" and, therefore, to increase the synergy of operations by facilitating the level of service and ease of passenger orientation. Furthermore, this development approach will make it possible to modulate the construction of infrastructures and, therefore, the related investments, with greater adherence to the evolution of traffic.

1	Italian Airport
30 km	30 km away from the centre of Rome
43,5M	Passengers
3	Runways
310k	Journeys
2	Terminals
141	passengers/ journey
355k	m² terminal surface area
90	Journeys/hour declared capacity
138	Aircraft parking bays

With the construction of the new runway, which is necessary to respond to traffic growth forecasts and thanks to the progressive marginalisation of the use of current runway 1, which, following a transfer of the south head, will be used exclusively for landings during the peak times of the day, it will also be possible to make a part of the airport grounds to the south, near the town of Fiumicino, accessible to the area, for a total of approximately 85 hectares, which will allow the archaeological area of the Porto di Claudio to be repaired along with that adjacent to the Naval Museum and the annexation of new areas to the Rome Coastal Reserve.

Furthermore, with the new runway it will be possible to significantly limit the exposure to noise in the urban areas of Fiumicino south of the current site.

Another main feature of the development envisaged in the new Plan is effective and sustainable accessibility, with solutions for upgrading and completing existing and already planned infrastructure, without significant land consumption.

In this perspective, the airport is increasingly becoming the "gateway" to the city of Rome and the whole of Italy, essentially turning into an iconic place, an architectural and innovation landmark inspired by the territory.

The architectural aspect of the terminal and supplementary aviation and non-aviation infrastructure will be ensured in order to have a constant improvement of the context with strong integration.

Strict environmentally-sustainable design criteria will be complied with on all the buildings and infrastructure provided, promoting digital technologies and the minimisation of territorial transformations.

The terminals and support facilities will be designed and processed to guarantee passengers, visitors, employees and staff in service of the State Bodies a pleasant experience during their trip and/or during their working days.

In view of the traffic demand, the airside capacity will be increased as a result of the construction of the new runway and the connected taxiways, aircraft aprons and ramp areas with an increase of approximately 50% compared with the current movements that can be managed during the unbalanced peak departure and arrival times.

Furthermore, the system allows for any increase in capacity to be assessed in correlation with future traffic forecasts with the construction of a third gate in the long term, to provide for a final capacity of over 100 million passengers per year.

The solutions adopted for the system component are consistent with the most recent national and international indications on the energy transition. The most challenging "net zero carbon" objectives will be achieved by 2030, according to the modular intervention programme that will involve the infrastructure powered by an increasing renewable energy component, mainly of photovoltaic origin.

In order to meet energy demands and simultaneously meet the demands of environmental sustainability and the safety of airport operations, the energy system will be fully redesigned according to modern criteria and in line with medium-/long-term expectations for the evolution of energy technologies.

The new airport energy system will be specifically based on:

- maximizing energy efficiency - all new buildings, including terminals, will be almost zero energy ("nZEB");

- use of thermal renewable energies - electric heat pumps for winter and summer air heating and conditioning of all new buildings, including terminals;

- use of renewable electric energy - 60 MWp of new photovoltaic systems in the airside runway area, in addition to the photovoltaic systems on the buildings and green areas available for a maximum peak power of approximately 55 MWp;

- energy self-sufficiency for medium-/long-term needs.

In addition to the environmental, energy and economic advantages, the design of the energy system will therefore enable the most stringent safety and operational requirements of the airport to be met, including powering the major infrastructure for charging plug-in electric vehicles, both airside and landside (private cars, buses, taxis, car rentals with driver, rental cars, car-sharing, shuttles, air-taxis, etc.).

In terms of energy-environmental indicators, the Fiumicino airport development plan will involve, by 2030:

- a share of total primary energy needs covered by local renewable sources amounting to 100% in net value (algebraic sum of incoming and outgoing energies);

- for new buildings, a share of primary energy needs from air conditioning (ref. Ministerial Decree dated 26/06/2015) covered by 135% local renewable sources (only photovoltaic systems);

- net CO_2 equivalent emissions of scope 1 and 2 of 0 kg CO_2.

Electricity consumption per million passengers and per square metre of terminal surface area will drop from the current value of approximately 8.6 kWhe/Mpax /terminal m² to 4.4 kWhe/Mpax/terminal m².

The system will also be able to recharge electric vehicles with 100% renewable, plug-in, pure and hybrid energy, both landside (private passenger cars, employees, taxis, car rentals with driver, shuttles, buses, car-sharing , rent a car, etc.) and airside, thus reducing polluting emissions related to scope 1 and 3, i.e., the use of fossil fuels for owned and third-party vehicle traffic, as well as greenhouse gas emissions for emissions third-party energy sources operating at the airport.

Infrastructural structure – future status

Hangar
Gate M
Runway 4
Gate L
Gate K
EAST terminal
Gate H
Reduced length of runway 1
(from approximately 3900m to 3500m)
Intervention on Coccia di Morto

Terminal 1
East Terminal
Gate D
Gate B
Gate A
Gate K
Gate L

Terminal 3
Terminal 1
East Terminal
Gate D
Gate B
Gate A
Gate K

3

SUSTAINABILITY MAP

I Sustainable Development Goals

Sustainable development

Improve

Innovation

ogy

Environment

Grow

Ecology

Management

Success

ADR has defined a structured path to objectively and transparently identify its intervention priorities in terms of sustainability.

The starting point has been an integrated analysis of the corporate reference values together with the priorities for intervention in terms of sustainability defined on an international level.

The second step has been to analyse the priorities of the company's internal and external stakeholders.
A comprehensive reading of these elements, as described in the following pages, has led to identifying the areas on which to focus corporate commitment.

THE SUSTAINABLE DEVELOPMENT GOALS

Sustainability is a strategic priority for the ADR Group and is integrated into the business model in order to create economic, social and environmental value. This commitment is also aimed at making its own contribution to achieving the sustainable development goals of the United Nations (Sustainable Development Goals - SDGs) defined on an international level.

In fact, a large company such as ADR can only contribute to the achievement of the objectives defined on an international level, partly in consideration of the community in which it operates.

MEMBERSHIP OF THE UNITED NATIONAL GLOBAL COMPACT

In confirmation of the company's growing commitment towards a responsible business model, in 2020, Aeroporti di Roma joined the United Nations Global Compact: the largest international platform on sustainability.

RECOGNITION BY THE UNITED NATIONS

The commitment that ADR has always dedicated towards sustainability, integrated into the business model to create economic, social and environmental value, was the basis of the decision of the World Tourism Organisation, which wanted to reward in July 2020 "Leonardo da Vinci" airport with an official sustainability award.

RECOGNIZED BY

UNWTO
World Tourism Organization

FOR ITS LEADERSHIP IN
SUSTAINABILITY AND COMMITMENT
TO RESPONSIBLE TRAVEL

Joining the Global compact also involves the commitment to comply with specific commitments in terms of sustainability and to the annual reporting of the programmes activated and the results achieved.

LISTENING TO THE TERRITORY: STAKEHOLDER ENGAGEMENT

The Aeroporti di Roma Group, in pursuing its sustainability objectives and carrying out its business activities, interacts with multiple categories of stakeholders, for which, over the years, it has developed specific channels of dialogue, involvement and communication.

CUSTOMERS

Private clients: customer satisfaction surveys normally carried out for airports; committee for the regularity and quality of airport services; website, social media, TV channels, radio and apps.

Airlines: quality detection survey aims at the main airlines operating at FCO airport.

INSTITUTIONS

Central institutions: telephone contacts, face-to-face and remote meetings, analysis sessions.

State bodies: daily professional relations (meetings and/or inspections) with the State Bodies which carry out institutional tasks at the airports - FCO and CIA - (ENAC, State Police, Customs, Finance Police, Carabinieri, Airline Health, Prison Authorities, Plant Protection, State Forestry Body, Fire Brigade).

COMMUNITY AND ENVIRONMENT

Territory and local institutions: meetings and telephone calls with key institutional stakeholders on a local level. Constant and constructive relations. Institutional board meetings on a monthly basis with the Municipality of Fiumicino. Re-edition of the "Navigate the Territory" project, updated in relation to the Covid-19 crisis.

Media: direct contacts with leading newspapers and television channels; digital events with the foreign press and press events at the airport to reach new contacts and strengthen existing contacts. Dissemination of press notes and releases and dissemination of audio-visual materials via social media.

ASSOCIATIONS

Consumer associations: partnership with Codacons for the creation of the "Rome at hand" magazine.

Category associations: partnership with Assaeroporti through direct meetings and daily contacts. Continuous contacts, reciprocal exchanges and digital meetings with ACI Europe, ACI World, Eurocontrol, EASA and IATA.

EMPLOYEES

Human resources: programmes for reinforcing technical and managerial skills, continuous improvement of individual performance and promotion of welfare initiatives for work-private life balance; survey and focus group relating to the company's "BabyGate" nursery, before its opening; online training to support linguistic and digital transformation skills.

Trade union organisations: trade union organisations are involved based on the provisions of Law 300/70 and of the National Collective Bargaining Agreement. The management of business relations is substantiated in the forms provided for by the national collective bargaining agreement in relation to the significance of the matter: information, consultation, contracting.

INVESTORS AND FINANCIAL COMMUNITY

Shareholders: as part of the process for issuing the inaugural Green Bond, ADR has organised, with the support of the advisory banks involved, a series of virtual meetings with potential investors, lasting 2 days (23 and 24 November), during which the Company presented, to over 36 investors, both the Company's credit profile and the main features of the "Green" structure attributed to the proposed issuance. Publication of the investor presentation on both the website www.adr.it and on a dedicated marketing platform.

MATERIALITY ANALYSIS

The materiality matrix

The aspects reported in the document were identified on the basis of the principle of materiality and in consideration of the reporting principles of the Sustainability Report (GRI Standards) which define its content and quality (inclusiveness of stakeholders, completeness of information, context of sustainability, balance, comparability, clarity, timeliness, reliability and accuracy). As regards the materiality analysis process, it has developed into three main phases:

1
PRELIMINARY ANALYSIS

2
CATEGORISATION AND PRIORITISATION

3
MATERIALITY MATRIX DEFINITION

In 2021, ADR decided to renew the materiality matrix by integrating the analyses already available with the topics derived from a sector analysis and with the results of the engagement initiatives dedicated to the most relevant stakeholders.

Subsequently, through the surveys distributed to the main categories of stakeholders, the issues of social, environmental and economic responsibility proposed were prioritised.

Lastly, the results of the materiality analysis process were summarised in the materiality matrix and in the reconciliation table between material topics and GRI Standards indicators.

As at the date of publication of the 2020 Sustainability Report, the update of the materiality matrix is still in progress. However, the first results of this analysis made it possible to carry out an update of the materiality matrix used for the 2019 financial statements. Specifically, in 2020, the issue relating to the management of the Covid-19 pandemic emerges as a new material issue, as was widely expected. Another element that involves greater attention than in the past is that relating to climate change.

Materiality matrix

Vertical axis: High significance to stakeholders (4,5 / 3)
Horizontal axis: High significance to management (3 / 4,5)

- Response to the Covid-19 crisis
- Airport Security
- Service quality and customer satisfaction
- Compliance with Regulations
- Intermodality and accessibility
- Noise
- Climate Change
- Energy efficiency
- Involvement of the local community and creation of value
- Waste management
- Anti-corruption and conflicts of interest
- Airport operations management
- Development of sustainable infrastructure
- Health and safety of workers
- Staff training
- Risk management
- Ideas and innovation

THE 2021-2025 SUSTAINABILITY PLAN

Aeroporti di Roma's 2021-2025 Sustainability Plan constitutes a substantial development compared with the documents drawn up in the past, both due to the longer time horizon (five years instead of one) and due to for the greater breadth of the topics dealt with and the strategic vision that inspires him.

The 2021-2025 Sustainability Plan was designed in consideration of the three fundamental starting points:

- the study of the specific targets that define each of the 17 sustainable development goals (over 160 targets);

- the commitment that ADR has made by joining the Global Compact Foundation and, therefore, its commitment to support and apply its ten fundamental principles;

- the analysis of issues considered material by the internal organisation and by external stakeholders.

Based on the points described above, some SDGs have been identified for which ADR is already committed and on which it is believed ADR can define objectively measurable KPIs and programmes capable of ensuring the achievement of significant results.

Specifically, ten Sustainable Development goals are identified.
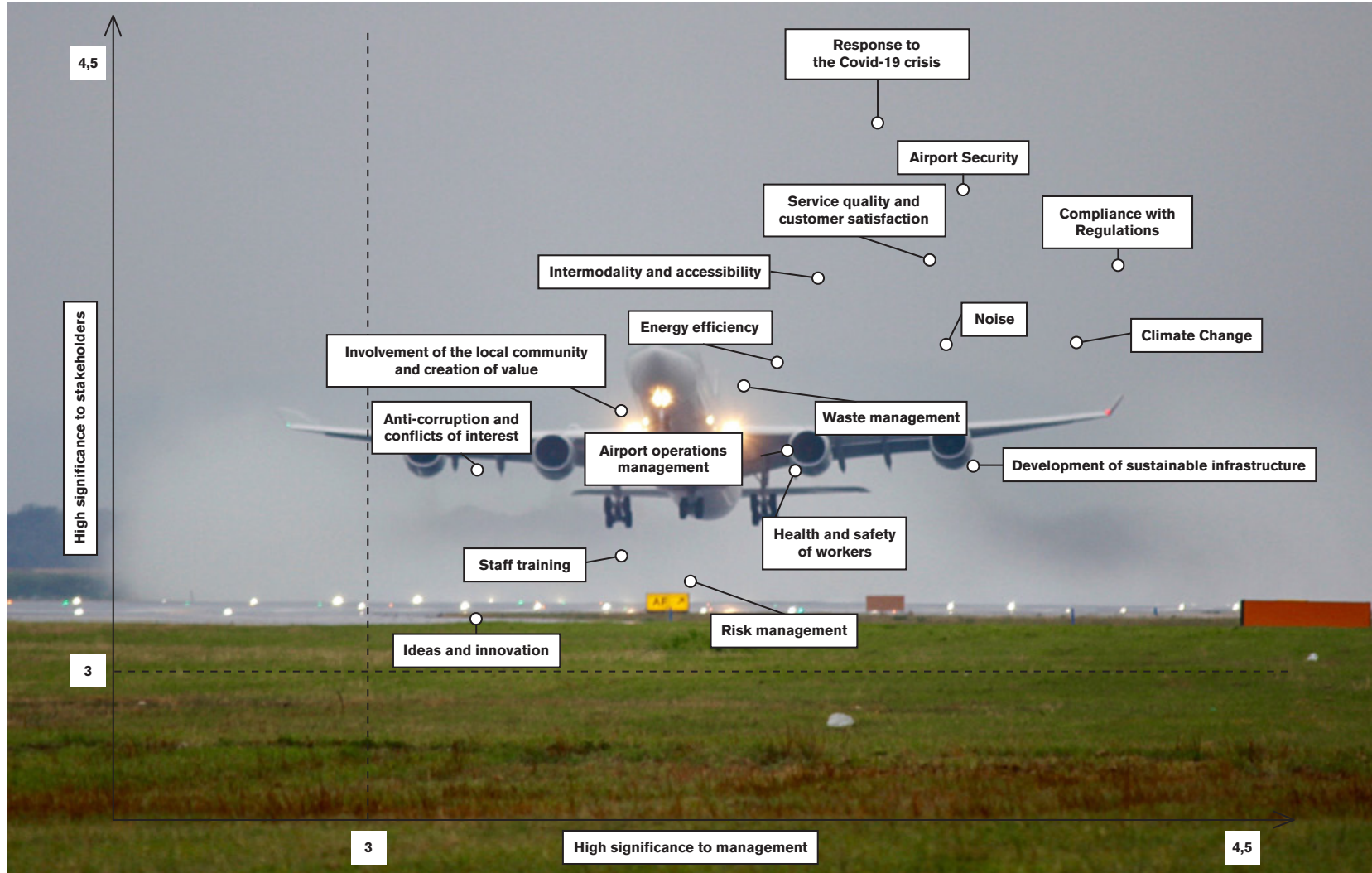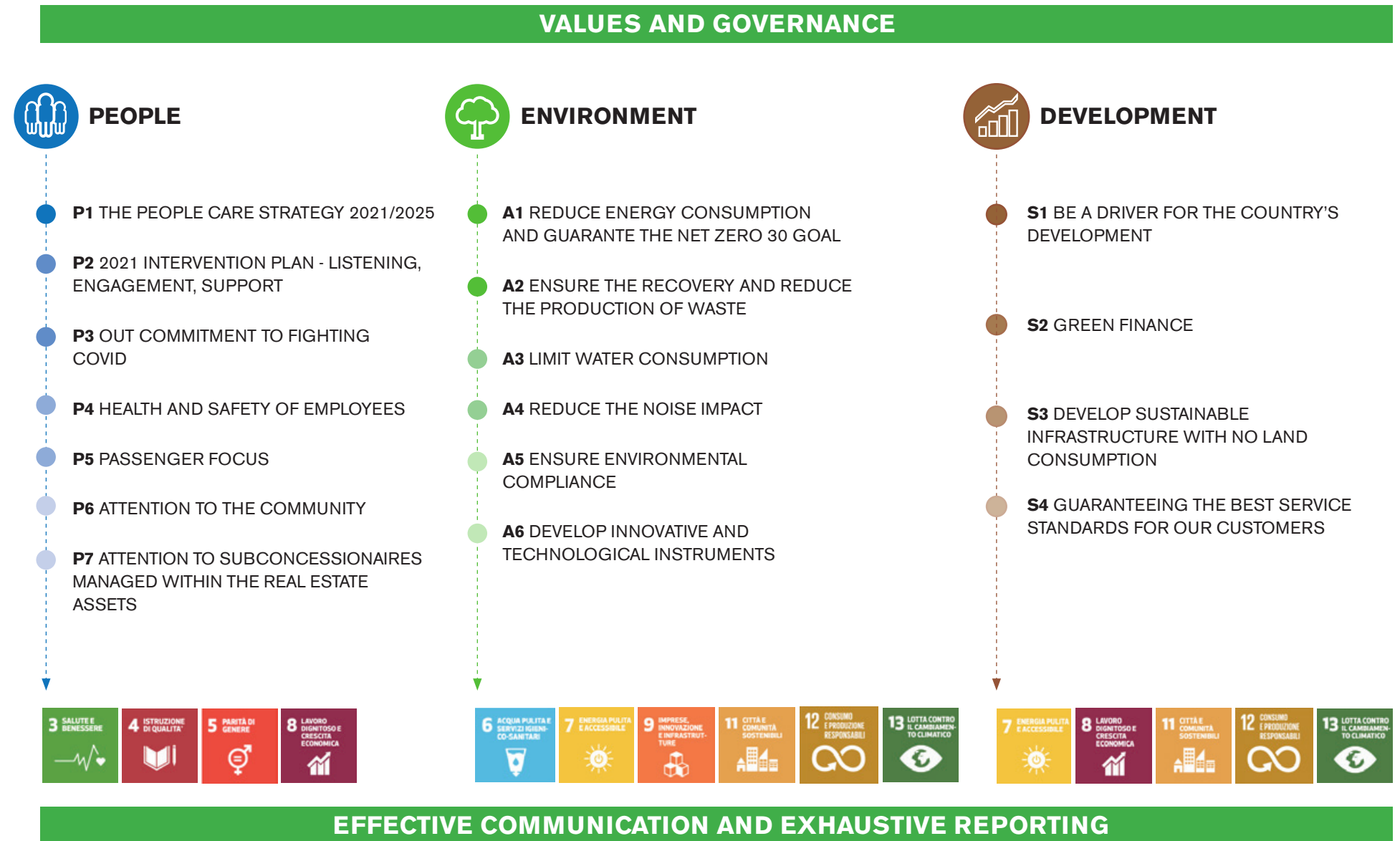

IMPROVEMENT PLANS CAPABLE OF ENSURING THAT IMPORTANT RESULTS ARE ACHIEVED, MONITORED VIA OBJECTIVELY MEASURABLE KPIS.

The new Sustainability Plan is based on three pillars, which constitute the drivers of the actions envisaged in the plan: centrality of People (employees, passengers, suppliers, communities, etc.), environmental sustainability of operations and economic and social development of the territories. The three drivers of the plan are based on the structure of ADR's reference values and the governance that ADR has adopted, whilst the communication system ensures transparent dialogue with the various stakeholders and the "verifiability" of commitments and programmes. The plan was drawn up with the intention of making a significant contribution to the achievement of the sustainability goals defined on an international level (Sustainable Development Goals - SDGs) of the United Nations and it specifically recognises those that are linked to corporate development strategies, obviously, in particular, for the "material" issues for ADR for which the corporate commitment is more important and effective. The progress of these projects is periodically monitored during weekly/monthly systematic meetings with the General Manager and Department Managers involved in the various actions, aiming to quantify the objectives achieved, any weaknesses or areas for improvement which need to be worked on.

THE ADR 21-25 SUSTAINABILITY PLAN STRUCTURE

VALUES AND GOVERNANCE

PEOPLE

P1 THE PEOPLE CARE STRATEGY 2021/2025

P2 2021 INTERVENTION PLAN - LISTENING, ENGAGEMENT, SUPPORT

P3 OUT COMMITMENT TO FIGHTING COVID

P4 HEALTH AND SAFETY OF EMPLOYEES

P5 PASSENGER FOCUS

P6 ATTENTION TO THE COMMUNITY

P7 ATTENTION TO SUBCONCESSIONAIRES MANAGED WITHIN THE REAL ESTATE ASSETS

ENVIRONMENT

A1 REDUCE ENERGY CONSUMPTION AND GUARANTE THE NET ZERO 30 GOAL

A2 ENSURE THE RECOVERY AND REDUCE THE PRODUCTION OF WASTE

A3 LIMIT WATER CONSUMPTION

A4 REDUCE THE NOISE IMPACT

A5 ENSURE ENVIRONMENTAL COMPLIANCE

A6 DEVELOP INNOVATIVE AND TECHNOLOGICAL INSTRUMENTS

DEVELOPMENT

S1 BE A DRIVER FOR THE COUNTRY'S DEVELOPMENT

S2 GREEN FINANCE

S3 DEVELOP SUSTAINABLE INFRASTRUCTURE WITH NO LAND CONSUMPTION

S4 GUARANTEEING THE BEST SERVICE STANDARDS FOR OUR CUSTOMERS

EFFECTIVE COMMUNICATION AND EXHAUSTIVE REPORTING
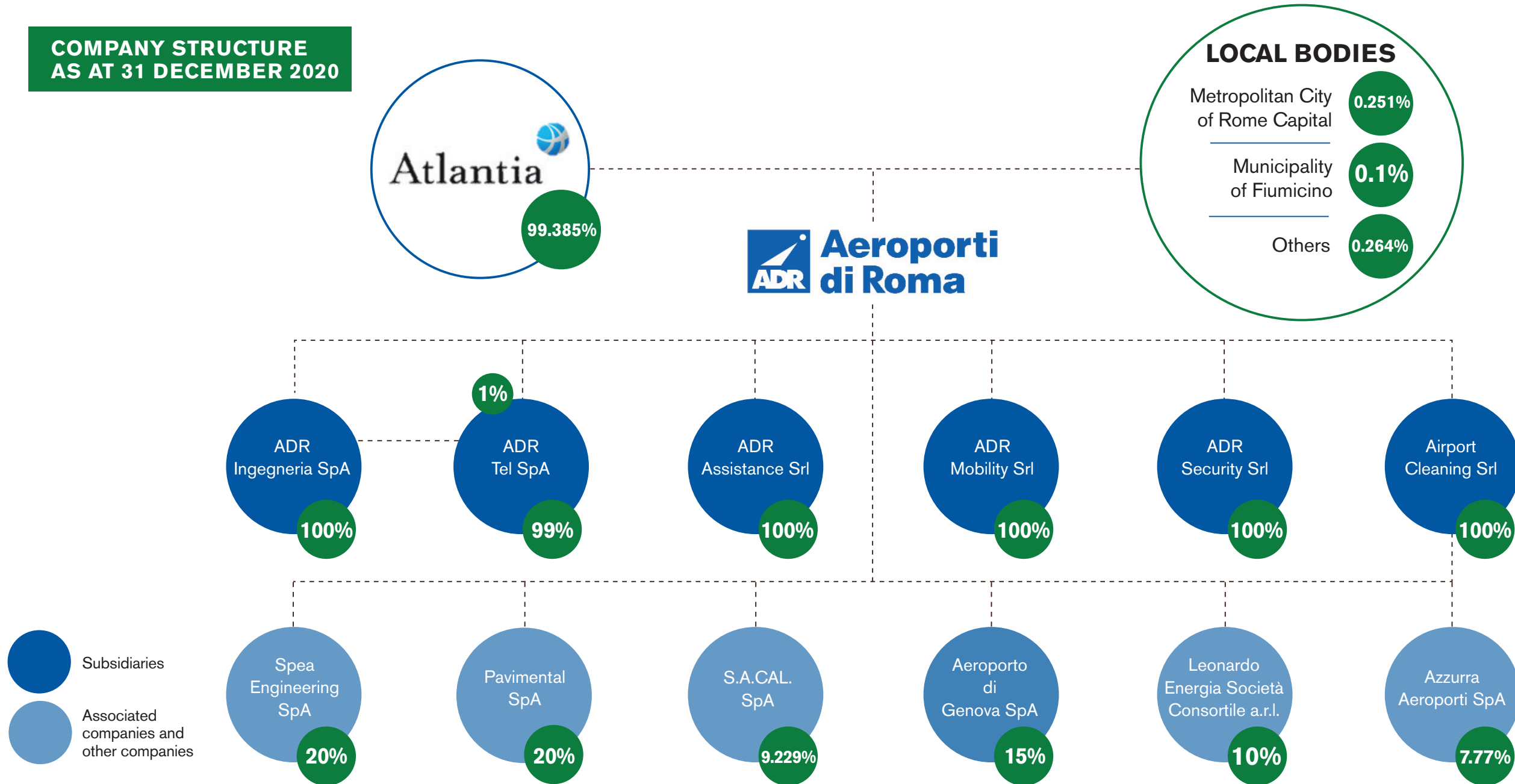
4 | ADR'S SUSTAINABILITY MODEL

GOVERNANCE, RISKS, ORGANISATION

Aeroporti di Roma S.p.A.'s governance system is based on the traditional organisational model comprising the Shareholders' Meeting, the Board of Directors, the Board of Statutory Auditors (in which three statutory auditors are designated by the Minister of Economy and Finance - with the function of Chairman - by the Minister of Infrastructure and Mobility and by the Minister of Economic Development), by the Independent Auditors and by the Supervisory Body (pursuant to Legislative Decree 231/2001).

Aeroporti di Roma S.p.A. also pays great attention to the presence of local representatives within its management body: in this sense, Article 16 of the Articles of Association provides that a member of the Board of Directors is appointed jointly by the Territorial Bodies that are members of the Company.

LOCAL BODIES

Metropolitan City of Rome Capital — **0.251%**

Municipality of Fiumicino — **0.1%**

Others — **0.264%**

Atlantia — **99.385%**

Aeroporti di Roma — ADR

ADR Ingegneria SpA — **100%**

ADR Tel SpA — **1%** / **99%**

ADR Assistance Srl — **100%**

ADR Mobility Srl — **100%**

ADR Security Srl — **100%**

Airport Cleaning Srl — **100%**

Spea Engineering SpA — **20%**

Pavimental SpA — **20%**

S.A.CAL. SpA — **9.229%**

Aeroporto di Genova SpA — **15%**

Leonardo Energia Società Consortile a.r.l. — **10%**

Azzurra Aeroporti SpA — **7.77%**

Subsidiaries

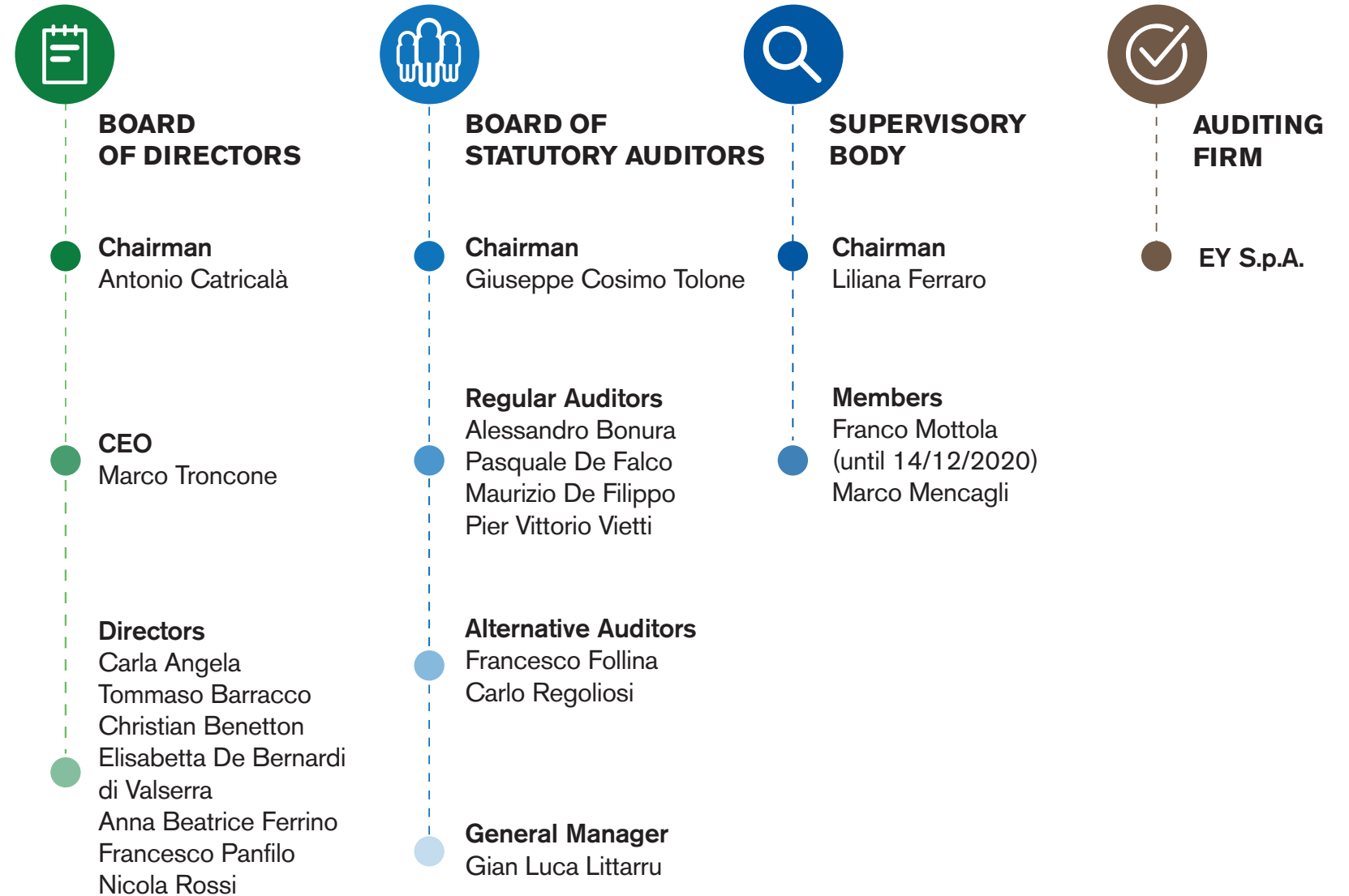Associated companies and other companies

ADR SpA also holds a share of 25% in the Consortium E.T.L. – European Transport Law in liquidation and a share of 0.99% in the Corsortium Autostrade Italiane Energia (CAIE)

In addition, in order to further strengthen the architecture and with a view to continuous improvement and efficiency of governance, in January 2020, the following were established by resolution of the Board of Directors:

- The specific Internal Audit department for Aeroporti di Roma - in place of the previous organisation which provided for a Parent Company Audit structure - reporting to the Board of Directors through the Chairman who takes care of the connection with the Board of Statutory Auditors.

- Two Internal Board Committees:
  - **Risk Control Committee** which has the task of supporting and instructing the assessments and decisions of the Board of Directors in relation to the internal control and risk management system;
  - **Investment Committee** which has the task of examining the most significant investment proposals - with a value above the threshold of the powers conferred upon the CEO - to be submitted for the approval of the Board of Directors.

For the three-year period 2019-2021, the Board of Directors and the Board of Statutory Auditors are composed as follows:

BOARD OF DIRECTORS

Chairman
Antonio Catricalà

CEO
Marco Troncone

Directors
Carla Angela
Tommaso Barracco
Christian Benetton
Elisabetta De Bernardi di Valserra
Anna Beatrice Ferrino
Francesco Panfilo
Nicola Rossi

BOARD OF STATUTORY AUDITORS

Chairman
Giuseppe Cosimo Tolone

Regular Auditors
Alessandro Bonura
Pasquale De Falco
Maurizio De Filippo
Pier Vittorio Vietti

Alternative Auditors
Francesco Follina
Carlo Regoliosi

General Manager
Gian Luca Littarru

SUPERVISORY BODY

Chairman
Liliana Ferraro

Members
Franco Mottola
(until 14/12/2020)
Marco Mencagli

AUDITING FIRM

EY S.p.A.

BUSINESS ETHICS

Aeroporti di Roma has a Management System for the prevention of corruption which is based on the Anti-Corruption Policy of the Atlantia Group and is certified according to the international standard ISO 37001: 2016 Anti-bribery management systems. As part of this system, the company carries out periodic training and awareness-raising activities for its staff and third parties:

a - the Board of Directors of Aeroporti di Roma adopts the Anti-Corruption Policy of the Atlantia Group, periodically reviewing the information concerning the Anti-Corruption Management System. The Chairman, the Chief Executive Officer, the Directors, the first reports and the Anti-Corruption Manager fill out and file, every two years, a declaration confirming their compliance with the Anti-Corruption Policy;

b - newly-hired employees receive information on the Anti-Corruption Policy of the Atlantia Group. Staff also receive, following the adoption and subsequent updates of the Policy, an email communication for consultation of the document;

c - Aeroporti di Roma also ensures that its business partners - contractual counterparties - are aware of the Anti-Corruption Policy, who undertake, through specific clauses, to comply with the principles contained therein. Aeroporti di Roma has also published, on a dedicated section of the website, specific information materials aimed at the various categories of business partners; http://www.adr.it/policy-anticorruzione-di-gruppo

d - the Chairman and the Chief Executive Officer of the Company sign, every two years, a declaration of commitment to comply with the Anti-Corruption Policy;

e - in 2018 and 2019, the e-learning training sessions launched by Atlantia were activated for Aeroporti di Roma employees. The first training session made it possible to disclose the main points of the Anti-Corruption Policy to the recipients, with the aim of increasing the level of knowledge and awareness of the conduct to be adopted amongst the company population.

The second intends to raise - through a training course divided into five modules - the awareness of the recipients of the potential situations at risk of corruption that may arise in the daily life of any company organisation.

ANTI-CORRUPTION TRAINING[3]	2020	2019[4]	2018[5]
TOTAL EMPLOYEES TRAINED	**1,666**	**287**	**2,157**
EXECUTIVES	32	2	37
MANAGERS	226	32	221
OFFICE WORKERS	1,135	201	1,894
MANUAL WORKERS	273	52	5

PERCENTAGE OF EMPLOYEES TRAINED ON ANTI-CORRUPTION BY CATEGORY	2020	2019	2018
EXECUTIVES	59%	4%	95%
MANAGERS	82%	12%	93%
OFFICE WORKERS	66%	10%	92%
MANUAL WORKERS	26%	4%	56%

[3] With respect to the total population of employees for each category, the course recipients were specifically identified, selected based on risk assessment criteria

[4] The session, consisting of 5 modules, was activated by ADR in December 2019 with the launch of the first 3 modules. The completion of the session was scheduled for March 2020 (the remaining modules were made available in January). The course, as at 02/29/2020, was completed by 857 resources.

[5] A remaining part of the students completed the e-learning course in the first months of 2019.

RISK AND COMPLIANCE

Aeroporti di Roma, which has always been committed to combining the needs of optimising economic growth with the fundamental principles of business ethics, to regulate the proper conduct of its activities, has adopted:

A Risk Management System

Proper management of the risks inherent in the conduct of business activities is a fundamental prerequisite for maximising opportunities and reducing potential losses associated with unforeseen events.

To this end, a preventive approach to risk management has been adopted within the ADR Group to guide the choices and activities of management, also through:

- the establishment of a dedicated Risk Management department, reporting directly to the CEO, with the aim of enabling an integrated and effective governance of the internal control and risk management system and contributing to the sustainable success of the company;

- a structured Risk Management process aligned with best practices, i.e., a continuous process of analysis and assessment of the context in which the Company operates, aimed at identifying the potential risks resulting from the business activity and effectively aligning the risk profile and the strategic objectives of the company's risk appetite;

- the establishment of a Control and Risk Committee with the task of supporting and instructing the assessments and decisions of the Board of Directors relating to the internal control and risk management system (SCIGR).

Organisation, Management and Control Model (Model pursuant to Legislative Decree 231/2001)

The Model complies with the requirements of Legislative Decree 231/2001 and defines a structured system of rules and controls which all recipients are required to abide by in order to pursue the corporate purpose in full compliance with current legal provisions.

In accordance with the provisions of Article 6 of Legislative Decree 231/2001, the task of overseeing the functioning and compliance of the Model is entrusted to the Supervisory Body, a competent collegiate body, also as regards the management of any reports of unlawful conduct and/or breaches of the Model.

Management system for the prevention of corruption

The management system for the prevention of corruption aims to support the organisation in preventing, detecting and addressing episodes of corruption, in accordance with current legislation and the international standard ISO 37001: 2016 Anti-bribery management systems.

Compliance with this Management System, which is based on the anti-corruption policy of the Atlantia Group, in addition to representing an obligation for all the staff of Aeroporti di Roma, is an essential and founding condition for every relationship maintained by the Company in carrying out its business.

THE SUSTAINABILITY COMMITTEE

In 2013, the Environmental Sustainability Steering Committee was set up which, starting from a focus on environmental issues, over the years, has increasingly assumed a role of coordination and all-round guidance on issues relating to sustainability. The Committee meets every two months to define the sustainability guidelines, the guidelines to be adopted and the programmes to be implemented to align ADR with best practices in the field of sustainability.

It comprises a Chairman (external to the Company), the Chief Executive Officer, the General Manager, the "Administration & Finance" Manager, the "Airport Management" Manager, the "Real Estate" Manager, the "HR & Organisation" Manager, the Head of "Infrastructure Planning & Development", the Head of Communication and Public Affairs and the Secretary, Head of "Sustainability".

The Steering Committee carries out its responsibilities in line with the environmental strategy of the ADR Group and, specifically, is responsible for:

- supporting senior management in the adoption of guidelines and environmental sustainability policies;

- promoting coordination between company functions by contributing to the achievement of sustainability objectives;

- directing company functions in relations with service providers;

- promote relations with stakeholders and interested parties;

- monitor the implementation status of the deliberated decisions and initiatives carried out.

THE GREEN FINANCE COMMITTEE

On 20 November 2020, the "Green Finance Committee" was set up, with the aim of updating and monitoring the Green Financing Framework, as well as identifying the business investments eligible for inclusion in the green portfolio. This Committee also deals with reporting to institutional investors.

The ADR group undertakes to respect all the principles enshrined in the Atlantia Group's[6] Code of Ethics

THE PRINCIPLES OF THE CODE OF ETHICS

- Health and safety
- Protection of the environment
- Transparency and professionalism
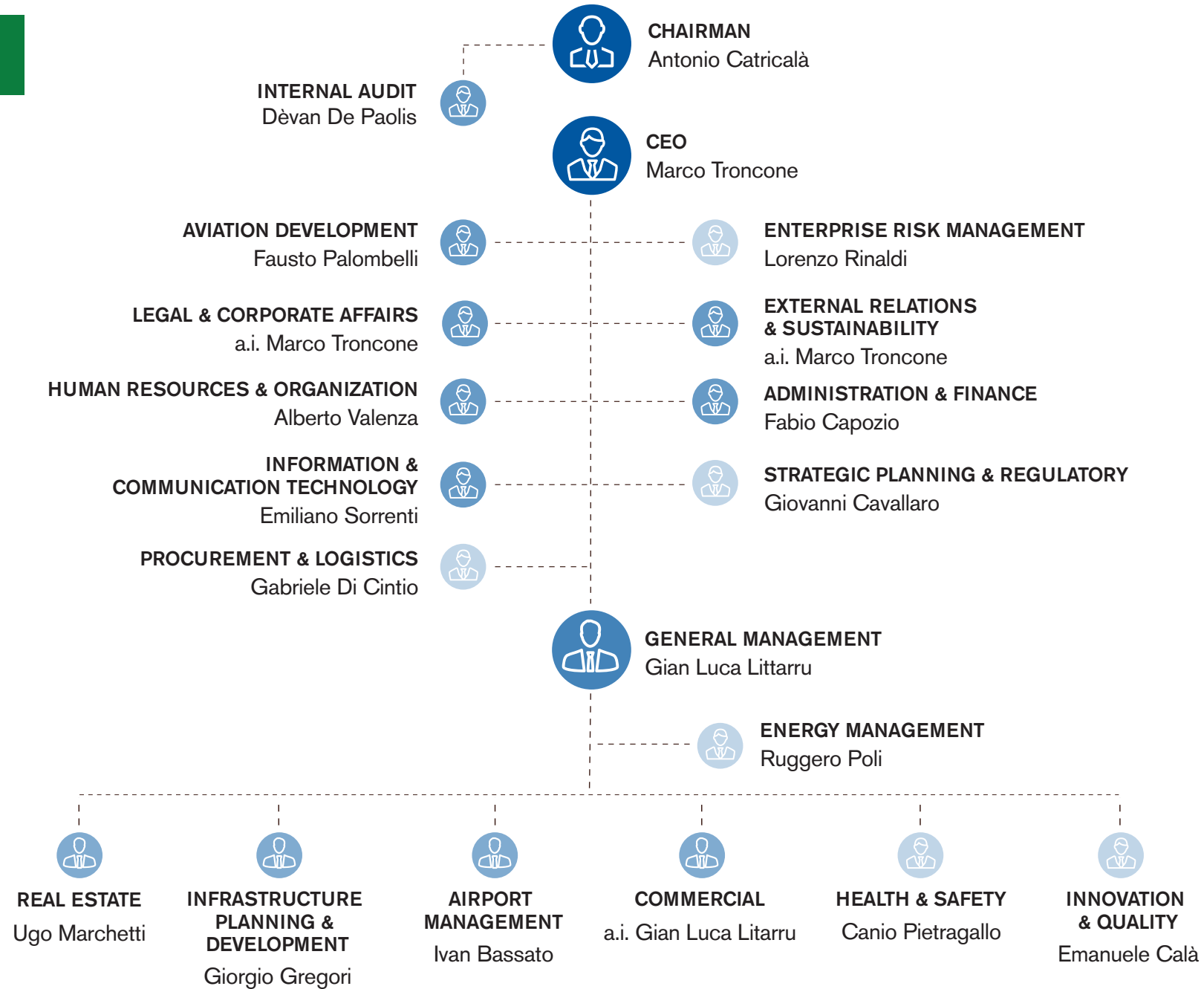- Integrity
- Equality
- Legality and compliance
- Confidentiality
- Valuing people

[6] To view the Code of Ethics please refer to the following link: www.atlantia.it/it/corporate-governance/codice-etico.

COMPANY ORGANISATIONAL CHART AS AT 31/12/2020

CHAIRMAN
Antonio Catricalà

INTERNAL AUDIT
Dèvan De Paolis

CEO
Marco Troncone

AVIATION DEVELOPMENT
Fausto Palombelli

ENTERPRISE RISK MANAGEMENT
Lorenzo Rinaldi

LEGAL & CORPORATE AFFAIRS
a.i. Marco Troncone

EXTERNAL RELATIONS & SUSTAINABILITY
a.i. Marco Troncone

HUMAN RESOURCES & ORGANIZATION
Alberto Valenza

ADMINISTRATION & FINANCE
Fabio Capozio

INFORMATION & COMMUNICATION TECHNOLOGY
Emiliano Sorrenti

STRATEGIC PLANNING & REGULATORY
Giovanni Cavallaro

PROCUREMENT & LOGISTICS
Gabriele Di Cintio

GENERAL MANAGEMENT
Gian Luca Littarru

ENERGY MANAGEMENT
Ruggero Poli

REAL ESTATE
Ugo Marchetti

INFRASTRUCTURE PLANNING & DEVELOPMENT
Giorgio Gregori

AIRPORT MANAGEMENT
Ivan Bassato

COMMERCIAL
a.i. Gian Luca Litarru

HEALTH & SAFETY
Canio Pietragallo

INNOVATION & QUALITY
Emanuele Calà

THE ENVIRONMENTAL STRUCTURE AND THE SUSTAINABILITY STRUCTURE

In order to promote the continuous improvement of environmental and sustainability performance, in compliance with market best practices and with the aim of maintaining the highest possible standard in terms of certification and process monitoring, the Aeroporti di Roma Group has set up two specific "Environment" and "Sustainability" structures, partly for the benefit of its subsidiaries.

These structures, amongst their numerous activities, are also responsible for:

- supporting the senior management in defining the corporate sustainability objectives and standards;

- guaranteeing the maintenance of the certification relating to the Environmental Management System,

- supporting the company departments in the correct management of the processes of competence and in the management of LEED certification projects and

- ensuring the preparation and implementation of the Environmental Plan and the Environmental Monitoring Plan.

THE ENVIRONMENTAL CONTROL SYSTEM

Over time, Aeroporti di Roma has equipped itself with a complex management and control system aimed at ensuring a "systemic" approach towards protecting the main environmental matrices.

This system, aimed at ensuring the best environmental performance at the two Rome airports, is divided into different levels of oversight and consists of:

PRELIMINARY CHECKS
Verify contents of the Environmental Document

FIRST-LEVEL CHECKS
Under the responsibility of the lines with the aid of specific checklists

SECOND-LEVEL CHECKS
Checks on the environmental conduct of contractors and third parties operating within the airport, under the responsibility of the Environmental Compliance department

The first category of controls includes the establishment of the "Environmental Document", a tool that obliges companies operating within the airports to assess and define, preliminarily, the methods of managing the potential environmental impacts resulting from their activities.

The documentation is assessed by the technical body in charge that approves it or requests additions or changes to maximise environmental protection, such as, for example, by promoting reuse and recovery operations over landfill operations.

The first level checks are carried out periodically by the internal contact person of each contract with the support of specific checklists.

This activity is aimed at highlighting any existing or potential critical issues, in order to prevent environmental impacts, related, for example, to inadequate management of waste or hazardous substances.

Lastly, second-level controls are part of an extensive audit programme conducted by the "Environmental Compliance" department. The audit plan is shared at the beginning of the year and is periodically updated on the basis of the needs of the lines and the outcomes of any critical issues emerging from the first level checks. The checks are aimed at auditing the various activities that take place on the airport grounds, in order to ensure full compliance with the standards defined for correct environmental conduct.

CERTIFICATIONS MAP
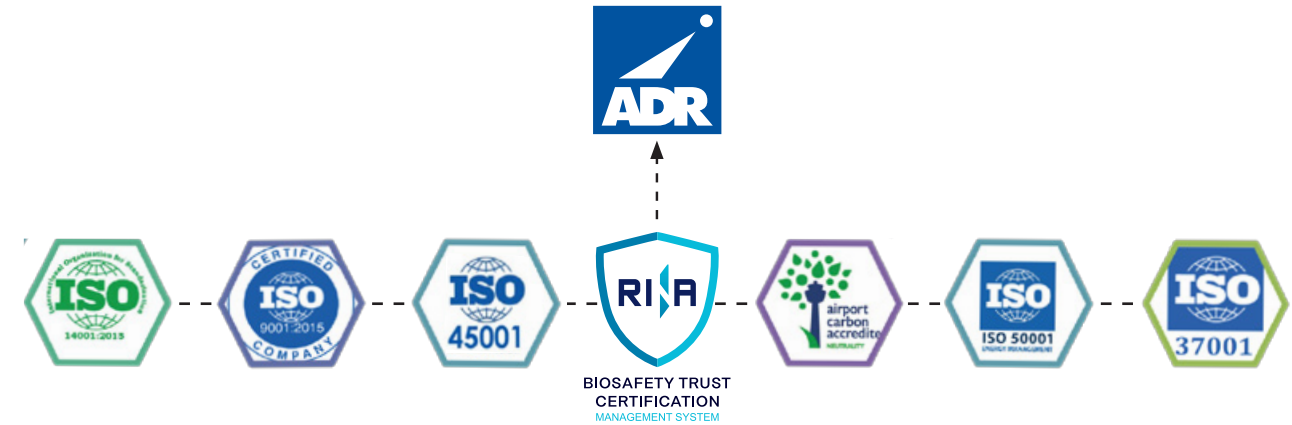
The ADR Group manages sustainability issues through an approach based on the integration of management systems and focused on the continuous improvement of business processes and performance.

In 2012, in response to the implementation of the Integrated Quality, Environment, Energy and Occupational Health and Safety System, the "Integrated Policy for Quality, Environment, Energy and Occupational Health and Safety" of the ADR Group was issued.

During 2020, given the new global scenarios, ADR also considered, within its management systems, the issues relating to the ongoing pandemic emergency, implementing the Management System for the Prevention and Control of infections, according to the RINA regulatory document, BIOSAFETY TRUST CERTIFICATION.

This new management system has become part of the Integrated Management System of the ADR Group in all respects. For this reason, the Group Policy has currently been renamed "Integrated Policy for Quality, Environment and Energy, Occupational Health and Safety and Infection Prevention and Control".

The management of the issues covered by the aforementioned policy therefore takes place according to internationally recognised standards on the basis of which the Group's management systems have been certified. Furthermore, alongside the Certified Management Systems, in the context of the fight against climate change, ADR has implemented, over the years, a series of actions to control and reduce direct and indirect CO_2 emissions relating to its activities and those of operators, aircraft and all subjects working within the airport system.

ADR S.p.A.
From 200 Airport Management System ISO 14001
From 2007 Quality Management System ISO 9001
From 2010 Occupational Health and Safety Management System ISO 45001
From 2011 membership to the Airport Carbon Accreditation (ACA) of ACI Europe
From 2012 Energy Management System ISO 50001
During 2018, the Anti-Corruption Management System for Aeroporti di Roma was certified as compliance to the ISO 37001 Anti-bribery management systems
From 2020, BIOSAFETY TRUS CERTIFICATION Infection Prevention and Control Management System

ADR Security S.r.l.
From 2007 Quality Management System ISO 9001
From 2010 Occupational Health and Safety Management System ISO 45001

ADR Assistance S.r.l.
From 2010 Quality Management System ISO 9001
From 2013 Occupational Health and Safety Management System ISO 45001

Airport Cleaning S.r.l.
From 2015 Quality Management System ISO 9001
From 2015 Airport Management System ISO 14001
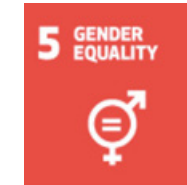From 2016 Occupational Health and Safety Management System ISO 45001

5 | PEOPLE

WE SUPPORT SDGs

3 GOOD HEALTH AND WELLBEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

Employment, equal opportunities and business relations

People Care

Accessibility, equality and inclusiveness of training

Protection against Covid-19

Occupational safety and monitoring of accidents

Customer focus

In pursuit of the highest level of customer satisfaction

New services and upgrading of existing services

Attention to the local community

Integration with the region

STRATEGY

Our people are at the centre of our development strategy, representing the real asset for change to be acted upon through new, more inclusive and sustainable models, in which everyone improves their well-being and increases awareness of the importance and value of the airport community.

AREAS OF COMMITMENT

## EMPLOYMENT, EQUAL OPPORTUNITIES AND BUSINESS RELATIONS

2020 HIGHLIGHTS

Preservation of employment levels, despite the drastic reduction in air traffic as of March

- In 2020, the number of permanent jobs is broadly in line with that recorded in 2019.

  The effects of the pandemic have resulted in a drastic reduction in air traffic equal to approximately 80% as of March and, consequently, a reorientation of corporate action in the logic of safeguarding employment levels, also through the application of social safety nets. This choice made it possible to keep the employment of permanent contracts stable, but did not allow for the renewal of fixed-term contracts.

WORKFORCE BROKEN DOWN BY GENDER

WOMEN   **MEN**

WOMEN		MEN
2020 37%		**2020** 63%
2019 40%		**2019** 60%
2018 39%		**2018** 61%
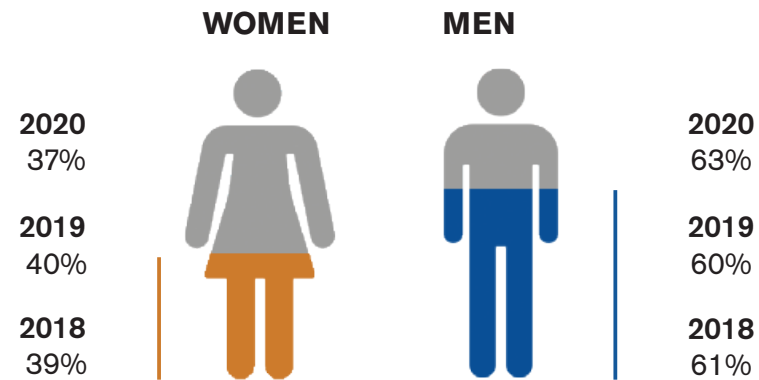
WORKFORCE BROKEN DOWN BY CONTRACT TYPE

FULL TIME

	2020	2019	2018
Man (n)	1,610	1,621	1,578
Woman (n)	595	592	533

PART TIME

	2020	2019	2018
Man (n)	352	524	545
Woman (n)	564	822	797

Compared with 2019, the number of both female and male permanent employees is substantially unchanged, whilst the part-time workforce decreased by approximately 32% compared with 2019, largely comprising temporary staff, considering the impossibility of proceeding with the renewals of this type of contract as a result of the activation of social safety nets.

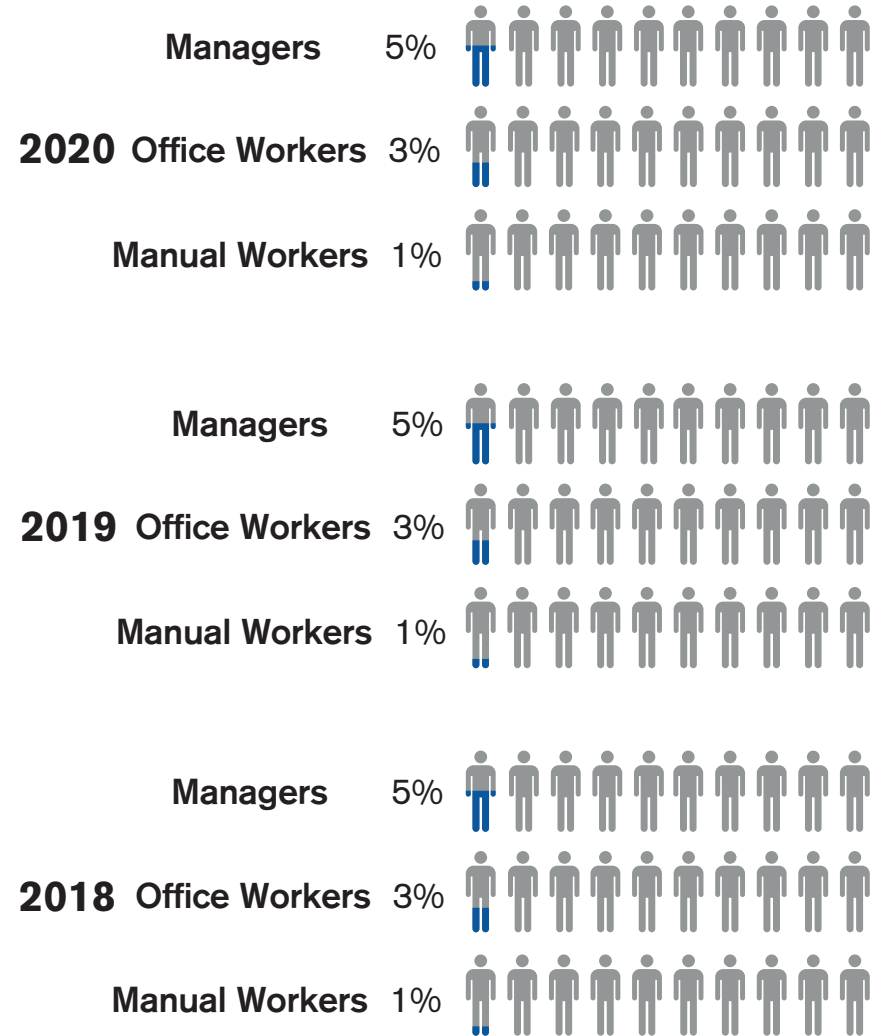## EMPLOYEES BY EMPLOYMENT CONTRACT AND GENDER

	2020	2019	2018
Permanent	3,112	3,104	2,789
Men	1,958	1,957	1,833
Women	1,154	1,147	956
Tempo determinato	9	455	664
Men	4	188	290
Women	5	267	374
Totale employes	3,121	3,559	3,453
Totale men	1,962	2,145	2,123
Totale women	1,159	1,414	1,330

EMPLOYEES BY CONTRACT TYPE AND BY AREA (FCO AND CIA)

	2020	2019	2018
Permanent	3,112	3,104	2,789
FCO	2,847	2,835	2,541
CIA	265	269	248
Fixed-term	9	455	664
FCO	9	411	596
CIA	0	44	68
Total	3,121	3,559	3,453
FCO total	2,856	3,246	3,137
CIA total	265	313	316

PERCENTAGE OF CATEGORIES PROTECTED BY CONTRACT TYPE OUT OF TOTAL EMPLOYEES BY CONTRACT TYPE

2020
Managers 5%
Office Workers 3%
Manual Workers 1%

2019
Managers 5%
Office Workers 3%
Manual Workers 1%

2018
Managers 5%
Office Workers 3%
Manual Workers 1%

TOTAL CATEGORY PROTECTED/TOTAL EMPLOYEES 2,5%

The percentages shown were calculated in relation to the total number of Group employees and in relation to the total number of employees broken down according to the various parameters of diversity (gender and age group).

EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER

(percentage of total employees)

Gender	2020	2019	2018
Executives	**1.7%**	**1%**	**1%**
Women	0.3%	0.2%	0.2%
Men	1.5%	1%	1%
Managers	**8.9%**	**8%**	**7%**
Women	2.7%	2.3%	2.3%
Men	6.2%	5%	4.9%
Office Workers	**55.1%**	**57%**	**58%**
Women	24%	26%	25.7%
Men	31.1%	30%	32.3%
Manual Workers	**34.3%**	**34%**	**33%**
Women	10.2%	11%	10.3%
Men	24.1%	23%	23.1%

**EMPLOYEES BY PROFESSIONAL CATEGORY
AND AGE GROUP**

(percentage of total employees)

Age group	2020	2019	2018
Executives	**1.7%**	**1%**	**1%**
<30	0.0%	0.0%	0.0%
30-50	0.9%	0.6%	0.6%
>50	0.9%	0.8%	0.8%
Managers	**8.9%**	**8%**	**7%**
<30	0.0%	0.0%	0.0%
30-50	5.3%	4.4%	4.0%
>50	3.6%	3.1%	3.2%
Office Workers	**55.1%**	**57%**	**58%**
<30	2.1%	5.6%	5.9%
30-50	36.7%	37.9%	39.3%
>50	16.4%	13.1%	12.9%
Manual Workers	**34.3%**	**34%**	**33%**
<30	1.2%	2.8%	3.2%
30-50	21.7%	22.5%	21.1%
>50	11.2%	9.1%	9.1%

With regard to the governing body, in accordance with best market practices, Aeroporti di Roma S.p.A. seeks to maintain the balance between genders as suggested by the guidelines of the Corporate Governance Code (2.C.3. "At least one third of the board of directors is made up of directors of the less represented gender") for which three female directors out of nine total directors sit on the Board of Directors in 2020. Specifically, 33% of the Directors are between the ages of 30 and 50, whilst the remaining 66% are over the age of 50. In 2019, all members were male, 25% between the ages of 30 and 50 and 75% over the age of 50.
In 2018, all members were male and over the age of 50.

The dialogue with the trade union during the year mainly concerned the issues resulting from the drastic reduction in the volume of airport activities due to the health crisis, with the consequent need to resort to social safety nets (CIGS/FIS (Redundancy Funds), Air Transport Fund). The continuation of the impacts relating to the persistence of the scenarios caused by Covid-19 led to the need to sign agreements with the trade unions, also to extend the use of social safety nets and to structure an incentive-based redundancy plan. Furthermore, the company and Supervisory Bodies met monthly to monitor and evaluate the applicative aspects of the CIGS/FIS. Before the start of the Covid-19 pandemic, the company, as part of the Assaeroporti association, participated in the negotiation for the renewal of the National Collective Labour Agreement for Air Transport - Specific Part of Airport Managers, then signed with the trade unions on 17 January 2020.

PEOPLE CARE

2020 HIGHLIGHTS

Numerous initiatives for employees and their families

Aeroporti di Roma has activated numerous corporate welfare tools dedicated to people and their families, in order to consolidate the support and proximity of the company during a period that became very sensitive by the pandemic.

The initiatives activated can be traced back to three macro-areas:

LISTENING: tools and contributions to encourage the drive for change, as well as to provide psychological support to employees and their families in case of need (e.g., focus groups, psychological support)

ENGAGEMENT: actions to facilitate the active involvement of people, encouraging their sense of belonging (e.g., smartworking, social volunteering, social share ownership)

SUPPORT: projects that specifically support people in their primary needs (health, guarantee, safety), also facilitating the management of everyday life and improving the balance between private life and work life (e.g., health insurance, life insurance, company nursery, services family assistance)

LISTENING:

- **Psychological support**

  A free agreement was stipulated to offer a listening and psychological support service by external professionals. Employees and their families were able to undergo four free interviews, including for issues related to the Covid-19 crisis and, for the remainder, they were able to take advantage of particularly advantageous rates.

- **Survey and Focus group**

  Focus groups were organised with management as of autumn 2020, with the aim of stimulating the emergence of specific ideas and proposals to guide change. In July, before the opening of the "BabyGate" company nursery, surveys and focus groups were organised for parents, with the

aim of verifying the approval of the initiative, the interest in enrolling their child and the main needs ones to be met in terms of hourly flexibility, especially for shift-working parents.

ENGAGEMENT:

Smart Working

- The company started the new Agile Work modality for staff area staff as of 2 March, for an experimental period of six months, which was renewed following the government provisions relating to the continued state of emergency. The launch of this project made it possible to effectively manage the situation relating to Covid-19, in order to limit interpersonal contacts in the company as much as possible.

- **Blood donation**

  In February 2020, a blood donation day was organised in partnership with the local Avis section and the ADR Emergency Department, with the presence of a blood bank at the headquarters of the NPU offices. In the days leading up to the event, an information and involvement "light desk" was organised to encourage a more aware "collective" sensitivity towards a charitable gesture.

- **Leave entitlements**

  Leave entitlements are an institution regulated by a Trade Union Agreement and provide for the voluntary transfer of holidays and leave to help colleagues who, for serious reasons, have used up their contractual entitlement.

  In the event of a request, ad hoc communication campaigns are activated in order to collect the number of hours necessary to cover the absences of colleagues in difficulty.

  The first donation campaign ended in March 2020, in which 152 colleagues took part, for a total of 1,055 hours of paid leave.

- **Widespread shareholding**

  As part of the Atlantia Group's initiatives, the free and voluntary allocation of 75 shares for each employee of the ADR Group (for an equivalent value of approximately €1,000).

- **Other engagement initiatives**

  In December, a gift package containing food products and Christmas sweets was distributed to all the staff of ADR and its subsidiaries, at their homes.

SUPPORT:

- **Accident and life policies**

  In May 2020, ADR activated the life insurance policy for all employees of the Group companies, as well as for ADR's medical staff. This coverage is added to the accident policy already in place and also includes a Total Permanent Disability guarantee.

- **Supplementary health coverage**

  As regards the healthcare coverage activated, the Unisalute policy for non-executive employees belonging to Group companies with an air transport contract and the Fasidi policy for executives is worth mentioning. The coverage provided by the Unisalute policy also includes the guarantee relating to the reimbursement of expenses for Covid-19.

- **Nursery**

  On 7 December 2020, the ADR "Baby Gate" company nursery was inaugurated for the children of employees aged three to 36 months. The structure has a large total internal surface of approximately 1,400 m². It is a building with high environmental sustainability, for which ADR has managed to obtain the LEED® Gold certification, according to a programme that promotes a sustainability-oriented approach,

enhancing the characteristics of the works carried out on the basis of energy and water saving, reduction of emissions of CO_2, improvement of the ecological quality of the interiors, materials and resources used, design and choice of the site.

The facility has:

- a garden inside the nursery for natural light diffused into all rooms.
- an internal kitchen and refectory in a dedicated environment with flexible use of space.
- multifunctional spaces to be dedicated to thematic workshops and/or playroom.
- furniture chosen from a leading company in the sector.

- **Summer camps for the children of employees**

ADR CAMP is an initiative launched in June to provide support to families and facilitate the management of children aged four to 16 when schools are closed. Contributions have been made in the form of partial reimbursements for a two-week attendance at summer camp, as chosen by the families.

- **Scholarships**

As part of the ADR FOR UNIVERSITY initiative, five scholarships were awarded for the children of deserving employees for the achievement of a three-year or specialist degree, with total or partial reimbursement of expenses incurred.

- **Tax advisory**

The company makes a free tax assistance service available to all ADR Group staff.

- **Public transport allowances**

The support for the mobility of people was carried out with the contribution to the purchase of Metrobus season tickets and with the shuttle service for home-work travel.

- **Corporate carpooling**

  During the first part of the year, the company carpooling initiatives were continued. The partner of the initiative was Jojob, a company that offers smart mobility solutions.

- **Company canteen and meal vouchers**

  The catering service was guaranteed through agreements with facilities present at the airport or, alternatively, through the delivery of meal vouchers.

- **Utility and personal services**

  In July 2020, in order to provide support for the receipt of private correspondence for employees, an Amazon locker was installed and activated near the PR10 car park for the receipt of packages purchased through the Amazon website. On average, 60-65 parcels are delivered to the locker per week.

- **Utility and family support services**

  Trova Subito (Find Now) Initiative: consists of free access to an online platform to search for candidates and professionals for childcare, homework and tutoring help, housekeepers and cleaners, pet sitting and access to a network of qualified professionals for care of the elderly.

  An agreement with Leaseplan has been activated for the long-term rental service of vehicles at subsidised costs.

ACCESSIBILITY, EQUALITY AND INCLUSIVENESS OF TRAINING

2020 HIGHLIGHTS

Almost 39,000 hours of training and coaching, of which 6,478 in terms of health and safety.

In 2020, a total of **38,919** training and coaching hours were provided for the ADR Group, for a total of 7,324 participations and an economic investment of approximately €273,000.

CUSTOMER EXPERIENCE TRAINING

"Lavorare in SquADRa" (Teamwork) Project

As part of the Customer Experience, in the first months of the year the "Lavorare in SquADRa" (Teamwork) project was carried out, a training and experiential development path that involved 27 operational supervisors from the professional family of ADR Assistance, for a total of 216 hours of training provided.

The objective of the training course was to define the guiding values of ADR Assistance and outline the representative behaviours that are performed daily by the resources in their work.

With the spread of the Covid-19 crisis, safeguarding and protection protocols led to a new planning of training interventions towards multimedia use.

The ADR Group has designed digital paths for around 500 resources to build the capabilities necessary to innovate the services offered to the passenger towards the digital experience (Artificial Intelligence, Augmented and mixed reality, Customer Experience, Design Thinking, Cyber Security, Block Chain, Digital Communication), for a total of 247 hours provided.

A further investment concerned the maintenance and improvement of the knowledge of the English language for 500 operational colleagues, activating the possibility of benefiting from customised individual training courses, in e-learning mode, for a total of 7,248 hours provided.

- **On Boarding Project**

Again in terms of service quality, continuity was given to the **On Boarding project** for new recruits, in partnership with the group leader Atlantia, dedicated to the development of organisational and transversal skills to accelerate the effective interpretation of the role by young new hires. 16 participants were involved, for a total of 768 hours of webinar training.

SPECIALIST TRAINING

- **Airport Management Training**

In 2020, 5,457 hours of specialised technical training were provided to Airport Management resources.

Airport Management training involved specialist and general recurrent courses for the maintenance of qualifications as required by Reg. 139/14, the completion of a training programme to support the 2020 Winter Operations Plans, an e-learning course for the training of ADR Security employees, on the subject of air transport of dangerous goods, a training programme at Fiumicino theoretical/practical for the restoration of the operation of the embarkation and addressing piers for the resolution of the fault, the completion of the training required for obtaining the III degree qualification for the operation of steam generators of the Thermal Workers.

OCCUPATIONAL HEALTH AND SAFETY TRAINING

As regards training and coaching on Occupational Health and Safety, a total of 938 resources were trained for a total of 6,478 hours.

The training and coaching activities focused, in the first months of the year, on the new resources recruited with specific training by area of expertise and on updating the specific risks of the activity carried out.

Specifically, following the pandemic, courses were activated on the sanitation of airport environments for Airport Cleaning resources and training courses for Behaviour Observers, provided for by the new Biosafety Certification at Fiumicino and Ciampino.

COMPLIANCE TRAINING

In terms of Compliance, the courses on the topics of anti-corruption, Organisational Model 231/01 and GDPR, Rules of Conduct on Emergency Management, PRM, Cat 13 were provided in e-learning mode for a total of 3,067 participations and a number of hours of 6,052.

92% of the internal security staff is trained in policies and procedures regarding the protection of human rights.

ADR's resources are also affected by development and training initiatives that promote the development and enhancement of human capital:

1 individual assessments: an initiative that, during the first quarter of 2020, involved nine middle managers, assessing their potential with respect to the managerial skills profile identified by Aeroporti di Roma. A development path has been defined for all recipients of the Individual Assessment and the supporting tools have been identified.
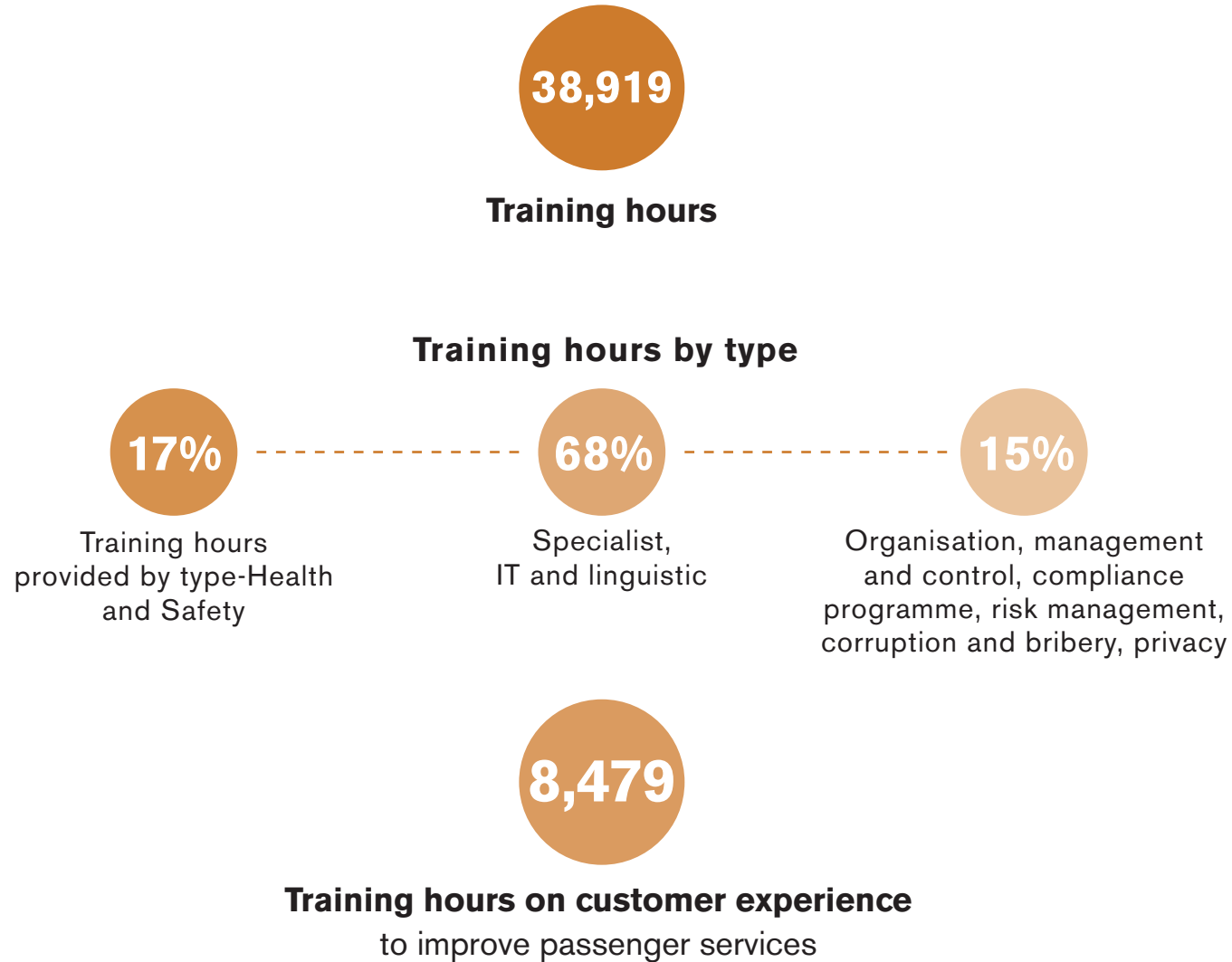
2 individual coaching: launched to support the development of specific skills.

3 proximity interviews: constant listening to resources through management and development interviews, with the aim of investigating and supporting their level of engagement and adherence to corporate objectives.

In 2020, the training hours were as follows:

38,919

Training hours

Training hours by type

17%

Training hours provided by type-Health and Safety

68%

Specialist, IT and linguistic

15%

Organisation, management and control, compliance programme, risk management, corruption and bribery, privacy

8,479

Training hours on customer experience
to improve passenger services

The hours of training on the Customer Experience are broken down as follows:

216 hours

"Teamwork"

247 hours

"Digital Training"

7248 hours

"Linguistic Training"

768 hours

"Onboard Project"

AVERAGE TRAINING HOURS BY GENDER

	2020	2019	2018
Men	11	30	24
Women	15	25	21

AVERAGE TRAINING HOURS BY CONTRACT TYPE

	2020	2019	2018
Executives	4	15	23
Managers	6	28	24
Office Workers	17	34	28
Manual Workers	7	18	14

In the "Office Workers" professional category, training hours provided for the "candidates" professional category are also included

PROTECTION AGAINST COVID-19

2020 **HIGHLIGHTS**

Numerous actions for the protection of employees

Aeroporti di Roma has carried out numerous actions, both in the workplace and outside it, to protect its employees in the fight against Covid-19.

The actions launched can be traced back to three macro-areas:

PREVENTION AND HEALTH, HEALTH RISK MITIGATION ACTIONS

TRAINING ON COVID-19 PROTECTION AND PREVENTION PROVIDED TO EMPLOYEES

RISKS, PROCEDURES TO MANAGE THE HEALTH CRISIS

PREVENTION AND HEALTH

● Free serological tests and vaccination campaigns

The ADR Group has promoted various prevention and responsibility initiatives in the fight against Covid-19:

1 the Protocol for the prevention of the risk of spreading the infection was adopted and the Committee for the management of the Covid-19 crisis was set up;

2 specific procedures have been set up and rules of conduct have been defined, disseminated to all staff and constantly updated;

3 in June, the Infection Prevention and Control Management System applied at Fiumicino and Ciampino airports was certified by RINA Services according to the Biosafety Trust scheme;

4 in July, a campaign was launched for the voluntary and free administration of serological tests at the emergency room of Fiumicino airport;

5 in November, an agreement was signed with a company in the health sector authorised to carry out rapid swabs and anti-Covid-19 serological tests, to provide employees and their families with a preferential screening channel without the need for a medical prescription nor medical card;

6 in December, a voluntary and free vaccination campaign against seasonal flu was launched at health facilities affiliated with ADR.

● Protection equipment

Over 900,000 protective devices (e.g., masks, gloves, goggles, gowns) were delivered to the staff for protection in the workplace. In addition, six thermal scanners and 71 thermal imaging cameras were positioned to measure body temperature at the airport facilities.

TRAINING:

● Covid-19-related training

Courses were activated on the sanitation of airport environments for Airport Cleaning resources and training courses for Behaviour Observers, provided for by the new Biosafety Certification at Fiumicino and Ciampino.

RISKS:

● Risk management procedures

A protocol was issued with the anti-Covid-19 measures for workers with the aim of:

● defining and implementing prevention and protection measures from the risk of infection amongst workers, in order to allow the continuation of the activity in compliance with their safety;

● organising the work activity in order to contain the risk through the appropriate actions;

● defining and implementing measures to avoid the development of epidemic outbreaks amongst the staff of the ADR group;

● defining and implementing the procedures for carrying out health surveillance and the timely management of any positive Covid-19 cases.

Plan of measures to combat covid

Being one of the largest European hubs, ADR has been at the forefront of prevention measures, committing itself to:

the strict implementation of the new measures and regulations to combat Covid-19:

- Prime Ministerial Decree, issued on a 15-30 day basis, with a dedicated section starting from 18 May 2020

- The "Guidelines for the resumption of traffic in airports" drawn up by ENAC on 18 May 2020

- The "European Aviation Health Safety" Protocol, issued by EASA/ ECDC on 21 May 2020, signed by ADR on 4 June (one of the first signatories in Europe)

Stimulation of innovation and creation of best practices to counter the spread of Covid-19:

- Re-engineering of all airport processes to meet health safety requirements

- Activating a permanent "Covid-19 Innovation Lab" for the rapid adoption of new technologies

- Continuous communication to the public through every digital and on-site channel

- Adaptation of the airport structure to review new structures with respect to health security

Obtaining certification from Third Parties:

- Early adoption of new certification schemes (Biosafety Trust in June, Health Accreditation in August - AHA; 5 Star Skytrax)

- New organisation to verify compliance with prevention and follow-up measures

Going by today's experience, how safe did you feel at the airport?
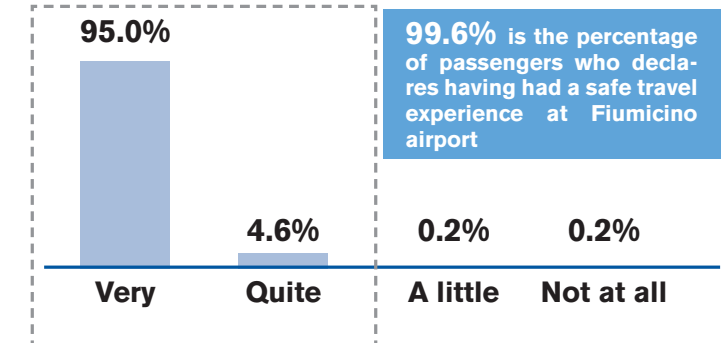
95.0%	**4.6%**	**0.2%**	**0.2%**
Very	**Quite**	**A little**	**Not at all**

99.6% is the percentage of passengers who declares having had a safe travel experience at Fiumicino airport

Considering today's experience, what is your overall rating of the Covid-19 infection prevention measures taken at Fiumicino airport?

58.3%	**25.2%**	**5.5%**	**4.5%**	**4.6%**	**1.7%**
Excellent	**Good**	**Moderate**	**Quite**	**Insufficient**	**Poor**

93.5% Passengers satisfied
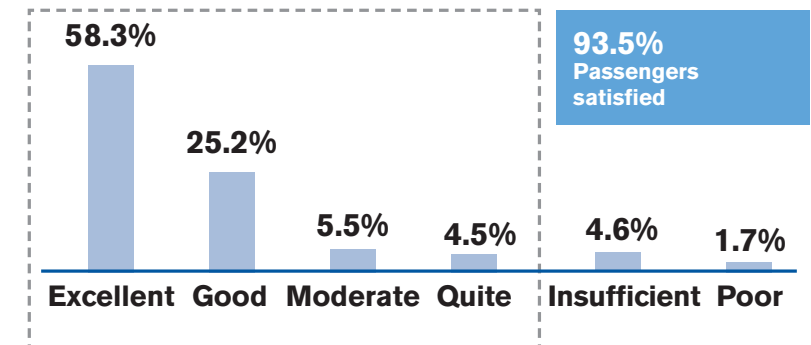
Specifically, the following are the initiatives adopted by ADR to prevent the spread of Covid-19:

- automatic sanitisation of arriving baggage, security control trays, elevators, escalators and treadmills

- continuous sanitation of surfaces and areas

- installation of ad hoc signs for social distancing and communication relating to new Covid-19 rules

- installation of sanitising gel dispensers in all terminal areas (300+)

- thermal scanners for temperature control (100+)

- terminal access control

- sanitising shower

- drive-in covid test area (approximately 90,000 tests carried out since 16 August 2020)

- activation of Touchless self-boarding mode

- automatic real-time monitoring of terminal areas

- installation of plexiglass barriers

- activation of toilet access monitoring

- creation of Italy's largest vaccination centre (1,500 square metres) with a capacity of 3,000 vaccines per day

- digitalisation of the healthcare data collection process in partnership with Aok pass and Alitalia

- management of military and cargo flights approximately 200 flights for the import and distribution of PPE, drugs and lung ventilators.

OCCUPATIONAL SAFETY AND MONITORING OF ACCIDENTS

2020 HIGHLIGHTS

USE OF NEW SOFTWARE FOR HSE MANAGEMENT

- **High safety standards**

In order to improve its performance and prevent occupational accidents and diseases, the Aeroporti di Roma Group promotes the surveillance and measurement of elements that allow it to take preventive rather than reactive actions; every accident or near miss is analysed and investigated in order to identify the main causes and risks associated with the activity carried out at the time of the event.

A certified[7] management system has been adopted according to the international standard UNI ISO 45001: 2018, headed by the HSE Manager. Within the system, workers can report any real or potential hazardous situation to his manager using near miss reports.

The system applies to activities relating to the management of Fiumicino and Ciampino airports. As of 2020, the system has been supported by an integrated H&S management software known as "Canopus".

By consulting a total of eleven workers' safety representatives (four workers' safety representatives for the company Airport Cleaning Srl), the workers of the companies of the ADR Group are involved in assessing the system. In 2020, there were approximately 40 consultation meetings and joint inspections with the workers' safety representatives, in order to deal with the Covid-19 crisis.

The management process includes: identification of hazards, risk assessment, definition of preventive and protective measures, control of those in charge, analysis of accidents and near misses.

The most significant risks are work at height, manual handling of loads, confined spaces, electrical risk, operation of special vehicles and noise. Accidents and near misses are analysed in accordance with company procedures, identifying the appropriate corrective actions where necessary in order to avoid their repetition.

Within ADR, both the Health and Safety Committee (OHS Committee) and the Covid Emergency Committee set up in 2020 in accordance with the regulations to combat the pandemic in 2020, comprise Employers of the ADR Group companies and company management/departments. Since the beginning of the pandemic, the Airport Management department has convened conference calls on a weekly basis.

The Occupational Medicine corporate department, within which the Company Doctors operate, is systematically involved, as required by law, for the purposes of risk assessment.

Occupational Medicine provides health surveillance services to workers for the periodic monitoring of health conditions.

In 2020, in order to deal with the Covid-19 pandemic, additional communication channels were opened between workers and the Company Doctor, both through a dedicated mailbox and through a software application that can also be used from smartphones.

- **Risk assessment**

All risks relating to the work activities carried out by the ADR Group have been identified and assessed in the respective risk assessment documents, which are updated in the event of changes in production cycles (activities, equipment, chemicals, etc.).

The most significant risks relating to the safety of ADR workers, refer to working activities at height (risk of falling from above and/or falling materials from above), within confined spaces (risk of entrapment, asphyxiation, etc.), in the presence of electrical risk (risk of electrocution), the use of operating machines such as elevating work platforms. In order to minimize these risks, specific operating procedures have been drawn up

and disseminated which provide for the issuance of a work permit. The assessment is carried out on the basis of the identification of homogeneous groups of workers and the related activities performed. Subsequently, a qualitative assessment of the risks associated with these activities is carried out, calculating the product between the probability and the damage of a given hazard.

The integrated software platform (known as Canopo) was also implemented, capable of managing the main processes relating to occupational health and safety, including:

- company records
- risk assessment
- training and coaching
- contracts and Construction Sites (Assessment of technical professional suitability and DUVRI (Interference Risk Assessment Document))
- health surveillance
- accidents and incidents

During 2020, the specific Risk Assessment Document relating to Covid-19 infection was issued. The risk assessment was carried out specifically in relation to the biological risk of exposure to the virus by the ADR Group staff. All the information necessary for the risk assessment was collected by the Company Doctor in collaboration with the Prevention and Protection Department and in relation to the intervention procedures issued by the USMAF Air Health/Ministry of Health, as well as the continuous updating on the evolution of infections and relevant legislation.

The document was systematically updated in alignment with current legislation and the evolution of ADR's organisational and operational methods during 2020.

The "Company Protocol for Limiting Covid-19 Infections" and the related appendices were drawn up and issued with the aim of: bullet points inserted below:

- defining and implementing prevention and protection measures from the risk of infection amongst workers, in order to allow the continuation of the activity in compliance with their safety;
- organising the work activity in order to contain the risk through remodelling of the spaces and workstations, of the working hours including contingency actions on attendance;
- defining and implementing measures to avoid the development of epidemic outbreaks amongst the staff of the ADR group;
- defining and implementing the procedures for carrying out health surveillance and the timely management of any positive Covid-19 cases.

As part of the Interference Risk Assessment Document (DUVRI, for its acronym in Italian), the "Guideline for limiting the spread of Covid-19 in works, services and supplies" was issued, which constitutes a supplement to what is reported in the Static DUVRI.

Each injury or near miss is analysed and investigated in order to identify the main causes and risks associated with the activity carried out at the time of the event.

This analysis is aimed at understanding the primary cause of the event and whether it is necessary to implement specific corrective actions for its removal; in addition, the possible need to update the risk assessment is defined.

The analysis of accident and near miss cases shows that no primary causes relating to the most significant safety risks have emerged. The cases of accidents that led to long periods of absence from work occurred due to accidental causes (stumbling, incorrect movement, etc.).

• Accidents

The monitoring of accidents and, more generally, incidents, is carried out through the continuous implementation of accident and near miss records and the archiving of all documentation in support of the analysis and investigation performed. These records are useful for obtaining and checking the indicators (KPIs) related to accidents and non-compliance.

As regards accidents involving non-employees, ADR currently only records accidents attributable to its infrastructures. As of 2021, ADR will keep track of the injuries of all contractors.

During 2020, there were three non-serious accidents attributable to ADR's infrastructures, which involved two contractors and an airline companion.

During 2020, four reports of occupational diseases to INAIL (Italian National Insurance Institute for Occupational Accidents) (of which three have not been recognised by INAIL, whilst one is being defined).

AEROPORTI DI ROMA ACCIDENT RATES

	U.M.	2020 TOTAL	2019 TOTAL	2018 TOTAL
Number of recordable occupational accidents	no.	62	212	226
Rate of recordable occupational accidents	i	18,76	38,29	41,69
Number of occupational accidents with serious consequences	no.	3	0	2
Rate of occupational accidents with serious consequences	i	0,9	0	0,37
Number of deaths resulting from occupational accidents	no.	0	0	0
Number of accidents whilst travelling[8]	n	31	58	77

[8] Home-work-home travel

• Safety training and information

The prevention and protection measures are subject to training and/or coaching, in accordance with the requirements defined by current legislation, intended for all workers according to the task performed.

The main training programmes launched in terms of occupational health and safety include basic and specific training, training on equipment, training on work at height, in confined spaces and others. The training plans are detailed within the risk assessment documents. All ADR workers are included in the occupational health and safety training plan, the frequency of which depends on the risks to which they are exposed.

During 2020, in accordance with the measures for limiting Covid-19 infection, training activity was reduced.

Operating procedures (confined spaces, hot work, work at height, etc.) and work instructions (use of equipment, machines, workshop, etc.) have been issued for the supervision of specific activities.

Upon the occurrence of an accident that is relevant from the point of view of company safety, or when a particularly risky activity is identified, the information useful for the knowledge, by all the departments concerned, of the measures is disseminated by the HSE or the procedures necessary to mitigate the associated risks. This information activity takes place through the issuance and dissemination to all staff concerned, partly through the use of the Company Intranet.

CUSTOMER FOCUS

2020 HIGHLIGHTS

Maintenance of Fiumicino at the top in the ranking of the best European airports

Although 2020 was characterised by the major effects of the pandemic on the transport sector, Aeroporti di Roma continued to pursue its policy of continuous improvement of the quality of service, updating it in the light of the changed operations imposed by Covid-19.

Specifically, during 2020, ADR with the support of all stakeholders, mainly focused on:

1. ensuring the health and safety of passengers and staff whilst maintaining the level of excellence achieved over the years;

2. ensuring the economic and financial sustainability of the company both in the short and long term;

3. carrying out initiatives to improve the quality of the services that have remained active.

These actions have enabled Aeroporti di Roma not only to confirm itself at the top of the international rankings of air transport as regards the quality of the services provided to passengers,

but also to receive various international awards and certifications that demonstrate the cutting edge of protocols and measures adopted by ADR in the procedures to limit the spread of Covid-19. The strategy adopted to improve the passenger travel experience is mainly driven by active listening, by the multiple opportunities for interaction with passengers, by direct and indirect contact channels and by the possibility of transforming suggestions into improvement actions.

To this end, Aeroporti di Roma has equipped itself with internationally recognised customer experience detection tools in order to monitor the quality offered and the degree of passenger satisfaction, identify possible areas for improvement and translate them into actions aimed at increasing service standards offered through the adaptation of airport infrastructures and services in a context of continuous evolution of passenger behaviours and lifestyles.

The quality policy represents ADR's commitment to guaranteeing the quality of the services provided and constantly verifying the satisfaction of its customers.

The key elements on which the quality policy is based are as follows:

1 customer focus

2 excellent research

3 process improvement

4 transparency

5 Human resources focus

ADR is committed to guaranteeing its passengers excellent services, in line with the best international standards. The Group uses all the tools available to interact with its customers and measure the level of services offered to them, using a constant monitoring system (UNI EN ISO 9001 certified since 2007) of the performance provided to passengers, based on techniques statistically defined in accordance with the ENAC GEN 06 circular.

ADR specifically carries out the following:

surveys: passenger surveys to check the level of passenger satisfaction, analyse their needs and expectations.

controls: objective controls to check the services effectively provided to passengers and compare them with national/international standards, previous performance or indicators.

programmes: participation in international benchmarking and ratings to know ADR's positioning with respect to competitor airports and to identify the best-in-class airports, on the service indicators that have an impact on passenger experience.

meetings: periodic meetings with the various companies operating at the airport, in order to analyse the performance of the service provided and to define the actions required for continuous improvement.

maintenance: continuous maintenance interventions and redevelopment of the airport facilities to adjust the airport to meet Customer needs

The Service Charter, which incorporates the ENAC legislation, is updated every year through a process that involves all the subjects both internal to Aeroporti di Roma and third parties interested in airport processes. The Charter proposes quality indicators for each type of passenger, with the aim of providing information on the level of service achieved and on the improvement objectives for the current year. It consists of two main sections:

- Quality indicators: includes a list of perceived and delivered quality KPIs set out by ENAC, including the final data relating to the year ended and the target for the year of validity of the Service Charter;

- Airport Guide: Provides information on wayfinding, airlines operating at the airport, parking, Bus/Taxi/car rental with driver/rail links.

At the same time as checking the quality levels and identifying possible areas for improvement through passenger surveys, Aeroporti di Roma uses additional channels to receive feedback, such as: the website, the information desks within the Terminals, the post office and social platforms. The comments received are forwarded to the internal and external areas of expertise of the company in order to assess and implement any improvement actions.

The Group also uses the Net Promoter Score (NPS) method, an indicator that measures the passenger's propensity to recommend the travel experience lived at the airport and, therefore, the overall quality perceived by the customer. The NPS is an important tool for listening to passengers: the latter, in addition to expressing an assessment of the experience at the airport, have the opportunity to release the reasons behind the opinion expressed. These comments are subsequently analysed and transformed into ideas for improving the travel experience and broken down into specific actions.

Following Prime Ministerial Decree dated 09/03/2020 which extended the provisions for containing Covid-19 nationally, on the same date ADR provided for the temporary suspension of all surveys of perceived and supplied quality, including the surveys useful for the purposes of the Service Charter, the Planning Agreement and the International Airport Service Quality (ASQ) benchmarking program conducted by ACI.

Monitoring was subsequently resumed as of 8 July 2020 in a reduced manner and only at Fiumicino airport.

The resumption of monitoring is important as the values that emerge from the surveys highlight the absence of operational critical issues despite the anti-Covid-19 measures, operational constraints and infrastructural fragmentation. However, the values of the monitored indicators are of no relevance if compared with the past or expected performance, due to the reduced traffic volumes and the operational and infrastructural situation caused by Covid-19.

IN PURSUIT OF THE HIGHEST LEVEL OF CUSTOMER SATISFACTION

2020 HIGHLIGHTS

- For the fourth consecutive year, Leonardo Da Vinci won the prestigious "**Airport Service Quality Award**" amongst the major European hubs with over 40 million passengers, provided by Airport Council International (ACI)

- For the third consecutive year, Fiumicino is the best airport in Europe, winning the "**Best Airport Award 2020**" in the category of hubs with over 40 million passengers

- Fiumicino and Ciampino are the first airports in the world to obtain the **Biosafety Trust Certification** issued by the certification body RINA SERVICES

- Fiumicino and Ciampino are the first airports in the European Union to receive the **Airport Health Accreditation from ACI** (Airport Council International)

- Fiumicino is the first airport in the world to receive 5 Skytrax stars for safety measures and protocols

- Fiumicino and Ciampino are the first airports in the world to obtain the **SafeGuard™**, issued after the onsite audits carried out in December 2020 as part of the Airport Council International (ACI) Airport Health Measures Audit Program (AHMA) in partnership with Bureau Veritas

|ROME FCO| BEST AIRPORT

CERTIFIED AIRPORT EXCELLENCE

BIOSAFETY   QUALITY

- **Airport Service Quality Award**

  For the fourth consecutive year, "Leonardo da Vinci" is the European airport most appreciated by passengers. This was announced by ACI (Airports Council International) - the international association that independently measures, through interviews with travellers, the perceived quality in over 350 airports around the world - which awarded the Fiumicino airport the "Airport Service Quality Award" for 2020.

- **Best Airport Award 2020**

  In 2020, Airport Council International Europe judged Fiumicino airport as the best airport in Europe by assigning it the "Best Airport Award" and it is the first time in history that the award is awarded for three consecutive years exclusively to the same airport in the category of European "Hubs". This year, the award was awarded in the category of hubs with over 40 million passengers and focuses

on the measures and protocols adopted to contain the pandemic by introducing new technologies and new processes aimed at permanently improving the customer experience.

- **Biosafety Trust**

  As a further confirmation of the levels reached in the fight against the spread of Covid-19, Fiumicino and Ciampino airports were the first in the world to obtain the "Biosafety Trust" issued by the certification body RINA SERVICES, relating to the correct application of the infection prevention system due to infections from biological agents. A recognition that demonstrates how the protocols and measures adopted for "Leonardo da Vinci" and "G.B. Pastine" are at the forefront in the procedures for containing the spread of viruses and represent an example of best practice to be taken as a reference in order to minimise the risks of spreading epidemics.

  This certification was obtained after a careful verification investigation by the RINA certification body, which examined the complex Management System for the Prevention and Control of Infections, implemented by Aeroporti di Roma in order to contain the spread of all possible pathogens that could be carried at the airport, from the least hazardous viruses to the most harmful ones, such as Ebola, Bacillus Anthracis and Sars-Cov2 (Covid-19).

RINA inspectors firstly obtained all the documentation on the operational procedures and protocols at Fiumicino and Ciampino. They then verified compliance with the international reference standards on which this innovative certification scheme is based (ISO 31000 - risk management and ISO 22301 - business continuity). Lastly, through on-site inspections, they ascertained the correct application of all procedures.

- **Airport Health Accreditation**

  Another important international recognition obtained by Rome's airports in containing the spread of Covid-19 is the Airport Health Accreditation (AHA) issued by the Airports Council International (ACI). The ACI Airport Health Accreditation (AHA) programme provides airports with an assessment of how well their health measures align with ACI Aviation Business Restart and Recovery guidelines and recommendations from the ICAO Council Aviation Restart Task Force, along with industry best practices. The certification was obtained following a thorough assessment of the new health measures and procedures introduced as a result of the Covid-19 pandemic by the management company of the two Rome airports. Amongst others, the cleaning and disinfection of airport spaces, the maintenance of physical distances, the protections provided to the staff, the communication to the passenger were assessed.

- **Skytrax**

  Aeroporti di Roma participates in the global programme for assessing the quality of airports managed by Skytrax, the main international rating and evaluation company in the airport sector: the stars (from a minimum of 1 star up to a maximum of 5 stars), are assigned to follow-up of the detailed professional analysis of an airport's quality standards through an audit.

  The ability to guarantee high levels of safety was also confirmed by Skytrax, which awarded the maximum score of 5 stars for the measures and protocols adopted by "Leonardo da Vinci", the first airport in the world to obtain this recognition. At the end of the investigation, in which all the measures adopted within Fiumicino's terminals were verified, including the examination of numerous airport surfaces (seats, lifts, escalators, etc.), it was confirmed that the anti-coronavirus measures have been effectively adopted by ADR and "the airport continues to provide a positive impression of cleanliness, improving the high standards already recorded in 2019".

- **SafeGuard™ Certification**

  Fiumicino and Ciampino airports also participated in the Airport "Health Measures Audit Programme" (AHMAP) developed by ACI in partnership with Bureau Veritas, a world-class organisation in the certification and verification of conformity of quality, environment and safety systems.

The AHMAP programme consists of an on-site audit, carried out with the aim of validating and demonstrating the effective implementation in the field of measures to combat Covid-19.

Following the on-site audits carried out in December 2020, the two Rome airports were found to be compliant at every stage of the airport processes, making them the first airports in the world to obtain SafeGuard™ certification.

- **Membership of the EASA-ECDC programme**

Lastly, Aeroporti di Roma was one of the first airport operators to join the programme developed by EASA and ECDC for the development of specific guidelines, the purpose of which is to act as a basic protocol for aviation health safety and provide a source of good practices on how airport operators, airlines and national aviation authorities can ensure the health and safety of passengers, as well as industry operators, by reducing the risk of virus transmission. In addition to compliance with the guidelines, the airports and airlines involved in the programme are invited to detect and monitor a series of KPIs related to the different phases of the passenger's journey and collect feedback on the measures established by EASA.

NEW SERVICES AND UPGRADING OF EXISTING SERVICES

2020 HIGHLIGHTS

- **Launch of testing for Covid-tested flights operated by Alitalia and Delta on the routes to Milan, to and from New York and Atlanta**
- **Opening of the Covid-19 area at Terminal 3 arrivals for the administration of Covid-19 antigenic swabs**
- **Creation of a Drive-in facility at the Long-Stay Car Park to carry out Covid-19 antigenic swabs**

Aeroporti di Roma annually prepares and updates the programme of interventions and initiatives aimed at improving the passenger travel experience with the aim of keeping Fiumicino at the top of the best European airports comparable in size. Following the outbreak of the health crisis, the consequent decrease in traffic and the need to introduce social distancing within the terminals and piers, ADR has mainly focused on implementing new technological and process solutions in a timely manner for cope with the new scenarios deriving from the pandemic, while guaranteeing high quality standards.

The main quality improvement interventions carried out in 2020 at Fiumicino and Ciampino airports can be summarised in the following two areas of interest:

COVID INNOVATION LAB

PASSENGER QUALITY IMPROVEMENT

COVID INNOVATION LAB

The changes in operations imposed by Covid-19 has created the need to implement effective solutions in a very short time using technologies that support the processes, allowing a renewed operational phase to be activated quickly.

The "quick win" initiatives, identified following a scouting process on new technological tools aimed at managing the recovery phase ("phase 2") of air transport, were divided into five main areas:

• Temperature monitoring systems

In order to guarantee high levels of safety, ADR has fitted temperature monitoring systems to subject passengers to temperature measurements in the hubs of the airport. This initiative has made it possible to reduce the impact of this monitoring on service times per process, creating separate channels for operators and intervening with dynamic solutions. Specifically, thermal cameras with double optics were installed at the access points to the Terminal and mobile thermal cameras (Smart Helmet) were introduced, these are thermal cameras mounted on the helmet for dynamic and remote monitoring of the body temperatures of passengers by of airport operators.

• Prevention, protection and sanitation systems

At both airports, various prevention, protection and hygiene systems have been activated to combat the spread of the virus in the airport environment by applying technologies that preventively protect passengers, sanitise their baggage, the media with which they come into contact and the areas in which move.

In addition, sanitising systems for hold baggage have been activated on the section of the delivery belt that precedes the unloading of the baggage and for sanitising by means of an automatic device for the delivery of a sanitising solution that is sprayed onto the baggage before it arrives in the baggage reclaim hall, providing appropriate communication.

The sanitisation of escalators and treadmills, lifts, safety trays on the automatic lines of the security checks has also been activated, as well as the installation of sanitising gel dispensers in all boarding areas open to passengers, the application of anti-contamination "shoe sole disinfectant" mats in tubs, the installation of a Sanipoint, a sanitising shower designed to decontaminate and disinfect the clothing and objects of those who enter it using a sanitising solution that is sprayed for a few seconds and the installation of plexiglass protective walls to protect both passengers and airport operators.

Infrastructure and Terminal

In 2020, a series of interventions in the terminal area were completed which contributed substantially to raising customer satisfaction but above all made it possible to effectively manage the new operating conditions resulting from Covid-19. The significant and sudden reduction in traffic and the activation of new processes related to the Covid-19 crisis led to the need to review the existing infrastructure in terms of use of terminals and boarding gates.

The use of specific technologies has also allowed the automatic monitoring of the densities and the simulation of passenger flow in order to define the maximum number of passengers that can be managed under social distancing conditions in Terminal 3, the only terminal that has remained operational from the beginning of the pandemic to date. In this particular context, various initiatives have been implemented to prevent the spread of Covid-19.

Since August, ADR has made an area measuring approximately 7,000 m² available by converting a portion of the Long-Stay Car Park into a new Drive In facility in the Lazio Region to carry out the Covid-19 antigenic swabs. The facility was created in partnership between the Ministry of Health, the Lazio Region, the Spallanzani Institute and the Italian Red Cross. The Drive in is managed by the Health Authorities of the Lazio Region and manned by medical and paramedical staff of the Italian Red Cross.

In September, Covid-tested flights trial began at Fiumicino began, i.e., two flights to Milan Linate operated by Alitalia were accepted on board exclusively passengers subjected to a preventive screening with negative results for Covid-19 (rapid antigen test or molecular PCR test), giving passengers who do not have a certificate of negativity not earlier than 72 hours before the flight the option to undergo the rapid antigen test directly at the airport at the Covid-19 test area, at Terminal 3 arrivals.

As of December, Fiumicino airport was the first airport in Europe to have activated safe health corridors with "Covid tested" flights between Rome and some destinations in the United States.

The innovative procedure provides that passengers on Covid-Tested flights arriving from the American airports of New York JFK and Atlanta are not subject to the self-isolation obligation in Italy following a molecular or antigen test performed no more than 48 hours before boarding and a further repeated test on disembarkation at Fiumicino, carried out in the dedicated areas specially created inside the Terminal.

In fact, two areas have been created: one at Terminal 3 arrivals, measuring approximately 1,000 m², which allows up to almost 500 passengers to be accommodated at the same time, in full compliance with the safety distancing rules, where the doctors

of the Ministry of Health can operate in reserved boxes in the full respect for privacy. In this facility, Covid-19 antigen tests are administered to passengers departing for all Covid-tested flights. The second was built at Boarding Area E for passengers arriving from the USA with the Covid-tested flights of the USA-Fiumicino pilot project (New York and Atlanta).

- **Passenger services**

Given the changing needs due to Covid, ADR has focused on creating services that improve the quality of the passenger experience at the airport, facilitating "self" processes, making all appropriate PPE available. Vending machines equipped with "sanitising kits", including masks and sanitising products, were then installed both near the main entrances to the Terminal and in the boarding areas and an area outside gate E was set up to allow for emotional pet management on arrival from Covid-tested flights from the USA.

- **Communication channels**

ADR has also focused on ensuring adequate information for passengers in relation to the Covid-19 prevention measures to be taken at the airport. A unique blue colour has been set up at both Fiumicino and Ciampino for any type of information or signage in the Covid-19 area and to report social distancing in areas with the

greatest influx of passengers (e.g., baggage reclaim hall, check-in desks, security checks and immigration area). The information was disseminated via horizontal, vertical and digital signage. Furthermore, through the vocal announcement system and special megaphones used by airport operators, ADR constantly invites passengers to comply with the rules, especially to maintain social distancing as per institutional guidelines. A similar information flow is guaranteed on all ADR's digital channels, starting with the website, which provides a dedicated area to extend to all ADR's social networks.

👍 PASSENGER QUALITY IMPROVEMENT

In line with what has been carried out over the past years and consistently with the needs resulting from the health crisis, also in 2020, ADR is committed to identifying actions aimed at improving the passenger experience at both airports and maintaining high levels of quality.

- **Accessibility to the city/airport and car parks**

To improve the accessibility of Fiumicino airport, the focus was specifically on improving the orientation of passengers approaching the airport by installing films on the entrance doors, creating paths dedicated to passengers for the use of the taxi service and the improvement of the parking area through the remaking of signs, the redefinition of the sectors and the numbering of the stalls.

- **Terminal area processes**

In 2020, certain structural and renewal interventions of the areas were carried out at the Fiumicino airport. Specifically, the "I" and "J" Islands of the check-in area at Terminal 3 were refurbished using new technology desks, signage and integrated monitors to be more easily identified by passengers.

In the same area, dynamic signage systems have been installed to guide passengers in check-in operations between the islands.

- **Airside processes**

Certain structural interventions aimed at the airside areas of Fiumicino airport have contributed to the improvement of operational efficiency. These include "delivery at aircraft", a prototype of a slide installed on the loading bridges that allows objects such as strollers, blankets and wheelchairs to get back onto the loading deck; and the review of the BHS transport lines of Terminal 1.

- **Passenger services**

Confirming the focus of passengers for Aeroporti di Roma, various initiatives were carried out in Fiumicino, again in 2020, mainly focused on the range of new types of services and installations aimed at involving passengers, including through social media.

With a view to involving passengers in their experience at the airport, taking a picture and sharing it on social media, various installations have been created, specifically: anamorphic works depicting the Vitruvian Man, the Colosseum and the Last Judgement, Instagram station in which passengers can take selfies to post on social media. The "Leonardo and the journey. Beyond the boundaries of man and space" competition was launched on the occasion of the 500th anniversary of the death of Leonardo da Vinci for the creation of contemporary works of art inspired by Leonardo's theme of travel. At the end of the competition, the works have remained on display at the airport, within the boarding areas, to improve the passenger experience.

Additional initiatives include: the opening of the "Pet Area", intended for passengers travelling with arriving and departing animals and, therefore, positioned in a central position between the two Terminals, on the secondary road network and four play areas, aimed at passengers travelling with their children and positioned between boarding areas and baggage reclaim halls: Boarding Area E, Satellite, T1 and T3 baggage reclaim hall.

Lastly, the number of recharging stations in the Satellite area has been doubled: for each of the columns present, an integrated structure has been created which, using the adjacent seats, makes it possible to bring the wiring to the new support by doubling the existing charging points.

At Ciampino, on the other hand, information display boards dedicated to passengers with reduced mobility have been installed in the car parks that allow passengers to request assistance.

SUSTAINABLE MANAGEMENT OF THE SUPPLY CHAIN

2020 HIGHLIGHTS

The Aeroporti di Roma Group contributes to the creation of value, partly through its network of partners, suppliers and subcontractors

Each supply contract includes a specific acceptance clause of the Code of Ethics and the Anti-Corruption Policy, the non-compliance of which constitutes a serious breach of the contractual obligations.

As regards the awarding of contracts, the Group uses procedures managed electronically on the "Purchasing Portal" platform, introduced in 2008, in order to achieve:

- **maximum transparency**

- **equal opportunities in the tender award process**

- **reduction of the time required for the preparation and submission of offers**

- **greater efficiency and effectiveness in interaction, thanks to the automation and standardisation of communication and authenticity protocols**

- **competitiveness and integrity in terms of data exchange**

Furthermore, Aeroporti di Roma adopts a set of tools and procedures that encourage virtuous conduct on the part of current and potential suppliers.

In order to have an increasingly responsible supply chain, a Vendor Rating system has been adopted, on the basis of which the potential reliability of the supplier is assessed, on:

- **Corporate Social Responsibility (CSR)**
- **Economic and financial soundness**

The assessment is based on objective data, extracted from different sources:
- from the Qualification Questionnaire of the Aeroporti di Roma S.p.A. Supplier Register and
- by economic-financial databases managed by leading operators in the sector.

2020

356

assessed/qualified suppliers were operating according to the sustainability criteria, of which:

130

as regards environmental criteria

265

as regards social criteria

106

as regards anti-corruption criteria

In consideration of the health situation that saw ADR involved, in 2020, in the management of the Vendor List, in addition to environmental sustainability criteria, reward criteria were implemented for BioSafety certification and for the containment of potential epidemiological risks. The objective of applying these criteria is to allow for an increase in the effectiveness of a selective tool, aimed at qualifying both supplies, works and services in environmental terms, throughout the entire life cycle. During 2020, out of the total of the loans to the most economically advantageous offer, about 60% saw the application of this logic.

As regards the breakdown of the value of orders, the percentage attributed to local suppliers decreased by 3%, as indicated below:

2020 SUPPLY EXPENSE BREAKDOWN
2% Abroad
98% Italy

2019 SUPPLY EXPENSE BREAKDOWN
5% Abroad
95% Italy

2018 SUPPLY EXPENSE BREAKDOWN
2% Abroad
98% Italy
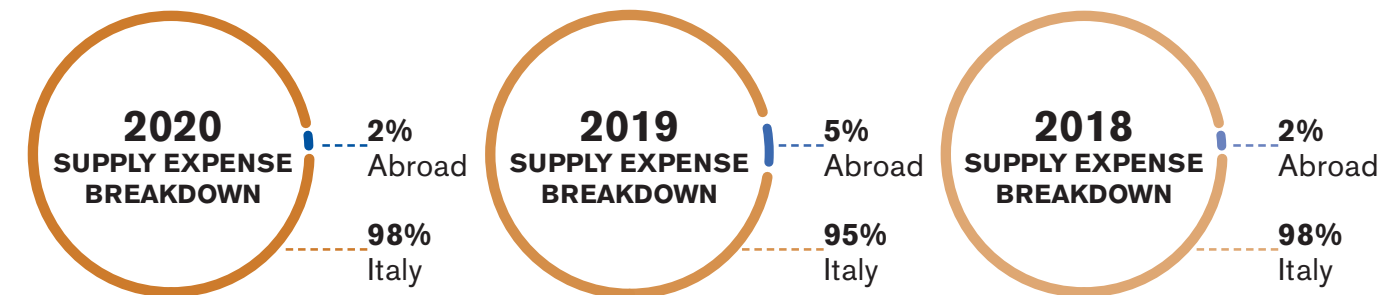
[9] The term "assessed/qualified active suppliers" refers to suppliers who registered with the register have confirmed possession of certifications in the social, environmental and anti-corruption fields, such as ISO 14000, ISO 37001, SA 8000 Ethical and Social, etc.

ATTENTION TO THE LOCAL COMMUNITY

2020 HIGHLIGHTS

- **Completion of the reclamation of the section of Pesce Luna beach**
- **Construction of the roundabout in Piazza Umberto Nobile**
- **Creation of a new health hub**

The commitment of the Aeroporti di Roma Group towards local realities, even in a year characterised by the pandemic crisis, was witnessed by significant initiatives carried out in various areas.

The implementation of the technical board meeting on a systematic basis between the company and the municipality of Fiumicino allowed, during 2020, the realisation of what was previously discussed in the institutional context for the benefit of the territory and neighbouring communities, including:

- the completion of the reclamation of a stretch of beach in Via del Pesce Luna for its recovery and redevelopment;

- the construction of the new roundabout in Piazza Umberto Nobile, which made it possible to free up access to the airport and the surrounding area with significant benefits for local traffic.

In addition to the implementation of these initiatives, 2020 saw the construction of a health hub built at the "Lunga Sosta" (Long-Stay) car park at Leonardo da Vinci Fiumicino airport from which the surrounding area was able to benefit.

The facility was built in an area measuring approximately 7,000 m², made available by ADR by converting a portion of the Long-Stay car park, managed by the Health Authorities of the Lazio Region and manned by medical and paramedical staff of the Italian Red Cross.

This facility, used since September as a Drive-In centre dedicated to rapid tests, is the largest in Lazio and was built in record time thanks to the effective collaboration between the Lazio Region, USMAF, Istituto Spallanzani, the Italian Red Cross and ADR.

At the beginning of February 2021, the Drive-In centre was joined by the new Vaccine Centre for the Lazio Region built for the first time at an Italian airport, thus becoming a real health hub to support the territory and the local community.

The vaccine centre, also managed by the Italian Red Cross, occupies approximately 1,500 m², fully covered and heated, is able to administer up to 3,000 doses of vaccine daily when, depending on the availability of vaccines, it will be operate until midnight.
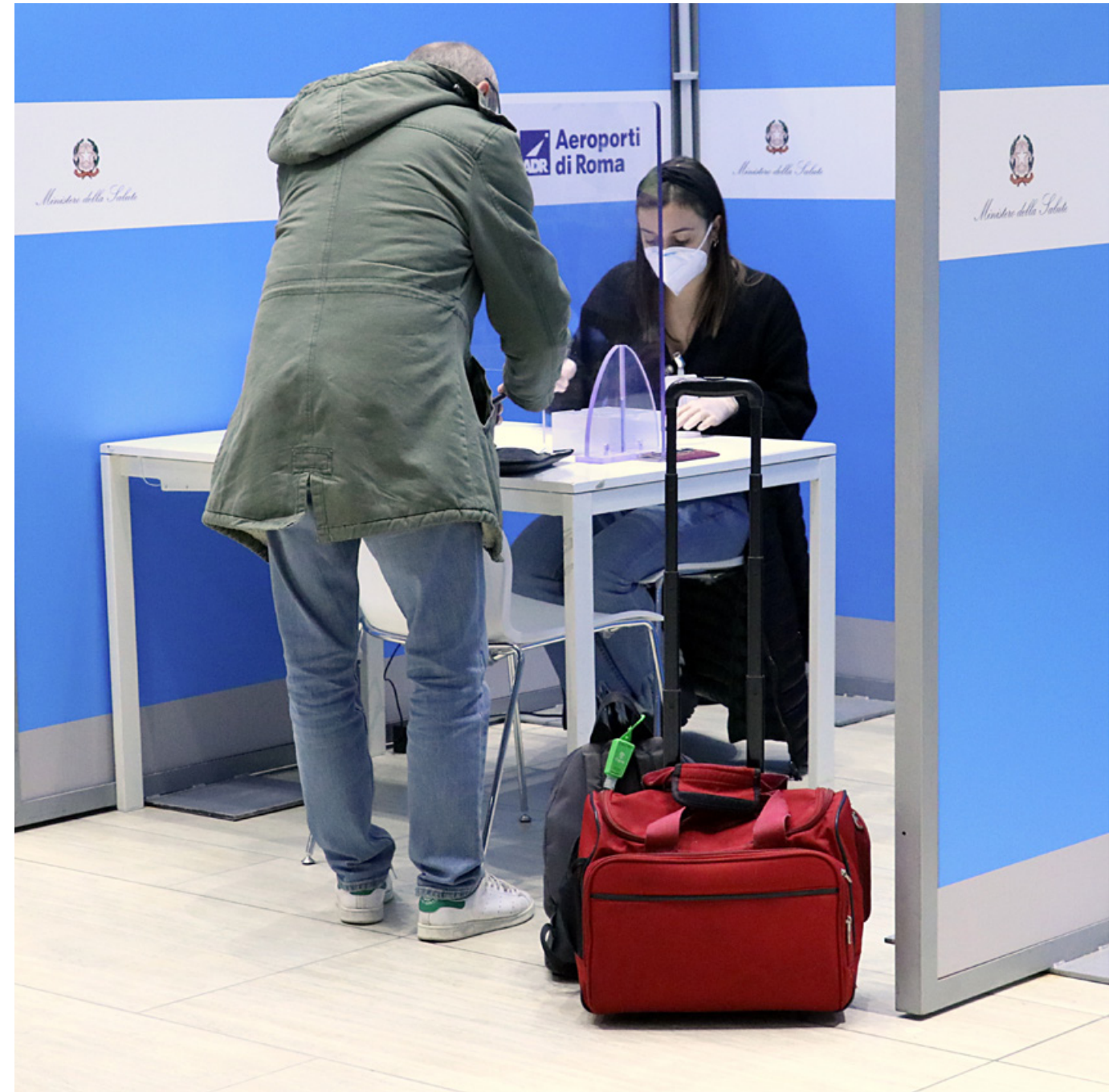
INTEGRATION WITH THE REGION

2020 HIGHLIGHTS

- **Construction of the new nursery school**
- **Charity initiatives**

As evidence of the commitment and continuous attention of the Aeroporti di Roma Group to local communities and the area in which the airport is located, various initiatives were undertaken in 2020:

- the construction of the new nursery school was completed, next to the archaeological area and adhering to the LEED protocol, making it accessible also to residents of the Municipality of Fiumicino.

- Numerous solidarity initiatives have been undertaken, including donations of lung ventilators and donations of medical material to primary hospitals, to the Civil Protection and to the territory, also giving free use of support equipment including a van for the distribution of meals to the less haves and portable thermal scanners for temperature detection.

NOISE IMPACT AND INTERVENTIONS FOR THE COMMUNITY

2020 HIGHLIGHTS

- **Integration of sound monitoring units**

- **Sound adjustment interventions in schools located in the municipalities of Ciampino and Marino**

Aeroporti di Roma is constantly committed to ensuring the timely monitoring of the sound impact of airport operations on the areas adjacent to the Rome airports and taking all possible actions to mitigate the noise in the most populated areas.

2020 was certainly characterised by extremely low levels of activity, due to the pandemic crisis that is still underway, on both airports of the Roman airport system and, therefore, such as to not constitute any problem in terms of exceeding the acoustic limits on the territory.

Specifically, for Ciampino airport, the implementation of the noise containment and noise abatement plan continued in 2020, both as regards the experimentation of the new take-off procedure from head 15 with the aim of bringing the acoustic footprint closer to that of airport acoustic zoning, which due to the more than significant reduction in the number of commercial flights operating at night (23:00-06:00).

Our people are at the centre of our strategy.
They are the true asset of change, through whom we develop new, more inclusive and sustainable models, in which everyone improves their own well-being and grows, with the awareness of the importance and value of the airport community.

A further action envisaged by the plan, with evident positive repercussions for local communities, is the continuation of the significant programme of acoustic improvement interventions in schools, in some cases associated with redevelopment actions of the structures, where the need for intervention in accordance with the plan. The schools are located in the territories of the Municipalities of Ciampino and Marino; amongst these there are: kindergartens, kindergartens, primary and secondary schools.

In 2020, the planning activities of the interventions - launched in 2019, despite the difficult scenario characterised by the pandemic crisis - allowed for the completion of acoustic remediation at nine schools, the start of work at another seven the remaining contacts and technical insights continued for the definition of the design of the interventions to be carried out.

6 | ENVIRONMENT

WE SUPPORT SDGs

| 6 CLEAR WATER AND SANITATION | 7 AFFORDABLE AND CLEAN ENERGY | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE PRODUCTION AND CONSUMPTION | 13 CLIMATE ACTION |

An airport that consumes increasingly less energy

Climate change: the challenge towards "Net zero Carbon"

Recover: 100% of waste generated at the airport

Reducing the amount of waste generated by each passenger

The circular economy takes off at the airport

Water, valuable resource

Airport noise

STRATEGY

2020 is a year that marked a moment of strong discontinuity with the past due to the dramatic situation created as a result of the Covid-19 pandemic. Even in this exceptional context, very important goals were nevertheless achieved in terms of sustainability, mitigation of the environmental impact and continuous improvement.

The commitment that ADR has always dedicated to sustainability, integrated into the business model to create economic, social and environmental value, was the basis of the decision of the World Tourism Organisation which, in an unusual year such as 2020, intended to award the "Leonardo da Vinci" Airport with an official recognition on sustainability.

Also in 2020, the company undertook to reconfirm the certification of its Environmental Management System according to the new standards required by the ISO 14001: 2015 standard, obtained since 1999 for Fiumicino airport and since 2001 for Ciampino airport.

The central point of the company's commitment is the Sustainability Plan, a document that defines a complex programme of interventions and improvement objectives on the environmental performance of Rome's airports. The Plan is inspired by the international guidelines defined by the United Nations General Assembly through the SDGs (Sustainable Development Goals), the principles of the United Nations Global Compact and the issues considered material by the internal organisation and external stakeholders.

AREAS OF COMMITMENT

The attention and commitment of Aeroporti di Roma for the protection of the environmental heritage has made it possible, over the years, to obtain an improvement in performance in all environmental matrices: the production of energy, the containment of emissions into the atmosphere, the efficient management of waste.

AN AIRPORT THAT CONSUMES INCREASINGLY LESS ENERGY

2020 HIGHLIGHTS

- **Reduction in energy consumption per passenger by over 50% in the period 2007-2019, given that the figure does not refer to 2020**

- **Hundreds of energy efficiency and optimisation interventions every year**

- **Participation in the European Smart Airport project, funded by the European Commission's Horizon 2020**

ADR's continuous commitment to improving energy efficiency was confirmed, also in 2020, by the renewal for both airports of the Energy Management System certification according to the update of the ISO 50001: 2018 standard, placing ADR amongst the first to obtain certification according to the new 2018 standard.

In 2020, 110.3 GWh were consumed by Leonardo da Vinci airport but, unlike in other years, it was not possible to construct the kWh/(passengers x square metres) indicator due to the drastic reduction in airport operations and the number of passengers as a result of the Covid-19 pandemic. Although careful management of the systems was carried out with respect to the areas used, this indicator would not be comparable with that of previous years. However, it should be remembered that, from 2007 to 2019, the latter declined from 16.3 to 7.8, with a 52% reduction.

This trend, confirming the decreasing trend of previous years, is due to the significant energy efficiency measures, implemented continuously over the years:

- the start-up of an advanced system for managing the sequences of the refrigeration plants;

- the optimisation of the automation and regulation systems of air conditioning systems with FDD ("Fault Detection and Diagnosis") logics;

- the installation of large, extremely high-performance refrigeration units;

- the adjustment of lighting and the activity of replacing lighting fixtures with LED technology, over almost all areas of the terminals and external roads and which also affected the light towers in the aircraft parking lots;

- the continuous control of the functioning of the electrical and air conditioning systems, as well as the implementation of hundreds of optimisation interventions carried out every year.

The main initiatives were specifically the following:

- control and monitoring of the operation of the plants required to guarantee the service;

- constant monitoring in order to avoid heating and subsequent cooling on the coils of the air handling units through signals;

- deactivation of electrical equipment not used by the public, e.g. escalators;

- optimisation of the operation of refrigeration units in substations;

- use of a single ring of the district heating network also in winter for the distribution of the superheated water fluid;

- optimisation and higher yield of the absorbers with consequent lower GFR electricity consumption for the production of cold;

- shutdown of the cold tapping pumps, with operation with all external air.

In 2020, ADR participated in a research and innovation programme, known as Horizon 2020 of the European Commission, which allocated funds for the "Smart Airports" project, winning the European tender to create the airport of the future. The results of the project will aim to inspire the airports of the entire European continent towards a reconversion of all processes in an environmentally-sustainable manner. Rome airports, together with Copenhagen's airport, will study the processes and local logistics of fuels of the future for aircraft, be they biofuels, e-fuels, hydrogen or electricity. They will also develop the concept of the Smart Energy Airport of the future, by maximising the production of energy from renewable sources, energy storage and the use of electricity for vehicular mobility in airports.

In 2019, ADR was the first airport in the world to join EP100, achieving the ambitious result of 100% increase in energy productivity compared with 2006.

In 2020, on the basis of the company procedure on Energy Efficiency Control, despite the partial closure of the terminals, about 310 reports were still made, which optimised the operation of the plants with consequent energy savings.

As regards Ciampino airport, 7.56 GWh were consumed in 2020; as for Fiumicino, it was not possible to calculate the kWh/(passengers x square metres) indicator due to the reduction in passengers and airport operations. However, it should be recalled that, in 2019, this indicator amounted to 8.7 and reduced 24% compared with the value of 11.4 recorded in 2009.

The electricity and thermal energy needs of Fiumicino airport are met by:

43.5 MW

TOTAL SUPPLIABLE CAPACITY

48.9 MW

Cogeneration plant
fuelled by methane gas to generate thermal electricity

Methane gas plant
with cogeneration plant back-up function
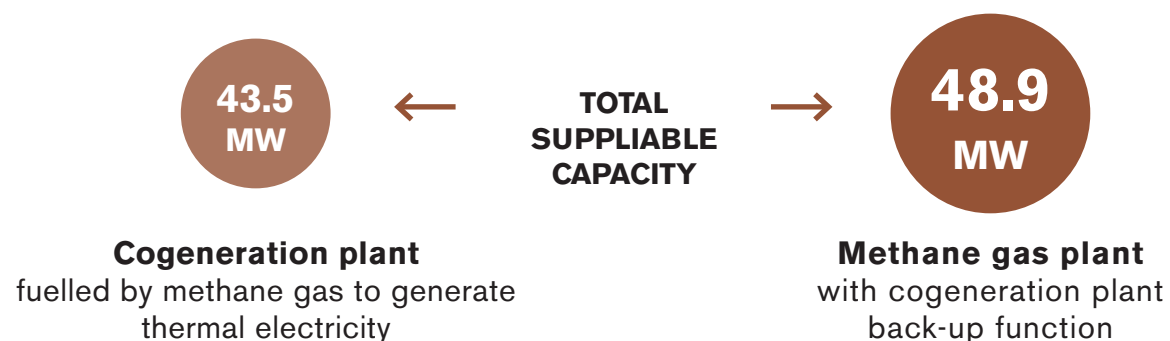
As regards the consumption of electricity in GJ, 93.6% is attributable to the Fiumicino site.

ADR GROUP[10]	2020	2019[11]	2018
Energy consumed within the organisation[12] for both airports	657,156.97	902,322.80	908,633.71
Of which from renewable energy sources[13]	15,228.13	29,728.91	7,267.15
Electricity	424,560.32	596,205.40	650,755.73
Natural gas and heat from cogeneration[14]	230,575.35	303,062	256,267.76
of which for heating	157,905.76	167,307.93	183,236.90
of which for cooling	-	-	-
Diesel for emergency groups	2,021.3	3,055.4	1,610.22

[10] As of 2020, the conversion factors used refer to the publications of the Higher Institute for Environmental Protection and Research (ISPRA 2021) and the Department for Environment, Food and Rural Affairs (DEFRA 2020).

[11] The figures relating to 2019 have undergone changes as a result of balancing invoices received after the publication of the document relating to the reporting year.

[12] The figures shown in the table relate to the overall consumption of Aeroporti di Roma and differ from the production data of Leonardo Energia SCARL as the latter also include the energy sold to the grid and purchased by the grid for Leonardo Energia's own uses. Total energy excludes consumption deriving from the company fleet.

[13] The item "of which from renewable energy sources" includes self-produced renewable energy and the part of renewable energy from the national energy mix.

[14] The item "Natural gas and heat from cogeneration" also includes the share of heat purchased by Leonardo Energia at Fiumicino Airport and the gas consumption of the heating boilers.

ELECTRICITY CONSUMPTION [GJ]

FIUMICINO

2019 ●●●●●●●● 93.8%

2020 ●●●●●●●● 93.6%

CIAMPINO

2019 ●● 6.2%

2020 ●● 6.4%

The company Leonardo Energia SCARL generates energy through a high-efficiency cogeneration plant so that it is consumed in full by Aeroporti di Roma. For technical reasons, a small amount of energy is sold and fed into the grid.

In recent years, due to the technological improvements made to the plant and the optimisation of management, this share has decreased from 12,394 MWh of energy fed into the grid in 2017 to 4,781 MWh in 2020, as shown in the following table:

	2018	2019	2020
Energy sold and fed into the grid	9,594 MWh	4,357 MWh	4,781 MWh

CLIMATE CHANGE: THE CHALLENGE TOWARDS "NET ZERO CARBON"

2020 HIGHLIGHTS

- **Ensuring the achievement of the Net Zero Carbon goal in 2030.**

For several years ADR has adhered to the ACA- Airport Carbon Accreditation certification, recognised worldwide in the airport sector. This scheme requires that direct and indirect emissions generated are quantified by dividing them into three fields of application or "Scope" that determine the operational boundaries of the study:

- **Scope 1**: direct emissions
- **Scope 2**: indirect emissions resulting from the production of procured electricity
- **Scope 3**: other indirect emissions

Scope 1 includes all direct emissions of greenhouse gases from controlled or owned sources that generate the environmental aspect directly on the airport grounds.

Scope 2 includes indirect emissions and, specifically, greenhouse gas emissions resulting from the organisation's procurement of electricity, heat and steam.

Scope 3 includes all emissions defined as "other indirect emissions". Amongst these, only the emissions related to business trips can be directly linked to ADR.

In order to combat climate change, at the beginning of 2020, ADR confirmed the 3+ level of ACA "Neutrality" accreditation for Ciampino airport. This result was achieved mainly thanks to its energy-saving actions. As regards Fiumicino airport, the certification was not renewed given that, due to the pandemic, ACI EUROPE extended its period of validity, in line with the temporary changes made to the Airport Carbon Accreditation programme, in order to address the challenges caused by Covid-19.

However, this did not affect the energy saving policies that have continued to be implemented at both airports with the aim of pursuing increasingly performing results.

At the end of 2020, ACI Europe introduced two other levels of accreditation: 4 (Transformation) and 4+ (Transition). With a view to continuous improvement and the commitment undertaken by ADR in the fight against climate change, during 2021, we will proceed with the request for certification at level 4+ for both airports.

A series of investments and operational measures were undertaken aimed at improving energy performance and limiting CO_2 emissions at the airport and investment and use of cutting-edge software based on learning machines were carried out to optimise energy consumption. In addition, a total of over 100,000 LED lights have been installed in buildings, car parks, slopes and squares. The feasibility study for the installation of a large 30 MW photovoltaic panel system to be installed in the airside area was successfully carried out and a second system of the same power is in the preliminary study phase.

With some projects, also financed by the European Community, efforts were made to contain the taxiing times of aircraft and the relative decrease in climate-altering emissions. Operationally, over 300 management efficiency interventions were carried out on the air conditioning, heating and electromechanical systems to reduce the related energy consumption.

CO_2 EMISSIONS[15]	UM	ADR GROUP 2020	ADR GROUP 2019	ADR GROUP 2018
Total CO_2 emissions	tCO_2	46,626[16]	61,402[17]	62,610
Direct emissions (scope I)	tCO_2	2,504[18]	3,999[19]	3,758
Indirect emissions (scope II)	tCO_2	44,122[20]	57,403[21]	58,852

[15] Airports that adhere to the ACA must have their carbon emissions calculations verified in accordance with ISO 14064 (greenhouse gas accounting). Evidence must be provided to the WSP system administrator, along with carbon management processes, which must also be independently verified. CO_2 emissions are calculated in accordance with the above; for 2018, they were verified by the competent authority for the purposes of the ACA certification. The subsequent notes provide details for 2019 and 2020.

[16] The figures relating to 2020 for Fiumicino and Ciampino airports will be audited by the competent authority for the purposes of the ACA certification in 2022.

[17] The figure relating to 2019, for Fiumicino airport, will be audited by the competent authority for the purposes of the ACA certification in 2021. Meanwhile, for Ciampino airport, the CO_2 emissions of 2019 were verified and validated in 2020, maintaining the maximum level of the ACA certification (3+ - Neutrality).

[18] The figures relating to 2020 for Fiumicino and Ciampino airports will be audited by the competent authority for the purposes of the ACA certification in 2022.

[19] The figure relating to 2019, for Fiumicino airport, will be audited by the competent authority for the purposes of the ACA certification in 2021. Meanwhile, for Ciampino airport, the CO_2 emissions of 2019 were verified and validated in 2020, maintaining the maximum level of the ACA certification (3+ - Neutrality).

[20] The figures relating to 2020 for Fiumicino and Ciampino airports will be audited by the competent authority for the purposes of the ACA certification in 2022.

[21] The figure relating to 2019, for Fiumicino airport, will be audited by the competent authority for the purposes of the ACA certification in 2021. Meanwhile, for Ciampino airport, the CO_2 emissions of 2019 were verified and validated in 2020, maintaining the maximum level of the ACA certification (3+ - Neutrality).

It should be noted that indirect emissions (scope 2) were calculated according to the "location based" method.
As regards the factors used to calculate the emissions associated with energy sources, they were:

- for methane gas and diesel for generating sets - "GHG Protocol tool for stationary combustion. Version 4.1" of the World Resources Institute (2015);

- for the fuel consumption of the company fleet - "GHG Protocol tool for mobile combustion. Version 2.6" of the World Resources Institute (2015);

- for emissions associated with electricity purchased from the network "Factors of atmospheric emissions of greenhouse gases in the national electricity sector and in the main European countries - 317" published by ISPRA in 2020;

- for emissions associated with electricity purchased from the network "Factors of atmospheric emissions of greenhouse gases in the national electricity sector and in the main European countries - 317" published by ISPRA in 2020;

100% RECOVERY OF THE WASTE GENERATED AT THE AIRPORT

2020 HIGHLIGHTS

- **98%[22] of the waste generated at Fiumicino airport was sent for recovery.**

- **65% of the waste generated at Ciampino airport was sent for recovery.**

In 2020, 4,793 tonnes of waste were produced at the Leonardo da Vinci airport, of which 974.8 tonnes related to types of waste that by their nature cannot be differentiated. Net of these types of waste, in 2020, 98%[23] of the waste produced was sent for recovery thanks to the separate collection of the same at the airport and subsequent recovery at the recovery plants.

FIUMICINO

	2020	2019	2018
total tonnes	4,793 t	12,775 t	11,545 t
waste sent for recovery	98%	98%	90%
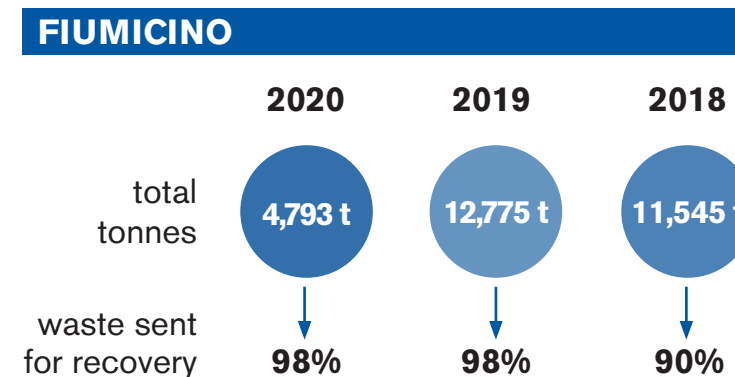
[22] Percentage of waste sent for recovery recalculated without considering waste consisting of septic tank sludge and fatty water mixtures.

[23] Percentage of waste sent for recovery recalculated without considering waste consisting of septic tank sludge and fatty water mixtures produced by degreasers.

The maintenance, in 2020, of the percentage of waste sent for recovery at values similar to those recorded in 2019, despite the operational difficulties caused by the reconfiguration of the processes due to the pandemic, is a particularly significant result and which required systematic monitoring of the daily management of activities.

In 2020, G. B. Pastine di Ciampino airport produced approximately 560 tonnes of waste, whilst in 2019, the 1,130 tonnes were produced, of which 0.4 tonnes of mixed packaging produced by handlers. In 2020, 65% of the waste produced was sent for recovery. It should be recalled that the quantification of waste sent for recovery at Ciampino airport is specifically precautionary, as it does not consider those fractions which, despite having the code relating to recovered waste, were collected in areas where ADR does not have complete control over the methods of conferment.

CIAMPINO

	2020	2019	2018
total tonnes	560 t	1,132 t	1,702 t
waste sent for recovery	65%	74%	68%
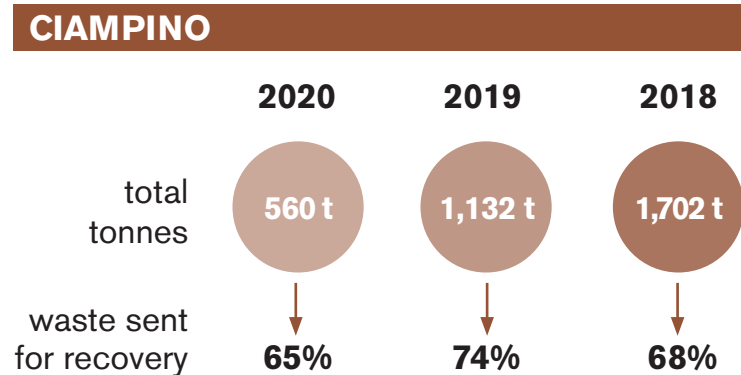
WASTE SENT FOR RECOVERY[%]
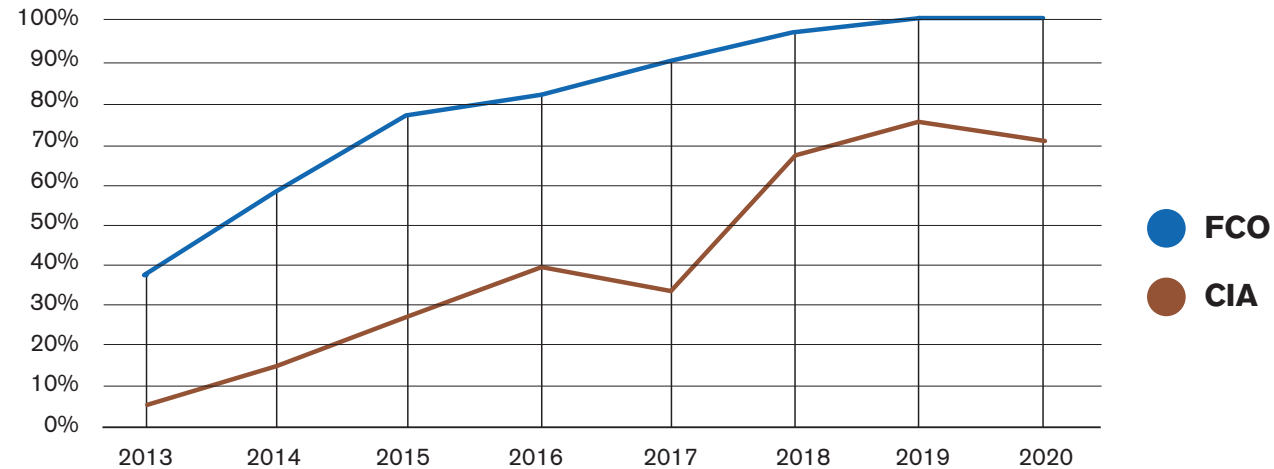
As shown in the above graph, the percentage of waste recovered at Fiumicino airport has steadily increased in recent years as a result of systematic interventions:

- reconfiguration of the waste collection points which have all been delimited in order to make the subject responsible for the assignment objectively identifiable;

- constant updating of the tariff system, which has constantly developed the tariff component that encourages the correct separation of waste;

- development of dialogue with sub-concessionaires, with systematic meetings to identify in a coordinated way the actions to be implemented to optimise the waste collection system;

- strengthening of the internal control system on the procedures for conferment which saw the development of actual audits on the procedures for conferment.

Also, at Ciampino airport, the graph below shows the systematic improvement process implemented in the waste disposal procedures. The tools used follow the path taken at Fiumicino. A comparison of the 2020 data with those of the previous year for the Ciampino airport, reveals a reduction in the percentage of waste sent for recovery. This trend depends on certain anomalous factors that influenced the 2019 figure, especially the non-routine cleaning of the airport green.

FOCUS WASTE AND THE HEALTH CRISIS

In 2020, approximately 400 kg of personal protective equipment such as used gloves and masks were produced and sent to treatment plants, collected thanks to the positioning of special containers available to airport users.

REDUCING THE AMOUNT OF WASTE GENERATED BY EACH PASSENGER

2020 HIGHLIGHTS

- **Reducing of 10% the amount of waste generated by each passenger 2030**

Starting from the almost complete recovery of the waste produced at Fiumicino airport, ADR has decided to commit to a reduction of the waste produced at the airport. In 2019, around 293 kg of waste was produced at Fiumicino airport per thousand passengers transiting through the airport; this quantity, which in past years had tended to increase, will decrease in the next few years and will be around 263 kg by 2030. This result is expected to be achieved through:

- the systematic partnership with sub-concessionaires for the systematic reduction of packaging and plastic in particular.

- the activation of programmes to reduce the production of some fractions of which ADR is the producer. For example, it is planned to reduce the amount of sewage sludge produced by draining it.

THE CIRCULAR ECONOMY TAKES OFF AT THE AIRPORT

2020 HIGHLIGHTS

- **Developing a circular use of at least 8% of the waste produced by 2030**

The high levels of separate waste collection achieved make is possible to activate targeted recovery programmes for some fractions.

Specifically, ADR has launched programmes of circular use for food waste and for the plastic of water bottles.

Amongst ADR's initiatives to promote the circularity of materials are the following:

- **Self-composting plant for food waste** produced by sub-concessionaires in the food & beverage sector, put into operation at Fiumicino airport. The compost obtained is reused in the green areas of the airport as a soil improver. At the same time, the procedure was initiated to request authorisation to be able to confer the compost produced also to third parties;

- **Reuse of plastic**, an initiative aimed at creating workwear made from yarn produced from plastic bottles collected in the terminals.

These initiatives are made possible by the widespread and consolidated system of collection of waste produced in the terminals carried out in a "door-to-door" manner and the application of timely pricing, aimed at rewarding virtuous conduct and discouraging non-compliant delivery methods. This waste management method was supported during the year 2020 by actions aimed at further improving the conduct of operators, such as:

- targeted reporting with the aim of describing the performance achieved for each operator;

- development of the control system (both product analysis of the undifferentiated fraction withdrawn from third parties, verifying

compliance with the good practices defined by ADR, and controls on the operating methods applied by the company which manages the waste collection and disposal service for ADR) and ad hoc communication.

The **partnership with the non-profit organisation Banco Building**, launched during 2020, will make it possible to recover and reuse goods otherwise intended for landfills, combating the culture of waste and disposal, supporting the culture of solidarity and inclusiveness and promoting a society that is more attentive to needs of all.

As early as during the phase of decommissioning of the old executive offices for the transfer to the new NPU headquarters (in 2018), ADR decided to sell the furniture present in the old offices free of charge, to non-profit associations, schools, hospitals, municipalities, city halls, other airport structures, intra-group entities. This has allowed the reuse of over 2,000 furniture, including wardrobes, chairs, desks, dressers, bookcases, shelving and more, transforming the "landfill destiny" into new life and usefulness.

Given the success, especially in terms of environmental protection and social commitment, ADR intends to make this modus operandi its own, proposing a continuous collaboration with Banco Building Onlus, a non-profit organisation of social utility active since 2009.

FOCUS

THE PARTNERSHIP WITH BANCO BUILDING

The goal of **Banco Building Onlus** is to connect companies that have obsolete inventories, production surpluses available with requests from non-profit organisations, charities, missionary bodies, associations, prisons, reception centres or other non-profit organisations operating in Italy or in other countries.

It is possible to provide any non-perishable goods, such as construction site inventories, production surpluses, building materials, textiles (e.g.: blankets, pyjamas, uniforms), furnishings, instruments, machinery, equipment, means of transport, stationery, toys, products for hygiene and cleaning no longer marketable or usable, therefore intended for disposal.

There are many advantages: for those who donate (saving costs for loading, transport and disposal), for those who receive (transforming a product destined for landfill into a tool for social progress) and for the environment (less waste in landfills, less environmental impact for production of goods from scratch).

WATER, VALUABLE RESOURCE

2020 HIGHLIGHTS

- **Presence of a dual network that separately manages the consumption for which it is necessary to use drinking water from that for which it is possible to use industrial water**

- **More than 50% of water consumption comprises industrial water**

Fiumicino airport is characterised by the presence of a dual network that allows for the separate management of consumption for which it is necessary to use drinking water from those for which it is possible to use industrial water.

There are two groups of water plants: one to the west that feeds the passenger terminal system in addition to the neighbouring buildings and the other to the east that feeds the buildings of the Cargo City.

The airport **industrial water** supply system consists of two distinct sources of adduction, the water from the Tiber intake and that from the biological purifier which converge in an accumulation basin called "small lake" measuring approximately 10,000 cubic meters of nominal capacity.

The biological purifier for the treatment of airport wastewater allows the reuse of purified water in industrial applications, such as thermal

plants and fire-extinguishing networks.

The industrial water then undergoes a complex treatment and sanitisation system before being placed in the distribution networks intended for specific industrial uses.

At this airport, **drinking water** is supplied by a public operator and distributed by ADR throughout the airport, with consumption mainly concentrated in the terminals. ADR has invested significantly in optimising drinking water consumption by modernising the distribution network, upgrading significant parts of it and installing new pressurisation units equipped with inverters at the main drinking water booster stations.

During 2020, the water consumption monitoring system was further strengthened through the development of a new system for detecting the quantities of drinking water distributed in the network managed by Aeroporti di Roma.

Furthermore, as of July 2020, a single supply meter was activated by ACEA which constitutes the only main supply system for the drinking water supply system of the airport and which allowed to completely separate the management of the water network of Rome from that of ACEA.

The constant comparison with the ACEA drinking water supplier on the consumption trend allows to identify any flow anomalies.

The Tiber basin from which both Fiumicino and Ciampino airports draw water is classified, by the Aqueduct Beta - Water Risk Atlas, as an area with medium-high water stress (2-3).

Overall Water Risk

Low	Low-medium	Medium-high	High		Extremely high
(0-1)	(1-2)	(2-3)	(3-4)		(4-5)

■ No data
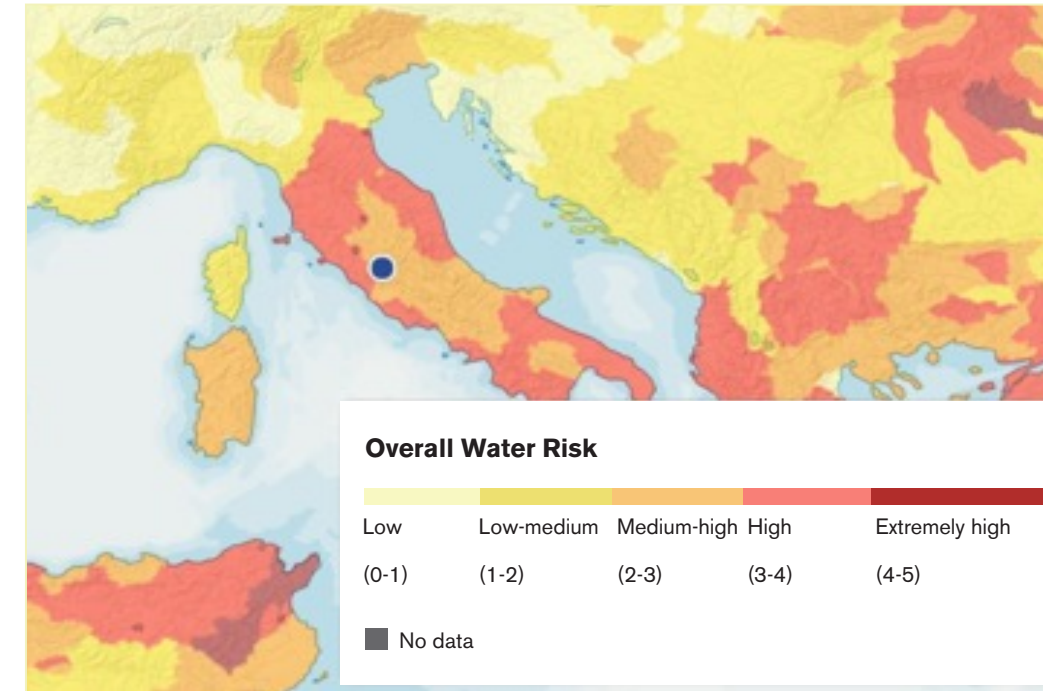
In recent years, despite the increase in passengers and airport infrastructures, there has been a constant reduction in the consumption of drinking water. 2020, on the other hand, saw a drastic reduction in the number of passengers due to the ongoing pandemic. Although this situation led to a consistent lower consumption of water, it is not significantly comparable with past years as the reference value of consumption is related to the number of passengers.

AIRPORT NOISE

At both airports, the monitoring of noise pollution continued in compliance with legal obligations and the dialogue with ARPA Lazio continues, which is responsible for controlling the monitoring systems that airport operators are obliged to manage and to maintain.

At both airports, full compliance with the relevant legislation was found in all measurement points located around the airport with respect to the LVA indicator (Airport Noise Assessment Level).

Obviously, this result was significantly affected by the drastic reduction in traffic which unfortunately occurred starting from March 2020. However, it should be noted that, also in 2019, for Fiumicino airport, the systematic compliance with the acoustic values provided for by the reference legislation was found and, for Ciampino airport, the acoustic limits in LVA were exceeded in a single measurement point.

Collaboration with ENAV continued with the aim of encouraging management of the headings that would reduce the acoustic impact on the most populated areas as much as possible. The use of runway 1, adjacent to the Fiumicino and Fregene areas, has progressively decreased in the 2017, 2018 and 2019 to the advantage of the use of runway 3 which is instead close to less densely populated areas.

In the year 2020, due to the reduction in traffic owing to the pandemic, the effects of these practices were less evident.

Discussions and collaboration with ENAV also continued to evaluate the possibility of optimising current anti-noise take-off procedures.

As regards Ciampino airport, in the area surrounding the airport, in 2020, in agreement with ARPA Lazio, five additional monitoring stations were installed in order to have more detailed data.

A further action envisaged by the plan and with evident positive repercussions for local communities, is the continuation of the significant programme of acoustic improvement interventions in schools, in some cases associated with redevelopment actions of the structures themselves, where the need for intervention has been identified according to the plan. The schools are located in the territories of the Municipalities of Ciampino and Marino, including the following: kindergartens, kindergartens, primary and secondary schools.

PROTECTION OF THE TERRITORY AND MONITORING OF ENVIRONMENTAL QUALITY

2020 HIGHLIGHTS

- **Environmental monitoring plan**

Despite the global situation that arose during 2020 following the spread of the Covid-19 virus and despite the heavy restrictions related to the pandemic undertaken (both nationally and internationally), Aeroporti di Roma continued to ensure the management of its Environmental Monitoring Plan, guaranteeing a high level of attention to the environmental impacts produced by the airport on the neighbouring areas.

The systematic monitoring of the main environmental issues made it possible to control, throughout 2020, any impacts of airport operations (albeit greatly reduced) on the main environmental matrices and on the surrounding natural context, emphasising full compliance with legislation and the existing natural balance.

Furthermore, through the functioning of the aforementioned Environmental Monitoring Plan, Aeroporti di Roma not only confirmed its control over the main operating processes but also facilitated the development of conduct consistent with its environmental policies, pursuing the dual objective of respecting on the one hand what prepared by laws and regulations relating to environmental issues and on the other hand to encourage the spread within the company

of practices and procedures that are greener than in the past.

In pursuing this 360° environmental protection approach, the partnership started in 2019 with the Water Research Institute (Istituto di Ricerca sulle Acque - IRSA) of the National Research Council continues, which is supporting Aeroporti di Roma in defining the geochemical background values of Fiumicino airport.

Lastly, acknowledging that the issue of participation, access to information and environmental communication is fundamental to improve the quality of the policies of a company such as ADR, in 2020, the section prepared in 2019 within the Company's website dedicated to environmental issues, publishing the data of the monitoring carried out during 2019.

7 | DEVELOPMENT

WE SUPPORT SDGs

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE PRODUCTION AND CONSUMPTION

13 CLIMATE ACTION
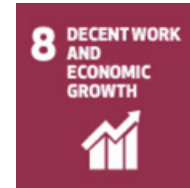
The creation of value

The value of the impacts generated

Production

Added value

Employment

Economic value generated and distributed

Development of sustainable infrastructure

Zero land consumption for new infrastructure

Intermodality development

Green Financing

STRATEGY

The development of the airport is governed according to what is reported in the Planning Agreement between ENAC and ADR, with the aim of guaranteeing, year after year, a balanced relationship between forecasts of passenger traffic and movements and the ability to respond to the infrastructures themselves (terminal, tracks, squares, roads), according to specific drivers that see environmental sustainability as the key to growth and infrastructural development.

In responding to this need, the Aeroporti di Roma Group, thanks to its business activities, activates a value chain that provides an important contribution to the Country System, directly generating wealth and stimulating the production of third parties, directly or indirectly connected with the economic reality of the Group.

Furthermore, in 2020, ADR started the placement of a "green" bond loan for €300 million with a term of approximately eight years.

AREAS OF COMMITMENT

- **The creation of value**

In order to quantify the impact that the presence of a large international airport can exert on regional and local economic development, not only in terms of transport activities but above all for the entire economic system, during the period October - November 2020 the Group PTSCLAS performed on behalf of Aeroporti di Roma S.p.A. an analysis of the impacts generated during 2019 by both airports managed by ADR.

The analysis carried out an in-depth estimate of the economic effects of Fiumicino and Ciampino airports on Italy, taking into consideration the impacts produced:

- on-site: these include air transport activities and directly related functions, even if located off site;

- off-site: these include the effects generated by passengers;

- by infrastructural investments.

The following are the key numbers that emerged from the analysis:

- 110,000 jobs directly connected to Fiumicino airport and 18,000 to Ciampino airport;

- 392,000 total jobs created thanks to Fiumicino and Ciampino airports (direct, indirect, induced);

- €53.9 billion value of total production generated by Fiumicino and Ciampino airports;

- €22.9 billion total added value generated jointly by Fiumicino and Ciampino airports.

- **The total value of the impacts generated**

There is no doubt that the importance of the airport sector does not end in the mere satisfaction of a share of the demand for the transport of passengers and goods, but rather represents a key element for creating a competitive advantage and for the promotion of a territory. From this perspective, it can be said that the economic impact of an airport infrastructure on a territory generates three types of impacts identified as follows:

- **Direct impact** - includes the effects on employment, production and added value associated with the activities and management of the airport even if located outside the grounds:

DIRECT IMPACT - 2019

	Fiumicino Airport	Ciampino Airport	Rome airport system
PRODUCTION	15.7 billion	1.6 billion	17.3 billion
ADDED VALUE	4.6 billion	0.8 billion	5.4 billion
EMPLOYMENT	110,000	18,000	129,000

- **Indirect impact** - includes the economic effects of all activities directly involved in the supply chain:

INDIRECT IMPACT - 2019

	Fiumicino Airport	Ciampino Airport	Rome airport system
PRODUCTION	16.6 billion	1.3 billion	17.9 billion
ADDED VALUE	7.1 billion	0.5 billion	7.7 billion
EMPLOYMENT	103,000	8,000	111,000

- **Induced impact** - includes the economic effects generated by the income circuit - consumption made possible by the direct and indirect impact:

INDUCED IMPACT - 2019

	Fiumicino Airport	Ciampino Airport	Rome airport system
PRODUCTION	16.6 billion	1.9 billion	18.5 billion
ADDED VALUE	8.6 billion	1.0 billion	9.7 billion
EMPLOYMENT	135,000	16,000	151,000

The final value of each single quantity (production, added value and employment) is given by the direct, indirect and induced impacts generated in the major commercial sectors.

The three quantities considered have been specifically identified as follows.

• Production

Production consists of the products resulting from the production activity during the accounting period. It is one of the main aggregates underlying the calculation of GDP.

There are three types of production: production of goods and services intended for sale; production of goods and services for own end use; other production of non-market goods and services (e.g., public services, cultural and sports associations, foundations, political parties, trade unions, religious bodies).

Output is expressed at baseline prices when it is calculated net of taxes on products and gross of subsidies on products.

TOTAL IMPACT ON PRODUCTION IN 2019 (€ MILLION)

	DIRECT	INDIRECT	INDUCED	TOTAL	INCIDENCE
AGRICULTURE	0	425	518	944	2%
INDUSTRY	177	4,846	4,305	9,329	17%
CONSTRUCTION	26	347	366	739	1%
COMMERCE	994	1,810	2,903	5,707	11%
TRANSPORT AND LOGISTICS	9,342	3,548	1,335	14,224	26%
TOURISM-CATERING	5,396	325	1,265	6,987	13%
BUSINESS SERVICES	676	6,348	6,311	13,335	25%
PERSONALE SERVICES	759	344	1,593	2,696	5%
TOTAL	**17,371**	**17,994**	**18,596**	**53,961**	

• Added value

The added value at baseline prices is calculated by ISTAT as the balance between production at basic prices and intermediate costs assessed at purchase prices.

TOTAL IMPACT ON ADDED VALUE IN 2019 (€ MILLION)

	DIRECT	INDIRECT	INDUCED	TOTAL	INCIDENCE
AGRICULTURE	0	242	295	573	2%
INDUSTRY	35	1,152	1,071	2,258	10%
CONSTRUCTION	9	125	132	266	1%
COMMERCE	599	887	1,535	3,021	13%
TRANSPORT AND LOGISTICS	1,195	1,469	577	3,241	14%
TOURISM-CATERING	2,751	166	645	3,562	16%
BUSINESS SERVICES	328	3,547	4,437	8,312	36%
PERSONALE SERVICES	547	185	1,037	1,770	8%
TOTAL	**5,465**	**7,773**	**9,730**	**22,967**	

Employment

For each production branch, ISTAT provides data on total employment in Italy and broken down by work unit.

Furthermore, by analysing the details of on-site employment, it is noted that the airport is not only an attractor of companies in the sector, but also that it generates important effects that cross the boundaries between production sectors and produce benefits for a large and varied group of entrepreneurial realities.

TOTAL EMPLOYMENT IMPACT IN 2019 (€ MILLION)

	DIRECT	INDIRECT	INDUCED	TOTAL	INCIDENCE
AGRICULTURE	1	6,501	7,914	14,416	4%
INDUSTRY	565	16,320	15,021	31,905	8%
CONSTRUCTION	208	2,760	2,905	5,873	1%
COMMERCE	15,947	15,879	33,854	65,680	17%
TRANSPORT AND LOGISTICS	23,379	20,536	8,036	51,951	13%
TOURISM-CATERING	74,571	4,490	17,483	96,544	25%
BUSINESS SERVICES	3,790	41,020	25,711	70,521	18%
PERSONALE SERVICES	11,038	4,059	40,636	55,733	14%
TOTAL	129,499	111,565	151,560	392,623	

• Economic value generated and distributed

ADR shares the generated economic value with its stakeholders. The quantification of the value generated, distributed and retained is made possible by the reclassification of the income statement of the financial statements.

Specifically, the economic value generated corresponds to revenues from airport management, financial income and other operating revenues, whilst the distributed economic value is the flow of resources addressed to its stakeholders in various forms:

- operating costs for the consumption of raw materials and consumables, costs for services, costs for the use of third-party assets and concession fees represent the wealth distributed to suppliers and granting authorities;

- the salaries and benefits for the collaborators correspond to the remuneration of the collaborators;

- taxes, duties and penalties are of value for the State and the Public Administration;

- donations and provisions to charities, NGOs and research institutes bring wealth to the community;

- financial charges net of exchange rate gains form the remuneration of the Lenders.

ECONOMIC VALUE GENERATED, DISTRIBUTED AND RETAINED BY ADR IN 2020[24]

VALUE ITEM	THOUSANDS OF €
ECONOMIC VALUE GENERATED	**274,703 €**
ECONOMIC VALUE DISTRIBUTED	**308,194.69 €**
SUPPLIER REMUNERATION	126,171 €
COLLABORATOR REMUNERATION	120,007 €
LENDER REMUNERATION	59,868 €
PUBLIC ADMINISTRATION REMUNERATION	2,007 €
GROUP REMUNERATION	141,62 €
ECONOMIC VALUE RETAINED[25]	**-33,492 €**

[24] The calculation of the economic value generated and distributed in the year 2020 has been revised to better align the categories of distributed value with respect to what is required by the GRI Standards. It should be noted that "Generated Economic Value" does not include revenues for construction services; these revenues, according to the IFRIC 12 accounting model, represent the consideration for the construction services of self-financed works and are measured at fair value, determined on the basis of the total costs incurred (essentially external costs); consistently, the related costs for construction services were not inherent in the "Distributed Economic Value".

[25] The retained economic value is calculated as the difference between the generated and distributed value.

DEVELOPMENT OF SUSTAINABLE INFRASTRUCTURE

2020 HIGHLIGHTS

- **The key elements for the sustainable development of airports are as follows:**

1 **Design and construction of infrastructural works certified according to international environmental protocols.**
The new terminal infrastructure shall be LEED® (Leadership in Energy and Environmental Design) certified, with Gold level target; the existing terminal infrastructure subject to redevelopment shall be BREEAM® certified; the new horizontal infrastructure that will guarantee the compliance of the airport infrastructure (new and redeveloped) with the most advanced and strictest environmental criteria;

2 **Infrastructural development on the existing layout, minimising land consumption**, via the redevelopment of the existing infrastructures, the construction of new building on so-called "brown-field" areas, i.e., already built-on areas, thus optimising the available spaces;

3 **Intermodality development** and the related integrates planning with RFI for the growth of railway accessibility, with the aim of generating alternative access via the link with San Pietro, the doubling of tracks between Ponte Galeria and Fiumicino and the expansion of the railway station.

Another goal of the infrastructural development activity is to improve the operational efficiency of the airports, optimising the flexibility of the system during peak hours and always guaranteeing a standard of excellence in passenger service.

With this in mind, all the new infrastructures (airside and terminal) take into account the international service level standards and possible variations in the demand for air traffic, understood in terms of the number and trend of movements and passengers expected during the day.

For Aeroporti di Roma, the concept of developing the airport infrastructure has been evolving for some time in an increasingly "green" direction, partly due to the choice of adopting international environmental certification protocols: both the design and construction and maintenance phases of the new works follow a rigorously sustainable approach and the need to protect the environment and the surrounding area is a company priority.

In recent years, ADR has already submitted the first projects to evaluation for the achievement of these certifications; this involves a series of virtuous requirements in the environmental field, including for example the recovery of almost all the waste produced by the demolition activity and the consequent reintroduction of the same into the production/construction process. Furthermore, with a view to responsible design, the new infrastructures are built using, preferably, materials from recycling processes, thus reducing the consumption of raw

materials and the impacts from the extraction and processing processes.

A further constraint imposed by environmental certification protocols is to promote the use of materials obtained from local (regional) resources, thus also reducing the impacts induced on the environment by transport.

The certifications require sustainable and rigorous choices, especially on the subject of energy consumption, such as the preliminary study of energy needs through energy modelling and continuous monitoring of energy performance from the early stages of the project up to the commissioning with the Commissioning Authority.

In general, the project for the completion of Fiumicino Sud involves the construction of some new terminal infrastructures and the renovation of the existing ones by 2030.

ADR is structuring a plan for the progressive certification of new and existing terminals, according to the LEED® and BREEAM® protocols; in this way, by 2030 over 60% of the terminal surfaces will be certified "green" over a total of over 415k m² of operating surfaces.

As of 2031, in accordance with the provisions of the Airport Development Plan, an additional 320k m² will be built between new terminals, piers and new horizontal infrastructures (landside accessibility, runways and aprons). The new works will be LEED® and ENVISION® certified.

In the field of sustainable design/construction, ADR has already embarked on the certification process for:

- General Aviation Terminal, Ciampino Airport (LEED® Gold certification already issued in July 2019);
- Boarding Area A, Fiumicino Airport (under construction, LEED® Gold target)
- State Ceremonial, Fiumicino Airport (in progress, LEED® Gold target)
- Nursery School, Fiumicino Airport (completed, certification activity currently being finalised, LEED® Gold target);
- Hubtown, Fiumicino Airport (LEED® Gold target);
- Tower 3

Ciampino General Aviation

New boarding area A

Hubtown, Rome Business City

New EPUA 3 office block

Nursery school

State ceremonial

ZERO LAND CONSUMPTION FOR NEW INFRASTRUCTURE

2020 HIGHLIGHTS

- **Development of the infrastructure on the existing grounds minimising land consumption: enhancement and conversion of the "Brownfield" areas**

The issue of brownfield conversion is one of ADR's main objectives. Specifically, the concept of "brownfield is understood, in the airport environment, as the enhancement and conversion of existing areas within the airport grounds, enhancing the infrastructure without the commitment of additional land.

With this in mind, creating new boarding areas and extending the current terminals has over time become a strategic priority for ADR, which continues to meet the challenge of developing the airport by minimising its commitment to the plant. In this regard, work has begun on the extension of Terminal 1, with the new forepart.

The forepart of Terminal 1 will be the connecting element with the new boarding area A. The new gate will be organised on two levels dedicated to passengers. In total, thirteen gates equipped with loading bridges and ten remote gates can be accommodated.

At the end of the completion of construction activities on the extension of Terminal 1 and Gate A, ADR plans to intervene on the existing infrastructures, renovating Terminal 3, Gate B and Gate D.

These interventions will therefore lead to the completion of the Fiumicino Sud terminal system within 2030. The construction of new infrastructures that will allow the airport to respond to traffic demand from 2031 to 2046 is planned immediately afterwards.

This will be possible through the construction of a new terminal and three new boarding areas, as envisaged by the PSA (Airport Development Plan), under investigation by ENAC.

These infrastructures, which will be subject to the EIA (Environmental Impact Assessment) procedure in the coming months, are built in areas already built today.

INTERMODALITY DEVELOPMENT

2020 HIGHLIGHTS

- **Easily accessible airports**

From the point of view of connections with the territory, in 2020, the final design of the cycle path connecting the terminals, the railway station, the east technical area with the Municipality of Fiumicino was completed, in order to promote sustainable mobility of employees and passengers.

In 2021, the completion of the design phase is expected, with the drafting of the executive project, and the start of the authorisation process.

In 2020, the works on the new Umberto Nobile roundabout were completed, to relieve traffic to and from the coast, as well as increase the level of road safety and smooth the intersection.

The partnership with RFI also continues for the design of the "Expansion of the Fiumicino Airport Railway Station" and the "Quadrupling of the Ponte Galeria-Fiumicino Airport section and construction of connections with the Tyrrhenian line". During 2020,
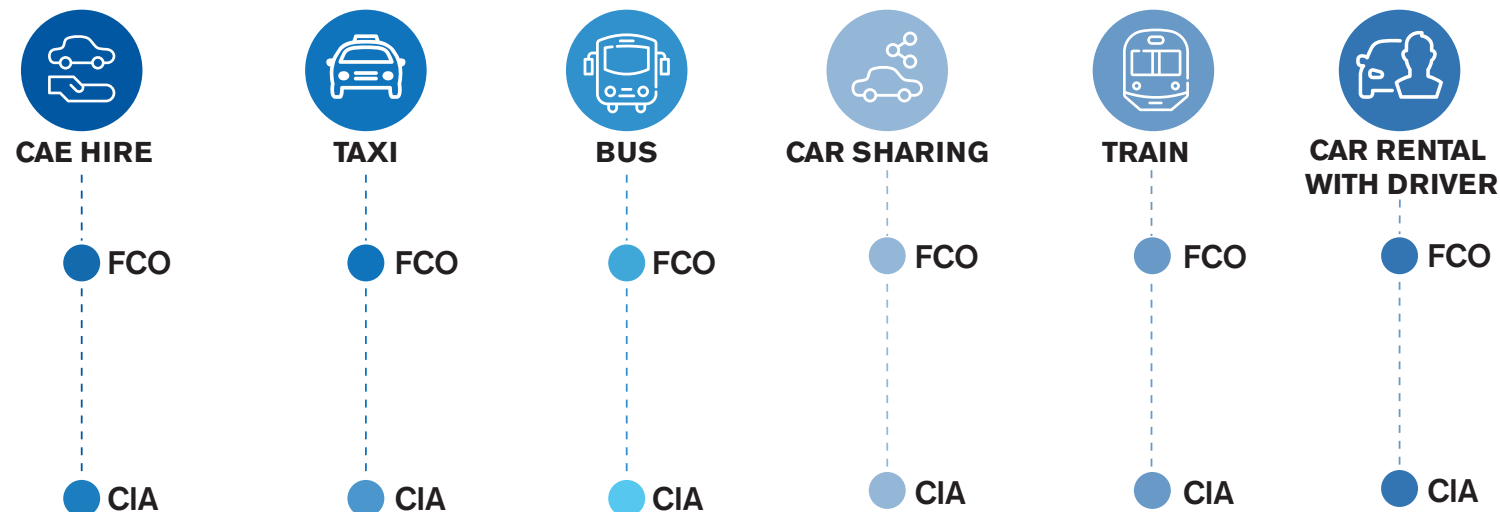
RFI, through the company Italferr, launched the technical-economic feasibility project for these interventions.

ADR guarantees constant support in the dialogue of the designers with the competent bodies to issue the necessary authorisations (North Coastal Reclamation Consortium, Tiber River Basin Authority, etc.), providing all the information and documents necessary for the completion of the activities of design.

The interventions being designed are in fact strategic for accessibility to the airport. One of the drivers that drives long-term airport development is in fact the definition of alternative routes for rail and road access from Rome and the strengthening of current routes. Specifically, as regards accessibility by rail, the interventions described allow the creation of a new connection for the airport which determines benefits in terms of regularity and quality of service, allowing, in fact:

- the creation of an alternative route to the Orte-Fiumicino Airport line, which can be used in the event of breakdowns in order to always guarantee the accessibility of the airport;

- the increase in average frequency to about 1 train every 5 minutes (considering both Leonardo Express and FL1 services).

CAE HIRE
FCO
CIA

TAXI
FCO
CIA

BUS
FCO
CIA

CAR SHARING
FCO
CIA

TRAIN
FCO
CIA

CAR RENTAL WITH DRIVER
FCO
CIA

It is also possible to reach the two airports via the motorway network.

A91
MOTORWAY
Roma-Fiumicino

A12
MOTORWAY
Roma-Civitavecchia

A1
MOTORWAY
Milano-Napoli

GREEN FINANCING

2020 HIGHLIGHTS

- **ADR has also started the placement of a "green" bond loan for €300 million with a term of approximately eight years**

As early as in June 2019 ADR had updated its EMTN bond issuance programme to make it suitable for issuing so-called Green Bonds under the "green bond principles" ("GBP") as published by the International Capital Market Association ("ICMA").

The Board of Directors of 14 January 2020, in view of any future bond issues, approved the adoption and publication of the Company's "Green Financing Framework"("GFF"), a document that defines the principles and rules for managing the funds raised through such "green" financing instruments. The goal of the GFF is to expand the number of potential investors for its bonds and financing instruments in general.

On 23 November 2020, also in correspondence with a favourable market moment, ADR announced to the market the launch of its inaugural issue of Green Bonds.

To increase the attractiveness and understanding of the transaction, with the support of the advisor banks involved, a series of virtual meetings with potential investors lasting two days (23 and 24 November) was organised during which the Company presented directly (i.e., via conference call) to over 36 investors both the credit profile of the Company and the main characteristics of the "Green" structure attributed to the proposed issue. All the terms and conditions of the transaction as well as the characteristics of ADR's credit have been summarised in a so-called investor presentation published on both the website www.adr.it and on a marketing platform dedicated to institutional investors and usually used for transactions of this kind to ensure the maximum dissemination of such information amongst financial investors.

Following the positive feedback obtained in the two-day discussion with investors, on 25 November ADR began the placement of a "green" bond loan for €300 million with a duration of approximately eight years (maturing in February 2029). The market demand for the proposed debt securities was so high that the initial yield offered to investors was reduced by 0.55%.

The coupon offered to investors who subscribed the bond was set at 1.625%.

The allocation of bonds among the numerous subscribers saw investors with sustainable funding policy prevail with approximately 60% compared with traditional investors with approximately 40%.

This diffusion amongst the main ESG investors demonstrates the great appreciation of the green funding strategy proposed by ADR.

The resources raised will be used to refinance (more than €300 million have already been invested in Fiumicino and Ciampino airports in "green eligible projects") and/or to finance the Eligible Green Projects identified by ADR as part of its GFF (equal to a total of €432 million). DNV GL and S&P, companies specialising in sustainable finance, have provided their third opinion on the issue. The green projects financed fall within the categories of interventions in line with the sustainable development goals of the United Nations Global Compact.

ADR is one of the few airports in the world to have issued a green instrument and aims to confirm a financial policy combined with sustainability commitments also for the near future. In fact, this transaction reflects ADR's determination to place Sustainability amongst its strategic priorities, together with Innovation and excellence in Quality and Safety, as well as the commitment to position itself as a leader in airport development and management

activities with minimum environmental impact.

ADR continues the path, already started in the last decade, of a constant reduction in emissions, energy and drinking water consumption and waste recovery and recycling, and confirms the Net Zero 2030 goal, i.e., to gradually cancel out its own emissions of CO_2.

To achieve the Net Zero 2030 goal, the focus is on projects for the construction of multi-MW photovoltaic plants at the airport and on low-carbon transport infrastructures, investing in electric charging stations and enhancing electric car sharing for mobility at the airport of the increasingly cleaner capital. Furthermore, with a view to pursuing an effective and responsible infrastructural development of the airport, ADR focuses on the construction or renovation of buildings that meet the stringent LEED Gold sustainability requirements and is still committed to new long-term development proposals that ensure a drastic reduction of land consumption. The Company is also engaged in research aimed at making new fuels with low environmental impact available for aviation, for the future use of biofuels, electricity, e-fuels and hydrogen at Fiumicino airport.

8 | DEFINING MATERIAL TOPICS

Response to the Covid-19 crisis: the containment measures to combat Covid-19 and protect the health of passengers, airline workers and employees; targeted training programs; procedures to manage the emergency; obtaining certifications from third party entities.

Managing airport operations: continuity of licences; organisation and management of air traffic, passenger mobility and freight transport, "seamless travel", from the moment of arrival at the airport to departure and vice versa through logistics, reduction of waiting times, baggage management, etc.; air traffic management also according to any developments; ability to cope with emergencies through recovery plan, business continuity plan. Emergencies such as atmospheric, calamities, acts of terrorism, health, etc.

Noise: direct and indirect noise pollution and mitigation actions.

Intermodality and accessibility: facilitating the movement of passengers through the use of different means of transport combined with each other (e.g., urban or private means of transport, shuttle to the airport, flight, taxi, station); accessibility to infrastructures, viability for people, facilitation of mobility of people.

Risk management: control and monitoring of risk factors that may have an impact on the strategy and influence its outcome (e.g., risks associated with the evolution of the air transport market, risks associated with concentration on a few carriers, risks associated with safety management and security).

Airport Security: management and monitoring of airport security, unforeseen in flight (e.g., wildlife strike).

Involvement of the local community and creation of value: management, reduction and monitoring of the environmental impact on neighbouring areas; involvement of stakeholders; job creation in the areas surrounding the airport.

Service quality and e customer satisfaction: monitoring, maintenance and continuous improvement of the quality standards of the airport service and survey on the degree of satisfaction of passengers passing through the airport as regards the quality of the service received.

Compliance with regulations: adherence to regulations and timeliness of airport operations.

Health and safety of workers: risk management for the health and safety of workers (management system, reduction in the rate of injuries, runway safety campaigns).

Waste management: airport waste disposal methods.

Staff training: investments in employee training in order to increase competitiveness.

Climate change: management of climate change (also as a function of infrastructural developments).

**Energy efficiency:** technological improvement of processes and energy saving.

Anti-corruption and conflicts of interest: abuse of office and corruption.

Ideas and innovation: preservation of the existing market share and opening up to new markets in line with the service standards of the main national and international competitors.

Development of sustainable infrastructure: increase in investments in infrastructures and services useful for improving economic, environmental and social performance.
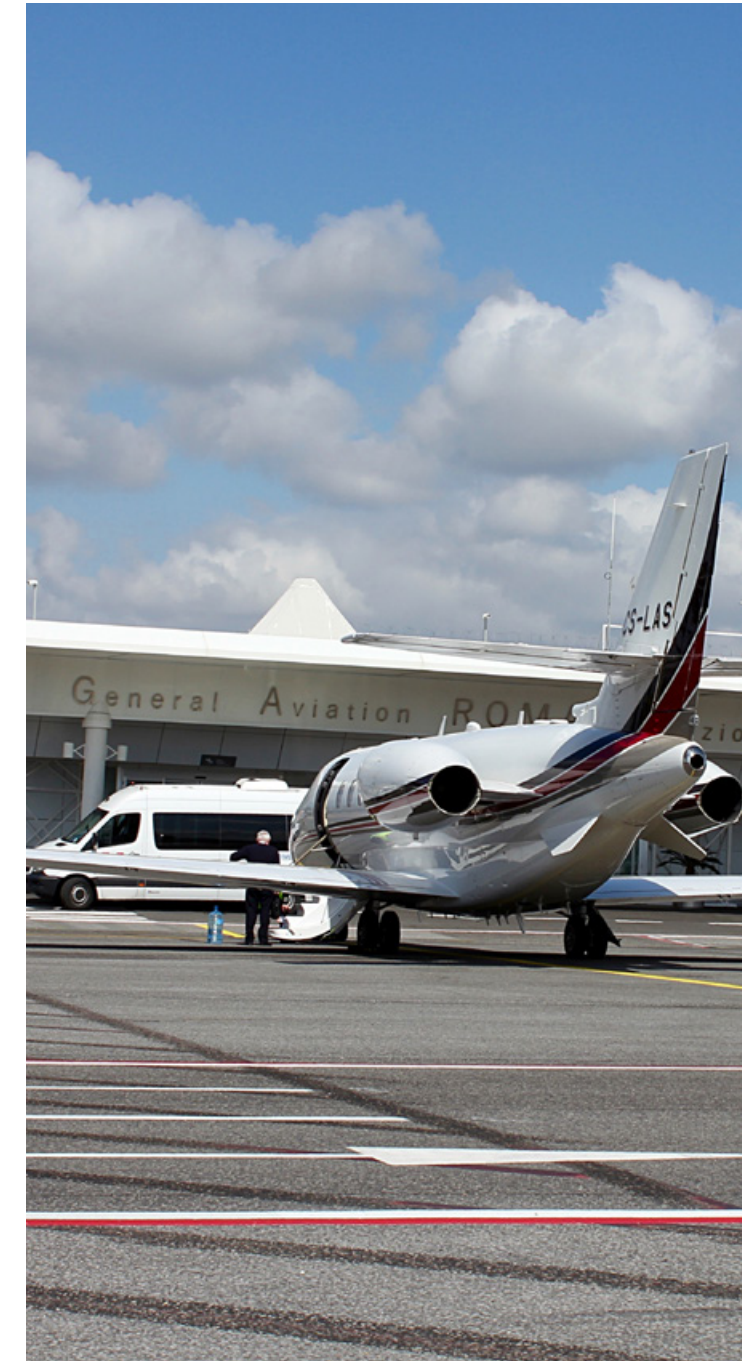
9 METHODOLOGICAL NOTE

This document, published annually, represents the sixth edition of the Sustainability Report of the Aeroporti di Roma Group, within which the objectives, methods of managing sustainability issues and the related results achieved are reported.

The Sustainability Report is prepared in accordance with the GRI Standards, defined, in 2016, by the Global Reporting Initiative (GRI), according to the "core" option, and its contents have been defined on the basis of an analysis of the socio-economic issues relating to its peculiarities of the Group's business.

The reporting scope of this report includes the subsidiaries of Aeroporti di Roma S.p.A companies and their subsidiaries, as the scope of consolidation in terms of financial information for the same reporting year.

In order to provide an overview that reflects the effectiveness of management and the progress of the results achieved in terms of economic and social sustainability, both qualitative and quantitative information was presented with a time frame of three years.

The aspects reported in the document have been identified on the basis of the principle of materiality and in consideration of the reporting principles adopted that define its content and quality (inclusiveness of stakeholders, completeness of information, context of sustainability, balance, comparability, clarity, timeliness, reliability and accuracy).

The additions to the information and any restatements of the data reported in this Report with respect to the 2019 Sustainability Report were made for the purposes of the correct application of the requests of the GRI Standards and on the basis of the improvement in the data calculation method.

10 ANNEXES

ANNEX I: CLASSIFICATION OF WASTE BY TYPE

FIUMICINO AND CIAMPINO AIRPORTS

WASTE PRODUCED BY TYPE	UM	2020	2019	2018	DELTA%
TOTAL WASTE PRODUCED	t	5,354	13,907	13,247	-62%
Hazardous waste	t	20.4	21.1	21.6	-3%
Non-hazardous waste	t	5,333.6	13,885.8	13,225.7	-62%

FIUMICINO AND CIAMPINO AIRPORTS

WASTE SENT FOR TREATMENT	UM	2020	2019	2018	DELTA%
TOTAL WASTE SENT FOR TREATMENT	t	5,354	13,907	13,247	-62%
Hazardous waste sent for treatment	t	20.4	21.1	22	-3%
of which recycling/reuse/recovery	t	16	16,5	9	-3%
of which for disposal		4.4	4.6	12.6	-4%
Hazardous waste sent for treatment[26]	t	5,333,6	13,885,8	13,226	-62%
of which recycling/reuse/recovery	t	4,093.8	11,285.7	11,652.7	-64%
of which for disposal		1,239.8	2,600.1	1,573.1	-52%

[26] Urban waste that has not been separated as a precaution is considered under the "for disposal" item even if transferred to recovery plants.

TABLE OF RECONCILIATION BETWEEN MATERIAL ISSUES AND TOPIC SPECIFIC GRI STANDARD

SDGs	SDGs description	Material issue	Scope of impact	ADR's involvement	GRI Topic specific aspect	KPI specific
3 GOOD HEALTH AND WELLBEING	Ensuring a healthy life and promoting well-being at all ages.	Response to the Covid-19 crisis	ADR Group, Customers, Supply chain	Direct Related to business relations	na	na
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Building resilient infrastructure, promoting sustainable industrialisation and innovation	Managing airport operations	ADR Group Stakeholders	Direct Related to business relations	Economic Performance	201-1
					Procurement practices	204-1
					Assessment of suppliers on social issues	414-1
					Environmental assessment of suppliers	308-1
11 SUSTAINABLE CITIES AND COMMUNITIES	Making cities and human settlements inclusive, safe, long-lasting and sustainable	Noise	ADR Group Community	Direct Related to business relations	na	na
11 SUSTAINABLE CITIES AND COMMUNITIES	Making cities and human settlements inclusive, safe, long-lasting and sustainable	Intermodality and accessibility	ADR Group Customers	Direct Related to business relations	na	na

SDGs	SDGs description	Material issue	Scope of impact	ADR's involvement	GRI Topic specific aspect	KPI specific
8 DECENT WORK AND ECONOMIC GROWTH	Encourage lasting, inclusive and sustainable economic growth, full and productive employment and decent work for all	Risk Management	ADR Group Supply chain	Direct Related to business relations	na	na
3 GOOD HEALTH AND WELLBEING	Ensuring a healthy life and promoting well-being at all ages.	Airport security	ADR Group Customers Supply chain	Direct Related to business relations	na	na
11 SUSTAINABLE CITIES AND COMMUNITIES	Making cities and human settlements inclusive, safe, long-lasting and sustainable	Involvement of the local community and creation of value	ADR Group	Community	Local communities;	413-2
					Indirect economic impacts	203-2
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Building a resilient infrastructure and promoting innovation and fair, responsible and sustainable industrialisation	Service quality and customer satisfaction	ADR Group Customers	Direct Related to business relations	Training and coaching	404-1

TABLE OF RECONCILIATION BETWEEN MATERIAL ISSUES AND TOPIC SPECIFIC GRI STANDARD

SDGs	SDGs description	Material issue	Scope of impact	ADR's involvement	GRI Topic specific aspect	KPI specific
8 DECENT WORK AND ECONOMIC GROWTH	Encourage lasting, inclusive and sustainable economic growth, full and productive employment and decent work for all	Compliance with regulations	ADR Group	Direct Related to business relations	Environmental compliance	307-1
3 GOOD HEALTH AND WELLBEING	Ensuring health and well-being for all and for all ages	Health and safety of workers	ADR Group Supply chain	Direct Related to business relations	Occupational health and safety	403-9 (2018)
12 RESPONSIBLE PRODUCTION AND CONSUMPTION	Guarantee sustainable production and consumption models	Waste management	ADR Group Community	Direct Related to business relations	Disposals and waste	306-2
4 QUALITY EDUCATION	Provide quality, equal and inclusive education and learning opportunities for all	Staff training	ADR Group	Direct	Training and coaching	404-1
13 CLIMATE ACTION	Making cities and human settlements inclusive, safe, long-lasting and sustainable	Climate change	ADR Group Stakeholders and Country System	Direct Related to business relations	Emissions	305-1; 305-2

SDGs	SDGs description	Material issue	Scope of impact	ADR's involvement	GRI Topic specific aspect	KPI specific
7 AFFORDABLE AND CLEAN ENERGY	Ensuring access to affordable, reliable, sustainable and modern energy for all	Energy efficiency	ADR Group Stakeholders and Country System	Direct Related to business relations	Energy	302-1
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Building a resilient infrastructure and promoting innovation and fair, responsible and sustainable industrialisation	Ideas and Innovation	ADR Group Customers	Direct Related to business relations	na	na
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Guarantee sustainable production and consumption models	Development of sustainable infrastructure	ADR Group Customers	Direct Related to business relations	na	na
8 DECENT WORK AND ECONOMIC GROWTH	Encourage lasting, inclusive and sustainable economic growth, full and productive employment and decent work for all	Anti-corruption and conflicts of interest	ADR Group Supply chain	Direct Related to business relations	Anti-corruption	205-2

The table above associates the material issues identified by the Aeroporti di Roma Group with the SDGs, the GRI Standards aspects and the related specific indicators that have been reported in this Report. For each aspect of the GRI linked to the material issues identified, the relative impacts, current or potential, internal and external to the Group's scope were considered.

CONTENT INDEX - GRI STANDARD INDICATORS

GRI 102: GENERAL DISCLOUSURES

Disclosure		Reference/Direct answer/Omissions
	ORGANISATION PROFILE	
102-1	Name of the organization	Aeroporti di Roma S.p.a
102-2	Activities, brands, products and services	Page 78-79 - Business Page 80-93 - Aviation - The excellence of operations Page 94-99 - Non Aviation - Sub-licensed commercial activities Page 100-115 - Non Aviation - Real estate
102-3	Location of headquarters	Via Pier Paolo Racchetti, 1 00054 Fiumicino (RM)
102-4	Location of operations	Lazio
102-5	Ownership and legal form	Page 136-141 - ADR's sustainability model
102-6	Markets served	Page 78-79 - Business Page 80-93 - Aviation- The excellence of operations Page 94-99 - Non Aviation - Sub-licensed commercial activities Page 100-115 - Non Aviation - Real estate

Disclosure		Reference/Direct answer/Omissions
102-7	Scale of the organization	Page 64-71 - The Rome airport system Page 80-93 - Aviation - The excellence of operations Page 94-99 - Non Aviation - Sub-licensed commercial activities Page 100-115 - Non Aviation - Real estate Page 168-175 - Employment, equal opportunities, business and trade union relations
102-8	Information on employees and other workers	Page 168-175 - Employment, equal opportunities, business and trade union relations Page 340-341 - Methodological note A non-significant component of the activities carried out by the organisation is carried out by non-employees. Specifically, during the period from January to March 2020, 30 internships were in progress, which closed early due to the activation of the Covid-19 CIG (17 in 2018 and 13 in 2017).
102-9	Supply chain	Page 242-245 - Sustainable management of the supply chain
102-10	Significant changes in the organization and its supply chain	*The new organizational chart can be found at the following link https://www.adr.it/azn-organigramma*
102-11	Precautionary principle or approach	Page 137-141 - Governance, risks, organisation Page 142-145 - The business ethics Page 146-149 - Risk and compliance Page 204-215 - High standards of occupational safety and monitoring of accidents

Disclosure		Reference/Direct answer/Omissions
102-12	External initiatives	In 2020, ADR joined the United Nations Global Compact, a network that unites businesses, governments and non-governmental organisations with the aim of promoting a more inclusive and sustainable global economy through the pursuit of the Sustainable Development Goals (SDGS). In 2011, ADR joined the "Airport Carbon Accreditation" (ACA) of ACI Europe, a programme aimed at limiting climate-changing emissions associated with airport activities. ADR also participates in the Sesar Programme, (research project for the management of air traffic of the Single European Sky, "Single European Sky Air traffic management Research"), whose measures concern both the civil and military sectors and concern regulation, economy, security, environment, technology and institutions. The program includes a series of projects, in which Italy participates by playing a leading role, together with airport management companies, and national air transport stakeholders. For further information, please refer to: www.adr.it/programma-sesar
102-13	Membership of associations	Assaeroporti – Italian Association of Airport Managers

STRATEGY

Disclosure		Reference/Direct answer/Omissions
102-14	Statement from senior decision-maker	Page 6-19 - Letter to Stakeholders

ETHICS AND INTEGRITY

Disclosure		Reference/Direct answer/Omissions
102-16	Values, principles, standards and norms of behavior	Page 63 - Mission
Page 142-145 - Business Ethics
Page 146-149 - Risk and Compliance
Page 152-153 - The Green Finance Committee
Page 154-155 - Company Organisational Chart
Page 156-157 - The environmental department and the sustainability department
Page 158-161 - The environmental control system
Page 162-163 - Map of certifications

GOVERNANCE

Disclosure		Reference/Direct answer/Omissions
102-18	Governance structure	Page 136-141 - ADR's sustainability model

STAKEHOLDER ENGAGEMENT

Disclosure		Reference/Direct answer/Omissions
102-40	List of stakeholder groups	Page. 122-125 - Listening to the territory, Stakeholder Engagement
102-41	Collective bargaining agreements	All employees are covered by national labour agreements
102-42	Identifying and selecting stakeholders	The criteria used to identify stakeholders are as follows: responsibility, dependence, relevance, influence, level of interest/impact
102-43	Methods of involving stakeholders	Page 122-125 - Listening to the territory, Stakeholder Engagement
102-44	Key topics and concerns raised	Page 126-129 - Materiality analysis

Disclosure		Reference/Direct answer/Omissions
REPORTING METHODS		
102-45	Entities included in the consolidated financial statements	Page 340-341 - Methodological note Page 136-141 - ADR's sustainability model
102-46	Defining report content and topic Boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality analysis
102-47	List of material topics	Page 126-129 – Materiality matrix
102-48	Review of Restatements	Page 340-341 - Methodological note
102-49	Changes in reporting	Page 340-341 - Methodological note Page 126-129 – Materiality analysis
102-50	Reporting period	The Report refers to the period ended 31/12/2020
102-51	Date of most recent report	The latest Sustainability Report was published with reference to the reporting year 2019 in June 2020
102-52	Reporting frequency cycle	The Sustainable Report is drawn up on an annual basis
102-53	Contact point for questions regarding the report	www.adr.it
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in compliance with the GRI Standards: Core option
102-55	GRI content index	Pagg. 348-365 - GRI Content Index
102-56	External assurance	Page 366-369 - Independent auditors' report

GRI 200: ECONOMIC TOPICS

Disclosure		Reference/Direct answer/Omissions
GRI 201: ECONOMIC PERFORMANCE		
103-1	Explanation of the material topic and its boundaries	Page 340-341- Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 300-335 - Development
103-3	Evaluation of the management approach	Page 300-335 - Development
201-1	Direct economic value generated and distributed	Page 314-315 - Economic value generated and distributed
GRI 203: INDIRECT ECONOMIC IMPACTS		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality analysis Page 344-347 - Appendix II: Table of reconciliation between material topics and top specific GRI Standards
103-2	The management approach and its components	Page 305-313 - Commitment areas
103-3	Evaluation of the management approach	Page 305-313 - Commitment areas
203-2	Significant indirect economic impacts	Page 305-313 - Commitment areas

Disclosure		Reference/Direct answer/Omissions
GRI 204: PROCUREMENT PRACTICES		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 242-245 - Sustainable management of the supply chain
103-3	Evaluation of the management approach	Page 242-245 - Sustainable management of the supply chain
204-1	Proportion of spending on local suppliers	Page 242-245 - Sustainable management of the supply chain *"Local suppliers" refers to suppliers with registered office in the country in which the supply contract was issued.* *"Significant local offices" are represented by the subsidiaries included in the scope*
GRI 205: ANTI-CORRUPTION		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 142-145 - Business ethics Page 149 - Management system for the prevention of corruption
103-3	Evaluation of the management approach	Page 142-145 - Business ethics Page 149 - Management system for the prevention of corruption

Disclosure		Reference/Direct answer/Omissions
205-2	Communication and training about anti-corruption policies and procedures	Page 142-145 - Business ethics The Group publishes, on its website *(http://www.adr.it/policy-anticorruzione-di-gruppo)*, the anti-corruption policies and communications to its business partners. There are no ad hoc training sessions on anti-corruption aimed at individual members of the governing body. The Board of Directors approves the anti-corruption policy and periodically carries out a review of the system. The Chairman and the Chief Executive Officer of the Company sign, every two years, a declaration of commitment to comply with the Anti-Corruption Policy.
GRI 300: ENVIRONMENTAL TOPICS		
GRI 302: ENERGY		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 256-299 - Environment
103-3	Evaluation of the management approach	Page 256-299 - Environment
302-1	Energy consumption within the organization	Page 260-267 - An airport that consumes increasingly less energy

Disclosure		Reference/Direct answer/Omissions
GRI 305: EMISSIONS		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 256-299 - Environment
103-3	Evaluation of the management approach	Page 256-299 - Environment
305-1	Direct (Scope 1) GHG emissions	Page 268-273 - Climate Change: the challenge towards "Net zero Carbon"
305-2	Energy indirect (Scope 2) GHG emissions	Page 268- 273 - Climate Change: the challenge towards "Net zero Carbon" Climate Change-related risk includes all risks associated with climate change and the carbon footprint of the organisation and its assets that can lead to reputational damage, asset impairment and lower profitability (e.g., increase in operating costs) as well as failure to achieve of the objectives that contribute to the abatement of global warming and therefore to the achievement of carbon footprint neutrality The Group Risk Model provides for the "Climate Change" risk category in the broader context of Strategic risks and the related risks will be assessed and analysed as part of the 2021 Group Enterprise Risk Management process.

Disclosure		Reference/Direct answer/Omissions
GRI 306: WATER EFFLUENTS AND WASTE		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 274-279 - 100% recovery of the waste generated at the airport Page 280-281 - Reducing the amount of waste generated by each passenger Page 282-287 - The circular economy at the airport
103-3	Evaluation of the management approach	Page 274-279 - 100% recovery of the waste generated at the airport Page 280-281 - Reducing the amount of waste generated by each passenger Page 282-287 - The circular economy at the airport
306-2	Waste by type and disposal method	Page 343 - Appendix I: Classification of waste by type
GRI 307: ENVIRONMENTAL COMPLIANCE		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 256-299 - Environment
103-3	Evaluation of the management approach	Page 256-299 - Environment

Disclosure	Reference/Direct answer/Omissions
307-1	Non-compliance with environmental laws and regulations (pending data on the monetary value of the fines, in the event that they were fines)	In 2020, no non-compliance with environmental laws and/or regulations was ultimately confirmed; however, it should be noted that during the three-year period ADR sent notifications of potential contamination of some sites to the bodies in charge, for which investigations are still underway. In 2019, no non-compliance with environmental laws and/or regulations was identified. In 2018, the A.R.P.A. (Italian Regional Environmental Protection Agency) initiated criminal proceedings against the company following the finding of a value higher than the limit of the "Zinc" parameter in the unloading of the cooling towers in the Cargo City area and found a violation in the unloading of the activated sludge purifier, for the which resulted in a sanction.

GRI 308 SUPPLIER ENVIRONMENTAL ASSESSMENT

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 242-245 - Sustainable management of the supply chain
103-3	Evaluation of the management approach	Page 242-245 - Sustainable management of the supply chain
308-1	New suppliers that were screened using environmental criteria	Page 242-245 - Sustainable management of the supply chain Supplier audits were not carried out in 2020 due to the pandemic

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GRI 400: SOCIAL TOPICS

GRI 403: OCCUPATIONAL HEALTH AND SAFETY (2018)

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Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 204-215 - High standards of occupational safety and monitoring of accidents
103-3	Evaluation of the management approach	Page 204-215 - High standards of occupational safety and monitoring of accidents
403-1	Occupational health and safety management system	Page 204-215 - High standards of occupational safety and monitoring of accidents
403-2	Hazard identification, risk assessment, and incident investigations	Page 204-215 - High standards of occupational safety and monitoring of accidents
403-3	Occupational health services	Page 204-215 - High standards of occupational safety and monitoring of accidents
403-4	Worker participation, consultation, and communication on occupational health and safety	Page 204-215 - High standards of occupational safety and monitoring of accidents
403-5	Worker training on occupational health and safety	Page 204-215 - High standards of occupational safety and monitoring of accidents Page 186-193 - Accessibility, equality and inclusiveness of training

Disclosure		Reference/Direct answer/Omissions
403-6	Promotion of worker health	Page 176-185 - People care Page 204-215 - High standards of occupational safety and monitoring of accidents
403-7	Prevention and mitigation of occupational health and safety impacts with directly linked by business relationships	Page 204-215 - High standards of occupational safety and monitoring of accidents
403-9	Work-related injuries	Page 204-215 - High standards of occupational safety and monitoring of accidents *For employees, there were no fatal accidents, which resulted in the death of the worker. No significant accidents were recorded for non-employees. No significant accidents were recorded for external workers. Near miss figures are not included in the number of accidents given that , as near-misses, they do not cause damage to workers.*

GRI 404: TRAINING AND EDUCATION

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 186-193 - Accessibility, equality and inclusiveness of training
103-3	Evaluation of the management approach	Page 186-193 - Accessibility, equality and inclusiveness of training
404-1	Average hours of training per year per employee	Page 186-193 - Accessibility, equality and inclusiveness of training

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 168-175 - Accessibility, equality and inclusiveness of training
103-3	Evaluation of the management approach	Page 168-175 - Employment, equal opportunities, business and trade union relations
405-1	Diversity of governance bodies and employees	Page 168-175 - Employment, equal opportunities, business and trade union relations The percentages shown in the document have been calculated in relation to the total number of Group employees and in relation to the total number of the various categories specified.

GRI 413: LOCAL COMMUNITIES

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 246-249 - Attention to the local community Page 250-251 - Integration with the region Page 252-255 - Noise impact and interventions for the community Page 296-299 - Protection of the territory and monitoring of environmental quality

Disclosure		Reference/Direct answer/Omissions
103-3	Evaluation of the management approach	Page 246-249 - Attention to the local community Page 250-251 - Integration with the region Page 252-255 - Noise impact and interventions for the community Page 296-299 - Protection of the territory and monitoring of environmental quality
413-2	Operations with significant actual and potential negative impacts on local communities	Page 246-249 - Attention to the local community Page 250-251 - Integration with the region Page 252-255 - Noise impact and interventions for the community Page 296-299 - Protection of the territory and monitoring of environmental quality

GRI 414: SUPPLIER SOCIAL ASSESSMENT

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 242-245 - Sustainable management of the supply chain
103-3	Evaluation of the management approach	Page 242-245 - Sustainable management of the supply chain
414-1	New suppliers that were screened using social criteria	Page 242-245 - Sustainable management of the supply chain *Supplier audits were not carried out in 2020 due to the pandemic.*

RESPONSE TO THE COVID-19 CRISIS

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Table of reconciliation between material issues and topic specific GRI Standard

Disclosure		Reference/Direct answer/Omissions
103-2	The management approach and its components	Page 22-31 - Our response to the Covid-19 health crisis Page 194-203 - Protection against Covid-19
103-3	Evaluation of the management approach	Page 22-31 - Our response to the Covid-19 health crisis Page 194-203 - Protection against Covid-19

AIRPORT SECURITY

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 80-93 - Aviation -The excellence of operations
103-3	Evaluation of the management approach	Page 80-93 - Aviation - The excellence of operations

NOISE

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 252-255 - Noise impact and interventions for the communities
103-3	Evaluation of the management approach	Page 252-255 - Noise impact and interventions for the communities

Disclosure		Reference/Direct answer/Omissions
INTERMODALITY AND ACCESSIBILITY		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 326-329 - Intermodality development
103-3	Evaluation of the management approach	Page 326-329 - Intermodality development
DEVELOPMENT OF SUSTAINABLE INFRASTRUCTURE		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 54-61 - Green infrastructure Page 316-321 - Development of sustainable infrastructure
103-3	Evaluation of the management approach	Page 54-61 - Green infrastructure Page 316-321 - Development of sustainable infrastructure

Disclosure		Reference/Direct answer/Omissions
RISK MANAGEMENT		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 146-149 - Risk and compliance
103-3	Evaluation of the management approach	Page 146-149 - Risk and compliance
IDEAS AND INNOVATION		
103-1	Explanation of the material topic and its boundaries	Page 340-341 - Methodological note Page 126-129 - Materiality matrix Page 344-347 - Appendix II: Table of reconciliation between material issues and topic specific GRI Standard
103-2	The management approach and its components	Page 100-115 - Non Aviation - Real estate Page 322-325 - Zero land consumption for new infrastructure Page 316-321 - Development of sustainable infrastructure Page 230-241 - New services and upgrading of existing services
103-3	Evaluation of the management approach	Page 100-115 - Non Aviation - Real estate Page 322-325 - Zero land consumption for new infrastructure Page 316-321 - Development of sustainable infrastructure Page 230-241 - New services and upgrading of existing services

11 | INDEPENDENT AUDITORS' REPORT

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Independent auditors' report on the Sustainability Report
(*Translation from the original Italian text*)

To the Board of Directors of Aeroporti di Roma S.p.A.

We have been appointed to perform a limited assurance engagement on the Sustainability Report of Aeroporti di Roma Group (hereinafter "the Group") for the year ended on December 31, 2020.

Directors' responsibility on the Sustainability Report

The Directors of Aeroporti di Roma S.p.A. are responsible for the preparation of the Sustainability Report in accordance with the "Global Reporting Initiative Sustainability Reporting Standards" issued by GRI - Global Reporting Initiative ("GRI Standards"), as described in the paragraph "Methodological Note" of the Sustainability Report.

The Directors are also responsible for that part of internal control that they consider necessary in order to allow the preparation of a Sustainability Report that is free from material misstatements caused by fraud or not intentional behaviors or events.

The Directors are also responsible for defining the commitments of the Group regarding the sustainability performance, as well as for the identification of the stakeholders and of the significant matters to report.

Auditors' independence and quality control

We are independent in accordance with the ethics and independence principles of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, based on fundamental principles of integrity, objectivity, professional competence and diligence, confidentiality and professional behavior.

Our audit firm applies the International Standard on Quality Control 1 (ISQC Italia 1) and, as a result, maintains a quality control system that includes documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable laws and regulations.

Auditors' responsibility

It is our responsibility to express, on the basis of the procedures performed, a conclusion about the compliance of the Sustainability Report with the requirements of the GRI Standards. Our work has been performed in accordance with the criteria established by the principle "International Standard on Assurance Engagements ISAE 3000 (Revised) - Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (hereinafter "ISAE 3000 Revised"), issued by the International Auditing and Assurance Standards Board (IAASB) for limited assurance engagements. This principle requires the planning and execution of procedures in order to obtain a limited assurance that the Sustainability Report is free from material misstatements.Therefore, the extent of work performed in our examination was lower than that required for a full examination according to the ISAE 3000 Revised ("reasonable assurance engagement") and, hence, it does not provide assurance that we have become aware of all significant matters and events that would be identified during a reasonable assurance engagement.

The procedures performed on the Sustainability Report were based on our professional judgment and included inquiries, primarily with Company's personnel responsible for the preparation of the information included in the Sustainability Report, documents analysis, recalculations and other procedures in order to obtain evidences considered appropriate.

In particular, we have performed the following procedures:
1. analysis of the process relating to the definition of material aspects included in the Sustainability Report, with reference to the criteria applied to identify priorities for the different stakeholders categories and to the internal validation of the process outcomes;
2. comparison of economic and financial data and information included in the paragraph "Economic Value Generated and Distributed" of the Sustainability Report with those included in the Group's consolidated Annual Report;
3. understanding of the processes that lead to the generation, detection and management of significant qualitative and quantitative information included in the Sustainability Report.
   In particular, we have conducted interviews and discussions with the management of Aeroporti di Roma S.p.A. and with the personnel of Aeroporti di Roma S.p.A. and we have performed limited documentary evidence procedures, in order to collect information about the processes and procedures that support the collection, aggregation, processing and transmission of data and non financial information to the department responsible for the preparation of the Sustainability Report.

Furthermore, for significant information, considering the Group's activities and characteristics:
- at Group level
  a) with reference to the qualitative information included in the Sustainability Report, we carried out inquiries and acquired supporting documentation to verify its consistency with the available evidences;
  b) with reference to quantitative information, we have performed both analytical procedures and limited assurance procedures to ascertain on a sample basis the correct aggregation of data.
- for the Fiumicino site, that we have selected based on their activity, relevance to the consolidated performance indicators and location, we have carried out remote interviews during which we have had discussions with management and have obtained evidences about the appropriate application of the procedures and the calculation methods used to determine the indicators.

Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the Sustainabilty Report of the Group Aeroporti di Roma for the year ended on December 31, 2020 has not been prepared, in all material aspects, in accordance with the requirements of the GRI Standards, as described in the paragraph "Methodological Note" of the Sustainability Report.

Other information

The comparative information presented in the Sustainability Report for the year ended on December 31, 2018 have not been examined.

Rome, April 14, 2021

EY S.p.A.

Roberto Tabarrini
(Auditor)

This report has been translated into the English language solely for the convenience of international readers.

THE CAREPORT

ADR Aeroporti di Roma

PEOPLE, ENVIRONMENT AND DEVELOPMENT FOR A CHANGING LAND