



## ADR GROUP INTEGRATED MANAGEMENT SYSTEMS POLICY

The Aeroporti di Roma Group is committed to developing and managing an efficient airport system capable of responding effectively to the evolution of traffic volumes, with a focus on **quality, sustainability and innovation**, which form the pillars of its strategy.

At the same time, the group reconciles the requirements of **quality** of the services provided, **safety of airport operations**, occupational **health and safety**, guarantee of **equal opportunities** and **non-discrimination**, **prevention of the spread of infections**, **environmental protection**, **efficient use of resources** and **energy, resilience** in order to guarantee **continuity** in the **provision of its services** and **digital modelling** of its **infrastructures** through **Building Information Modelling (BIM)**.

In pursuing its corporate objectives, the Aeroporti di Roma Group takes **into account** the **context within** and **outside** the organisation, maintaining a **constructive dialogue** with the extended community of **stakeholders** and **disseminating** its founding **values** of **inclusiveness, passion, integrity** and **audacity**. In this respect, the airport, as an attraction hub, involves a multitude of **stakeholders**, including shareholders, management and employees, passengers, carriers, operators, suppliers and contractors, institutional bodies and the local community.

### 1. THE COMPANY AS A PLACE OF VALUE CREATION THROUGH THE ENGAGEMENT OF STAFF IN THE ACHIEVEMENT OF COMPANY OBJECTIVES

The Aeroporti di Roma Group (hereinafter referred to as the 'ADR Group') believes that the improvement of performance and the achievement of corporate objectives must also be achieved through the **active participation** of **all staff** towards the **reduction of risks** related to their activities and, at the same time, towards guaranteeing a **high level of service** to customers.

To do so, the ADR Group undertakes to ensure the following:

- The **engagement** of personnel, at all levels and through meetings and **training** aimed both at **raising awareness** of **how the service** is **provided** to customers and at **strengthening** technical and managerial **skills** for **continuous performance improvement**.
- **Internal communication**, at all levels, aimed at **sharing** the company's **values** and **commitments** in terms of **quality, safety of airport operations**, occupational **health and safety, gender equality** and **non-discrimination, prevention of the spread of infections, protecting**

the **environment, sustainability, efficient use of resources and energy, business continuity** and the **use of BIM** for the **digital modelling** of airport **infrastructure** (hereinafter also referred to as 'reference areas').

- The **dissemination** of its **values of inclusiveness, passion, integrity and audacity**, which must **guide the daily work** of all staff.
- To **manage** business **processes** in compliance with the **standards and regulations** in force in the relevant fields, also according to an **Integrated System** logic.
- To make staff **aware of** their **role**, the **impact** of their work and the **implications of not applying** the **requirements and procedures** laid down for the relevant areas.
- To create and maintain a **fair and respectful working environment**, in which every individual has **equal opportunities** for professional growth, development and advancement.
- To **combat** all forms of **abuse or discrimination** based on **gender** or other **personal characteristics**.
- The **continuous improvement of working environment conditions**

## 2. CUSTOMERS FIRST

The ADR Group's development **decisions** are always guided by a careful analysis of **market demands**. In particular, **listening to** and **dialogue** with **customers** is essential to ensuring that each **activity** is **designed** and **delivered** in accordance with their **demands and requirements**.

In this context, the ADR Group undertakes to:

- Define and communicate the **results and objectives** in the **Service Charter**, in line with **customers' demands**.
- Handle stakeholder **complaints** and **suggestions** promptly and effectively.
- Always strive for **excellence**, consolidating itself as an example of international **best practice**.
- Ensure the **continuity of activities** related and complementary to **airport management**, in order to keep the **business operational** and ensure the **quality of services** and **competitiveness** on the market.
- **Promote** among the **operators** involved in **airport activities** the **adoption of management criteria** in line with the **principles** of this Integrated Policy. **Collaboration with airport operators** makes it possible to reach **shared solutions** aimed at achieving **common goals**, while respecting the standards associated with the reference areas.

## 3. INNOVATION AS A STRATEGIC LEVER TO BUILD THE AIRPORT OF THE FUTURE

The ADR Group is committed to the **continuous research** of **new technologies and solutions** that can help to **improve** the **effectiveness and efficiency** of **airport management** activities, also in terms of **higher quality** and **greater safety, protecting the environment and managing resources, reducing occupational health and safety risks**, preventing

**infections and enhancing business continuity**, also by leveraging **new techniques** of three-dimensional **BIM**.

In this sense, the ADR Group continually compares itself with **technical** and **organisational best practices**, both **national** and **international**, also in matters related to the reference areas.

Airport **innovation** also uses of a **model** for **managing ideas** throughout their **life cycle**, based on the principle of the **innovation conceived** as a **widespread** and **shared way of working**.

Furthermore, the design, construction and management of **buildings** and **infrastructure**, also through the use of **BIM**, seeks to **combine objectives** of **development**, **environmental** and **energy sustainability**, **accessibility** and **quality**.

#### 4. THE PURSUIT OF EXCELLENCE IN SERVICE MANAGEMENT AND DELIVERY

Aeroporti di Roma **guarantees** the **delivery of services** directly or through its subsidiaries, pursuing the **highest performance** in all matters related to the reference areas.

In this context, the ADR Group undertakes to:

- Ensure **continuously improving service levels** by systematically measuring the performance achieved.
- Ensure **maximum security** of **airport operations**.
- Manage **emergency situations effectively**.
- Operate according to a logic of **sustainable** and **inclusive business development**.
- **Monitor constantly activities** with potential impacts in terms of **water**, **noise** and **air pollution**.
- Ensure the highest levels of **sustainable waste management** by applying the logic of **circular economy**.
- Progressively improve **energy utilisation** systems and **reduce consumption** by adopting **energy efficiency** criteria.
- Contribute to the **fight** against **climate change** through **energy** management based on **innovation** and **efficiency** and through the **implementation** of a '**Net-zero Carbon**' programme.
- Identify, assess and monitor **risks** concerning the **environment**, occupational **health** and **safety**, the spread of **infection** and **business continuity**, adopting the **best measures** to **mitigate** them.
- Ensure **airport functions** and guarantee the **availability** of **services delivered** to customers.
- Ensure the highest possible capacity to **deliver** its **services** at an **acceptable** and **pre-determined level** even after **incidents** that may cause **disruption** to normal **operations**, thus safeguarding the **interests** of the various **stakeholders**.
- Plan and design **places**, **infrastructures** and **processes** with a view to **quality** and to **preventing** and **reducing risks** to the **health** and **safety** of **passengers**, the **workers** of **ADR Group** and all the **workers** of our **suppliers** and **contractors**.
- Effectively support the introduction and uptake of **BIM methodology** within the **infrastructure development** process, facilitating **interaction** among the various stages of the **process** and promoting the **development** of **BIM** activities along the **supply chain**.

- Collaborate with **suppliers** and **contractors** in order to **reward virtuous behaviour** in the areas of **health** and **safety** and **sustainability**, in order to **reduce risks** during the performance of activities on behalf of the ADR Group, **encouraging** processes of mutual **collaboration** and the **pursuit of best practices**.
- Purchase **goods, works** and **services** also according to **quality** and **sustainability** criteria, aiming to **reduce environmental, social** and **governance risks** along the **supply chain**.
- Ensure an **accessible** and **safe airport** for passengers and other users, promoting **inclusiveness** as the guiding value of all ADR Group activities.

## 5. COMPLIANCE AS A CORE PREREQUISITE

In developing its **activities**, the ADR Group maintains as its primary reference the applicable **regulatory framework**, undertaking to:

- Adopt a **proactive** and **improvement-oriented approach** in the application or and compliance with laws, regulations and standards on matters related to the reference areas.
- Ensure **compliance** also with **voluntary standards** and signed **agreements** related to the relevant areas, as well as **compliance obligations** towards its **stakeholders**.

**Collaboration** with **institutions** and **control bodies** is of **primary importance** to the ADR Group in all airport activities

## 6. SUPPORTING THE LOCAL COMMUNITY AND DIALOGUE WITH STAKEHOLDERS

Aware of the economic, social and environmental importance of the airport system, **sustainability** is a **strategic priority** and is **integrated** into the ADR Group's **business** in order to **create economic, social** and **environmental value** for all stakeholders.

Therefore, the ADR Group undertakes to:

- Adopt a **proactive approach** to ensure constant **listening** and **dialogue** with the **local community** and **stakeholders**.
- Take into account **requests** from different **stakeholders**.
- Sponsor **social solidarity projects, cultural projects** and **initiatives** to raise **environmental** and **social awareness** among the local community.