



INTEGRATED MANAGEMENT SYSTEMS POLICY OF THE ADR GROUP

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 particular attention to **quality, sustainability and innovation**, pillars of its strategy.

At the same time, the Group reconciles the needs for **quality** of services provided, **safety and security of airport operations**, **health and safety** at work, **prevention of the spread of infections**, **environmental protection**, **efficient use of energy resources**, **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 inside and outside** the organisation, maintaining a **constructive dialogue** with the extended community of **stakeholders** and **spreading** its founding **values of inclusiveness, passion, integrity and boldness**. In this regard, the airport, as an attractive hub, involves a multitude of **stakeholders**, including shareholders, management and employees, passengers, carriers, operators, sub-concessionaires, suppliers and contractors, institutional bodies and the territorial community.

1. THE COMPANY AS A PLACE OF VALUE CREATION THROUGH THE INVOLVEMENT OF PERSONNEL 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 personnel** in making their contribution to the **reduction of risks** related to its activities and, at the same time, in guaranteeing a **high level of service** to customers.

To this end, the ADR Group is committed:

- To the **involvement** of personnel, at all levels and through **meetings** and **training** activities aimed both at **increasing awareness** of the **methods** of **providing service** to Customers and at **strengthening** technical and managerial **skills** for the **continuous improvement** of **performance**.
- To **internal communication**, at all levels, aimed at **sharing** corporate **values** and **commitments** on **quality, safety of airport operations, health and safety** at work, **prevention** of the spread of **infections, environmental protection, sustainability, efficient use** of

energy resources, **business continuity** and the **use of BIM** for the **digital modelling** of airport infrastructures (hereinafter also referred to as "reference areas").

- To the **dissemination** of its **values** of **inclusiveness**, **passion**, **integrity** and **boldness**, which must **guide the daily actions** of its staff.
- To **manage company processes** in compliance with the **standards** and **regulations** in force relating to the areas of reference, also in an **Integrated System** logic.
- To make staff **aware** of their **role**, the **impact** of their work and the **implications** of **non-application** of the **requirements** and **procedures** foreseen for the areas of reference.
- To the **continuous improvement** of **working environment** conditions.

2. CUSTOMER CENTRALITY

The ADR Group's development **decisions** are always guided by a careful analysis of **market needs**. In particular, **listening** to and **exchanging** views with the **Customer** is an indispensable condition to ensure that every **activity** is **designed** and **delivered** in compliance with their **needs** and **requests**.

In this context, the ADR Group undertakes to:

- Define and communicate the results and objectives in the **Service Charter**, in line with **Customer requirements**.
- Handle stakeholder **complaints** and **suggestions** promptly and effectively.
- Always aim for **excellence**, consolidating itself as a **best practice** at international level.
- Guarantee the **continuity** of **activities** connected and complementary to **airport management**, in order to keep the **company's business operational** and ensure the **quality** of **services** and **competitiveness** on the market.
- **Raise the awareness** of the **operators** involved in **airport activities** to the **adoption** of **management** criteria in line with the **principles** of this Integrated Policy. In fact, **collaboration** with **airport operators** makes it possible to find **shared solutions** aimed at achieving **common objectives**, in compliance with the standards related to the areas of reference.

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

The ADR Group is committed to the **continuous search** for **new technologies** and **solutions** that can contribute to the **improvement** of the **effectiveness** and **efficiency** of **airport management** activities, also in terms of **higher quality** and **safety**, **lower environmental** and **energy impact**, **reduction** of occupational **health** and **safety risks**, prevention of **infections** and **strengthening** of **operational continuity**, also by leveraging the **new BIM** three-dimensional **modelling techniques**.

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 areas of reference.

Innovation at the airport also makes use of a **model** for the **management** of **ideas** throughout their **life cycle**, based on the principle of the **idea** of **innovation** as a **widespread** and **shared working method**.

Furthermore, the design, realisation and management of **buildings** and **infrastructures**, including through the use of **BIM**, is aimed at **combining development, environmental and energy sustainability, accessibility and quality** objectives.

4. THE PURSUIT OF EXCELLENCE IN THE MANAGEMENT AND PROVISION OF SERVICES

Aeroporti di Roma **guarantees** the **provision** of **services** directly or through its Subsidiaries, pursuing the **best performance** in matters related to the areas of reference.

In this context, the ADR Group undertakes to:

- Ensure **continuously improving service levels**, systematically measuring the performance achieved.
- Ensure **maximum safety** of airport operations.
- **Effectively** manage **emergency situations**.
- Operate in a logic of **sustainable and inclusive business development**.
- **Constantly monitor activities** with an impact in terms of **water, noise and air pollution**.
- Ensure the highest levels of **sustainable waste management**.
- Progressively improve **energy use** systems in order to **contain consumption, adopting** energy **efficiency** criteria.
- Contribute to **combating climate change** through **energy** management based on **innovativeness** and **efficiency** and through the **implementation** of a '**Net zero Carbon**' programme.
- Identify, assess, and monitor **environmental, occupational health and safety, infection spreading and business continuity risks, adopting** the **best measures to mitigate** them.
- Ensure **airport functions** and guarantee the **availability** of **services provided** to Customers.
- Ensuring the highest capacity to **provide** its **services** at an **acceptable and pre-established level**, even following **incidents** that may cause the **interruption** of normal **operations**, thus safeguarding the **interests** of the various **stakeholders**.
- Planning and designing **places, infrastructures and processes** with a view to **quality** and the **prevention and reduction** of risks to the **health and safety** of **passengers, ADR Group workers** and all **those** of our **suppliers and contractors**.

- Effectively supporting the introduction and use of **BIM methodology** within the **infrastructure development** process, facilitating **interaction** between the various **stages** of the **process** and promoting the **development** of **activities in BIM** throughout the **supply chain**.
- Collaborating 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 carried out on behalf of the ADR Group, **encouraging** processes of mutual **collaboration and research of best practices**.
- Purchasing **goods, works and services** also according to **quality and sustainability** criteria, aiming to **reduce environmental, social and governance risks** along the **supply chain**.

- Guaranteeing passengers and other users an **accessible** and **safe airport**, promoting **inclusiveness** as the guiding value of all ADR Group activities.

5. COMPLIANCE AS AN ESSENTIAL PREREQUISITE

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

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

Collaboration with Institutions and Control Bodies is of primary importance for the ADR Group in all airport activities.

6. SUPPORT TO 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.

For this reason, the ADR Group is committed to:

- Adopting a **proactive approach** to ensure constant **listening** and **dialogue** with the **local community** and **stakeholders**.
- Taking into account the **requests** coming from the various **stakeholders**.
- Managing **sustainability actions** with a view to **continuous improvement**.
- Funding and sponsoring social **solidarity projects**, **cultural projects** and **environmental awareness initiatives** in the area.