

AIRPORT INCLUSION AND ACCESSIBILITY DECLARATION

ADR, in line with the principles declared in its **corporate mission** and sustainability strategy, is committed to providing an **inclusive and accessible environment** for all passengers, regardless of their abilities. Recognizing the importance of ensuring a **barrier-free experience** and offering accessible services and infrastructure for everyone.

Our commitments

- > **Physical accessibility**
We strive to ensure **barrier-free** access to all areas of the airport, including parking lots, terminals, restrooms, boarding areas, and baggage claim.
- > **Passenger assistance**
We offer **specialised assistance** to all passengers who need it, including the elderly, people with disabilities (visible and non-visible). Dedicated staff is available to provide support throughout the journey.
- > **Accessible communication**
We are committed to providing **clear and accessible information** to all passengers and ensuring that information on airport facilities, services and processes are available in accessible formats, including digital information.
- > **Universal Access**
We seek to ensure that all people, regardless of their status, can **easily access** and use our facilities and services, according to Universal Design Principles.
- > **Staff training**
We are committed to ensuring that our team is aware of the **needs** of passengers with disabilities and knows how to provide the necessary support. Our staff is trained to provide a service that is sensitive to the needs of all passengers.
- > **Feedback and continuous improvement**
We welcome passenger feedback and are committed to **continuously improving** our services.

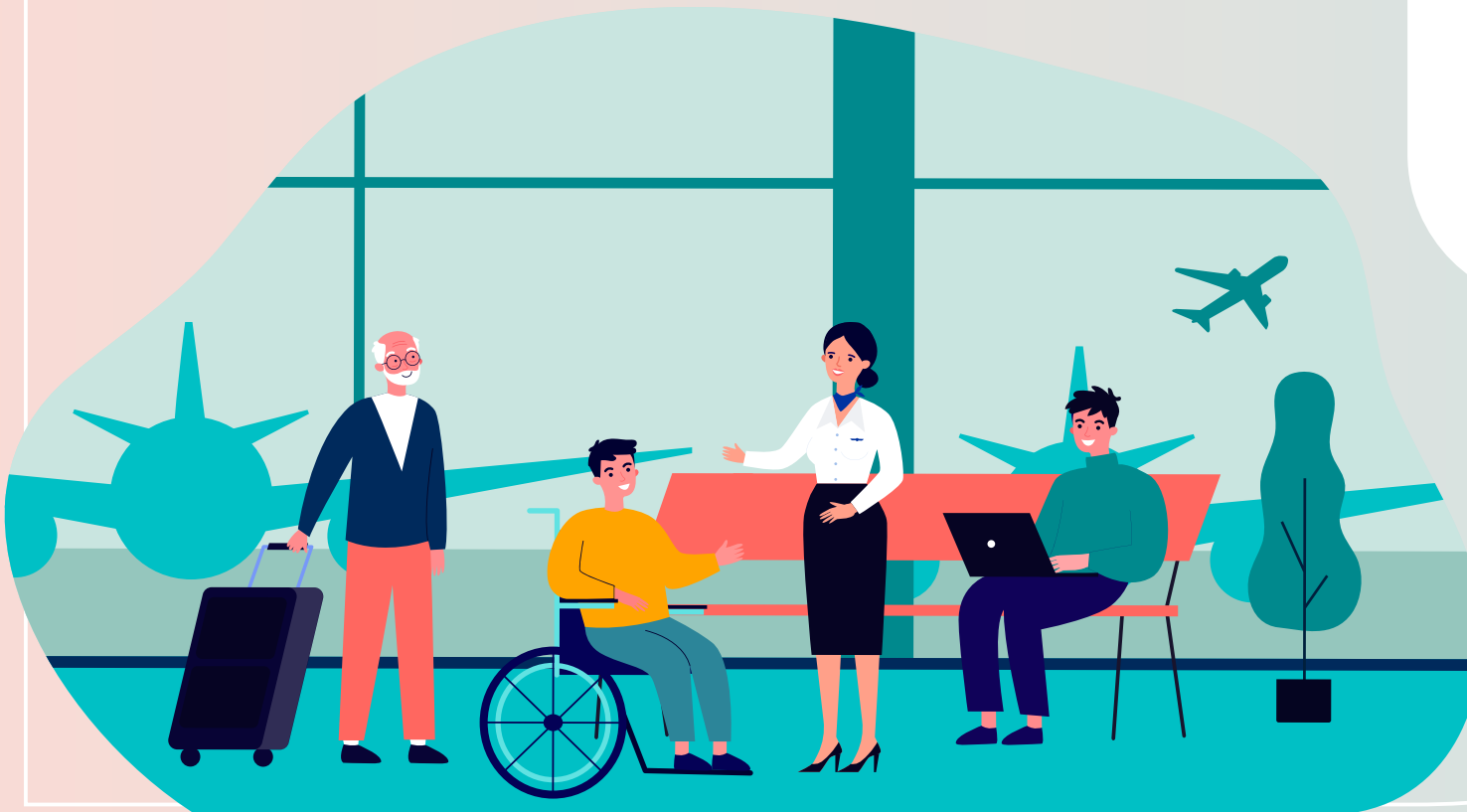


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To follow through on our commitments we have defined an **Inclusive Improvement Plan** that primarily operates on the following workstreams: full usability of structures and services through the adoption of Universal Design during the design phase and

on existing infrastructures, ease of use of services, assistance to people with disabilities and reduced mobility, hidden disabilities, interculturality, nutrition, and improvement of communication.

At ADR, the term **INCLUSION** refers to the creation of a **welcoming and accessible environment** for all travelers, regardless of their physical, sensory, cognitive, or cultural abilities. This includes, but is not limited to, the implementation of facilities and services that ensure total accessibility, such as accessible restrooms, accessible information and wayfinding, and dedicated assistance for people with disabilities or reduced mobility.



Marco Zolner
CEO