SUSTAINABILITY REPORT | 2019

OUR CHOICES
OF SUSTAINABILITY

ADR GREEN

PERSONE, VALORI, AMBIENTE
PEOPLE, VALUES, ENVIRONMENT

CONTENTS

GATE 1

THE ACTIVITIES OF THE ITALIAN COUNTRY SYSTEM

LETTER TO STAKEHOLDER

The Fiumicino and Ciampino airports are the main gateways to Italy for millions of passengers from around the world, and key nodes connecting Italian cities.

During 2019, the two airports operated by Aeroporti di Roma handled almost fifty million arriving and departing passengers. An absolute record.

The past year brought excellent results on two fronts that ADR considers strategic: the quality of the services it offers, and environmental and social sustainability. Fiumicino airport confirmed its position as the leading European hub with over 40 million passengers, winning the "Airport Service Quality Award" for the second consecutive year. In 2019, for the second year in a row, the Fiumicino Leonardo da Vinci airport was also the best in Europe among those handling more than twenty-five million passengers, according to ACI Europe (Airport Council International).

In 2019 ADR decided to start preparatory activities to issue a green bond. The decision to add the possibility of issuing green bonds to the Company's bond issuing programme is a natural step in our constant and growing commitment to environmental and sustainability issues.

By doing so, ADR intends to: (i) align its financing strategy with its sustainability mission and objectives, (ii) ensure that the proceeds from institutional investors and customers are channelled into investments that contribute to the transition to an economy that has a lower environmental impact and (iii) contribute to a green development of the debt market, underlining the importance of the airport sector in the implementation and achievement of the UN's SDGs.

ADR has increasingly focused on all its key stakeholders: its passengers, by continually monitoring the level of customer satisfaction; its employees, with over ninety-eight thousand hours devoted to refresher courses and training; and the communities of residents living near our airports, with a continuous and increasing effort of dialogue, listening and collaboration. ADR has taken further steps towards excellence in terms of environmental sustainability.

Since this is a priority for us, both in terms of social responsibility and in terms of meeting our passengers' expectations, we have reduced the consumption of energy and drinking water. On the waste management front, the share of waste we recovered and recycled has reached 98%, while we strive to reduce the amount of waste we produce, by building a composting plant capable of eliminating one thousand tonnes of organic waste per year.

As an airport operator, ADR is committed to constantly reducing its climate-damaging emissions and to offsetting the remainder. The Leonardo da Vinci airport at Fiumicino, in particular, is distinguished by being one of the hubs in Europe that is expanding without consuming more land, in a "brownfield" approach.

ADR is also a major growth driver for Italy, and in 2019 its economic strength grew further, increasing its revenues by 5.3% compared with 2018.

2019 HIGHLIGHT

ENVIRONMENT

98%
percentage of waste sent for recovery at Fiumicino airport

74%
percentage of waste sent for recovery at Ciampino airport

- 40%
Reduction in specific energy consumption [kWh/passenger*m²] for Fiumicino airport compared to 2012

- 29%
Reduction in water consumption at Fiumicino airport [l/passenger] compared to 2012

INVESTMENTS

244,658,000 euro
of investments

of which:

112.6 million euro
in green investments

46%
of green investments

EMPLOYEES

3,559
total number of employees of the Aeroporti di Roma Group

166,000
jobs created (direct, indirect, spillover impacts)

REVENUES

1.13 million euro
of Total revenues

13.7 billion euro
Added value generated by Fiumicino airport

ROME FCO
BEST AIRPORT
ACI EUROPE AIRPORTS COUNCIL INTERNATIONAL

ASQ 2019 CUSTOMER EXPERIENCE AWARD WINNER

4 STAR AIRPORT SKYTRAX

In 2018 and 2019, the ACI (Airport Council International) awarded the Fiumicino Rome airport the prestigious award of best airport in Europe.
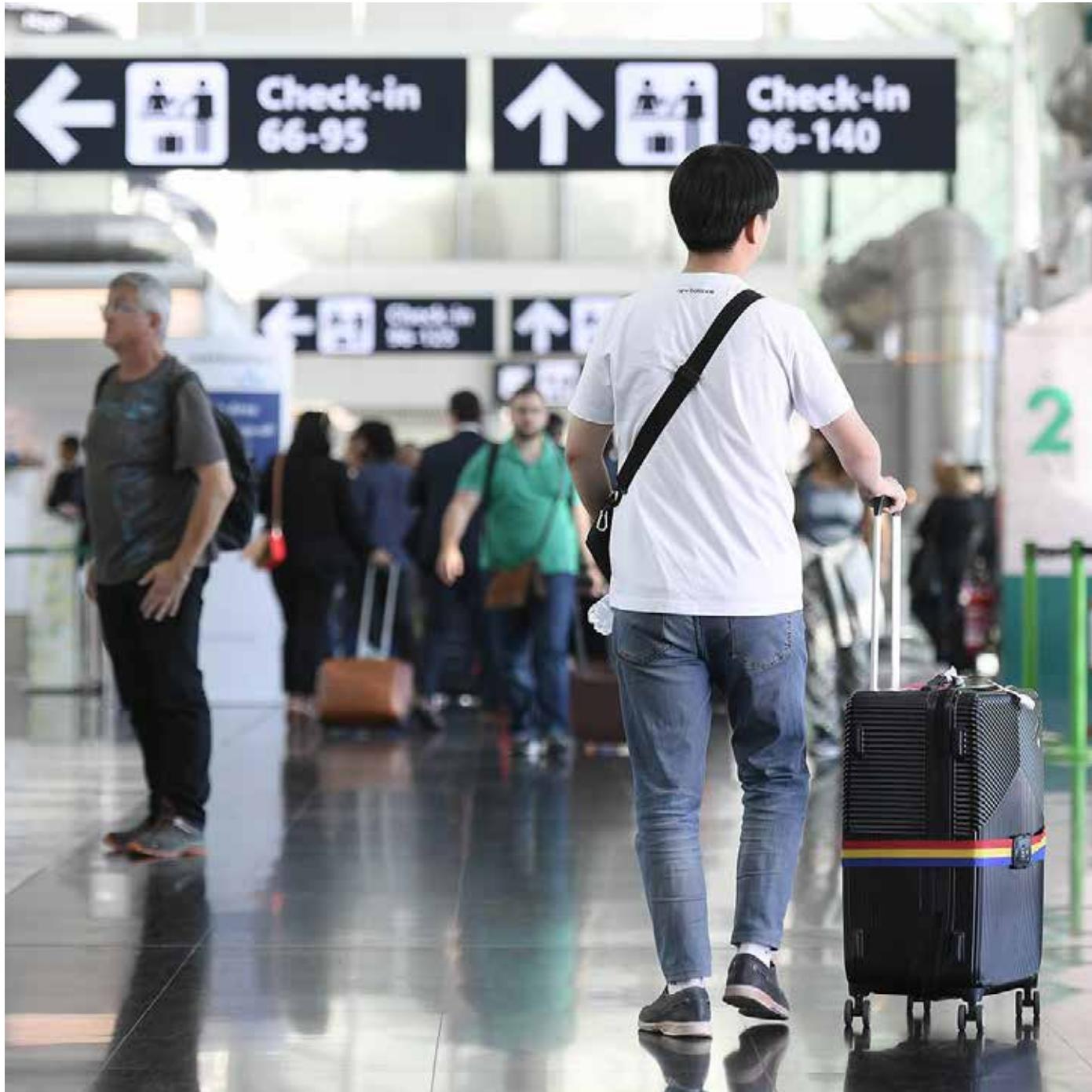
MISSION

To develop and manage an efficient and sustainable airport system, an international leader capable of ensuring excellence in the quality and safety of the services it provides, so as to effectively respond to the increase in traffic.

VALUES

Quality

because our customers are the wealth of our Group

Integration

because no man is an island

Professionalism

an essential requirement for growth

Concreteness

a fundamental element in that it distinguishes the implementation of the actions it plans

Innovation

an essential factor to assure the Group's future

Sustainability

attention to, and priority for sustainable development

BUSINESS

ADR Group's business can be split into its aviation-related activities carried out at the Fiumicino and Ciampino airports, the allocation and management of airport infrastructure, security services, cleaning, etc., and its non-aviation activities, which include business such as sub-concessions, utilities, car parks, advertising, real estate, and other dealings with third-parties.

AVIATION

THE EXCELLENCE OF OUR OPERATIONS

Customer orientation

For the **43,532,573** passengers at Fiumicino airport, **13,500,000** departing and **9,800,000** arriving baggage items were handled. Only **0.064%** of baggage was mishandled (arrived at destination after its owner) out of the total departing baggage handled, due to problems.

At Fiumicino **108,582** departing passengers, **107,339** arriving passengers and **147,808** passengers in transit with reduced mobility were assisted. At Ciampino **6,378** passengers are assisted on departure and **6,860** on arrival. Ensuring comfort for people with reduced mobility is an ongoing commitment.

Safety of operations

Fiumicino hosted a **workshop on operations safety** that was attended by personnel of the major European airports: 27 specialists who exchanged the experiences they had applied at the airport. The aim is to continuously improve the performance of airport processes to ensure the safety of the aircraft and their occupants. Three days of meetings where all international performance indicators and best practices were examined. Fiumicino is among the airports with the highest system performance. On 20 December 2016 the first Italian airport certification, IT.ADR.0001, was granted to Fiumicino airport under Regulation (EU) 2018/1139 of the European Parliament and Council and the related implementing rules of Regulation (EU) 139/2014.

Medical aid

The airport first aid centre at Fiumicino and Ciampino airports, managed by ADR, helped **3,699 passengers, 4,733 airport operators and 574 visitors** and/or citizens suffering from illness or victims of road accidents or injuries at the airport.

Environmental sustainability

80% of operations at Fiumicino airport are carried out by aircraft equipped with new-generation engines that reduce their noise impact. At Ciampino airport, the percentage of such runway operations was **45%**. The difference in percentages is attributed to the difference in the type of traffic between the two airports.

MAIN ACTIVITIES OF AIR TRANSPORT SERVICES MANAGEMENT

- **AIRPORT COORDINATION**
- **AVIATION SAFETY**
- **MANAGEMENT OF AIRPORT FEES**
- **MANAGEMENT OF CENTRALIZED INFRASTRUCTURE**
- **MAINTENANCE OF FLIGHT SYSTEMS AND INFRASTRUCTURE**
- **MANAGEMENT OF AIRCRAFT OPERATIONS**

- **ASSISTANCE TO PASSENGERS**
- **ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY**
- **SECURITY**
- **AIRPORT FIRST AID SERVICES**
- **EDUCATION**
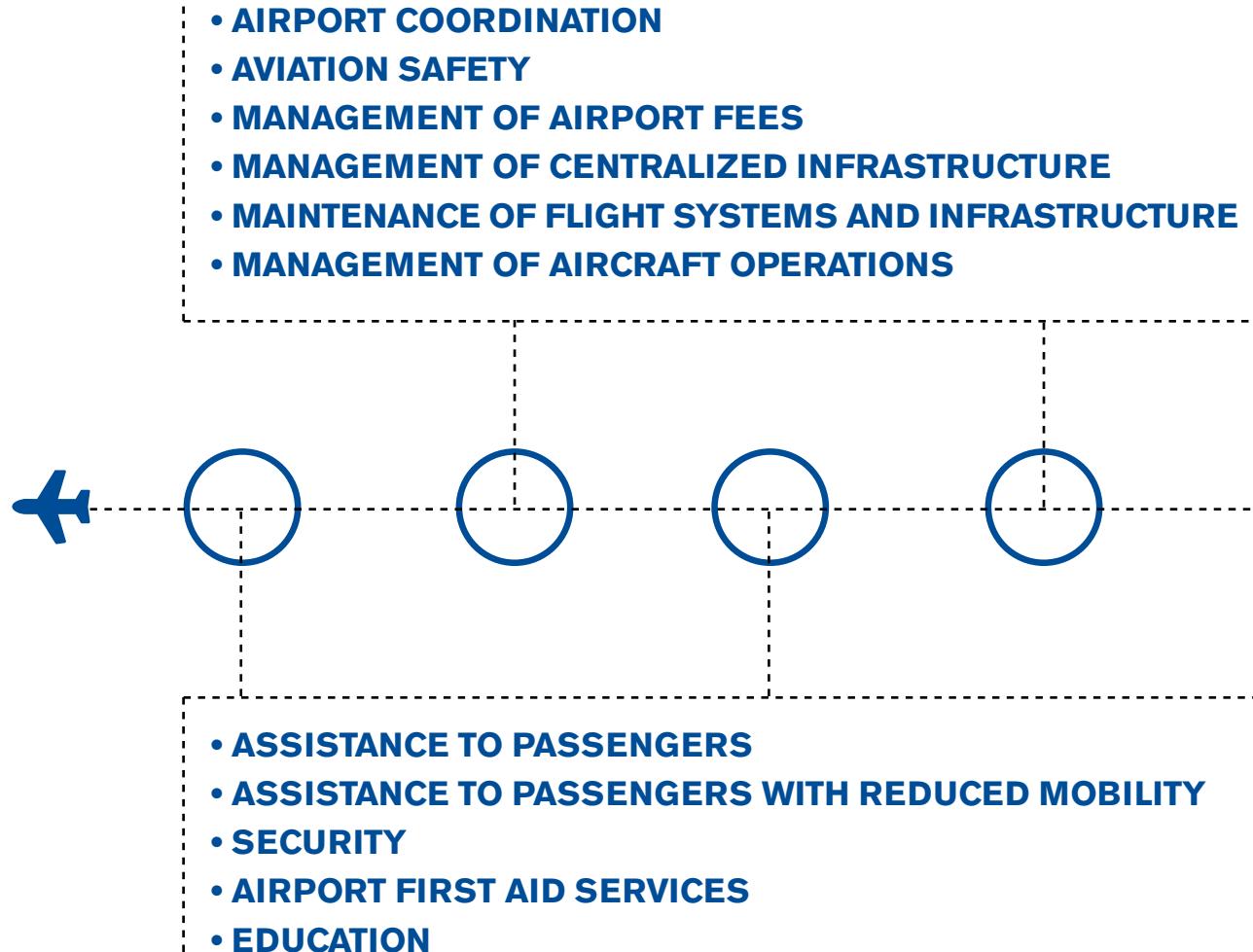
ADR's commitment goes beyond strict compliance with industry regulations, to strive for continuous improvement of current standards by carefully managing the risks related to aircraft operations, implementing best practices also thanks to a continual dialogue with the main European airports. The Aviation Safety Management System at Fiumicino and Ciampino airports supports the organisational units in managing aviation-related risks, and monitors regulatory compliance with Italian and international industry regulations by means of its internal auditing system.

During 2019, 44 processes were audited to confirm the compliance of our flight infrastructure pavement maintenance processes, of our flight infrastructure lighting system management, and of the safety of our operations management system.

During 2019, 165 non-conformities were identified, and promptly resolved.

NON AVIATION

Businesses Under Sub-Concession

Non-aviation activities within our commercial business unit of Rome's airport system generated over 27% of the Aeroporti di Roma Group's airport operating revenues.

At the Fiumicino and Ciampino airports, over 30,000 square meters of retail space is allocated to commercial activities, and host more than 200 shops that generated around thirty million receipts in 2019, contributing to providing a superior passenger experience within the airport system.

Commercial sub-concessions deal with the retail sale of goods and services, in particular:

Core Categories: shops that focus on the product categories that are typical of airports: perfumes and cosmetics, spirits, tobacco and fine food (the so-called "Duty-Free" businesses);

Specialist Retail: all the other shops at the Fiumicino and Ciampino airports among which in particular:

- the Luxury world that includes the leading Made in Italy brands and more, such as Gucci, Bulgari, and Hermes;

- the Convenience Stores that sell books, newspapers, tobacco and other products to meet the needs of passengers;

• other shops in the fashion world (clothing, accessories, sunglasses, etc.) and more, such as souvenir shops, toys, consumer electronics, and others.

Food & Beverage: all the food and beverage businesses in the airport, such as:

• restaurants with waiter service (for example: "Attimi" in collaboration with Michelin-starred chef Heinz Beck, the "Farinella" pizzeria or the new "Mastercard" bistrot);

• bars and cafés for quick and informal eating;

• informal restaurants that offer full, quick meals;

• fast food restaurants;

• food and drink vending.

Commercial services: these are passenger services such as currency exchange, VAT refunds, luggage wrapping, etc., which are very important also in terms of the quality provided to passengers.

Advertising: this business sells advertising space inside and outside the airport terminal system, involving both analogue and digital assets such as billboards, digital networks, and other new media.

NON AVIATION

REAL ESTATE

Sustainability by design

The design objective for Fiumicino airport's landside area consists of a gradual transformation that does not require further land consumption, in response to the new technological and innovation paradigms.

In this respect, a set of policies and measures reduces the environmental impact (represented, for example, by the energy used, by the land use, water consumption or emissions), facilitating a change in the configuration of infrastructure to foster a smart and rational use of resources. Consistent with its objectives, Aeroporti di Roma has taken further steps towards greater environmental sustainability in the field of non-aviation infrastructure development, focusing primarily on regeneration and upgrade measures.

To increase the economic, social and environmental value, Aeroporti di Roma will continue along this line, making real estate investments that are increasingly efficient, attentive to people and the environment, and ever more useful to Italy, viewing sustainability as a requirement that increases value rather than as a cost.

In the wake of the activities required by the LEED® certification process, Aeroporti di Roma aims to further blend the concept of sustainability with the design of the new Hubtown and the EPUA 3 building, highlighted in yellow in the following picture.

In 2019, the design of Hubtown already achieved LEED® v4 BUILDING DESIGN AND CONSTRUCTION CORE AND SHELL DEVELOPMENT pre-certification, which involves much stricter parameters and constraints than the previous protocol.

In building the new complex, our goal was to be able to generate three MWh to support the energy needs of the buildings that make up the district. The estimated cost saving is about 2.5 million euro compared to the total requirement, that must fall within the limits set by law on photovoltaic coverage. Currently, the park is expected to cover 16,000 square meters.

In addition to the above, to further strengthen the concept of reducing land consumption, ADR will build a park of about 4000 square meters, replacing a car park located between Hubtown and the terminals. This new green area, fully equipped and usable, will be connected via a system of pedestrian walkways with Fiumicino's main landmarks (Terminal, Hubtown, Archaeological Park, Ship Museum).

SUSTAINABILITY AS A CRITERION FOR ENHANCING LOGISTICS AREAS

Sustainable development also plays a fundamental role in logistics, to contribute positively to the implementation of new sustainability standards. The logistics centre currently being built in the eastern area (Cargo City) is designed to comply with the LEED® certification requirements.

The area will be divided into several functional lots, and be used for import/export logistics.

The design pays particular attention to the environmental impact of each of its structures: it includes rainwater management and recovery systems and uses high thermal performance insulation materials, and photocatalytic finishes.

THE SUSTAINABILITY OF OUR ASSETS

The planned reorganisation of the areas located in Cargo City (PG 333), the vehicle workshop (adjacent to PG 271), the fuel service suppliers area (PG 032) and Pianabella for a total of about 19,700 square meters, aims to optimise and centralise the logistics areas to make them more efficient.

This reorganisation will have a positive impact on sustainability due to the improvements that will be made to the road network for handling and parking vehicles.

For greater safety and security, access will be controlled by cameras, dedicated connections will be provided and the reorganisation will be structured around uniform functional areas, efficiently allocating material storage areas, waste disposal areas, parking spaces and offices in order to reduce the consumption of resources, water and energy of each lot.

BUSINESS ETHICS

Aeroporti di Roma operates an Anti-Bribery Management System based on the Anti-Bribery Policy of the Atlantia Group and is certified according to the ISO 37001:2016 international standard on 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-Bribery Policy of the Atlantia Group, periodically reviewing information regarding the Anti-Bribery Management System. Every two years, the Chairman, the Chief Executive Officer, the Directors, the first reports and the Anti-Bribery Officer prepare and file a statement confirming their compliance with the Anti-Bribery Policy;

b - newly hired employees receive information on the Anti-Bribery Policy of the Atlantia Group. When updates are made to the Policy, staff is informed by email to facilitate their access to the document;

c - Aeroporti di Roma also ensures that its business partners - parties to contracts - are aware of the Anti-Bribery Policy and undertake, through specific clauses, to comply with the principles laid down in it. Also, in a dedicated section of its website, Aeroporti di Roma has published special information materials addressed to the various categories of business partners:
http://www.adr.it/policy-anticorruzione-di-gruppo

d - company management is periodically involved in specific training sessions and also receives Atlantia Group's Anti-Bribery quarterly newsletter on current issues in the global anti-corruption scenario;

e - in 2018 and 2019, the e-learning training sessions launched by Atlantia were activated for Aeroporti di Roma employees. The first training session was an opportunity to explain the main points of the Anti-Bribery Policy to its recipients, with the aim of increasing the level of knowledge and awareness of the conduct to be followed, among the Company's population. The second course - divided into five modules - is designed to increase the awareness of the recipients of the potential situations at risk of bribery that may arise in the daily life of any company's organisation.

ANTI-BRIBERY TRAINING[1]	2019[2]	2018[3]	2017[4]
TOTAL EMPLOYEES TRAINED	**287**	**2,157**	**52**
EXECUTIVES	2	37	25
MIDDLE MANAGERS	32	221	27
ADMINISTRATIVE STAFF	201	1,894	
BLUE-COLLAR	52	5	

PERCENTAGE OF EMPLOYEES TRAINED, BY CATEGORY	2019	2018	2017
EXECUTIVES	4%	95%	48%
MIDDLE MANAGERS	12%	93%	75%
ADMINISTRATIVE STAFF	10%	92%	
BLUE-COLLAR	4%	56%	

[1] The course recipients were specifically identified among the total population of employees for each category, and selected on the basis of risk assessment criteria.

[2] The session, consisting of 5 modules, was activated by ADR in December 2019, with the launch of the first 3 modules. The session was scheduled to be completed in March 2020 (the remaining modules were made available in January). As of 29 February 2020, it had been completed by 857 people.

[3] The remainder of those enrolled completed the e-learning course in early 2019.

[4] Two courses on the topic of anti-bribery were delivered in 2017 (ISO 37001 course and due diligence course). The remainder of those enrolled completed the classroom sessions in early 2018.

CORPORATE GOVERNANCE MODEL

Aeroporti di Roma S.p.A.'s governance system is based on the traditional organisational model consisting of the General Shareholders' Meeting, the Board of Directors, and the Board of Statutory Auditors (in which three effective members are appointed by the Minister for the Economy and Finance (acting as Chairman), the Minister for Infrastructure and Transport and the Minister for Economic Development, the Auditing Firm, and the Supervisory Body (under Italian Legislative Decree 231/2001).

Aeroporti di Roma S.p.A. also pays great attention to the presence of local representatives on its management body. Accordingly, Article 16 of its Articles of Association requires a member of the Board of Directors to be jointly appointed by the local authorities that are shareholders of the Company.

The ADR Group undertakes to comply with all the principles set out in Atlantia Group's Code of Ethics.

THE PRINCIPLES OF THE CODE OF ETHICS[5]

- Health and Safety
- Environmental protection
- Transparency and professionalism
- Integrity
- Equality
- Legality and compliance
- Confidentiality
- Development of people

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

CORPORATE STRUCTURE 31-12-2019 UPDATE

Atlantia — 99.385%

Aeroporti di Roma (ADR)

LOCAL BODIES
- Rome metropolitan area — 0.251%
- Municipality of Fiumicino — 0.1%
- Others — 0.264%

Controlled companies:
- ADR Sviluppo Srl — 100%
- ADR Tel SpA — 99% (1%)
- ADR Assistance Srl — 100%
- ADR Mobility Srl — 100%
- ADR Security Srl — 100%
- Airport Cleaning Srl — 100%

Linked companies and other:
- 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%

ADR SpA shares a 25% share in the E.T.L.- European Transport Law in liquidation and a 0,99% share in the Consorzio Autostrade Italiane Energia (CAIE).

In addition, to further strengthen the architecture and with a view to continuously improve and make governance more efficient, a Board of Directors' resolution was passed in January 2020:

1) The Internal Audit Department specific to Aeroporti di Roma - instead of the previous organisation that involved its Parent Company's Audit department - now reports to the Board of Directors through the Chairman, who is responsible for its liaison with the corporate body.

2) There are two Committees within the Board:
   a) The Risk Control Committee, tasked with supporting and advising the Board of Directors' assessments and decisions concerning the internal control and risk management system;
   b) The Investment Committee, tasked with examining the most significant investment proposals – with a value above the threshold of the powers conferred upon the Chief Executive Officer – to be submitted to the Board of Directors for approval.

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

BOARD OF DIRECTORS

Chairman
Antonio Catricalà

Chief Executive Officer
Ugo de Carolis

Directors
Carla Angela
Tommaso Barracco
Christian Benetton
Michelangelo Damasco
Elisabetta De Bernardi di Valserra
Anna Beatrice Ferrino
Francesco Panfilo
Nicola Rossi
Gennarino Tozzi
Marco Troncone

BOARD OF STATUTORY AUDITORS

Chairman
Giuseppe Cosimo Tolone

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

Alternate Auditors
Francesco Follina
Carlo Regoliosi

General Manager
Gian Luca Littarru

SUPERVISORY BODY

Chairman
Liliana Ferraro

Members
Franco Mottola
Marco Mencagli
(since 11 December 2018)

AUDITING FIRM

EY S.p.A.

CHAIRMAN
Antonio Catricalà

CHIEF EXECUTIVE OFFICER
Ugo de Carolis

AVIATION MARKETING DEVELOPMENT DIRECTORATE
Fausto Palombelli

ADMINISTRATION AND FINANCE DIRECTORATE
Fabio Capozio

LEGAL AND CORPORATE DIRECTORATE
Guglielmo Bove

HUMAN RESOURCES AND PROCURAMENT DIRECTORATE
Monica Cacciapuoti

INFORMATION & COMMUNICATIONS TECHNOLOGY DIRECTORATE
Emiliano Sorrenti

EXTERNAL RELATIONS AND INSTITUTIONAL AFFAIRS DIRECTORATE
a.i. Ugo de Carolis

REAL ESTATE DIRECTORATE
Filippo Maria Carbonari

PLANNING AND MANAGEMENT CONTROL DIRECTORATE
Diego Andrea Ronconi

CHIEF OPERATING OFFICER
Gian Luca Littarru

ENERGY SYSTEMS AND ENERGY MANAGEMENT
Ruggero Poli

INFRASTRUCTURE DEVELOPMENT DIRECTORATE
Giorgio Gregori

AIRPORT MANAGEMENT DIRECTORATE
Ivan Bassato

COMMERCIAL SERVICES DIRECTORATE
Giorgio Moroni

OCCUPATIONAL HEALTH AND SAFETY
Canio Pietragallo

SERVICE QUALITY AND IMPROVEMENT PROJECTS
Emanuele Calà

RISK AND COMPLIANCE

Aeroporti di Roma has always been committed to combining the need to optimise economic growth with the fundamental principles of business ethics, to drive the proper conduct of its activities:

Risk Management System

Proper management of the risks involved in running the business is a crucial prerequisite for maximising opportunities and reducing potential losses caused by unpredictable circumstances.

To this end, ADR has taken a preventive approach to risk management, to steer its management's decisions and actions, assuming that adequately identifying, measuring, managing and monitoring the main risks can help ensure that the Company is run soundly, properly and consistently with its strategic objectives.

From an organisational point of view, we have set up a department, which includes a Risk Officer that oversees the process, to help the company implement the Risk Management methodology.

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

In order to enforce the proper application of the laws and regulations contained in the decree. The body responsible for monitoring compliance and implementing the Model, as well as for updating it, is the Supervisory Body and it ensures absolute confidentiality of breach reports to all parties involved, unless otherwise required by law.

Anti-Bribery Management System

To support the organisation for preventing, identifying, and tackling corruption cases, as per current regulations and the international standard ISO 37001:2016 "Anti-bribery management systems". Also, confirming its commitment to preventing and fighting illegal conduct, Aeroporti di Roma has adopted the Anti-Bribery Policy of the Atlantia Group and adopted the "zero tolerance" principle, which does not allow any exceptions to the provisions and restrictions of the Policy.
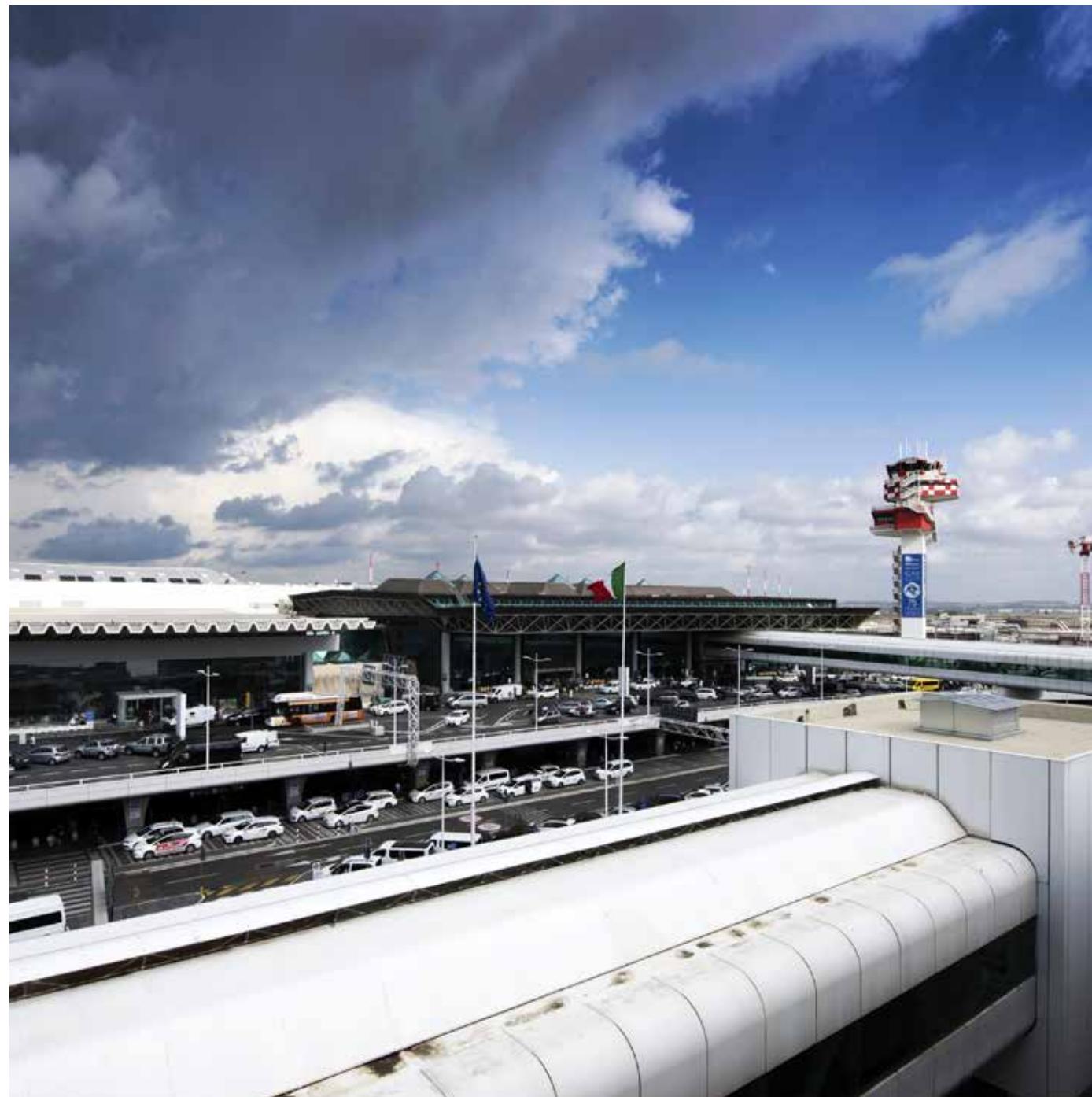
THE ENVIRONMENTAL SUSTAINABILITY STEERING COMMITTEE

The Environmental Sustainability Steering Committee was established in 2013. It meets every two months, to address its mission of defining the sustainability guidelines needed to adapt the Company's strategic plans to the best practices in the environmental field and to identify consistent lines of action. It consists of a Chairman (from outside the Company), the Chief Executive Officer, the General Manager, the Chief Commercial Officer, the Chief Financial Officer, the Airport Management Director, the Real Estate Director, the External Relations and Institutional Affairs Director, the Human Resources and Procurement Director, the Infrastructure Development Director, and the Secretary, responsible for the Environment and Sustainability Department.

The Steering Committee carries out its responsibilities in line with ADR Group's environmental strategy, to:

- help top management adopt environmental sustainability guidelines and policies;

- promote coordination among corporate functions contributing to achieve sustainability objectives;

- guide the corporate departments in their relations with service providers;

- promote relations with key players and stakeholders;

- monitor the implementation of the decisions taken and the initiatives executed.

THE ENVIRONMENT AND SUSTAINABILITY DEPARTMENT

To encourage continuous improvement in environmental and sustainability performance, while abiding by the best practices of the industry and with the aim of maintaining the highest possible standards in terms of certification and process monitoring, the Aeroporti di Roma Group has set up a specific department called "Environment and Sustainability", which is also intended to support its subsidiaries.

Among its many activities, this department is also responsible for (i) helping top management define corporate sustainability objectives and standards; (ii) ensuring that certification of the Environmental Management System is retained; (iii) helping corporate departments to properly manage the processes for which they are responsible and to handle LEED certification projects; and (iv) ensuring the drafting and implementation of the Environmental Plan and the Environmental Monitoring Plan.

THE ENVIRONMENTAL CONTROL SYSTEM

Over time, Aeroporti di Roma has developed a complex management and control system aimed at applying a "systemic" approach to issues that concern the protection of the main environmental media. This system, designed to ensure the best environmental performance at the two Roman airports, is divided into various levels of supervision and consists of:

PRELIMINARY CHECKS

Preparation and sending the Environmental Document

FIRST LEVEL CHECKS

Responsibility of the lines with the help of specific check-lists

SECOND LEVEL CHECKS

Checks on the environmental behaviour of the third party contractors that operate on airport grounds, by the Environment and Sustainability Department

The first category of controls involves drawing up the "Environmental Document", an instrument that requires companies operating within the airports to define, in advance, the methods used to manage the potential environmental impact of their activities. The documentation is assessed by the relevant technical body, which approves it or, following suitable analysis, requests any necessary additions or amendments.

The first level controls are periodically carried out by the internal contact of each contract supported by specific check-lists. This activity is aimed at highlighting any existing or potential critical issues to prevent future environmental impacts mainly related to the management of waste or hazardous substances.

Lastly, second-level controls belong to an extensive programme of checks carried out by the "Environment and Sustainability" department. The audit plan is approved at the beginning of the year and drawn up on the basis of the needs of the lines and the outcomes and any critical issues arising from the first-level controls. The audits are designed to assess a broad range of activities that take place on the airport grounds in order to ensure full compliance with the established standards.
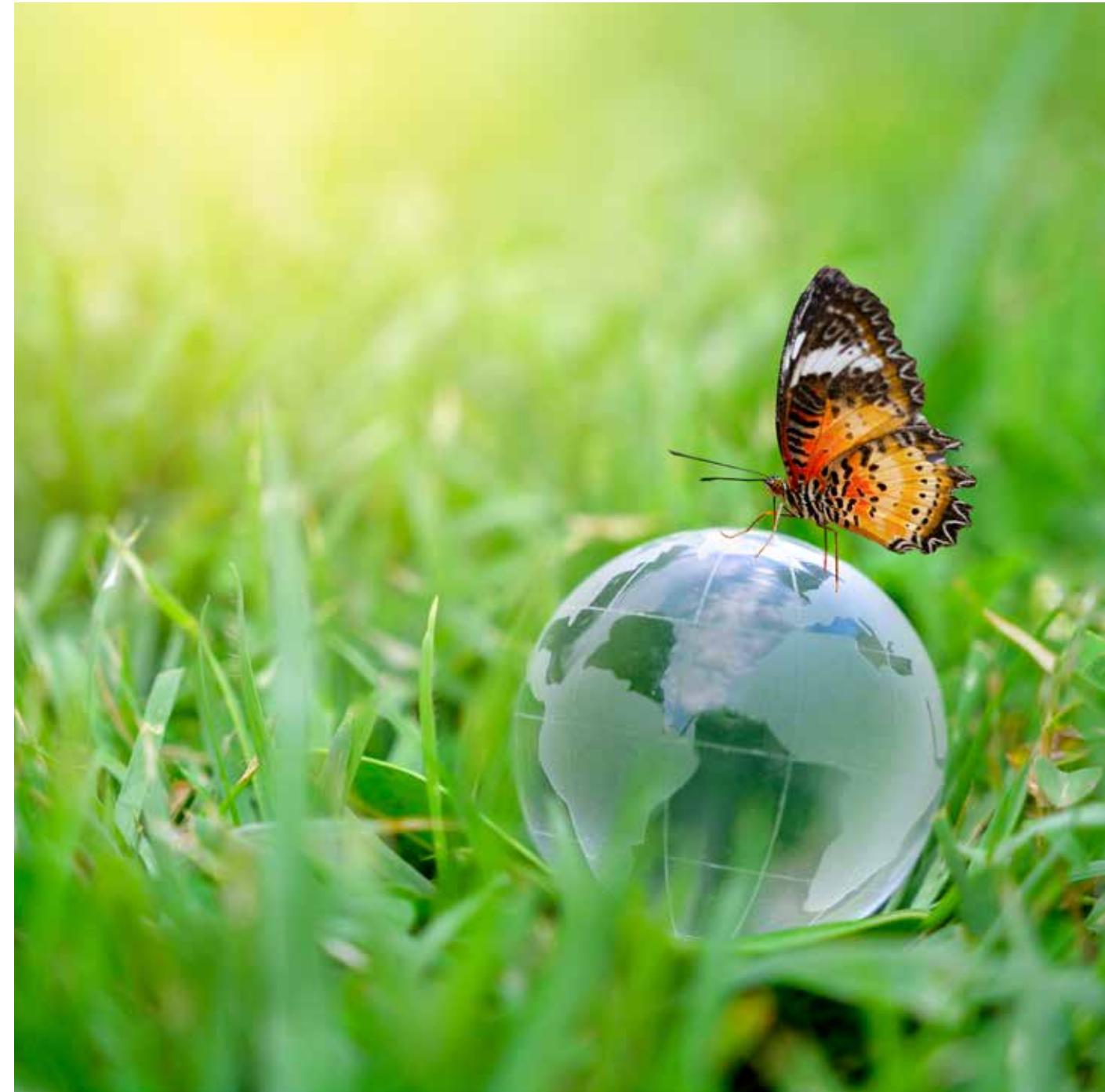
CERTIFICATION MAP

In managing sustainability matters, the ADR Group applies an approach based on the integration of management systems, and oriented towards the continuous improvement of corporate processes and performance.

In 2012, after implementing its Integrated Quality, Environment, Energy, and Occupational Health and Safety System, ADR Group issued its Integrated Policy on Quality, Environment, Energy, and Occupational Health and Safety.

The handling of the aspects set out in said policy therefore takes place according to standards recognised at international level on the basis of which the Group's management systems have been certified. Furthermore, in addition to the Certified Management Systems, in the context of fighting climate change, over the years ADR has implemented a series of actions to control and reduce direct and indirect emissions of CO_2 related to its activities and those of operators, aircraft and all those working within the airport system.

ADR S.p.A.
Since 2000, ISO 14001 Environmental Management System
Since 2007, ISO 9001 Quality Management System
Since 2010, ISO 45001 Occupational Health and Safety Management System
Since 2011, joined the Airport Carbon Accreditation (ACA) system of ACI Europe
Since 2012, ISO 50001 Energy Management System

ADR Security S.r.l.
Since 2007, ISO 9001 Quality Management System

Since 2010, ISO 45001 Occupational Health and Safety Management System

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

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

ADR'S ROUTE TO SUSTAINABILITY

Sustainability is a strategic priority for the Group and is integrated into the business model in order to create economic, social, and environmental value.

In particular, the Aeroporti di Roma Group, in line with its mission and through continuous dialogue with stakeholders and analysis of the internal and external context, is committed to ensuring:

EFFICIENCY AND FLEXIBILITY OF THE AIRPORT SYSTEM

ENVIRONMENTAL PROTECTION

QUALITY OF SERVICES PROVIDED

PROTECTION OF OCCUPATIONAL HEALTH AND SAFETY

SAFETY OF AIRPORT OPERATIONS

ATTENTION TO THE COMMUNITY
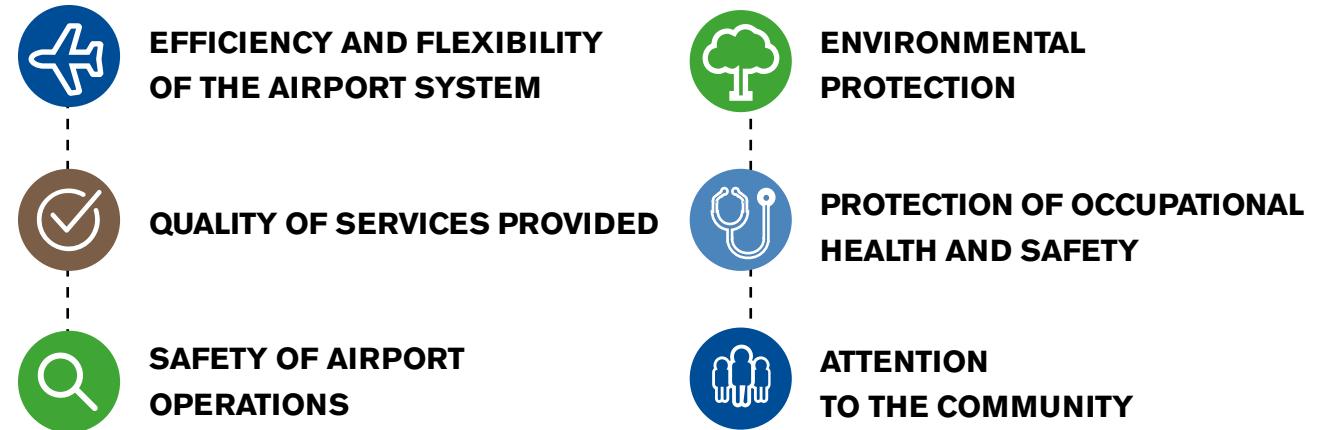
Every year ADR draws up a Sustainability Plan that aims to define concrete actions to achieve significant improvements on topics that are "material" for the Aeroporti di Roma Group. In 2019 we drafted the document paying particular attention to the many areas of convergence between material topics, i.e. issues that are strategic for ADR and the 17 sustainable development goals (SDGs), defined by the 2030 Agenda.

Based on the awareness that the sustainability strategic priorities are closely linked to the priorities defined at international level, ADR has decided to make its commitment to achieving the 2030 SDGs visible and traceable. Accordingly, our corporate Sustainability Plan has defined a clear relationship between the actions envisaged in the Sustainability Plan and the SDGs.

With this in mind, Aeroporti di Roma intends to pursue a sustainable growth process on a local scale, contributing to achieve part of the 17 development objectives defined by the United Nations by defining an annual Environmental Plan that encompasses projects and initiatives that reflect

the three aspects of "Sustainability": environmental, social and economic.

The document is broken down into sections, each linking the SDGs to the respective corporate objectives. To this regard, in the following paragraphs:

1) we have matched the Sustainable Development Goals with ADR's current and future projects;

2) we have described the SDGs pursued by Aeroporti di Roma in carrying out its activities in the corresponding chapters (called Gates);

3) we have identified Sustainable Development Goals related to the issues considered strategic.

AEROPORTI DI ROMA'S ANNUAL SUSTAINABILITY PLAN

Aeroporti di Roma Group's commitment to concrete environmental sustainability projects is testified by drafting and sharing with management the annual Environmental Sustainability Plan. We draft this document during the initial months of each year and collect inputs from company management, summarizing and identifying all the projects that have implications in terms of: environmental protection, mitigation of the airport system's impacts, and the sustainability of its services and activities.

The document is divided into four action macro-areas:

1 REDUCTION OF THE ENVIRONMENTAL IMPACT OF PROCESSES

2 DEVELOPMENT OF THE ENVIRONMENTAL CONTROL SYSTEM

3 DEVELOPMENT AND STRENGTHENING OF THE ENVIRONMENTAL MONITORING SYSTEMS

4 COMMUNICATION DEVELOPMENT AND CULTURAL CHANGE

IMPROVEMENT PROJECTS
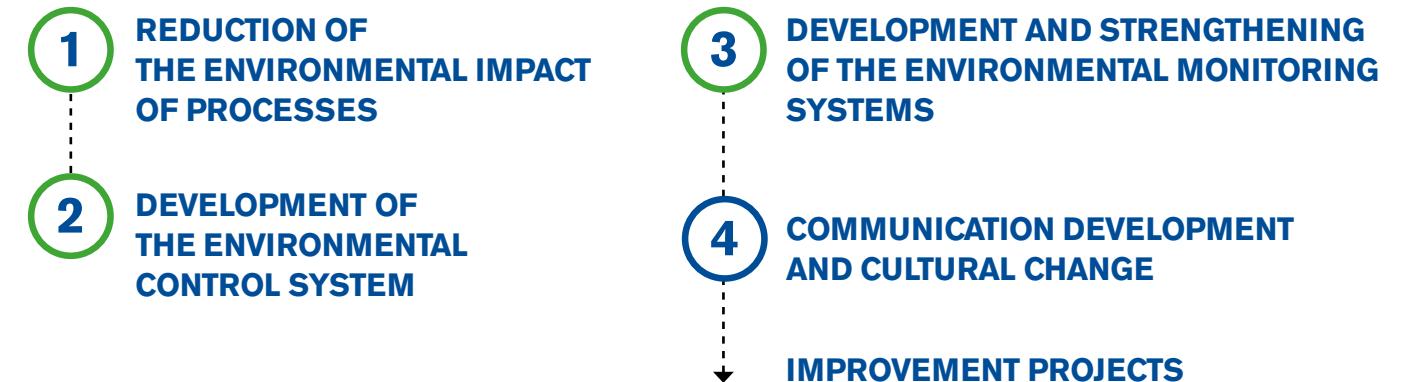
Working together with the respective lines, we identify a programme of sustainable actions and projects, each of which brings a concrete impact towards achieving the SDGs.

At regular weekly/monthly systematic meetings with the General Manager and the Department Managers involved in the various actions, we monitor the progress of these projects and aim to quantify the objectives achieved, as well as any weaknesses or areas for improvement to focus on.

A summary of the projects included in the Sustainability Plan, together with related SDGs, are set out in the following table.

THE PROJECTS OF THE 2019 SUSTAINABILITY PLAN

	Initiatives	Project code
	Composting plant for organic waste produced in the airport terminals	1_19
	Installation of plastic bottle compactors in the preparation areas of the terminals	2_19
	Gradual elimination of the non-separated waste for Food & Beverage sub-concessionaires	3_19
	Monitoring, mapping and introduction of compostable disposable material at Food & Beverage sub-concessionaires	4_19
	Start of separate waste collection in the multi-level car parks serving the terminals	5_19
	Regular meetings to review data on separate waste collection and to raise the awareness of the sub-concessionaires operating in the airport terminals	6_19
	Maintenance of ACA (Airport Carbon Accreditation) certification	7_19
	Refurbishing of drinking water signage in the terminals	8_19
	Upgrading of various sections of the airport's organic treatment plant	9_19
	Remediation and renovation of some rainwater drainage channels	10_19

ENVIRONMENT AND SUSTAINABILITY

Initiatives	Project code
Construction of new mechanical filtration systems for the organic treatment plant effluent	11_19
Enhancement of the water consumption monitoring system	12_19
Installation of new electrical and thermal energy meters and upgrading and modernisation of electrical substations	13_19
Continuation of checks on the environmental behaviour of third parties that operate on airport grounds	14_19

COMMUNITY AND EMPLOYEES

Initiatives	Project code
Development of the round table with the Municipality of Fiumicino	15_19
Design of bicycle path	16_19
Design of the new kindergarten	17_19
Acoustic restoration work at the "Pirzio Biroli" school of Ciampino	18_19

Initiatives	Project code
Support for upgrading the road network in the municipality of Fiumicino: start of work on the Umberto Nobile roundabout	19_19
Start of collaboration with the Banco Alimentare (Food Bank) to recover unsold food (Last Minute Food)	20_19
New Fire Brigade training area	21_19
Collaboration with AVIS and ADR First Aid for blood donation days	22_19
Green Family Day for employees' children	23_19
Collection of plastic bottle caps to support training projects of a non-profit organisation composed of volunteers and ten young people with intellectual disabilities	24_19
Summer camp for employees' children	25_19
Renovation of the departure hall of Terminal 3	26_19

COMMUNITY AND EMPLOYEES

Initiatives	Project code
Expansion of the Wi-Fi coverage to pedestrian walkways and part of multi-level car parks	27_19
Enhancement of e-gates for border control, and of family lanes at security checks	28_19
Introduction of Dynamic Signage Portals	29_19
Increased number of seats in the Ciampino boarding areas	30_19
Smart docking station: aircraft parking guidance system	31_19

INFRASTRUCTURE DEVELOPMENT

Initiatives	Project code
Design and construction of LEED certified infrastructure	32_19
Construction of a new check-in island at Fiumicino Terminal 1	33_19
Upgrade work on aprons 100 and 200 at the Ciampino site	34_19
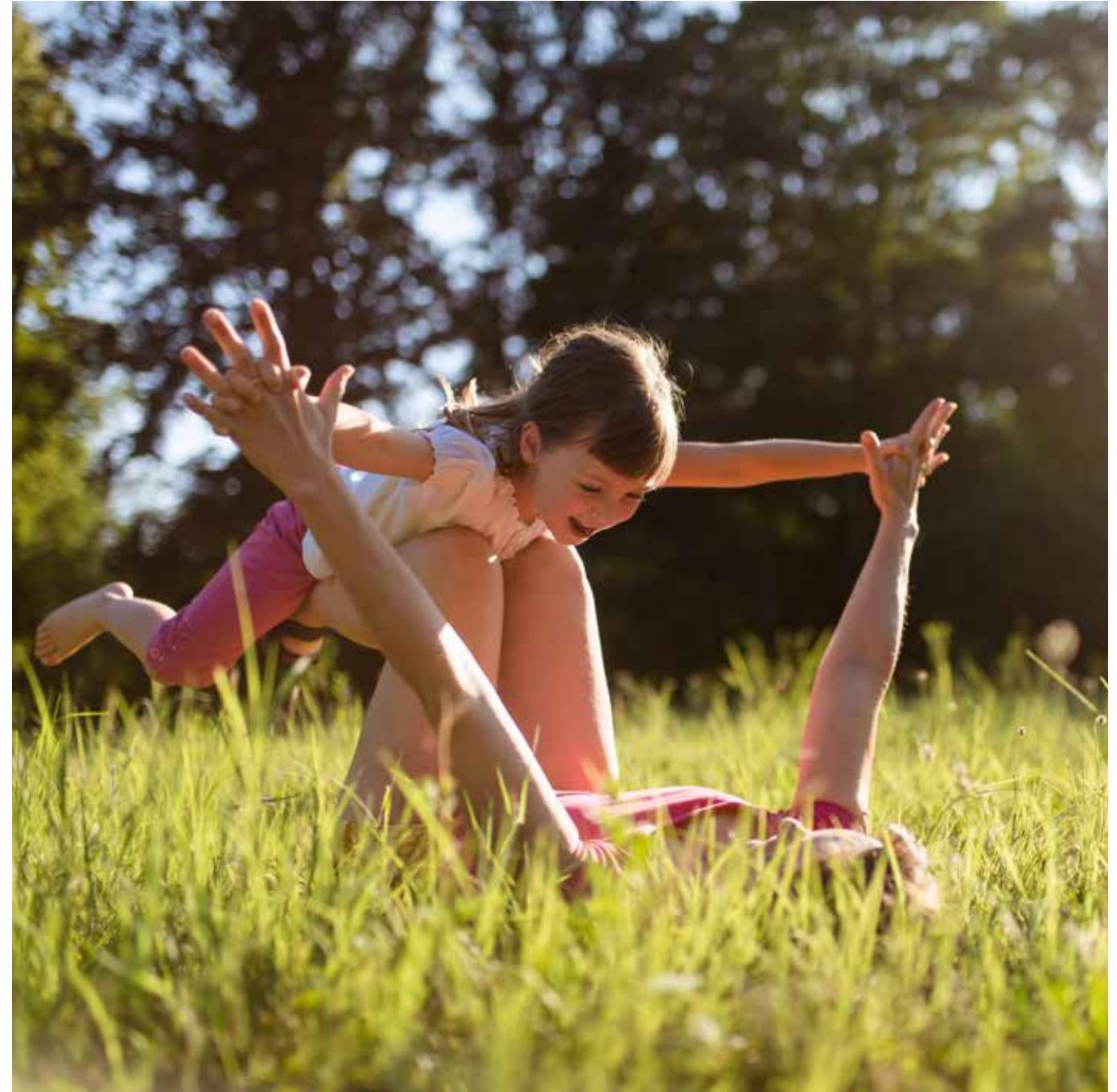
THE PROJECTS OF THE 2020-21 SUSTAINABILITY PLAN

In order to plan sustainable projects of broader scope, with longer time horizons, following on from 2019, we have identified further medium and long-term initiatives that can be classified as "future commitments".

ENVIRONMENT AND SUSTAINABILITY

	Initiatives	Project code
	Issue of green bonds	1_20
	Increase of separate waste collection (Food & Beverage Area)	2_20
	Reduction in the percentage of waste produced per passenger (-10% by 2020)	3_20
	Installation of additional plastic bottle compactors in the preparation area of the terminals	4_20
	Reduction in the use by sub-concessionaires of all disposable plastic products and gradual introduction of the "Plastic Free" clause in contracts	5_20
	Reuse and transformation of plastic	6_20
	Pilot project for the use of graphene in making asphalt	7_20

ENVIRONMENT AND SUSTAINABILITY

	Initiatives	Project code
	Project in collaboration with IRSA (Water Research Institute) to determine the background values of the environmental media within the airport grounds	8_20
	Replacement of conventional GPUs with generators at Ciampino	9_20
	Pilot project at Ciampino airport for the use of sustainable aviation fuel (SAF – Sustainable Aviation Fuel)	10_20
	Optimisation work to achieve the Net Zero Carbon objective	11_20
	Planting of low shrubs at Ciampino airport, landside	12_20
	Installation of four machines for the abatement of indoor pollutants	13_20
	Feasibility study to increase the treatment capacity of wastewater treatment plants	14_20
	Installation of mechanical filtration units for the pre-treatment of water drawn from the Tiber river	15_20
	Construction of tertiary water treatment units to eliminate suspended solids and improve the quality of the water collected	16_20

	Initiatives	Project code
	Finalisation of the permitting procedures to manage the airside "remote toilets"	17_20
	Adoption of drinking water dispensers in NPU building and ADR's operations rooms	18_20
	Airside installation of drinking water dispensers for handlers	19_20
	Construction of a new photovoltaic plant	20_20
	Sustainable corporate fleet: introduction of new low-emission vehicles	21_20
	Participation in the EP100 initiative	22_20
	Further development of environmental rating of vendors	23_20
	Evaluation of possible optimisations of take-off/landing procedures	24_20
	Continuation of dialogue with ENAV to optimise runway use to decrease the acoustic impact of airport operations on neighbouring areas	25_20

COMMUNITY AND EMPLOYEES

Initiatives	Project code
Start of design of renovation work for schools in the Fiumicino Municipality	26_20
Round table with the Municipality of Fiumicino	27_20
Availability of free electric charging for employee vehicles	28_20
Launch of the project for setting up an Energy Community with the Municipality of Fiumicino and other partners	29_20
Mobility agreement with Ferrovie dello Stato and increased train frequency	30_20
Advancement and design of the new bicycle path	31_20
Provision of an online course "Sustainability Pills"	32_20
Enhancement of resources considered company assets	33_20
Work-life balance optimisation	34_20
Completion and implementation of the "Last Minute Food" Food Bank initiative	35_20

CUSTOMERS AND QUALITY

Initiatives	Project code
Trial of a new biometric face recognition boarding procedure	36_20
Maintaining operating and quality standards at levels of excellence	37_20
Integrated airport operations management system	38_20
Optimisation system for the operational management of aviation infrastructure	39_20
Implementation of machine learning for PRM planning	40_20
Participation in the SESAR programme	41_20

SUSTAINABLE INFRASTRUCTURE

Initiatives	Project code
Finalisation of the design of the new boarding area A	42_20
Development of the design for the new Hubtown business centre, at Rome Business City	43_20
Construction of the new office tower	44_20

STAKEHOLDERS AND DIALOGUE CHANNELS

In pursuit of its sustainability objectives and in carrying out its business, the Aeroporti di Roma Group interacts with multiple categories of stakeholders.

For the various categories of stakeholders, over the years the Group has developed specific channels of dialogue, involvement and communication:

CUSTOMERS

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

Airlines: constant and regular contacts of the Client Management structure with airlines; ground handling service providers and airport operators; verification of the correct use of infrastructures and implementation of corrective actions; prior information on infrastructural changes at the airport where they operate.

COMMUNITY AND ENVIRONMENT

Territory and local institutions: the "Navigate the Territory" initiative, which provides workshops and guided tours for students at Fiumicino and Ostia schools and activities dedicated to families and the community in general, continued in 2019.

Civil society: various events were held as part of the CSR activities during 2019, including the "Grand Christmas Gala" at the Campus Biomedico University.

Universities and research centres: regular meetings with ENEA to share projects aimed at improving ADR's environmental performance.

EMPLOYEES

Human resources: all-levels involvement through meeting, educational activities and events such as Green Family Day, born from the will to educate the ADR employees children on environmental sustainability.

Trade unions: the trade unions are involved in accordance with the provisions of Law 300/70 and the National Collective Labour Agreement. The management of industrial relations is implemented as required by the National collective labour agreement in relation to the importance of the matter: information, consultation, negotiation.

INSTITUTIONS

State: the national and territorial institutions are contacted directly by the appointed structures in order to provide information, support and guidance in defining the legislative and administrative activities of interest to the concessionaire. A similar function, in connection with ADR, is carried out by the Assaeroporti trade association.

Authorities: daily professional relationships (meetings and/or inspections) with certain State Administrations or private companies that provide services in various capacities.

Granting authorities: the Group has regular contacts with the National Civil Aviation Authority to assess the performance of ground handling services and monitor market shares, to update airport procedures.

SUPPLIERS

Suppliers of goods and services: during 2019, ADR identified a panel of 45 suppliers to investigate issues related to sustainability and more in general to corporate management, on the basis of the data provided when filling in the qualification questionnaire.

INVESTORS AND FINANCIAL COMMUNITY

Stockholders: start of the annual consultation envisaged for the tariff update with the publication of the relevant documents on its website.

Main Activities

The main activities that the Group carries out for its stakeholders and that are related to its sustainability strategy have been divided into the following macro areas. A chapter called a Gate has been dedicated to each macro area:

GATE **1** **Activities for the italian system**

GATE **2** **Activities for the development of eco-sustainable infrastructure**

GATE **3** **Activities for the environment**

GATE **4** **Activities for customers and quality**

GATE **5** **Activities for people**

1 | GATE

THE ACTIVITIES OF THE ITALIAN COUNTRY SYSTEM

SUPPORT FOR SDGs

1 NO POVERTY	2 ZERO HUNGER	8 DECENT WORK AND ECONOMIC GROWTH	10 REDUCED INEQUALITIES	12 RESPONSIBLE PRODUCTION AND CONSUMPTION

The Total Value of the Impact Generated

Production

Added value

People Employed

Economic Value Generated and Distributed

Sustainable supply chain management

Care for the Local Community

STRATEGY

The Aeroporti di Roma Group, through its business, sets in motion a value chain that significantly contributes to the Italian System, generating wealth directly and stimulating the productivity of third parties, directly or indirectly linked to the Group's operations.

COMMITMENT AREAS

To quantify the impact that the presence of a large international airport can have on regional and local economic development, not only in terms of transport activities but above all for the entire economic system, from November 2018 to January 2019 the CLAS Group carried out an analysis of the impacts generated by ADR specifically at the Fiumicino airport during 2017.

The key numbers obtained from the analysis are shown below:

THE 2017 KEY NUMBERS

76 thousand
jobs directly linked to Fiumicino airport

166 thousand
total jobs created thanks to the airport (direct, indirect, spillover business)

€31 bn
total value of production generated by Fiumicino airport

€13.7 bn
total added value generated by Fiumicino airport

THE TOTAL VALUE OF THE IMPACT GENERATED

Undoubtedly, the importance of the airport sector is not merely satisfying a share of the demand for passenger and freight transport, but it is also a key element for creating a competitive advantage and promoting its area. From this point of view, it can be said that the economic impact of an airport infrastructure on a region generates three types of impacts identified as follows:

direct impact - includes effects on employment, production and added value linked to the activities and management of the airport even if located outside the airport:

→ **11 bn** euro on production
4.6 bn euro on added value
76 thousand employed

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

→ **11 bn** euro on production
4.8 bn euro on added value
46 thousand employed

spillover impact - includes the economic effects generated by the income circuit - consumption made possible by the direct and indirect impact:

→ **8.3 bn** euro on production
4.3 bn euro on added value
43 thousand employed

The final value of each individual quantity is given by the direct, indirect and spillover business impacts generated in the main commercial sectors.

In particular, the three quantities considered (production, value added and employment) have been identified as follows.

1. PRODUCTION

Production consists of the products resulting from 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 market goods and services; production of goods and services for own final use; other production of non-commercial goods and services (e.g. public services, cultural and sports associations, foundations, political parties, trade unions, religious bodies).

Production is expressed at its base prices when it is calculated net of taxes on products and gross of subsidies on products.

THE TOTAL IMPACT OF PRODUCTION IN 2017 (MLN €)

	DIRECT	INDIRECT	INDUCED	TOTAL	IMPACT
AGRICULTURE	10	314	228	553	2%
INDUSTRY	167	3,931	1,889	5,987	19%
CONSTRUCTION	174	302	161	637	2%
TRADE	911	1,075	1,321	3,308	11%
TRANSPORT AND LOGISTICS	5,159	1,594	615	7,368	24%
TOURISM AND FOOD SERVICES	3,761	148	565	4,475	14%
BUSINESS SERVICES	846	3,624	2,813	7,284	23%
PERSONAL	425	245	758	1,429	5%
TOTAL	11,453	11,235	8,531	31,039	

2. ADDED VALUE

Value added at base prices is calculated by ISTAT as the balance between production at base prices and intermediate costs valued at purchase prices.

	DIRECT	INDIRECT	INDUCED	TOTAL	IMPACT
AGRICULTURE	6	176	128	310	2%
INDUSTRY	57	893	497	1,447	11%
CONSTRUCTION	65	112	60	237	2%
TRADE	548	538	709	1,795	13%
TRANSPORT AND LOGISTICS	1,300	709	270	2,279	17%
TOURISM AND FOOD SERVICES	1,933	76	291	2,300	17%
BUSINESS SERVICES	433	2,140	1,984	4,557	33%
PERSONAL	282	158	398	838	6%
TOTAL	4,623	4,804	4,336	13,764	

3. PEOPLE EMPLOYED

For each production area ISTAT provides data on total employment in Italy, broken down by unit of work.

In addition, by analysing the details of employment on site, it can be seen that the airport not only is a magnet for companies in the sector, but also generates important effects that cross the boundaries between production sectors and generate benefits for a broad and varied set of businesses

.

TOTAL EMPLOYMENT IMPACT IN 2017 (MLN €)

	DIRECT	INDIRECT	INDUCED	TOTAL	IMPACT
AGRICULTURE	78	2,495	1,799	4,372	3%
INDUSTRY	726	10,525	5,795	17,045	10%
CONSTRUCTION	838	1,459	778	3,074	2%
TRADE	8,305	5,633	9,040	22,978	14%
TRANSPORT AND LOGISTICS	20,244	8,143	3,102	31,489	19%
TOURISM AND FOOD SERVICES	36,283	1,431	5,455	43,168	26%
BUSINESS SERVICES	3,306	12,594	6,044	21,944	13%
PERSONAL	6,680	4,633	11,223	22,536	14%
TOTAL	**76,461**	**46,912**	**43,235**	**166,608**	

METHODOLOGICAL NOTE

The analysis presented was conducted by the CLAS Group in the November 2018-January 2019 period on behalf of Aeroporti di Roma S.p.A. All data refer to the year 2017. The analysis carried out an in-depth estimate of the economic impact of Fiumicino airport on Italy, taking into account the impacts produced:

- **on-site:** includes air transport activities and directly related functions, even if located outside the premises;

- **off-site:** includes the effects generated by passengers;

- **infrastructure investments**.

INDIRECT AND INDUCED IMPACTS

Following the sectoral interdependencies model, the indirect impact is constituted by the economic activities involved in the supply chain.

Leontief's multiplier expresses the ability to activate an investment or, more generally, an expenditure on the supply chain required by the sectors upstream of the activities directly and indirectly involved in the production process.

The induced impact, on the other hand, is generated by the increase in demand created by the increase in income distributed by organisations that provide capital and jobs.

The Keynesian multiplier, therefore, expresses the ability to activate an investment, or more generally an expense, through the income - consumption circuit.

The methodology adopted for this operation consists in the application of the model of sectoral interdependencies through the so-called "input-output table", which describes a country's economic system as a set of flows of goods and services exchanged among the various production sectors.

ECONOMIC VALUE GENERATED AND DISTRIBUTED

This section contains the value added statement which is based on a reclassification of the income statement schedule of the Group's consolidated financial statements, in accordance with the requirements of the GRI-Global Reporting Initiative guidelines.

The economic value generated represents the measurable economic wealth produced during the year by the ADR Group and the analysis of added value provides objective assessment of the economic and social impact created, measuring the wealth created for the benefit of all stakeholders.

The economic value distributed is a quantitative and qualitative indicator of the Group's social impact and the real extent of the social responsibility it has assumed.

The economic value retained within the Group represents the portion of wealth that guarantees the economic sustainability of the business and is reinvested in innovation and services for customers to continue along the path of continuous improvement.

ECONOMIC VALUE GENERATION AND DISTRIBUTION – YEAR 2019	THOUSANDS OF EUROS
ECONOMIC VALUE GENERATED	**€ 1,145,706**
REVENUES FROM AIRPORT MANAGEMENT	€ 941,479
REVENUES FROM CONSTRUCTION SERVICES	€ 174,386
FINANCIAL INCOME	€ 16,607
OTHER OPERATING INCOME	€ 13,234
ECONOMIC VALUE DISTRIBUTED	**€ 757,299**
SUPPLIERS	€ 400,808
PERSONNEL	€ 171,379
PUBLIC ADMINISTRATION	€ 123,294
FINANCIAL INSTITUTIONS	€ 60,314
CORPORATE BODIES	€ 1,505
ECONOMIC VALUE RETAINED	**€ 388,407**

SUSTAINABLE SUPPLY CHAIN MANAGEMENT

2019 HIGHLIGHTS

The Aeroporti di Roma Group contributes to the creation of value for the Italian System also through its network of partners, suppliers and subcontractors:

45 suppliers audited for sustainability.

+43% (compared to 2018) of suppliers assessed in 2019 on the basis of sustainability criteria.

All supply contracts include a specific clause of acceptance of the Code of Ethics and the Anti-Bribery Policy, the non-observance of which is a serious breach of contract obligations. With regard to the awarding of contracts, the Group uses online procedures on the "Purchasing Portal" platform, set up in 2008, to achieve:

1 maximum transparency

2 equal opportunities in the tendering process

3 reduction of the time needed to prepare and dispatch tenders

4 greater interaction efficiency and effectiveness thanks to the automation and standardization of communication and authentication protocols

5 competitiveness and integrity in data exchange

Moreover, Aeroporti di Roma adopts a set of tools and procedures that encourages both existing and potential suppliers to behave appropriately.

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

- Corporate Social Responsibility (CSR)

- Economic and financial soundness

The assessment is based on objective data drawn from various sources:

- the Qualification Questionnaire of the Albo Fornitore Aeroporti di Roma S.p.A.

- economic-financial databases managed by leading operators in the field.

2017

370

Number of active suppliers evaluated/qualified according to sustainability criteria of which:

370

respect for environmental criteria

370

respect for social criteria

nd

respect for anti-bribery criteria

2018

440

Number of active suppliers evaluated/qualified according to sustainability criteria of which:

440

respect for environmental criteria

440

respect for social criteria

440

respect for anti-bribery criteria

2019

436

Number of active suppliers evaluated/qualified according to sustainability criteria of which:

436

espect for environmental criteria

436

respect for social criteria

436

respect for anti-bribery criteria

In 2019, the number of active suppliers evaluated on the basis of sustainability criteria was in line with the previous year.

Of the total number of active suppliers in 2019, 57% were evaluated in the environmental, social and anti-bribery areas.

As regards the breakdown of the value of orders, the percentage allocated to local suppliers decreased by 3%, as detailed below:
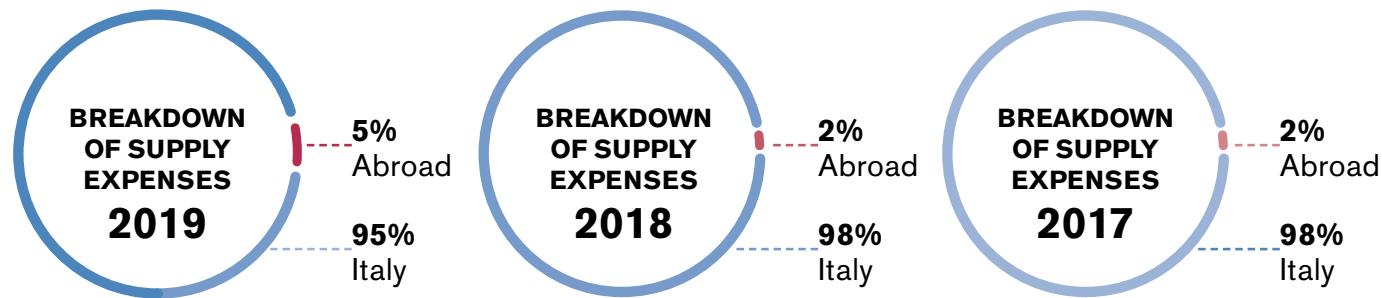
In addition, for suppliers active during the year, as in previous years, a structured audit programme (45 audits carried out in 2019) was conducted to assess and monitor their performance so as to establish a continuous improvement process.

In particular, social and environmental audits covered around 3% of active suppliers in 2019, while anti-corruption audits involved almost 6%.

BREAKDOWN OF SUPPLY EXPENSES 2019
5% Abroad
95% Italy

BREAKDOWN OF SUPPLY EXPENSES 2018
2% Abroad
98% Italy

BREAKDOWN OF SUPPLY EXPENSES 2017
2% Abroad
98% Italy

45 Companies of the supply chain subject to **2019** sustainability audits

21 Companies evaluated according to social criteria

25 Companies evaluated according to environmental criteria

43 Companies evaluated according to anti-bribery criteria

CARE FOR THE LOCAL COMMUNITY

2019 HIGHLIGHTS

100 meals a day to the associations that help the most needy.

Project **"Vite in transito" [Lives in transit]**.

Aeroporti di Roma Group's commitment to local communities is testified by the many initiatives it has carried out in various fields.

During 2019, the launch of a technical round table between the Company and the Municipality of Fiumicino made it possible to discuss various projects aimed at benefiting the local area and surrounding communities, including:

• **reclamation of a stretch of beach in Via del Pesce Luna**

• **improving accessibility to airport grounds**

In addition to these projects, many other interesting initiatives took place in 2019. For example, "**Vite in transito, il volto umano di un aeroporto**" [Lives in transit, the human face of an airport] is the project through which Aeroporti di Roma supports the homeless that hang around the airport area, helping them and promoting the conditions for their reintegration into society.

In this regard, a basic shelter point has been set up at the parish of Santa Maria degli Angeli, a structure that includes essential services and acts as a point of reference, together with Caritas, which works to help the homeless to undertake a path of recovery towards forms of living marked by dignity and independence.

Thanks to the collaboration of companies involved in catering and logistics at Fiumicino airport, another important sustainability initiative was launched in 2019, designed to recover unsold food. The project intends to recover at least 100 meals/day to be made available to associations that help the most needy.

Aeroporti di Roma also promotes programs dedicated to enhancing the professionalism of people with disabilities. An initiative called **"Hey give me a cap!!! Together we can protect the environment and we help the children of the WAYS cooperative"**, launched in our offices, falls within this area of activity. The project involves collecting plastic caps to support the training projects of W.A.Y.S., the non-profit Social Cooperative made up of volunteers and ten young people with intellectual disabilities as members.

2 | GATE

ACTIVITIES FOR THE DEVELOPMENT OF ECO-SUSTAINABLE INFRASTRUCTURE

SUPPORT FOR SDGs

9 INDUSTRY, INNOVATION AND INFRA-STRUCTURE

11 SUSTAINABLE CITIES AND COMMUNITIES

13 CLIMATE ACTION

Development of Sustainable Infrastructure

Zero land consumption for new infrastructure

Integration with the local area

Contribution to intermodality and accessibility

New real estate development projects

Green Financing

STRATEGY

The Sustainable Development Goals of Fiumicino and Ciampino airports fall into five main strategic directions:

1 Development on current airport grounds with **maximum reduction in land consumption** by redefining existing infrastructure, process improvement and optimising space.

2 Design and implementation of **LEED** (Leader in Energy and Environmental Design) **certified infrastructure works**, targeting the **Gold level**. The LEED protocol is an international standard that ensures that the new infrastructures observe the most advanced and strictest environmental criteria.

3 Improvement of the operation of the airports, optimising the **flexibility of the system** especially at peak times. Therefore, the new flight infrastructure takes into account both the possible variations of the demand for air traffic, in terms of number and trend of operations during the day, and the different types of aircraft.

4 Implementation of projects and **initiatives integrated with the territory** concerning the improvement of the quality of the airport/local community relationship, by means of greater sharing and awareness of territorial needs.

5 Increase of **intermodality** and the related **design jointly with RFI** to increase accessibility to rail transport, in order to generate access alternatives through the connection with the San Pietro station, the doubling of the tracks between Ponte Galeria and Fiumicino, and the expansion of the railway station.

COMMITMENT AREAS

ADR is committed to an increasingly green infrastructure development, geared towards obtaining LEED certification for its facilities, reducing land consumption, promoting intermodality, good accessibility to the two airports, real estate development and sustainable investments.

DEVELOPMENT OF SUSTAINABLE INFRASTRUCTURE

2019 HIGHLIGHTS

Obtaining **GOLD level LEED** certification for the General Aviation of Ciampino.

The design and construction phases of the new works follow a strictly sustainable approach.

The Company's decision to submit some new projects to assessment to obtain LEED certification (Leadership in Energy and Environmental Design), entails a number of virtuous environmental requirements, including, for example, recovery of almost all waste produced by demolition and their resulting re-introduction into the production/construction process.

The environmental protocols concerning energy consumption required for LEED-certified facilities are among the most advanced in the world. In the context of sustainable design/construction this protocol has been adopted for:

General aviation Ciampino (GOLD level obtained on 24 July 2019)

New boarding area A

New EPUA 3 office Tower

Hubtown, Rome Business City

Ceremonial Office

Nursery

Furthermore, in a perspective of responsible design, the new infrastructure is built preferentially using material from recycling processes, to reduce consumption of raw materials and the impact of the extraction and machining processes. A further requirement set out by the protocol is to encourage the use of material sourced from local (regional) resources, to reduce the environmental impact of its transportation.

ZERO LAND CONSUMPTION FOR NEW INFRASTRUCTURE

2019 HIGHLIGHTS

Design and development of the new front building and the new boarding area A, without additional land consumption.

Doubling of taxiways.

With a view to "brownfield" development, one of the main strategic objectives is to create new boarding areas and extend the existing terminals, helping to "build the airport on itself".

In order to maximize the flexibility of the airport infrastructure, work began in 2017 on the extension of Terminal 1, with the new front building. The structure, which will be completed in 2020, will be the connecting element with the new boarding area A.

The future pier will be set on two levels for passengers and will host thirteen gates equipped with loading bridges and ten remote gates.

As regards runways and aprons, various enhancements were completed in 2019: at Ciampino upgrades were completed on aprons 100 and 200, while at Fiumicino works were completed on aprons 300, serving the new boarding area A and the new west side aprons (second phase).

Work on doubling the bravo taxiway has also started, to optimise the aircraft taxiing times, enabling:

• **a reduction in emissions due to taxiing;**

• **an improvement of the airport's operational performance.**

Concerning the terminals as a whole, work continued on schedule on Lot 1 of the East Terminals System, and work started on Lot 2. In addition, a new check-in island was built at Terminal 1 based on a new functional concept and work began on upgrading the departure hall in Terminal 3, formerly Terminal B. The e-gates for border control were upgraded and the family lane at security checks was upgraded.

INTEGRATION WITH THE LOCAL AREA

2019 HIGHLIGHTS

Design of **bicycle path** to reach Fiumicino airport.

Design of the new **kindergarten**.

46 personal computer donated to schools.

Several initiatives were undertaken in 2019, showing Aeroporti di Roma Group's commitment and continuous attention to the local communities and the territory in which the airport is located:

• Design has begun of a **bicycle path** that links the terminals, the railway station and the East side technical area with the Municipality of Fiumicino, in order to promote sustainable mobility for employees and passengers. Work will start in 2020.

• The design of the **new nursery school**, close to the archaeological area and compliant with the LEED protocol, has been completed.

• Work has begun on the **new Umberto Nobile roundabout** to facilitate traffic "from" and "to" the coast, as well as on improving intersections in the technical area.

• **Personal computers have been donated** to some schools in the area (18 to the Municipality of Ostia, 18 to the Municipality of Ciampino, 10 to the Municipality of Fiumicino).
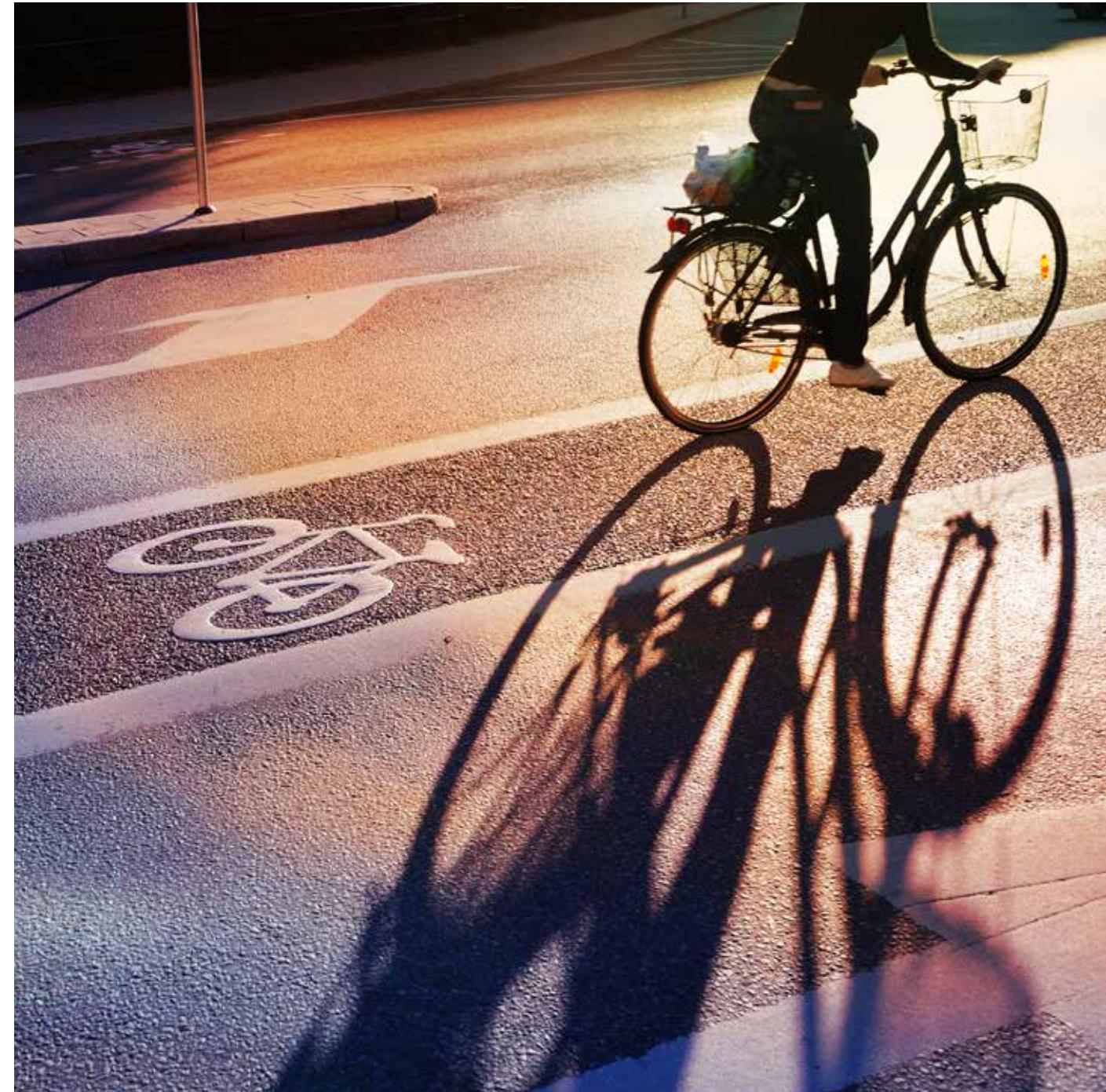
CONTRIBUTION TO INTERMODALITY AND ACCESSIBILITY

2019 HIGHLIGHTS

Easily accessible **airports**.

Fiumicino Airport is located 32 km from the centre of Rome, while Ciampino Airport is located on the Via Appia Nuova, just 15 km from the centre of Rome. Both can be reached by taxi, train, bus, and car.
It is also possible to reach the two airports via the motorway network.

A91

MOTORWAY
Rome-Fiumicino

A12

MOTORWAY
Rome-Civitavecchia

A1

MOTORWAY
Milan-Naples

CAR RENTAL

FCO

CIA

TAXI

FCO

CIA

BUS

FCO

CIA

CAR SHARING

FCO

CIA

TRAIN

FCO

CIA

RENTAL CAR WITH DRIVER

FCO

CIA

Stazione Fiumicino Aeroporto

NEW REAL ESTATE DEVELOPMENT PROJECTS

2019 HIGHLIGHTS

Construction of **New Office Tower (EPUA3)**.

Construction of **Hubtown**, Rome Business City.

New Office Tower

The development of the new Office Tower will provide an adequate supply of landside office space in front of the terminal with high quality standards and efficient space-planning, able to meet the needs of office space for airport operators and related services ("Directional-Captive" market), with direct pedestrian connection to multi-level car park A. Moreover, the new Office Tower will enable the expansion of the Rent a Car (RAC) business. The design aims to obtain LEED® GOLD v4 New Construction Project certification.

Space planning will be efficiently organised to maximize productivity with collaborative use of space to facilitate co-working (only 10% of the space is dedicated to connectivity and technical rooms).
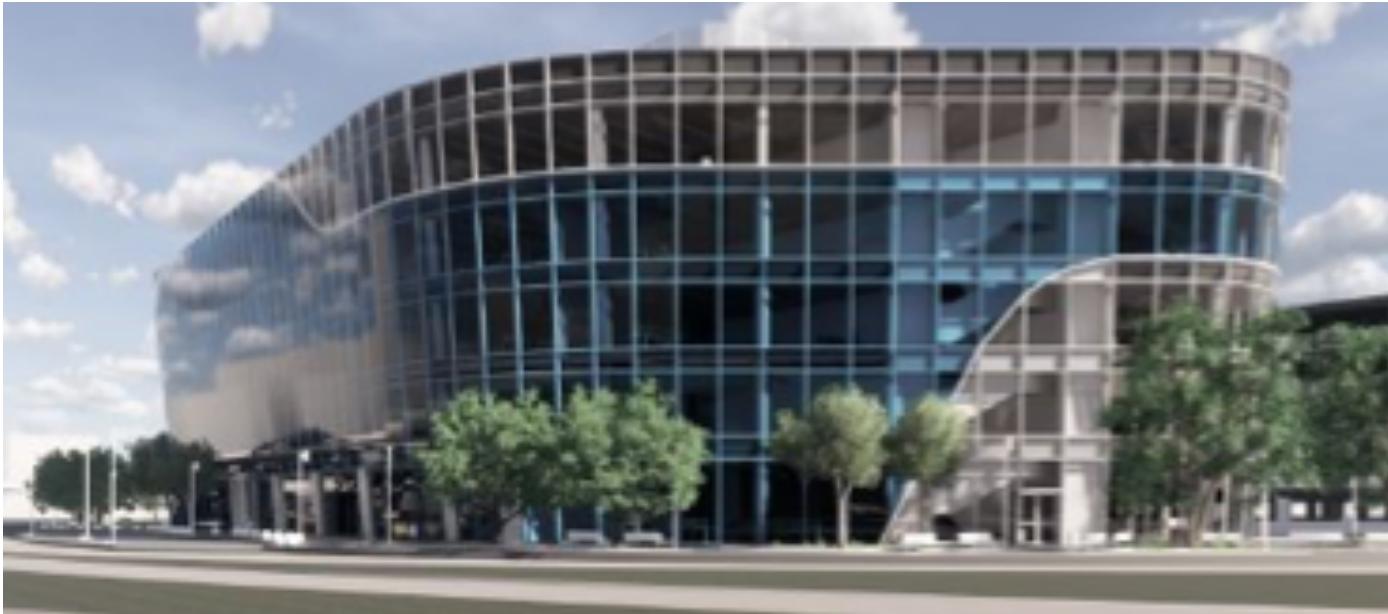
FOCUS ON THE NEW OFFICE TOWER STRUCTURE

1 LEED® GOLD v4 New Construction Project certification

2 Inclined façades to avoid overheating and promote indoor living comfort

3 Technology to support highly flexible, efficient and dynamic spaces

4 Upgrade of tree felling requirements: for each tree felled, two trees must be replanted

5 Renewable energy ensured through installing photovoltaic panels on the roofs of buildings currently being planned

6 Use of industrial water to supply industrial machinery and toilet facilities

7 All equipment will adopt low environmental impact refrigerants that meet the strictest regulatory standards, helping to achieve LEED® certification

Hubtown, Rome Business City

Hubtown, Rome Business City will be a new real estate product within Fiumicino airport, in line with new trends and international best practices, mainly aimed at the open market. Hubtown will be a business district that will also provide a functional mix for the airport community, with highly flexible and tailor-made spaces. It will be at the centre of a network of routes dedicated to slow mobility – on foot or by bike – that will connect the new district with the airport and the nearby archaeological area. The project aims to obtain Gold level LEED certification, for which pre-certifications were obtained in 2018 for the first four buildings.

New buildings will have an energy performance between 13% and 23% better than current standards. However, Aeroporti di Roma does not just prefer renewable energy: the project involves the construction of 41,000 square meters of permeable areas with a green area of about 16,000 square meters. For each tree felled for the preparatory works of Hubtown, two new trees will be replanted in the surrounding areas. Moreover, in line with the strategies already adopted by Aeroporti di Roma on waste management, Hubtown will also be part of the increasingly virtuous waste cycle process that now characterises Rome's airports.

FOCUS ON THE NEW HUBTOWN DISTRICT, ROME BUSINESS CITY

1 Advanced sensors for traffic and accessibility monitoring

2 Integrated public mobility offer

3 Cycle-pedestrian mobility for local connection

4 Inclined façades to avoid overheating and promote indoor living comfort

5 Use of industrial water to supply industrial machinery and toilet facilities

6 Upgrade of tree felling requirements: for each tree felled, two trees must be replanted

The preparatory phase of the project also includes several archaeological surveys to ensure adequate protection of the entire area, given its proximity to the ancient imperial ports of Claudius and Trajan and the surrounding natural parks in the Fiumicino area.

Another important goal of the Hubtown district is to encourage sustainable mobility, which will be achieved through:

- **specially designed pedestrian walkways;**

- **new bicycle paths (which will be interconnected with the one currently being designed);**

- **easy accessibility thanks to the close proximity to the railway station.**

The main objective of Hubtown is to act as an innovative link between work and the personal life of those who will populate it.

There will be entertainment areas, gyms, a medical centre, shopping and dining areas.

Hubtown seeks to become a hub for meeting, research, work and leisure and to be an innovative experiment that supports an ever increasing and highly desirable balance between private life and work.

With this project, Aeroporti di Roma not only aims to achieve the requirements of sustainable construction, but also focuses on economic and financial sustainability, so much so that the project has already attracted the attention of several future occupants even before the actual start of the construction sites.

GREEN FINANCING

2019 HIGHLIGHTS

46%
of the investments can be classified as
Green.

On 27 June 2019 ADR updated the "Base Prospectus" regarding the Euro Medium Term Note ("EMTN")[6] bond issue program. This prospectus included the possibility of issuing the so called "Green Bonds", dedicated to the financing of investment projects eligible under the "green bond principles" ("GBP") as published by the International Capital Market Association ("ICMA").

The documentation and principles described above require that certain types of investment, characterised by contributing to improve the Company's environmental indicators, may be financed through specific bonds, called Green Bonds.

[6] See ADR's website https://www.adr.it/documents/10157/13345982/190627_Base_Prospectus_Final.pdf/4c6a1254-ba8e-442a-9b4f-ff8e038c2bd3.

These securities benefit, compared to traditional ones, from the additional interest of the Italian and international investment funds that are required, by internal policy, to invest their financial resources in investment projects with clear positive environmental impacts.

In order to issue the green bonds, the Company must prepare a document, called the Green Financing Framework, which defines the principles and rules for the management of the funds raised through these "green" financing instruments.

In particular, that framework defines the following four aspects:

• use of collected resources;

• process of evaluation and selection of eligible projects;

• management of collected resources up to the implementation of the selected projects;

• periodic reporting on resource use, project progress and related environmental impacts.

Also, each bond issue must be the subject of a specific Second Party Opinion ("SPO") issued by specialised companies in order to check that the set of principles, rules and processes applied by the issuer is in line with the provisions and practice relating to the GBPs.

Green Investment Evaluation and Analysis Process

As part of the assessment process of the 2019 investment plan, we have identified a list of projects that meet the GBP criteria.

These investments, which are shown in the table below, total 112.6 million euro and may be financed or re-financed as part of future bond issues under the EMTN program.

INVESTMENT CATEGORY	INVESTMENTS
RENEWABLE ENERGY	PHOTOVOLTAIC ENERGY PLANTS
GREEN BUILDINGS	NEW ENERGY-EFFICIENT BUILDINGS, IMPROVEMENT OF TERMINALS AND OTHER BUILDINGS
POLLUTION PREVENTION AND CONTROL	WASTEWATER TREATMENT, SOLID WASTE REDUCTION, RECYCLING AND COMPOSTING
LOW-EMISSION TRANSPORT	BICYCLE PATH
CAPITAL INVESTED IN 2019	
112.6 MILLION EURO	

3 | GATE

ACTIVITIES FOR THE ENVIRONMENT

Support FOR SDGs

6 CLEAR WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE PRODUCTION AND CONSUMPTION

13 CLIMATE ACTION

14 LIFE BELOW WATER

15 LIFE ON LAND

An airport that constantly uses less energy

Climate change: the "Net Zero Carbon" challenge

Recover: towards 100% of waste sent to recovery plants

Reduce: less and less waste!

Reuse: the new life of plastic and organic waste

Water, a precious resource

Land protection and environmental quality monitoring

Noise impact and measures for communities

STRATEGY

Sustainability, mitigation of the environmental impact and continuous improvement: these are the topics that drive Aeroporti di Roma's decisions; over time it has adopted increasingly refined control and management tools aimed at monitoring and limiting the environmental footprint of the "Airport System".

ADR's Environmental management system became ISO 14001 certified back in 1999 for Fiumicino and in 2001 for Ciampino. Again in 2019, the Company confirmed its compliance certification under the new ISO 14001:2015 standard.

The central point of the Company's commitment in terms of sustainability is its Environmental Sustainability Plan, a document drawn up annually and formally approved by the General Manager, which defines a detailed program of measures and improvement objectives on the environmental performance of Rome's airports.

The Plan is inspired by the international guidelines defined by the General Assembly of the United Nations in their SDGs (Sustainable Development Goals) and is designed to be an instrument that matches Aeroporti di Roma's environmental policy with the common objectives, so that on a local scale the Company can contribute to achieving these international objectives through its programme of actions and measures.

COMMITMENT AREAS

Over the years, Aeroporti di Roma's focus and commitment to the protection of our environmental heritage has improved its performance in all environmental media: energy production, reduction of atmospheric emissions, efficient waste management, water saving and reuse.

AN AIRPORT THAT CONSTANTLY USES LESS ENERGY

2019 HIGHLIGHTS

A reduction of about **40%** in specific electricity consumption (per passenger per square metre), from 13.2 to 7.8 kW/(m2*passenger) in the period from 2012 to 2019.

Fiumicino Airport - kWh / (pax*mq)
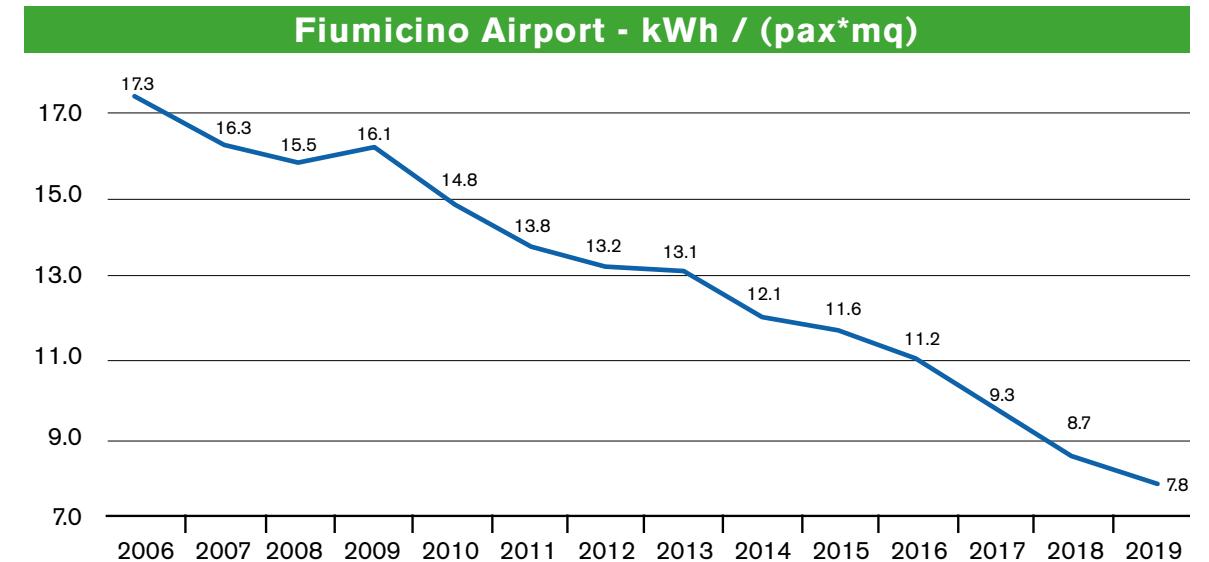
The electrical and thermal energy requirements of Fiumicino airport are met by:

43.5 MW ← **TOTAL DELIVERABLE POWER** → **48.9 MW**

Cogeneration plant
Powered by methane to produce electricity and heat

Methane-fired power plant
As a back-up for the cogeneration plant
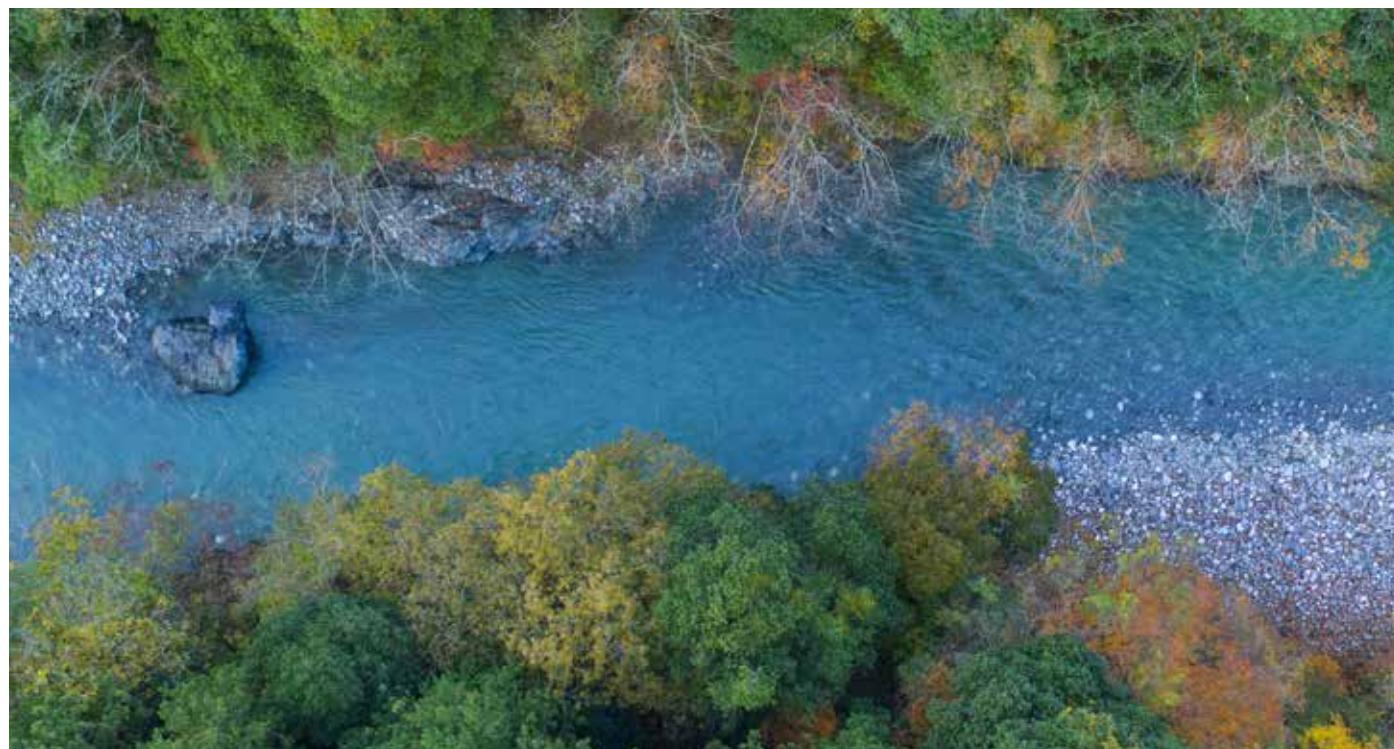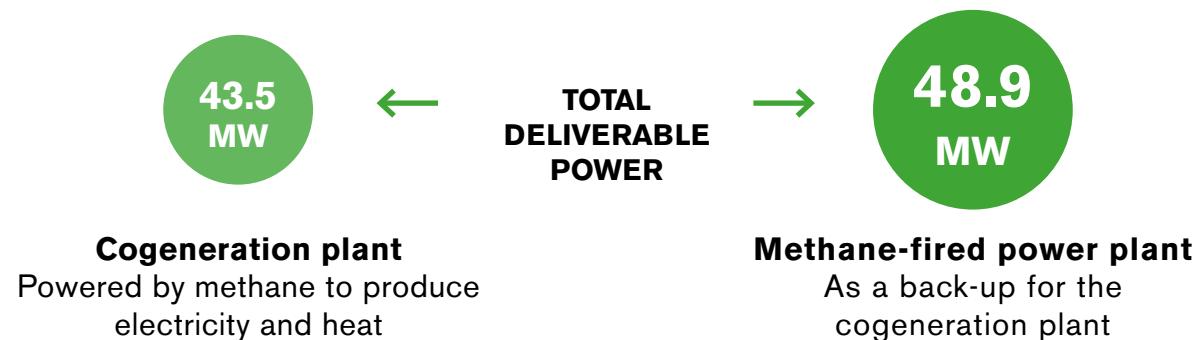
Ciampino airport, on the other hand, has five thermal power stations, three of which with a capacity of more than 3MW. Thanks to significant energy efficiency improvements over recent years and the transition to ASDC (Altri Sistemi di Distribuzione Chiusi - Other Closed Distribution Systems), the Group's electricity consumption has decreased by 8.3% compared with 2018[7].

ADR GROUP (UoM GJ)	**2019**	**2018**	**2017**
Energy consumed within the organisation[8-9] for the two airports	906,691.08	908,633.71	958,603.30
Of which from renewable energy	25,892.39	7,267.15	3,079.40
Electricity	596,049.34	650,755.73	647,886.42
Natural gas and heat from cogeneration	307,142.78	256,267.76	309,573.14
of which for heating	153,984.13	183,236.90	172,730.34
of which for cooling	-	-	-
Diesel fuel for emergency generators	3,498.96	1,610.22	1,143.74

[7] With respect to the energy consumed within the organization, it should be noted that the data are the result of the best available estimates; in particular, the item "Of which from renewable energy sources" includes the portion of renewable energy from the national energy mix. The item "Natural gas and heat from cogeneration" also includes the portion of heat purchased by Leonardo Energia at Fiumicino Airport.

[8] Total energy does not include consumption by the corporate fleet and, in accordance with current legislation, the share does not include the sub-concession of electricity consumed by sub-concessionaires in the first half of the year.

[9] The data in the table show the overall consumption of Aeroporti di Roma and differ from the production data of Leonardo Energia SCARL in that the latter also include energy sold to the grid and purchased from the grid for Leonardo Energia's own use.

94% of electricity consumption in GJ is attributable to the Fiumicino site.

ELECTRICITY CONSUMPTION IN GJ

FIUMICINO

2018 ●●●●●●●●● 94%

2019 ●●●●●●●●● 94%

CIAMPINO

2018 ●● 6%

2019 ●● 6%

Leonardo Energia produces energy in a high-efficiency cogeneration plant, exclusively for Aeroporti di Roma. For technical reasons, a small amount of energy is sold and fed into the grid.

In recent years, as a result of the technological improvements made to the plant and the optimisation of operations, this share has decreased from 12,394 MWh of energy fed into the grid in 2017 to 4,357 MWh in 2019, as shown in the table below.

	2017	2018	2019
Energy sold and fed into the grid	12,394 MWh	9,594 MWh	4,357 MWh
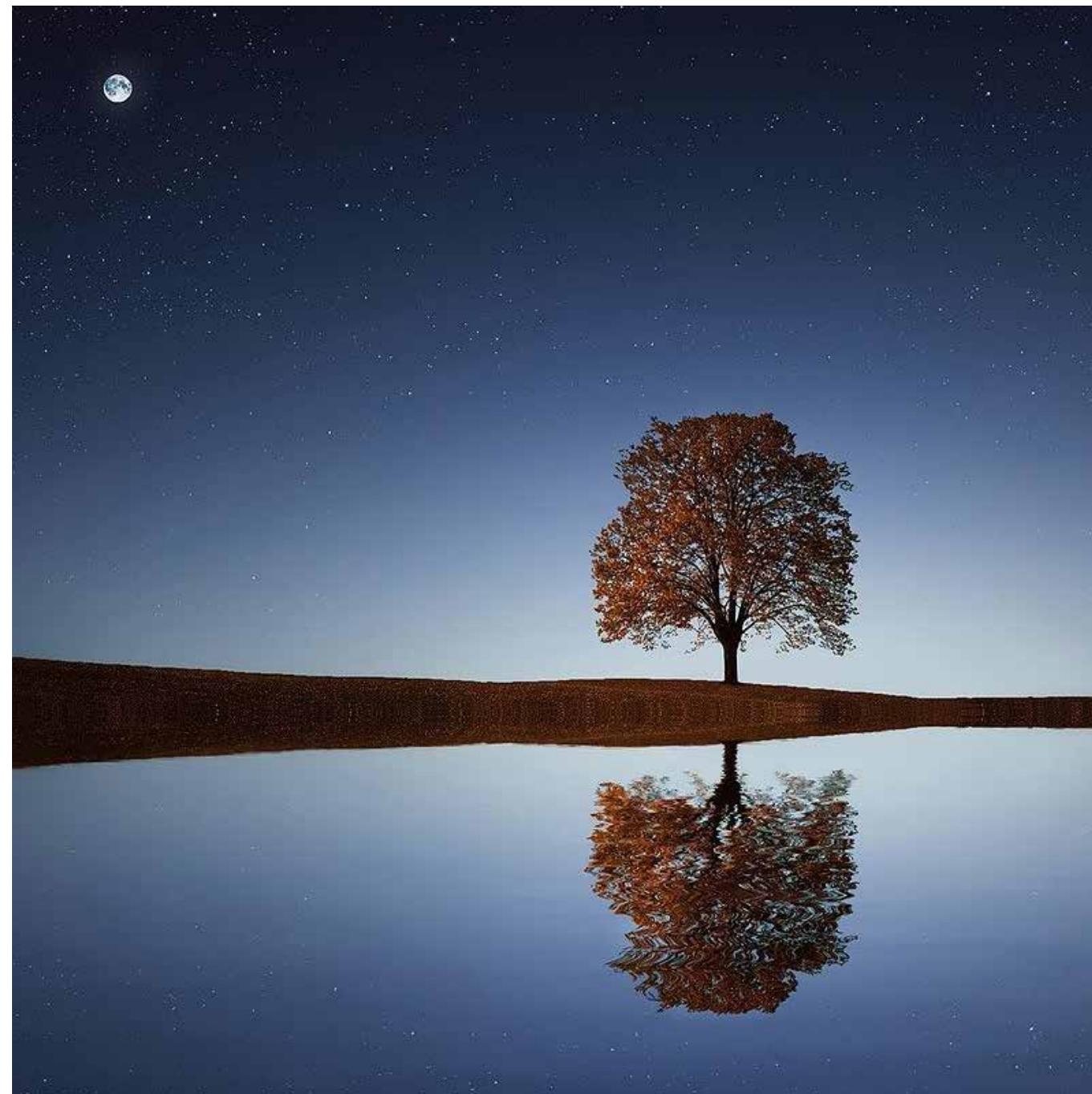
CLIMATE CHANGE: THE "NET ZERO CARBON" CHALLENGE

2019 HIGHLIGHTS

50% decrease in specific electricity consumption, compared to 2006.

Reduction of CO_2 emissions per passenger by **40%** between 2009 and 2018.
ADR's residual emissions were offset by certified projects, 25% under Gold Standard and 75% under VCS.

airport carbon accredited
NEUTRALITY

In order to combat climate change, in 2019 ADR guaranteed the maintenance of CARBON NEUTRALITY certification for both Fiumicino and Ciampino airports. This ACA - Airport Carbon Accreditation - certification is recognised worldwide in the airport sector. Moreover, in 2019, Fiumicino airport achieved the target of a 50% reduction in specific electricity consumption, compared with 2006, becoming the world's first airport to join EP100 (by The Climate Group). We have made a series of investments and implemented operational measures aimed at improving the airport's energy performance and reducing CO_2 emissions, and we have invested in and used cutting-edge software based on machine learning to optimise energy consumption.

In addition, a total of more than 100,000 LED lights have been installed in buildings, car parks, runways and aprons.

We have successfully completed the feasibility study for installing a large 30 MW photovoltaic panel system in the airside area. With some projects, also financed by the European Community, work has been done to reduce aircraft taxiing times and correspondingly reduce climate-changing emissions. We have carried out more than 500 measures to improve the operational efficiency of air conditioning, heating and electromechanical systems to reduce their energy consumption.

CO_2 EMISSIONS[10]	UoM	ADR GROUP 2019[11]	ADR GROUP 2018	ADR GROUP 2017
Total CO_2 emissions	tCO_2	60,205	62,610	62,786
Direct emissions (scope I)[12]	tCO_2	3,809	3,758	3,948
Indirect emissions (scope II)[13]	tCO_2	56,396	58,852	58,838

[10] Airports participating in the ACA must have their carbon calculations checked in accordance with ISO 14064 (greenhouse gas accounting). This evidence must be provided to the WSP administrator, together with the carbon management and carbon emissions processes, which must also be independently verified. For 2019 the estimates have been calculated in accordance with the above standard, but have not yet been verified. The factors used for the calculation of emissions related to the following energy sources were: for natural gas and diesel for generator sets - "GHG Protocol tool for stationary combustion. Version 4.1" of the World Resources Institute (2015); for 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 - 303" published by ISPRA in 2019; for emissions resulting from the purchase of heat produced by Leonardo Energia a specific factor has been used, calculated using the "Tool for Allocation of GHG Emissions from a Combined Heat and Power (CHP) Plant", version 1.0. published by the World Resources Institute."

[11] The figure for 2019 is the best possible estimates based on historical data as the certification of emissions by of the competent authority will take place in the second half of 2020.

[12] The natural gas counted for direct emissions includes only the portion of natural gas used by the company's own boilers and does not include the share of natural gas used by the cogenerator owned by Leonardo Energia.

[13] The electricity calculated for indirect emissions includes the share of energy purchased from Leonardo Energia and does not include the share of energy used by the sub-concessionaires; indirect emissions are calculated using the "location-based" method and also include the share of indirect emissions (Scope 3) relating to "staff business travel" of 167 tCO_2.
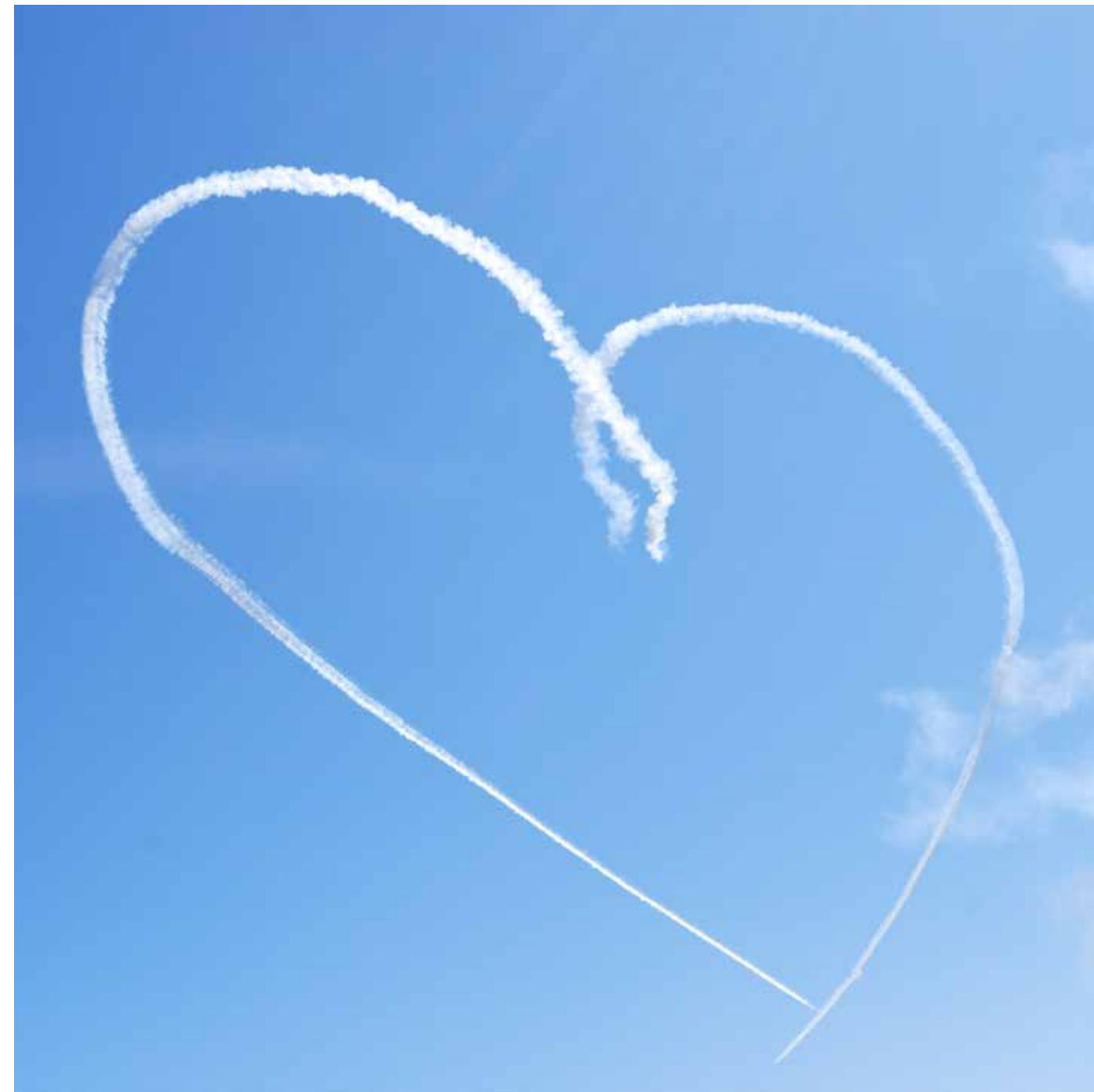
RECOVER: TOWARDS 100% OF WASTE SENT TO RECOVERY PLANTS

2019 HIGHLIGHTS

98%[14] of the waste produced at Fiumicino airport was sent on for recovery. The value has quadrupled compared to 2012.

74% of the waste produced at the Ciampino airport was sent on for recovery. The value increased by more than six times compared to the 2012 figure.

WASTE SENT TO RECOVERY

FCO
CIA
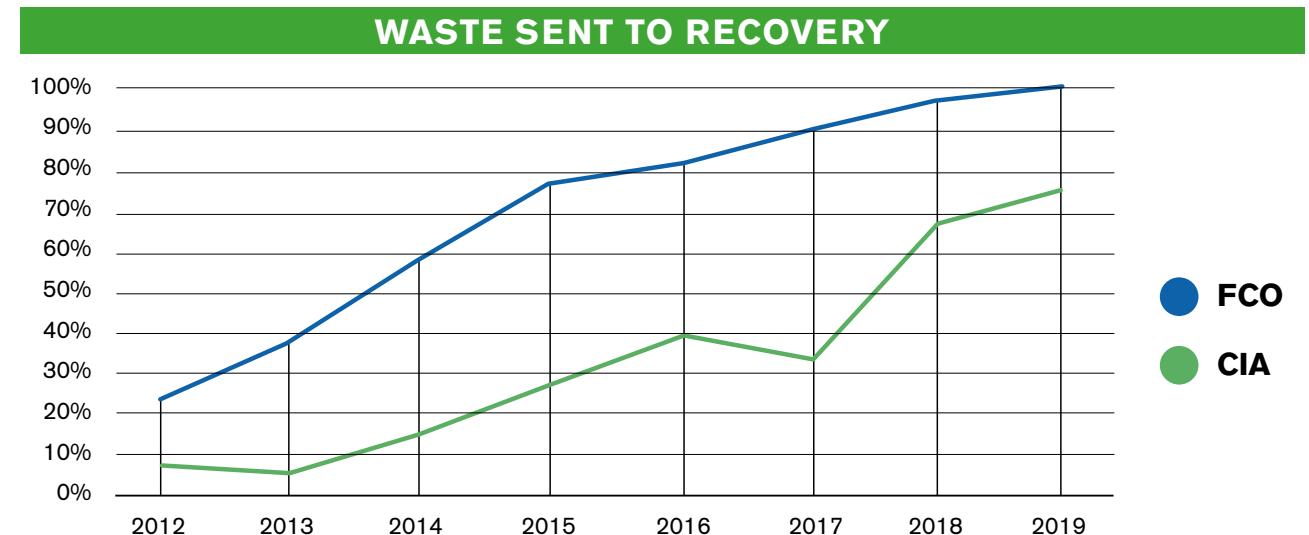
[14] Percentage of waste sent to recovery, recalculated without taking into account the waste consisting of septic tank sludge, and oil and water mixtures.

In 2019, the Leonardo da Vinci airport produced 12,800 tonnes of waste, of which 2,000 tonnes were types of waste that due to their very nature cannot be separated.

Net of these types, 98%[15] of the waste produced was sent to recovery in 2019, an increase of about 2 percentage points compared to the previous year.

In 2019, the G. B. Pastine airport at Ciampino produced about 1,130 tonnes of waste, while in 2018 it produced 1,700 tonnes, of which 200 tonnes were mixed packaging produced by handlers.

Net of this type of waste[16], as no longer under ADR management, 74% of the waste produced was sent to recovery in 2019, an increase of about 6 percentage points compared to 2018.

In the field of waste management, Aeroporti di Roma is committed to increasingly improving the collection and management of the types of waste produced at the terminals.

In particular, for Fiumicino airport, our objective to achieve by 2020 was to increase by 10% the waste collected at the terminals and correctly separated on site.

Specifically, in 2019, 64% of the waste collected from passenger transit areas was properly sorted, up 5 percentage points compared to 2018 (59%).

FIUMICINO

	2019	2018	2017
Total tonnes	12,775 t	11,545 t	11,719 t
Waste sent to recovery	98%	96%	90%

CIAMPINO

	2019	2018	2017
Total tonnes	1,132 t	1,702 t	1,271 t
Waste sent to recovery	74%	68%	32%
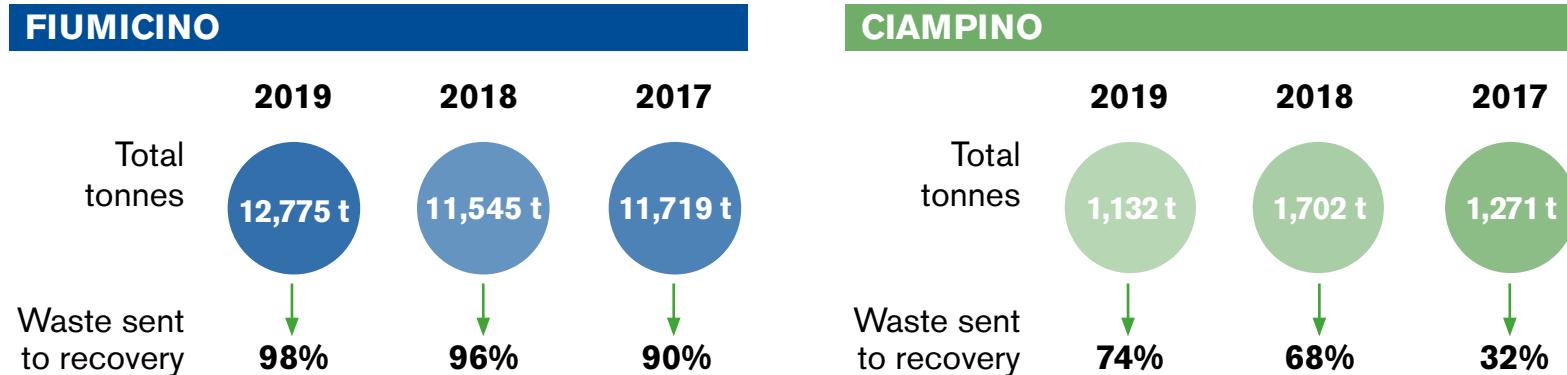
[15] Estimated or recalculated without considering waste consisting of septic tank sludge and oil and water mixtures since they cannot be sent off for recovery and increased in 2019 as a result of new plants taken over by ADR, to ensure data consistency.

[16] Recovery estimated or recalculated without taking into account waste consisting of mixed and paper and cardboard packaging produced by handlers AC95, since it is no longer managed by ADR in 2019, to ensure data consistency.

64%

PROPERLY SEPARATED WASTE AT FIUMICINO TERMINALS

We achieved these results by:

• implementing of an effective control and reporting system aimed at monitoring the users served by door-to-door collection;

• holding regular meetings with the F&B operators served by door-to-door collection, to raise their awareness (one of the operators even eliminated containers for non-separated waste, properly separating 100% of the waste produced in the kitchens).

The gradual reduction of the "mixed municipal waste" portion for each passenger was 17%, amounting to approximately 340 tonnes.

For 2020 we intend to continue and consolidate the separate waste collection process, giving all Food & Beverage points the opportunity to eliminate non-separated waste containers from their kitchens and launching a special promotional campaign addressed to passengers.

REDUCE: LESS AND LESS WASTE!

4%

200

2019 HIGHLIGHTS

At the Fiumicino terminals, the waste produced per passenger decreased by **4%** compared to 2018.

At Fiumicino, the waste produced in the terminals decreased by about **170** tonnes.

At the Ciampino terminals, the waste produced per passenger decreased by **28%** compared to 2018.

At Ciampino, the waste produced in the terminals decreased by about **200** tonnes.

We achieved the waste reduction in 2019 at the Fiumicino terminals by:

• building a composting plant for the organic waste, which made it possible to reduce the waste produced by about 150 tonnes;

• installing special equipment for compacting PET bottles, which made it possible to optimise the collection of plastic, and reduced waste by around 20 tonnes.

For 2020, taking into account that the actions started in 2019 will be fully implemented for the whole year (composter), and that they

NO FOOD WASTED

150 t

OF ORGANIC WASTE WAS SENT TO COMPOSITING

will be substantially enhanced (compactors), and that the initiative to replace disposable plastic with compostable material will be carried out, we believe that we will certainly achieve and probably exceed our objective of reducing by 10% the waste produced per passenger, by 2020.

In 2019, the G. B. Pastine airport at Ciampino produced about 1,130 tonnes of waste, compared to 1,700 tonnes in 2018, 200 of which were mixed packaging produced by handlers. Net of the 200 tonnes of waste produced by the handler (no longer managed by ADR), the total waste generated decreased by almost 400 tonnes.

Taking into account some extraordinary reclamation activities carried out in 2019, the actual reduction is about 200 tonnes. This result was achieved by marking and fencing off all temporary waste storage areas, thus preventing unauthorised third parties from abandoning waste without control. In addition, we reinforced control and supervision at these areas and over the activity of third parties.

REUSE: THE NEW LIFE OF PLASTIC AND ORGANIC WASTE

2019 HIGHLIGHTS

150 tonnes of organic waste converted into compost.

In September 2019, the composting plant for the "wet" fraction produced in the terminals started up, enabling the re-use of 150 tonnes of organic waste which was converted into compost. In 2020, when the plant will be fully operational, about 600 tonnes of organic waste is expected to be reused.

In 2020, we will launch a project to reduce the current level of use by Food & Beverage businesses of all disposable plastic products (plates, glasses, utensils, etc.), by including in their sub-concession contracts a clause that prohibits the use of such disposable items within the airport unless they are biodegradable and/or compostable. These biodegradable materials, together with food waste, will be delivered to the airport's self-composting plant and the compost produced will be reused in the airport's green areas.

In addition, in 2020, the plastic produced by the compactors installed at the security checks will be reused and transformed into high-visibility vests and other everyday objects (T-shirts, furniture, etc.) in line with one of the key principles of sustainability: "reuse".

WATER, A PRECIOUS RESOURCE

2019 HIGHLIGHTS

From 2012 to 2019, water consumption per passenger at Fiumicino airport fell by **29%**.

Presence of a dual network that allows separate management of consumption intended for drinking water from that intended for industrial use.

Industrial water accounts for more than **50%** of the consumption.

FIUMICINO	CIAMPINO

2012

l/passenger
28.7

l/passenger
20.31

2019

2012

l/passenger
29.9

l/passenger
17.2

2019
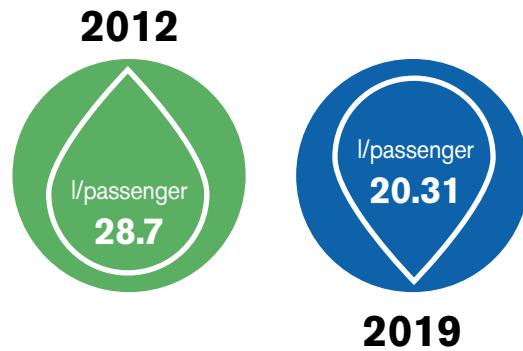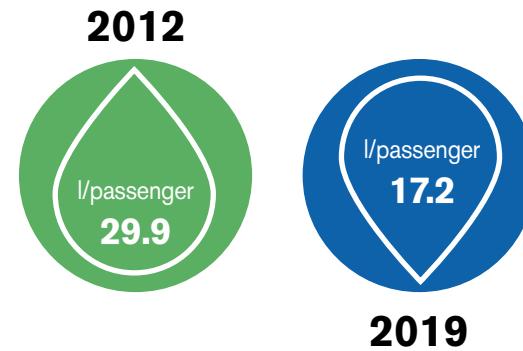
Fiumicino airport has a dual water network. Therefore, it is possible to separately manage the consumption of drinking water and the usage of industrial water. In fact, the water handled by the airport wastewater organic treatment plant can be reused in industrial applications.

At Fiumicino airport there are two groups of water stations: one on the west side that supplies the passenger terminal system and adjacent buildings and the other on the east side that supplies the Cargo City buildings.

The airport's industrial water supply system consists of two distinct sources of water supply, water drawn from the Tiber river, and water from the organic treatment plant, which converge in a storage basin called "pond" with a nominal capacity of approximately 10,000 cubic metres. The industrial water then undergoes a complex treatment and sanitization process before being fed into distribution networks for specific industrial uses.

During 2019, we further strengthened the water consumption monitoring system by bringing into full operation the new system for measuring the quantities of drinking water supplied to Aeroporti di Roma by the water resource manager ACEA. The monitoring system has enabled us to identify the root cause of the leaks that caused the slight increase in consumption in 2019.

LITRE/PASSENGER DRINKING WATER CONSUMPTION

FIUMICINO **CIAMPINO**
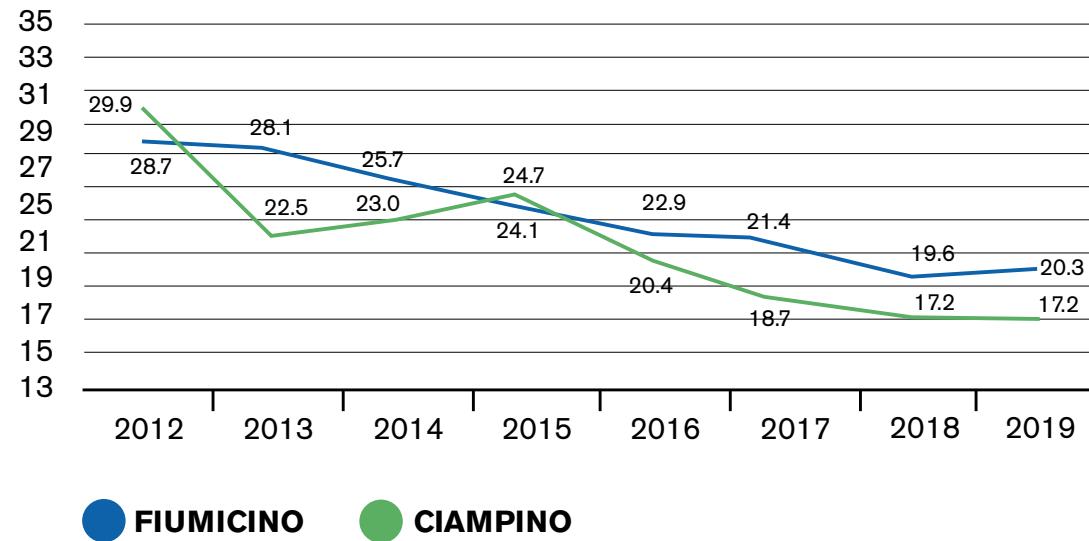
Over the years, in fact, despite the increase in the number of passengers in transit, water consumption has steadily decreased, thanks to specific extraordinary maintenance work.

LAND PROTECTION AND ENVIRONMENTAL QUALITY MONITORING

2019 HIGHLIGHTS

Environmental Monitoring Plan.

In line with the infrastructure developments in recent years at Fiumicino airport, as well as with EIA Decree 236 of 8.8.2013, Aeroporti di Roma has implemented an Environmental Monitoring Plan, thus ensuring increasingly greater focus on the environmental impacts produced by the airport on neighbouring areas.

Thanks to that Environmental Monitoring Plan, Aeroporti di Roma monitors all activities that may impact the environment, pursuing the twofold objective of carefully complying with environmental laws and regulations in carrying out its operations, and of increasingly improving environmental awareness within the Company.

By systematically monitoring the most important environmental issues, we have been able to keep under control the possible impacts of airport operations on the main environmental media and on the surrounding natural environment, fully complying with regulations and the existing natural balance.

Pursuing this all-round approach to environmental protection, after reaching an agreement with representatives of the Lazio Region, in 2019 we started a joint effort with the Istituto di Ricerca sulle Acque (IRSA) of the Italian national research council (Consiglio Nazionale delle Ricerche – CNR) to carry out a hydrogeochemical characterisation of the Fiumicino airport area and the biogeochemical processes that take place at the site, through information gathering activities in the fields of geology, hydrogeology, geochemistry, environmental chemistry and microbiology.
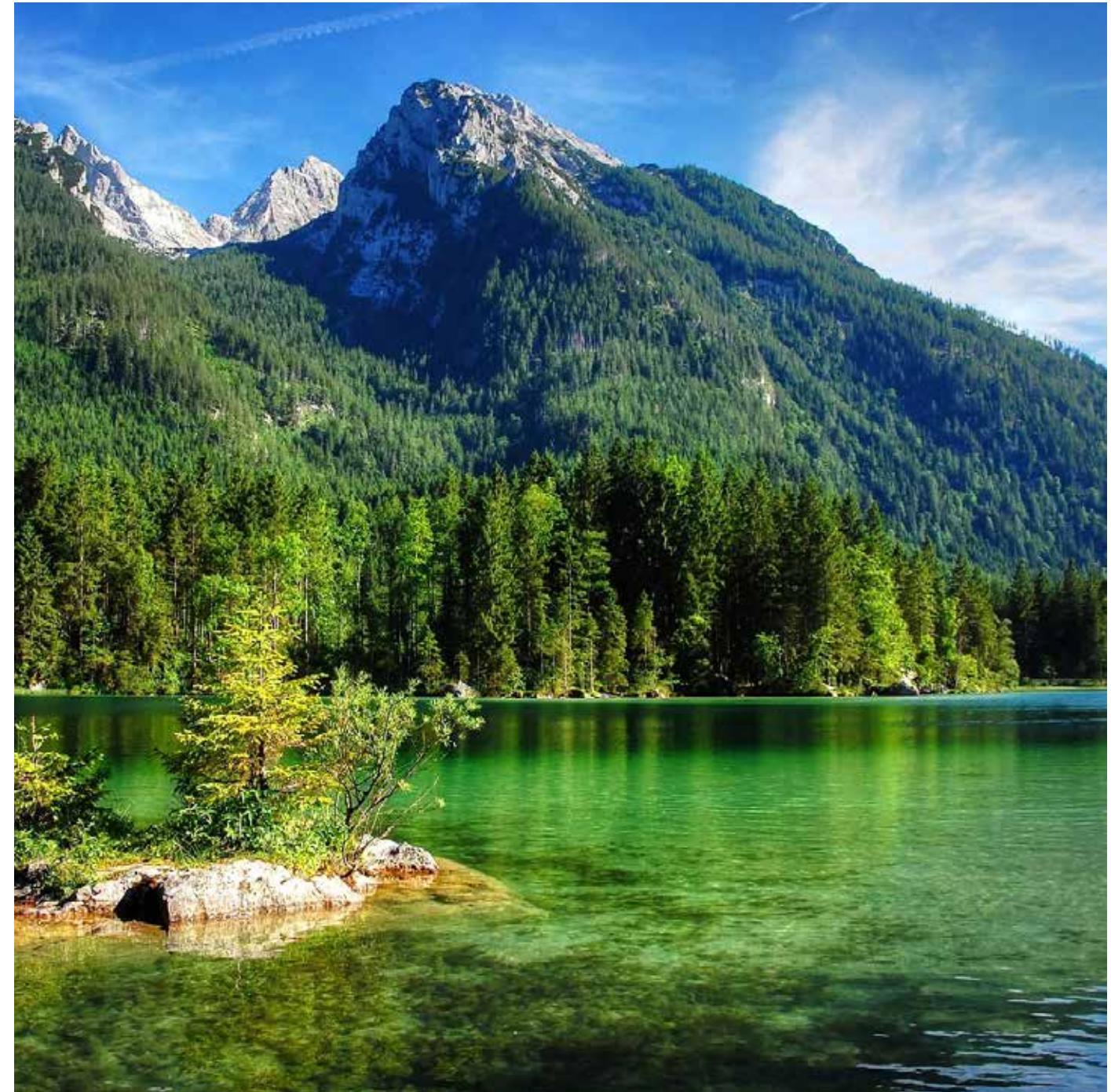
NOISE IMPACT AND MEASURES FOR COMMUNITIES

2019 HIGHLIGHTS

At Fiumicino, reduction of the use of **runway 1** to increase the use of **runway 3**, which is close to less densely-populated areas.

Acoustic upgrade work started in **25** schools located in the Ciampino and Marino municipalities.

Aeroporti di Roma is constantly committed to ensuring the accurate monitoring of the acoustic impact of airport runway operations on the areas surrounding Rome's airports and to take all possible actions to mitigate noise in the most heavily populated areas.

In 2019, the acoustic monitoring system at Fiumicino showed full compliance with the thresholds set by the airport acoustic zoning in force.

Nevertheless, to mitigate the acoustic impact on the most highly inhabited areas, we continued the discussions with ENAV that we had initiated in 2018, to promote a management approach that would reduce the use of runway 1, adjacent to the Fiumicino and Fregene areas, as much as possible.

As a result, we were able to reduce the use of runway 1 in 2017 and 2018, increasing the use of runway 3, which is close to less densely-populated areas. Due to work in progress on runway 3, there has been a reversal of the data trend, which should return to normal during 2020.

We are currently implementing the Noise reduction and abatement plan[17] at the Ciampino airport. It involves several actions. First, we are starting to test a new take-off procedure from runway 15 to bring the acoustic footprint closer to that of the airport's acoustic zoning.

Second, we are reducing the number of incoming commercial flights operating at night (11.00pm - 06.00am) and almost eliminating commercial flights taking off at night. In 2019, the overall situation improved compared to 2018 - during which the acoustic limits (as LVA, the airport noise emissions indicator) had been exceeded at two measurement points - except for one measurement point at which the noise was slightly above limits.

A further action set out in the plan, and with clear positive effects on local communities, is the launch of a noise[18] reduction programme in schools, where the relevant noise limits have been found to be exceeded. There are about 25 schools in the area. Among them there are nursery schools, kindergartens, primary and secondary schools. Planning for the measures started in the first half of 2019 in the areas of the Municipalities of Ciampino and Marino.

Pirzio Biroli School
ANTE-OPERAM August 2019

Pirzio Biroli School
POST-OPERAM Start of 2019/2020 School Year

[17] Submitted by ADR and approved by the Ministry for the Environment and Protection of the Land and Sea in Ministerial Decree 345/2018.

[18] Replacement of counter-frames, frames and installation of internal jambs and panels, to achieve high acoustic performance of the building façades.

4 | GATE

ACTIVITIES FOR CUSTOMERS AND QUALITY

SUPPORT FOR SDGs

9 INDUSTRY, INNOVATION AND INFRA-STRUCTURE

Customers' centricity

In search of the highest level of customer satisfaction

New services and upgrading of existing ones

STRATEGY

For Aeroporti di Roma, 2019 was characterised by a further acceleration in the implementation of its policy of continuous improvement of service quality, by upgrading existing infrastructure, building new infrastructure and strengthening the services offered to passengers, involving the main stakeholders (ENAC, handlers, and airlines).

These actions have led Aeroporti di Roma to receive several international awards, which brought Fiumicino airport to the top of international air transport rankings in terms of the quality of services it provides to passengers.

The strategy we have adopted to improve passenger travel experience is mainly driven by active listening, multiple opportunities for interaction with passengers, direct and indirect contact channels, and the possibility of turning suggestions into improvement actions.

To this end, ADR has adopted internationally-recognised customer experience survey tools to monitor the quality it offers and the degree of passenger satisfaction, identify possible improvement areas and translate them into actions aimed at raising its service levels, by upgrading airport infrastructure and services according to expected traffic growth and changes in passenger behaviour and lifestyles.

COMMITMENT AREAS

ADR is committed to maintaining customer centrality, proposing new services, enhancing existing ones and pursuing the utmost customer satisfaction.

THE CUSTOMER AT THE CENTRE

2019 HIGHLIGHTS

Keeping Fiumicino at the **top** of the ranking of **the best European airports**.

ADR's quality policy represents our commitment to ensure the quality of the services we provide and to constantly check the satisfaction of our customers. Our quality policy is based on the following key elements:

1 customer-centric approach

2 pursuit of excellence

3 process improvement

4 transparency

5 focus on human resources

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

In particular, Aeroporti di Roma carries the following:

Surveys: passenger surveys to assess their level of satisfaction, and analyse their needs and expectations.

Checks: objective checks to verify the performance actually delivered to passengers and compare it with Italian/international standards, past performance or indicators.

Programs: participation in international benchmarking and rating programs to learn about ADR's positioning with respect to "competitor" airports and identify "best in class" airports, on service indicators that have an impact on passenger experience.

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

Maintenance: Continuous maintenance and upgrading of airport facilities to make the airport suitable for the needs of customers.

Every year we update our Service Charter, which implements ENAC regulations, under a procedure that involves all stakeholders, both those within Aeroporti di Roma and the third parties involved in the airport processes.

The Charter defines quality indicators for each type of passenger so as to provide information on the service level achieved and the improvement objectives for the current year. It consists of two main sections:

• **quality indicators**: include a list of perceived and provided quality KPI established by ENAC, including the final data for the previous year and the target for the year of validity of the Service Charter;

• **airport guide**: provides information on wayfinding, airlines operating at the airport, car parks, buses/taxis/rental cars with drivers/train links.

While we monitor quality levels and identify improvement areas by means of passenger surveys, we use additional channels to gather feedback such as: our website, information desks within the terminals, mail and social media channels.

We forward the comments we receive to the respective areas of responsibility inside and outside the company to assess and implement improvement actions.

The Group also uses the Net Promoter Score (NPS), an indicator that measures a passenger's propensity to recommend their travel experience at the airport, and therefore the overall quality perceived by the customer.

NPS is an important tool for listening to passengers: in addition to expressing an assessment of their experience at the airport, passengers can express the reasons for their opinion.

We analyse their comments, develop ideas for improving their travel experience and turn the ideas into concrete actions.

Aeroporti di Roma also participates in the global airport quality assessment program managed by Skytrax, the leading international airport sector review and ranking company: stars are awarded (from a minimum of 1 star to a maximum of 5 stars) following a detailed professional analysis of an airport's quality standards through an audit.
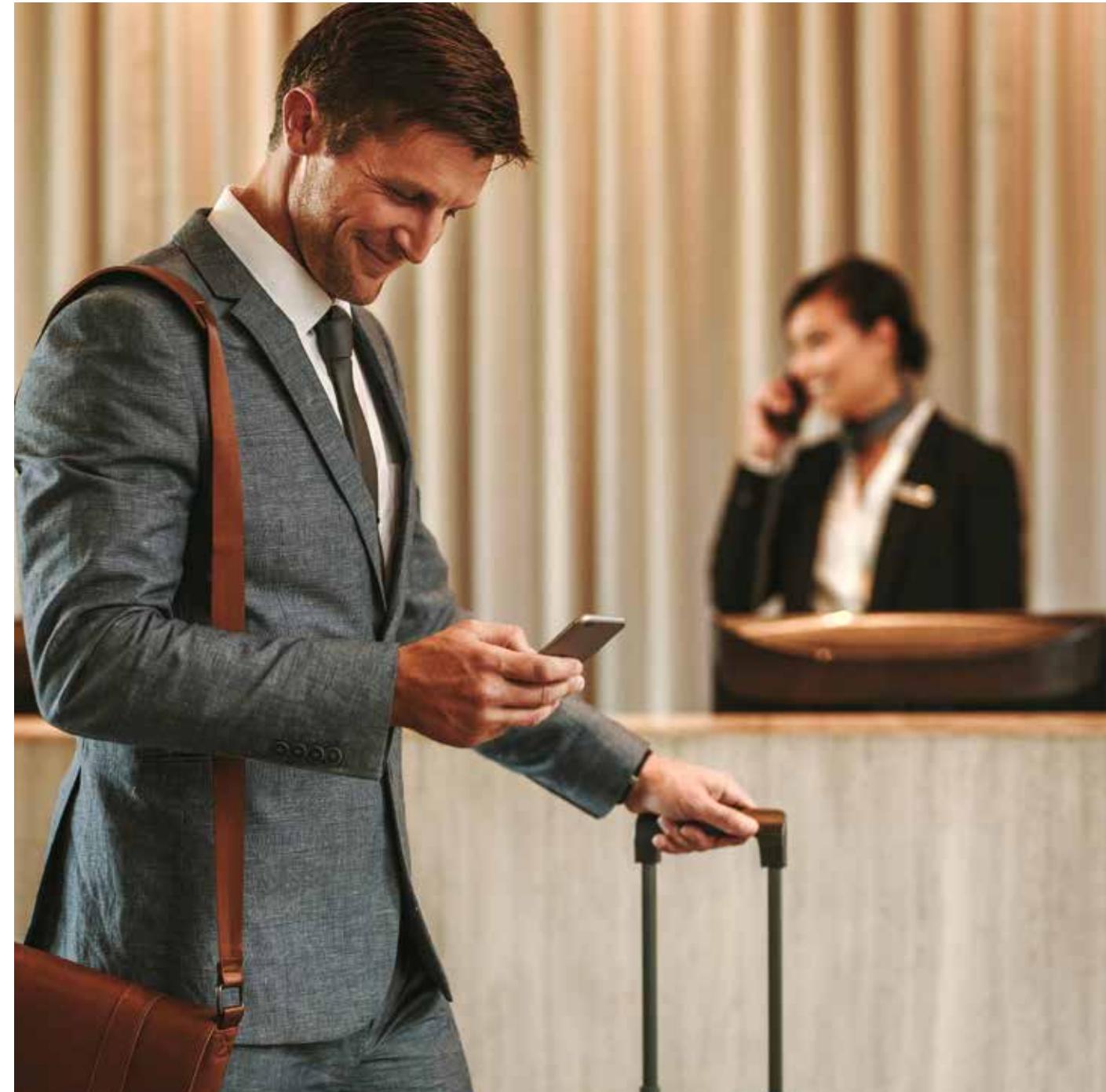
IN SEARCH OF THE HIGHEST LEVEL OF CUSTOMER SATISFACTION

2019 HIGHLIGHTS

Confirmation of **4 Skytrax stars** to the Group, following the audit carried out in May 2019.

4.47 points in the "Airport Service Quality" rating survey conducted by Airport Council International.

For the third year in a row, the quality of the services provided by Rome's airport exceeded those of the other major European airports that serve over 40 million passengers. For the whole of 2019, Fiumicino held the lead in terms of customer satisfaction and closed the year with an absolute annual record of 4.47 (on a scale in which the maximum is 5).

Fiumicino's higher score was driven by services such as security checks and passport checks, wayfinding improvements (particularly internal signage and passenger information), courteous and helpful airport staff, the Wi-Fi service, and the commercial offer.

In terms of comfort, the cleanliness and availability of restrooms had a significant impact, as did the general cleanliness of the terminals, constantly monitored by dedicated airport staff.

Further confirming the excellence levels achieved, ACI Europe granted Leonardo da Vinci the Best Airport Award for the second consecutive year. In particular, Rome's airport excels for its technical and management innovation, to support the efficiency of its operations and the quality of its services,

as well as for its strong focus on airport safety, its close collaboration with airlines, its continuous monitoring of performance and its clear environmental objectives.

ADR's management capacity was also confirmed by Skytrax which, as a result of the audit carried out in May 2019, was once again awarded the "4 Skytrax stars" rating for the Fiumicino Leonardo da Vinci airport. Among the reasons given were again the airport operator's strong determination to ensure passenger comfort and the excellence of operation.

In terms of quality delivered and perceived, there is substantial stability of performance at high quality levels, already achieved in 2018 as a result of the improvement plan launched in 2013. In particular, we further reduced waiting times for the main terminal-side processes (last bag delivery, check-in and security) and operational processes (punctuality) and we maintained excellent levels of passenger satisfaction, in the face of sustained traffic growth.

The main indicators are summarised in the tables from

NEW SERVICES AND UPGRADING OF EXISTING ONES

2019 HIGHLIGHTS

Ciampino

+ 9% for the perception of the comfort level at Ciampino airport, thanks to the increase in seats and recharging stations.

Accessibility **improvements**.

Fiumicino

More than **6** million passengers passed through the e-gates in 2019.

Opening of the new check-in desks island at T1.

Rationalisation of the baggage reclaim process by moving airlines from Terminal 3 to Terminal 1.

Every year, Aeroporti di Roma draws up and updates the programme of measures and initiatives aimed at improving the travel experience of its passengers, so as to keep Fiumicino at the forefront of the best European airports of comparable size.

The main quality improvement measures carried out during 2019 at Fiumicino and Ciampino airports concerned the following aspects:

ACCESSIBILITY TO/FROM CITY/AIRPORT AND TO CAR PARKS	TERMINAL AREA PROCESSES	AIRSIDE PROCESSES	PASSENGER SERVICES	WAYFINDING IMPROVEMENTS

ACCESSIBILITY

FIUMICINO

- Improved signage in curbside area
- Construction of new T1-T3 connection shelter
- Improvement of the road network

CIAMPINO

- Activation of the Airport-Termini Station shuttle service

TERMINAL AREA PROCESSES

FIUMICINO

- Reduction of baggage reclaim time
- Increase of check-in desks in T1 and T3
- Expansion of the check-in area for sensitive flights T3
- Start of test for biometric face recognition
- Construction of family lane at T3

AIRSIDE PROCESSES

FIUMICINO

- Increase in the number of aircraft parking stands
- Improvement of the regularity of airside operations
- Reduction of gate changes with positive effects on the passenger's flight experience
- Maintenance of historical minimums in the number of reasons for delays attributable to Fiumicino airport

PASSENGER SERVICES

FIUMICINO

- Increase in the number of smoking cabins
- Improved seat comfort
- Installation of automatic voice announcements system

CIAMPINO

- Increased seating and availability of charging stations

WAYFINDING IMPROVEMENT

FIUMICINO

- Use of monitors, LEDwalls and digital portals
- Improvement of passenger wayfinding services

MEASURES RELATED TO ACCESSIBILITY TO/FROM CITY/AIRPORT AND TO CAR PARKS

In 2019, Aeroporti di Roma committed to identifying actions to improve the accessibility of Rome's airports.

Concerning Fiumicino, the measures mainly concerned the curbside area: at arrivals, by improving passenger signage and the taxi lanes; at departures, by making both the pedestrian flow more comfortable by installing a new canopy connecting Terminal 1 and Terminal 3, and the road network by redefining the taxi and bus stop in order to relieve traffic congestion near Terminal 3.

As far as Ciampino is concerned, in 2019 we launched a series of measures aimed at improving accessibility, such as renovating the internal and external signage to include information on public transport, activating the bus service from Ciampino airport to Termini station and reorganising the waiting area and bus parking places.
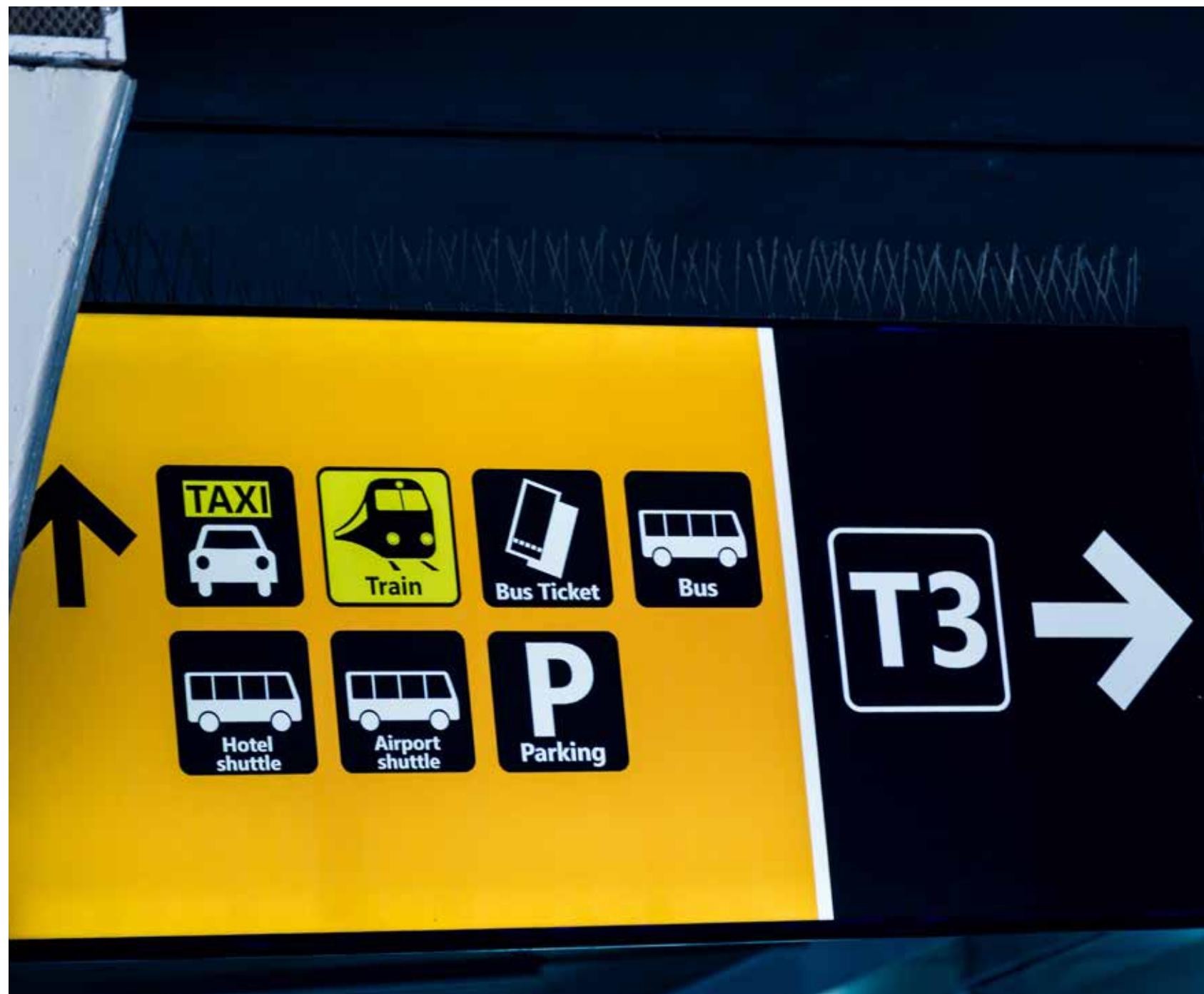
✈ TERMINAL AREA PROCESSES

In 2019, we completed a group of upgrades in the terminals, which substantially helped increase customer satisfaction.

As to baggage reclaim, to maximize the use of both terminals, we redistributed the flow of passengers on arrival between Terminal 1 and Terminal 3. This increased the comfort perceived by passengers and further reduced baggage reclaim times.

Other measures designed to improve the passenger experience involved the check-in area, where we opened a new check-in island in Terminal 1, increased the concentration of check-in desks in Terminal 3; expanded the accumulation area for check-in of sensitive flights in Terminal 3; and started the biometric face recognition trial.

We improved security checks by increasing the lines at Terminal 1 and setting up a Family line at the security checks of Terminal 3.

On the passport control front, during 2019 ADR further increased the number of non-EU nationalities authorised to pass through the electronic check points (nationals of Israel, Taiwan and Singapore), raising the e-gate usage rate to 42% (+8 percentage points compared to 2018).

MEASURES RELATED TO AIRSIDE PROCESSES

The ability to properly utilise the runway infrastructure is a key element in the process of optimising the quality performance of the airports operated by Aeroporti di Roma.

At Fiumicino in particular, we launched a working group with ENAV and the airlines that operate at the airport in order to improve the regularity of airside operations of departing aircraft and further increase the number of aircraft parking stands.

These actions led to a considerable reduction in gate changes, with a positive response to the perception of the passenger's boarding experience and the number of reasons for delays attributable to Fiumicino airport being kept to an all-time low.

MEASURES RELATED TO INCREASING PASSENGER SERVICES

Confirming the central role that passengers play for Aeroporti di Roma, several initiatives were carried out during the year to increase the services offered. The programme continued as follows:

- Increase the number of smoking cabins in the boarding areas and the number of charging stations

- Improve the comfort of the seats by renovating them and experimenting with new technologies to improve the experience of certain types of passengers and increase the service level

- Complete the installation of the automatic voice announcements system

In 2019, at Ciampino, we increased the number of seats in the boarding areas, and by doing so increased the availability of charging stations.

MEASURES RELATED TO IMPROVING WAYFINDING

During 2019, Aeroporti di Roma improved the information provided to passengers to help them find their way around the airport by using increasingly advanced monitors, LEDwalls and digital portals, maps to deal with the most complex areas and by ongoing improvement of the new passenger wayfinding signage.

We carried out the most significant measures in the check-in area, supporting passengers by redistributing the check-in areas of some airlines among the terminals, setting up the new island with thirty new counters in Terminal 1, and by adding dynamic signage portals designed to direct passengers according to type (EU/non-EU) in the passport control area.

In addition, we enhanced the maps to direct passengers in the most critical areas (check-in and boarding areas), adding the services available within the area.
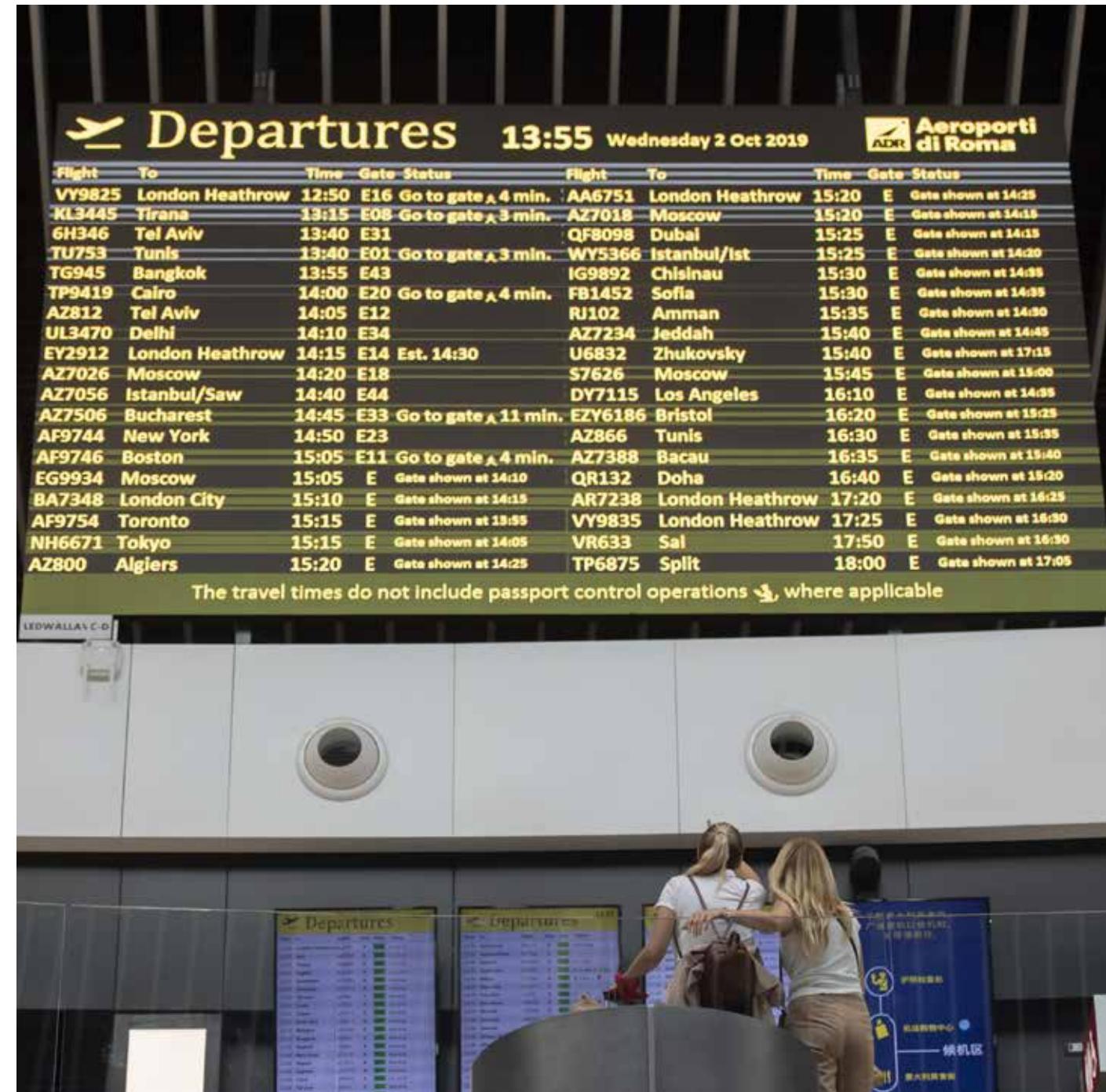
5 | GATE

ACTIVITIES FOR PEOPLE

SUPPORT FOR SDGs

Employment, equal opportunities and industrial and trade union relations

Attracting the best talents

Corporate Welfare

Accessibility, equity and inclusiveness of training

Performance evaluation and remuneration system

Injury monitoring and high safety standards

STRATEGY

Human resources contribute, both in operational and strategic terms, to achieving the Group's objectives and are the distinctive value to ensure the best service to passengers.

All the initiatives that ADR envisages in terms of professional growth are accessible to everyone, according to the skills of each individual, thus ensuring equal opportunities in the selection, recruitment, training and development phases.

COMMITMENT AREAS

Employment

Attracting the best talents

Corporate Welfare

Accessibility, equity and inclusiveness of training

Performance evaluation and remuneration system

Injury monitoring and high safety standards
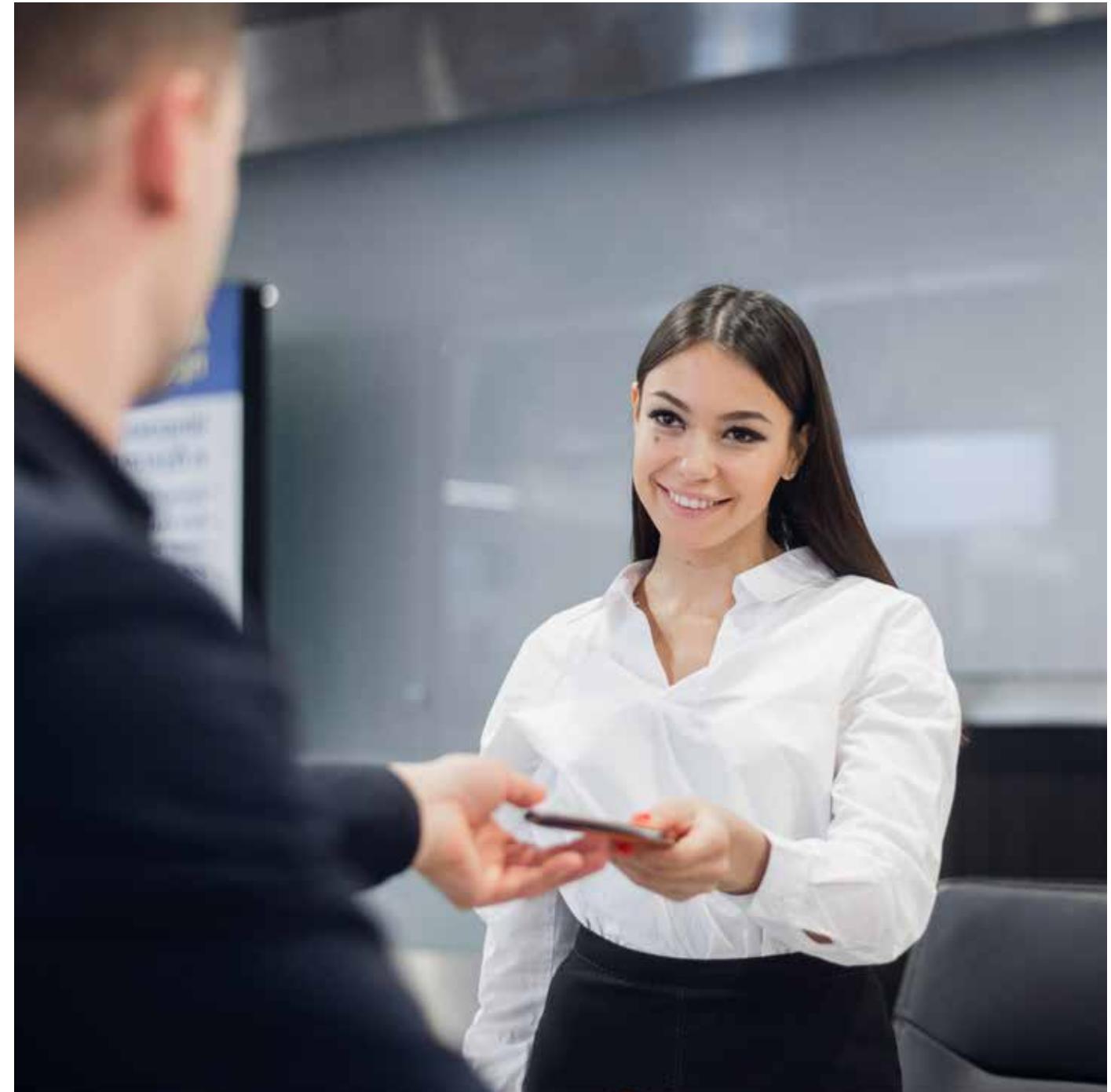
EMPLOYMENT, EQUAL OPPORTUNITIES AND INDUSTRIAL AND TRADE UNION RELATIONS

2019 HIGHLIGHTS

39% increase in the Group's overall average workforce compared to 2012.

Increase in open-ended employment relationships:
11% more in 2019 compared to 2018.

In 2019, there was an overall increase in the workforce of 3% over the previous year, while permanent employees increased by 11%.

STAFF BY GENDER

WOMEN

2019
40%

2018
39%

2017
37%

MEN

2019
60%
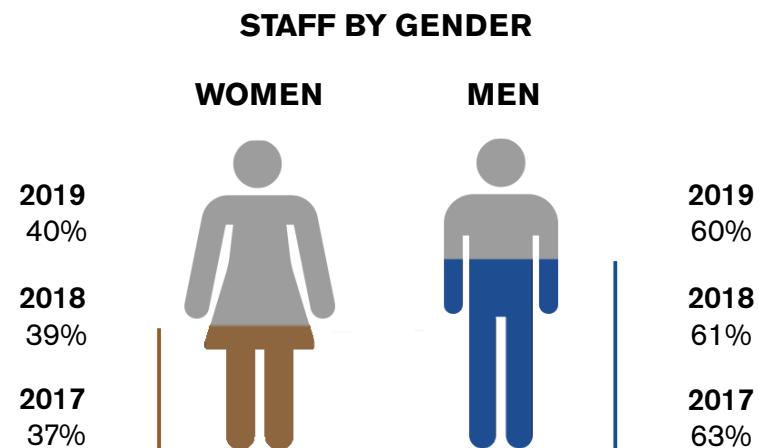
2018
61%

2017
63%

NUMBER OF STAFF BROKEN DOWN BY CONTRACT TYPE

FULL TIME

	2019	2018	2017
Male (no.)	1,621	1,578	1,567
Female (no.)	592	533	523

PART TIME

	2019	2018	2017
Male (no.)	524	545	546
Female (no.)	822	797	741

Compared to 2018, the number of female employees on permanent contracts increased by 20% and the number of male employees on permanent contracts increased by 7%.
The part-time workforce remained in line with that of 2018, while full-time employees increased by 5%.

EMPLOYEES BY EMPLOYMENT CONTRACT AND GENDER

	2019	2018	2017
Permanent contract	3,104	2,789	2,780
Men	1,957	1,833	1,831
Women	1,147	956	949
Fixed-term contract	455	664	597
Men	188	290	282
Women	267	374	315
Total employees	3,559	3,453	3,377
Total men	2,145	2,123	2,113
Total women	1,414	1,330	1,264

EMPLOYEES BY CONTRACT TYPE AND AREA (FCO AND CIA)

	2019	2018	2017
Permanent contract	3,104	2,789	2,780
FCO	2,835	2,541	2,551
CIA	269	248	229
Fixed-term contract	455	664	597
FCO	411	596	525
CIA	44	68	72
Total	3,559	3,453	3,377
Total FCO	3,246	3,137	3,076
Total CIA	313	316	301

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

2019

Middle managers 5%

Administrative staff 3%

Blue-collar 1%

2018

Middle managers 5%

Administrative staff 3%

Blue-collar 1%

2017

Middle managers 6%

Administrative staff 3%

Blue-collar 1%

Total protected categories/Total employees 2%
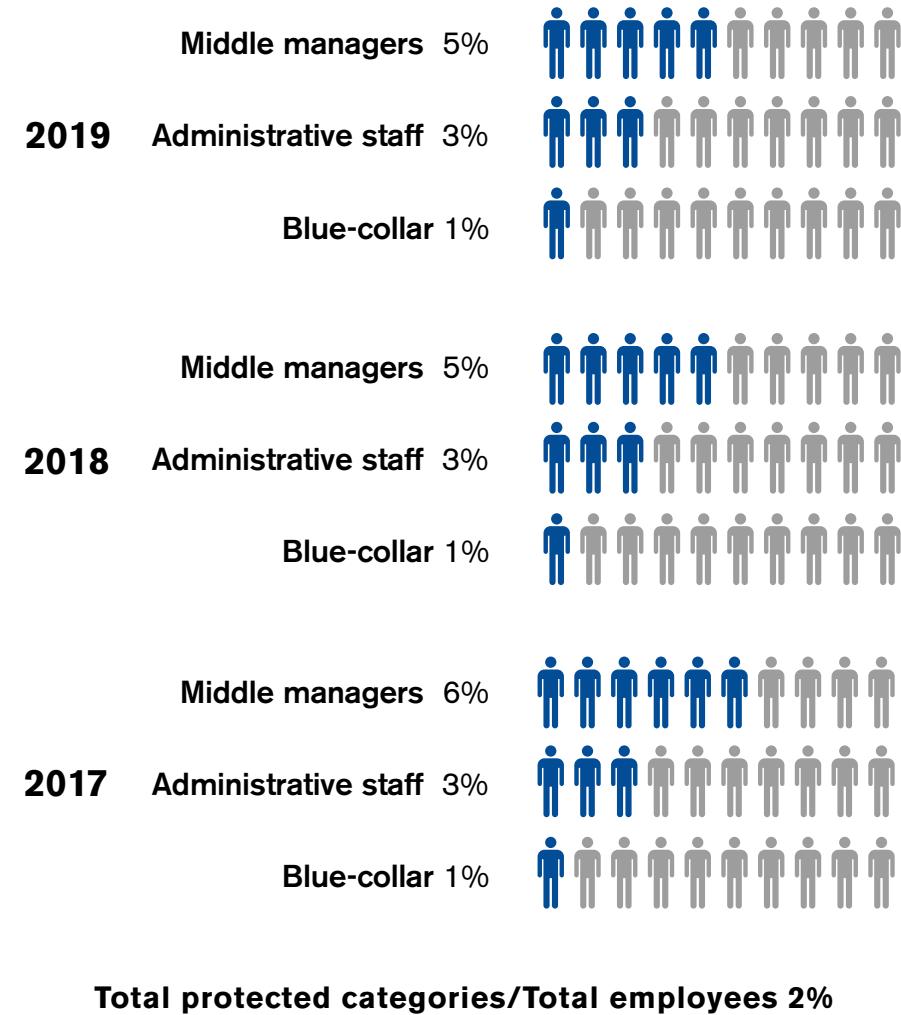
The above percentages reflect the total number of employees of the Group and the total number of employees broken down by various parameters (gender and age group).

EMPLOYEES BY CATEGORY AND AGE GROUP

(% out of total employees)

Age group	2019	2018	2017
Executives	**1%**	**1%**	**2%**
<30	0.0%	0.0%	0.0%
30-50	0.6%	0.6%	0.6%
>50	0.8%	0.8%	0.9%
Middle managers	**8%**	**7%**	**7%**
<30	0.0%	0.0%	0.1%
30-50	4.4%	4.0%	3.6%
>50	3.1%	3.2%	3.2%
Administrative staff	**57%**	**58%**	**58%**
<30	5.6%	5.9%	5.8%
30-50	37.9%	39.3%	40.0%
>50	13.1%	12.9%	11.9%
Blue-collar	**34%**	**33%**	**34%**
<30	2.8%	3.2%	2.8%
30-50	22.5%	21.1%	22.5%
>50	9.1%	9.1%	8.6%

EMPLOYEES BY CATEGORY AND GENDER

(% out of total employees)

Gender	2019	2018	2017
Executives	**1%**	**1%**	**2%**
Women	0.2%	0.2%	0.3%
Men	1%	1%	1.3%
Middle managers	**8%**	**7%**	**7%**
Women	2.3%	2.3%	2.1%
Men	5%	4.9%	4.8%
Administrative staff	**57%**	**58%**	**58%**
Women	26%	25.7%	24.9%
Men	30%	32.3%	32.8%
Blue-collar	**34%**	**33%**	**34%**
Women	11%	10.3%	10.2%
Men	23%	23.1%	23.7%

On 16 April 2019, following the renewal of ADR's corporate bodies at the General Meeting, the Board of Directors included both male and female members.

In 2019 the Board of Directors was composed of 9 males and 3 females, 25% of whom aged 30 to 50 and 75% over 50. For 2018 and 2017, all components were male and over 50 years of age.

Concerning Industrial Relations, in 2019, we signed the renewal of the National Collective Labour Agreement for Air Transport - General Part with the Trade Unions, while negotiations continued

for the Specific Part for Airport Operators, particularly on aspects related to seasonal contracts.

In addition, discussions with the Trade Unions also concerned:
• a headcount consolidation plan targeting improved productivity of front end operations staff and implemented by introducing new operating flexibility in terms of working hours;
• increasing the professional level of employees, also by means of agreements for funded training, including training under the National Plan Industry 4.0;
• completion of the process of bringing in-house the fire protection department at Leonardo da Vinci airport, which involved 85 employees in a professional development and training programme.

ATTRACTING THE BEST TALENTS

2019 HIGHLIGHTS

100% of new hires have followed Induction/On boarding courses.

The selection process is designed to identify the best talents and is divided into roles and professional areas, with active scouting, sending unsolicited applications, individual interviews, role play, aptitude tests, and group assessment.

Personnel recruitment and selection covers both staff and operational roles and can be done in the following ways:

SEARCH AMONG UNSOLICITED APPLICATIONS THROUGH THE HUMAN RESOURCES SECTION OF THE EXTERNAL WEBSITE WWW.ADR.IT

- - -

ACTIVE RESEARCH ON THE MARKET

- - -

PARTNERSHIP WITH UNIVERSITIES AND PARTICIPATION IN TALENT DAYS

- - -

INTERNAL MOBILITY
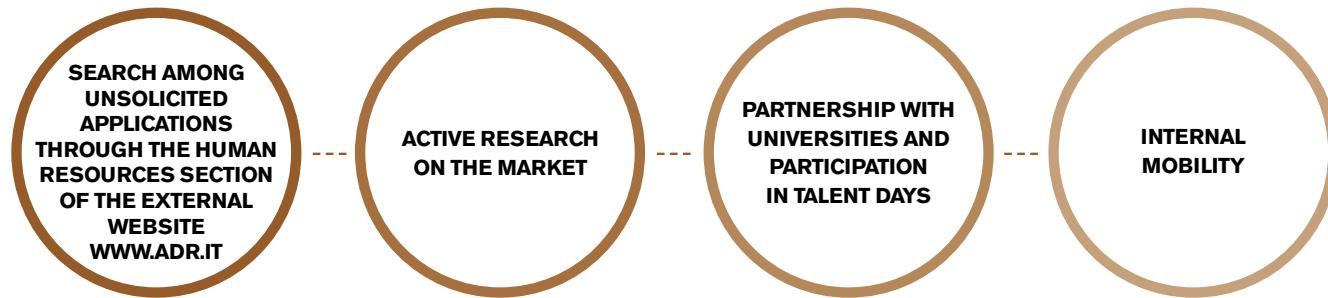
Exchange and discussions with universities and schools is continuous, and fuelled by partnerships and internships of students from several institutes.

• Talent days dedicated to young people 18–27 years old;

• We support school-work alternation programmes, offering the possibility to do internships at the airport.

CORPORATE WELFARE

2019 HIGHLIGHTS

Many initiatives for **employees**.

Aeroporti di Roma has set up corporate welfare tools to promote and maintain the physical, psychological and social wellbeing of workers, paying attention to the quality of life and improving the "work-life balance" of its employees.

The tools we have set up fall into three macro-areas:

Health Care
Initiatives for the health and well-being of employees and their families (health and welfare policies)

Family Care
Initiatives for families and children of the employees and for maternity support

People Care
Engagement and time-saving initiatives

Among the initiatives:

• a summer camp for the children aged 4 to 18 of employees, 70% funded by the Group;

• a green family day, during which the children of employees can get to know their parents' workplace up close and take part in educational workshops aimed at learning the value of environmental sustainability;

• scholarships, to cover university expenses incurred by the most deserving children;

• public transport facilities: the Company's contribution to the expenses incurred by employees to reach their place of work;

• flexible benefits, conversion of the result bonus into corporate welfare services;

• health prevention: preventive screening for about 300 colleagues in 2019;

• supplementary[19] healthcare coverage for all ADR Group staff on permanent contracts (over 2700 employees) and their families;

• telework during the breastfeeding period;

• carpooling: about 580 employees enrolled in the service.

[19] A health insurance policy is in place for both direct coverage of services and reimbursement of expenses incurred outside the network of affiliated centres.

ACCESSIBILITY, EQUITY AND INCLUSIVENESS OF TRAINING

2019 HIGHLIGHTS

98 thousand hours of training and education, of which **53,982** hours in the health and safety area.

The ADR Group has always paid great attention to the professional growth of its staff. The Group's training activities are aimed at developing, enhancing and continuously updating the knowledge and skills of its resources.

The training measures are aimed at consolidating specific skills, i.e. technical and specialist skills linked to knowledge and know-how, and towards cross-cutting skills concerning the interpretation of one's role within the organisation.

In 2019, the hours of training were determined as follows:

More than 98 thousand

Hours of Training
for a total of 15,303 attendees

Hours of training by type

56%

Hours of training provided for Health and Safety

8%

Specialist, computer science and linguistics

36%

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

Approx. 19 thousand

Hours of training on customer experience
to improve the service to passengers
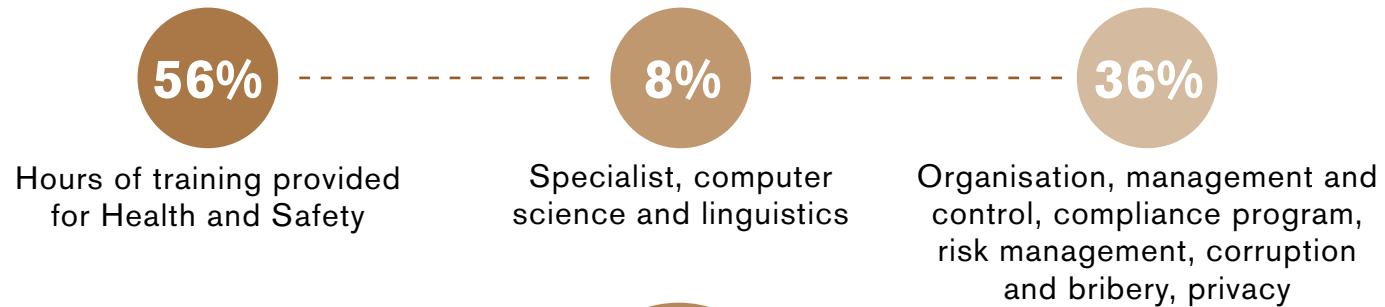
AVERAGE HOURS OF TRAINING BY GENDER

	2019	2018	2017
Male	30	24	26
Female	25	21	22

AVERAGE HOURS OF TRAINING BY CONTRACT TYPE

	2019	2018	2017
Executives	15	23	21
Middle managers	28	24	25
Administrative staff	34	28	30
Blue-collar	18	14	15

PERFORMANCE EVALUATION AND REMUNERATION SYSTEM

2019 HIGHLIGHTS

100% of employees in office-worker and middle-management positions participated in the 2018-2019 performance assessment process.

Aeroporti di Roma has also adopted a performance management system for the evaluation of staff performance, focused on the professional development of people, using feedback as a key element, as a moment of transparency and discussion with one's manager.

In particular, the following was initiated in 2019:

- Individual assessments focused on developing skills and implementing improvement plans;

- A Junior Assessment Lab targeted at young talents with participation in business cases;

- Individual coaching to support resources affected by organisational changes and new responsibilities, and to support their growth;

- Proximity talks, to listen to resources, dedicating time to their engagement, motivating and delivering the key messages of the corporate strategy.

In addition to fixed pay, the remuneration system includes an incentive system based on medium/long-term objectives, that involves middle/top management.

TYPE OF INCENTIVES	BRIEF DESCRIPTION
Short-term MBO	Variable short-term remuneration to pursue the business objectives while guaranteeing a correlation between corporate performance and individual performance.
Annual/three-year MBO	Variable remuneration that allows to share the pursuit of medium-term quality and economic-financial objectives within the top management.

INJURY MONITORING AND HIGH SAFETY STANDARDS

2019 HIGHLIGHTS

Development of new HSE
management software.

Update of **health and safety**
operating procedures.

In order to improve its performance and prevent injuries and occupational diseases, the Aeroporti di Roma Group prioritises the monitoring and measurement of factors that enable it to take preventive rather than reactive measures; each injury or near miss is analysed and investigated in order to identify the main causes and risks associated with the work carried out at the time of the event.

We have adopted a management system that is certified[20] under the international UNI ISO 45001:2018 standard. Workers can report any real or potential hazardous situation to our HSE Manager, who is in charge of the system.

Workers can participate in the evaluation of the system through the Workers' Safety Representatives.

The management process includes: identification of the hazards, assessment of the risks, identification of preventive and protective measures, checks by supervisors, analysis of accidents and near misses.

In addition, the Occupational Medicine department within the Organisation Department contributes to identify and eliminate hazards and minimize risks[21].

The monitoring of injuries, and of accidents more in general, is carried out by continually recording injuries and near misses and archiving all the documentation that can support the analysis and investigation work done.

These records are useful to obtain and validate indicators (KPIs) on injuries and non-compliance events.

The rate of recordable workplace injuries for ADR Group is 38.3.

INJURY RATES AT THE FIUMICINO FACILITY[22]

| | | 2019 | | | 2018 | | | 2017 | | |
	UoM	TOT.	MEN	WOMEN	TOT.	MEN	WOMEN	TOT.	MEN	WOMEN
Number of recordable workplace injuries	n	190	117	73	209	145	64	184	119	65
Rate of recordable workplace injuries	i	37.7	38.1	37.1	42.2	48.1	33.1	37.1	39.4	33.6
Number of high-consequence workplace injuries	n	0	-	-	2	1	1	1	0	1
Rate of high-consequence workplace injuries	i	0	0	0	0.4	0.3	0.5	0.2	0	0.5
Number of fatalities resulting from workplace injuries	n	0	0	0	0	0	0	0	0	0

INJURY RATES AT CIAMPINO FACILITY[23]

| | | 2019 | | | 2018 | | | 2017 | | |
	UoM	TOT.	MEN	WOMEN	TOT.	MEN	WOMEN	TOT.	MEN	WOMEN
Number of recordable workplace injuries	n	22	11	11	17	9	8	19	9	10
Rate of recordable workplace injuries	i	44.3	38.5	52.1	34.8	32.1	38.6	38.9	32.0	48.1
Number of high-consequence workplace injuries	n	0	-	-	0	-	-	1	-	-
Rate of high-consequence workplace injuries	i	0	0	0	0	0	0	0	0	0
Number of fatalities resulting from workplace injuries	n	0	0	0	0	0	0	0	0	0

[20] The system covers 100% of direct employees and does not cover non-direct employees, i.e. workers of suppliers or subcontractors that work at sites controlled by the Company. ADR Spa, ADR Assistance, ADR Security and Airport Cleaning achieved certification under the new ISO 45001:2018 standard.
[21] The most significant risks concerning the safety of Aeroporti di Roma's workers are related to work activities at height, inside confined spaces, in the presence of electrical risk (risk of electrocution), and the use of operating machines such as elevating work platforms.
[22-23] The rates were calculated on the basis of 1,000,000 hours worked. The main injury cases that occurred during the reporting period for direct and indirect employees are: impact against objects, tripping, lifting/handling with overexertion, anxious reactive state.

In 2019, there were 212 workplace injuries and 58 commuting injuries[24], for a total of 5,536,819 hours worked; these accidents are systematically analysed in order to improve safety levels.
The prevention and protection measures are the subject of courses[25] and/or training, provided to all workers according to the task performed.

In addition, operational procedures[26] and work instructions[27] have been issued concerning the supervision of specific activities.

Finally, upon the occurrence of an incident relevant from the point of view of corporate safety, or when a particularly high-risk activity is identified, the HSE body disseminates information that helps all the departments concerned to become aware of the measures or procedures necessary to mitigate the related risks.
This informational process consists in issuing and disseminating information to all relevant personnel, also through the corporate intranet.

During 2019, we updated some operating procedures and perfected the Health & Safety Alert, a document that reports specific events (injuries, near misses or hazardous conditions) to inform and raise awareness among workers concerning the specific risks of their work.

In addition, a specific HSE application (Canopo) is being implemented that manages all aspects of occupational health and safety within a single platform.

[24] Travelling to and from work.
[25] The main programmes include: basic training; specific training; training on equipment; training on work at height, confined spaces, category III PPE, etc.
[26] Confined spaces, hot work, work at height, etc.
[27] Use of equipment, machines, workshop, etc.

METHODOLOGICAL NOTE

This document, published annually, is the fifth issue of Aeroporti di Roma Group's Sustainability Report, and reports on the objectives, the methods of managing sustainability issues and the related results achieved.

The Sustainability Report has been 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 socio-economic issues relating to the specific characteristics of the Group's business.

The scope of reporting of this report includes the companies controlled by Aeroporti di Roma SpA, as consolidation area in terms of financial information for the same reporting year.

In order to provide an overall view that reflects the effectiveness of the management and the trend of the results achieved with a view to economic and social sustainability, both qualitative and quantitative information was presented with a time reference of at least two years.

The aspects reported in the document have been identified based on the principle of materiality and in consideration of the reporting principles adopted that define their content and quality (stakeholder inclusiveness, completeness of information, sustainability context, balance, comparability, clarity, timeliness, reliability, and accuracy).

The additions to the information and any restatements of the data contained in this Report, with respect to the 2018 Sustainability Report, were made in order to correctly apply the requirements of the GRI Standards and on the basis of improvements in the data calculation method.

MATERIALITY ANALYSIS

The aspects reported in the document have been identified based on the principle of materiality and in consideration of the reporting principles of the Sustainability Report that define their content and quality (stakeholder inclusiveness, completeness of information, sustainability context, balance, comparability, clarity, timeliness, reliability, and accuracy).

The materiality analysis process was divided into three main stages:

1 PRELIMINARY ANALYSIS

During the first phase, we defined a list of material issues by performing: an analysis of the topics relevant for the sector, a benchmark analysis with some comparables, an analysis of the media review, and an analysis of Aeroporti di Roma's documentation (Code of Ethics, Model 231, procedures, Environmental and Occupational Health and Safety Management System, etc.).

A topic is considered material if it can have a real or potential, economic, social and/or environmental impact on society, or if it can significantly influence the stakeholders' assessment thereof.

2 CATEGORISATION AND PRIORITISATION

In the second phase, we shared the identified issues at a dedicated workshop that included Aeroporti di Roma's management and the company representatives involved in preparing our Sustainability Report.

The prioritization of material issues for Aeroporti di Roma was carried out differently for the internal perspective and for external stakeholders.

In particular, for the internal perspective, management held meetings to assess critical issues and long-term opportunities for each topic identified.

The point of view of external stakeholders was determined by considering the aggregate results of benchmark analyses, media analyses, and sectoral documentation.

3 DEFINITION OF THE MATERIALITY MATRIX

The outcome of the materiality analysis process is presented:

▪

in the materiality matrix, which contains the material issues that have been examined in depth within the Report and the positioning which has been determined by a combination of internal and external priorities;

▪

in the table linking material topics and GRI Standards indicators, which associates each identified priority issue with the GRI Standards indicators that have been reported in the Report.

MATERIALITY MATRIX

High priority for stakeholders (vertical axis)

- Energy efficiency
- Airport Security
- Management of airport operations
- Service quality and customer satisfaction
- Waste
- Noise
- Intermodality and accessibility
- Anti corruption
- Health and Safety of workers
- Attention to the local community
- Compliance with regulation
- Risk management
- Climate change
- Personnel training
- Ideas and innovation
- Sustainable infrastructure development

Vertical axis values: 4, 3,37

High priority for management (horizontal axis)

Horizontal axis values: 2,75, 3,37, 4

DEFINITION OF MATERIAL TOPICS

Management of airport operations: continuity of concessions; organisation and management of air traffic, passenger mobility and freight transport, seamless travel, from the time of arrival at the airport to the time of departure and vice versa through logistics, reduction of waiting times, baggage management, etc.; the management of air traffic also in relation to possible developments; the ability to deal with emergencies through recovery plans and business continuity plans. Emergencies such as weather emergencies, disasters, acts of terrorism, health emergencies, etc.

Noise: direct and indirect noise pollution and mitigation actions.

Intermodality and accessibility: facilitating the movement of passengers by means of various combined means of transport (e.g. urban or private means of transport, airport shuttle, flight, taxi, station); accessibility to the infrastructure, access road conditions for persons, facilitation of the passenger's mobility.

Risk management: control and monitoring of risk factors that may impact the strategy and influence its outcome (e.g. risks related to the development of the air transport market, risks related to consolidation on a few airlines, risks related to safety and security management).

Airport Security: airport security management and monitoring, unforeseen events in flight (e.g. wildlife strike).

Local community: management, reduction, and monitoring of the environmental impact on the surrounding areas; involvement of stakeholders; creation of jobs in the areas surrounding the airport.

Service quality and customer satisfaction: monitoring, maintenance and continuous improvement of the airport service quality standards, and a satisfaction survey among passengers transiting through the airport on the quality of the service received.

Compliance with regulations: compliance with regulations and timeliness of airport operations.

Health and safety of workers: management of risks to the health and safety of workers (management system, reduction in the rate of injuries, campaigns for runway safety).

Waste: waste disposal methods within airports.

Personnel training: investment in employee training, to increase competitiveness.

Climate change: management of climate change (also in relation to infrastructure developments).

Energy efficiency: technological improvement of processes and energy saving.

Anti-Corruption: abuse of office and bribery.

Ideas and innovation: maintaining the existing market share and opening up to new markets in line with the service standards of the main Italian and international competitors.

Sustainable infrastructure development: increase in investments in infrastructure and services in order to improve economic, environmental and social performance.

TABLE LINKING MATERIAL TOPICS AND SPECIFIC TOPICS OF GRI STANDARDS

SDGs	Description of SDGs	Material Topic	Internal scope	External scope	Topic Specific GRI aspect	Specific KPI
(SDG 9)	Management of airport operations	Management of airport operations	ADR Group	Group Stakeholder	Economic performance	201-1
					Procurement practices	204-1
					Evaluation of suppliers on social issues	414-1
					Environmental assessment of suppliers	308-1
(SDG 11)	Make cities and human settlements inclusive, safe, resilient and sustainable	Noise	ADR Group	Community	n/a	n/a
(SDG 11)	Make cities and human settlements inclusive, safe, resilient and sustainable	Intermodality and Accessibility	ADR Group	Customers Country System	n/a	n/a
(SDG 8)	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Risk Management	ADR Group	Supply chain	n/a	n/a

SDGs	Description of SDGs	Material Topic	Internal scope	External scope	Topic Specific GRI aspect	Specific KPI
(SDG 8)	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Airport security	ADR Group	Customers Supply chain	n/a	n/a
(SDG 11)	Make cities and human settlements inclusive, safe, resilient and sustainable	Attention to the local community	ADR Group	Community	Local communities	413-2
(SDG 9)	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Quality of service and customer satisfaction	ADR Group	Customers	Training and education	404-1
(SDG 8)	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Compliance with regulations	ADR Group	Country System	Environmental compliance	307-1

TABLE LINKING MATERIAL TOPICS AND SPECIFIC TOPICS OF GRI STANDARDS

SDGs	Description of SDGs	Material Topic	Internal scope	External scope	Topic Specific GRI aspect	Specific KPI
5 GENDER EQUALITY	Ensure healthy lives and promote well-being for all at all ages	Occupational Health and Safety	ADR Group	Supply chain	Occupational Health and Safety	403-9
11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities and human settlements inclusive, safe, resilient and sustainable	Waste	ADR Group	Community	Effluents and waste	306-2
4 QUALITY EDUCATION	Ensure inclusive and equitable quality education, and promote learning opportunities for all	Personnel training	ADR Group		Training and education	404-1
11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities and human settlements inclusive, safe, resilient and sustainable	Climate change	ADR Group	Group Stakeholders and Italian Country System	Emissions	305-1; 305-2
5 GENDER EQUALITY	Ensure healthy lives and promote well-being for all at all ages	Energy efficiency improvement	ADR Group	Group Stakeholders and Italian Country System	Energy	302-4; 302-1

SDGs	Description of SDGs	Material Topic	Internal scope	External scope	Topic Specific GRI aspect	Specific KPI
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Ideas and innovation	ADR Group	Customers Country System	n/a	n/a
12 RESPONSIBLE PRODUCTION AND CONSUMPTION	Ensure sustainable consumption and production patterns	Development of Sustainable Infrastructure	ADR Group	Customers	n/a	n/a
8 DECENT WORK AND ECONOMIC GROWTH	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Anti-Bribery	ADR Group	Supply chain	Anti-Corruption	205-2

The table above links the material topics identified by Aeroporti di Roma Group to the SDGs, the GRI Standards aspects and the related specific indicators that have been presented in this Report. For each aspect of the GRI Standards related to the material topics we identified, we took into account the related impacts, current or potential, internal and external to the Group. Reporting does not cover the external perimeter.

CONTENT INDEX - GRI STANDARDS INDICATORS

GRI 102: GENERAL DISCLOUSURES

Disclosure		Reference/Direct answer/Omissions
	ORGANIZATIONAL PROFILE	
102-1	Name of the organization	Aeroporti di Roma S.p.a
102-2	Activities, brands, products, and services	P. 9 - Business Pp. 10-13 - Aviation – The excellence of operations Pp. 16-23 - Non Aviation
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	P. 33 - Governance model and corporate structure
102-6	Markets served	P. 9 - Business Pp. 10-13 - Aviation - The excellence of operations Pp. 16-23 - Non Aviation
102-7	Scale of the organization	P. 6 - Highlight Pp. 10-13 - Aviation - The excellence of operations Pp. 16-23 - Non Aviation Pp. 184-189 - The customer at the centre
102-8	Information on employees and other workers	Pp. 212-219 - Employment, equal opportunities and industrial and trade union relations Pp. 242-243 - Methodological note *A non-significant component of the organisation's activities is carried out by non-employed workers. In particular, for 2019, 28 interns were working for the Company (17 in 2018 and 13 in 2017).*

Disclosure		Reference/Direct answer/Omissions
102-9	Supply chain	Pp. 96-103 - Sustainable supply chain management
102-10	Significant changes to the organization and its supply chain	*During the reporting year, there were no significant changes to the corporate structure and its supply chain*
102-11	Precautionary principle or approach	P. 142 - Our strategy - Gate 3 Pp. 32-33 - Corporate governance model Pp. 40-43 - Risk e compliance Pp. 28-29 - Business ethics Pp. 236-241 - Injury monitoring and high safety standards
102-12	External initiatives	In 2011 ADR joined "Airport Carbon Accreditation" (ACA) of ACI Europe, a programme under which airports commit to reducing their climate-changing emissions. In addition, ADR participates in the SESAR programme (Single European Sky Air Traffic Management Research), whose measures concern both the civilian and military sectors and concern regulation, economics, safety, the environment, technology and institutions. The programme includes a series of projects, in which Italy plays a leading role, together with the management operators, and Italian air transport stakeholders. For further details, see: www.adr.it/programma-sesar
102-13	Membership of associations	Assaeroporti - Italian Association of Airport Managers

Disclosure		Reference/Direct answer/Omissions
	STRATEGY	
102-14	Statement from senior decision-maker	Pp. 2-5 - Letter to Stakeholders
	ETHICS AND INTEGRITY	
102-16	Values, principles, standards and norms of behaviour	P. 9 - Mission and values Pp. 38-39 - Business organisation Pp. 40-41 - Risk and compliance Pp. 28-29 - Business ethics
	GOVERNANCE	
102-18	Governance structure	Pp. 32-39 - Corporate governance model
	STAKEHOLDER ENGAGEMENT	
102-40	List of stakeholder groups	Pp. 76-81 - Stakeholders and dialogue channels
102-41	Collective bargaining agreements	All employees are covered by Italian national employment agreements
102-42	Identifying and selecting stakeholders	The criteria used to identify stakeholders are: responsibility, dependence, relevance, influence, level of interest/impact
102-43	Approach to stakeholder engagement	Pp. 76-81- Stakeholders and dialogue channels
102-44	Key topics and concerns raised	During 2019, issues that were particularly relevant to external stakeholders and to the Company included: Industrial relations, certifications held by the Company, "internal" compliance in terms of occupational hygiene and safety

Disclosure		Reference/Direct answer/Omissions
	REPORTING METHODS	
102-45	Entities included in the consolidated financial statements	Pp. 242-243 - Methodological note Pp. 34-35 - Corporate Governance Model
102-46	Defining report content and topic boundaries	Pp. 242-243 - Methodological note Pp. 244-245 - Materiality analysis
102-47	List of material topics	Pp. 246-247 - Materiality Matrix
102-48	Restatements of information	Pp. 242-243 - Methodological note
102-49	Changes in reporting	Pp. 242-243 - Methodological note There have been no significant changes since 2018 in the list of material topics and scopes of the topics
102-50	Reporting period	The Report refers to the period ended 12.31.2019
102-51	Date of most recent report	The latest Sustainability Report was published in November 2019 and concerned reporting year 2018
102-52	Reporting cycle	The Sustainability Report is prepared 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 Standard	This report has been prepared in accordance with the GRI Standard's Core option
102-55	GRI content index	Pp. 254-267 - GRI Content Index
102-56	External assurance	Pp. 289-291 - Independent auditor's report

Disclosure		Reference/Direct answer/Omissions
GRI 201: ECONOMIC PERFORMANCE		
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 82-107 - Gate 1: The activities of the Italian country system
103-3	Evaluation of the management approach	Pp. 82-107 - Gate 1: The activities of the Italian country system
201-1	Direct economic value generated and distributed	Pp. 94-95 - Economic Value Generated and Distributed
GRI 204: PROCUREMENT PRACTICES		
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 96-103 - Sustainable supply chain management
103-3	Evaluation of the management approach	Pp. 96-103 - Sustainable supply chain management
204-1	Proportion of spending on local suppliers	Pp. 96-103 - Sustainable supply chain management *"Local suppliers" are the suppliers with registered offices in the country where the supply contract was issued. The "significant local offices" are the subsidiaries included in the scope*

Disclosure		Reference/Direct answer/Omissions
GRI 205: ANTI-CORRUPTION		
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 28-29 - Business ethics P. 42 - Anti-Bribery Management System
103-3	Evaluation of the management approach	Pp. 28-29 - Business ethics P. 42 - Anti-Bribery Management System
205-2	Communication and training about Anti-corruption policies and procedures	Pp. 28-31 - Business ethics The Group publishes anti-bribery policies and communications to business partners on its website: http://www.adr.it/policy-anticorruzione-di-gruppo

Disclosure		Reference/Direct answer/Omissions
GRI 302: ENERGY		
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 140-179 - Gate 3: Activities for the environment
103-3	Evaluation of the management approach	Pp. 140-179 - Gate 3: Activities for the environment

Disclosure		Reference/Direct answer/Omissions
302-1	Energy consumption within the organization	Pp. 147-148 - An airport that uses less and less energy
302-4	Reduction of energy consumption	Pp. 145-148 - An airport that uses less and less energy

GRI 305: EMISSIONS

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 140-179 - Gate 3: Activities for the environment
103-3	Evaluation of the management approach	Pp. 140-179 - Gate 3: Activities for the environment
305-1	Direct GHG emissions (Scope 1)	Pp. 150-153 - Climate change: the "Net Zero Carbon" challenge
305-2	Indirect GHG emissions from energy consumption (Scope 2)	Pp. 150-153 - Climate change: the "Net Zero Carbon" challenge Omissions: Calculation of Scope 2 emissions according to the market-based method

GRI 306: WATER EFFLUENTS AND WASTE

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 154-159 - Recover: towards 100% of waste sent to recovery plants Pp. 160-163 - Reduce: less and less waste! Pp. 164-165 - Reuse: the new life of plastic and organic waste

Disclosure		Reference/Direct answer/Omissions
103-3	Evaluation of the management approach	Pp. 154-159 - Recover: towards 100% of waste sent to recovery plants Pp. 160-163 - Reduce: less and less waste! Pp. 164-165 - Reuse: the new life of plastic and organic waste
306-2	Waste by type and disposal method	Page 275 - Annex III: classification of waste by type

GRI 307: ENVIRONMENTAL COMPLIANCE

Disclosure		Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 140-179 - Gate 3: Activities for the environment
103-3	Evaluation of the management approach	Pp. 140-179 - Gate 3: Activities for the environment
307-1	Non-compliance with environmental laws and regulations	In 2018, ARPA initiated criminal proceedings against the company after finding a value above the limit of the "Zinc" parameter in the discharge of the cooling towers in the Cargo City area and found a violation in the discharge of the activated sludge treatment plant, for which a sanction was issued. In 2017 and 2019, no non-compliances with environmental laws and/or regulations were identified

Disclosure		Reference/Direct answer/Omissions

GRI 308 SUPPLIER ENVIRONMENTAL ASSESSMENT

103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 96-103 - Sustainable supply chain management
103-3	Evaluation of the management approach	Pp. 96-103 - Sustainable supply chain management
308-1	New suppliers that were screened using environmental criteria	Pp. 96-103 - Sustainable supply chain management

GRI 400: SOCIAL TOPICS

GRI 403: 2018 UPDATE OCCUPATIONAL HEALTH AND SAFETY

103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 236-241 - Injury monitoring and high safety standards
103-3	Evaluation of the management approach	Pp. 236-241 - Injury monitoring and high safety standards
403-1	Occupational health and safety management system	Pp. 236-241 - Injury monitoring and high safety standards

Disclosure		Reference/Direct answer/Omissions
403-2	Hazard identification, risk assessment and accident investigation	Pp. 236-241 - Injury monitoring and high safety standards
403-3	Occupational health services	Pp. 236-241 - Injury monitoring and high safety standards
403-4	Worker participation, consultation and communication on occupational health and safety	Pp. 236-241 - Injury monitoring and high safety standards
403-5	Worker training on occupational health and safety	Pp. Pp. 236-241 - Injury monitoring and high safety standards Pp. 228-231- Accessibility, equity and inclusiveness of training
403-6	Promotion of worker health	Pp. 224-227 - Corporate Welfare Pp. 236-241- Injury monitoring and high safety standards
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pp. 236-241 - Injury monitoring and high safety standards
403-9	Work-related injuries	Pp. 236-241 - Injury monitoring and high safety standards. *For employees, there were no fatal injuries, which resulted in the death of the worker. No significant injuries were recorded for non-employees. For external workers, no significant injuries were recorded. The number of injuries does not include near miss data.*

Disclosure		Reference/Direct answer/Omissions
GRI 404: TRAINING AND EDUCATION		
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 228-231 - Accessibility, equity and inclusiveness of training
103-3	Evaluation of the management approach	Pp. 228-231 - Accessibility, equity and inclusiveness of training
404-1	Average hours of training per year per employee	Pp. 228-231 - Accessibility, equity and inclusiveness of training
GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES		
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 228-231 - Accessibility, equity and inclusiveness of training
103-3	Evaluation of the management approach	Pp. 212-219 - Employment, equal opportunities and industrial and trade union relations
405-1	Diversity of governance bodies and employees	Pp. 212-219 - Employment, equal opportunities and industrial and trade union relations *The reported breakdown by age and gender of the vulnerable category was not reported in the document since it is not significant (total of vulnerable categories: 2%); The percentages reported in the document was calculated in relation to the total number of Group employees and in relation to the total number of the various categories indicated.*

Disclosure		Reference/Direct answer/Omissions
GRI 413: LOCAL COMMUNITIES		
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 104-107 - Care for the local community Pp. 176-179 - Noise impact and measures for communities Pp. 172-175 - Land protection and environmental quality monitoring
103-3	Evaluation of the management approach	Pp. 104-107 - Care for the local community Pp. 176-179 - Noise impact and measures for communities Pp. 172-175 - Land protection and environmental quality monitoring
413-2	Operations with significant actual and potential negative impacts on local communities	Pp. 104-107 - Care for the local community Pp. 176-179 - Noise impact and measures for communities Pp. 172-175 - Land protection and environmental quality monitoring
GRI 414: SUPPLIER SOCIAL ASSESSMENT		
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 96-103 - Sustainable supply chain management
103-3	Evaluation of the management approach	Pp. 96-103 - Sustainable supply chain management

Disclosure	Reference/Direct answer/Omissions
414-1	Pp. 101-103 - Sustainable supply chain management *Social criteria include, for example, health and safety, wages, working hours, equal opportunities, protection of human rights, rights of indigenous peoples, unfair competition and monopolistic practices, etc.*

RISK MANAGEMENT

Disclosure	Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	P. 40 - Risk and compliance P. 41 - Risk Management System P. 42 - Organisation, Management and Control Model
103-3	Evaluation of the management approach	P. 40 - Risk and compliance P. 41 - Risk Management System P. 42 - Organisation, Management and Control Model

AIRPORT SECURITY

Disclosure	Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 10-13 - Aviation - The excellence of operations
103-3	Evaluation of the management approach	Pp. 10-13 - Aviation - The excellence of operations

IDEAS AND INNOVATION

Disclosure	Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	P. 21 - Sustainability by design Pp. 116-119 - Zero land consumption for new infrastructure Pp. 128-135 - New real estate development projects Pp. 194-207 - New services and upgrading of existing ones
103-3	Evaluation of the management approach	P. 21 - Sustainability by design Pp. 116-119 - Zero land consumption for new infrastructure Pp. 128-135 - New real estate development projects Pp. 194-207 - New services and upgrading of existing ones

NOISE

Disclosure	Reference/Direct answer/Omissions
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological note Pp. 246-247 - Materiality matrix Pp. 250-253 - Table linking material topics and specific topics of GRI standards
103-2	The management approach and its components	Pp. 176-179 - Noise impact and measures for communities
103-3	Evaluation of the management approach	Pp. 176-179 - Noise impact and measures for communities

Disclosure		Reference/Direct answer/Omissions
INTERMODALITY AND ACCESSIBILITY		
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological Note Pp. 246-247 - Materiality Matrix Pp. 250-253 - Table linking material topics and specific topics of the GRI standards
103-2	The management approach and its components	Pp. 124-126 - Contribution to intermodality and accessibility
103-3	Evaluation of the management approach	Pp. 124-126 - Contribution to intermodality and accessibility
DEVELOPMENT OF SUSTAINABLE INFRASTRUCTURE		
103-1	Explanation of the material topic and its boundary	Pp. 242-243 - Methodological Note Pp. 246-247 - Materiality Matrix Pp. 250-253 - Table linking material topics and specific topics of the GRI standards
103-2	The management approach and its components	Pp. 128-135 - New real estate development projects Pp. 136-139 - Green financing
103-3	Evaluation of the management approach	Pp. 128-135 - New real estate development projects Pp. 136-139 - Green financing

ANNEXES TO THE SUSTAINABILITY REPORT

ANNEX I: TABLE: CUSTOMER SATISFACTION AND QUALITY OF THE FIUMICINO AIRPORT SERVICE[28]

FIUMICINO AIRPORT	UNIT OF MEASUREMENT	2019	2018	2017
TRAVEL SAFETY				
Satisfaction level of the baggage check service from the security point of view	% Passengers satisfied	95.4	95.0	92.0
Perception of the level of personal and property security at the airport	% Passengers satisfied	97.5	97.6	93.9
SERVICE CONTINUITY				
Overall perception of the regularity of the services received at the airport	% Passengers satisfied	96.2	97.0	93.3
COMFORT WHEN STAYING AT THE AIRPORT				
Perception of the cleanliness level and proper operation of the restrooms	% Passengers satisfied	92.4	92.3	90.5
Perception on the availability of baggage carts	% Passengers satisfied	92.2	93.4	86.9
Perception of effectiveness of air conditioning	% Passengers satisfied	92.8	94.5	94.3
Perception of brightness in the airport terminal	% Passengers satisfied	98.0	97.9	96.6
Perception of noise in the airport terminal	% Passengers satisfied	98.0	97.9	96.6
ADDITIONAL SERVICES				
SHOPS/NEWSSTANDS: Perception of availability/quality/prices	% Passengers satisfied	89.8	91.5	90.0
BARS/RESTAURANTS: Perception of availability/quality/prices	% Passengers satisfied	90.0	92.1	89.0

FIUMICINO AIRPORT	UNIT OF MEASUREMENT	2019	2018	2017
PUBLIC INFORMATION SERVICES				
Availability of flight information monitors	% Passengers satisfied	93.5	95.8	91.7
Perception of the ease of understanding of the announcements	% Passengers satisfied	90.7	88.8	80.8
RELATIONAL AND BEHAVIOURAL ASPECTS				
Perception of staff professionalism	% Passengers satisfied	94.3	94.9	92.4
DESK/GATE SERVICES				
Perception of check-in queue	% Passengers satisfied	90.9	92.0	90.3
Perception of queue at passport control	% Passengers satisfied	93.8	90.5	90.9
MODAL INTEGRATION (EFFECTIVENESS OF CITY TO AIRPORT CONNECTIONS)				
Availability, frequency, punctuality and bus/train/taxi connections	% Passengers satisfied	93.0	92.0	90.6
Presence of clear, easy to understand and effective external signage	% Passengers satisfied	94.4	94.9	90.8

[28] Light blue highlights show the activities provided in whole or in part by third parties.

ANNEX II: TABLE: CUSTOMER SATISFACTION AND QUALITY
OF THE CIAMPINO AIRPORT SERVICE[29]

CIAMPINO AIRPORT	UNIT OF MEASUREMENT	2019	2018	2017
TRAVEL SAFETY				
Satisfaction level of the baggage check service from the security point of view	% Passengers satisfied	93.3	90.2	88.4
Perception of the level of personal and property security at the airport	% Passengers satisfied	95.1	93.7	92.1
SERVICE CONTINUITY				
Overall perception of the regularity of the services received at the airport	% Passengers satisfied	94.1	91.3	88.2
COMFORT WHEN STAYING AT THE AIRPORT				
Perception of the cleanliness level and proper operation of the restrooms	% Passengers satisfied	89.6	89.2	N/D
Perception on the availability of baggage carts	% Passengers satisfied	89.5	87.2	80.9
Perception of effectiveness of air conditioning	% Passengers satisfied	92.9	92.8	90.6
Perception of brightness of the airport terminal	% Passengers satisfied	95.3	95.4	92.8
Perception of noise in the airport terminal	% Passengers satisfied	86.6	87.7	84.3
ADDITIONAL SERVICES				
SHOPS/NEWSSTANDS: Perception of availability/quality/prices	% Passengers satisfied	73.2	73.5	68.0
BARS/RESTAURANTS: Perception of availability/quality/prices	% Passengers satisfied	74.9	75.1	74.3

CIAMPINO AIRPORT	UNIT OF MEASUREMENT	2019	2018	2017
PUBLIC INFORMATION SERVICES				
Availability of flight information monitors	% Passengers satisfied	94.9	95.1	90.0
Perception of the ease of understanding of the announcements	% Passengers satisfied	87.6	85.1	78.8
RELATIONAL AND BEHAVIOURAL ASPECTS				
Perception of staff professionalism	% Passengers satisfied	94.6	94.1	91.1
DESK/GATE SERVICES				
Perception of check-in queue	% Passengers satisfied	92.3	92.7	91.4
Perception of queue at passport control	% Passengers satisfied	92.3	93.5	92.9
MODAL INTEGRATION (EFFECTIVENESS OF CITY TO AIRPORT CONNECTIONS)				
Availability, frequency, punctuality and bus/train/taxi connections	% Passengers satisfied	87.3	85.7	N/D
Presence of clear, easy to understand and effective external signage	% Passengers satisfied	89.6	93.2	81.9

[29] Light red highlights show the activities provided in whole or in part by third parties.

ANNEX III: CLASSIFICATION OF WASTE BY TYPE

FIUMICINO AND CIAMPINO AIRPORTS

WASTE PRODUCED BY TYPE	UoM	2019	2018	2017	DELTA%
TOTAL WASTE PRODUCED	t	**13,907**	**13,247**	**12,989**	**5%**
Hazardous waste	t	21.1	21.6	239.3	(2%)
Non-hazardous waste	t	13,885.8	13,225.7	12,750	5%

WASTE SENT FOR TREATMENT	UoM	2019	2018	2017	DELTA%
TOTAL WASTE SENT FOR TREATMENT	t	**13,907**	**13,247**	**12,989**	**5%**
Hazardous waste sent for treatment	t	**21.1**	**22**	**239**	**(4%)**
of which for recycling/reuse/recovery of which sent to landfill	t	16.5 4.6	9 12.6	107.1 132.2	83% (63%)
Non-hazardous waste	t	**13,885.8**	**13,226**	**12,750**	**5%**
of which for recycling/reuse/recovery of which sent to landfill	t	11,285.7 2,600.1	11,652.7 1,573.1	10,957.9 1,792.2	(3%) 65%

ANNEX IV: DESCRIPTION OF PROJECTS

THE PROJECTS OF THE 2019 SUSTAINABILITY PLAN

1-19 COMPOSTING PLANT
At Fiumicino airport ADR has completed construction of a composting plant for organic waste, which made it possible to reduce the waste produced in 2019 by around 150 tonnes. In 2020, when the project is fully operational, we expect to reduce waste production by around 600 tonnes.

2-19 PLASTIC AND ALUMINIUM COMPACTORS
At Fiumicino and Ciampino airports 6 and 2 plastic bottle and aluminium can compactors were installed respectively. The equipment has been installed near the security checks at both airports, with the aim of reducing the amount of waste produced by ADR and recovering plastic packaging.

3-19 GRADUAL ELIMINATION OF NON-SEPARATED WASTE
By systematically discussing the matter with the food operators that operate within the terminals, it has been possible to constantly reduce the production of non-separated waste. Start of the initiative to eliminate non-separated waste in the Food & Beverage production areas in the terminals.

4-19 INTRODUCTION OF COMPOSTABLE DISPOSABLE MATERIAL
Gradual and incremental replacement, by sub-concessionaires, of disposable plastic material with disposable compostable material.

5-19 SEPARATE WASTE COLLECTION IN MULTI-LEVEL CAR PARKS
In 2019, ADR committed to continue and enhance separate waste collection not only within the terminals, but also in the multi-level car parks available at the airport for departing passengers and those accompanying them.

6-19 PERIODIC MEETINGS WITH SUB-CONCESSIONAIRES
In 2019, ADR committed to raising the awareness of its sub-concessionaires in the Food & Beverage area by holding periodic meetings aimed at focusing on environmental issues.

7-19 MAINTENANCE OF ACA – AIRPORT CARBON ACCREDITATION
In 2011 ADR joined Airport Carbon Accreditation (ACA) of ACI Europe, a programme under which airports commit to reducing their climate-changing emissions. Fiumicino is one of the few airports in the world with more than 30 million passengers to have achieved this standard of excellence in the Airport Carbon Accreditation emissions certification system and for 2019 ADR is also committed to maintaining certification.

8-19 DRINKING WATER SIGNAGE IN TERMINALS
ADR has renewed the signage of the drinking water dispensers already present in the terminals, to make it easier for passengers who want to fill their canteens.

9-19 UPGRADE OF THE ORGANIC TREATMENT PLANT
To continue to ensure the effectiveness of the treatment process, a number of upgrades were carried out during the year on various sections of the airport's organic treatment plant.

10-19 RAINWATER DRAINAGE
Reclamation and upgrade of some channels for rainwater drainage.

11-19 FILTRATION OF EFFLUENT FROM THE ORGANIC TREATMENT PLANT
Construction of a mechanical filtration treatment unit to refine the quality of the wastewater treated by the water treatment plant.

12-19 WATER CONSUMPTION MONITORING
During 2019, the water consumption monitoring system was further enhanced by the startup of the new system for measuring the quantities of drinking water supplied to ADR by ACEA.

13-19 ELECTRICAL AND THERMAL ENERGY METERS
In 2019, additional electrical and thermal energy meters were installed to monitor airport consumption.

14-19 ENVIRONMENTAL BEHAVIOUR
During 2019, ADR continued its commitment to ensure proper environmental behaviour of the third parties that operate on airport grounds.

15-19 DEVELOPMENT OF A ROUND TABLE WITH THE MUNICIPALITY OF FIUMICINO

Development of a round table with the Municipality of Fiumicino to discuss relevant issues: reconfiguration of the road network, social projects and corporate volunteering, bicycle path, upgrade of areas of environmental interest.

16-19 DESIGN OF BICYCLE PATH

During 2019, the design began on a bicycle path connecting Fiumicino airport with the surrounding areas. The project aims to improve the usability of an area of considerable cultural, historical and archaeological interest by creating a functional link between the main airport working facilities, the railway station and the Fiumicino residential centre.

17-19 DESIGN OF THE NEW KINDERGARTEN

The project is one of the Company's corporate welfare initiatives and is meant to be a concrete tool to reconcile professional and family needs.

18-19 RESTORATION OF THE "PIRZIO BIROLI" SCHOOL IN CIAMPINO

Launch of the programme of noise remediation measures in schools where the relevant noise limits have been exceeded.

19-19 "UMBERTO NOBILE" ROUNDABOUT

The works at the "Umberto Nobile" roundabout will improve the road flow, providing an exponential increase in safety with positive implications also from an urban planning point of view.

20-19 LAST MINUTE FOOD

Design of the recovery plan for unsold goods that will launch the "Last Minute Food" initiative in 2020 in collaboration with the Banco Alimentare to recover unsold food, which will be given free of charge to non-profit associations to help the less well-off.

21-19 NEW FIRE BRIGADE TRAINING AREA

The new training area for the Fire Brigade was designed and put into operation to facilitate the continuous training and qualification of airport emergency management staff.

22-19 BLOOD DONATION DAYS

In collaboration with AVIS and the ADR First aid, ADR organised blood donation days to raise awareness of the issue among its employees.

23-19 GREEN FAMILY DAY

An educational event organised at Fiumicino airport for the children of Aeroporti di Roma employees. The event focused on playtime and was aimed at raising children's awareness of current environmental sustainability issues (waste management, separate waste collection).

24-19 COLLECTION OF PLASTIC CAPS

The initiative involves collecting plastic caps to support the training projects of W.A.Y.S., the non-profit Social Cooperative made up of volunteers and ten young people with intellectual disabilities as members.

25-19 SUMMER CAMP

Organisation of a Summer Camp, 70% financed by the Company, in which 147 children of the company's employees took part.

26-19 UPGRADE OF DEPARTURE HALL IN TERMINAL 3

The proposed redevelopment of Terminal T3 seeks to define a new consistent and unified image for the check-in hall, freeing the original architecture from all the elements, stratified over time, that do not belong to it and that today strongly compromise its perception, by designing a new light architectural system "software", which organises all the main features in the hall in a unified logic.

27-19 EXTENSION OF WI-FI COVERAGE

Expansion of the Wi-Fi coverage to pedestrian walkways and part of multi-level car parks: The new Wi-Fi network at the Leonardo da Vinci airport is completely free. It is one of the largest installations in Europe, with over 1000 Access Points (Wi-Fi antennas) distributed throughout the terminals, the Cargo area and the aircraft parking stands.

28-19 E-GATE ENHANCEMENT

The Leonardo da Vinci is the first airport in Italy to have installed e-gates, which work thanks to a perfect synergy between its operator, ADR (who buys, installs and keeps the equipment working from a technical point of view) and the Police. Rome's airport boasts the largest number of such equipment: 59 is the total number of digital gates activated so far by ADR, 51 at Fiumicino (23 at arrivals, 24 at departures, 4 in the non-Schengen-Schengen transit gallery) and 8 at Ciampino (4 at arrivals and 4 at departures).

29-19 IMPLEMENTATION OF DYNAMIC SIGNAGE PORTALS

The dynamic signage is designed to support passengers moving around by directing them according to their type (EU/non-EU).

30-19 INCREASE IN SEATS AT CIAMPINO BOARDING AREAS

In 2019, at Ciampino, we increased the number of seats in the boarding areas, and by doing so increased the availability of charging stations.

31-19 SMART DOCKING STATION

New systems were installed to guide aircraft to their parking spaces (smart Visual Docking Station).

32-19 LEED INFRASTRUCTURE

ADR confirms its "green" approach to the town planning of the area, adopting the eco-sustainable criteria set out in the voluntary LEED certification (General Aviation of Ciampino, new boarding area A, Hubtown, new office tower) to build new facilities.

33-19 CONSTRUCTION OF A NEW CHECK-IN ISLAND

A new check-in island has been built in Terminal 1 following a new functional concept.

34-19 UPGRADE OF APRONS 100 AND 200

Upgrade work on aprons 100 and 200 at the Ciampino site, rebuilding parking stands in sectors 100 and 200 using concrete slabs and building a new lighting system with 8 light towers equipped with LED lights.

THE PROJECTS OF THE 2020-21 SUSTAINABILITY PLAN

1-20 GREEN BONDS

In 2019 ADR updated the "Base Prospectus" of the Euro Medium Term Note ("EMTN") bond issue program, including the possibility of issuing so-called "Green Bonds", bond instruments that are dedicated to financing eligible investment projects in compliance with the "green bond principles" ("GBP") framework as published by the International Capital Market Association ("ICMA").

2-20 INCREASE SEPARATE WASTE COLLECTION IN THE FOOD & BEVERAGE AREAS

For 2020, we intend to continue and enhance separate waste collection, continuing to raise awareness and rationalize the process and extending the solution, already adopted by some, to all operators to eliminate non-separated waste containers from their kitchens. A specific communication campaign aimed at passengers is also planned for this area.

3-20 10% REDUCTION IN WASTE GENERATED IN TERMINALS BY 2020 COMPARED TO 2018

In 2019, waste generated in terminals was reduced by 5%. For 2020, taking into account that the actions started in 2019 will be fully implemented for the whole year (composter), and substantially strengthened (compactors), we believe that the target of a 10% reduction in waste generated per passenger will certainly be achieved and probably exceeded.

4-20 INSTALLATION OF ADDITIONAL COMPACTORS

A further 30 plastic bottle compactors will be installed in the preparation area, in 2020.

5-20 REDUCTION OF DISPOSABLE PLASTIC

In 2019, an analytical census was completed on the use of disposable plastics items in the F&B businesses operating in the airport terminals. In 2020, an operational project will be launched to reduce the current level of use by F&B businesses of all disposable plastic products (plates, glasses, utensils, etc.), by including in their sub-concession contracts a clause that prohibits the use of such disposable items within the airport unless they are biodegradable and/or compostable.

6-20 REUSE AND TRANSFORMATION OF PLASTIC

In 2020, a pilot project will also be carried out for the reuse of plastic produced by the compactors installed at security checks, transforming the plastic into product to be used at the airport (e.g. high visibility vests, clothing, furniture, etc.).

7-20 GRAPHENE USAGE PILOT TEST

The use of graphene in the asphalt concrete is currently being tested in order to increase its durability, reduce maintenance measures and increase the quantity of milled material to be reused in individual operations.

8-20 DETERMINATION OF BACKGROUND VALUES

In 2019 ADR launched a project in collaboration with Istituto di Ricerca sulle Acque (I.R.S.A.) of the Italian national research council (Consiglio Nazionale delle Ricerche – CNR) which will last for most 2020, to carry out a hydrogeochemical characterisation of the Fiumicino airport area and the biogeochemical processes that take place at the site, through information gathering activities in the fields of geology, hydrogeology, geochemistry, environmental chemistry and microbiology.

9-20 REPLACEMENT OF CONVENTIONAL GPUs WITH GENERATORS

Ciampino Airport is gradually replacing conventional GPUs with electric GPUs to further reduce emissions.

10-20 USE OF SUSTAINABLE AVIATION FUELS

Pilot project at Ciampino airport for the use of sustainable aviation fuel (SAF– Sustainable Aviation Fuel).

11-20 NET ZERO CARBON

In view of ADR's commitment to become NET ZERO CARBON by 2050, an assessment will be made of the feasibility of bringing the target forward to 2030.

12-20 PLANTING OF LOW SHRUBS

A new planting of shrub species is planned at the Ciampino airport.

13-20 ABATEMENT OF INDOOR POLLUTANTS

Fiumicino airport (more precisely, the first aid area) is the site of a pilot project involving the use of special lamps capable of eliminating micro pollutants present inside buildings (indoor).

14-20 INCREASE IN TREATMENT PLANT CAPACITY

Feasibility study to increase the treatment capacity of water treatment plants and evaluation of the creation of an oil/grease treatment unit. Once the permits required by the legislation have been obtained, the project would make it possible to significantly reduce the amount of waste delivered to treatment plants. A preliminary quantification estimates a reduction of about 1000 tonnes per year.

15-20 MECHANICAL FILTRATION FOR WATER DRAWN FROM THE TIBER RIVER

Installation of mechanical filtration units for the pre-treatment of water drawn from the Tiber river to improve industrial applications.

16-20 IMPLEMENTATION OF TERTIARY PROCESSING UNITS

Construction of a tertiary water treatment stage to eliminate suspended solids and improve the quality of the water drawn from the Tiber river to improve its use for industrial purposes.

17-20 MANAGEMENT OF AIRSIDE REMOTE TOILETS

Continuation of the authorisation procedures started in 2019 for the internal management (at the treatment plant on airport grounds) of the treatment of the airside remote toilets. Once the required permits have been obtained, waste production will be reduced by around 600 tonnes per year.

18-20 DRINKING WATER DISPENSERS AT ADR MANAGEMENT OFFICES AND IN OPERATIONS ROOMS

Installation of new dispensers at the NPU and ADR operations offices.

19-20 AIRSIDE INSTALLATION OF DRINKING WATER DISPENSERS FOR HANDLERS

Implementation of the project to supply drinking water to handlers by installing airside water dispensers: an estimated saving of 1,000,000 plastic bottles in 2020.

20-20 PHOTOVOLTAIC PLANT

The final design and approval phase will be carried out for a large 30 MW photovoltaic plant to be installed in the airside area, to meet about 27% of the airport's needs.

21-20 SUSTAINABLE CORPORATE FLEET: INTRODUCTION OF NEW LOW-EMISSIONS VEHICLES

Gradual replacement of the corporate fleet with low-emission vehicles. Starting from a situation in which initially there were around 180 conventional cars (powered exclusively by petrol or diesel fuel), the corporate fleet has reached a total of 175 cars in December 2019, 12 of which were fully electric (Citroen C-Zero), and 55 were hybrids, 53 of which were full hybrids (Toyota Yaris Hybrid), and 2 were plug-ins (BMW 530e). The expected fleet increases in 2020 have been met with an order for an additional 7 Toyota Yaris Hybrid cars to be delivered in the first half of 2020. In addition, analyses are currently underway for a switch to hybrid also for commercial vehicles.

22-20 PARTICIPATION IN THE EP100 INITIATIVE

In 2019, ADR was the first airport in the world to join The Climate Group's EP100 initiative, with the ambitious goal of increasing energy productivity by 150% by 2026, compared with the base in 2006.

23-20 DEVELOPMENT OF ENVIRONMENTAL RATING OF VENDORS

Further implementation of the integrated supplier evaluation system to encourage the most virtuous to participate in tenders. Enhancement of sustainability audits on suppliers, including the launch of a pilot project that will also extend to major subcontractors.

24-20 REVIEW OF TAKE-OFF/LANDING PROCEDURES

In collaboration with ENAV, we are evaluating the possibility of optimising the current anti-noise take-off procedures for the FCO airport with a view to further reducing the acoustic impact of take-off operations on the most highly populated areas.

25-20 OPTIMISATION OF RUNWAY USAGE

In collaboration with ENAV, we are evaluating the possibility of optimising the management of landing and take-off operations and runway use, with a view to further reducing the acoustic impact of operations on the most highly populated areas without penalising airport capacity.

26-20 RENOVATION WORK FOR SCHOOLS IN FIUMICINO

Launch of a noise climate monitoring programme in the areas surrounding the airport where some school buildings particularly close to the airport grounds are located. We also plan to assess the possibility of launching specific noise remediation programmes.

27-20 ROUND TABLE WITH THE MUNICIPALITY OF FIUMICINO

Development of a round table with the Municipality of Fiumicino to discuss relevant issues: reconfiguration of the road network, social projects, bicycle path, upgrade of areas of environmental interest.

28-20 FREE ELECTRIC CHARGING FOR EMPLOYEE VEHICLES

Construction of charging points to allow employees to charge their hybrid/electric vehicles free of charge.

29-20 ENERGY COMMUNITY

The development of an Energy Community with the Municipality of Fiumicino and local companies will be studied in order to reach 100% of energy produced from renewable sources.

30-20 AGREEMENT WITH FERROVIE DELLO STATO RAILWAYS

Increase in the number of train runs on the Rome-Fiumicino Airport route to foster sustainable home-work mobility.

31-20 PROGRESS ON THE DESIGN OF BICYCLE PATH

Continuation of the design of the new bicycle path that will connect Fiumicino airport to Fiumicino, Fregene and Maccarese.

32-20 "SUSTAINABILITY PILLS" TRAINING COURSE

Provision of a training course focusing on environmental sustainability and the main initiatives and activities promoted by ADR in this area, aimed at employees.

33-20 ENHANCEMENT OF RESOURCES CONSIDERED COMPANY ASSETS

Continuous proximity, listening, quality circles, involvement in cross-sectoral projects, individual development plan, training and engagement.

34-20 WORK-LIFE BALANCE OPTIMISATION

Actions aimed at reconciling the working time management and family care needs (kindergarten and smart working).

35-20 "LAST MINUTE FOOD"

A plan to recover unsold food, "Last Minute Food", a project in collaboration with the Banco Alimentare to recover unsold food which will be given free of charge to non-profit associations to help the less well-off and giving priority to associations in the area surrounding the airport.

36-20 TRIAL OF A NEW BIOMETRIC FACE RECOGNITION BOARDING PROCEDURE

Trial of a new boarding procedure based on biometric face recognition.

37-20 MAINTAINING OPERATING AND QUALITY STANDARDS AT LEVELS OF EXCELLENCE

Maintaining operating and quality standards at the levels of excellence achieved and recognised by passengers in 2019.

38-20 INTEGRATED AIRPORT OPERATIONS MANAGEMENT SYSTEM

New management system aimed at integrating airside and landside information and optimising the exchange of data among the various stakeholders.

39-20 OPTIMISATION SYSTEM FOR THE OPERATIONAL MANAGEMENT OF AVIATION INFRASTRUCTURE

Implementation of a system to optimise the simulation, planning and operational management of aviation infrastructure.

40-20 IMPLEMENTATION OF MACHINE LEARNING FOR PRM PLANNING

Implementation of a system based on machine learning to optimise the planning processes of PRM personnel.

41-20 PARTICIPATION IN THE SESAR PROGRAMME

Participation in the SESAR (Single European Sky Air traffic management Research) programme to develop and implement the PCP Joint Pilot Project supporting the general air traffic management optimisation plan.

42-20 CONSTRUCTION OF NEW BOARDING AREA A

Continuation of the LEED certification process for the new structure, completion and finalisation of construction and start of the commissioning phase.

43-20 HUBTOWN – ROME BUSINESS CITY

Continuation of the LEED certification process.

44-20 CONSTRUCTION OF NEW OFFICE TOWER

Continuation of the LEED certification process.

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Independent auditors' report on the Sustainability Report

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, 2019.

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;

4. 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 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 evidence;

  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 meetings during which we have had discussions with management and have obtained evidence about the appropriateapplication 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, 2017 and December 31, 2018 have not been examined.

The assurance activity has been affected by the spreading of COVID 19 and all related measures imposed by the Italian government to protect the public health, including restrictions to all travel initiatives. Consequently, due to an objective situation of force majeure, the audit procedures performed in accordance with the applicable auditing standards have been carried out considering (i) a revised organization of our employees and audit teams, based on a wide use of smart working models, and (ii) different means to connect with client management personnel and gather evidences, that primarily involved the use of electronic support provided through remote communication networks.

Rome, June 17, 2020

EY S.p.A.

Signed by: Roberto Tabarrini
(Auditor)