

SUSTAINABILITY REPORT | 2018



DISCOVER OUR GREEN HEART.



PERSONE, VALORI, AMBIENTE
PEOPLE, VALUES, ENVIRONMENT

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LETTER TO STAKEHOLDERS

The Fiumicino and Ciampino airports are the main gateways to Italy for millions of passengers from all over the world and are a key node among Italian cities.

This record was further consolidated during 2018, with the two airports managed by Aeroporti di Roma reaching 48.8 million passengers arriving and departing. An absolute record.

2018 also brought excellent results on two fronts considered strategic for Aeroporti di Roma: the quality of services offered and environmental and social sustainability. Last year Fiumicino airport confirmed its position as the leading European hub with over 40 million passengers per year, winning the “Airport Service Quality Award” for the second consecutive year. Also in 2018, the Leonardo da Vinci airport was the best in Europe among those handling more than 25 million passengers, according to ACI’s ranking (Airport Council International).

During the year, ADR paid increasing attention to all its people: its passengers, by constantly monitoring the degree of customer satisfaction; its employees, with over 80,000 hours of refresher courses and training; the communities of residents living around Fiumicino and Ciampino airports with an ongoing and increasing effort to interact, listen and collaborate, also by launching cultural and social initiatives such as “Navigare il Territorio” (Navigating the Territory).

In line with the strategy set out by its parent company Atlantia, ADR has taken further steps towards excellence in terms of environmental sustainability. This is a priority both in terms of social

responsibility and in order to better address the expectations of passengers passing through Fiumicino and Ciampino airports, where the consumption of energy and drinking water continues to decrease and the percentage of waste sent for recovery and recycling is increasing.

Rome’s airports are among the few in the world that neutralize emissions that are harmful to the climate. Fiumicino, in particular, is notable as one of the European hubs that occupies less land. For ADR, quality is a strategic and irreversible choice, which has led to adopting an advanced “Integrated Quality, Environment, Energy, and Occupational Health and Safety System” certified by third parties in accordance with ISO 9001 (quality), ISO 14001 (environment), ISO 50001 (energy) and OHSAS 18001 (safety) standards.

Thanks also to the goals achieved in terms of the quality, social responsibility and environmental sustainability of our airport management model, in 2018 ADR’s economic strength grew, registering an increase in airport management revenues of 5.3% as compared to 2017.

As it seeks to increase its economic, social and environmental value, ADR will continue to act with conviction to make airports more efficient, more attentive to people and the environment and more useful to Italy.

2018 HIGHLIGHTS



ENVIRONMENT

86%

percentage of waste sent for recovery at Fiumicino airport

61%

percentage of waste sent for recovery at Ciampino airport

8.7

kWh/(passenger*m2) for both airports

19.6

litres/passenger of drinking water for Fiumicino airport

17.2

litres/passenger of drinking water for Ciampino airport

-18%

thermal energy consumption compared to 2017 FCO and CIA Carbon Neutral ACA



INVESTMENTS

182,073,000 euro

of total investments of which:

• **13,671,000 euro**

in airport security

• **11,561,000 euro**

in the environmental field (water, soil, waste, energy and emissions)

• **7,413,000 euro**

in customer service, quality and customer satisfaction



EMPLOYEES

3,457

total number of employees of the Aeroporti di Roma Group



REVENUES

1,045,148

thousands of euro total revenues



QUALITY

Fiumicino airport received the “**Airport Service Quality Award**” for the second consecutive year and the “**ACI Europe Best Airport Award 2018**” recognition by ranking in first place overall in the “over 25 million passengers” category.

OUR COMPANY

Since 1974 Aeroporti di Roma - ADR S.p.A. has been the exclusive concessionaire for the management and development of Rome's Airport System, comprising the "Leonardo da Vinci" intercontinental airport of Fiumicino and the "Giovan Battista Pastine" airport of Ciampino.



1916

The "Giovan Battista Pastine" airship terminal was inaugurated in Ciampino, and used by the armed forces until 1947

1961

The "Leonardo da Vinci" international airport was inaugurated

1974

Aeroporti di Roma was founded, the exclusive concessionaire for the management and the development of Rome's airport system

2000

Conclusion of the privatisation of Aeroporti di Roma S.p.A., with the sale of the State's holdings

2018

Rome's airport system has welcomed 48.8 million passengers, setting a historical record, with over 230 destinations worldwide reachable from Rome, thanks to about 100 airlines operating in the two airports.
Fiumicino airport received the "Airport Service Quality Award" for the second consecutive year and the "ACI EUROPE Best Airport Award" for 2018, ranking first overall in the "over 25 million passengers" category



1916

The maritime regulatory plan for the city of Rome was established

1961

The World Wide Fund for Nature (WWF) was founded in Switzerland, the world's largest organisation for nature conservation

1974

The Italian Ministry of Cultural and Environmental Heritage was established to manage Italy's cultural heritage and environment, by a decree law issued on 14 December 1974 and subsequently converted into law on 29 January 1975

2000

At the 3rd European Conference on Sustainable Cities & Towns in Hannover, European municipal leaders convened to "...take stock of our progress towards making our cities and towns sustainable and to agree on a direction of our efforts at the turn of the 21st Century", issuing the Hannover Call

2018

For the first time the Formula E ePrix took place in Italy, in Rome

MISSION

In performing its business, ADR pursues the following 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

In 2018, Rome's airport system registered more than 48.8 million passengers served, enabling the Group to set its historical record by exceeding the traffic volume achieved in 2016.

Aeroporti di Roma Group's activities can be divided into:



AVIATION ACTIVITIES

Aviation activities are those directly related to aviation, carried out at the airports, including airport fees, security services, centralised infrastructure and other related minor activities.

In 2018, the revenues from such activities increased by 5.2% compared to the previous year.

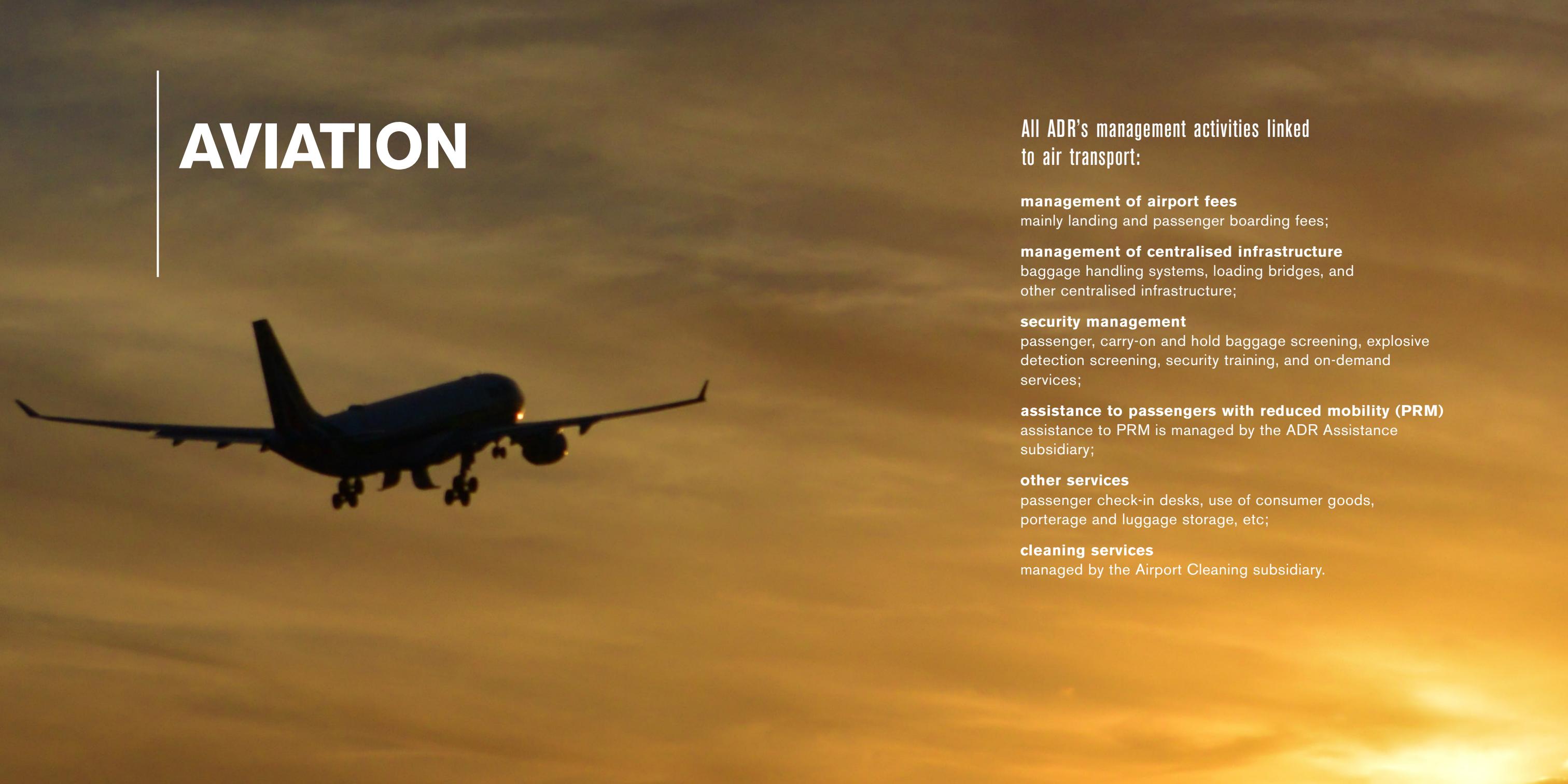


NON-AVIATION ACTIVITIES

Non-aviation activities include commercial activities (sub-concessions and utilities, car parks, advertising), real estate activities and other activities with third parties.

These activities generated 27.6% of the Aeroporti di Roma Group's airport revenues in Rome's airport system.

AVIATION



All ADR's management activities linked to air transport:

management of airport fees

mainly landing and passenger boarding fees;

management of centralised infrastructure

baggage handling systems, loading bridges, and other centralised infrastructure;

security management

passenger, carry-on and hold baggage screening, explosive detection screening, security training, and on-demand services;

assistance to passengers with reduced mobility (PRM)

assistance to PRM is managed by the ADR Assistance subsidiary;

other services

passenger check-in desks, use of consumer goods, portering and luggage storage, etc;

cleaning services

managed by the Airport Cleaning subsidiary.

NON AVIATION



They include:

businesses under sub-concession

for the businesses to which ADR provides space in sub-concession in return for payment of a fee. They are divided into “specialist retail” (several product categories addressed to multiple passenger targets depending on the different areas of the airports), “other royalties” (currency exchange, tax refund, etc.), and “food & beverage” (food services);

mobility system

to manage car parks for passengers and airport operators, managed by the ADR Mobility subsidiary;

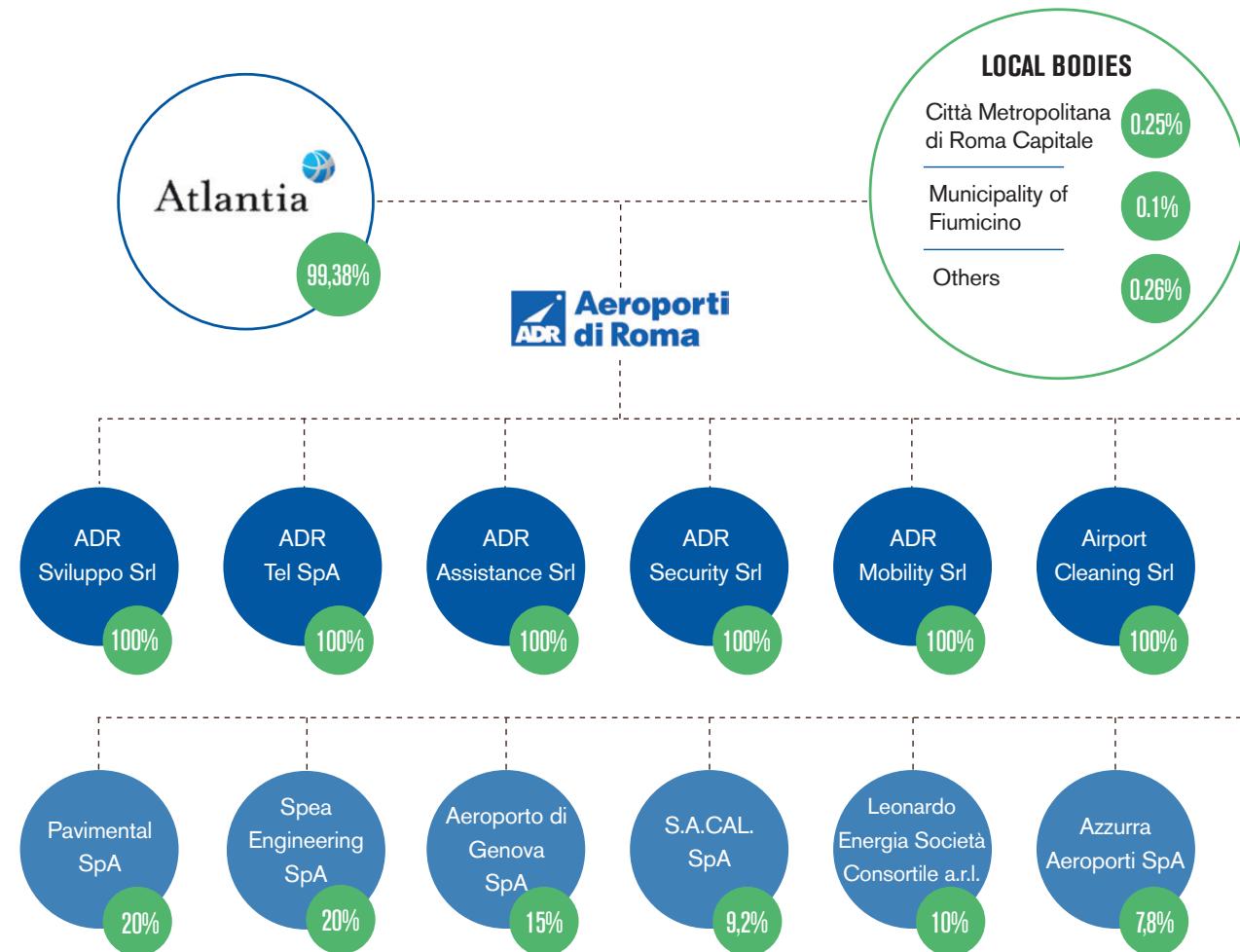
sale of advertising space

within the airport grounds;

other activities

maintenance provided to third parties, charge-back for cleaning and waste water treatment, sales of fuels, consumables, IT services, etc.

GOVERNANCE MODEL AND CORPORATE STRUCTURE



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

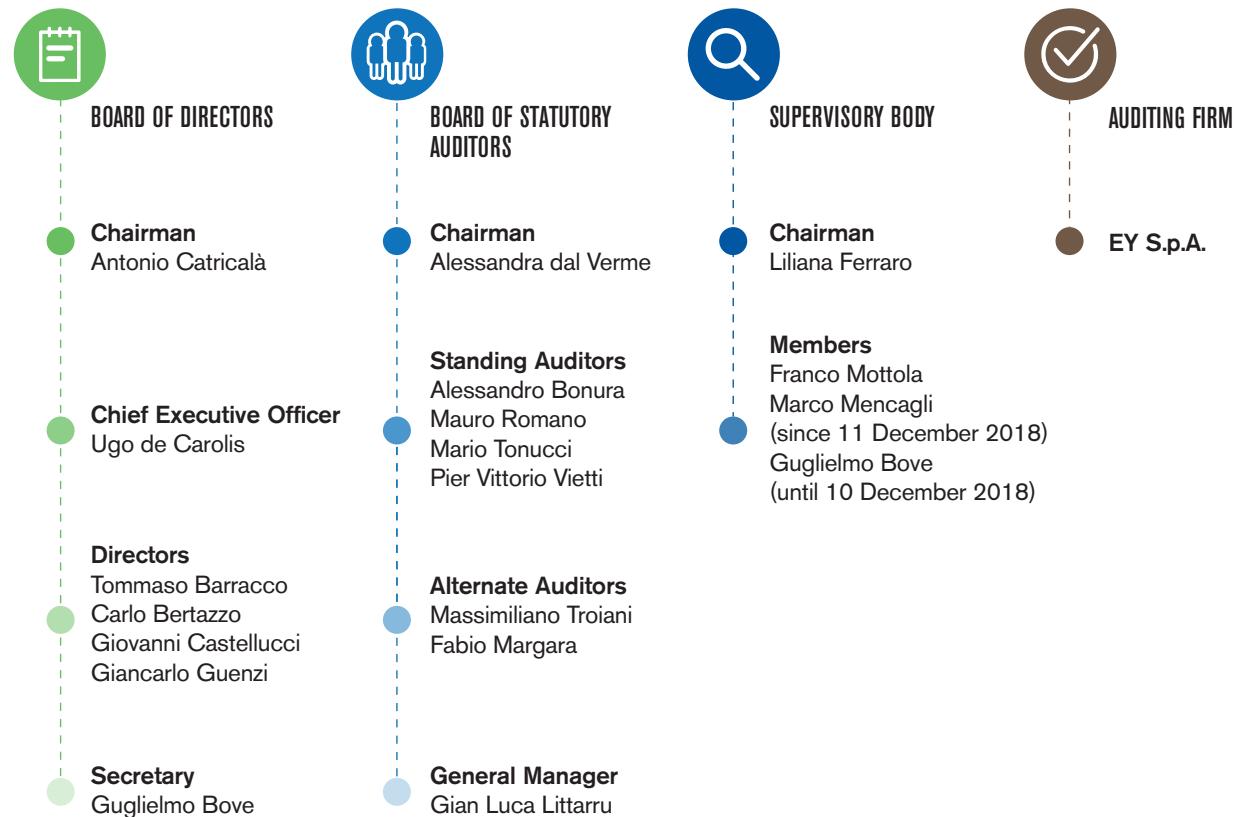
THE PRINCIPLES OF THE CODE OF ETHICS

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

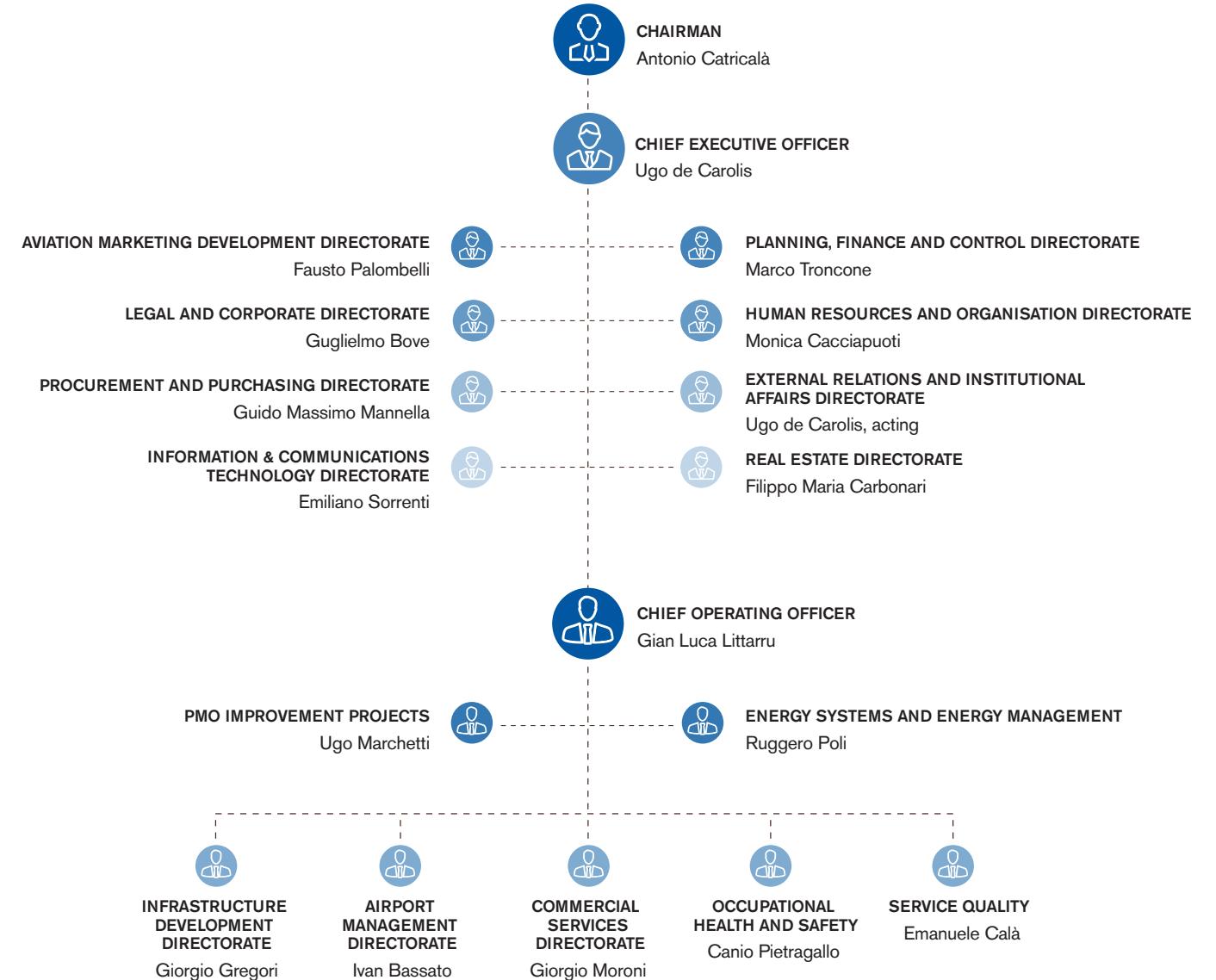
To view the Code of Ethics please see the following link: www.atlantia.it/it/corporate-governance/code-of-Ethics

Aeroporti di Roma S.p.A.'s system of governance 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, the Minister for Infrastructure and Transport and the Minister for Economic Development).

ADR has adopted its Organisational, Management and Control Model pursuant to Italian Legislative Decree 231/2001, in order to ensure the correct application of the laws and regulations required by the decree in carrying out its business. The body responsible for monitoring compliance with and implementation of the Model, as well as updating it, is the Supervisory Body, which also ensures absolute confidentiality of reports of any breaches and to all parties involved, except as required by law.



ORGANISATIONAL STRUCTURE AS OF 31 DECEMBER 2018



SUSTAINABILITY POLICY AND VISION

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



Quality of services provided



Safety of airport operations



Protection of occupational health and safety



Environmental protection

ADR FOR SUSTAINABLE DEVELOPMENT

In September 2015, as part of Agenda 2030, the UN launched the 17 Sustainable Development Goals (SDGs) articulated in 169 targets to be reached by 2030 and relating to sustainability issues.

The Agenda requires strong involvement and support from all, individuals, countries, public and private sector companies, with the ultimate aim of “leaving no one behind”.

ADR undertakes to make its own contribution to achieve sustainable development goals and to meet stakeholders' priorities (material issues).

The combination of ADR Group's material issues and the SDGs it pursues has determined the Group's strategic priorities in the field of sustainability.

The ADR Group intends to contribute to the following SDGs, addressing the relevant issues.



TABLE LINKING SDGs AND MATERIAL ISSUES DETERMINED BY THE MATERIALITY MATRIX

SDGs SUPPORTED BY THE ADR GROUP	DESCRIPTION OF SDGs	MATERIAL ISSUE RELATED TO SDGs
 3 GOOD HEALTH AND WELL-BEING	Ensure healthy lives and promote well-being for all at all ages	Health and Safety
 4 QUALITY EDUCATION	Ensure inclusive and equitable quality education, and promote learning opportunities for all	Staff training Local community
 7 AFFORDABLE AND CLEAN ENERGY	Ensure access to affordable, reliable, sustainable and modern energy for all	Climate Change Energy Efficiency
 8 DECENT WORK AND ECONOMIC GROWTH	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Management of airport operations Local communities Compliance with regulations
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.	Management of airport operations Local communities Quality of service and customer satisfaction Ideas and innovation - Development of sustainable infrastructure

SDGs SUPPORTED BY THE ADR GROUP	DESCRIPTION OF SDGs	MATERIAL ISSUE RELATED TO SDGs
 11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities and human settlements inclusive, safe, resilient and sustainable	Development of sustainable infrastructure - Noise - Intermodality and Accessibility - Local community - Waste - Climate change
 12 RESPONSIBLE PRODUCTION AND CONSUMPTION	Ensure sustainable consumption and production patterns	Development of sustainable infrastructure Waste
 13 CLIMATE ACTION	Take urgent action to combat climate change and its impacts	Climate change - Energy efficiency - Intermodality and Accessibility
 15 LIFE ON LAND	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation, and halt biodiversity loss	Waste - Development of sustainable infrastructure - Climate change - Energy efficiency Local community



WASTE MANAGEMENT

1. Reduction of waste produced
2. Waste reuse and circular economy
3. Increased waste sorting



ENERGY CONSUMPTION

1. Reduced consumption
2. Optimisation of air conditioning systems, automation and lighting systems
3. Smart Airport Development



NOISE POLLUTION

1. Development of actions launched in 2018 to reduce the noise impact on the most populated areas (FCO)



TRANSPARENT SELECTION OF SUPPLIERS

1. Development of environmental rating of vendors
2. Involvement of operators



ATMOSPHERIC EMISSIONS AND CLIMATE CHANGE

1. Maintenance of ACA certification
2. Development of low-impact mobility (bicycle path to FCO airport, replacement of car-pooling vehicles)
3. Increase the production of energy from renewable sources



WATER CONSUMPTION

1. Continuation of consumption reduction measures: continuous monitoring of consumption and measures to improve the quality of industrial water



DEVELOPMENT OF SUSTAINABLE AND LOW ENVIRONMENTAL IMPACT INFRASTRUCTURE

1. Continuation of the commitment to obtain LEED, Gold Level certification for the design of departure area A and the design of the Rome Business City Hubtown of FCO and the General Aviation facility of CIA



CONSOLIDATION AND DEVELOPMENT OF THE ENVIRONMENTAL SYSTEM

1. Update of the Environmental Procedures System
2. Consolidation of the internal control system
3. Management of the logistics areas to support the construction site areas



GREEN INITIATIVES

1. Bicycle path to connect the Leonardo da Vinci airport with the town of Fiumicino (design in progress in 2019)



DEVELOPMENT AND STRENGTHENING OF THE ENVIRONMENTAL MONITORING SYSTEM

1. Water resources
2. Air Quality
3. Soil, subsoil and groundwater
4. Publication of environmental data



FOSTERING COMMUNICATION AND CULTURAL CHANGE

1. Personnel training
2. Development of a new sustainability section of the institutional website, linked to the UN 2030 Agenda's Sustainable Development Goals



SOCIAL INITIATIVES

1. Recovery of unsold food in terminals for the poor
2. Blood donations
3. Memorandum of understanding with Caritas of the Diocese of Porto-Santa Rufina and the Santa Maria degli Angeli parish of the airport to support the homeless in the airport and foster their reintegration into society



CERTIFICATION MAP

The Group manages sustainability issues applying an approach based on the integration of management systems and oriented towards the continuous improvement of company 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 CO₂ related to its activities and those of operators, aircraft and all those working within the airport system.

ADR S.p.A.

- ↓ **2000**
ISO 14001 Environmental Management System
- ↓ **2007**
ISO 9001 Quality Management System
- ↓ **2010**
OHSAS 18001 Occupational Health and Safety Management System
- ↓ **2011**
Joined the Airport Carbon Accreditation (ACA) system of ACI Europe
- ↓ **2012**
ISO 50001 Energy Management System

ADR Security S.r.l.

- ↓ **2007**
ISO 9001 Quality Management System
- ↓ **2010**
OHSAS 18001 Occupational Health and Safety Management System

ADR Assistance S.r.l.

- ↓ **2010**
ISO 9001 Quality Management System
- ↓ **2010**
OHSAS 18001 Occupational Health and Safety Management System

Airport Cleaning S.r.l.

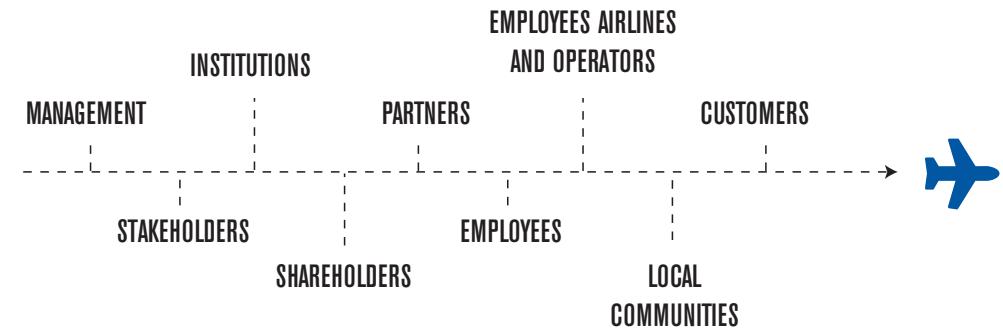
- ↓ **2015**
ISO 9001 Quality Management System
- ↓ **2015**
ISO 14001 Environmental Management System



OUR ROUTE TO SUSTAINABILITY

The ADR Group, in pursuit of its sustainability objectives and in carrying out its business activities, interacts with multiple categories of stakeholders.

STAKEHOLDER



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



SHAREHOLDERS

Publications on the website of specific documentation and meetings with airport users (airlines, handlers and other concerned parties) on issues concerning investments, traffic trends, quality and environmental aspects.



SUPPLIERS

Meetings with a panel of suppliers selected on the basis of their strategic relevance for ADR, their criticality (strong dependence on a company with specific and/or unique technical and/or organisational technologies and know-how) and the level of risk.



EMPLOYEES

Involvement at all levels through meetings, training activities and events, such as the Green Family Day, stemming from the desire to educate children, the children of ADR employees, on the values of environmental sustainability, acquainting them with the professional world of their parents.



CUSTOMERS

Customer satisfaction surveys; committee on regularity and quality of airport services; website, social media, TV and radio channels; Service Charter.



AIRLINES AND OPERATORS

Constant and regular contacts of the Client Management structure with airlines, suppliers of ground handling services and airport operators.



INSTITUTIONS

Daily professional relations with the State Agencies that carry out airport-related institutional tasks - FCO and CIA - (ENAC, Police, Customs, Guardia di Finanza tax police, Carabinieri, Air Health, Penitentiary, Plant health, Corpo Forestale dello Stato, Fire Brigade) and with some state administrations or private companies (Municipality of Rome, Municipality of Ciampino, Municipality of Fiumicino, Trenitalia, Poste Italiane). Regular contacts with universities, research centres, and ENEA.



LOCAL COMMUNITIES

Events such as ADR Welcome (a School-Work alternation programme aimed at local high school students who have been involved in passenger information activities at Fiumicino and Ciampino airports), the "Cambia il Destino" project (donation of furniture from the old ADR offices to non-profit organisations, schools, hospitals, municipalities, town halls, other airport facilities, etc.). In addition, the press is contacted through invitations to events, dedicated media relations actions and through press releases.

The Group's activities for stakeholders:

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 to each of which a chapter called a "Gate" has been dedicated:



Activities for the Italian System

Creation of economic, social and environmental value deriving from ADR's activities.



Activities for Infrastructures Development

Main infrastructure investments made by the Group, in particular social and environmental investments.



Activities for Customers

Activities implemented by ADR to improve customer satisfaction.



Activities for the Environment

The management, reduction and monitoring of environmental impact on the areas adjacent to airports.



Activities for Quality

Aimed at the continuous improvement of the quality standards of the services offered by the Group.



Activities for People

Investment in training, and management of risks to the health and safety of workers.

1 GATE

Activities for the Italian System



Activities for the Italian System



OVERVIEW

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.

ACTIONS

To quantify the impact that the presence of an 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 KEY NUMBERS FOR 2017

 **76 thousand**
jobs directly
linked
to Fiumicino
airport

 **166 thousand**
total jobs
created thanks
to the airport
(direct, indirect,
induced)

 **31.0 billion €**
total value of
production
generated
by Fiumicino
airport

 **13.7 billion €**
total added
value generated
by Fiumicino
airport

THE TOTAL VALUE OF THE IMPACTS 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 a region. 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 value added
76 thousand people 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 value added
46 thousand people employed

Induced 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 value added
43 thousand people employed

The final value of each individual quantity is given by the direct, indirect and induced 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	INDIRET	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.

TOTAL IMPACT OF VALUE ADDED IN 2017 (MLN €)

	DIRECT	INDIRET	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 €)

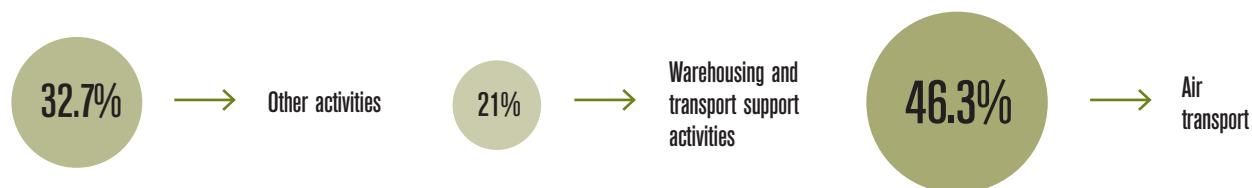
	DIRECT	INDIRET	INDUCED	TOTAL	IMPACT
 AGRICULTURE	78	2,495	1,799	4,372	3%
 INDUSTRY	726	10,525	5,795	17,045	10%
 CONSTRUCTION	838	1,459	778	3,074	2%
 TRADE	8,305	5,633	9,040	22,978	14%
 TRANSPORT AND LOGISTICS	20,244	8,143	3,102	31,489	19%
 TOURISM AND FOOD SERVICES	36,283	1,431	5,455	43,168	26%
 BUSINESS 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	

	ADR	ALITALIA	OTHER AIRLINES	OTHER PRIVATE	PUBLIC BODIES	TOTAL
PEOPLE EMPLOYED ON SITE 2017	3,484	11,086	1,144	8,857	1,865	26,436
IMPACT	13.2%	41.9%	4.3%	33.5%	7.1%	

DIRECT EMPLOYMENT BY CATEGORY (PEOPLE EMPLOYED)



DIRECT PRIVATE SECTOR EMPLOYMENT BY CATEGORY (PEOPLE EMPLOYED IN CATEGORY/TOTAL PEOPLE EMPLOYED)



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**: include the effects generated by passengers;
- **infrastructure investments**.

INDIRECT AND INDUCED IMPACTS

Following the model of sectoral interdependencies, the indirect impact is constituted by the economic activities included 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.

PERFORMANCE

Direct Impact is defined as the wealth generated, which is immediately apparent and directly attributable to the Group's economic results, and which contribute to the Country's economic growth.

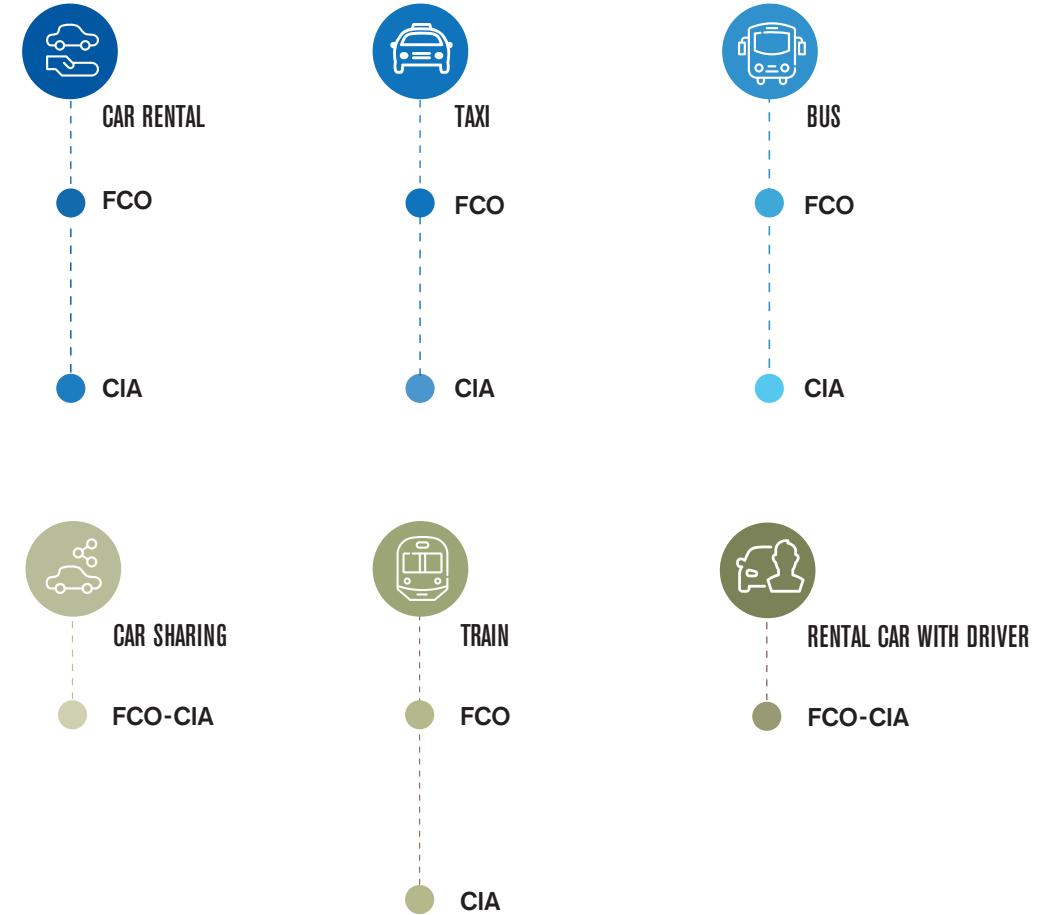
ADR DIRECT IMPACTS (2018 ANALYSIS)



The ADR Group contributes to the creation of economic benefits generated by entities in its value chain.

CONTRIBUTION TO INTERMODALITY

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.





With regard to the awarding of contracts, the Group uses procedures managed electronically on the “Purchasing Portal” platform. Introduced in 2008, this platform electronically manages the purchasing processes to achieve:

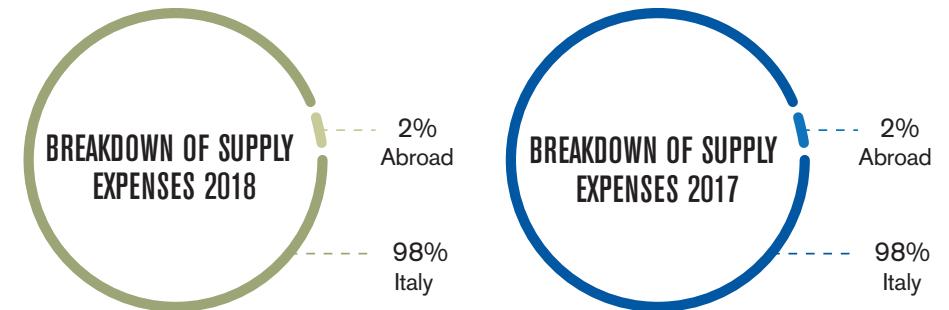
- 1 maximum transparency
- 2 equal opportunities in the tendering process
- 3 reduction of the time needed to prepare and dispatch tenders
- 4 greater interaction efficiency and effectiveness, thanks to the automation and standardization of communication protocols and authenticity
- 5 competitiveness and integrity in data exchange

In 2018 there was a 3% increase in qualified suppliers compared to 2017 and, as regards the distribution of the value of orders, the percentage allocated to local suppliers is in line with the previous year, as indicated below:

THE SUPPLIERS

The Aeroporti di Roma Group contributes to the creation of value for the Italian System also through its network of partners, suppliers and subcontractors. In managing the relationship with the categories of stakeholders mentioned above, the Group is guided by the principles enshrined in its Code of Ethics, requiring, in the performance of their activities, compliance with the principles cited and conduct in line with the provisions of the Anti-Corruption Policy adopted by the Group.

In particular, each supply contract includes a specific acceptance clause of the Code of Ethics and the Anti-Corruption Policy. Failure to comply with them constitutes serious non-compliance with the obligations of the contract and allows ADR to assess the appropriate protective measures to be taken, including the right to exercise the right to terminate the contract. Besides, suppliers must enroll in the ADR corporate Supplier Register. A qualification process is in place as specified in the Contracts Internal Regulation.



2 GATE

Activities for the development of eco-sustainable infrastructure



Activities for the development of eco-sustainable infrastructure



OVERVIEW

The Group plans the construction of the new infrastructures at precise intervals, in order to guarantee a balanced relationship between supply and demand over the years and to support the constant improvement of the level of passenger service and a high degree of transport intermodality. In fact, the development of airport access infrastructures is one of the significant objectives for Aeroporti di Roma: the construction of a system capable of speeding up access in the airport is to be considered an essential prerequisite for its development. Another objective is to improve the operation of the airports, optimizing the flexibility of the system mainly 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.

For Aeroporti di Roma, the concept of airport infrastructure development in recent years has been becoming increasingly “green”: the design and construction phases of new works follow an approach that is sustainable and the need to protect the environment and the surrounding area is becoming of primary importance for the company. In 2016 ADR decided to undertake for the first time, as part of the restructuring of the General Aviation terminal of Ciampino, the path to achieve LEED certification (Leader in Energy and Environmental Design), 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. The company's decision to submit some new projects to assessment to obtain this certification entails a number of virtuous environmental requirements, including, for example, recovery of almost



all waste produced by demolition and their resulting re-introduction in the production/ construction process. Furthermore, in a perspective of responsible design, the new infrastructure is built preferentially using material from recycling processes, to reduce consumption of raw material 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. The environmental protocols concerning energy consumption required for LEED-certified facilities are among the most advanced in the world. This path, undertaken by the company in 2016 in the field of sustainable design/ construction continues today with the adoption of the same protocol for the design of the new departure area A, and will continue in the future with the construction of the Hubtown (Rome Business City) which will meet the highest construction standards in terms of energy efficiency and environmental sustainability.

ACTIONS

In the year under review, ADR invested a significant amount of resources, approximately 182 million euro, to achieve a systematic improvement of its environmental, economic and social performance.

The Group's investments can be classified as:

- **RUNWAYS AND APRONS**
- **AIRPORT TERMINAL SYSTEMS**
- **PLANTS**
- **INFRASTRUCTURE AND BUILDINGS**
- **ICT INFRASTRUCTURE AND SYSTEMS**

One of the main objectives is to create new departure areas and, with a view to maximising flexibility, the extension of Terminal 1 has been planned and Terminal 3 has been upgraded, with the new front building. The front building of Terminal 1 will be the connecting element with the new departure area A. The new pier will be set on two levels and a mezzanine, dedicated to passengers. It may have a total of fourteen gates equipped with loading bridges and ten bus gates.

As regards runways and aprons, in 2018 work continued on the construction of Aprons 300, serving the new departure area A and the construction of the new West aprons (second phase). Work was carried out to expand the Cargo apron to create an additional storage area for ULDs (Unit Loading Devices). At Ciampino, work on upgrading Aprons 400-500 has been completed and work on upgrading Aprons 100 and 200 is underway; in particular, work on Aprons 100 has been completed.

With regard to the terminals as a whole, work continued on schedule on Lot 1 of the East Airport Terminal System. New baggage sorting and check systems have been developed to fully satisfy the expected demand; these systems will be connected in such a way as to enable transit of baggage from the west sector of the airport to the east sector and vice versa, significantly improving airport performance. In addition, work has been completed on the construction of eleven new check-in desks at Terminal 3 under a new functional concept, which will be extended during the redevelopment of the entire Terminal; work was completed on enhancing the security checks for passengers on sensitive flights at Terminal 3, with two new X-ray scanners.

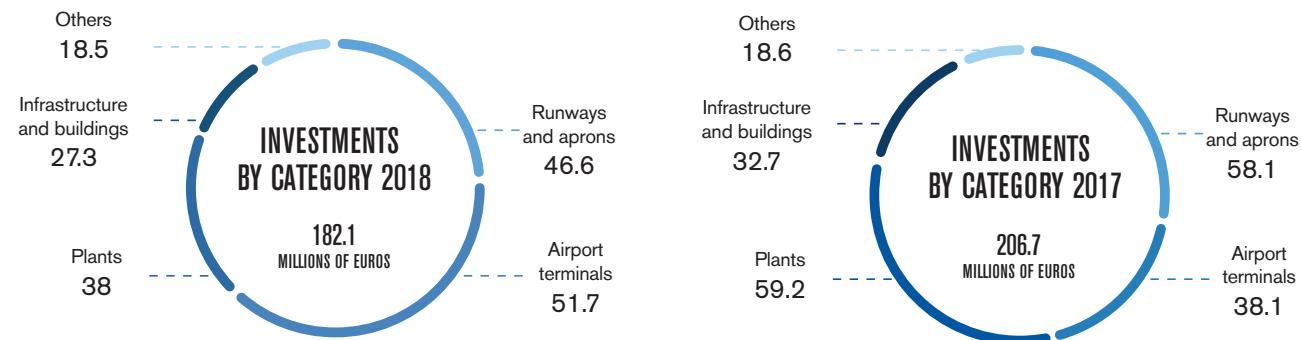


With regard to the main interventions in the plants category, the works have been completed for the realization of the system of perimetric protection of the airport grounds by means of installation of thermal and optical cameras and inertial sensors on the fence; works continued, and were completed for runway 1 and runway 2, for the replacement of the monitoring and remote control system of the AVL systems (runway light signals), aimed at improving the performance and reliability of such system and making it expandable to be integrated with the flight infrastructure that is about to be built; similar work is underway on runway 3. Two Air Conditioning Systems (ACSs) have been replaced in Terminal 1 to improve the performance and increase the energy efficiency of the air conditioning system. Lastly, many electricity and thermal energy meters have been installed, to allow an analysis of energy consumption. The meters are monitored in real time and allow both to act in case of abnormal consumption and to monitor the savings of energy efficiency projects.

Within the category of infrastructure and various buildings, the following works were completed: upgrading of the former Alitalia (NPU) office building, which will become ADR's new headquarters; final design of the Hubtown (Rome Business City), the new hub characterized by a mix of offices

and related services, on the model of the main European airports, to be built in the area previously occupied by ADR's former headquarters. The demolition of the latter infrastructure began in December. New car parks and the upgrading of the respective bus hubs were completed in order to improve their usability by passengers.

In 2018, work continued on ICT systems and infrastructure, the most important of which were: the expansion of Wi-Fi coverage to areas relating to pedestrian walkways and part of the multi-level car parks, to support the innovative functions offered by the new ADR app; introduction of tool to inject content (flight information, commercial information and surveys) in the web browsing of users of the Wi-Fi network or of the ADR app; release of the new IT system designed to provide short-term air traffic forecasts at Fiumicino and Ciampino airports; and lastly, the release of the new Safety Management platform for the management of accident/incident reports (Occurrence Management), the management of the audit-inspection activity (Compliance Monitoring) and the management of the risk assessment process (Risk & Change Management).



DETAIL ADR GROUP'S CAPITAL INVESTMENTS

(MILLIONS OF EUROS)	2018	2017	CATEGORY
East Terminal System	43.6	8.2	Airport terminals
Work on runways and aprons, expansion of aprons in the East area, AZ technical area	22.4	36.2	Runways and aprons
Urbanization of West area "W" aprons phase 1	16.3	21.3	Runways and aprons
Fiumicino - maintenance work on electrical grid and air-conditioning	13.3	20.1	Plants
Maintenance and optimisation of the terminals	10.8	17.6	Plants
Ciampino - Airside system and airport terminals upgrade	7.9 0.3	0.6 1.3	Runways and aprons Airport terminals
Fiumicino - civil works maintenance operations (var. buildings)	7.5	11.2	Infrastructure and various buildings
Terminal 3 - restructuring	5.7	1.4	Airport terminals
New ADR headquarters	4.6	6.6	Infrastructure and various buildings

(MILLIONS OF EUROS)	2018	2017	CATEGORY
Upgrade of baggage systems and new X-ray machines	4.4	10	Plants
Ciampino - upgrade work	4.2	5.4	Infrastructure and various buildings
Work on commercial areas and multilevel car parks	4.1	7.1	Infrastructure and various buildings
Work on airport access roads	3.9	2.1	Infrastructure and various buildings
Fiumicino - maintenance work on electromechanical systems	3.3	2.3	Plants
Maintenance work on buildings under sub-concession	3	0.3	Infrastructure and various buildings
Fiumicino - maintenance work on water mains and drainage	2.9	4.1	Plants
Fiumicino - maintenance work on electrical systems	2.7	4.1	Plants
Departure area E/F (Front building, Pier C and BHS 3)	1.5	22.5	Airport terminals
Vehicle and equipment purchases	0.8	3.1	Others
Energy-saving measures	0.6	1	Plants
Infrastructure restoration work in T3	0.4	0	Airport terminals
Reconfiguration T5 and sensitive flights to T1/T3	0.2	4.7	Airport terminals
Fiumicino Nord - long-term capacity development	0	0.9	Others
Ciampino - airport reconfiguration from military to civil	0	0.8	Others
Others	17.7	13.8	Others
TOTAL	182.1	206.7	

For further details, see the 2018 Annual Financial Report.

3 GATE

Activities for customers



Activities for customers



OVERVIEW AND ACTIONS

The Group's main objective is to offer its customers quality services, placing it among the leaders in the sector at European level.

An essential condition for ensuring that all activities are designed and delivered to address the needs of passengers is listening to and discussing with customers through the different channels the Group has prepared for such purpose, one of the main ones being the Service Charter, which shows the results and objectives achieved.

ADR GROUP'S COMMITMENTS

- define and communicate in the Service Charter the results and objectives in line with the needs of customers/users;
- handle complaints and suggestions to stakeholders in a timely and effective manner;

- align with major international airports, aiming for excellence;
- raise awareness among airport operators of the adoption of management criteria in line with the principles of this Integrated Policy.

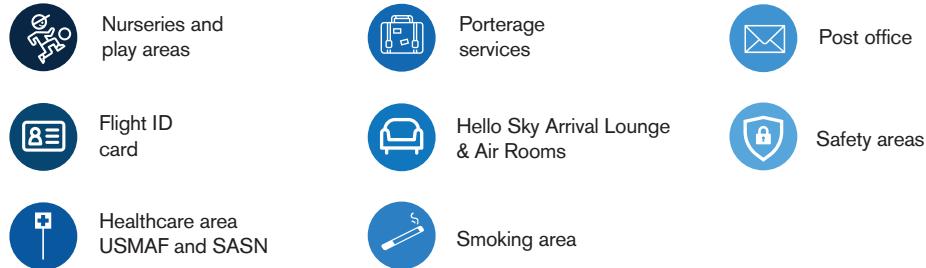
In providing its services, ADR comes into possession of personal information and data. In this regard, the Group aims to protect privacy, thus ensuring that personal data is processed in compliance with rights, confidentiality and personal identity. To increase customer satisfaction, the Group provides a series of services within the airport area.

SERVICES OFFERED

FIUMICINO AND CIAMPINO



FIUMICINO



Finally, ADR also pays close attention to customer complaints it receives via its website or the information desks, examining them with the utmost care and in a timely manner. The Group is committed to providing feedback within 7 days of receipt of the report in order to communicate the outcome of the checks carried out and any measures taken.

PERFORMANCE - CUSTOMER SATISFACTION AND QUALITY OF FCO AIRPORT SERVICE¹

FIUMICINO AIRPORT	UNIT OF MEASUREMENT	2018	2017
TRAVEL SECURITY			
Satisfaction level of the baggage check service from the security point of view	Percentage of satisfied passengers	95.0	92.0
Perception of the level of personal and property security at the airport	Percentage of satisfied passengers	97.6	93.9
SERVICE REGULARITY			
Overall perception of the regularity of the services received at the airport	Percentage of satisfied passengers	97.0	93.3
COMFORT WHEN STAYING AT THE AIRPORT			
Perception of the level of cleanliness and state of repair of the toilets	Percentage of satisfied passengers	92.3	90.5
Perception on the availability of luggage trolleys	Percentage of satisfied passengers	93.4	86.9
Perception of the performance of air conditioning system	Percentage of satisfied passengers	94.5	94.3
Perception of brightness in the airport terminal	Percentage of satisfied passengers	97.9	96.6
Perception of noise in the airport terminal	Percentage of satisfied passengers	94.9	92.3
ADDITIONAL SERVICES			
Shops/newsstands: perception of availability/quality/prices	Percentage of satisfied passengers	91.5	90.0
Bars/restaurants: perception of availability/quality/prices	Percentage of satisfied passengers	92.1	89.0
PUBLIC INFORMATION SERVICES			
Availability of flight information monitors	Percentage of satisfied passengers	95.8	91.7
Perception of the ease of understanding of the announcements	Percentage of satisfied passengers	88.8	80.8

FIUMICINO AIRPORT	UNIT OF MEASUREMENT	2018	2017
RELATIONAL AND BEHAVIOURAL ASPECTS			
Perception of staff professionalism	Percentage of satisfied passengers	94.9	92.4
COUNTER/GATE SERVICES			
Perception of check-in queue	Percentage of satisfied passengers	92.0	90.3
Perception of queue at passport control	Percentage of satisfied passengers	90.5	90.9
MODAL INTEGRATION (EFFECTIVENESS OF CITY TO AIRPORT CONNECTIONS)			
Availability, frequency, punctuality and bus/train/taxi connections	Percentage of satisfied passengers	92.0	90.6
Perception of the adequacy of road links between the city and the airport	Percentage of satisfied passengers	92.0	90.5
Presence of clear, easy to understand and effective external signage	Percentage of satisfied passengers	94.9	90.8

¹ In light blue activity granted wholly or in part by third parties.



PERFORMANCE - CUSTOMER SATISFACTION AND QUALITY OF CIA AIRPORT SERVICE²

CIAMPINO AIRPORT	UNIT OF MEASUREMENT	2018	2017
TRAVEL SECURITY			
Satisfaction level of the baggage check service from the security point of view	Percentage of satisfied passengers	90.2	88.4
Perception of the level of personal and property security at the airport	Percentage of satisfied passengers	93.7	92.1
REGULARITY SERVICE			
Overall perception of the regularity of the services received at the airport	Percentage of satisfied passengers	91.3	88.2
COMFORT WHEN STAYING AT THE AIRPORT			
Perception of the level of cleanliness and state of repair of the toilets	Percentage of satisfied passengers	89.2	84.2
Perception on the availability of luggage trolleys	Percentage of satisfied passengers	87.2	80.9
Perception of the performance of air conditioning system	Percentage of satisfied passengers	92.8	90.6
Perception of brightness in the airport terminal	Percentage of satisfied passengers	95.4	92.8
Perception of noise in the airport terminal	Percentage of satisfied passengers	87.7	84.3
ADDITIONAL SERVICES			
Shops/newsstands: perception of availability/quality/prices	Percentage of satisfied passengers	73.5	68.0
Bars/restaurants: perception of availability/quality/prices	Percentage of satisfied passengers	75.1	74.3
PUBLIC INFORMATION SERVICES			
Availability of flight information monitors	Percentage of satisfied passengers	95.1	90.0
Perception of the ease of understanding of the announcements	Percentage of satisfied passengers	85.1	78.8



RESULTS 2018 VS 2017



FUMICINO

- PROGRESS COMPARED TO 2017**
 - Public information services
 - Availability of flight information on the monitor
 - Ease of understanding announcements
 - Availability of baggage carts
- STRENGTHS**
 - Brightness of the airport terminal
 - Personal and property safety at the airport
 - Service satisfaction level



CIAMPINO

- PROGRESS COMPARED TO 2017**
 - Availability of baggage carts
 - Availability of flight information on the monitor
 - Ease of understanding announcements
 - Presence of clear, easy to understand and efficient signs
- STRENGTHS**
 - Brightness of the airport terminal
 - Availability of flight information on the monitor
 - Staff professionalism
 - Queues at passenger screening

In 2018 both airports improved some services. In particular, the areas in which the greatest progress has been made, at both sites, concern the perception of comfort during the stay at the airport (FCO +3%; CIA +4%), information services to the public (FCO +7%; CIA +7%) and the effectiveness of city to airport connections (FCO 3%; CIA 14%). Ciampino airport was better than Fiumicino again this year as in 2017, as to the perception of queues at passenger screening. As shown in the table, Fiumicino's strengths concern the most important areas, such as personal and property safety and baggage checks. At the Ciampino site, however, the services more relevant for passengers were those of front-office and information effectiveness.

CIAMPINO AIRPORT	UNIT OF MEASUREMENT	2018	2017
RELATIONAL AND BEHAVIOURAL ASPECTS			
Perception of staff courtesy	Percentage of satisfied passengers	na	90.1
Perception of staff professionalism	Percentage of satisfied passengers	94.1	91.1
COUNTER/GATE SERVICES			
Perception of check-in queue	Percentage of satisfied passengers	92.7	91.4
Perception of queue at passport control	Percentage of satisfied passengers	93.5	92.9
MODAL INTEGRATION (EFFECTIVENESS OF CITY TO AIRPORT CONNECTIONS)			
Perception of the adequacy of road links between the city and the airport	Percentage of satisfied passengers	85.7	77.3
Presence of clear, easy to understand and effective external signage	Percentage of satisfied passengers	93.2	81.9

²In pink activity granted wholly or in part by third parties.

4 GATE

Activities for the Environment

Activities for the Environment



OVERVIEW

The ADR Group has always combined its economic growth with the protection of its environmental heritage, paying special attention to all the environmental media with which it relates in the management of airport activities.

In line with the constant commitment to developing and disseminating a solid culture aimed at environmental sustainability, this year the new Environmental Management System (EMS) was implemented, structured on the basis of the results of the risk assessment carried out in 2017. In addition, it defined the “Environmental Behaviour Guidelines”, requiring all staff to comply with the rules of conduct set out in the Code of Ethics and in the Organisation, Management and Control Model pursuant to Italian Legislative Decree 231/2001.

Several years ago, ADR decided to voluntarily certify the processes that have the greatest impact at both airports (for details of the certifications obtained, see paragraph “Certification map” on page 28 of this document) defining its own Environmental Management Manual that contains the main elements aimed at improving its performance and compliance with the relevant regulations.

In particular, with regard to energy consumption at both airports, the Group has adopted a management system that complies with the ISO 50001 standard and its own Energy Management System Manual, which details the company's processes from a qualitative point of view, highlighting the aspects that ensure their efficient use and the activities and responsibilities adopted, to foster continuous energy performance improvements.



Implementation and operation of the System through communications and training provided to raise staff awareness and define improvement methods;



definition of the “Energy Action Plan” drawn up on the basis of the objectives that the Group aims to achieve and analyses carried out for the specific purpose, concerning both energy performance and regulatory updates;



verification of operations that may have a significant energy impact: supervision and measurement actions are, in fact, carried out to monitor how activities which may give rise to energy use are performed, their variables, their performance and compliance with energy objectives and targets.

Lastly, to make the energy policies effective and raise awareness within the company, an Energy Team that meets every two months has been set up to facilitate implementation of the various energy-related opportunities.

ACTIONS

The actions of the Environmental Management System can be attributed to the following phases:

1

Update of the organisational responsibilities, authorisations and the system for the delegation of authority.

Environmental authorisations and the system for the delegation of authority for environmental matters have been updated, and a systematic and explicit set of environmental responsibilities has been included in the organisational declarations of the main operational functions.

2

Systematic application of tools for the management of third parties, to ensure the adoption of behaviours consistent with ADR’s environmental policies.

The tools introduced include: systematic completion of the Environmental Document, the use of new special tender specifications (updated with regard to environmental clauses), the use of contractual forms for the management of sub-concessionaires.

3

Consolidation of the internal control system.

Meetings were held for the first level checks with the individual departments to improve the methods used and resulting corrections to the system were implemented. Special attention was paid to how third parties manage waste. As regards the second level checks, at the end of 2018, a total of 132 checks were

4

Optimisation of the Environmental System.

Two new operating procedures were drafted and introduced (“Soil protection and environmental remediation” and “Environmental emergency management”), aimed at improving the management of two particularly sensitive environmental issues for the ADR Group; in October 2018 the procedure “Management of construction site areas for storage of materials and logistics activities” was published.

5

Inventory of “technical” areas assigned to third parties.

An initial inventory of the areas assigned to companies that support construction site activities was conducted. Inspections were carried out in such areas to identify any shortcomings or to verify the suitability of the areas to host the warehousing and logistics of the materials.

6

Compliance with the commitments set out in the Planning Agreement with ENAC.

The Planning Agreement between ADR and ENAC is the document with which the airport operator guarantees the development of Rome's airport system (in compliance with international, European and national standards as well as with ENAC regulations), through careful planning and in view of a fair return on invested capital.

The document governs the implementation of the Investment Plan, regulates tariff dynamics and ensures compliance with certain quality and environmental protection objectives.

Specifically, the Quality and Environmental Protection Plan attached to the agreement is the formal document by which ADR, the operator of the airport system, undertakes to achieve specific annual improvement objectives during the tariff regulation period, both in the environmental field and concerning the quality of the service provided.

7

Training, awareness and corporate communication.

Specific training and awareness activities were carried out concerning the reference regulatory framework and the structure of the new ADR

8

Confirmation of Certification (ISO 14001:2015), maintenance of ISO 50001 and ACA Carbon Neutral level.

Starting last year, ADR's Environmental Management System (EMS) has been profoundly redefined in accordance with the provisions of the third edition of ISO 14001.

9

Actions to obtain LEED Certification - "Leader in Energy and Environmental Design".

The design and construction of new infrastructure is evolving in an increasingly "green" direction, this transformation of the concept of infrastructure development has led ADR to undertake, for some new projects, the path to achieve LEED certification. The submission of the General Aviation project, at the Ciampino airport, marked the beginning of this initiative, which continued with the design and launch of the construction of the new departure area A and Hubtown at Fiumicino. LEED is an international standard that ensures that the new infrastructures observe the most advanced and strictest environmental criteria in the world.





The company's decision to submit new projects to assessment to obtain this certification entails a number of virtuous environmental requirements, including, for example, recovery of almost all waste produced by demolition and their resulting re-introduction in the production/construction process. Furthermore, in a perspective of responsible design, the new infrastructure is built preferentially using material from recycling processes, to reduce consumption of raw material 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. The environmental protocols concerning energy consumption required for LEED-certified facilities are among the most advanced

10

Environmental Monitoring Plan (EMP). ADR has implemented an Environmental Monitoring Plan for the Completion Project for FCO Sud as required by the EIA Decree no. 236 of 8 August 2013. At the same time, the measurements envisaged in the general environmental monitoring system of FCO and CIA were also increased.

11

Review of KPIs. For the main environmental indicators, thresholds have been defined, in addition to compliance with the regulations, to minimize the environmental impacts of airport activities. Furthermore, again in 2018,

in the world. These requirements for LEED certification contribute to making the design and construction of the new infrastructure more sustainable and responsible towards the "environment system" they will be in.

12

Waste Management.

The entire process has been revised for FCO airport and all unfenced disposal areas and not assigned to a specific operator have been eliminated. At CIA airport, a door-to-door collection service was set up to encourage the sorting of the waste produced in the airport terminals.

13

Noise pollution.

In 2018, discussion tables were set up with ENAV to assess the actions that could be taken to curb the acoustic impact of airport operations on neighbouring areas and collaboration with ENAV was systematically implemented to encourage a runway threshold management method that

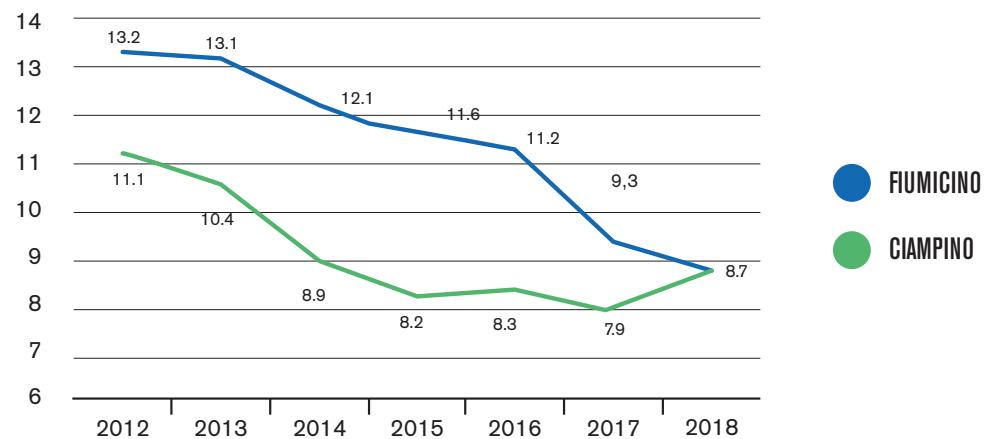
based on the experience gained in 2017, the KPI structure was updated to make it more consistent with the actual performance achievable for each environmental process/matrix.

could reduce the acoustic impact as much as possible on the more densely populated areas.

PERFORMANCE

A significant achievement was that Leonardo da Vinci airport was awarded the title of BEST PRACTICE at the European level in several significant environmental areas, such as sorted waste collection, water-saving and reuse, energy production, and low land use. In 2018, Fiumicino reaffirmed the highest 3+ level of ACA "Neutrality" accreditation, and in March ADR also obtained the same level of ACA1 accreditation for Ciampino1. This result further strengthened the global position of the two Roman airports as two of the very few to have achieved this goal. At both airports, direct and indirect emissions for 2017 (Scope 1 and 2) were offset by purchasing "carbon credits" from Gold Standard and Voluntary Carbon Standard certified projects located in non-Annex1 countries of the United Nations Framework Convention on Climate Change, and by highlighting how the projects contributed to the SDGs (Sustainable Development Goals).

ENERGY CONSUMPTION KWH / (PASSENGER*M²)



¹ In 2011 ADR joined the Airport Carbon Accreditation (ACA) of ACI Europe (Airports Council International), which envisages four possible accreditation levels: 1 Mapping, 2 Reduction, 3 Optimisation, and 3+ Neutrality. Carbon dioxide emissions are calculated taking into account both the direct activities of the airport operator (thermal power stations for heating and air conditioning, the airport's energy consumption, and the vehicles used for the airport's activities) and those of third parties which may be driven or influenced by the airport company.

The electrical and thermal energy requirements of Fiumicino airport are met by:

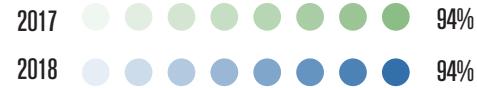


At Ciampino airport, on the other hand, there are five thermal power stations, three of which have a capacity greater than 3 MW. Thanks to the significant energy efficiency measures carried out in recent years, the Group has reduced its electricity consumption, recording a 9% saving in the last five years for the year under review.

ENERGY	UoM	ADR GROUP 2018	ADR GROUP 2017
Energy consumption within the organisation	GJ	1,137,585	1,014,337.0
Natural gas/Methane	GJ	255,232	337,829
<i>of which heating</i>	<i>GJ</i>	<i>47,008</i>	<i>47,981</i>
Diesel fuel for emergency generators	GJ	1,623	1,141
Diesel fuel for vehicle fleets	GJ	15,999	15,092
Petrol for vehicle fleet	GJ	2,374	2,687
Electricity	GJ	650,266	657,588
<i>of which produced from renewable sources and self-consumed</i>	<i>GJ</i>	<i>1,424</i>	<i>158,437</i>
Thermal energy produced independently	GJ	212,091	0

ELECTRICITY CONSUMPTION IN GJ

FIUMICINO



CIAMPINO



CO₂ EMISSIONS

EMISSIONS	UoM	ADR GROUP 2018	ADR GROUP 2017
Total CO₂ emissions	tCO₂	62,610	62,786
Direct emissions (scope I)	tCO ₂	3,758	3,948
Indirect emissions (scope II)	tCO ₂	58,852	58,838

WASTE

For years the Aeroporti di Roma Group has been paying particular attention to waste management, a topic that is one of its strategic priorities and that in 2018 led to achieving very significant results. It was possible to do so thanks also to the presence of specific procedures and operating instructions that help organize waste management.

In particular, as also shown in the table below, despite the fact that the total waste produced by the two airports is rather in line with the previous year, in 2018 there was a decrease in the production of non-hazardous waste almost entirely attributable to Fiumicino (99% in 2018 and 100% in 2017) and greater than 90% compared to a slight increase in non-hazardous waste (+4% compared to 2017). Concerning the non-hazardous waste produced, there was a decrease in the quantities sent for disposal (-12% compared to 2017), compared to an increase in those recycled, reused and/or recovered (+6% compared to 2017).

WASTE PRODUCED BY TYPE	U.M.	ADR GROUP 2018	ADR GROUP 2017	DELTA %
Total hazardous waste	t	13,247	12,989	+2%
Hazardous special waste	t	22	239	-91%
Non-hazardous special waste	t	13,226	12,750	+4%

WASTE PRODUCED BY TYPE	UoM	2018	2017	DELTA %
Total waste sent for treatment	t	13,247	12,989	+2%
Hazardous special waste sent for treatment	t	22	239	-91%
of which for recycling/reuse/recovery	t	9	107	-92%
of which for disposal	t	13	132	-90%
Non-hazardous special waste sent for treatment	t	13,226	12,750	+4%
of which for recycling/reuse/recovery	t	11,653	10,958	+6%
of which for disposal	t	1,573	1,792	-12%

Among the positive results achieved in 2018, the increase in waste sorting is noteworthy, as it increased at both airports but especially for Ciampino airport:

PERCENTAGE OF SORTED WASTE COLLECTION IN AIRPORTS	UoM	2018	2017	DELTA %
Fiumicino	Percentage	86	84	3%
Ciampino	Percentage	61	36	69%

These extraordinary results were achieved thanks to:

1

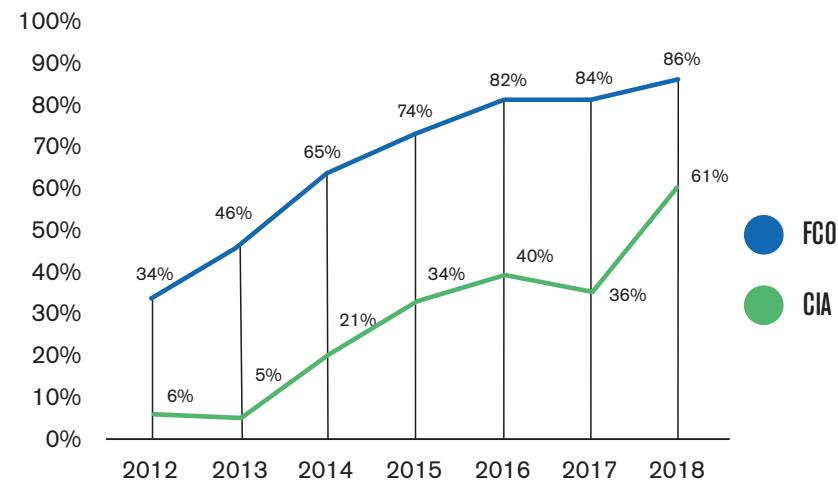
“Door-to-door” collection service, a well-established practice at Fiumicino airport since 2014 and activated in the early months of 2018 at Ciampino (markedly improving the percentage of sorted waste at the airport).

The model involves applying a pricing system that rewards virtuous behaviour and discourages non-compliant disposal methods.

2

Continuous monitoring of the environmental performance of the food & beverage sub-concessionaires, also served by door to door collection.

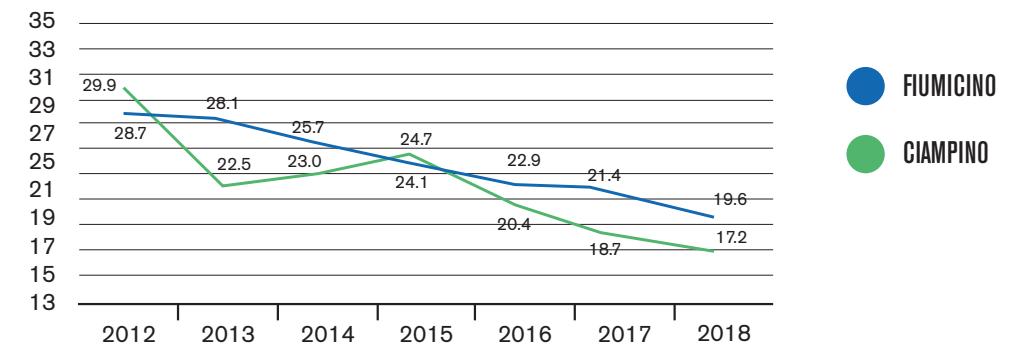
PERCENTAGE OF WASTE SENT FOR RECOVERY

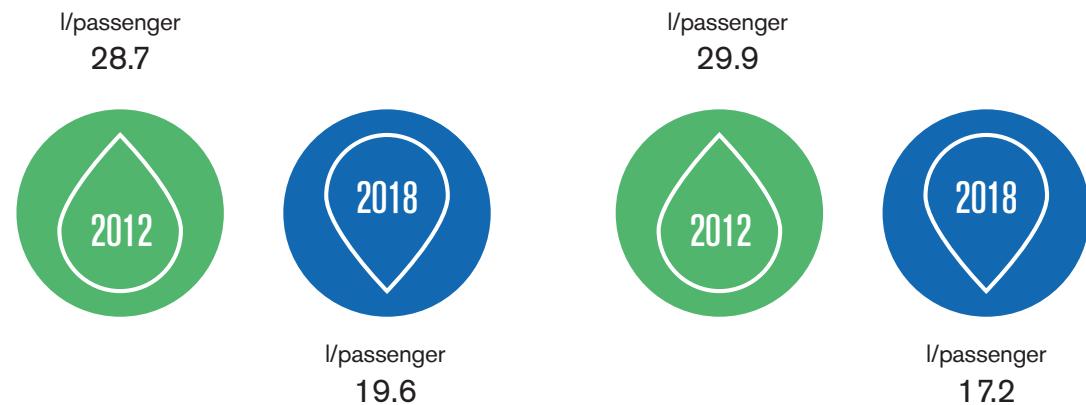


WATER CONSUMPTION

The volumes of passengers in transit and the number of employees of the various companies that operate at the two airports make the use of water, both for drinking and for industrial use (for FCO), a factor with a significant environmental impact for Rome's airports. ADR's commitment to mitigate the impact of airport activities in the surrounding area, also due to the economic, social, and environmental implications that this entails, is demonstrated by the continuous decrease in water consumption recorded over the years and confirmed again in 2018 compared to 2017.

LITRE/PASSENGER DRINKING WATER CONSUMPTION





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.

Compliance with the commitments set out in the Planning Agreement with ENAC.
 In June 2018, the first year (July 2017 - June 2018) of the second regulatory sub-period of the Economic Regulation Agreement was calculated. The performance of the environmental indicators regarding both the Fiumicino and Ciampino airports showed extremely positive results, leading to a final balance that is on the whole much higher than the goals set for both FCO and CIA.

FCO airport:
 the calculation of the Summary Environmental Indicator shows an overall improvement of 8% against a target defined by the Economic Regulation Agreement of 1.3%.

CIA airport:
 the actual progress was 21.1% compared to a promised result of 2.8%.



5 GATE

Activities for Quality



Activities for Quality



OVERVIEW

The quality of services offered to passengers is one of the main strategic priorities for ADR. In this context, the Service Charter for Fiumicino and Ciampino airports is published every year in compliance with ENAC (Ente Nazionale per l'Aviazione Civile - the Italian civil aviation authority) regulations, which objectively and measurably define the commitment which ADR makes to passengers concerning the quality of airport services. The Service Charter presents the quality indicators that measure the main characteristics of the service for 2018.

ACTIONS

In 2018 the constant commitment to improving the quality of services offered at the airport made it possible to achieve excellent results, leading ADR to improve its ranking among the main European hubs. Again this year, the Fiumicino airport has been confirmed the winner of the "Best Airport Award¹", assigned to the airport during the annual meeting of the Airport Council International that took place in Brussels on 21 June 2018.

In particular, Fiumicino ranked first in the "over 25 million passengers" category, which includes the largest 20 European airports monitored by ACI.

Customer satisfaction is fundamental for ADR; in fact, the Group has developed a system to monitor the customer's perceptions of the degree to which their needs and expectations have been met. Every year ADR draws up its Quality Plan, which requires a set of coordinated actions:

-  Passenger surveys to assess their level of satisfaction and analyse their needs.
-  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.
-  Checks to verify the services actually provided to passengers.
-  Continuous maintenance and upgrading of airport facilities to make the airport suitable for the needs of customers.

¹The survey is carried out by SkyTrax, an international air transport rating organisation that prepares special rankings on the services offered by airlines and airports as a result of "on-site" audits of 800 service items considered essential for the passenger experience.

Monitoring is carried out via questionnaires, meetings with the various ADR functions, and internal audit processes. In particular, the questionnaires were drawn up in collaboration with the Roma Tre University of Rome, Business Studies Department and are structured so as to monitor all major airport processes, and also the coverage of the indicators required by the Service Charter and the Economic Regulation Agreement.

The questionnaire is given to passengers in two circumstances:

- when departing from the departure areas,
- when arriving at the baggage reclaim halls.

Besides, the Group has undertaken and implemented a process aimed at the voluntary certification of the processes that have the greatest impact on the airport's operation and the Company's image. For this purpose, it has decided to prepare its own Quality Management Manual through which it aims to describe the company's processes that are subject to ISO 9001 certification and to highlight all the aspects that ensure the delivery of high-quality services that comply with the applicable regulations. The provisions of this manual must be applied to all ADR personnel.

In designing the Quality Management System, ADR determines the risks and opportunities that must be addressed to ensure that the Management System is effective, increases opportunities, and reduces risks. Once a year a review of the context analysis is carried out, during which the effectiveness of the actions implemented is evaluated and new continuous improvement actions are planned.

The control of the monitoring tools consists of:

- 1 analysing the existing instrument
- 2 evaluating results and clarity
- 3 assessing compliance with measurement requirements
- 4 assessing the match with the needs of customers
- 5 verifying, adding and modifying the points and their tests before the check is deemed to have been completed

ADR also carries out a periodic audit that enables it to:

- verify that the Quality Management System is effectively compliant with internal requirements and those defined by the 9001:2015 standard;
- verify that the System operates in accordance with the Integrated Policy, the Guidelines, and the objectives;
- identify opportunities for improvement of the Management System.

PERFORMANCE

The data collected from passengers who used the Group's airports indicate a high level of satisfaction, with positive feedback that almost always exceeds 80% (for further details, see the Chapter "Activities for Customers", "Performance tables" paragraph of this document on page 57).

6 GATE

Activities for People



Activities for People



OVERVIEW

Human resources contribute, both in operational and strategic terms, to achieve the Group's objectives. In this context, ADR considers selection, training, development, and health and safety processes as strategic factors for the company's success.

SELECTION OF HUMAN RESOURCES

The selection process is aimed at identifying the people most in line with the company's needs for their aptitude, education and any previous professional experience. Personnel recruitment and selection covers both staff and operational roles and can be done in the following ways:

- 1 spontaneous applications submitted through the external website www.adr.it Human Resources section
- 2 search through partnerships with external professionals
- 3 collaboration with universities
- 4 internal mobility

The selection process can involve several steps, including initial interviews, behavioural interviews, individual or group assessments, English language tests, in-depth discussion of the experience and skills possessed. These tools, together with the motivation and aspirations of the candidates, determine the level of match with the profile sought.

DEVELOPMENT AND TRAINING OF HUMAN RESOURCES

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. In 2018, 82,000 hours of training were provided to Group employees, including operational/on-the-job training, specialist training, behavioural training, health and safety training, and IT training.

In particular, 2,610 hours of training on anti-corruption and compliance issues were provided, and were attended by 2,820 people.



- 38% Training hours provided for specialist type.
- 22% Hours of training provided for operational On The Job training for Health, Safety, and Environment.
- 16% Hours of training provided for operational/On The Job training.
- 15% Training hours provided for Health, Safety, and Environment.
- 8% Training hours provided for behaviour type.
- 1% Training hours provided for IT type.

ADR has also adopted a performance management system to evaluate staff performance. This is a structured process for evaluating performance and behaviour (e.g. leadership, team working, problem-solving, etc.) and is aimed at guiding the professional development of people, by means of the central role of feedback, as a chance to be transparent and interact with one's manager.

HOURS OF TRAINING BY GENDER

	2018	2017
Male	50,928	55,166
Female	28,101	27,739

ANTI-CORRUPTION TRAINING

	2018	2017
No. of employees trained	2,820	818
Training hours provided	2,610	1,632

HOURS OF TRAINING BY CONTRACT TYPE

	2018	2017
Executives	1,081	1,109
Middle managers	6,092	27,739
Administrative staff	55,514	58,398
Blue-collar	16,342	17,661

PEOPLE CARE

ADR pays great attention to the well-being and quality of life of its employees with a view to improving the “work-life balance” of each person. The Group is convinced that the well-being of the company is based on the organisation’s ability to promote and maintain the physical, psychological and social well-being of workers at all levels and for all roles and accordingly implemented corporate welfare initiatives that can be classified under 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

ACTIONS AND PERFORMANCE

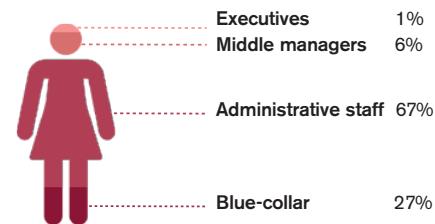
In 2018, the number of full-time employees increased by 1% for men and by 2% for women compared to the previous year. Part-time workers increased by 8% for women only, while for men, they remained unchanged. Compared to 2017, the percentage of female staff within the total number of workers is also up by about 2%.

Overall, the company's average workforce has increased by 35% since 2012.

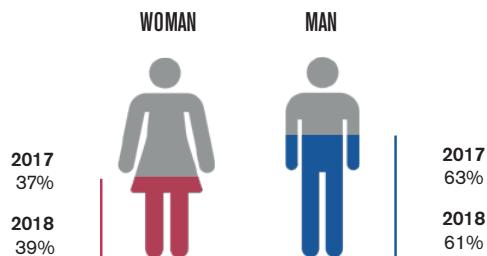
NUMBER OF STAFF BROKEN DOWN BY CONTRACT TYPE

FULL TIME			PART TIME		
	2018	2017		2018	2017
Male (no.)	1,581	1,570	Male (no.)	545	546
Female (no.)	534	524	Female (no.)	797	741

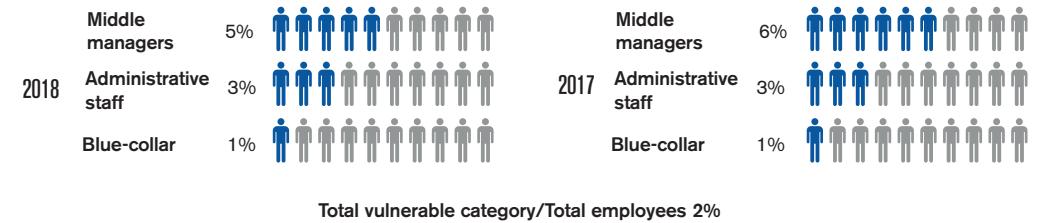
PERCENTAGE OF WOMEN PER CATEGORY



STAFF BY GENDER



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



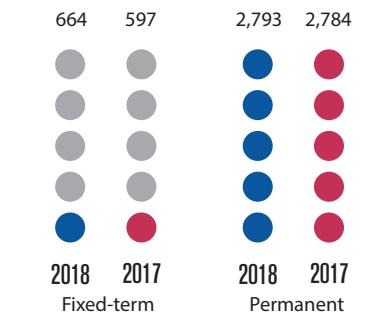
EMPLOYEES BY CATEGORY AND AGE GROUP

	2018		2017		2018		2017	
					<30		Between 30 and 50	
							>50	
Executives	0%	0%	1%	1%	3%	4%		
Middle managers	1%	1%	6%	6%	12%	13%		
Administrative staff	64%	67%	60%	60%	50%	48%		
Blue-collar	35%	32%	33%	34%	35%	35%		

EMPLOYEES BY CATEGORY AND GENDER

	2018		2017	
	Men	Women	Men	Women
Executives	2%	2%	1%	1%
Middle managers	8%	7%	6%	6%
Administrative staff	53%	53%	66%	66%
Blue-collar	37%	38%	27%	27%

NO. OF EMPLOYEES BY TYPE OF CONTRACT





In 2018, there was an increase of 11% in the number of employees with fixed-term contracts, while the figure for permanent contracts did not change. The tables on employees, broken down by age group, show a significant aspect: for all age groups, the majority of workers are blue-collar or administrative personnel. Only 23% of total workers have more important roles (4% Executives; 19% Middle Managers). As regards the breakdown by gender, as shown in the graph above, the Group has an equal distribution between men and women in all professional categories.

In order to improve its performance and prevent injuries and occupational diseases, the ADR Group focuses on the supervision and measurement of elements that make it possible to take preventive rather than reactive action; the results are validated by calibrating and adjusting the instruments, in accordance with recognised national and international standards.

ACCIDENT RATES BY CONTRACT TYPE 2018	UoM	TOTAL	EXECUTIVES	MIDDLE MANAGERS	ADMINISTRATIVE STAFF	BLUE-COLLAR
Injuries at the workplace	n	226	0	5	84	137
Commuting injuries	n	77	0	4	45	28
Total	n	303	0	9	129	165

ACCIDENT RATES BY CONTRACT TYPE 2017	UoM	TOTAL	EXECUTIVES	MIDDLE MANAGERS	ADMINISTRATIVE STAFF	BLUE-COLLAR
Injuries at the workplace	n	204	1	2	53	148
Commuting injuries	n	56	0	1	28	27
Total	n	260	1	3	81	175

GROUP ACCIDENT RATES	2018				2017		
	UoM	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN
Injury rate ¹	i	9,2	9,3	9,06	8,0	7,9	8,1
Rate of working days lost as a result of an injury ²	i	146.2	154.8	130.8	130.0	143.9	104.7
Absenteeism rate ³	i	14,324.3	11,742.9	18,980.2	13,495.6	9,998.0	19,868.87

¹Ratio between the number of injuries determining days lost and the hours worked in the year, by 200,000 (50 working weeks by 40 hours for 100 employees - Source: ILO).

²Ratio of days not worked as a result of accidents and working hours in the year, by 200,000 (Source: ILO).

³Ratio of total hours of actual sickness, accident, strike, and unpaid absence, and total hours worked, by 200,000 (Source: ILO).

METHODOLOGICAL NOTE

This document, published annually, is the fourth edition of Aeroporti di Roma Group's Sustainability Report, and reports on the objectives, 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 reporting scope of this report matches the scope of consolidation in terms of financial information for the same reporting year.

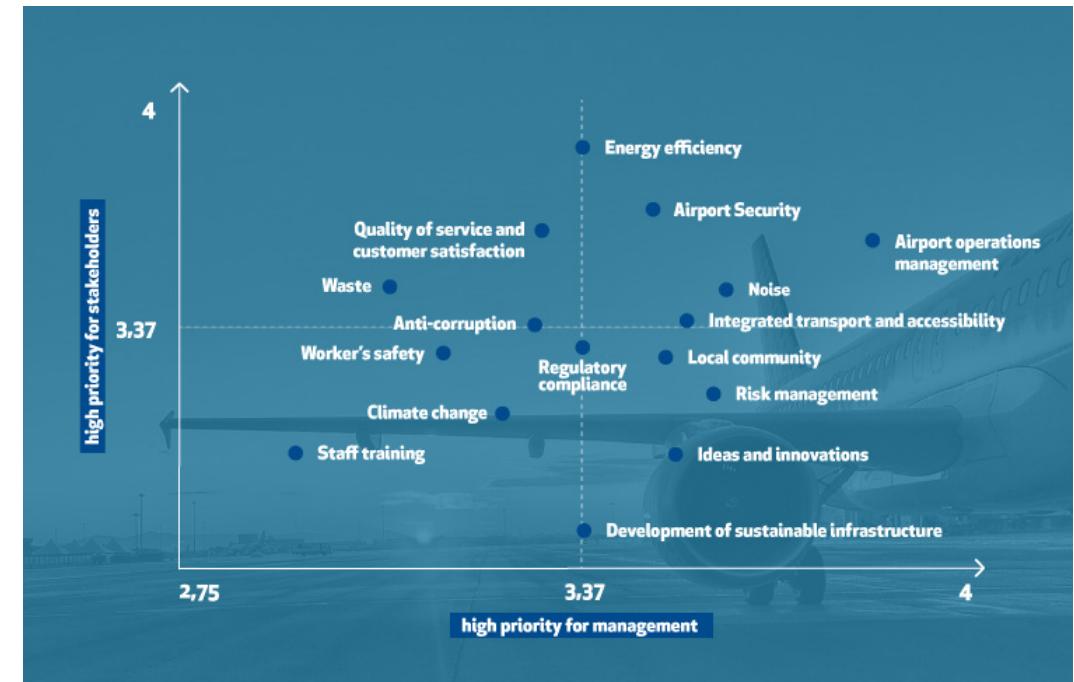
In order to provide an overall view that reflects the effectiveness of the management and the trend of the results achieved with a view to economic and social sustainability, both qualitative and quantitative information was presented with a time reference of at least two years.

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 2017 Sustainability Report, were made in order to correctly apply the requirements of the GRI Standards - core option (which represents an improvement with respect to the previous version of the document) and on the basis of the improvement in the method of calculating the data.

MATERIALITY MATRIX

The following table reports the Group's materiality matrix¹ that shows the material issues, i.e. the issues that can have significant economic, social and environmental impacts on the business and that can influence the expectations, decisions, and actions of stakeholders since they are perceived by them as significant.



¹ The 2018 materiality matrix has been updated based on the results of the benchmark analysis of the Group's main competitors, both national and European.

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.; management of air traffic also in relation to possible developments; ability to deal with emergencies through recovery plans, and business continuity plans. Emergencies such as atmospheric 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 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 accidents, campaigns for runway safety).



Waste: waste disposal methods at the airport.



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: bribery and corruption.



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



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

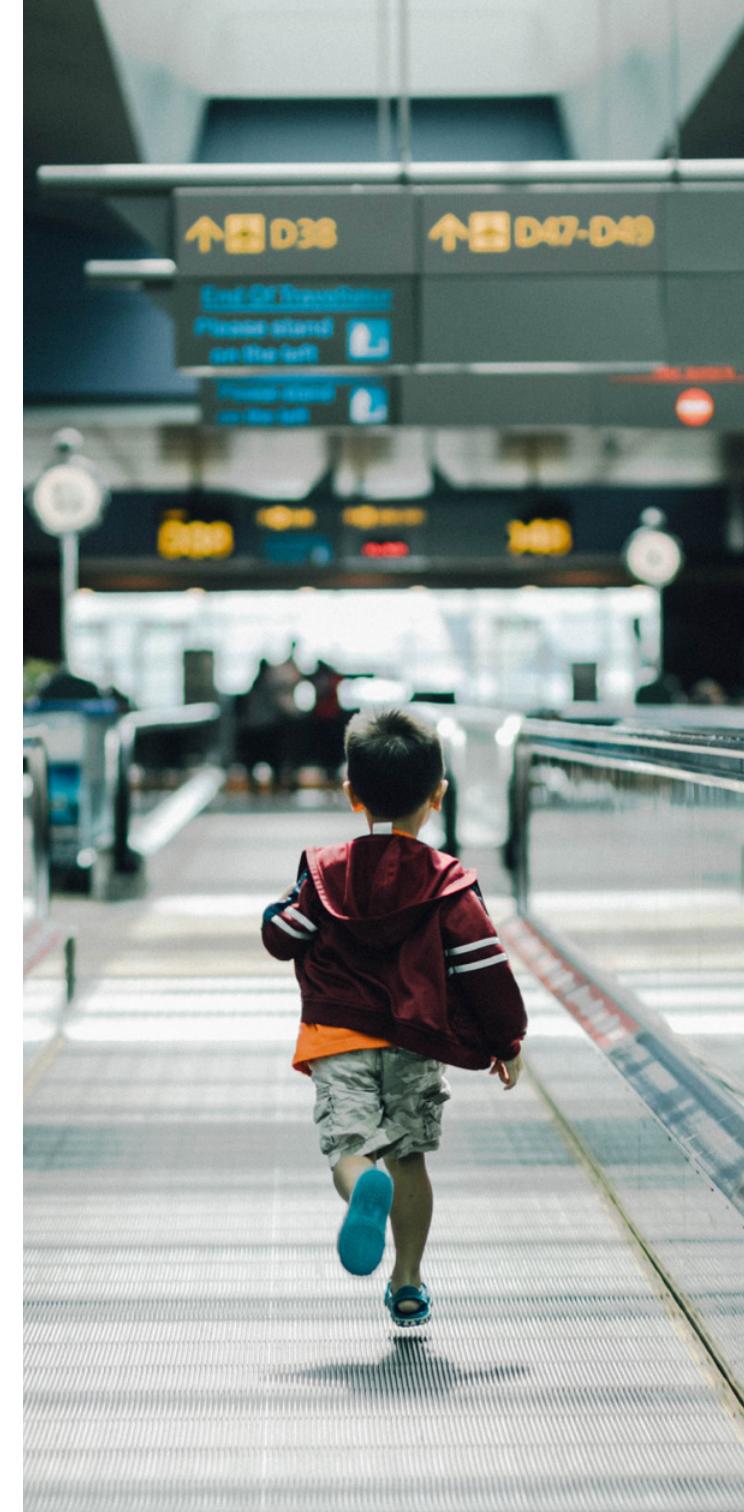


TABLE LINKING MATERIAL TOPICS AND SPECIFIC TOPICS OF GRI STANDARDS

TOPIC	GRI ASPECT SPECIFIC TOPIC	SPECIFIC KPI
Management of airport operations	Economic performance	201-1
	Procurement practices	204-1
	Supplier social assessment	414-1
	Supplier environmental assessment	308-1
Noise	n.a.	n.a.
Intermodality and accessibility	Indirect economic impacts	203-1
Risk Management	n.a.	n.a.
Airport security	Indirect economic impacts	203-1
Local community	Local communities	203-1
Service quality	Customer privacy	418-1
	Training and education	404-1
Compliance with regulations	Environmental compliance	307-1
Health and safety	Occupational Health and Safety	403-2
Waste	Effluents and waste	306-2
Personnel training	Training and education	404-1
Climate change	Emissions	305-1; 305-2
Energy efficiency	Energy	302-4
Ideas and innovation	n.a.	n.a.
Sustainable infrastructure development	Indirect economic impacts	203-1
Anti-corruption	Anti-corruption	205-2

The table above links each issue considered a priority for the Aeroporti di Roma Group to the GRI Standards aspects and to the related specific indicators that have been presented in this Report.



GRI CONTENT INDEX

GRI STANDARDS INDICATORS

GRI 102: GENERAL DISCLOSURES

PROFILE OF THE ORGANISATION

GRI Indicator	Indicator Description	Location
102-1	Name of the organisation	Cover
102-2	Activities, brands, products, and services	Paragraph - Our Company Paragraph - Business
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	Paragraph - Governance model and corporate structure
102-6	Markets served	Paragraph - Our Company Paragraph - Business
102-7	Scale of the organization	Paragraph - Highlights
102-8	Information on employees and other workers	Gate 6: Activities for People, Paragraph - Actions and performance
102-9	Supply chain	Gate 1: Activities for the Italian System, Paragraph - Actions and performance
102-10	Significant changes to the organization and its supply chain	During the reporting year, there were no significant changes to
102-11	Precautionary principle or approach	Gate 4: Activities for the Environment

102-12	External initiatives	In 2011 ADR joined Airport Carbon Accreditation (ACA) of ACI Europe, a programme under which airports commit to reducing their carbon emissions. In addition, ADR participates in the Sesar programme (Single European Sky Air Traffic Management Research), whose measures concern both the civil 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 national air transport stakeholders. For further details, see: www.adr.it/sesar-programme
102-13	Membership of associations	Assaeroporti - Italian Association of airport operators
STRATEGY		
102-14	Statement from senior decision-maker	Paragraph - Letter to Stakeholders
ETHICS AND INTEGRITY		
102-16	Values, principles, standards and norms of behavior	Mission and values Paragraph - Governance model and corporate structure
GOVERNANCE		
102-18	Governance structure	Governance structure Paragraph - Governance model and corporate structure
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	Paragraph - Our route to sustainability
102-41	Collective bargaining agreements	All employees are covered by national labour arrangements
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	Paragraph - Our route to sustainability
102-44	Key topics and concerns raised	In 2018, a number of issues that were particularly relevant for external stakeholders and the company concerned: multiple service quality records certified by ACI and the various maiden flights of airlines operating at Fiumicino.
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	Paragraph - methodological note
102-46	Defining report content and topic boundaries	Paragraph - methodological note
102-47	List of material topics	Paragraph - Methodological note Materiality matrix
102-48	Restatements of information	Paragraph - methodological note
102-49	Changes in reporting	Paragraph - methodological note
102-50	Reporting period	The Report refers to the period ended 31/12/2018.
102-51	Date of most recent report	The latest Sustainability Report published concerned reporting year 2017
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 Standards	GRI standards "In accordance - Core"
102-55	GRI content index	Paragrafo - GRI content index
102-56	External assurance	This report has not been subject to assurance by an independent company

GRI 103: MANAGEMENT APPROACH

103-1	Explanation of the material topic and its Boundary	Paragraph - Methodological note
103-2	The management approach and its components	<p>Gate 2: Activities for Infrastructure Development. Paragraph - Overview</p> <p>Gate 3: Activities for Customers Paragraph - Overview and Actions</p> <p>Gate 4: Activities for the Environment Paragraph - Overview</p> <p>Gate 5: Activities for Quality Paragraph - Overview</p> <p>Gate 6: Activities for People Paragraph - Overview</p>
103-3	Evaluation of the management approach	<p>Gate 2: Activities for Infrastructure Development. Paragraph - Overview</p> <p>Gate 3: Activities for Customers Paragraph - Overview and Actions</p> <p>Gate 4: Activities for the Environment Paragraph - Overview</p> <p>Gate 5: Activities for Quality Paragraph - Overview</p> <p>Gate 6: Activities for People Paragraph - Overview</p>

GRI 200: ECONOMIC TOPIC

GRI 203: INDIRECT ECONOMIC IMPACTS

203-1	Infrastructure investments and services supported	Gate 2: Activities for Infrastructure Development
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GRI 205: ANTI-CORRUPTION

205-2	Communication and training about anti-corruption policies and procedures	Gate 6: Activities for People, Paragraph - Actions and performance
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GRI 300: ENVIRONMENTAL TOPICS

GRI 302: ENERGY

302-1	Energy consumption within the organization	Gate 4: Activities for the Environment, Paragraph - Performance
302-4	Reduction of energy consumption	Gate 4: Activities for the Environment, Paragraph - Performance

GRI 400: SOCIAL TOPICS

GRI 403: OCCUPATIONAL HEALTH AND SAFETY

403-2	Hazard identification, risk assessment, and incident investigation	Gate 6: Activities for People, Paragraph - Actions and performance
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GRI 404: TRAINING AND EDUCATION

404-1	Average hours of training per year per employee	Gate 6: Activities for People, Paragraph - Actions and performance
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GRI 413: LOCAL COMMUNITIES

413-2	Operations with significant actual and potential negative impacts on local communities	Gate 4: Activities for the Environment, Paragraph - Actions
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PERSONE. VALORI. AMBIENTE
PEOPLE. VALUES. ENVIRONMENT