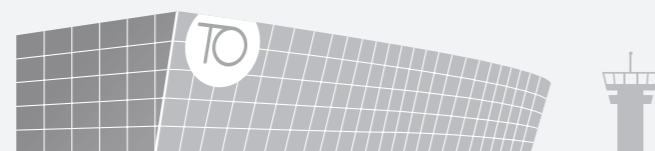


**CORPORATE SOCIAL
RESPONSIBILITY
REPORT 2022**



T P R N



TORINO
AIRPORT



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1.

Letter to Stakeholders

Dear Stakeholders,

In a year that saw the return of air traffic following the negative impacts of the COVID-19 pandemic, the SAGAT Group gave great impetus to developing its network, improving the connectivity of the local area and contributing to the economic and touristic growth in the region. The Group also integrated sustainability into its strategy and into areas that we consider significant: the environment, innovation, quality and safety.

2022 was a **record year in terms of passenger numbers**: we transported **4,193,881** of them, up from 2021, 2019 (the last pre-COVID year) and 2017, the previous record year. Our ability to bounce back from the pandemic, despite its lingering effects in the first three months of the year, saw us awarded **Best European Airport** by ACI Europe in the under 5 million passengers category.

Our contribution to the United Nations' Sustainable Development Goals gathered pace in 2022, and particularly in all the actions we intend to take to turn our commitment to the **NetZero2050** resolution into a reality.

The co-operative path towards sustainable development is achieved through compliance with international protocols, participation in European consortia with other airport partners, the involvement of all our people, and full co-operation between Group companies.

This is the backdrop to our achievement of **Level 3-Optimisation** of the **ACA-Airport Carbon Accreditation** environmental sustainability programme, which focuses on the plan to involve stakeholders, and thus the different actors operating at the airport, in the process of reducing emissions.

In 2022, we also joined **AZEA (Alliance for Zero-Emission Aviation)** to encourage the introduction of renewable fuels in airport and airline operations.

As part of the Torino Green Airport action plan, we designed a new photovoltaic system which, when fully operational, will see us self-produce 12% of our electricity requirements.

Development also began on a pilot plant to test hydrogen as a storage system for energy produced by a **photovoltaic system**, enabling its use as a green fuel to power a fuel cell. This development formed part of the work of the European H2020 **TULIPS** consortium, in which Turin Airport is a partner.

By introducing a fleet of electric-powered vehicles for SAGAT Handling and using airport procedures defined in the interests of sustainability by SAGAT S.p.A., **turnarounds at the airport will be 100% green** from 2022, with a reduction in the environmental impact of aircraft ground handling operations.

Again in 2022, 100% **of purchased electricity came from certified renewable sources** (certificates of guarantee of origin - GO).

Every aspect of our work has always prioritised the development of our local area, not just through our environmental commitment or our contribution to the local economy (totalling Euro 67.3 million in economic value distributed to the community), but also thanks to a number of concrete collaboration measures. These include the **"Adopt a class"** initiative, which saw instructors from the Group hold ongoing lessons at two classes of the Grassi di Torino technical high school, and 46 young people participate in **training** projects at the airport.

At the governance level, the Sustainability Committee - which drafted the **Sustainability Policy** and the **Sustainability Plan**, began operations in 2022. The entire company was involved in identifying six development strands, which are reflected in the assumption of 26 commitments, which in turn will be enacted through 83 initiatives, each of which includes KPIs, targets and timeframes. The plan will allow us, as of next year, to report in an even more transparent and timely manner on our contribution to achieving sustainability goals.

Andrea Andorno
CEO of SAGAT S.p.A.

Identity



2. The SAGAT Group - who we are

SAGAT S.p.A. is the company that manages Turin Airport, overseeing:

- the design, construction and maintenance of infrastructures related to air traffic (e.g., runways and aprons);
- the design, construction and maintenance of infrastructures and buildings used by passengers and operators (terminals with retail outlets, car parks, offices and facilities);
- the management of centralised infrastructures identified pursuant to Italian Legislative Decree No. 18/99 (including boarding and disembarkation bridges, baggage handling systems, airport and public information systems);
- areas subcontracted to other parties (including those running restaurants, bars, shops, and car rentals, etc.)

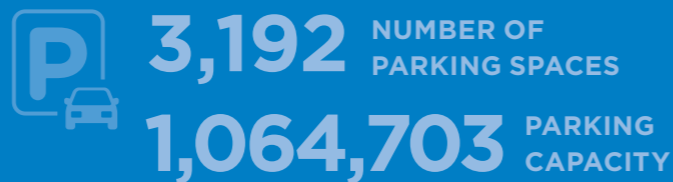
SAGAT Handling S.p.A. company is wholly owned by SAGAT S.p.A. and operates in the airport sector. The company provides assistance services to airlines operating at Turin Airport and belongs to the SAGAT Group.



Key Figures 2022



- 1° Catania
- 2° Naples
- 3° Bari
- 4° Palermo
- 5° London



QUALITY PERCEIVED BY PASSENGERS



- > **ACI Europe Best Airport 2022** in the under 5 million passengers category.
- > The SAGAT Group's Quality Management System is certified according to **standard ISO 9001:2015**.
- > **Customer Experience Accreditation - Livello 1** (renewed in June 2022).
- > Renewal of **The Voice of the Customer**, award, which is given by ACI to airports that continued to prioritise passengers, endeavouring to gather feedback through ASQ despite the ongoing pandemic (valid until February 2022 for activities carried out in 2021).
- > 2022 **Airport Service Quality** index: **4.07** (general satisfaction index measured through self-completed passenger questionnaires on a scale from 1 to 5), according to the ACI international benchmarking programme.

HUMAN RESOURCES 2022



Total SAGAT Group employees	406
- temporary	13.8%
- percentage female	38.9%
- percentage male	61.1%

Group figures at December 31, 2022.

ECONOMIC IMPACT



Total investments in 2022

Euro 7,000 thousand in infrastructural and plant engineering works

Economic value generated in 2022

Euro 89,27 thousand

Economic value distributed in 2022

Euro 67,3 thousand

ENVIRONMENTAL PROTECTION



- > **The SAGAT Group has been awarded ISO 45001:2018 and ISO 14001:2015 certifications** by TÜV Italia for its Integrated Health, Safety and Environment Management System (HSEMS), in addition to an ISO 50001:2018 energy certification.
- > **"Torino Green Airport"** environmental sustainability project.
- > Level 3 (Optimisation) accreditation as part of the international **Airport Carbon Accreditation** programme
- > Member of ACI Europe's **NetZero 2050** programme.
- > Membership of **AZEA** - Alliance for Zero-Emission Aviation.
- > Partnership with the EU consortium **TULIPS**, which seeks to develop innovative ways to facilitate the transition to low-emission mobility, thus improving the overall sustainability of airports.

Company profile

MISSION

To manage and develop air travel and infrastructural activities at Turin Airport in order to increase air connections and mobility options. To improve the levels of service quality offered to passengers, air carriers, stakeholders and employees while guaranteeing them maximum safety and security.

VISION

To be the gateway to Northwest Italy, improving the well-being and prosperity of the target area through constructive and constant co-operation with all members of the airport system.

Sustainability mission

The SAGAT Group wishes to meet the mobility needs of people and organisations, contribute to the development of communities and the local area, and manage airport infrastructure and operations safely and in respect of the environment. It intends to seek out innovative solutions that make efficient use of resources and create a safe and inclusive working environment that derives value from the diversity of gender and training, professional, and generational background. At the same time, the SAGAT Group wishes to make the airport a fundamental driver of tourism and socioeconomic development for the region as a whole.

The SAGAT Group has devoted its attention to **ESG topics** for a decade:

- this **Social Responsibility Report** is now in its ninth edition;
- in 2022, **the Torino Green Airport project saw the introduction of numerous projects** and dedicated communication campaigns;
- in 2022, the Company adopted the **Sustainability Policy** and the first **Sustainability Plan** was drafted; ESG topics were **discussed by the Board of Directors six times** in 2022.

Sustainability context

The SAGAT Group's objective in terms of **economic issues** is to increase traffic volumes, attract new companies, and strengthen cooperation with those already operating at the airport, so that it can meet the mobility needs of the local area and help strengthen the tourism industry.

This will generate value for the local area in terms of direct impact, indirect impact, induced impact and catalytic impact. This distinction is outlined by the ACI association (of which SAGAT is a member) and helps the Group assess its economic impact on the local area in proportion to the number of passengers it handles and the number of people it employs.

As far as **environmental topics** are concerned, promoting and consolidating a culture of environmental protection within the Company by increasing awareness of environmental issues and promoting responsible conduct among staff members, the airport community, customers and suppliers, are key aspects around which the SAGAT Group's development is based.

Finally, the SAGAT Group's primary objective with regard to **social issues** is to consolidate and

develop relations with local public and private institutions, businesses and stakeholders, to guarantee the mutual exchange of information, expertise, and skills.

The SAGAT Group's commitment: the Sustainability Committee

The SAGAT Group established a **Sustainability Committee** in 2021 to get the entire Company involved in the achievement of its sustainability objectives, and to integrate sustainable development policies into its business strategies. The Committee is tasked with assisting Senior Management with its sustainability-related consultation and proposal duties.

Specifically, the Committee is assigned the following tasks:

- analysing potential scenarios that represent opportunities and create long-term value for stakeholders:
 - ethics;
 - environmental protection, paying particular attention to the climate crisis;
 - social and economic development of the local areas in which the Company operates;
 - protecting human rights;
 - deriving value from differences and the equal treatment of people;

- suggesting a layout for the annual sustainability report and its contents; analysing the completeness and transparency of stakeholder communications;
- recommending objectives, targets, and deadlines for the Sustainability Plan;
- monitoring achievement of the sustainability mission and recommending actions to determine the value generated by the Company for its stakeholders, including as part of its stakeholder engagement activities, thus contributing to the definition and adoption of a measurement model;
- monitoring updates to legal provisions and best practices, including those of international scope, paying particular attention to the reference sector;
- making proposals to Senior Management based on a comparison of the Company's Ethics Code with regulations and best practices, including those of international scope.

Composition and frequency of duties

- Non-Aviation Sales and Communications Director (coordinator) with support from the Communications team
- Administration, Finance, Control, and ICT Director
- Head of HR Organisation, Management and Development Service
- Energy and Carbon Management

- Legal Officer
- General Manager of SAGAT Handling

The Committee meets at least three times a year and reports on its activities to:

- The Chairperson and Chief Executive Officer (at least twice a year)
- The Board of Directors (at least once a year).

Two members of the Committee directly report to the Chief Executive Officer, while three other members report to senior management. The General Manager of the subsidiary also sits on the Committee. These individuals represent a link between the Group's sustainability activities and the creation of value. At the same time, the composition of the Committee reflects a desire to integrate sustainability into the Group's operating hubs and to provide SAGAT with structured processes and tools to achieve its objectives.



The SAGAT Group and the United Nations' SDGs (Sustainable Development Goals)

The SAGAT Group projects and activities implemented in 2022 and covered in this Corporate Social Responsibility Report are linked to 12 of the United Nations 17 SDGs as part of its 2030 Agenda.

The SAGAT Group makes reference to the following SDGs:

5. Gender equality: Diversity breeds innovation and better, more inclusive workplaces. Women, however, remain under-represented in the infrastructural sector in general and among management teams in particular.

6. Clean water and sanitation: The heavy reliance on water by airports for industrial purposes requires measures to be implemented to streamline use and to purify and reuse water where possible.

7. Affordable and clean energy: Airport infrastructures can assist by increasing their reliance on renewable energy sources and improving energy efficiency.

8. Decent work and economic growth: Infrastructures and workers in the sector are often exposed to significant occupational health and safety risks. Operators in the infrastructural sector play a key role in improving safety and conditions and thus the overall quality of work. Airports are strategic resources and engines of development for local

regions because they help create wealth and stimulate third-party production, both directly and indirectly.

9. Industry, innovation and infrastructure: Experimentation and innovation are required to ensure that infrastructures can operate in full safety while respecting the environmental sustainability of resources and making efficient use of them.

10. Reduced inequalities: The socio-economic inclusion of workers – regardless of their age, gender, disability, ethnicity or other status – is a priority for companies in all sectors to reduce inequality.

11. Sustainable cities and communities: Airports connect people from all over the world. Collaborating on flight safety and accessibility is key to developing resilient cities and economies.

12. Responsible consumption and production: To reduce our environmental footprint, we need to replace traditional production/construction, use and disposal models with circular economy initiatives.

13. Climate action: Infrastructures and leading companies in the aviation sector can significantly reduce climate-changing emissions by complying with the Paris Agreement targets

15. Life on land: The construction, maintenance, operation and decommissioning of physical infrastructures often upsets the balance of ecosystems and can threaten biodiversity.

16. Peace, justice and strong institutions: Relationships with stakeholders such as public institutions, industry officials, politicians, communities, and suppliers can expose infrastructure stakeholders to conduct that does not comply with the relevant laws and regulations.

17. Partnerships for the goals: By engaging in more diverse partnerships, infrastructure companies can drive change towards greater sustainability, while protecting themselves and their licence to operate.



TARGETS DEEMED RELEVANT TO SAGAT GROUP OPERATIONS

2022 saw a strengthening of the practices in line with the UN SDGs, thanks in part to the ESG analysis carried out by the consultancy companies commissioned by our shareholders.

The **targets** deemed relevant to the SAGAT Group are as follows:



5.5 Ensure the full and effective participation of women and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

As part of its human resources development strategy, SAGAT has a policy in place to ensure the effective participation of women, from operations to senior management activities. The Company also routinely monitors gender pay equality for the same roles using specific KPIs and pays particular attention to senior management roles.

Women comprise 38.9% of the SAGAT Group's workforce, including the Group's Chairperson; they represent 40% of senior management.



6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.

SAGAT has carried out a voluntary water quality monitoring campaign for both rain and waste water every year since 2016. It regularly implements measures, the most recent of which include improving the separation between the rainwater collection network and the irrigation canals running through the airport site.

In 2022, works were completed to monitor rainwater and surface water, upgrade containing basins for non-hydrocarbon liquids, and improve water sources and the sewer network in order to prevent leakage and waste.



7.2 By 2030, substantially increase the share of renewable energy in the global energy mix.

In 2022, in addition to purchasing 100% of its electricity from renewable sources (guarantee of origin - GO certificates), the design was completed for a new photovoltaic plant with a peak electrical capacity of 1.6 MW. When fully operational, this will ensure that around 12% of energy needs are met through self-production.



8.1 Sustain per capita economic growth in accordance with national circumstances.

Turin Airport has a key role to play in facilitating the development of other economic sectors by increasing the connectivity of the local area, promoting trade and tourism, and enhancing the region's attractiveness.

The economic value distributed to the community by the SAGAT Group amounted to Euro 67,299 thousand in 2022, +60% on 2021 (Euro 42,041 thousand).

8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

SAGAT Group companies are equipped with occupational safety management systems aimed at the maximum protection of their workers. The Parent Company SAGAT S.p.A. uses a management system that is certified according to the international UNI EN ISO 45001:2018 standard, while SAGAT Handling S.p.A. uses an integrated system in compliance with Article 30 of Legislative Decree No. 81/2008. Occupational Health and Safety topics are regularly discussed at Safety Board meetings and at HSE Management System update meetings.

Since April 2022, agile work has been an ordinary tool, also assisting those in precarious situations and/or family difficulties. Agile work is strongly appreciated by the employees involved, especially for the positive implications in terms of managing their family time and their own well-being.

At the end of 2022, 17 employment relationships were made permanent for workers previously employed during seasonal peaks in winter and summer.



9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.

The SAGAT Group possesses energy and environmental management systems, which are ISO 50001 and ISO 14001 certified respectively.

In 2022, the Group continued to invest in eco-efficiency as part of the environmental sustainability project “Torino Green Airport”. Existing lighting systems were replaced with energy-saving ones (LED technology with dimming systems); the replacement of the existing vehicle fleet with hybrid or electric-powered vehicles continued, and, by introducing a fleet of electric-powered vehicles and using airport procedures defined in the interests of sustainability, turnarounds at the airport will be 100% green from 2022, with a reduction in the environmental impact of aircraft ground handling operations.



10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

The SAGAT Group has hired several employees with disabilities since 2015 at figures well above the national average.

The HR department has integrated medium-term diversity objectives into its strategy for recruiting and promoting employees. In addition, the SAGAT Group has several welfare initiatives in place to make the workplace more inclusive.

4.4% of the Group’s workforce is represented by employees with disabilities.

Aware that education contributes significantly to the achievement of the UN goal, in 2022 the Company enhanced its activities for the younger generation, which include the ‘Adopt a Class’ initiative that involved third- and fourth-grade high school students for the duration of the entire school year, with SAGAT S.p.A. instructors working in high schools, and the free school and career guidance day for the children of Group employees.



11.2 By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all.

Turin Airport contributes to the region’s connectivity as most of its flights are to/from destinations more than five hours away by train (excluding Rome).

The airport is also served by public transport including buses and trains and is accessible for people with reduced mobility.

In 2022, the Company decided to carry out an analysis of ground transportation by monitoring the number of passengers travelling to and from the airport using different modes of transportation (train, bus, car sharing, cab, vehicle for hire, own or accompanied car, shuttles from the external parking lots). This analysis sought to help improve the connection service to and from the airport for the benefit of passengers, estimate the environmental impact of ground transportation and propose useful solutions to reduce it.

In addition, SAGAT has introduced measures to reduce the environmental impact of its aircraft and to incentivise the move towards less polluting aircraft. 95% of passengers on domestic and international flights have no other satisfactory public transport alternatives.



12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

Turin Airport sorts waste paper, glass, plastic, cans, toner, rubber, iron, WEEE (waste electrical and electronic equipment), and used oil generated directly by SAGAT and by all other operators based at the airport.

Through careful, long-term planning of construction works, Turin Airport has minimised groundworks waste by recovering and reusing demolition material.

The search for innovative solutions in this area is ongoing, as evidenced by the collaboration with the Faculty of Architecture: from March to September, the Company welcomed six students to develop a project to recover waste produced by airport businesses.



13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.

The SAGAT Group has founded an organisation to fight climate change and is committed to achieving net zero carbon emissions by 2050, having joined ACI Europe's NetZero protocol in 2019..

The target for 2030 is to reduce CO₂ emissions by 55% from the base year 2010.



15.5 Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.

The SAGAT Group has implemented several initiatives to prevent bird strikes using natural solutions such as falconry. In addition, the Group's environmental management system helps to reduce its impact on biodiversity.

In 2022, four hectares of land were planted with ryegrass and incorporated with biochar, a carbonaceous material obtained through the thermal degradation of biomass, as part of an experimental package of the European TULIPS project to demonstrate the benefits of carbon sequestration in airport areas. The applied technique is highly replicable; the model tested on our site will be reused at Amsterdam Schiphol and Larnaca airports.



16.5 Substantially reduce corruption and bribery in all their forms.

The SAGAT Group has implemented a management system to comply with ethical standards and existing legislation.

100% of employees have received training on ethical topics >> Ethics Code and Code of Conduct.



17.16 Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilise and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals.

Corporate social responsibility is shared between all SAGAT Group departments to ensure sustainability topics are addressed with all relevant stakeholders. Conversations with neighbouring municipalities are always ongoing.

In 2022, the Company adopted a Sustainability Policy and drafted its 2023-2026 Sustainability Plan, in which commitments are made and measures are set out that will be introduced and - from 2024 - reported on an annual basis.



Market overview

Turin Airport is a public transport company and as such, it provides a crucial public service to the area in which it is located.

The air transport and airport management sectors operate within a complex national and international regulatory framework, due to the activities overseen by the management company and the following entities:

1. airlines;

2. airline service providers, including:

2.1 handler, which provide ground handling services to aircraft, people and cargo, including: check-in, boarding and disembarking passengers, loading and unloading baggage, the management of lost and found offices and practices, and cargo handling. Additional services are assigned by airlines to handlers, such as cleaning inside aircraft and supplying drinking water, etc. There are two competing handling companies that operate on a free-market basis at Turin Airport;

2.2 caterers, i.e., companies that supply food for aircraft;

2.3 fuel-supply companies, that supply fuel for aircraft;

3. commercial operators which provide services, e.g., food services, car rentals, the sale of goods and services;

4. Border Police, Customs Agency and the Finance Police, who perform checks on passengers, baggage, cargo and airport operations;

5. Fire brigade, which provides specialist assistance to aviation operations;

6. ENAV (the Italian Air Travel Assistance Body), which provides air traffic control services and other essential services for air travel, e.g., authorisation for aircraft to move, taxi, and take-off.

There are also national and international bodies that regulate and oversee the air transport sector, with which SAGAT must interact. The main bodies include:

- **ICAO** (International Civil Aviation Organization): sets the standards and procedures for the orderly and safe development of international civil aviation;
- **IATA** (International Air Transport Association): supports company business policies and offers cooperative services;
- **ASSOCLEARANCE**: the independent association assigned by the Italian State to allocate slots to air carriers;
- **The Ministry for Infrastructure and Transport**: the General Department of Airports and Air Transport oversees the governance of civil aviation and the regulation of EU and international sectors, providing guidance, oversight and control of organisations and enterprises in the sector;

- **ART** (the Transport Regulation Authority): an independent administrative authority responsible for regulating the transport sector;

- **ENAC** the only civil aviation authority in Italy responsible for overseeing and enforcing regulations and standards, as well as for governing the administrative and economic aspects of Italy's air transport system.



 **Infrastructure**

CHARACTERISTICS

Runway length	3,300 metres
Passenger terminal	57,000 m²
Parking capacity	3,192 spaces
General Aviation	
Cargo terminal	



ONGOING SERVICES

Operating hours	24/7
Assistance	Passengers/cargo , all aircraft types
Radio assistance system	ILS-CAT3B operational continuity in poor visibility conditions



AIRPORT CAPACITY

Movements	up to 28/hour
Passengers	up to 6 million/year



EMERGENCY SERVICES

Snow team	95 employees
Operations	have not shut down due to snow for 12 years
Fire-fighting service	Intervention capacity up to the highest ICAO category



THE ENAC CONVENTION - THE REGULATORY AGREEMENT AND THE TARIFF DETERMINATION PROCESS

ENAC convention

On October 8, 2015, SAGAT S.p.A. and ENAC (National Civil Aviation Authority) signed the Convention governing relations for the management and development of airport operations at Turin Airport, covering the design, execution, award, maintenance and use of key plant and infrastructure.

The duration of the Convention, initially stipulated until August 3, 2035 (concluding date of the extension of private airport management as per Law No. 187 of February 12, 1992) was subsequently extended by two years, until 2037, in accordance with Article 202 of Law No. 77/2020 concerning *Urgent measures regarding health, employment and economic support, in addition to social policies related to the COVID-19 emergency*. The above extension is effective *ope legis*, as clarified by ENAC through its communication of January 19, 2021.

The Convention in addition, at introduction No. 22, establishes that *“where SAGAT - close to the conclusion of the current extension permitted under special Law No. 187/1992 until August 3, 2035 - requires an extension of the duration of the full management of Turin Airport for an additional 20 years, ENAC, on presentation of a programme of measures by the concession holder, and having given its approval, following the completion of the required preliminary formalities, will permit an extension to the full management for a period of an additional 20 years”*.

The Regulatory Agreement

In order to initiate the process for the signing of the Regulatory Agreement for the 2020-2023 period, on June 24, 2019 the Company presented to ENAC the Four-Year Action Plan, traffic forecasts, the Financial Plan, the Quality Plan and the Environmental Protection Plan, receiving a favourable technical opinion with note No. 0091615-P dated August 1, 2019. In order to receive information and assessments from interested parties, as per the due process and transparency of administrative action rules and in application of Directive 12/2009/EC and the updated tariff models approved by the Transport Regulation Authority with Motion No. 92/2017 of July 6, 2017, the Company, following the issue of the above favourable technical opinion by ENAC's competent structures, submitted the following consultation documents:

- Traffic forecasts for the contractual period;
- Four-Year Action Plan and the relative timeline, indicating the works, where existing, of particular significance for the airport's development and to which the increased rate of return (WACC) will be applied;
- Quality Plan;
- Environmental Protection Plan.

We note that, with reference to the Regulatory Agreement for the new regulatory period (2020-2023), in compliance with the Presidential Decree of April 28, 2021, which settled the litigation brought by SAGAT together with other airport management companies (which had already been acknowledged in previous years) which contested Article 19, paragraph 1 of the outline of the Regulatory Agreement (waiver of litigation clause), referred to in ENAC Resolution No. 20/2018 of October 2, 2018, the latter Authority amended, with Resolution No. 12/2022 of March 18, 2022, the outline of the Regulatory Agreement by reformulating the aforementioned Article 19.

In light of the above, both parties intend to sign the Agreement in a timely manner.

The tariff determination process

The process to review the tariff applied to Turin airport for the 2020-2023 period was concluded in 2019. In particular, the Transport Regulation Authority (hereafter TRA), with Motion No. 145 of November 20, 2019, considered the proposed review of Airport fees presented by SAGAT S.p.A. as compliant with the Airport Fees Regulation Model approved by the TRA with Motion No. 92/2017 (hereafter the Tariff Model), subject to the application of certain corrections to be applied to the tariffs that came into force on January 10, 2020 and on a temporary basis until March 28, 2020.

The fees for the entire tariff period, which incorporated the indicated corrections, were approved by the TRA with motion No. 12/2020 of January 31, 2020 and entered into force on March 29, 2020.

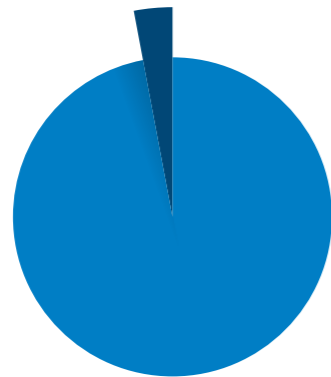
According to the Tariff Model, in 2021 the Company drew up the “Annual Disclosure Document” to provide the User with appropriate updates on the elements considered to update the airport fee levels for 2022. This Document was made available to the User through publication on October 1, 2021 on the Turin Airport website and was outlined, shared and approved during the annual meeting of Users held by video-conference on October 28, 2021.

2.1 The Company

€ **Shareholder structure (at December 31, 2022)**

The share capital of SAGAT S.p.A. is as follows:

- 2i Aeroporti S.p.A. 97.04%
- Treasury shares 2.96%

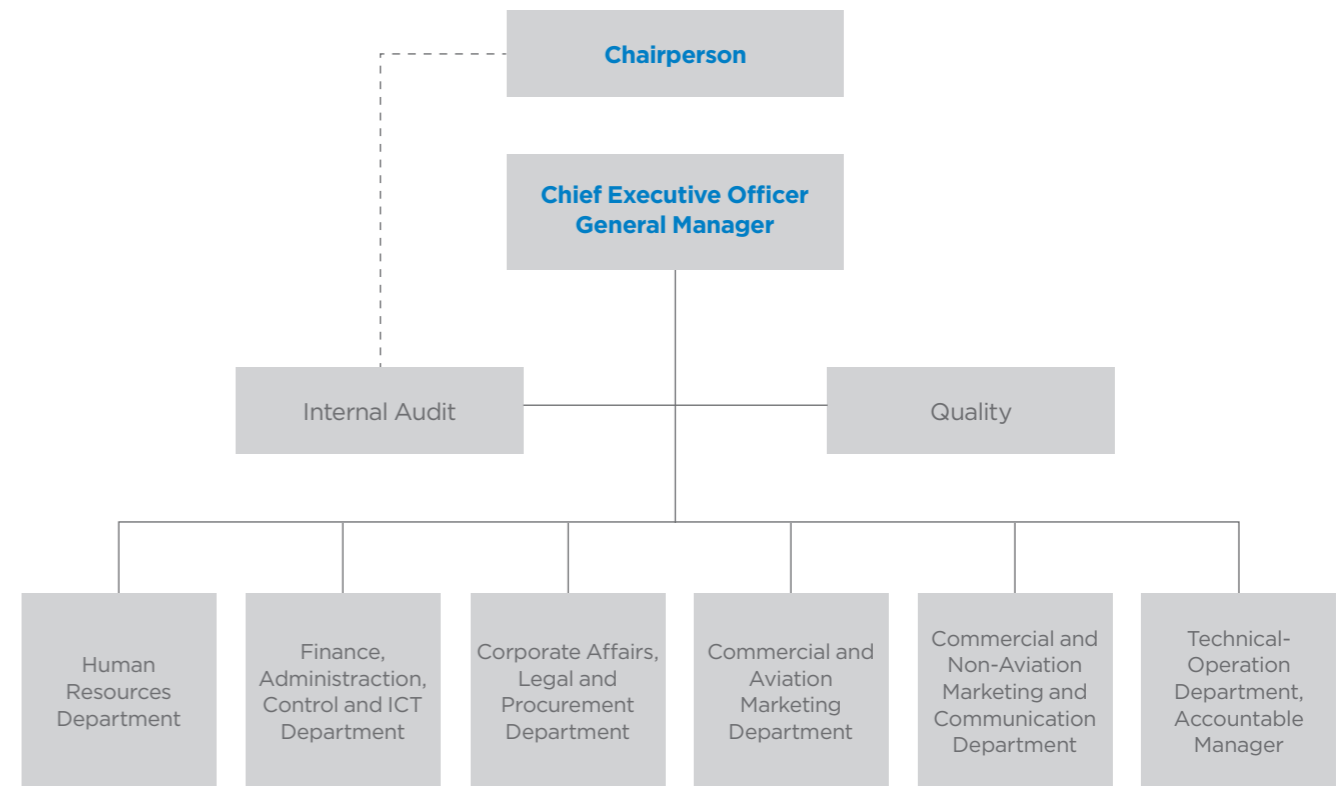


2i Aeroporti S.p.A. has been the majority shareholder of SAGAT since January 2013. As a result, the Company is subject to the management and coordination of 2i Aeroporti S.p.A.

SAGAT S.p.A. is the Parent Company of the SAGAT Group, which fully controls SAGAT Handling S.p.A.



SAGAT S.p.A. organisation chart at December 31, 2022



Transparency in Corporate Governance

SAGAT S.p.A.'s governance system relies on the coexistence of the Shareholders' Meeting, Board of Directors and Board of Statutory Auditors, composed as follows at December 31, 2022:

BOARD OF DIRECTORS

Elisabetta OLIVERI	Chairperson
Andrea ANDORNO	Chief Executive Officer
Greta CHILELLI	Director
Jean Jacques DAYRIES	Director
Lorenzo DI GIOACCHINO	Director
Antonio LUBRANO LAVADERA	Director
Laura PASCOTTO	Director

BOARD OF STATUTORY AUDITORS

Roberto GARGIULO	Chairperson
Piera BRAJA	Statutory Auditor
Francesco CAPPELLO	Statutory Auditor
Giuseppe DE TURRIS	Statutory Auditor
Francesca SPITALE	Statutory Auditor
Edoardo ASCHIERI	Alternate Auditor
Maddalena COSTA	Alternate Auditor

THE SECRETARY

Pietro Paolo PAPALE



Supervisory Board

At December 31, 2022, the SAGAT Group's two supervisory boards were composed as follows:

- SAGAT S.p.A Supervisory Board: Devis Bono (Chairperson), Lorenzo Ginisio, Michele Barbero;
- SAGAT Handling S.p.A Supervisory Board: Paolo Vernero (Chairperson), Lorenzo Ginisio, Michele Barbero.

>> Reporting

All SAGAT Group functions are required to promptly report to the respective Supervisory Boards of SAGAT S.p.A. and SAGAT Handling S.p.A. any unlawful conduct that is relevant pursuant to Legislative Decree No. 231/01 and violations of the Organisational Model of which they have become aware in the performance of their duties.

In any case, every person operating on behalf of one of the companies of the SAGAT Group is also required to send to the respective Supervisory Board all information deemed useful to facilitate the work of the Model or relating to events that could lead to violations of the Model, its general and control principles and the Ethics Code in relation

to the offences provided for by Legislative Decree No. 231/01, also in terms of their unsuitability, ineffectiveness and any other aspect relevant for these purposes.

Reasonable and sincere suspicions of offences or conduct constituting a violation of the Group Ethics Code can be reported to the SAGAT S.p.A. Internal Audit Service.

Anonymous reports will also be taken into account, provided they are adequately substantiated. Reports based on mere rumours or suspicions are not taken into account.

The companies of the SAGAT Group guarantee the confidentiality of the data of the reporter, who may notify each of the two Supervisory Boards of any conduct constituting an offence pursuant to Legislative Decree No. 231/01 or any violations of the Organisation, Management and Control Model, through the following respective e-mail accounts: odv@sagat.trn.it for the Supervisory Board of SAGAT S.p.A., and odv.sh@sagat.trn.it for the Supervisory Board of SAGAT Handling S.p.A. The reporter may also use the relevant IT whistleblowing platforms, available at the following links: <https://sagatspa.segnalazioni.net> e <https://sagathandling.segnalazioni.net/>.



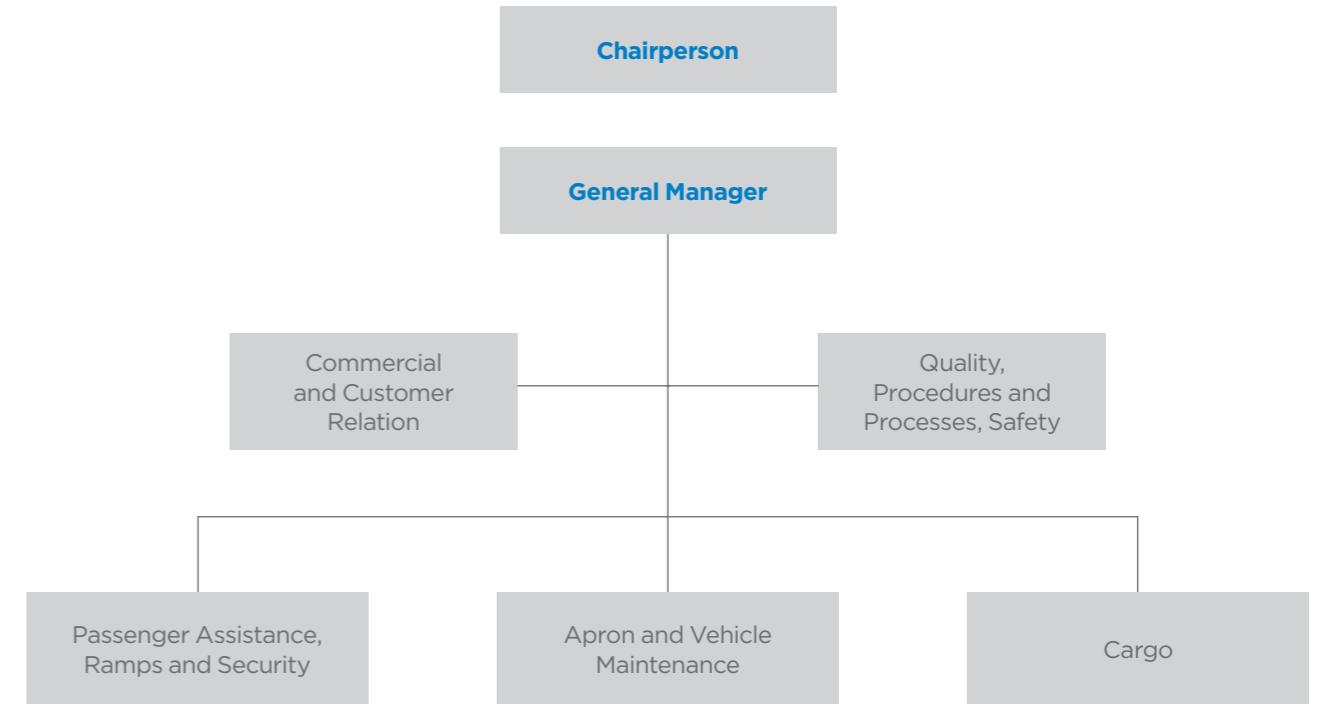
Committees and Working Groups

The Parent Company has established inter-departmental committees and working groups to develop coordinated initiatives on specific issues. These committees and working Groups meet on a regular basis or whenever deemed necessary to perform the duties assigned to them under the coordination of a representative who organises internal activities and defines tasks with the help of participants. The committees and the working Groups also perform their duties, when useful, opportune, or necessary from a Group perspective, thus assuming an inter-company organisational and participatory role, without taking account of the service elements in place between the companies.

As of December 31, 2022, the following committees and working groups were in place:

- Management Committee;
- Credit Recovery Committee;
- Sustainability Committee;
- Privacy Committee;
- Energy Management Committee;
- Procurement Plan Committee;
- Quality Committee;
- Safety, Work and Environment Committee;
- Aviation Commercial Development Committee;
- Mobility Management Working Group;
- Innovation Team Working Group;
- New Intranet Platform Working Group;
- Corporate Audits Working Group;
- Administrative Procedures Working Group.

SAGAT Handling Organisation Chart at December 31, 2022



2.2 Business model

Turin Airport operates in the Aviation, Non-Aviation and Handling sectors.

Aviation concerns all services, infrastructures and technologies made available for air, passenger and cargo traffic.

Non-Aviation refers to a wide and varied set of services that complement aviation activities for B2C customers (Business to Consumer, i.e., passengers and airport users) and B2B customers (Business to Business, i.e., companies and economic operators).

Handling covers the management of all ground handling services for aircraft, passengers and cargo.



2.3 Business landscape and sector challenges

SECTOR CHALLENGES

Climate change and environmental sustainability

Response: The SAGAT Group believes that energy management and environmental sustainability are essential to the sustainable development of its business. The constant and growing attention paid to energy efficiency and environmental sustainability has led to the planning of increasingly significant investments. In 2022, many projects in the Torino Green Airport environmental sustainability program progressed. These included the achievement of Level 3 - Optimisation of the ACA protocol, investments enabling a 100% green turnaround, and the completion of the design of a new photovoltaic plant.

SECTOR CHALLENGES

Improvement of the customer experience.

Response: Customer satisfaction is the measure of the airport's success. The SAGAT Group seeks to tend to passengers' needs at every stage of their airport experience. Great emphasis is placed on anticipating the customer's needs. Turin Airport also sent out a passenger satisfaction survey in 2022 and had its 'Voice of the Customer' accreditation renewed by ACI Europe as a result.

SECTOR CHALLENGES

Health risks.

Response: Protecting the health of passengers and workers was once again central in 2022. Complying with all protocols and maintaining a number of the good practices initiated during the COVID period therefore continued to ensure a healthy and safe environment for airport users.

SECTOR CHALLENGES

Continuous innovation.

Response: In 2022, SAGAT continued to promote a culture of innovation by actively involving 28 innovation agents using a bottom-up methodological approach. New innovations in 2022 focused on testing self-driving devices for PRM passengers and providing new tools for employees, including a platform to enable corporate carpooling, which also contributes to the reduction of harmful environmental emissions.

2.4 The local community and SAGAT's responses

NEEDS OF THE LOCAL AREA

Support for the community.

Response: The SAGAT Group wished to ensure its support in restarting the region's economy through commercial agreements with carriers designed to expand the flight network. The positive impact of this approach was fully appreciable in the number of tourist arrivals, which grew by 56.69% on 2021 and 3.33% compared on 2019.

NEEDS OF THE LOCAL AREA

Air connectivity and integrated mobility.

Response: As a facilitator of local mobility, Turin Airport works with airlines on an ongoing basis to develop its flight network and maintain a high level of connectivity via hubs that allow passengers to travel to destinations all over the world. 2022 was also the first year of full operation of the Ryanair base, which made a significant contribution to improving the area's connectivity with direct flights to major European cities.



2.5 Stakeholder map



SAGAT Group stakeholders include everyone (people, companies, organisations, etc.) interested in or influenced by our activities. Each stakeholder has expectations and needs, which the SAGAT Group seeks to meet in full.



STAKEHOLDER	EXPECTATIONS	RELATIONSHIP INSTRUMENTS
Shareholders	Productivity and efficiency Value creation Respect for strategies	Periodic meetings Financial statements
Human resources	Equal opportunities Involvement and development Recognition of merit Professional growth Job stability Protecting occupational health and safety Training Skills development	In-house association activities Regular safety meetings Labour/management relations Company bulletin boards and Intranet Social networks Ethics Code
Public authorities present at the airport Regulatory and supervisory bodies	Transparency Compliance with mandatory requirements Sharing of best practices	Participation in roundtables Operating conventions and agreements Public hearings Audits and inspections
The local community The region and surrounding area	Creation of value for the local community Concerted planning of strategies Disclosure Reduction of environmental impacts	Cultural and social collaboration Government committees Institutional comparison Noise complaint system Website Social networks Press releases Press conferences and events Marketing campaigns
Passengers	Service quality Traffic development Operating safety Security checks Accessibility Information	Welcome stations Communication campaigns Satisfaction studies Opinion polls Complaints and reports Website Social networks Information services Passenger satisfaction analysis Marketing campaigns
Non-aviation customers Sub-concessionaires and other customers	Traffic development Correctness Service quality Occupational health and safety	Periodic meetings Reporting Passenger satisfaction analysis Marketing campaigns
Airlines	Service quality Correctness Operating safety Occupational health and safety	Periodic meetings Press releases Press conferences Social networks Marketing campaigns
Suppliers and partners	Transparency and correctness Punctuality of payments Reliability	Meetings with suppliers Periodic meetings Ethics Code Code of Conduct

2.6 Materiality map and analysis

Materiality analysis was conducted in 2021 and was based on industry benchmarks and the categorisation of the Company's qualitative and quantitative data, which were collected from the following stakeholders through various channels during the year:

Passengers:

- ASQ >> questionnaires conducted over an average of 9 days per quarter, equal to 36 days and over 1,300 questionnaires conducted during the year.
- Surveys on the quality provided and perceived, which were conducted in accordance with ENAC regulations (Service Charter and Regulatory Agreement) >> around 1,100 interviews/year.
- Customer care activities >> contact made and requests received through the Company's touch points: around 65,000 requests managed over the phone; around 1,220 requests managed via the chatbot; around 3,460 requests managed via email.

- Complaints >> 67 reports received online.
- Social interactions >> comments and direct messages on Turin Airport's official Facebook and Instagram pages. A total of around 500 responses were provided to comments and 250 to direct messages.
- Passenger observation activities run by dedicated teams (Innovation Team) >> 3 tours organised during different time slots between July and September 2021.

Human resources:

- Survey >> 1 survey conducted in June 2021 on the impact of COVID-19 on work activities.
- Labour/management relations >> 18 meetings with 4 union representatives.

Shareholders:

- Impact report and sustainability engagement campaign >> reports drafted every year to discuss sustainability topics and evaluate improvement actions: 2 days of meetings, 1 final report.

Airport community:

- Trade and operational relations >> ongoing monitoring and contact activities with state agencies, airlines, and sub-concessionaires conducted by the various Company departments.
- Committees >> 14 meetings between the Safety Committee, Airport Tariff Users Committee, Local Runway Safety Team, Airport Safety Committee, Airport Facilitation Committee, Airport Coordination Committee, Aerodrome Emergency Committee (which comprises handlers, airlines, oil companies, and caterers), ENAC, ENAV, the Financial Police, the Border Police ADM-Customs and Monopolies Agency, health care professionals, Leonardo, the Fire Brigade, USMAF, Police CITES Team, and the municipalities of Caselle Torinese, San Francesco al Campo, and San Maurizio Canavese.

Local communities of reference:

- Public relations >> meetings with business and labour representatives from the local area in which the airport is located: A total of 51 meetings took place with the Industrial Union, Turin Chamber of Commerce, the Piedmont Region, the City of Turin, DMO-Visit Piemonte, Turin and Province Tourism, Torino Convention Bureau, Torino City Lab, the Valle d'Aosta Region, Turin Prefecture, and the Consulta per le Persone in Difficoltà (Council for People in Difficulty).
- Press and video releases >> daily monitoring of national newspapers and the leading TV, web, and print news outlets.
- The SAGAT Group intends to send out a survey to all stakeholders by the end of 2023 to confirm or update the topics considered relevant and/or a priority. This survey will be conducted every three years.

Materiality map



STAKEHOLDER

- Shareholders
- Local community
- Human resources
- Passengers
- Bodies
- Local Region and Environment

2.7 Intangible assets

In drawing up this Social Responsibility Report, the SAGAT Group takes inventory of its intangible assets using the Piedmont Method. Said assets consist of all the non-accounting variables that allow the Group to monitor the effectiveness of its business strategy for creating short, medium and long-term value. The key aim of this process is to transform from a simple enterprise providing goods and services into the producer of a specific business culture.

There are many advantages to measuring and reporting on intangibles and they benefit all business stakeholders:




- the senior management team, which is able to respond to various monetary and non-monetary indicators in order to periodically monitor and assess the achievement of strategic company objectives
- our employees, who are highly motivated by an awareness that they represent one of the main factors (if not the most important one) behind the creation of value for the Group

- our stakeholders, to whom the Company conveys parameters and information beyond those recorded in its mandatory financial statements, thus allowing them to better understand and assess SAGAT's growth, efficiency and stability.

A company's intangible assets can be divided into three categories:

- **human capital**, the capital that is truly capable of allowing a company to grow, innovate and compete within the economic system in which it operates
- **relational capital**, understood as the network of intangible connections between the company and the outside world
- **organisational capital**, i.e., the sum total of the expertise, capacity for innovation and research, efficiency of internal processes, and the degree of management consistency and cohesion.

Listed below are indicators relating to human, relational and structural capital, taken from Group Social Responsibility Report Research Tool No. 8 (Social Responsibility Reporting of Intangible Assets) and processed on the basis of SAGAT's company profile, mission, strategies and the specific context in which it operates.

SYMBOL	TYPE
	Human capital
	Relational capital
	Organisational capital

2.7.1 Human capital

Human capital is the sum total of the expertise, skills and abilities of the people who work for the organisation and is the single most decisive factor in achieving the Group's mission. This includes the features and qualities of our employees and our ability to manage them in accordance with appropriate policies.

The symbol selected to identify human capital indicators is that of the marshaller. Marshallers play a crucial role within airports as they visually indicate to pilots the ground manoeuvres they must carry out in their aircraft.

Human Capital Table illustrating indicators

INDICATOR	DESCRIPTION	REF. PAGE
Breakdown of personnel	Number and percentage of employees broken down by category, contract type and qualifications	15, 90, 161
Distribution of personnel by gender	Percentage of men and women in the workforce	15, 90, 161
Average employee age	Average employee age Largest employee age band	95, 161
Recipients of training	Number and percentage of employees who have benefited from training initiatives	90, 96-97, 99, 162-163
Employee benefits	Number of people who have received expense reimbursements for day care, childcare packages, and summer camps	93-94

2.7.2 Relational capital

Relational capital is defined and limited by the sum total of all people with whom, for various reasons, the Company maintains relationships that have a direct or indirect impact on its main economic variables.

Within the framework of a community or group of stakeholders or other networks, relational capital consists of the institutions and relationships created, as well as the ability to share information with the various people involved.

The symbol selected to identify relational capital indicators is that of the control tower. Control towers manage and coordinate air traffic and the various aviation operations that take place at an airport.

Relational capital Table illustrating indicators

INDICATOR	DESCRIPTION	REF. PAGE
Institutional map of relations	A summary of our relations with stakeholders, based on levels of efficiency and effectiveness	45-49, 100, 108-109
Disclosure initiatives	Roundtables, workshops, conferences, seminars, meetings, etc.	45-47, 99-100, 132-135, 146
Media relations	Communication events and promotional campaigns	45-47, 111, 130
Events in collaboration with external partners	Events planned and/or organised in collaboration with external partners	45, 47, 110-111, 130-133

Relational capital
Table illustrating indicators


INDICATOR	DESCRIPTION	REF. PAGE
Customers/users		
Trend of the number of users/customers	Number of passengers and airlines	14, 61-65, 158-160
Quality of the client/user-organisation relationship	Analysis of quality perceived and delivered in terms of different service factors: <ul style="list-style-type: none"> • Face-to-face interview to assess customer satisfaction • Periodic monitoring of performance • Analysis of data collected by airport IT systems 	15, 106-109, 167-168
Complaints	Number of formal customer/user complaints	109, 168
Public institutions and entities		
Compliance with regulations	Compliance procedures	32-33, 70-72, 77-84, 168
Projects with the public sector	Joint projects with government bodies and the public sector	74-75, 146-149

Relational capital
Table illustrating indicators


INDICATOR	DESCRIPTION	REF. PAGE
Suppliers and financial institutions		
Relationships with suppliers	Supplier selection methods	78-81
Payment times	Average duration of trade payables	81
Local fallout	Impact of suppliers on the local area	120-124
Environment		
Protecting animals	Birdstrike Risk Index 2	72-73, 142
Noise impact	LVA parameter Noise reduction procedures	146-148, 172-173
Electricity	TEP by energy source	134-144, 169-171
Water resources	Drinkable water consumption	133-134
Municipal waste	Waste collected at the airport Volumes of unsorted waste	142-171
The community		
Charitable donations	Charity partnerships	128-131
Figures invested in infrastructure	Investments and depreciation of assets for environmental purposes	15, 85-87

2.7.3 Organisational capital

Organisational capital represents the sum total of an organisation’s expertise and capacity for innovation, process efficiency, and how corporate culture complements its strategies.

SAGAT focuses its efforts on the mobility needs of its catchment area while also allowing Turin Airport to forge a closer bond with its surroundings by bringing it into direct contact with local people.

Organisational capital
Table illustrating indicators



INDICATOR	DESCRIPTION	REF. PAGE
Electronic communication	Number of newsletter subscribers Number of followers on social media	103, 111, 168
Working agreements with other organisations	Working agreements signed with other organisations	132
Conventions	Active conventions	94
Digital Transformation	Innovative tools to improve the customer experience and continuously innovate the organisation’s work processes	110-111



3. Corporate business, what we do

Key Figures 2022



TOP 5 DOMESTIC DESTINATIONS BY NO. OF PASSENGERS

- 1° Catania
- 2° Naples
- 3° Bari
- 4° Palermo
- 5° Lamezia Terme



TOP 5 INTERNATIONAL DESTINATIONS BY NO. OF PASSENGERS

- 1° London
- 2° Paris
- 3° Barcelona
- 4° Madrid
- 5° Frankfurt



3.1 Flight network and traffic

Turin Airport is a key contributor to the socio-economic development of the area it serves. Traditional traffic components – such as business, domestic north-south routes resulting from the region’s economic and social history, and the tourism industry – strongly rebounded in 2022 compared to the preceding two years, when they were heavily impacted by the pandemic, and led to record-breaking passenger traffic numbers. In 2022, Turin Airport transported 4,193,881 passengers, its highest ever, reporting an increase of 2,127,775 passengers, or +103% on 2021 and +6.1% on 2019 (before the pandemic).

Passengers	2022	2021	2019	CHANGE on 2022/2021	%	CHANGE on 2022/2019	%
Domestic (scheduled)	2,210,333	1,483,713	1,900,013	726,620	49%	310,320	16.3%
International (scheduled)	1,873,974	558,454	1,907,891	1,315,520	235.6%	-33,917	-1.8%
Total scheduled	4,084,307	2,042,167	3,807,904	2,042,140	100%	276,403	7.3%
Charter	98,948	15,642	126,185	83,306	532.6%	-27,237	-21.6%
General Aviation	7,568	5,831	8,719	1,737	29.8%	-1,151	-13.2%
Transits	3,058	2,466	9,350	592	24%	-6,292	-67.3%
Total	4,193,881	2,066,106	3,952,158	2,127,775	103%	241,723	6.1%

Both line segments - domestic and international - were significant in achieving this result.

The domestic market, which primarily relies on routes to southern Italy and the Italian islands, reported particularly positive results, consolidating the recovery that began in 2021. The volume of 2.2 million passengers represented growth of 49% on the previous year and 16.3% on 2019, thus surpassing the pre-pandemic period.

By contrast, the international scheduled segment reported 1.8 million passengers in 2022, up 235.6% on 2021, a year when pandemic restrictions continued to reduce passenger traffic compared to the pre-COVID-19 period. While greatly reduced, the gap on 2019 has not yet been fully closed, standing at -1.78% overall compared to the pre-pandemic era. In fact, international traffic dropped off in the initial months of 2022 following the abrupt interruption of international connections caused by the spread of the Omicron variant. The business sector also experienced a marked slowdown, caused by a lower propensity to travel resulting from habits acquired during the pandemic period. Despite these negative factors, international traffic recorded a 200% increase on 2021, recovering almost to 2019 levels, thanks to the widest network ever, which stimulated not only business travel but also leisure travel, both outgoing and incoming.

2022 benefitted from the November 2021 opening of the Ryanair base, which carried 2 million passengers in the first 12 months after its launch and accounted for 50% of Turin Airport's total traffic in 2022, with 138.7% growth on 2021.

The year also saw strengthened commitment from the carrier Wizzair, traffic resuming for full-service carriers such as Ita, Lufhansa Group and Air France, and finally also the recovery of wintersport traffic from the markets of Northern Europe, Ireland and Great Britain.

The combination of these factors, which enabled Turin Airport to report 6.12% growth over 2019, is even more significant when compared to the average figure for Italy, which is -14.7% (source: Assaeroporti).



New routes

A total of 16 new routes were launched in 2022, including two domestic (Lumiwings' Foggia and Wizzair's Lamezia Terme flights) and 14 international, in a mix of seasonal and annual routes.

Seasonal connections: Zadar, Agadir and Manchester (Ryanair); Athens, Santorini and Paris Charles de Gaulle (Volotea); and finally Skopje, Cluj-Napoca and Craiova (Wizzair). Annual connections: Billund, Wroclaw, Prague, Stockholm and Vilnius (Ryanair).



Destinations

Three of the ten busiest routes in 2022 were once again international destinations: London, Paris and Barcelona. While domestic destinations continue to move the largest number of passengers thanks to connections with Catania, Naples and Bari, international routes once again accounted for a substantial share of passenger traffic: 47% overall, compared to 28% in 2021. This relates to the changed conditions following the pandemic emergency and the expanded network of destinations in 2022.

The network in 2022 was the most extensive ever, reaching 75 destinations, including 16 domestic and 59 international. Traffic to southern Italian routes is significant, thanks to increased investments by airlines, including for routes already served (e.g. Wizzair operating the Turin-Lamezia Terme route for the first time) and the high number of connected destinations, including 11 operated year-round, either by a single carrier (Brindisi, Pescara, Rome Fiumicino and Trapani) or by multiple carriers (Bari, Cagliari, Catania, Lamezia, Naples, Olbia and Palermo). Alghero, Lampedusa, Pantelleria and Reggio Calabria were added in the summer season. December saw the launch of a new connection to Foggia, operated by the new carrier Lumiwings.

Ryanair particularly stood out after opening its base at the airport, which operated 45 domestic and 36 international routes in 2022.

Volotea added to its summer routes, with Athens and Santorini joining Menorca, Mykonos, and Skiathos, and ending the year with a specially designed Christmas connection to Paris Charles de Gaulle, bringing its total network to 15 destinations.

Wizzair consolidated its presence in the Eastern European market by launching Cluj-Napoca, Craiova, and Skopje alongside Bacau, Bucharest, Iasi, and Tirana, in addition to the Turin-Warsaw ski-route, serving a total of 14 routes during the year.

EasyJet's commitment to the British market was also significant, as it operated a summer connection to London Gatwick for the first time, complementing the other year-round connections to the British capital: London Stansted (Ryanair) and London Gatwick (British Airways).

Airlines

The main **scheduled carriers** operating in 2022 at Turin Airport and the respective numbers of passengers carried are presented below:

DESTINATIONS-SCHEDULED	PASSENGERS							
	2022	2021	2019	% of total	Change on 2022/2021	Change on 2022/2019		
Ryanair	2,089,724	875,346	1,004,525	51.2%	1,214,378	138.7%	1,085,199	108%
Wizz Air	629,616	236,700	75,862	15.4%	392,916	166%	553,754	729.9%
Volotea	251,988	267,716	256,803	6.2%	-15,728	-5.9%	-4,815	-1.9%
ITA Airways/ Alitalia	196,381	121,857	476,663	4.8%	74,524	61.2%	-280,282	-58.8%
Lufthansa Group	193,561	54,020	384,568	4.7%	139,541	258.3%	-191,007	-49.7%
Air France	124,734	32,300	169,207	3.1%	92,434	286.2%	-44,473	-26.3%
Blue Air	111,602	282,817	569,185	2.7%	-171,215	-60.5%	-457,583	-80.4%
Air Nostrum	105,691	33,541	113,063	2.6%	72,150	215.1%	-7,372	-6.5%
easyJet	104,702	54,050	169,883	2.6%	50,652	93.7%	-65,181	-38.4%
Vueling	83,789	15,516	97,358	2.1%	68,273	440%	-13,569	-13.9%
Total top 10 destinations	3,891,788	1,973,863	3,317,117	95.3%	1,917,925	97.2%	574,671	17.3%
Other locations	192,519	68,304	490,787	4.7%	124,215	181.9%	-298,268	-60.8%
Total	4,084,307	2,042,167	3,807,904	100%	2,042,140	100%	276,403	7.3%

Ryanair is still the leading carrier at Turin Airport. It now occupies 51.2% of the scheduled market at Turin Airport (compared to 42.9% in the previous year). 2022 benefitted from the November 2021 opening of the Irish airline's base, which carried 2 million passengers in the first 12 months after the inauguration of the base, with +138.7% growth on 2021.

In terms of passenger volumes, **low-cost** traffic continues to account for the largest share from Turin Airport, but compared to 83.9% in 2021 it reports an 80.4% share in 2022. This is due to the first recovery in business traffic and the increased use of hubs as transit airports in medium- and long-haul travel.

3.2 Handling

In 2022, due to the continuation of COVID-19 restrictions in the first few months of the year, traffic figures reported volumes that were still below standard operations but, compared to the previous year, represented an increase on all components except for the cargo area:



• passengers served	+100.9%
• total weight	+77.2%
• aircraft movements served	+82.3%
• goods transported	-46.9%

The share of traffic handled by SAGAT Handling S.p.A. in 2022, compared to the total traffic transited at Turin Airport, stood at 84.4% of commercial aviation tonnage, 87.9% of passengers and 82% of aircraft movements.

These figures confirm that SAGAT Handling continues to be able to provide quality service to the passengers and carriers that use Turin Airport and are a testament to the high level of satisfaction with this service.

3.3 Non-Aviation

The return to pre-COVID traffic levels from Q2 allowed not only the full resumption of Non-Aviation activities, but also the inclusion of some new features. Attention to the passenger in this area led to the opening of a new mobile phone accessories store, the inclusion of local food and wine brands in Duty Free, the opening of a new bar in the non-Schengen area to improve the pre-boarding waiting experience in this area, and the addition of a Lounge before security checks to assist passengers and crews in the event of operational problems.

Parking sales methods were revolutionised by the inclusion of dynamic pricing in the online channel, which ensures maximum convenience for passengers based on the advance purchase time and the occupancy level of parking areas.

The transition to the Fast Track security gate was further accelerated with the inclusion of an x-ray machine that means liquids and electronic devices no longer need to be separated, and the food available in the Piemonte Lounge improved in quality and variety.

All of these changes are designed to fully satisfy the passenger's needs during their trip, which were identified both during the various Quality surveys and from interaction through social networks.

3.4 Infrastructure

The early months of 2022 saw infrastructure continue to be affected by restrictions relating to the pandemic.

From late spring, the following measures were introduced to handle the resumption of traffic driven by the new Ryanair base at our airport:

- rethinking of queues at security checks and boarding gates which were once again in full use;
- reconfiguration of waiting areas in the various Terminal areas (seating, charging points, signage);
- maximisation of the use of foot boarding for low-cost airlines to reduce transit time.

In order to improve service levels and perceived quality, the following action was also taken:

- installation - among the first airports in Europe - of a state-of-the-art x-ray machine at Fast Track, which allows hand baggage to be screened without the need to separate liquids and electronic devices;
- reconfiguration of passport control stations to expand the queuing area in both arrival and boarding areas;
- increase in the number of e-gates in both the arrivals and north departures areas to speed up passport document checks;
- remodelling of the restroom spaces in the boarding area, making them more available and usable in the Food Court area.



3.5 Accessibility

Turin Airport has train and bus links, and its car sharing service was upgraded in 2022.



Snow

Shuttle services to Aosta Valley were reactivated to coincide with the start of the winter ski season, in addition to the usual transport connections to the valleys of Piedmont.



Transport links with Turin city centre

In response to the growth in airport traffic, from spring 2022 the local bus connection to the city centre has been supplemented by a number of direct routes that provide quicker access to Turin train stations and avoid the mixing of airport and local public transport passengers. While the current route configuration is not yet fully satisfactory, it is a positive move and the result of ground transportation analysis designed to meet the needs of passengers. Work is currently underway to connect the airport rail link to Turin's rail link and will continue until Turin Airport's rail network is fully integrated with the public rail network. Airport services are expected to run to Turin's central stations from late 2023.



Parking

The car parks at Turin Airport constitute some of its most heavily used infrastructure. In 2022, SAGAT continued to invest in its car parks to make them more user-friendly. These investments included the introduction of a dynamic pricing system for the online sales channel to make purchasing more convenient, and the extension to the entire Covered Multi-Storey car park lot of the 10-minute free parking for those accompanying passengers.



Car sharing

In 2022, the dedicated car-sharing car park was completed with the entry of an operator who also offers electric vehicles. To improve the car park's accessibility and also to encourage the use of this sustainable means of transport, new signage has been installed to guide passengers from the Terminal exit to the car-sharing area.

3.6 Security

SAGAT performs security checks on passengers and goods (i.e., luggage, cargo, and catering supplies) travelling in aircraft. SAGAT also issues Airport ID Cards to individuals with a legitimate reason to access and work in certain areas of Turin Airport. Security activities also cover 24-hour patrol and video surveillance services of the various airport areas and the issue and management of access passes to individuals who have legitimate reasons for operating at the airport. Based on a specific request from ENAC, since November 16, 2022, SAGAT S.p.A. has also been in charge of monitoring the driveway gates bordering the airport grounds of the Leonardo Caselle North and South plants.



Safeguards and controls

Turin Airport's security infrastructure is equipped with sophisticated equipment and systems for screening people, hand luggage, hold luggage, supplies and cargo, in compliance with civil aviation regulations. All control stations are manned, in accordance with the law, by security guards with the clearance to perform specific airport duties. The control stations are opened according to flight plans and the airport's operational and commercial needs.

In mid-2022, equipment with advanced technology for screening hand luggage was

installed at the passenger screening gates. The technology is capable of screening liquid/gel/aerosol substances even in quantities exceeding 100 ml and electronic objects without requiring that they are removed from the suitcase, allowing for faster turnaround times and increased service quality for outgoing passengers.

The Baggage Handling System (technological infrastructure for sorting and checking departing hold baggage) screens all baggage through a number of levels of control, using a comprehensive system of conveyor belts and cutting-edge X-ray equipment, in line with current security standards.

3.7 Safety

One of the SAGAT Group's primary objectives is to continuously improve airport safety performance in the broadest terms, including operational, occupational, and health safety in the interest of airport passengers and personnel.



Challenges and commitments

SAGAT complies with national and international regulations and seeks to adopt the best practices in the sector. To this end, the Group regularly carries out hazard identification and monitoring processes to keep risks as low as reasonably practicable (ALARP).

Each year, safety targets are set, indicators are regularly monitored, and reports are examined: SAGAT audits its internal processes and airport operators and monitors the performance of ground operations. It also requires external suppliers to comply with its corporate safety standards and provides employees with adequate training, skills and expertise, in addition to the necessary material and financial resources required to implement the Group's safety policy. All company managers tasked with managing and organising services are required to actively promote safety and to demonstrate their commitment to implementing the Group's safety

policy and to meeting its safety objectives. SAGAT has devised a Safety Management System (SMS) to reach its safety targets and to manage safety in airport operations, with the primary aim of preventing accidents and incidents



The Airport Operational Management System

The primary purpose of the Safety Management System (SMS) is to ensure that airport operations are carried out in conditions of established safety, periodically assessing its efficacy to correct any deviations and pursue ongoing improvements. The SMS has become an integral part of the airport's operational management system, alongside its compliance monitoring process, which more specifically ensures ongoing compliance with national and international regulations and industry standards.

Through reviewing performances, reports, auditing and monitoring programmes, accidents recorded

internationally, in addition to the relative literature, the applicable safety standards are constantly assessed, with dangers identified and risk mitigation systems drawn up, identifying also possible areas for improvement.

The compliance of the organisation, infrastructure, systems, and procedures, and the proper functioning of the airport management system are certified in compliance with Regulation (EU) 139/2014, which provides for continuous oversight by ENAC



Falconry

All airports must tackle the potential presence of birds and other wild animals in manoeuvring areas. Birds can pose a threat to air navigation safety in the event of an impact with aircraft during landing and take-off operations.

To deal with this phenomenon, SAGAT monitors the airport grounds on a daily basis, paying particular attention to the runway. To do so, it makes use of the Airport Accessibility Service, which operates 24 hours a day, 365 days a year. The purpose of this activity is to identify the presence of wild animals, especially birds, and to study changes in their behaviour, in order to remove them or deter their presence, thus reducing their potential impact with arriving or departing aircraft, a phenomenon technically referred to as “bird strike”.

The Bird Control Unit (BCU) is tasked with these operations and is appointed and coordinated by the Airport Accessibility Service, with the help of a falconry service outsourced to an external company. The manoeuvring area is checked throughout the day and whenever requested by the airport authorities responsible for flight safety.

Additional checks are performed if the number of birds is anomalous.

Birds are safely removed and deterred using falconry techniques or electronic instruments (e.g., distress calls, two-tone sirens, lasers, and gas cannons).

The falconry service operates eight hours a day, seven days a week, 365 days a year, in line with the most active seasons for birdlife depending on the season.

Turin Airport has pioneered this natural method of bird deterrence, which produces excellent results. The number of impacts on the airport grounds is much lower than the national average. In recent years, the Birdstrike Risk Index (BRI2) – in place to comply with ENAC regulations – has remained well below the 0.50 limit.

The airport’s falconry service has at least 16 birds of prey and two border collies at its disposal at all times.

The team is composed of:

- a golden eagle, whose wingspan is about 2.4 metres
- an eagle-owl, usually used at dawn and dusk
- a spotted eagle-owl, similar to the above, but smaller in size
- three saker falcons and six peregrine falcons, used for high-flight removal
- three Harris’s hawks, which work in pairs, unlike other birds of prey
- a northern goshawk used for low-flight removal.

The service also uses one border collie to deter birds and one border collie to deter wildlife on the ground (such as hares and badgers).

In addition, using birds of prey, dogs, humans and electronic deterrent systems ensures deterrence methods are available in all weather conditions and means that the threat can be varied, thus preventing wildlife from adapting.

Alongside these techniques, for many years SAGAT has carried out targeted studies on neighbouring habitats with the help of expert agronomists and biologists to identify potential sources of attraction in and around the airport grounds, reducing the presence of wildlife and carrying out checks on an annual basis.

SAGAT also holds an annual meeting with all of its stakeholders (municipalities falling within the area of the OACI TYPE B map, the Riva Sinistra Stura Consortium, waste managers, etc.) to present the results of the annual environmental bird-fauna study relating to the sources of attraction outside the airport site. The meeting seeks to raise awareness of the dangers to flight related to human activities outside the airport, and to share measures to reduce/contain the sources of attraction in the area.



The Airport Emergency Plan

The Airport Emergency Plan consists of a series of dedicated, up-to-date emergency plans to effectively deal with various types of emergency on the airport grounds and in the surrounding area, and to deal with events that could have an impact on the safety of airport operations (i.e., air emergencies and accidents, terrorist threats, health emergencies, fires, collapses, etc.). The plan is part of the Metropolitan City of Turin’s wider Provincial Emergency Plan (PPE).

In the event of an air accident, SAGAT is called upon to provide first aid while waiting for assistance from external rescuers. It is also

called upon to promptly request the assistance of the local rescue team and Police Forces, to support the friends and family of the people involved until the airline has organised its own means of assistance, and to provide means, equipment and personnel to assist rescuers. A full-scale emergency drill was performed at Turin Airport every year between 2009 and 2019 and involves all entities with a role to play in rescue or relief operations: the Fire Brigade, 118, the State Police, the Finance Police, the Carabinieri, Local

Police from the surrounding municipalities, the Airport First Aid Team, the Italian Red Cross, the ASL04 Forensic Medicine Unit, ENAV, ENAC and - on a rotating basis - other individuals operating at the airport, such as airlines and handlers. Since 2020, drills have been planned by the operator in accordance with EASA AMC1 ADR.OPS.B.005 (c) "Aerodrome emergency planning," based on the needs identified during drills or following an alert, emergency, or incident; a full-scale drill takes place a minimum of every two years.



3.8 Environment – Torino Green Airport

The promotion and consolidation of an environmental protection culture within the company, by increasing awareness of environmental issues and promoting responsible conduct among all personnel, is one of the key aspects on which development of the SAGAT Group is based. Operations management focuses on standards of environmental protection, energy efficiency, and reducing climate-altering emissions, and on the constant pursuit of improvements in environmental performance.

The “Torino Green Airport” project began in 2021, and works alongside the three-year “Stakeholder Engagement Plan” provided at level 3 of the Airport Carbon Accreditation program, which began this year, to ensure maximum stakeholder engagement on initiatives focusing on environmental sustainability.

As a result, the Torino Green Airport path to environmental sustainability has been developed with a precise strategy in mind. It intends to involve SAGAT Group employees, the entire airport community, business partners, suppliers, and passengers in direct interventions.

SAGAT is aware of the key role it plays as airport manager and thus as the coordinator of all entities within the airport’s realm with regard to sustainable growth. It therefore intends to make a concrete commitment to sustainability topics by continuing to reduce its CO₂ emissions, other pollutants that negatively affect air quality (NO_x, CO, PM10), and the environmental impact of airport operations in terms of waste, water, and noise.

More details about the project can be found in Chapter 8 ‘Respect for the Environment’.

3.9 Legality and transparency

As a public utility service provider, SAGAT must effectively and efficiently conduct its business in a legal and transparent manner.



Audits

The Company’s accounts are audited by an independent auditing firm belonging to the Ministry of Justice register. In 2022, the independent audit firm was EY.



The internal control system

SAGAT’s Internal Control System (ICS) prevents circumstances that could jeopardise the achievement of its business objectives.

The main components of SAGAT S.p.A.’s Internal Control System are:

- SAGAT’s internal organisation and the related set of powers and proxies
- information systems
- administrative and operational procedures
- the Group’s Ethics Code
- the Internal Audit Service



Organisation, Management and Control Model

SAGAT is fully aware of the need for fairness and transparency in the performance of company activities, in line with the expectations of its shareholders. It also appreciates the importance of having an internal control system that can prevent the commission of the crimes referred to in Legislative Decree No. 231/01 by its Directors, employees, representatives and business partners. In addition, the Group has approved an Organisation, Management and Control Model pursuant to Legislative Decree No. 231/01, an Ethics Code, and has set up a Supervisory Board comprising three members who are chosen and appointed by the Board of Directors. The members must meet the requirements of autonomy, independence, professionalism and good standing in order to be appointed to the Board.



Anti-corruption

In 2022, the Supervisory Boards of SAGAT and SAGAT Handling, established pursuant to Article 6, Paragraph 1, Letter B of Legislative Decree No. 231/01, continued their monitoring activities, which involved supervising the proper implementation of the Organisational Model pursuant to Legislative Decree No. 231/01, overseeing updates to the model and any relevant administrative procedures, and monitoring information flows from “at-risk” business areas. As a result of these activities, the operations of the two companies were verified as compliant with their respective Organisational Models and the corporate procedures listed therein.

Both Organisational Models were reviewed in 2022, and for SAGAT the section on preventing the predicate offences related to occupational health and safety and the environment were reformulated.



Data Protection

The companies of the SAGAT Group, in accordance with the “Accountability Principle” as per Regulation EC 2016/679, have adopted a company Personal Data Protection Manual identifying the

specific technical and organisational measures put in place by each company for the processing of personal data. This document is constantly updated to incorporate the continuous changes that company organisational structures implement to ensure corporate compliance.

In accordance with the provisions of Article 37 of the aforementioned Regulation, each of the two companies has also appointed a Data Protection Officer (DPO), who carries out internal audits to verify due compliance with the relevant regulations.



Choosing suppliers

In 2020, the SAGAT Group launched an e-procurement platform and set up a digital supplier register, to which interested operators can register by following the instructions on www.torinoairport.com.

The following operators indicated in Article 45 of Legislative Decree No. 50/2016 (as amended) are enrolled in the supplier register for the awarding of works, services and supplies:

- Companies, cooperatives and individual entrepreneurs;

- Consortia between labour and manufacturing cooperatives established under Law No. 422 of 25 June 1909, and Legislative Decree of the Temporary Head of State No. 1577 of 14 December 1947 (as amended), and consortia between local businesses referred to in Law No. 443 of 8 August 1985;
- Permanent consortia - including those established in the form of consortium companies pursuant to Article 2615-ter of the Civil Code - between individual entrepreneurs, including local business people, commercial companies, and labour and manufacturing cooperatives;
- Independent or associated professionals;
- Professional companies;
- Engineering companies;
- Suppliers of engineering and architectural services established in other Member States in accordance with the legislation in force in their respective countries;
- Permanent consortia of professional and engineering companies.

The enrolment process is open to the following individuals: Italian citizens, citizens of EU Member States or non-EU countries with which Italy or the EU have agreements in place to guarantee market access in a specific sector.

On October 29, 2021, the SAGAT Group adopted a Code of Conduct, which is published on the website www.torinoairport.com. The Code identifies certain behavioural and ethical criteria as pre-requisites for maintaining and managing business relationships with SAGAT Group companies. All SAGAT Group suppliers are required to comply with the Code, including:

- all economic operators who participate in negotiations or procedures to bid for work, service, or supply contracts with SAGAT Group companies;
- economic operators entrusted with works, services, or supplies by SAGAT Group companies, including consultants, professionals, and external collaborators
- their sub-contractors.

As a private entity operating under special and exclusive rights and as an airport management company, SAGAT is required to apply certain sections of Legislative Decree 50/16 (Public Contracts Code).

Consequently, supplier selection is carried out as follows:

- contracts for works, services and supplies above the EU thresholds (Euro 431,000 for services and supplies and Euro 5,382,000 for works) shall be carried out in accordance with the public tender procedures laid down in the aforementioned code;
- below these thresholds, the SAGAT Group still uses supplier selection procedures aimed at encouraging competition between operators on the market and guaranteeing maximum transparency and equal treatment;
- the company regulations in force usually call for competitive tenders in the form of an open procedure with publication of a call notice, or a multiple negotiated procedure for tenders with a lower value;

- direct assignments are only permitted under specific conditions that have been strictly indicated or for assignments below the minimum thresholds (Euro 40,000 for works, Euro 20,000 for services and Euro 10,000 for supplies). Up to and including June 30, 2023, these thresholds have been temporarily raised to Euro 150,000 for work contracts and Euro 139,000 for supply and service contracts, in accordance with the provisions of Decree-Law No. 76/2020, as amended by Article 51 of Decree-Law No. 77/2021 and converted with amendments by Law No. 108/2021).

The SAGAT Group uses objective award criteria, which allow for the correct weighting of the quality of service provided and the related financial conditions, and fair remuneration for the suppliers themselves. Selections mainly depend on the most financially advantageous financial tender, which allows for a weighted and balanced assessment of the quality of the technical services and price offered.

SAGAT Group usually pays its suppliers after 60 days.

Any bankruptcy or operating difficulties suffered by strategic outsourcers could have an impact on the SAGAT Group in operational and economic-financial terms.

In order to minimise exposure to this risk event, the Group has introduced a supplier selection and performance monitoring system. Specifically, for tenders and contractor selection procedures, prior certification of an absence of situations not complying with Article 80 of Legislative Decree 50/2016 (Procurement Code) is required and - in view of the importance of procurement - the holding of ISO certifications (quality, environment, safety, etc.) is scored positively. Where considered necessary, potential suppliers participating in the selection process are required to provide appropriate bank references.

SAGAT Group transparency: documents

The Integrated Quality, Safety, Security and Environmental Policy, the Ethics Code, the Service Charter and the Supplier Code of Conduct, are the main documents the SAGAT Group has used to standardise its development plans in line with the principles of ethics, integrity, service quality and sustainability. These documents, based on international best practices, provide Group employees with guidelines, values and principles of conduct for a responsible and proactive approach to socio-environmental issues.

All recipients of the documents are adequately informed of their content through opportune training and communications activities. The following is a summary of the main SAGAT Group guidelines on social and environmental issues. The following chapters provide adequate disclosure on the policies, commitments and practices contained therein.

Integrated Policy for Quality, Environment, Energy and Safety at Work

Document: Integrated Policy System

To guarantee the adequate maintenance and improvement of its integrated Quality,

Environment, Energy, Occupational Safety and Security Management System, Turin Airport is committed to:

- meeting the needs of customers, stakeholders and local communities (e.g. mobility);
- improving internal efficiency through the reorganisation of activities in terms of processes;
- responding to the changing market through innovation and continuous improvement processes;
- evaluating, preventing and minimising environmental impact and risks to the health and safety of workers (including accidents and occupational illnesses);
- guaranteeing compliance with applicable legislation on environmental, occupational health and safety and energy efficiency issues;
- promoting a reporting system capable of guaranteeing detailed performance monitoring;
- managing an emergency response system involving the relevant corporate figures, other companies operating at the airport and institutional bodies of the airport and local communities;
- coordinating and supervising the conduct of sub-concessionaires, suppliers and third-party companies acting on behalf of the SAGAT Group;

- making information and resources available for the definition, review and achievement of continuous improvement goals;
- contributing to combatting climate change by improving energy efficiency and using renewable energy sources;
- promoting the dissemination of the policy;
- guaranteeing high standards of service quality, environmental protection, energy and water resource usage and occupational health and safety.

OUR STAKEHOLDERS

- Shareholders (INTERNAL)
- management and employees
- Partners
- Passengers (EXTERNAL)
- Airlines
- Institutions

REGULATORY FRAMEWORK

Keeping the applicable regulatory framework as a reference, in developing its activities Torino Airport is committed to:

Take a **proactive approach** to its obligations to its stakeholders

Maintain compliance even in **voluntary standards**.

Integrated policy system

Torino Airport is committed to developing and managing an airport system capable of responding effectively to the evolution of traffic volumes, guaranteeing **the safety of airport operations (safety), safety in the workplace and health protection, quality in the services provided, environmental protection and energy saving** through the efficient use of resources.

OUR MISSION

- REGULATORY compliance
- CUSTOMER-CENTRICITY
- INNOVATION AND TECHNOLOGY
- personnel INVOLVEMENT
- COMMITMENT AND DEDICATION
- community SUPPORT

OUR CERTIFICATIONS

- Airport certificate** - technical, management and operational requirements to ensure the safety of airport operations.
- ISO 9001 - Quality Management System.
- ISO 14001 - Environment Management System.
- ISO 50001 - Energy Management System.
- ISO 45001 - Worker health and safety management system.
- ACI ACA - For management, control and reduction of CO₂ emissions.
- ACI ASQ - For the ability to preside over the customer experience.
- ACI AHA - Health measures and procedures introduced as a result of the COVID-19 pandemic.

TORINO AIRPORT TO

The Ethics Code

To consolidate and promote ethical and social responsibility, the SAGAT Group is committed to:

- ensuring that all those working on behalf of the Group observe the principles of legality, moral integrity, respect for individuals, quality control, occupational and environmental health and safety, fair competition, transparency and accuracy of information;
- promoting legality by preventing opportunities for unlawful conduct in corporate activities and encouraging virtuous and ethical conduct.

Service Charter

To offer passengers a unique experience, Turin Airport is committed to:

- developing innovative and efficient processes;
- guaranteeing comfortable and functional infrastructure (accessibility, PRM services, cleaning, etc.);
- guaranteeing high standards of service quality, particularly with regard to cleaning and hygiene, the regularity and punctuality of flights, waiting times, travel safety, and information availability.

The Supplier Code of Conduct

The Code of Conduct identifies behavioural and ethical criteria that are prerequisites for maintaining and managing business relationships with SAGAT Group companies.

SAGAT Group suppliers are required to comply with the Code of Conduct, including:

- all economic operators who participate in negotiations or procedures to bid for work, service, or supply contracts with SAGAT Group companies;
- economic operators entrusted with works, services, or supplies by SAGAT Group companies, including consultants, professionals, and external collaborators;
- their sub-contractors.

Suppliers are required to inform employees, colleagues, or other individuals involved in relations with the SAGAT Group of the contents of the Code of Conduct, and to ensure and verify compliance with it.

3.10 Investments

SAGAT Group seeks to guarantee the perfect state of use of all airport infrastructures falling under its responsibility, and to improve service standards for users (passengers, airlines, cargo carriers, service companies, sub-concessionaires, etc.).

The infrastructural and plant engineering works carried out in 2022 sought to upgrade airport buildings and operational areas, and to pursue the environmental sustainability objectives included in the multi-year Torino Green Airport project, including the launch of the energy program to install photovoltaic systems and the European project TULIPS (Demonstrating lower polluting solutions for sustainable airPorts across Europe).



Passenger Terminal:

- plant engineering works to modernise and upgrade heating, air conditioning, and electrical systems;
- works to upgrade the fire prevention system for smoke extraction and fire detection;
- beginning of work to insulate and waterproof in the south boarding area;

- renovation work in operational, service and commercial areas;
- work to install new automated passport control stations, with the introduction of 5 eGATEs and related control systems;
- provision of 22 stations to adapt inbound and outbound passenger identification systems according to the new European Union entry/exit regulations;
- installation of hand baggage screening equipment with new Computed Tomography technology.

Other airport buildings and infrastructure:

- renovation of the heating plant in the general aviation building;
- installation of new heat generators in hangars 1 and 2;
- creation of new deposit areas;
- work alongside the construction of the new kennel at the State Police barracks;
- overhaul of piping for heating and ventilation to air conditioning (HVAC) at the State Entities building;
- installation of two new automatic baggage tag reading (ATR) stations for the airport BHS facility.

Energy saving and sustainability:

- design and start-up of the creation of photovoltaic systems on the roofs of the airport buildings Technical Area, Passenger Terminal forecourt south terrace at level +10.93 from the Passenger Terminal and BHS building, for a total of approx. 3,603 photovoltaic panels on a total area of roughly 6,370 m², to reach an estimated total peak power of 1.44 MWp; the estimated annual energy production is about 1,560 MWh, which will be entirely self-consumed by the airport infrastructure, providing an estimated 12% coverage of the airport's energy needs;

- start-up of work as part of the European project TULIPS (Demonstrating lower polluting solutions for sustainable airports across Europe) with the objective of accelerating the introduction of sustainable technologies in the aviation sector by developing innovative ways of facilitating the transition to low-emission mobility, improving the overall sustainability of airports and introducing sustainable fuels and organic carbon sequestration to the aviation industry. The first work carried out as part of the SAGAT project, which consists of a smart grid pilot plant (at the airport fire station) to test hydrogen as a storage system for electricity produced by a photovoltaic system (enabling its use as a green fuel to power a fuel cell), was the construction of a photovoltaic system on the roof of the fire station and the installation of methane gas adduction lines at the same building, with a view to continuing with the additional plant works planned for the pilot project in 2023;
- modernisation of the windows and doors of the airport fire station to improve the building's energy efficiency;
- continuation of relamping works using LED technology in the passenger terminal (forward departure hall and security stairs);
- ongoing upgrades to the airport fleet to replace traditional vehicles with electric ones (new ambulift, new ambulance, new service utility car);

- installation of new electric vehicle charging points to serve SAGAT and airport operators as part of the renewal of the vehicle fleet with hybrid or electric vehicles;
- change in the management regime of the airport electricity system imposed by the regulation of the electricity sector (AREA Resolution 526/2020/R/eel) as a result of which SAGAT S.p.A. began to carry out its distributor activities under the Closed Distribution System (SDC) regime. The management of consumption measurements for sub-concessionaires, along with the specific functions of the distributor relating to the electricity market, means that end customers can be supplied with consumption analysis tools to identify opportunities for improvements in plant efficiency.

Aircraft manoeuvring area:

- construction of the new de-icing apron located in the southern part of the main aircraft parking apron, designed and built without the need to create new dedicated paved areas. This includes the construction of a water collection and disposal system for conveying water to the pre-existing first rain water storage system;
- surface upgrades for the Lima taxiway at booths 203-204;
- other minor extraordinary maintenance work.

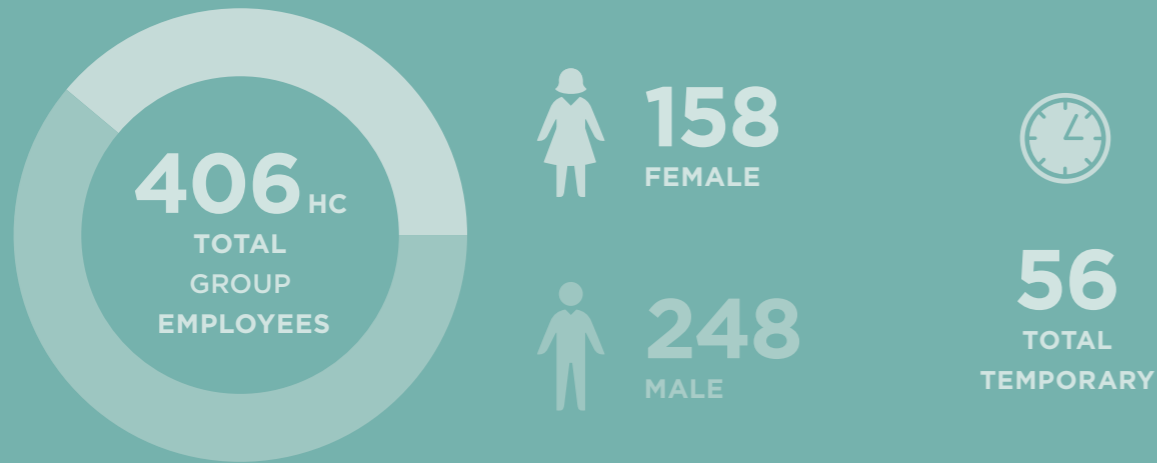
IT investments:

- updates to the Access Control System hardware to expand the use of new airport badges equipped with contactless proximity chips (to prevent the spread of COVID-19), which contain encrypted information to open/close airport gates;
- continuation of the process to integrate the parking management system into the SAGAT network infrastructure and assumption of full control of the server, installed in a virtual environment;
- the virtualisation infrastructure has itself undergone a major hardware and software upgrade to ensure that it is fully reliable, with direct support guaranteed by manufacturers, and significantly increase its computing capabilities;
- adoption of a state-of-the-art "EDR - Endpoint Detection & Response" end-point protection system, extended to all devices, including smartphones and enterprise tablets, for the purposes of cyber security.

Company report



4. Human resources Key Figures 2022



Group workforce

SAGAT S.P.A.

At December 31, 2022, SAGAT S.p.A.'s workforce equalled 241.5 FTEs (+2.9 FTEs on 2021).

The exact headcount increased to 254, compared to 248 the previous year.

SAGAT HANDLING S.P.A.

SAGAT Handling S.p.A. had 127.2 FTEs at December 31, 2022 (+0.9FTEs on 2021).

The exact headcount increased to 152, compared to 143 in 2021.



4.1 Corporate climate and engagement

The SAGAT Group considers its employees to be key to its corporate development. The Group dedicates time and energy to making best use of its employees and contributing to their professional growth. The personnel of the SAGAT Group, with their wealth of knowledge and talent, constitute a vital development factor for the Group companies and their business. 2022, and particularly the second half of it, saw a significant uptick in traffic, resulting from the consolidation of the Ryanair base and the increased number of passengers at the airport in the summer and winter seasons; in this context of strong development, the Group's staff demonstrated professionalism, flexibility and an aptitude for change, after two years that had been heavily impacted by the pandemic.

Until March, all administrative staff who requested to work from home were given permission to do so. Meanwhile, all operational staff were given the opportunity to attend training courses online, with a view to improving their work-life balance; from April, the tool became standard in the way that Group companies organised their work, as individual agreements were signed with employees and company regulations governing the use of the tool were published.



Welfare

The SAGAT Group introduced numerous corporate welfare initiatives in 2022. The main measures have always been for the families and children of employees, as shown in the table below:

INITIATIVE	DESCRIPTION
Summer trips for the children of employees up to 17 years of age - nr. 65 registrations	The Company covers 77% of the cost of leisure, sports and English language trips during the summer months
Reimbursement of nursery and kindergarten expenses - nr. 29 users	Companies reimburse 50% of the costs incurred
Integrated healthcare coverage - nr. 30 managers and 200 employees of SAGAT SpA	A health insurance policy covering services and reimbursing expenses incurred outside the network of affiliated health care facilities for employees and cohabiting family members
Remote work - nr. 132 Group employees	Option to work from home made available to all administrative staff
Fuel vouchers	Vouchers worth Euro 200/each given to all Group permanent staff (excluding Executives)
Team Torino Airport charity walk in support of "Just the woman I am" initiative for cancer research	Free participation for 35 Group employees
Papal audience, to participate in the event "Air Transport meets His Holiness Pope Francis"	Free trip for 20 Group employees
Career guidance for employees' children	Free participation for 22 children of Group employees

Company donations

SAGAT Group companies, again with a view to supporting the family and parenthood, provide some donations to their employees:

INITIATIVE	DESCRIPTION
Gift vouchers for employees' children up to 14 years of age	Voucher worth Euro 30/child to spend at participating establishments
Loyalty bonus for employees who have been at the company for 25-30-35 years	Euro 200 voucher spendable in participating stores + company brooch



Training

Training is a cornerstone of personnel management. As such, Group employees and external companies operating in the airport sector receive training to hone their professional and managerial skills.

for Soft Skills and Guidance (PCTO, formerly "Alternanza scuola-lavoro").

The experience was enhanced in 2022 with the "Adopt a Class" project, which saw SAGAT instructors hold curricular lessons with two classes at Turin's Grassi aeronautical institute, and through collaboration with the Polytechnic University of Turin to develop case studies related to airport operations, particularly the waste cycle.



Agreements

The Company is also open to the social needs of its local community: agreements entered into by the SAGAT Group with a number of secondary schools in the area have made it possible to include several students in training and internship projects at Turin Airport, as part of the Pathways



Incentive system

The SAGAT Group has devised reward and performance incentive policies based on:

- MBO – performance-based pay for managers and line managers linked to strategic indicators and objectives.
- A performance bonus – available to the entire workforce on the basis of level 1 and 2 labour contractual regulations (national collective bargaining and trade union agreements). Bonuses are linked to the achievement of quality, profitability and productivity targets.

The SAGAT Group also has remuneration policies in place to retain talent and encourage professional development.



Turnover

The average annual number of Group employees was 369.5 FTEs, up 7.3% (25.1 FTEs) on the previous year.

The increase is mainly attributable to the addition to the workforce of a number of workers on fixed-term contracts related to seasonality and the launch and consolidation of the Ryanair base, particularly in the operational areas related to passenger assistance.

On the other hand, the total number of Group employees at December 31, 2022 increased to 406, 15 more than at the same date of the previous year, including 56 fixed-term employees.

On average, Group company employees have worked for SAGAT for just under 21 years, demonstrating these companies' commitment to providing employees with adequate means of professional development.

4.2 Development of human capital

We owe our success to the professionalism demonstrated by our employees on a daily basis. During 2022, training and professional development activities aimed to integrate business processes into the preparation of human capital for market challenges and the facilitation of change management.

Training Center

The SAGAT Training Center plays a central role in the organisation and direct provision of training for Group employees and companies operating at the airport in various capacities, including state bodies.

A great deal of training was provided throughout the year for in-house employees and external companies operating in the airport sector. Great impetus was given to online training through the company platform, which has been enhanced with new training courses. 8,106 hours of online training

were provided to Group employees, 2,232 more than in 2021.

New training courses on sustainability began for all Group employees and will be expanded and enriched in 2023.



Assets

Group employees attended an average of 47 hours of training during the year. All Group employees at all levels participated in some form of basic or refresher training.



Development end Evaluation

The Group's first and second line managers are involved in evaluating the performance of its staff to monitor their performance, motivation, potential, aspirations and expectations within the organisation.

The process is based on a conversation between managers and their employees and seeks to analyse distinctive performance factors and identify any areas for improvement. This process is accompanied by the finalisation of the company MBO and an assessment of the objectives assigned to individual employees.

In 2021, 20 new office managers were trained on staff appraisal techniques, which concludes the manager training process that began in late 2019; this will allow the appraisal process to be extended to all remaining administrative staff members not included in the MBO scheme in 2022. In 2022, the performance appraisal process involved 124 Group employees (+67% on 2021).

Following analysis of the evaluation sheets, training courses were introduced on various topics designed to strengthen soft and technical

skills. These included employee management, teamwork, innovation, cyber security and sustainability.



4.3 Health and safety

The SAGAT Group has always paid the utmost attention to matters relating to employee health and safety, as well as to the safety and hygiene of its working environments.



Founding principles

In terms of occupational health and safety, the founding principles of SAGAT Group companies can be summarised as follows:

- compliance with general and special rules on accidents, safety and hygiene at work;
- compliance with operating procedures and safety standards;
- protection of the health of employees and persons working in various capacities at the airport;
- prevention of accidents and occupational disease;
- promotion of healthy lifestyles and behaviour in the workplace;
- promotion of responsible behaviour to protect safety at work.



Integrated Health, Safety and Environment Management System

Through the adoption of and compliance with the protocols and procedures contained in the Health and Safety and Environmental Management System (HSEMS), SAGAT manages workers' health and safety, fire prevention, building and workplace hygiene and cleanliness, and environmental matrices (water, air and soil) in an integrated manner. The Health, Safety & Environment (HSE) Management System is a strategic part of all activities carried out on airport grounds, including: development; aviation operations; direct and indirect service management; and the design, construction, and maintenance of plant and infrastructures.



Communication

To prevent accidents, company communication tools are used to distribute policies and operating procedures on the proper performance of work activities.



Training

Group companies also provide ongoing training on various topics surrounding workplace safety, with particular attention paid to the specific risks associated with various work duties.

Staff safety training goes well beyond legal obligations and is delivered on an annual basis according to a training plan. Said plan takes into account training needs identified following regulatory updates, the Risk Assessment Document (RAD), needs highlighted by sector managers, and corrective actions following near misses and/or accidents.

Specifically, training covers the following types of courses:

- basic training for workers;
- training on job-specific risks and related prevention and protection measures;
- training for managers and supervisors;
- specific "Aerodrome Safety" training for all those with access to the movement area;
- specific training for airport licence holders;
- training for specific individuals, such as: the Head of the Prevention and Protection Service (RSPP/ASPP), the Employee Health & Safety Representative (EHSR), the Corporate Emergency Team, First Aid Officers and Paramedics.

4.4 Labour/management relations

In 2022, discussions between the companies of the Group and the trade unions were extensive and productive and centred around measures that could bring about major operational efficiencies in the years to come.

As a result of the companies' willingness to use agile work as an ordinary and no longer emergency measure, a Memorandum of Understanding was signed in March between the companies of the SAGAT Group and the trade unions and the General Workers' Representative Body (RSU) on agile work.

An agreement was also signed which defines the criteria for the disbursement and the basis of calculation of the Results Bonus in the three-year period 2022-2024: the agreement, signed in September 2022, allows the employee to convert the value of the Results Bonus into welfare benefits, taking advantage of a company platform in compliance with the relevant provisions of current regulations.

Finally, two additional agreements were reached in October. The first relates to the conversion to permanent contracts of numerous workers who had accrued worked with the company for some time, who had previously operated with fixed-term contracts relating to seasonality in the operating sectors. This hiring process began in November 2022 and will be completed by April 2023.

The second relates to the 2023 renewal of the use, by the deadline of December 31, of the entire amount of vacation leave remaining and accrued by each employee during the year. This agreement will ensure that the extraordinary cost containment measures introduced in 2013 will remain in place, thus ensuring the effective management and efficient organisation of SAGAT Group personnel.

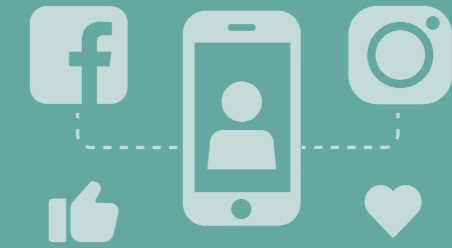


5. The customer experience

Key Figures 2022

SAGAT S.p.A. seeks to guarantee quality in all cross-departmental processes, placing the ongoing improvement of its customer experience at the centre of its strategy. As the manager of Turin Airport, SAGAT S.p.A. oversees the entire airport system, in which customers receive services from several third parties (i.e., handlers, restaurants, retailers, and public transport services). All of these services contribute to customer satisfaction at the airport in relation to the passenger journey.

Airlines traffic



OVER
63,000 SOCIAL MEDIA

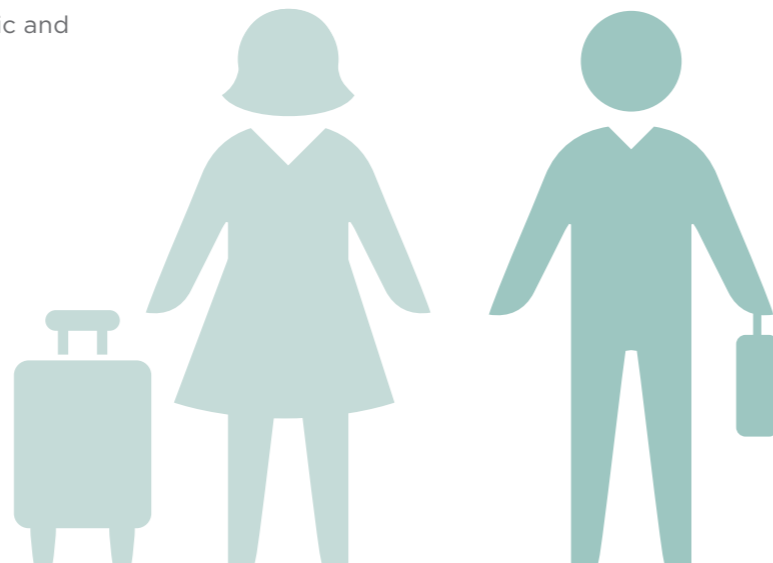


62,000 NEWSLETTER
SUBSCRIBERS

5.1

Passenger profile

The profile of passengers who routinely choose Turin Airport completely changed in 2022. This was the first year of full operation of the new Ryanair base, which, from November 2021, saw the arrival in Turin of two aircraft to launch several international routes. This created a new passenger profile at Turin airport: the international tourist. Thanks to the availability of direct flights at low prices, these new passengers are choosing Turin as their next city-break destination, or the wider region of Piedmont due to its wine and food traditions, and outdoor sports opportunities. This type of passenger comes in addition to traditional business components and the usual north-south Italy travel, which is typical of the economic and social fabric of our local area.



5.2 Passenger experience: quality

SAGAT S.p.A.'s Quality Policy is based on the supervisory role played by the Airport Manager with regard to the airport system, placing customers at the heart of activities through an ongoing customer experience improvement process.

The Quality Management System (certified ISO 9001:2015) plays a strategic, cross-cutting role in all processes and makes use of various, complementary tools:

- the ongoing monitoring of **process indicators** to allow for continuous performance improvements, based on:
 - a tried and tested system for **monitoring** the level of quality provided and perceived in accordance with the reference legislation (ENAC Memoranda GEN-06 and GEN-02B);
 - a customer satisfaction **survey** system according to the ACI ASQ model, which compares Turin airport to an international benchmark, encouraging comparison with airports with similar traffic levels;
 - a **voluntary certification** system according to ISO standards (9001:2015, etc.);
 - the carrying out of **assessments** aimed at

obtaining certifications issued by the world airport sector association (ACI Airports Council International) to certify Turin Airport at an international level;

- an **understanding of customer needs and expectations**, achieved through the management and analysis of passenger reports and complaints.

As the manager of Turin Airport, SAGAT S.p.A. oversees the entire airport system, in which customers receive services from several third parties (i.e., handlers, restaurants, shops, and public transport services). All of these services help satisfy customers in relation to their “passenger journey”.

We strive to continuously improve by carefully monitoring the services provided and the quality perceived by passengers. In fact, SAGAT extensively monitors all major airport processes and customer satisfaction surveys. The Group's quality monitoring system is mainly based on the methodologies outlined in ENAC Circulars

GEN-06 and GEN-02B, and is one of the key tools for planning, checking, improving and reviewing performance.

While traffic in early 2022 was still feeling the effects of the Omicron variant of COVID-19, the delivered and perceived quality measurement system was fully maintained. The system analysed more than 45,000 data points (including passenger interviews and performance measurements).

In 2022, customer satisfaction was also measured according to the international Airport Service Quality (ASQ) benchmark set by Airports Council International (ACI), which monitors over 250 airports worldwide. The (voluntary) system is based on the collection of self-completed questionnaires from a statistically significant panel of passengers.

Overall satisfaction, expressed on a scale of 1 to 5, stood at 4.07 - up from 2021, which is all the more positive considering that 2022 saw a record number of passengers handled and a doubling of volumes compared to 2021 figures.

Commitment to ASQ fieldwork saw Turin Airport recognised as “The Voice of the Customer” for the second consecutive year (February 2022), an award given by ACI to airports that in 2021 continued to prioritise passengers, endeavouring to gather feedback through ASQ despite the ongoing pandemic.

In June 2022, Turin Airport renewed its Airport Customer Experience Accreditation from ACI, which is a voluntary certification that measures the ability of airports to manage the passenger experience. The accreditation scheme is a unique, globally recognised model used to assess the capacity of airports to oversee the customer experience using objective parameters. To be considered, airports must demonstrate their maturity as regards customer analysis, performance measurement, management of customer service activities and improvement strategies. The certificate is awarded based on the assessment, carried out by an international commission, of the achievement of objective requirements. These are identical for every airport, regardless of passenger numbers.

Turin Airport is certified to Level 1.

Measurement activities

In 2022, all activities to measure quality provided and perceived were carried out, as provided for by:

- the **Service Charter**: the minimum service standards that SAGAT S.p.A. undertakes to provide, and which are subject to approval and verification by ENAC;
- the **Quality Plan** annexed to the **Regulatory Agreement** (four-year period 2020-2023): ten indicators, with pre-established improvement objectives with reference to the base year (2018). These, too, are subject to ENAC approval and verification;
- the **ASQ**, the benchmark of the Airport Council International, which monitors customer satisfaction levels at airports.

Focus on Passengers with Reduced Mobility (PRM)

Customer satisfaction for PRMs arriving and departing from Turin Airport was once again excellent (lowest level: 98.5%), with the exception of only one indicator (Perception of the level of accessibility/usability of airport facilities: parking,

call intercoms, dedicated lounges, bathrooms, etc., which recorded an 89.3% customer satisfaction rate compared to a target of 94%.

In 2022, SAGAT S.p.A. continued to support the Consulta per le Persone in Difficoltà (Council for People in Difficulty) with its Caselle for All project, which sets out to improve airport usability for passengers with specific needs or physical-motor or sensory disabilities.

SAGAT S.p.A. also continued its commitment to the “Autismo - in viaggio attraverso l'aeroporto (Autism - A journey through the airport)” project, created by ENAC in partnership with Assaeroporti, sector associations and airport management companies to facilitate airport access and air travel for people affected by autism.

Turin Airport also joined the #salvALI project, sponsored by ENAC and operated by FlyingAngels, the non-profit organisation that specialises in airlifting seriously ill children to life-saving treatment that is unavailable in their home countries.

Passenger listening

In addition to the use of questionnaires as described above, passenger listening was also carried out through the management of passenger complaints and reports, which are classified in compliance with ISO 9001:2015 and ENAC Memorandum GEN-06 (dissatisfaction, non-compliance, and safeguarding requests). All complaints, including baseless ones, received a formal response in an average time of just six days.



5.3 Digital Airport

Turin Airport continued to pursue digital innovation in 2022 and to promote a culture of innovation through the active involvement of 28 innovation agents and use of a bottom-up methodological approach.

The innovation projects put in place have focused on both passengers and SAGAT Group workers, and seek to improve not only the customer experience but also the employee experience.

As regards the passenger journey, additional innovative solutions designed to make travel even smoother and more comfortable were introduced:

- the innovative X-ray equipment installed at the Fast Track priority passageway makes the security screening experience smoother, enabling 3D screening and scanning of the contents of carry-on luggage. Liquids, gels, and electronic devices, rather than being separated in special tubs, can be left in carry-on luggage for a more convenient and faster travel experience.
- After security checks, a new Charging & Working Area has been created in the Boarding area. This is accessible free of charge for anyone needing to use their laptops, offering workstations equipped with USB sockets and electrical outlets for charging smartphones and tablets. This has increased the supply of charging points, making the travel experience and stay at the airport

even more convenient. This is also thanks to the installation of additional new stations located in the Boarding area, doubling the charging availability.

- At the same time, the new Wi-Fi portal for passengers was launched. The new features included a redesign of the passenger registration and engagement experience, through a more appealing and differentiated graphic restyling for the two locations (Airport and Piemonte Lounge). This project transformed the Wi-Fi service from a simple offer of free connectivity for the passenger, into a powerful promotional vehicle to communicate Torino Airport's new routes and commercial offers, to passengers providing consent in compliance with privacy regulations.
- The entire range of official Torino Airport parking spaces can now be purchased online at very affordable rates, thanks to an innovative dynamic pricing algorithm introduced on the e-commerce platform.
- With an eye to the future, Torino Airport has begun testing self-driving personal mobility devices to assist passengers with reduced mobility (PRM).

The project was carried out in collaboration with the Turin-based startup Alba Robot, with which the Airport signed a partnership with a view to open innovation as part of Torino City Lab, the City of Turin's innovation laboratory. The objective of the project is to test the use of SEDIA (SEat Designed for Intelligent Autonomy), an innovative autonomous driving and voice command device. The trial - the first in Italy to be applied in an airport setting - seeks to use an AI-powered personal mobility device in a real-world operational environment.

To improve the employee experience, the Company's intranet platform has been completely revamped, offering employees more modern (and accessible on the move, from any device) and comprehensive support, both operationally and in terms of communication and information. It now includes a rich editorial section, made up of interviews, articles, events, photos, and constant updates on projects, company news, commercial promotions and deals for employees, in addition to news published on the Company's social channels and reposted on the home page.

Finally, efforts were made to further accelerate the digitisation and dematerialisation of company processes by progressively introducing paperless document flows to all business departments. SAGAT has paid particular attention in this regard to administrative processes requiring a signature (e.g., the invoice acceptance process), but hopes to extend use to operating processes (i.e., "read&sign" processes) dedicated to tracking and certifying - including with regard to third parties (external audits) - the acknowledgement and digital signing of documents by all recipients.



Social media

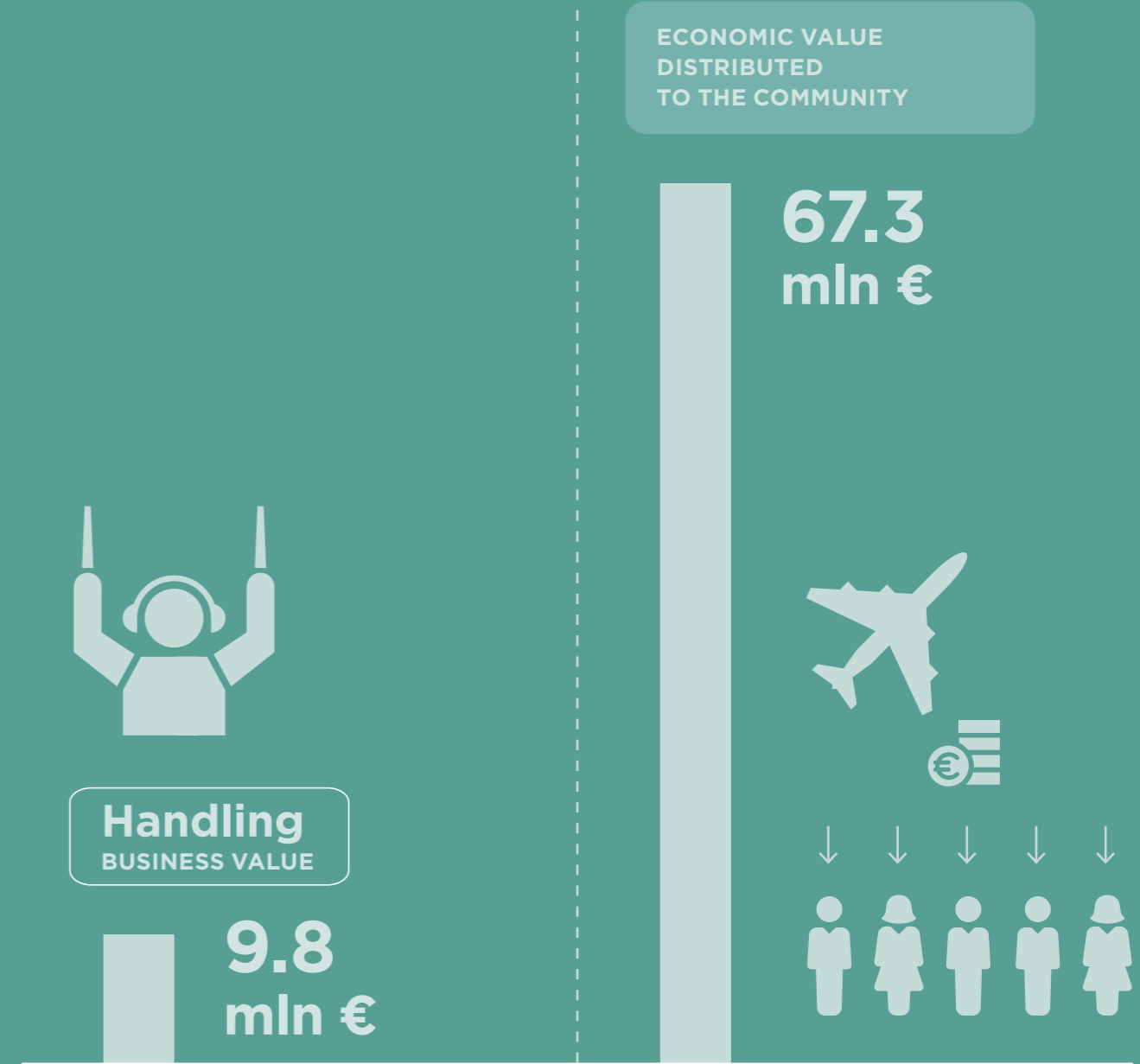
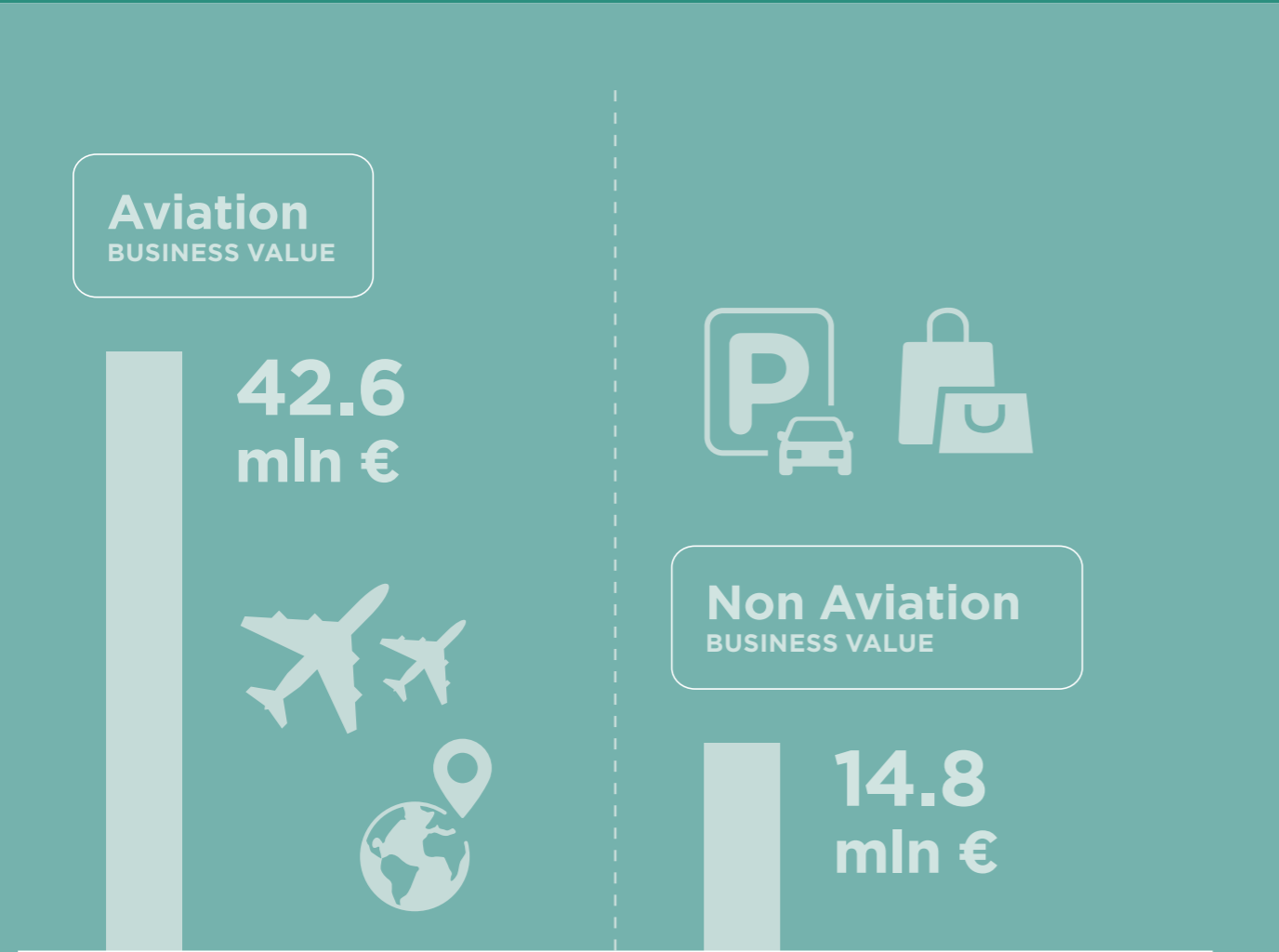
In 2022, social media activities continued on SAGAT's official Facebook, Instagram, LinkedIn and Twitter profiles.

In the fourth year of social media presence (the channels were opened in July 2019), at December 31, 2022, the airport had over 56,000 Facebook fans (+29.2% on 2021), with an organic monthly coverage of 170,000 views per post. It also had 5,735 followers on Instagram (+19.5% on 2021), 4,777 followers on LinkedIn (+19.9% on 2021), and 2,132 followers on Twitter (+4.2% on 2021).

The focus was on listening to passengers. The customer care service was available from 9am to 6pm, Monday to Friday on social media, allowing users to request information and send recommendations. The initiative was supplemented by a Whatsapp messaging service and telephone service operating from 5am to 11pm, seven days a week.

In 2022, SAGAT S.p.A.'s digital communication activities offered content relating to environmental sustainability activities, flights and services, promotion of connected destinations, tourism in the local area, useful information for passengers and the community, and the sharing of B2B content on LinkedIn and Twitter.

6. Creating Value Key Figures 2022



6.1

Operating overview and contributions to the local economy

ECONOMIC VALUE GENERATED

SAGAT identifies the economic value generated as the total of all consolidated revenues and financial gains achieved during the year under review.

ECONOMIC VALUE DISTRIBUTED

SAGAT maintains a constant dialogue with its stakeholders. It is therefore possible to calculate the amount of economic value that is “distributed” to some of them, including: employees, suppliers, public administration, the community, financiers, and shareholders.

FINANCIAL REPORTING

Below is a summary of the SAGAT Group’s main economic indicators, compared with the previous year.



Aviation and handling revenues

As explained in the Identity section, the activities carried out by SAGAT S.p.A. in its capacity as an airport operator can be subdivided into those functional to air transport and directly aimed at managing the airport (aeronautical or aviation activities), and those related to the airport’s commercial development (non-aviation activities). In the first case, fees charged to carriers are regulated by specific regulations, whereas in the second case, fees can be freely determined by the parties.

SAGAT Handling provides ground assistance to aircraft, passengers and cargo transported by aircraft (handling revenues).

Euro thousands

	2022	2021	Change %
Aviation	42,604	22,602	88.5%
of which:			
Fees	28,183	15,261	84.7%
Centralised infrastructure	1,070	698	53.2%
Safety	8,550	4,119	107.6%
Aviation assistance (PRM and baggage)	3,679	1,812	103.0%
Regulated sub-concessions	1,123	713	57.5%
Handling	9,782	5,294	84.8%
of which:			
Assistance	9,662	5,122	88.6%
Cargo activities	120	172	-30.2%

The increase in air traffic in 2022 naturally brought about proportional changes for all economic values. Aviation revenues increased by 88.5%, while handling revenues increased by 84.8%.



Non-aviation revenues

Of particular note among non-aviation revenues – which rose by 99.8% from the previous year to Euro 14,773 thousand – were revenues from parking and other commercial activities, especially food services and car hire, as shown in the table below.

	Euro thousands		
	2022	2021	Change %
Non-aviation	14,773	7,393	99.8%
of which:			
Parking	5,677	2,835	100.3%
Food & Beverage	2,286	1,005	127.5%
Rent a car	1,717	884	94.1%
Duty Free	1,244	398	212.6%
Advertising	769	468	64.1%
VIP Lounge & Fast Track	895	117	663.1%
Beauty & Fashion	422	214	97.2%
Ticketing	363	330	10.2%
Travel & Facilities	592	442	33.9%
Other	808	700	15.6%



Other revenues

change is mainly attributable to the receipt in 2022 of contributions of Euro 13,310 thousand as partial compensation for damages suffered following the COVID-19 health emergency, provided for airport operators and airport ground handling service providers by Law No. 178, Article 1, paragraphs 714 - 719 of December 30, 2020 and Regional Council Decree No. 53-3664 of July 30, 2021.



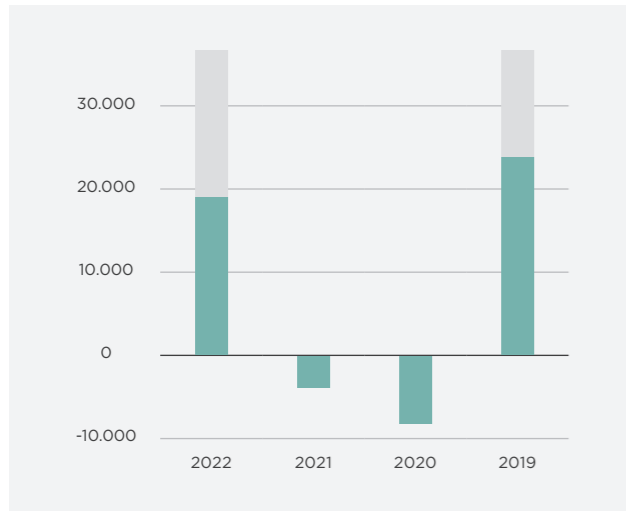
Operating highlights

The table and figures below present the operating highlights from the 2022 consolidated financial statements of the SAGAT Group, compared with the 3 previous years.

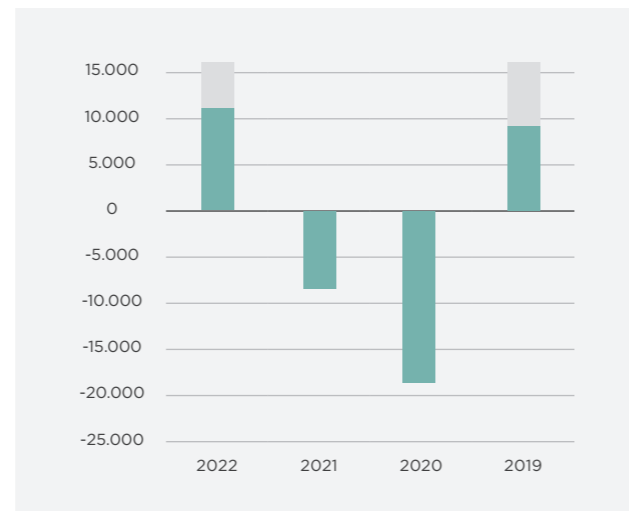
These include the Group net profit, which amounted to Euro 11,906 thousand, an improvement of Euro 20,313 thousand compared to the loss of Euro 8,407 thousand reported the previous year. EBITDA, which represents the earnings that the Company is able to generate on core operations, amounted to Euro 18,686 thousand in 2022. The Company's return on investment (ROI) and return on equity (ROE) indicators are also shown in the table.

	Euro thousands			
	2022	2021	2020	2019
EBITDA	18,686	(3,662)	(8,179)	23,993
Net profit	11,906	(8,407)	(18,565)	9,350
ROI	34.2%	-29%	n/a	35%
ROE	37.4%	-42.2%	n/a	19.9%

EBITDA



Net Result



CREATION OF ECONOMIC VALUE

The financial statements, which include the balance sheet, income statement and explanatory notes, provide a true and correct representation of the financial performance and standing of the SAGAT Group for the year.

The Social Responsibility Report presents these figures while also providing an interpretation of the figures based on the concept of economic value, which is

a way of quantifying the wealth generated by the Company over a given period of time. An analysis of how this economic value is created and, above all, how it is distributed helps to describe the social relevance of the Group in its various communities.

The SAGAT Group defines economic value as the total of consolidated revenues and financial and fiscal gains

recognised during the year under review. In 2022, this came to Euro 89,267 thousand and was generated primarily by value of production, which totalled Euro 72,762 thousand.

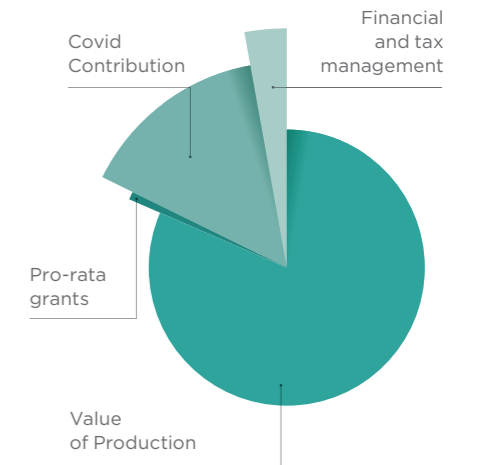
Economic value includes the portion of the grants received from the Piedmont region and from ENAC for investments to upgrade airport infrastructures in

conjunction with the 2006 Turin Olympics that was recognised as income for the year. In both 2022 and 2021, this income came to Euro 671 thousand.

Financial and fiscal gains for the Group, which are also included in the economic value created by SAGAT, totalled Euro 2,534 thousand in 2022. These comprise, almost in their entirety, tax losses for the year.

	Euro thousands			
	2022	2021	Total Change	%
Value of production	72,762	37,203	35,559	95.6%
Pro-rata grants	671	671	0	0%
COVID compensation contributions	13,301	0	13,301	n/a
Financial and tax management	2,534	2,623	(89)	-3.4%
Economic value created	89,267	40,497	48,771	120.4%

Economic Value Created





Distribution of economic value

In carrying out its business, the SAGAT Group maintains constant dialogue with its stakeholders, and it is therefore possible to calculate the amount of economic value that is “distributed” to each of them:

- employees, by way of wages and salaries and all related expenses;
- suppliers, who are remunerated by purchasing products and services;
- the public sector, through taxes, duties, and government concession fees;
- the local community, including depreciation and other costs related to the most significant

environmental investments, sponsorships, donations, collaborations with local organisations, and local taxes and concession fees;

- lenders (banks/financial institutions) and shareholders, through the payment of interest charges and the distribution of dividends.

The amounts and beneficiaries of economic value distributed therefore provide an important indicator of the social benefit that the SAGAT Group helps to provide to stakeholders and to the community at large. In 2022, the total came to Euro 67,299 thousand, an increase of 60.1% on the same figure for 2021:

	2022	2021	Total Change	%
Distributed to suppliers	41,968	21,665	20,303	93.7%
Distributed to employees	20,858	16,465	4,393	26.7%
Distributed to the public sector	2,706	2,340	366	15.6%
Distributed to shareholders	0	0	0	0%
The community	1,070	954	116	12.1%
Paid to lenders	698	616	81	13.2%
Economic value distributed	67,299	42,041	25,259	60.1%

Euro thousands

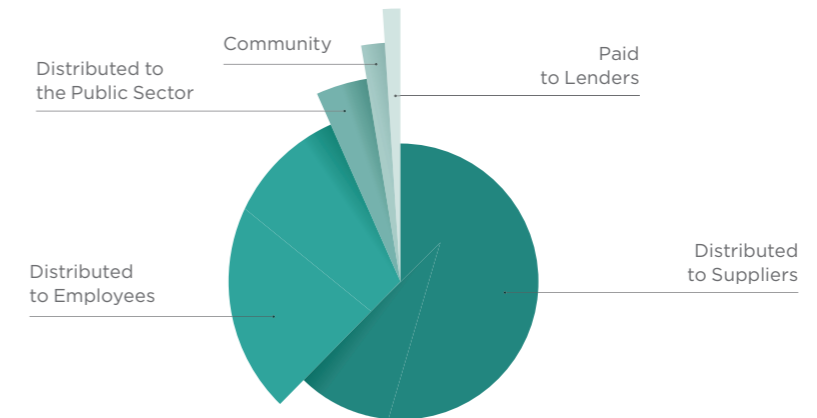
Euro 41,968 thousand was distributed to suppliers in 2022, in the form of costs for purchases, maintenance, utilities, and other services – an increase of 93.7% on the previous year – while employees were the recipients of Euro 20,858 thousand, an increase of 26.7% on 2021.

The portion of economic value distributed to the public sector in 2022 came to Euro 2,706 thousand – up 15.6% on the previous year when the figure was Euro 2,340 thousand – essentially as a result of the increase in economic value created.

Also in 2022, in view of the net loss in 2021, no remuneration was distributed to shareholders.

Economic value distributed to the local community includes the depreciation of the most significant assets with an environmental impact, donations to local organisations, and local taxes and duties paid. Based on this classification, the local community benefited from Euro 1,070 thousand in economic value in 2022, about Euro 403 thousand of which related to the depreciation of environmental investments. Economic value distributed to the community totalled Euro 954 thousand in the previous year.

Economic Value Distributed





Economic value retained

The difference between economic value created and economic value distributed relates to components that do not generate cash flows, such as amortisation, depreciation, provisions, adjustments related to deferred taxes, and retained earnings. This difference represents the economic value that is retained, i.e. not distributed.

The economic value retained in 2022 was Euro 21,968 thousand, a significant increase from 2021. This change is mainly a result of the strong improvement in the operating result, from a loss of Euro 8,407 thousand in 2021 to a consolidated profit of Euro 11,906 thousand.

	Euro thousands			
	2022	2021	Total Change	%
Amortisation, depreciation and write-downs	5,978	5,880	99	1.7%
Retained earnings	11,906	(8,407)	20,313	241.6%
Provisions and taxes	4,084	984	3,101	315.2%
Economic value retained	21,968	(1,544)	23,512	n/a

The figures presented thus far are shown in aggregate form in the table below:

	Euro thousands			
	2022	2021	Total Change	%
Value of production	72,762	37,203	35,559	95.6%
Pro-rata grants	671	671	0	-
COVID compensation contributions	13,301	0	13,301	n/a
Financial and tax income	2,534	2,623	-89	-3.4%
A Economic Value Created	89,267	40,497	48,771	120.4%
Distributed to Suppliers	41,968	21,665	20,303	93.7%
Distributed to Employees	20,858	16,465	4,393	26.7%
Distributed to the Public Sector	2,706	2,340	366	15.6%
Distributed to Shareholders	0	0	0	-
Community	1,070	954	116	12.1%
Paid to Lenders	698	616	81	13.2%
B Economic Value Distributed	67,299	42,041	25,259	60.1%
Amortisation, depreciation and write-downs	5,978	5,880	99	1.7%
Retained earnings	11,906	(8,407)	20,313	241.6%
Provisions and taxes	4,084	984	3,101	315.2%
A-B Economic Value Retained	21,968	(1,544)	23,512	1,522.8%



2018-2022 TRENDS

The table below shows the trends in the main components of economic value over the period 2018-2022.

Euro thousands

	2022	2021	2020	2019	2018	CAGR 2018-2022
Economic value created	89,267	40,497	30,821	74,450	73,337	5%
Economic value distributed	67,299	42,041	37,683	53,752	65,378	0.7%
Economic value retained	21,968	(1,544)	(6,862)	20,698	7,959	28.9%



6.2 Aci Impact Calculator

Based on results obtained from the ACI Europe Economic Impact Calculator, the following is a snapshot of the economic impact of the Turin Airport (TRN) on its surrounding community. The ACI Impact Calculator is a tool used by all of the world's airports that are members of Airports Council International (ACI). The calculator takes an airport's traffic to calculate the ratio of the number of passengers served to the GDP of the airport's region and nation to determine the value of the direct, indirect, induced and catalytic socio-economic impact of that airport. The GDP generated by the airport is expressed in millions of Euro.

The **direct** impact is that generated by the companies operating directly from the airport, whether based on the grounds or

nearby. The **indirect** impact relates to the providers of goods, services and support for airport activity (such as food and beverages for catering, aircraft fuel, logistics, etc.). The **spin-off** impact is that generated by the employees of companies associated with airport activity, who spend money for their daily needs, in turn contributing to creating jobs in the relevant sectors. The **catalytic impact** or "Wider Economic Benefit" encompasses all the static and dynamic effects arising from the presence of an airport in terms of the attractiveness and the competitiveness of the area involved in its activity. By creating connectivity, the airport either triggers or amplifies socioeconomic development mechanisms, boosting the economic growth of the region. This value is estimated regardless of airport activities.

The model's input data are: the number of passengers, quantity of cargo, and the percentage of transit passengers and low-cost carriers at the airport, which were consolidated during the year. The results are summarised in the following table:

Impact	GDP (Euro mil.)	
	2022	2021
Direct	186.65*	91.98*
Indirect	173.81	85.65
Spin-off	62.28	30.69
Catalytic	944.10	944.10
TOTAL	1,366.84	1,152.42

*based on national GDP for 2016

In 2022, the total economic impact of Turin Airport increased on 2021, following the recovery in traffic levels resulting from the economic upturn after the

COVID-19 pandemic. According to the ACI Impact Calculator, the total impact of Turin Airport's activities in 2022 was equal to about 23,000 jobs.

7. Relations with the local area

Key Figures 2022



CHARITABLE DONATIONS
4.2k €
LIBERAL DONATIONS



2
NON-PROFIT
SUPPORT
FOR HUMANITARIAN
FLIGHTS



11
INVOLVEMENT IN
ORGANISATIONS



7.1 Supporting the local area and non-profit initiatives

Responsibility towards our local community is one of the pillars of our mission. The role the SAGAT Group plays as a socio-economic driver for the community necessarily implies a responsibility to everyone in that community. This is why our business-to-consumer (B2C) model, which relates to passengers, and business-to-business (B2B) model, which relates to our commercial partners, are now joined by our new Business-to-People (B2P) vision, i.e. working to generate value for every individual member of our community.



Community links

The SAGAT Group continued to assist the recovery of the tourism economy by supporting bids to host important events due to take place in the local area in the coming years, such as the Special Olympic Games, and by strengthening alliances with the bodies responsible for attracting visitors, such as *Turismo Torino e Provincia*, in conjunction with the Tennis ATP Finals. The Group also offered its support to the industry by resuming use of the physical spaces on its Departures level with a Thales Alenia Space module display, in addition to digital

spaces on its Arrivals Level, which were offered free of charge to several cultural institutions, including Turin Film Festival, Turin International Book Fair, and other exhibitions, focusing specifically on events due to be held in the municipalities closest to the airport, such as Lunathica Festival and the Filarmonica “La Novella” from Caselle Torinese.

A new and prestigious initiative involved collaboration with MAUTO - the National Automobile Museum. This saw two historic cars from the museum collection placed on exhibition platforms in the airport.



Non-profit initiatives

A new and prestigious initiative involved collaboration with MAUTO - the National Automobile Museum. This saw two historic cars from the museum collection placed on exhibition platforms in the airport.

In the area of service for passengers with disabilities or reduced mobility, 2022 saw the continuation of collaboration with CPD - Consulta per le Persone in Difficoltà (Council for People in Difficulty). SAGAT continued to provide financial support to CPD as part of the “Caselle for All” project, which sets out to improve airport usability for passengers with specific needs or physical-motor or sensory disabilities. The project provides specially-equipped airport-city transport support services, which can be booked via a toll-free phone line managed by CPD. In 2022, 261 transport support services were provided, in line with passenger traffic trends.

The SAGAT Group also actively supported Turin’s bid to host a major international social inclusion

event in 2025. are dedicated to athletes with cognitive disabilities, who the airport welcomed free of charge, guaranteeing the full availability of trained personnel capable of accommodating all types of travellers.

In preparation for this event, the Special Olympics Italy National Summer Games were held in Turin in 2022. Turin Airport organised the arrival and departure of 16 teams consisting of athletes, staff and accompanying people.

We also note the setting up of fundraising points at the airport to support the Ukrainian people, to provide for two humanitarian flights to help young people and families fleeing the conflict to reach Turin hospitals; promotion of AISM Onlus’ “La Mela” campaign; promotion of the Flying Angels Foundation’s #salvali campaign, in collaboration with Assaeroporti; and participation in Cus Torino’s Just the Woman I Am initiative to raise money for cancer research.

7.2 Involvement in other organisations

The SAGAT Group is represented within 11 other organisations related to the air-travel and tourism industries.

Included among these are: Assaeroporti; Assohandler; Airports Council International (ACI) Europe; Assoclearance; Italian Flight Safety Committee (IFSC); Osservatorio Manutenzioni Aeroportuali (OMA); Turismo Torino e Provincia, an organisation responsible for promoting the province of Turin as a tourist destination for leisure, sports, nature, culture, group and individual travel, conferences and conventions, incentive trips, and business travel; Torino Convention Bureau, an organisation that promotes the city and surrounding area for conferences and incentive activities; Gruppo Turistico e Alberghiero (GTA), a grouping of companies in the tourism industry that are members of the Turin Industrial Union; Torino City Lab, a partnership led by the City of Turin; and Associazione Travel Retail Italia (ATRI).

In October 2022, Turin Airport organised the

Regional Airports Forum for ACI Europe, enabling representatives from several European airports to meet in Turin, with the support of the Turin Chamber of Commerce, Visit Piemonte and Turismo Torino.



Institutional relations for innovation

- Work continues as part of the collaboration with Torino City Lab, an initiative of the City of Turin to promote experimentation with innovative solutions under real-world conditions within the local area. In 2022, testing began in the Departure Area of Turin Airport on Sedia, an innovative device with autonomous driving and voice commands for passengers with reduced mobility developed by Alba Robot, with whom an open innovation partnership is in place.
- Particularly important is the partnership with 22 international airports which have been given access to the GRF platform, dedicated to the safety of airport operations in bad weather and developed entirely in-house by SAGAT S.p.A.



8. Respect for the environment

Key Figures 2022



3,229
toe

TOTAL ENERGY CONSUMPTION



100%
ELECTRICITY FROM
CERTIFIED (GO)
**renewable
sources**



**turnaround
100%
GREEN**



**electric buses
and vehicles**
FLEET CURRENTLY BEING UPGRADED



<65 dB
NOISE REDUCTION INDEX



565,395 kg
NON-HAZARDOUS WASTE

OF WHICH **527,025 kg**
RECOVERED



2,610 kg
HAZARDOUS WASTE

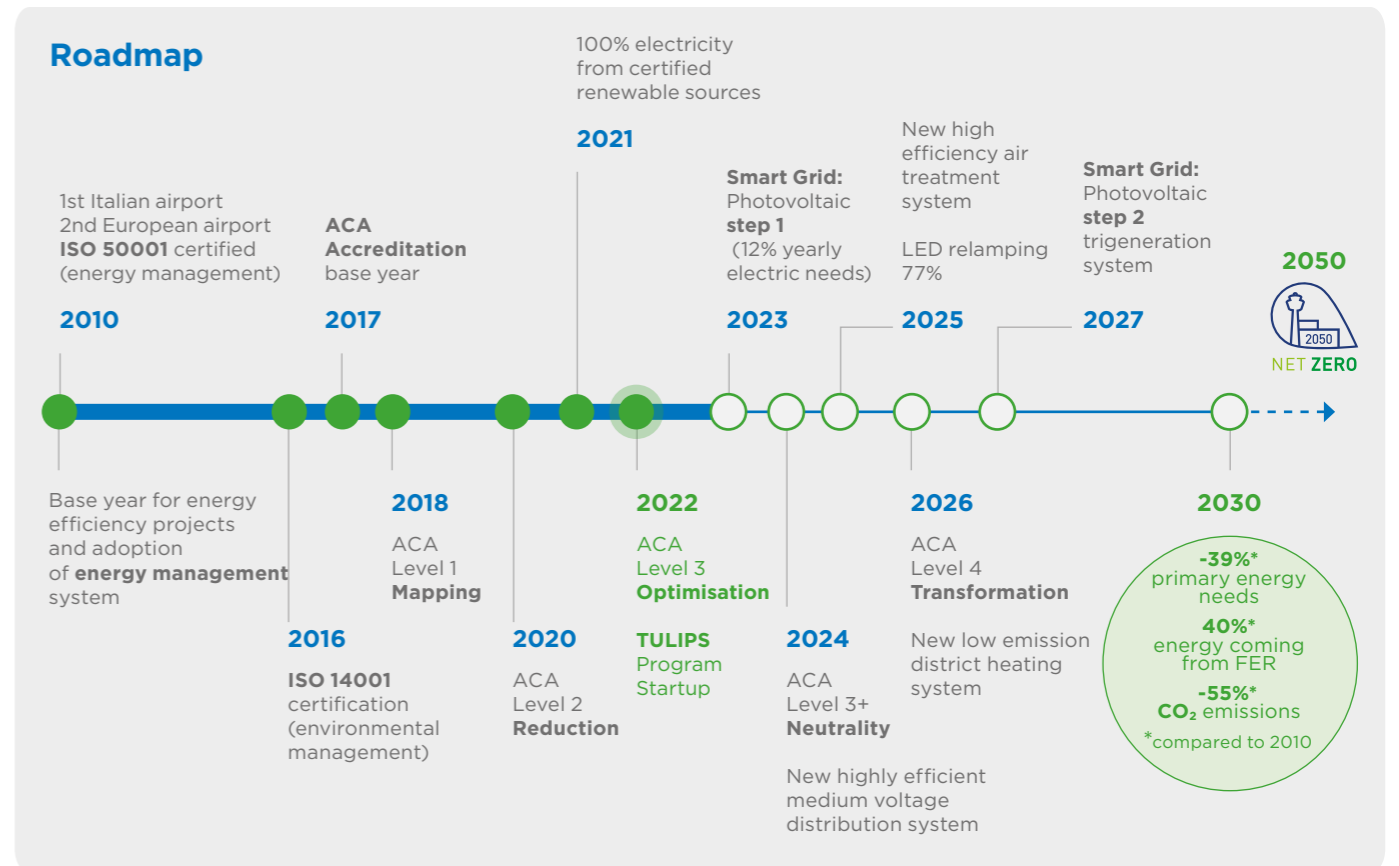
TOTALLY
RECOVERED



8.1 Torino Green Airport

The promotion and consolidation of an environmental protection culture within the company, by increasing awareness of environmental issues and promoting responsible conduct among all personnel, is one of the key aspects on which development of the SAGAT Group is based. Operations management focuses on standards of environmental protection, energy efficiency, and reducing climate-altering emissions, and on the constant pursuit of improvements in environmental performance.

Among the major initiatives introduced by Turin Airport in 2022, we note the Torino Green Airport project, which organises all environmental sustainability activities introduced or soon to be introduced.



Initiatives 2022

Over time, the SAGAT Group has steadily increased the percentage of energy it purchases from renewable sources, and again in 2022, **100% of purchased electricity came from certified renewable sources** (certificates of guarantee of origin - GO).

Turin Airport has completed its transition to Level 3 (Optimisation) of the Airport Carbon Accreditation environmental sustainability programme promoted by Airports Council International (ACI). The certification is for airport management companies that intend to pursue carbon neutrality goals, reducing CO₂ emissions under their direct control with energy efficiency programs and the use of energy from renewable sources. **Level 3 “Optimisation”** features a stakeholder involvement plan in the emission reduction process, which is extended to the various actors operating at the airport (airlines, handlers, sub-concessionaires, passengers, employees, partners and local entities).

Turin Airport participates as a “fellow airport” in the European project **TULIPS** (Demonstrating lower polluting solutions for sustainable airports across Europe), which seeks to accelerate the introduction of sustainable technologies in aviation, contributing to climate-neutral aviation by 2050.

Specifically, SAGAT is developing a pilot plant to test hydrogen as a storage system for electricity produced by a photovoltaic system, enabling its use as a green fuel to power a fuel cell.

The Tulips project also involves SAGAT on several issues of particular interest as part of the ongoing sustainability programs at the airport:

- development of an airport smart energy hub including the use of various energy sources and storage systems;
- research into scenarios for future aircraft power supply. As part of the project, SAGAT will work with the Polytechnic University to establish a clearing house in Turin for the development and certification of SAFs;
- development and testing of hydrogen-powered ground support equipment;
- contribution to the widespread use of biochar: a test field will be established on the airport grounds to grow plants with high CO₂ sequestration. These plants will then be sent to a pyrolysis plant that will turn them into charcoal. The charcoal will be placed in dry soil (Larnaca) and, being porous, during the day it releases the moisture absorbed overnight, making the soil more fertile;
- development of a structured decarbonisation roadmap which makes use of the cooperation

of all participants in the group and serves as a model for the sustainable development of airports in different environmental contexts and of varying sizes.

In 2022, SAGAT joined the **AZEA** (Alliance for Zero-Emission Aviation) initiative. The alliance includes the various entities of the air transport industry ecosystem and seeks to encourage the introduction of renewable fuels in airport and airline operations.

Its work will focus on Working Group 3 “Aerodromes” with the objective of analysing the path to preparing airport infrastructure for aircraft with electric or hydrogen propulsion systems. Participation in the international initiative represents a significant step towards achieving **NetZero 2050**, which is an important commitment made by the SAGAT Group towards the environment and the local community. By adhering to the NetZero 2050 target, the Group commits to reducing carbon dioxide emissions from operations under its control to zero by 2050.

With regard to water recovery, SAGAT intends to store rainwater using a system of tanks and filters, which will be completed by 2024 so that it can be used for airport operations and routine industrial maintenance.

Torino Green Airport thus represents a strategic new direction for the airport’s development and hopes to **raise awareness and increase consciousness of all airport activities**, from the airport manager to its suppliers. The initiative will be the subject of an external communication plan (a new brand was created ad hoc, inspired by a combination of Turin Airport’s blue logo coupled with a green element representing Torino Green Airport) and internal communication plan (for employees and the airport community).

Among the concrete and measurable actions of engagement of the Sagat Group are those developed in the Mobility Management Plan, aimed at Reduce the use of private transport for individual for individual home-work journeys. To this end, the SAGAT Group has set up a dedicated digital platform, which will be available to the company community from October 2022, to match supply and Match supply and demand for shared transport on the home-work route. Around 40% of regular employees have registered and use the regularly use the system.

Agile working has also contributed significantly to the reduction of air pollutants, as it leads to an average reduction of 26 km travelled for each day of agile working. The adherence of employees to these initiatives has reduced home-work travel by about 70 thousand km per year, for a reduction of over 11 thousand kg of CO₂.



Change

is possible.



100% Green turnaround

In 2022, aircraft turnaround at Turin Airport became 100% green thanks to a fleet of electrically powered vehicles and airport procedures defined with sustainability in mind. The environmental impact of aircraft ground handling transactions was thus reduced, with the positive effect of zeroing atmospheric CO₂ emissions for a better airport experience.

The electric fleet available at Turin Airport and supplied to SAGAT Handling, a company which handles ground services provided to airlines, includes several vehicles:

- baggage transport truck: useful for the underboard approach of vehicles requiring towing;
- GPU - Ground Power Unit: mobile generator to power aircraft and their equipment when engines are off;

- passenger ladder: a ladder to allow passengers to enter/exit the aircraft;
- baggage conveyor belt: for loading/unloading checked baggage;
- ambulift: lifting platform to allow passengers with reduced mobility to board/exit;
- aircraft truck or pushback: to push aircraft in reverse to exit parked positions.

Carrying out a turnaround with electric vehicles creates numerous benefits. First among these is the environmental impact, as the approx. 100 kg of pollutant CO₂ emissions created by conventional diesel-powered vehicles in the entire process are reduced to zero. With the current availability of green transport, the lower daily CO₂ emissions impact is equivalent to more than 1 tonne.

By way of example, the average fuel consumption for the use of conventional transport and the respective amount of CO₂ emitted are shown below:

- a conventional diesel-powered baggage truck uses 1.70 kg of fuel, equivalent to 5.4 kg of CO₂ emitted;
- a conventional diesel-powered GPU uses 14.5 kg of fuel, equivalent to 46 kg of CO₂ emitted;
- a conventional diesel-powered baggage conveyor belt uses 10.5 kg of fuel, equivalent to 33.3 kg of CO₂ emitted;

These CO₂ emissions are reduced to zero through the use of electric vehicles, which at Turin Airport are powered by 100% certified renewable energy sources. Turin airport has also expanded the

number of parking aprons where passengers can board and disembark on foot, thus avoiding the use of diesel-powered buses (1.66 kg of fuel, equivalent to 5.3 kg of CO₂ emitted).

Watch the video
<https://vimeo.com/753891873>



8.2

Direct environmental impacts: Emissions - Waste - Water



Waste

SAGAT manages waste - from collection to disposal in landfills or with authorised waste-recovery organisations - produced both by its own operations and by the activities of others within the airport. To this end, the Company has set up waste-management areas dedicated to collecting the various types of waste - mainly from food-service and retail businesses - and has produced information to increase awareness among all airport organisations and workers on the proper separation of waste in order to promote diversified waste disposal.

The frequency of collection of the waste produced within the airport at the numerous temporary storage points (waste-collection containers and/or areas) within the airport is a function of airport operations. More frequent collections may be scheduled during the winter season, which is characterised by an increase in charter flights to accommodate skiers.



Protecting biodiversity

A significant aspect of biodiversity at the airport is the existence of several species of birds and other wild animals. While this is of great value ecologically, it is also a potential risk to the safety of air travel and an environmental health hazard. Within the company function dedicated to airport safety, there is a bird-control unit that is responsible for ensuring the safety and survival of the birds and other fauna in a manner that does not compromise flight safety. This involves advanced, non-violent techniques to keep this fauna out of harm's way, which include falconry techniques, with electronic dissuasion techniques being reserved for specific situations.

The approach to prevention implemented, designed with the help of expert biologists and agronomists, calls for setting up specific areas within the airport that can attract wild animals in a manner that mitigates the risk without having to reduce their numbers.

In 2022, the SAGAT Group has also implemented a specific plan for the green areas within Turin Airport. This plan, approved by ENAC, promotes:

- the gradual impoverishment of the land to make it less attractive to birds;
- a green approach, with cut grass being sent to a biogas plant;
- biodiversity of the airport by introducing an appropriate mix of grass and chamomile;
- elimination of the types of weeds that attract birds;
- reduction in the CO₂ emissions of farming equipment.



Water use, management of surface and sewage water

In 2022, water withdrawals at Turin Airport totalled 136,100 cubic metres, of which 114,389 cubic metres were withdrawn from the public aqueduct network and 21,711 cubic metres from wells on the airport grounds. However, overall consumption is up on previous years, which were affected by the COVID-19 health emergency and saw the achievement of minimum values in terms of air traffic, passengers and third-party users. Meter readings are still taken monthly at delivery points from the main water supply to enable detection of abnormal water consumption.

Management of surface water is based on a network of canals throughout the airport and on the use of rainwater collection tanks to treat water collected from the runway. Surface water is protected by the oil-separation system that treats the rainwater running off the aircraft aprons.

The east collector and upgrades to the southern RESA area improved the separation between the stormwater collection network and the irrigation canals that run through the site, and increased the operating efficiency of the first rain tanks.

Environmental Management System

SAGAT S.p.A. is certified by the certifying body TÜV Italia according to international standards on occupational health and safety (ISO 45001:2018) and the environment (ISO 14001:2015).

The Health, Safety & Environment (HSE) Management System is a strategic part of all activities carried out on airport grounds, including: development; aviation operations; direct and indirect service management; and the design, construction, and maintenance of plant and infrastructures.

Energy Management System

The Turin Airport Energy Management System is certified by DNV-GL according to the ISO 50001:2018 standard; the SAGAT Group had its certification renewed following a successful audit.

Total consumption expressed in tonnes of oil equivalent (TOE) decreased as an absolute value compared to the previous year by approximately 7.3%, amounting to 3,229 TOEs. As pre-COVID traffic volumes were exceeded (4,193,881 passengers in 2022), specific consumption fell 57% on the previous year.



8.3 Airport noise

The monitoring and containment of airport noise through specific procedures are governed both nationally (by ENAC and the Ministry for the Environment) and internationally (by the ICAO and the European Union). The SAGAT Group is strategically committed to managing this issue efficiently and effectively on an ongoing basis, guaranteeing constant communication and contact with the competent authorities and developing monitoring and operating procedures to reduce the impact of noise, while ensuring that growth in air traffic at the airport is compatible with the acceptable levels of noise in the surrounding area.

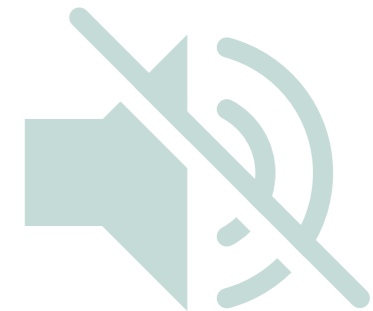
The area surrounding the airport is regulated in three zones (A, B and C) with specific airport-noise measurement indexes (known as “LVA” in Italian) and corresponding types of buildings allowed:

- Zone A: 60dB(A) < LVA < 65dB(A)
- Zone B: 65dB(A) < LVA < 75dB(A)
- Zone C: LVA > 75dB(A)

Specific noise-reduction procedures remained in place at Turin Airport.

- Preference for using runway 36 benefits all residents of Caselle Torinese. Because of this procedure, the area is impacted only by the noise of aircraft as they are landing, which is less than the noise produced during take-off (as the engines are not under full thrust during landing).
- Limiting night flights. This procedure significantly reduces the impact of noise at night to the benefit of all localities surrounding the airport.

- Restrictions on the use of reverse thrust mainly benefit the residential areas to the east and west of the runway, as well as the airport itself.
- Restrictions on the use of the auxiliary power unit (APU) when taxiing. This type of restriction reduces aircraft noise throughout all areas surrounding the airport.
- Restrictions on engine tests. This restriction leads to noise reduction benefits for all areas surrounding the airport.
- Takeoff and initial climb. Reduction in noise for the residential areas below.



8.4 Environmental protection plan

ENAC has approved the Environmental Protection Plan under the 2020-2023 Regulatory Agreement for Turin Airport (pursuant to Legislative Decree 133/2014 and subsequent Law No. 164/2014), which features the following indicators:

- new lighting systems to replace existing systems with low consumption alternatives;
- the replacement of the existing vehicle fleet with vehicles powered by fuels with a lower environmental impact or with reduced emissions (natural gas, biodiesel, electricity, hydrogen, hybrids, etc.);
- filter areas at airport entrances to reduce heat loss;
- training of personnel whose work may have environmental impacts

The environmental protection plan describes the current status of the environment at Turin Airport and the environment management of the SAGAT Group, including its energy systems. The plan details the results already achieved in terms of the airports organisation and infrastructures, the actual needs for improvement, and all

factors that have contributed to determining the environmental indicators proposed as part of the categories defined by ENAC. The targets set under the plan are correlated with the investments called for in the aforementioned action plan of the Regulatory Agreement.

The Environmental Protection Plan is also supported by the Carbon Management Plan required by the ACA Protocol. The indicator objectives defined in the Environmental Protection Plan have all been met.



Methodological note



9. Methodological note

Objectives

The content selected for the 2022 Social Responsibility Report is the result of a consolidated, internal process by which the SAGAT Group enacts the objectives set by the prior editions:

- to provide an effective mechanism of dialogue, transparency, legitimisation, and trust;
- to present social responsibility as an integral part of our corporate culture and as a harmonious balance of the financial, environmental and social performance of operations, while underscoring the value of the organisation and of the process of planning, management and reporting;
- to develop a capacity for self-assessment of the system of governance in relation to the value chain;
- to develop a model of annual reporting that, when supplemented by the annual financial report, can provide a tool of internal improvement and, at the same time, an effective method of presenting the operations of the SAGAT Group;
- to consolidate an approach to corporate social responsibility (CSR) that can be looked to as a best practice and serve to promote the adoption

and dissemination of sustainable policies in the global economy;

- to implement mechanisms of management innovation through analysis and the systemic recognition of intangible assets as determinant factors in company operations;
- to testify to the importance of the model of integration among government, local businesses, and the role played by the SAGAT Group.



Framework and approach

The SAGAT Group has adopted the “Piedmont Method” of social reporting for the 2022 Social Responsibility Report.

This entails the establishment of a working group within the company to coordinate operational application and is reflected in the definition of the approach and framework adopted. To this end, the following have been taken into account in various ways:

- the principles of the Social Responsibility Report Study Group for the proper design and formalisation of the system of social reporting;

- research document No. 8 of the Social Responsibility Report Study Group for the social reporting of intangibles;
- the framework of the International Integrated Reporting Council (IIRC);
- the AccountAbility (AA) 1000 standards both for the selection of the effective, inclusive methods to report on operations in a transparent manner that everyone can understand (i.e. accountability) and for the definition of the policies for selecting and engaging stakeholders in the social reporting process;
- the Global Reporting Initiative (GRI) standards, as expressly indicated for each related item;
- the 2022 Social Responsibility Report of the SAGAT Group is to be contextualised within the framework of the Sustainable Development Goals (SDGs) defined by the United Nations in the 2030 Agenda. These goals focus on green policies and research and development, projects of social inclusion and the circular economy, and the partnerships with stakeholders to promote sustainable mobility. For this edition, particular emphasis has been

GRI

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placed on the Company’s positioning within the framework of the SDGs.



Outline of contents

The contents of the report have been organised into two main sections:

- 1) Identity: this section presents the Company’s mission, the related context, a mapping of stakeholders, and the intangible assets;
- 2) Social Responsibility Report: this section presents both the 2022 financials compared with those of 2021 and how resources are obtained and used (i.e. economic value created, distributed and retained) as well as a description of the activities of and interaction between the SAGAT Group and its primary stakeholders.

The end of the document presents many indicators reported in and as a supplement to this publication, in line with the GRI and SDG frameworks to which the Social Responsibility Report refers, and a glossary of terms as they are used in the industry concerned.

The information presented in this seventh edition of the Social Responsibility Report refers to the performance of the group Società Azionaria Gestione Aeroporto Torino (SAGAT) S.p.A. (also referred to as the “SAGAT Group” or, simply, the “Group”) and of the Parent Company,

SAGAT S.p.A., for the 2022 financial year, unless otherwise specified. Figures relating to previous years are shown purely for comparative purposes, in order to allow for an assessment of the performance of the Group’s activities over a given period of time.



10.

Data and tables

TRAFFIC AND NETWORK DEVELOPMENT

Traffic

Passengers	2022	2021	2019	Change on 2021	%	Change on 2019	%
Domestic (scheduled)	2,210,333	1,483,713	1,900,013	726,620	48.97%	310,320	16.33%
International (scheduled)	1,873,974	558,454	1,907,891	1,315,520	235.56%	-33,917	-1.78%
Total scheduled	4,084,307	2,042,167	3,807,904	2,042,140	100%	276,403	7.26%
Charter	98,948	15,642	126,185	83,306	532.58%	-27,237	-21.58%
General Aviation	7,568	5,831	8,719	1,737	29.79%	-1,151	-13.20%
Transits	3,058	2,466	9,350	592	24.01%	-6,292	-67.29%
Total	4,193,881	2,066,106	3,952,158	2,127,775	102.98%	241,723	6.12%

Airlines

Carrier - scheduled	PASSENGERS							
	2022	2021	2019	% on total	Change on 2021	%	Change on 2019	%
Ryanair	2,089,724	875,346	1,004,525	51.16%	1,214,378	138.73%	1,085,199	108.03%
Wizz Air Ltd	629,616	236,700	75,862	15.42%	392,916	166.00%	553,754	729.95%
Volotea	251,988	267,716	256,803	6.17%	-15,728	-5.87%	-4,815	-1.87%
ITA Airways/ Alitalia	196,381	121,857	476,663	4.81%	74,524	61.16%	-280,282	-58.80%
Lufthansa Group	193,561	54,020	384,568	4.74%	139,541	258.31%	-191,007	-49.67%
Air France	124,734	32,300	169,207	3.05%	92,434	286.17%	-44,473	-26.28%
Blue Air Aviation	111,602	282,817	569,185	2.73%	-171,215	-60.54%	-457,583	-80.39%
Air Nostrum	105,691	33,541	113,063	2.59%	72,150	215.11%	-7,372	-6.52%
easyJet	104,702	54,050	169,883	2.56%	50,652	93.71%	-65,181	-38.37%
Vueling Airlines	83,789	15,516	97,358	2.05%	68,273	440.02%	-13,569	-13.94%
Total top 10 airlines	3,891,788	1,973,863	3,317,117	95.29%	1,917,925	97.17%	574,671	17.32%
Other airlines	192,519	68,304	490,787	4.71%	124,215	181.86%	-298,268	-60.77%
TOTAL	4,084,307	2,042,167	3,807,904	100.00%	2,042,140	100.00%	276,403	7.26%

Destinations

Destinations- SCHEDULED	PASSENGERS							
	2022	2021	2019	% of total	Change on 2021	%	Change on 2019	%
Catania	405,830	315,613	298,710	9.94%	90,217	28.58%	107,120	35.86%
Napoli	309,325	175,192	267,622	7.57%	134,133	76.56%	41,703	15.58%
Bari	288,098	174,900	168,904	7.05%	113,198	64.72%	119,194	70.57%
Palermo	275,658	231,956	275,475	6.75%	43,702	18.84%	183	0.07%
London Grouping	249,952	45,853	333,915	6.12%	204,099	445.12%	-83,963	-25.15%
Lamezia Terme	202,304	139,669	107,945	4.95%	62,635	44.85%	94,359	87.41%
Roma Fiumicino	196,506	121,838	485,391	4.81%	74,668	61.28%	-288,885	-59.52%
Paris Grouping	177,341	40,857	171,344	4.34%	136,484	334.05%	5,997	3.50%
Cagliari	161,847	102,739	91,307	3.96%	59,108	57.53%	70,540	77.26%
Barcelona	150,551	43,734	204,380	3.69%	106,817	244.24%	-53,829	-26.34%
Total top 10 destinations	2,417,412	1,392,351	2,404,993	59.19%	1,025,061	73.62%	12,419	0.52%
Other locations	1,666,895	649,816	1,402,911	40.81%	1,017,079	156.52%	263,984	18.82%
TOTAL	4,084,307	2,042,167	3,807,904	100.00%	2,042,140	100.00%	276,403	7.26%

HANDLING

COMMERCIAL AVIATION	2022	2021	2019	2022/2021
Aircraft movements (No,)	26,893	14,749	24,884	82.3%
Domestic passengers (No,)	2,014,983	1,364,136	1,425,343	47.7%
International passengers (No,)	1,665,154	467,512	1,571,896	256.2%
Total passengers (No,)	3,680,137	1,831,648	2,997,239	100.9%
Aircraft tonnage (t,)	1,793,036	1,011,745	1,541,551	77.2%
Air/surface cargo (kg)	949,177	1,786,385	3,332,933	(46.9%)

SAFETY

Safety Management System

	2022	2021	2020	2019	2018	2017
Reports received	498	242	136	345	239	184
Lasers	426	4	1	15	29	36
Aircraft, vehicle, airport resource, infrastructure damage	9	9	2	16	17	16
FOD	19	4	8	12	9	6
Spillages	16	9	14	24	19	6
Wildlife strikes						
No, of strikes below 300 ft	17	11	14	22	10	12
BRI2 risk index	0.16	0.11	0.16	0.19	0.03	0.07

HUMAN RESOURCES

SAGAT Group workforce at December 31, 2022

EMPLOYEES BY CONTRACT TYPE AND GENDER				
Type of contract	UNIT	2022		Total
		Male	Female	
Open-ended	No.	217	133	350
Fixed-term	No.	31	25	56
Total	No.	248	158	406

Turnover - SAGAT Group incoming during the year

Hires by gender				
Age group	UNIT	Male	Female	Total
<30	No.	3	0	3
30-50	No.	17	4	21
>50	No.	1	0	1
Total	No.	21	4	25

Turnover - SAGAT Group outgoing during the year

Age group	HIRES BY GENDER			
	UNIT	Male	Female	Total
<30	No.	0	0	-
30-50	No.	4	1	5
>50	No.	4	8	12
Total	No.	8	9	17

Training - Recipients

Professional category	UNIT	ANNUAL TRAINING HOURS BY JOB CATEGORY AND GENDER					
		2022			2021		
		Male	Female	Total	Male	Female	TOTAL
Executives	h	27	5	32	68	2	70
Managers	h	466	452	918	332	311	643
White-collar	h	6,264	5,191	11,455	6,487	5,751	12,238
Blue-collar	h	4,372	77	4,449	3,159	83	3,242
Total	h	11,129	5,725	16,854	10,046	6,147	16,193

Professional category	UNIT	NUMBER OF EMPLOYEES INVOLVED IN TRAINING BY JOB CATEGORY AND GENDER					
		2022			2021		
		Male	Female	Total	Male	Female	TOTAL
Executives	No.	6	1	7	3	1	4
Managers	No.	15	13	28	13	14	27
White-collar	No.	117	142	259	97	125	222
Blue-collar	No.	110	2	112	91	4	95
Total	No.	249	158	406	204	144	348

Category	UNIT	AVERAGE HOURS OF TRAINING PER TRAINED EMPLOYEE BY JOB CATEGORY AND GENDER					
		2022			2021		
		Male	Female	Total	Male	Female	TOTAL
Executives	h	4,5	5,0	4,6	22,7	2	17,5
Managers	h	31,1	34,8	32,8	25,5	22,2	23,8
White-collar	h	53,5	36,6	44,2	66,9	46	55,1
Blue-collar	h	39,7	38,5	39,7	34,7	20,8	34,1
TOTAL	h	44,7	36,2	41,5	49,2	42,7	46,5

Health and safety

WORK-RELATED INJURIES							
2022				2021			
Indicator	UNIT	Male	Female	Total	Male	Female	Total
No. of work-related injuries (excluding commute)	No.	2	0	2	4	3	7
of which:							
No. of recordable injuries (without days of absence)	No.	0	0	0	0	0	0
No. of recordable injuries (with days of absence)	No.	2	0	2	4	3	7
of which serious injuries (with serious consequences)	No.	0	0	0	0	0	0
No. of fatal accidents (number of deaths)	No.	0	0	0	0	0	0
No. of accidents during commute	No.	1	0	1	1	0	1
Total hours worked	h	394,096	230,251	624,347	298,648	173,537	472,185
Days of work lost due to recordable injuries with days of absence	gg	43	0	43	96	62	158
Days of work lost due to injuries on commute	gg	19	0	19	31	0	31

ACCIDENT RATES - EXCLUDING COMMUTER ACCIDENTS							
2022				2021			
Indicator	UNIT	Male	Female	Total	Male	Female	Total
Frequency rate of total work-related injuries	%	3.20	0.00	3.20	13.39	17.29	14.82
Serious accident frequency index	%	0.00	0.00	0.00	0.00	0.00	0.00
Frequency rate of fatal injuries (no. of deaths)	%	0.00	0.00	0.00	0.00	0.00	0.00
Severity index	%	0.07	0.00	0.07	0.32	0.36	0.33

CUSTOMER EXPERIENCE

Perceived quality - Quality Interviews

Interviews	Total no.	Comm. av. passengers	% of total
2022	1,304	4,183,255	0.03%
2021	1,164	2,057,809	0.06%

Perceived quality - PRM Interviews

PRM Interviews	Total no.	PRM passengers	% of total
2022	1,590	32,570	4.88%
2021	1,272	19,054	6.68%

Quality provided

Registrations	2022	2021	Change 22 vs 21
Reports	42,401	35,990	17.8%
Comm. av. passengers	4,183,255	2,057,809	103%

Quality Plan

		Weighting	Real data - base year 2018	Results - bridge year 2019	2021		2022	
					Objectives	Results	Objectives	Results
1) Quality provided	Perception of passport control waiting time	15			5:03	4:58	5:02	3:43
2) Quality provided	Last baggage return time	5	30:01	25:39	29:59	24:16	29:58	25:53
3) Quality perceived	Perception of toilet facilities	10	89,8%	94%	90,2%	95,4%	90,4%	88,7%
4) PRM - provided	Disembarkation time, advance notice	10	4:09	5:28	04:07	03:21	04:06	03:12
5) PRM - perceived	Perception of access to infrastructure	10	93,4%	97,1%	93,8%	94,9%	94%	89,3%
6) Quality provided	Check-in waiting time	7	5:04	4:55	5:02	3:30	5:01	3:13
7) ASQ	Overall satisfaction	15	3.86	3.96	3.88	4.06	3.89	4.07
8) ASQ	Ground transportation	8	3.56	3.62	3.58	3.26	3.59	3.68
9) Technical	Usage of Automated Border Control (E-gates)	10	0%	0%	2%	7,95%	3%	29,89%
10) Technical	Charging stations (TPHP/no.)	10	631.7	384.6	500	166	416.7	192

Overall satisfaction index

2017	2018	2019	2020	2021	2022
3.73	3.86	3.96	4.09	4.06	4.07

COMMUNICATION Social media insights

The following is a summary of insights related to social media channels:

	2022	2021
Facebook	56,000 fan	43,000 fan
Instagram	5,735 follower	4,799 follower
LinkedIn	4,777 follower	3,891 follower
Twitter	2,132 follower	2,045 follower

PRIVACY

Complaints due to privacy violations or data loss

Type	UNIT	2022	2021	2020
Outside complaints received and confirmed by the organisation for privacy issues	No.	No cases encountered	No cases encountered	No cases encountered
Complaints received from regulatory bodies concerning privacy issues	No.	No cases encountered	No cases encountered	No cases encountered
Total cases of leaked, lost, or stolen sensitive customer data encountered	No.	No cases encountered	No cases encountered	No cases encountered

ENVIRONMENT

Direct energy consumption

Type	UNIT	2022	2021	2020	2019
Natural gas (for heating/systems)	m ³	720,154	861,264	750,963	804,355
Biogas	m ³	0.00	0.00	0.00	0.00
Diesel fuel (for heating/machinery)	l	106,000	114,000	108,991	99,000
Petrol for vehicles	l	652	689	458	0,00
Diesel for vehicles	l	46,800	36,819	37,370	47,578
Natural gas (for vehicles)	m ³	0.00	0.00	0.00	0.00
LPG (for vehicles)	l	0.00	0.00	0.00	0.00
LPG (for cooking/FF tests)	l	3,860	6,200	3452	2,100
Glycol (diluted 50:50)	l	288,376	151,404	67,804	296,738
Self-generated electricity	MWh	0.00	0.00	0.00	0.00
Electricity sold	MWh	0.00	0.00	0.00	0.00

Indirect energy consumption

Type	UNIT	2022	2021	2020	2019
District heating	MWh	0.00	0.00	0.00	0.00
Electricity	MWh	13,333.49	14,054.88	13,400.67	17,089.12
of which from non-renewable sources	MWh	0.00	0.00	6,440,90	13,670,3
of which from renewable sources	MWh	13,333.49	14,054.88	6,959.8	3,418.8

CO₂ Emissions

DIRECT GHG EMISSIONS (SCOPE 1)					
Type	UNIT	2022	2021	2020	2019
Natural gas (for heating/systems)	tCO ₂ e	1,357.5	1,623.5	1,415.5	1,573.31
Biogas	tCO ₂ e	0,00	0,00	0,00	0,00
Diesel fuel (for heating/machinery)	tCO ₂ e	280,4	303,6	291,7	259,87
Petrol for vehicles	tCO ₂ e	0,00	0,00	0,00	0,00
Diesel for vehicles	tCO ₂ e	124,4	98,5	99,5	127,40
Natural gas (for vehicles)	tCO ₂ e	0,00	0,00	0,00	0,00
LPG (for vehicles)	tCO ₂ e	0,00	0,00	0,00	0,00
LPG (for kitchen)	tCO ₂ e	6,5	10,3	5,6	3,27
Glycol (diluted 50:50)	tCO ₂ e	250,3	131,5	58,9	257,60
Self-generated electricity	tCO ₂ e	0,00	0,00	0,00	0,00
Electricity sold	tCO ₂ e	0,00	0,00	0,00	0,00
TOTAL	tCO₂e	2,020.6	2,167.4	1,871.2	2,221.45

INDIRECT (SCOPE 2) GHG EMISSIONS					
Type	UNIT	2022	2021	2020	2019
District heating	tCO ₂ e	0.0	0.0	0.0	0.0
Electricity	tCO ₂ e	3,420.0	3,618.0	3,812.5	5,485.6
of which from non-renewable sources	tCO ₂ e	0.0	0.0	1,906.3	3,839.9
MARKET-BASED TOTAL *	tCO₂e	0.0	0.0	1,906.2	1,645.7
LOCATION-BASED TOTAL *	tCO₂e	3,420.0	4,005.6	3,812.5	5,485.6

* The Airport Carbon Accreditation programme adopts two methods of reporting on scope 2 emissions: location-based and market-based. The location-based approach reflects the average electricity emissions of the country or region in which the airport is located and uses an average emission factor specific to the power consumption network. The market-based approach reflects emissions from electricity sources and products under specific purchase agreements and allows for the use of an emission factor directly associated with the type of electricity purchased.

Waste management by type and disposal method

Type	UNIT	2022	2021	2020
Special hazardous waste recovered	Kg	2.610	4.145	965
Special hazardous waste disposed of	Kg	0	289	190
Total hazardous waste	Kg	2.610	4.434	1.155
Special non-hazardous waste recovered	Kg	527.025	35.919	19.972
Special non-hazardous waste disposed of	Kg	38.370	22.100	1.980
Total non-hazardous waste	Kg	565.395	58.019	21.952
Total special waste produced	Kg	568.005	62.453	23.107

Airport noise

Shown below are the trends in the noise indicator LVA measured at the eight airport-noise monitoring stations positioned around the airport.

It should be noted that this indicator is calculated for the three weeks of greatest air traffic, each of which selected within the periods February-May, June-September, and October-January.

The LVA figure for the LIMF06 control unit is not reported in 2022 because it was damaged to such an extent that it requires complete replacement.

The noise limits defined by the airport zoning (pursuant to Ministerial Decree 31/10/97) were respected at all measurement locations with the exception of LIMF02, where the 0.5dB exceedance may be considered residual, as it falls within the uncertainty margin of the Class 1 sound level meters used in all the monitoring stations of the Turin Airport monitoring system.

Station code	Station name	Municipality	LVA	LVA	LVA	LVA	LVA	LVA	LVA
			2017	2018	2019	2020	2021	2022	
LIMF01	Parco Giochi	San Francesco al Campo	55.0	55.0	55.0	53.7	53.3	49.8	55.2
LIMF02	Cimitero	San Francesco al Campo	60.0	60.4	59.3	58.2	56.9	55.0	60.5
LIMF03	S. Giacomo	San Francesco al Campo	54.2	54.4	53.5	52.3	52.0	51.0	52.9
LIMF04	Pozzo Bona	Caselle T.se	48.3	48.3	47.3	45.2	44.3	44.8	44.8
LIMF05	Nefoipsometro	Caselle T.se	63.9	63.7	62.7	61.5	60.8	60.5	63.5
LIMF06	Prato Fiera	Caselle T.se	62.6	63.6	61.7	61.1	60.4	-	-
LIMF07	Malanghero	San Maurizio C.se	59.2	60.5	58.2	57.1	57.1	56.5	59.7
LIMF10	Parco Giochi	-	50.8	53.3	52.1	51.8	49.4	47.9	49.9

Traffic numbers for the same period are shown below.

Movements	2016	2017	2018	2019	2020	2021	2022
Commercial aviation	37,949	39,725	38,062	34,850	13,958	17,713	32,816
General aviation	8,548	8,130	7,449	8,804	7,420	9,418	9,825
Total	46,497	47,855	45,511	43,654	21,378	27,131	42,641

Also shown below is the breakdown of traffic by aircraft anti-noise certification (ICAO Annex 16).

The substantial increase in movements of Chapter 14-certified aircraft, the quietest category, is particularly notable. This increase is linked to the entry into service of an increasing number of aircraft with the latest generation of thrusters.

Aircraft type	2016	2017	2018	2019	2020	2021	2022
CATEGORY 3	71.90%	67.30%	59.30%	63.99%	69.06%	48.17%	36.85%
CATEGORY 4	28%	32.20%	39.70%	35.02%	29.84%	45.69%	54.51%
CATEGORY 5	0.10%	0.50%	0.80%	<0.1%	-	<0.1%	-
CATEGORY 14	-	-	-	<1%	<1%	5.91%	8.36%

Two complaints related to airport noise were received in 2022.

The former is a repeat of the complaint received in 2021 from the same citizen of Rivarossa municipality, who complained of an increase in night-time traffic. The complaint was again answered based on the analysis of radar traces.

The second complaint was lodged on November 14 by a citizen in northern Turin, who alleges that approaching aircraft are flying at lower altitudes than in the past; according to the complainant, this tendency can be demonstrated using common flight monitoring applications.

In the response to the complaint, it was pointed out that the approach slope to runway 36 has never changed and is in line with international standards; the complainant was also informed that the data provided by commercially available monitoring applications do not correspond to the actual flight altitude of the aircraft.

11. GRI Content Index: material topics and impact scope

Legality and transparency	Anti-corruption; Socioeconomic and environmental compliance	SAGAT Group
Digital transformation and innovation	Economic performance	SAGAT Group; Handlers; Airlines; Sub-concessionaires
Safety & security	Customer Health & Safety	SAGAT Group; Handlers; Airlines; Sub-concessionaires
Customer experience and satisfaction		SAGAT Group; Airlines; Handlers; Sub-concessionaires; State Bodies
Development of human capital	Employment; Training and Education; Diversity and equal opportunity	SAGAT Group
Health and safety	Occupational Health and Safety	SAGAT Group; Handlers; Airlines
Responsible supply chain management	Supplier social and environmental assessment	SAGAT Group; Handlers; Airlines
Mitigation of environmental impact	Energy, Emissions, Water, Effluent and Waste	SAGAT Group; Handlers; Airlines
Noise impact	Noise; Local Communities	SAGAT Group; Airlines
Network development and traffic capacity	Market presence	SAGAT Group; Airlines
Value creation	Local Communities; Economic performance	SAGAT Group
Community involvement		SAGAT Group; Handlers; Airlines; Suppliers; State Bodies; Sub-concessionaires
Coinvolgimento della comunità		Gruppo SAGAT; Handlers; Compagnie aeree; Fornitori; Enti di Stato; Subconcessionari

12. The 2030 agenda & SDGs – the united nations sustainable development goals

The 2022 Social Responsibility Report of the SAGAT Group is to be contextualised within the framework of the Sustainable Development Goals (SDGs) defined by the United Nations in the 2030 Agenda. These goals focus on green policies and research and development, projects of social inclusion and the circular economy, and partnerships with stakeholders to promote sustainable mobility.



The United Nations' 2030 Agenda includes 17 SDGs across a broad action plan for a total of 169 targets. As mentioned, the SAGAT Group is involved in the pursuit of 12 of these SDGs.

The official launch of the SDGs in 2016 guides the participating nations of the world over the course of the coming years with a view to achieving results that place research and development, green philosophies, and principles of inclusion at the centre of growth strategies. These shared goals exclude no ring in the chain, whether in the public or the private sphere and regardless of industry, nor do they exclude any nation, given that they are global goals. In the same way, no one is to be left behind in the pursuit of these goals that will guide the world toward a better form of sustainability.

13. GLOSSARY

Airside: the area of the airport dedicated exclusively to passenger departures and arrivals beyond the security checkpoints and so not accessible to people without boarding passes; airside also includes the baggage claim area, aircraft taxiways, and aircraft stands.

Bird strike: an impact between one or more birds and an aircraft during take-off or landing or in flight.

Block-on: the moment when an aircraft arrives at its destination gate or parking area at the airport.

Catering: the set of activities that involve providing mass quantities of food and beverages to be served on board an aircraft; this service is provided by specifically appointed caterers.

Handling: the set of ground services provided to the airport by specifically appointed organisations, known as handlers.

Landside: the area of the airport prior to the security checkpoints and passport control for departures and after the baggage claim and customs control for arrivals; access is not restricted to this area.

PRM: acronym for Passengers with Reduced Mobility.

Safety: the set of procedures aimed at ensuring safety in airport operations and with the primary purpose of preventing accidents and injury.

Security: the set of procedures and resources aimed at preventing and mitigating acts of unlawful interference with the civil aviation system, or defending against outside threat.

Wildlife strike: an impact between one or more wild animals (e.g. fox, rabbit) and an aircraft during take-off or landing.

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