

CORPORATE SOCIAL RESPONSIBILITY REPORT 2020

TORINO
AIRPORT



SAGAT



TORINO
AIRPORT



Contents

Letter to stakeholders	8
Identity	10
Company report	78
Ethodological note	134

Indice

1. Letter to stakeholders	8
---------------------------	---

Identity	10
-----------------	-----------

2. The SAGAT Group - who we are	12
---------------------------------	----

KEY FIGURES 2020

Company profile:	16
-Mission	
-Vision	

2.1 The Company	32
-----------------	----

2.2 Business Mode	38
-------------------	----

2.3 Business landscape and sector challenges	39
--	----

2.4 The local community and SAGAT's responses	40
---	----

2.5 Stakeholder Map	42
---------------------	----

2.6 Intangible assets	44
-----------------------	----

3. Corporate business - what we do	52
------------------------------------	----

KEY FIGURES 2020

3.1 Flight and traffic network	54
--------------------------------	----

3.2 Handling	58
--------------	----

3.3 Non-Aviation	59
------------------	----

3.4 Infrastructure	60
--------------------	----

3.5 Accessibility	61
-------------------	----

3.6 Security	62
--------------	----

3.7 Safety	63
------------	----

3.8 Environment - Green Airport	67
---------------------------------	----

3.9 Legality and transparency	68
-------------------------------	----

3.10 Investments	76
------------------	----

Company report	78
-----------------------	-----------

4. Human resources	80
--------------------	----

KEY FIGURES 2020

4.1 Corporate climate and engagement	82
--------------------------------------	----

4.2 Development of human capital	86
----------------------------------	----

4.3 Health and safety	88
-----------------------	----

4.4 Labour/Management Relations	90
---------------------------------	----

5. The customer experience	92
----------------------------	----

KEY FIGURES 2020

5.1 Passenger profile	94
-----------------------	----

5.2 Passenger experience: quality	96
-----------------------------------	----

5.3 Digital Airport	100
---------------------	-----

6. Creating value	102
-------------------	-----

KEY FIGURES 2020

6.1 Operating overview and contributions to the local economy	104
---	-----

7. Relations with the local area	118
----------------------------------	-----

KEY FIGURES 2020

7.1 Supporting the local area and non-profit initiatives	117
--	-----

7.2 Involvement in other organisations	120
--	-----

8. RESPECTING THE ENVIRONMENT	122
KEY FIGURES 2020	
8.1 Direct environment impacts: Water - Waste - Emissions	124
8.2 Airport Noise	130
8.3 Environmental protection plan	

Methodological note **134**

9. Methodological note 136

10. Data and tables 140

Traffic and network development	140
Traffic	
Airlines	
Destinations	
Handling	143
Safety	144
Safety Management System Indicators	
Human resources	145
SAGAT Group workforce	
Exact headcount at December 31 every year	
Turnover - incoming	
Turnover - outgoing	
Training - recipients	
Training - methods	
Health and safety - Workplace accidents	

Customer experience	150
Quality results	
Quality goals	
Communication	152
Social media insights	
Privacy	
Complaints due to privacy violations or data loss	152
Environment	153
Energy sources of consumption for 2020	
CO ₂ Emissions	
Waste management by type and disposal method	
Airport noise	

11. Gri content index: material topics and impact scope 160

12. The 2030 agenda and SDGs - the ONU sustainable development goals 161

13. Glossar 162

1.

Letter to stakeholders

Dear Stakeholders,

With the seventh edition of this Social Responsibility Report, the SAGAT Group wishes to report on its ongoing commitment to environmental and social sustainability, innovation, quality, and safety in 2020, a year in which we had to completely reshape operations due to the COVID-19 pandemic.

We dedicated renewed focus to the United Nations Sustainable Development action plan in 2020, identifying 12 Sustainable Development Goals (SDGs) to which Turin Airport wishes to contribute in the near future.

We also agreed to adhere to the NetZero2050 resolution announced by ACI Europe (the Association of European airports) at the 2019 UN Climate Action Summit and are committed to achieving zero emissions by 2050, together with 200 other airports. Turin Airport was awarded Level 2 (Reduction) certification in 2020 as part of the Airport Carbon Accreditation environmental sustainability programme – a shared protocol for the active management of airport emissions through measurable results promoted by ACI Europe.

SAGAT also played an important role in the local community during the pandemic by immediately implementing safety protocols and measures in compliance with regulations and assisting local health care authorities and institutions by opening Italy's first airport COVID Test Point for citizens.

Turin Airport made an important contribution to the fight against coronavirus in 2020. We paid the utmost attention to protecting people, employees, passengers, and the airport and local community by introducing remote working, in part to allow employees to reconcile their work duties with personal needs relating to the pandemic. We also arranged COVID-19 insurance coverage, implemented measures to prevent the spread of

the virus through the airport, continuously monitored passenger needs (for which we won an ACI Europe Voice of the Customer award), and launched a series of solidarity initiatives for citizens and schools in neighbouring municipalities.

Thanks to the commitment demonstrated by all SAGAT Group employees, we received several important awards in 2020. Turin Airport received the ACI Europe Best Airport Award in its category (for airports serving between 2 and 5 million passengers) thanks to the speed and efficiency of our response to the pandemic. SAGAT also obtained Airport Health Accreditation from ACI Europe for prioritising passenger safety and Hygiene Synopsis certification from TÜV Italia for the measures implemented to protect employees.

Against the backdrop of a general economic downturn – which has affected and continues to affect the Group's profitability – we will make sure sustainability and sustainable success remain central to our operations in 2021. In fact, we strongly believe that the battle we all face in the air transport and airport sector cannot be won without the responsible and respectful management of our environmental and social surroundings.

Andrea Andorno

Amministratore Delegato SAGAT S.p.A.

Identity



2. The sagat Group - who we are

SAGAT S.p.A. is the airport management company that manages every aspect of Turin Airport, including:

- 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 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 2020



QUALITY PERCEIVED BY PASSENGERS



- > **Best Airport Award** riconosciuto da ACI (Airports Council International) Europe.
- > Indice "Airport Service Quality" 2020: **4,09** (indice generale di soddisfazione rilevata attraverso questionari autocompilati dai passeggeri su scala da 1 a 5), aderendo al programma di benchmarking internazionale ACI.
- > Soddisfazione complessiva (interviste) 2020: **97,4%** secondo il sistema di monitoraggio della qualità erogata e percepita che si fonda principalmente, ma non solo, sulle metodologie di cui alle Circolari ENAC GEN-06 e GEN-02A.
- > Customer experience Accreditation **Livello 1** Primo in Italia nella categoria ACI di riferimento a ricevere il riconoscimento.
- > Riconoscimento nell'iniziativa **"The Voice of the Customer"**, dedicata da ACI agli scali che nel 2020 hanno continuato a dare priorità ai passeggeri, compiendo sforzi per raccoglierne il feedback attraverso l'ASQ, nonostante il perdurare della pandemia.

HUMAN RESOURCES



	2020
SAGAT Group employees 2020	351
- temporary	2.85%
- percentage female	40.74%
- percentage male	59.26%

Group figures at December 31, 2020

ECONOMIC IMPACT



Total investments in 2020

Euro 4,153,000
in infrastructural and plant engineering works

Economic value created in 2020

Euro 30,821,000

Economic value distributed in 2020

Euro 37,683,000

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 50001:2011** energy certification.
- > Level 2 (Reduction) accreditation as part of the international **Airport Carbon Accreditation** programme.
- > Member of ACI Europe's **NetZero 205**.

Company profile

MISSION

To manage and develop air travel and infrastructural activities at Turin Airport in order to increase air connections and mobility options, thereby contributing to the development of the economy and tourism industry in Turin and the surrounding area. 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 ideal gateway to North-West Italy. The opportunity for ongoing development based on expansion of the route network will make Turin Airport the ideal gateway for passengers travelling to and from the area.

Sustainability Vision

The SAGAT Group has always focused its efforts on meeting the mobility needs of Turin and the surrounding area while also serving as a significant driving force behind the socio-economic development of the entire region and the growth of its tourism industry.

Airport sustainability efforts have traditionally focused on minimising the environmental impact of operations. Of course, this perspective remains critical and requires continued effort, given the challenges of global warming.

However, given the effects of the COVID-19 pandemic in 2020, it no longer suffices to focus exclusively on environmental impacts. It is time for the airport industry to address environmental, social and economic sustainability in a comprehensive and collaborative manner.

Sustainability and the SAGAT Group's commitments

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 issues 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 on which development of the SAGAT Group is and will continue to be based. In addition, 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.

Finally, the SAGAT Group's primary objective with regard to social issues is to consolidate and develop relations with local public and private institutions, as well as with businesses and stakeholders, to guarantee the mutual exchange of information,

expertise, and skills. Moreover, the Company hopes to showcase the local area to passengers, thereby contributing to the development of the cultural and tourism industries from an increasingly sustainable perspective.

Due to the COVID-19 pandemic, the Group's priority in 2020 was to assist and protect the airport community and neighbouring areas, while also providing financial support (donations) and service initiatives (e.g., the COVID Test Point), in addition to strengthening the organisation's duty to serve its surrounding area.

The SAGAT Group and the United Nations SDGs

The SAGAT Group projects and activities implemented in 2020 and covered in this 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 while respecting the environmental sustainability of resources and reducing operating costs.

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 people involved in the infrastructural sector to corruption.

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

In 2020, we updated our practices in line with the UN SDGs, thanks in part to the 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.

Women make up 40.7% of the Group's workforce.

The Company routinely monitors gender pay equality for the same roles using specific KPIs and pays particular attention to senior management roles.



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 2020, the Group will build new sections of the airport waterworks to reduce water leakage due to network losses.



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

In 2020, the percentage of electricity purchased from renewable sources (certificates of origin ("GO")) increased from 20% in the first half of the year to 75% in the second half.



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 SAGAT Group distributed Euro 37,683,000 in economic value to the community in 2020.

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.

The SAGAT Group recorded no accidents at work in 2020, thanks to rigorous health and safety procedures.

The SAGAT Group has an ISO 45001-certified Health and Safety Management System, which has proved highly effective during the pandemic. SAGAT has also received Airport Health Accreditation from ACI Europe and a Hygiene Synopsis certificate from TÜV Italia for the measures implemented to protect the hygiene, health and safety of SAGAT and SAGAT Handling employees.



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 2020, the Group was able to continue investing in eco-efficiency, despite the pandemic.

Despite the economy contracting due to the pandemic, the Group invested Euro 471,000 in making its systems more energy efficient in 2020.



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.

5.4% of employees with disabilities >> 3.4 percentage points above the Italian average.



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 and is accessible for people with reduced mobility. In addition, SAGAT has implemented measures to reduce the environmental impact of its aircraft and to incentivise the move towards less polluting aircraft.

90% 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.

24% waste sorted in 2018-2020



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 as part of ACI Europe's NetZero protocol. The target set for 2023 is to halve CO2 emissions compared to 2009, the year in which the energy efficiency and decarbonisation programmes were launched. This target will be reached with the help of investments to increase the efficiency of energy-intensive systems (i.e. lighting, motors, and air-conditioning systems).



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.

0% of protected species threatened by SAGAT operations.



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.

50% of employees have received training on ethical issues.



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.

Euro 23.4 thousand has been donated to communities affected by the pandemic.

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:

- handlers, 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:

- **caterers**, i.e., companies that supply food for aircraft;
- **fuel-supply companies**.

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. The 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 Organisation): 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 Italian Civil Aviation Authority): 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**

HARACTERISTICS

Runway length	3,300 metres
Passenger terminal area	57,000m²
Parking capacity	2,800 spaces
General Aviation	
Cargo terminal	



ONGOING SERVICES

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



AIRPORT CAPACITY

Movements per hour	up to 28
Passengers	up to 6 million



EMERGENCY SERVICES

Snow team	95 employees
Operations	have not shut down due to snow for 10 years
Fire-fighting service	Intervention capacity up to the highest ICAO category



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

In 2015, SAGAT S.p.A. and ENAC 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 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 2020 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 2021. This Document was made available to the User through publication on September 30, 2020 on the Turin Airport website and was outlined, shared and approved during the annual meeting of Users held by video-conference on October 29, 2020.

Signing of 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.

The Regulatory Agreement for the new regulatory period has not yet been signed by the Parties, although SAGAT S.p.A. has expressed its wish for a prompt definition and completion of the relative process.

The latest outline of the Regulatory Agreement in fact - approved by ENAC with Motion No. 20/2018 of October 2, 2018 - contains at Article 19, paragraph 1 a dispute waiver clause which the Company considers unapplicable, as detrimental to the right of legal protection guaranteed by Articles 24 and 113 of the Constitution.

In light of that outlined above, on August 8, 2019, SAGAT S.p.A. communicated an extraordinary appeal to the Head of State as per Article 8 of Presidential Decree No. 1199/1971, requesting cancellation of the above ENAC Motion, regarding the section providing for the inclusion of the article in question in the framework, in addition to the annulment of the framework.

At the meeting of November 18, 2020, the Council of State issued a favourable opinion on the appeal, in accordance with Article 12 of Presidential Decree No. 1199/1971, considering the disputed clause to exceed the physiological limits within which the waiver of litigation may be permitted, assigning ENAC the duty to revise it, with the direct involvement of SAGAT S.p.A.

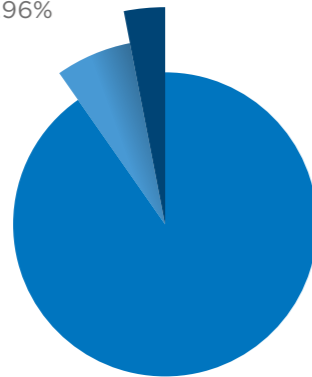
The case has not yet concluded, given that a decision is awaited, which should be adopted by Presidential Decree of the Republic on the proposal of the competent Ministry, whose decision must agree with that of the Council of State.

2.1 The company

€ Shareholding structure

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

- 2i Aeroporti S.p.A. 90.28%
- Tecno Holding S.p.A. 6.76%
- Treasury shares 2.96%

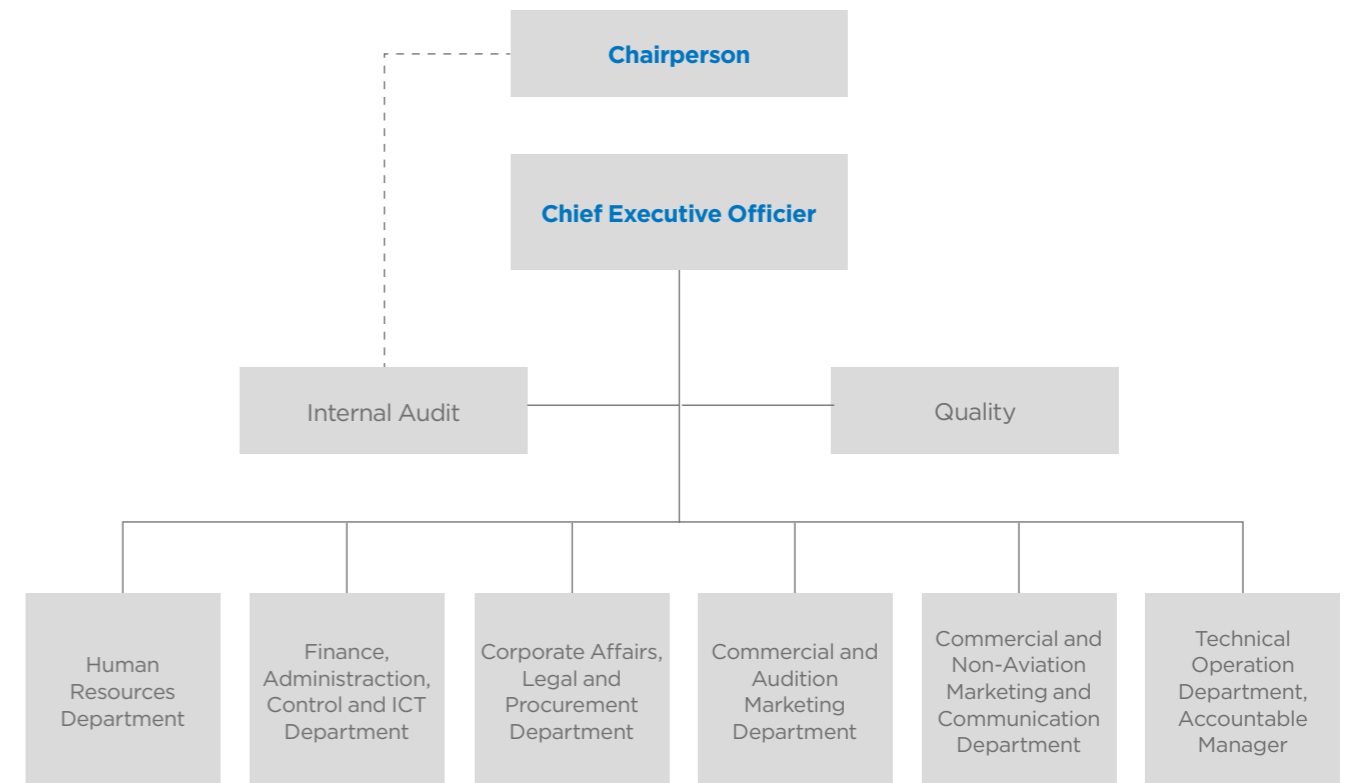


2i Aeroporti S.p.A. has been the majority shareholder of SAGAT since January 2013.

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, 2020



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, 2020:

BOARD OF DIRECTORS

Elisabetta OLIVERI	Chairperson
Andrea ANDORNO	Chief Executive Officer
Rita CICCONE	Director
Jean Jacques DAYRIES	Director
Antonio LUBRANO LAVADERA	Director
Paolo MIGNONE	Director
Laura PASCOTTO	Director
Daniele RIZZOLINI	Director

BOARD OF STATUTORY AUDITORS

Roberto NICOLÒ	Chairperson
Piera BRAJA	Statutory Auditor
Ernesto CARRERA	Statutory Auditor
Statutory Auditor	Statutory Auditor
Lorenzo GINISIO	Statutory Auditor
Egidio RANGONE	Statutory Auditor
Edoardo ASCHIERI	Alternate Auditor
Maddalena COSTA	Alternate Auditor

THE SECRETARY

Pietro Paolo PAPAL



Supervisory Board

At December 31, 2020, the SAGAT Group's two supervisory bodies 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 Vernerio (Chairperson), Lorenzo Ginisio, Michele Barbero.

Reports



All persons covered by the Organisation, Management and Control Model are required to promptly report any violations thereof to the Supervisory Board, as well as any conduct constituting an offence referred to in Legislative Decree 231/01.

Reasonable and sincere suspicions of offences or conduct constituting a violation of the Ethics Code can be reported to the SAGAT 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 Group ensures whistleblowers remain anonymous.

The reporting party may notify the Supervisory Board of any conduct constituting a crime pursuant to Legislative Decree 231/01 or any violations of the Organisation, Management and Control Model, by writing to the following email address: odv@sagat.trn.it.

In addition to reporting the circumstances described above to the Supervisory Board, whistleblowers can also use the IT Whistleblowing Platform to report violations of the Ethics Code or offences to the SAGAT Internal Audit Service.



Committees and Working Groups

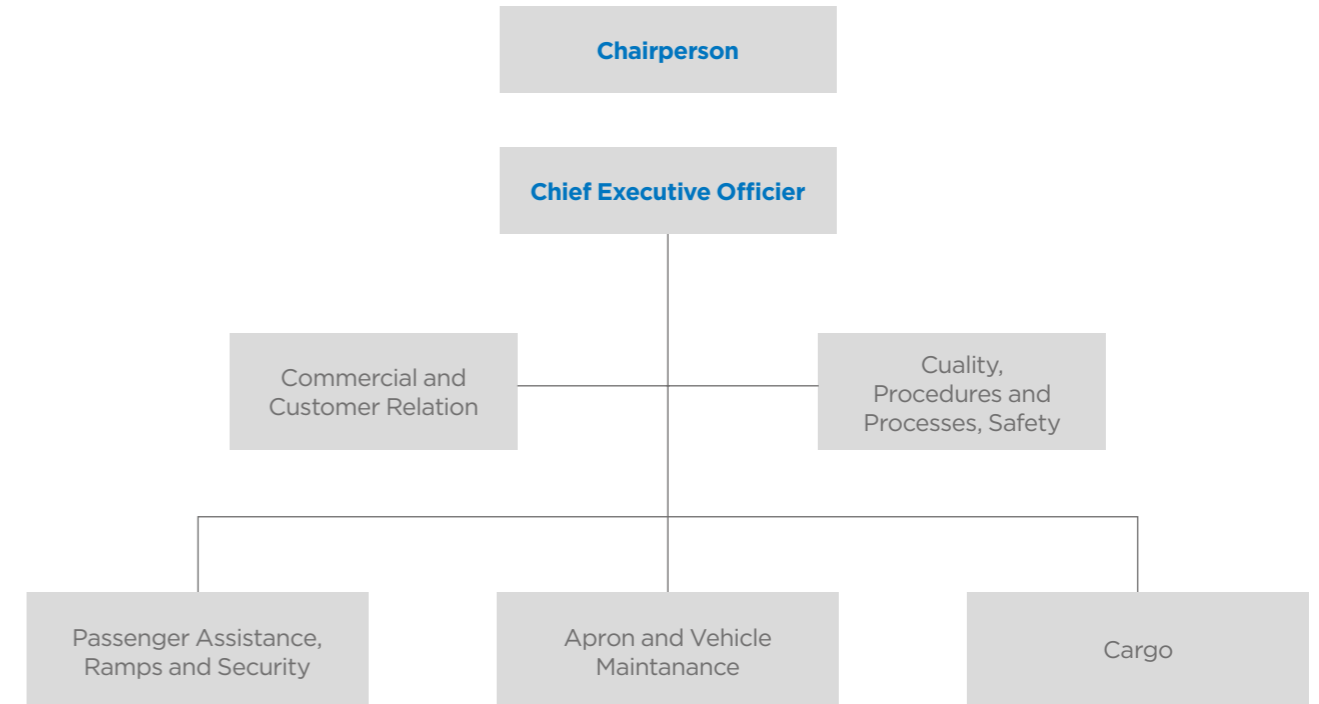
The Parent Company has established inter-departmental committees and working groups to develop coordinated initiatives on specific issues. As of December 31, 2020, the following committees and working groups were in place:

- Industrial Plan Committee
- Aviation Commercial Development Committee
- Procurement Plan Committee
- Quality Committee
- Intranet Committee
- Committee for the Operation of the Energy Management System
- Safety, Work and Environment Committee
- Airport Terminal Observatory
- Corporate Audits Working Group
- Administrative Procedures Working Group

The following working groups were established to tackle the COVID-19 pandemic in 2020:

- Worker Health and Safety Group, which, together with the Safety, Work and Environment Committee, drew up protocols and took all actions necessary to prevent employee infection;
- before it was mandatory, a “COVID Action Group” was created, which co-ordinated the management of operations during the pandemic to ensure the avoidance of gatherings, social distancing, the sanitisation of spaces and passenger and airport community communication. The Group comprises SAGAT Group employees from a range of company departments (Operations, Planning, Safety, IT, Innovation, Communication).

SAGAT Handling Organisation Chart at December 31, 2020



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 2020, Turin Airport was awarded Level 2 (Reduction) certification as part of the ACI Europe Airport Carbon Accreditation environmental protocol.

SECTOR CHALLENGES

Health risks.

Response: Thanks to its ability to implement rapid and effective measures to contain the spread of COVID-19, with the aim of protecting its passengers and employees, Turin Airport was named Best Airport in its category by the ACI in 2020. In addition, the SAGAT Group opened a free COVID testing point for all passengers arriving in Italy who were subject to compulsory health checks. The Group also set up Italy's first airport COVID Test Point for Italian citizens in collaboration with the local health authorities and a private subcontracting company.

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 2020, despite the pandemic, and was consequently awarded 'Voice of the Customer' accreditation by ACI Europe.

SECTOR CHALLENGES

Continuous innovation.

Response: A dedicated team works across all business departments to identify and test innovative solutions. In 2020, innovations focused on preventing the spread of COVID-19 by redefining operational processes and acquiring tools to support remote working and health checks.

2.4

The local community and SAGAT's responses

NEEDS OF THE LOCAL AREA

Medical assistance during the pandemic.

Response: The SAGAT Group welcomed delegations of doctors and nursing staff from Italy and abroad, as well as flights supplying medical equipment destined for Piedmont. SAGAT also quickly set up a rapid testing area for compulsory COVID checks (the second airport in Italy to do so).

NEEDS OF THE LOCAL AREA

Support for the community.

Response: The SAGAT Group wanted to strengthen its bond with the local area by supporting people who were struggling during the pandemic. We provided over 600 shopping bags in the neighbouring municipalities of San Maurizio Canavese and San Francesco al Campo, and supported distance learning by supplying the Istituto Comprensivo di Caselle Torinese with computer equipment for students.

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. In 2020, the Group also responded by keeping the airport open during the height of the pandemic to guarantee people's right to mobility.



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
Industry and sector associations	Information, exchange and discussion	Regular meetings with ACI Europe, Assaeroporti, and Confindustria
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 Company social networks (theme) Ethics Code
Public authorities present at the airport Regulatory and supervisory bodies	Transparency Compliance with mandatory requirements Sharing of best practices	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

2.6 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

2.6.1 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. Marshalls 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, 20, 80-81
Distribution of personnel by gender	Percentage of men and women in the workforce	15, 20, 80, 145
Average employee age	Average employee age Largest employee age band	84, 87
Staff education level index	Percentage of employees by education level	80, 84
Recipients of training	Number and percentage of employees who have benefited from training initiatives	80, 147-148
Employee benefits	Number of people who have received expense reimbursements for day care, childcare packages, and summer camps	83

2.6.2 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



INDICATORE	DESCRIZIONE	RIFERIMENTO PAGINE
Institutional map of relations	A summary of our relations with stakeholders, based on levels of efficiency and effectiveness	43
Disclosure initiatives	Roundtables, workshops, conferences, seminars, meetings, etc.	99, 118, 120
Media relations	Communication events and promotional campaigns	61
Events in collaboration with external partners	Events planned and/or organised in collaboration with external partners	117-118

Relational capital
Table illustrating indicators


INDICATOR	DESCRIPTION	REF. PAGE
Customers/users		
Trend of the number of users/ customers	Number of passengers and airlines	14, 52, 55, 57-58, 93, 143
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, 96-99, 100, 150-151
Complaints	Number of formal customer/user complaints	152, 158
Public institutions and entities		
Compliance with regulations	Compliance procedures	68-75
Projects with the public sector	Joint projects with government bodies and the public sector	39-40, 61, 120-121

Relational capital
Table illustrating indicators


INDICATOR	DESCRIPTION	REF. PAGE
Suppliers and financial institutions		
Relationships with suppliers	Supplier selection methods	70-72
Payment times	Average duration of trade payables	15, 21, 53
Local fallout	Impact of suppliers on the local area	
Environment		
Protecting animals	Birdstrike Risk Index 2	24, 144
Noise impact	LVA parameter Noise reduction procedures	123, 130-131, 156-158
Electricity	TEP by energy source	21, 122, 153
Water resources	Drinkable water consumption	126
Municipal waste	Waste collected at the airport	15, 24, 124-125, 154
The community		
Charitable donations	Charity partnerships	25, 40, 116, 118
Figures invested in infrastructure	Investments and depreciation of assets for environmental purposes	22, 53

2.6.3 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	93, 101
Working agreements with other organisations	Working agreements signed with other organisations	118, 120
Conventions	Active conventions	83
Digital Transformation	Innovative tools to improve the customer experience and continuously innovate the organisation's work processes	62, 77, 85, 100



3. Corporate Business, what we do

Key Figures 2020



TOP 5

DOMESTIC DESTINATIONS
BY NO. OF PASSENGERS:

- 1st Catania;
- 2nd Rome;
- 3rd Palermo;
- 4th Naples;
- 5th Bari.



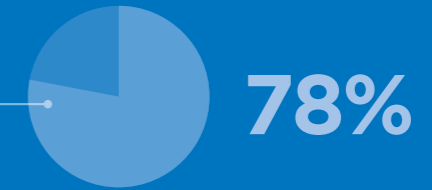
TOP 5

INTERNATIONAL DESTINATIONS
BY NO. OF PASSENGERS

- 1st London;
- 2nd Barcelona;
- 3rd Frankfurt;
- 4th Munich;
- 5th Paris.



PUNCTUALITY



3.1 Flight and traffic network

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 socio-economic history, and the tourism industry – were completely turned on their head in 2020 as travel was only permitted for medical reasons, out of necessity, or for business for the best part of the year. In 2020 Turin Airport therefore carried 1,407,372 passengers, down 2,544,786 (64.4%) on 2019

PASSENGERS	2020	2019	%
Domestic (scheduled)	880,284	1,900,013	-53.7%
International (scheduled)	451,317	1,907,891	-76.3%
Total scheduled	1,331,601	3,807,904	-65%
Charter	69,207	126,185	-45.2%
General Aviation	4,731	8,719	-45.7%
Transits*	1,833	9,350	-80.4%
Total	1,407,372	3,952,158	-64.4%

(*) Arriving and departing passengers using an aircraft with the same flight number as the arrival (source: Assaeroporti)

The **domestic market**, centring mainly on the routes to Southern Italy and the islands, was able to contain the general drop to 53.7% amid signs of recovery, particularly in the summer and during the Christmas holidays. The international segment on the other hand saw a decline of **76.3%**, as a result of the movement restrictions imposed by the various governments.

Nuove rotte

Volotea launched three **new routes to Alghero, Catania and Lamezia Terme**, while **Blue Air** stationed from September a **second aircraft** at Turin and launched two **new flights to Bari and**

Cagliari. In terms of additional flights for summer 2020, practically all existing Southern Italian and islands destinations added significant numbers of flights. In the initial weeks of the winter season additional **new flights to Naples, Lamezia Terme and Cagliari by Ryanair** were introduced, while the frequency of flights to existing destinations by the carrier were boosted considerably. Finally, **Wizz Air** launched the **new Turin-Bari route** in December.

On the international segment, although the number of routes served declined significantly, the new **Wizz Air connection to Tirana** (Albania) started up in the summer.



Destinations

Along with the provisions which in 2020 limited movements from and to many overseas countries, 8 out of 10 of the busiest routes were Italian. Rome, which has always been the busiest route, lost its top spot due to Alitalia's disengagement, which operated a maximum of 2 daily flights even in the highest demand periods.

Top 10 destinations in 2020

DESTINATIONS	PAX	% of total
Catania	166,348	12.5%
Rome Fiumicino	143,646	10.8%
Palermo	135,736	10.2%
Naples	116,670	8.8%
London Grouping	110,736	8.3%
Bari	73,594	5.5%
Lamezia Terme	71,615	5.4%
Cagliari	64,945	4.9%
Olbia	38,668	2.9%
Barcelona	37,936	2.8%

Calabria, Sardinia and Sicily saw a more contained drop in passenger numbers, as a result of increased frequencies and higher summer season aircraft load factors.



Airlines

The main scheduled carriers operating in 2020 at our Airport and the respective numbers of passengers carried are presented below:

CARRIER - SCHEDULED	2020	% of total
Ryanair	365.145	27,4%
Volotea	233.567	17,5%
Blue Air	209.293	15,7%
Alitalia Group	143.646	10,8%
EasyJet	71.493	5,4%
Lufthansa Group	66.745	5%
British Airways	51.767	3,9%
Wizz Air	36.465	2,7%
Air France	28.862	2,2%
KLM	28.375	2,1%


Ryanair remains the leading carrier at Turin Airport. Volotea's performance was remarkable, becoming the number two carrier thanks to its commercial strategy to extend its network of domestic destinations and the highest load factor among Turin airport's carriers.

Low cost traffic in 2020 accounted for 68.6% of scheduled passenger numbers. The percentage increase (was 59.5% in 2019) is due to the reduced operations of the full-service carriers connecting Turin with international destinations and the disengagement of Alitalia from the Rome route, as indicated above

3.2 Handling

Operating on the free market, total traffic handled in 2020 by SAGAT Handling (a SAGAT Group company) at Turin Airport constituted 77.8% of commercial aviation by weight (up from 72.7% 2019), 79.8% of passenger traffic (up from 76% on 2019), and 76.1% of aircraft movements (up from 71.4% in 2019).

These items pertain to SAGAT Handling's business, which was downsized due to the pandemic:



• passengers served	-62.7%
• total weight	-54.3%
• aircraft movements served	-57.3%
• goods transported	-66.8%

3.3 Non-aviation

All services complementary to aviation activities had to adapt and downsize due to the COVID-19 pandemic. Thanks to a constant dialogue with all partners, it has been possible to maintain a minimum level of service for passengers, despite the near-zero traffic levels at certain times of the year. The objective shared by airport sub-concessionaires and service providers has been to keep opening times as regular as possible, in full compliance with safety rules and regulations. Most shops and restaurants have confirmed their renewed commitment to Turin Airport and were able to reopen when summer traffic resumed.



3.4 Infrastructure

During 2020, Turin Airport's infrastructure was reorganised and remodelled as a result of the pandemic in compliance with ENAC's 'Guidelines for resuming operations at airports, starting from Phase 2' (and subsequent amendments) issued on May 18, 2020. This involved separating the flows of arriving and departing passengers, with separate routes for those embarking and disembarking, and dividing the areas through which passengers and airport operators pass to ensure social distancing was maintained between people, thus preventing the spread of COVID-19.



Measures related to pandemic prevention were implemented, including:

- the construction of two stands for foot boarding;
- the installation of nine thermometers at the entrances to terminals to take the temperature of passengers and operators;
- the installation of plexiglass barriers at airport operator workstations;
- the placement of stickers to distance passengers;
- the installation of hand gel dispensers.

In addition, during the year, systems were installed to automatically retrieve security trays and investments were made in the second round of runway touchdown upgrades, taking advantage of the reduction in traffic owing to the pandemic.

3.5 Accessibility

The Decree issued by the Ministry for Infrastructure and Transport on March 12, 2020 restricted operations to a limited number of airports (including Turin). This required our airport to provide operational continuity, even during periods of near-zero traffic.

Turin Airport remained open at all times, even at the height of the health crisis, during which it continued to offer services to the public. Keeping the airport open at all times allowed us to welcome flights carrying medical supplies and personnel to Piedmont, and to provide mobility to the local area, despite for some months operating flights to Rome only.



Snow

A shuttle service operated between the airport and Aosta Valley during the winter ski season prior to the pandemic, in addition to the usual transfer services to Piedmont and France.



Transport links with Turin city centre

Prior to the pandemic, an express bus service operated between Turin Airport and the city centre, offering quicker journey times than the local bus service. During the pandemic, the local bus service to the city centre continued to run, but operations were scaled back due to the drop in passenger traffic.



Parking

Special parking promotions were launched in 2020 to encourage passengers to travel to the airport in private vehicles, which was considered the safest means of transport during the pandemic.



Car Sharing

Turin Airport provides a car sharing and electric car sharing service, both of which are in the process of being expanded.

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.



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.

The Baggage Handling System (technological infrastructure for handling and sorting departing hold baggage) screens all baggage using a comprehensive system of conveyor belts and

X-ray equipment with several levels of control, as required by the applicable regulations.

The electronic passport control e-gates in the departure and arrival lounges entered into full operation in 2020. A new system was also installed to automatically retrieve trays at the security stations in the departure lounge. The new system speeds up passenger flow management and encourages social distancing to protect against COVID-19.

3.7 Safety

One of SAGAT's primary objectives is to continuously improve airport safety performance in the interests of its airport operators and passengers.



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, the infrastructure, the systems and the procedures and the proper functioning of the management system were certified by the conversion of the Airport Certificate on August 10, 2017, a few months ahead of the established terms.



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 a lot of birds are present.

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.

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 15 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, by using birds of prey, dogs, humans and electronic deterrent systems, the airport is able to vary threats, thus preventing birds from building up a tolerance and preventing adverse weather conditions from reducing effectiveness. 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. These studies allow us to reduce the presence of attractions, and to report potential

risks to the relevant bodies, checking the current state of affairs on a yearly basis.

A working group has been operating since 2013 to bring together representatives (from the local province, municipalities, prefecture, and landfill sites, etc.), authorities, and airport companies (ENAC, ENAV, Leonardo Finmeccanica, etc.), all of whom have a role to play in preventing bird strikes. The working group meets once a year to discuss actions to reduce sources of attraction to birdlife outside the airport.



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 has been performed on an annual basis at Turin Airport since 2009 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 ASLO4 Forensic Medicine Unit, ENAV, ENAC and - on a rotating basis - other individuals operating at the airport, such as airlines and handlers.

3.8 Environment - 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.



Certifications

- The SAGAT Group's system for the management, maintenance and design of centralised air-conditioning, lighting, baggage handling and general complementary airport services is compliant with ISO 50001 2018.
- Turin Airport is Level 2 "Reduction" certified as part of the Airport Carbon Accreditation environmental sustainability programme - the common protocol for the active management of airport emissions through measurable results promoted by ACI Europe. This certification

is awarded to entities that have devised an implementation plan to achieve ambitious carbon reduction targets. Turin Airport has set itself the goal of halving its CO2 emissions on the 2017 base year between 2021 and 2023.



Commitments

Turin Airport adheres to the NetZero 2050 resolution promoted by ACI Europe (of which the airport is a member). By doing so, the SAGAT Group is committed to achieving zero emissions by 2050.

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 2020, the independent audit firm was EY.

- information systems;
- administrative and operational procedures;
- the Group's Ethics Code;
- the Internal Audit Service.



The internal control system

SAGAT's Internal Control System (ICS) provides reasonable assurance that the Company is not hindered in achieving its business objectives by circumstances that can be reasonably foreseen. 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;



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



Anti-corruption

Pursuant to Legislative Decree No. 231/01, SAGAT has established a Supervisory Board comprising two external members and one internal member. In 2020, the Board continued its monitoring activities and met 12 times. The Board supervises the proper implementation of the Organisational Model pursuant to Legislative Decree 231/01, oversees updates to the model and any relevant administrative procedures, and monitors information flows from "at-risk" business areas. As a result of these activities, the Board was able to verify that SAGAT's operations are compliant with the Organisational Model and the corporate procedures listed therein.

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.



Data Protection

The Company's training department has developed an online training course, with compulsory attendance for all employees. Training started at the end of 2019 and continued throughout 2020. The course objectives are to illustrate the European legislation in force,

In 2020, SAGAT also launched a comprehensive review of its Organisation, Management and Control Model pursuant to Legislative Decree No. 231/2001. In December, updates to the document's general section were approved, which explains the Company's organisational structure, its general internal control principles, and its rules on the appointment and functioning of the Supervisory Board.

In 2020, the first training course on the topics identified in Legislative Decree 231/01 was completed, which included corruption among the predicate offences. The course is available online and consists of 71 slides. The course will be repeated in 2021 once the Organisational Model is updated.

emphasising in particular the key principles governing personal data processing, such as: accountability, minimisation, privacy by design, privacy by default, and data security measures.



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:

- a) Companies, cooperatives and individual entrepreneurs;
- b) 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;
- c) 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;

- d) Independent or associated professionals;
- e) Professional companies;
- f) Engineering companies;
- g) Suppliers of engineering and architectural services established in other Member States in accordance with the legislation in force in their respective countries;
- h) 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.

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, suppliers are selected as follows:

- contracts for works, services and supplies above the EU thresholds (Euro 443,000 for services and supplies and Euro 5,548,000 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).

SAGAT uses objective award criteria, which allow for the correct weighting of the quality

of service provided and the related financial conditions, as well as fair remuneration for the suppliers themselves. Selections mainly depend on the most economically 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 Anti-Corruption Policy and the Service Charter 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.

I NOSTRI STAKEHOLDERS

INTERNI

- Azionisti
- Management e dipendenti
- Partner

ESTERNI

- Passaggeri
- Compagnie aeree
- Istituzioni

LA NOSTRA MISSION

Torino Airport si impegna a sviluppare e definire un sistema aeroportuale capace di assicurare in maniera efficace ed efficiente: la sicurezza, la qualità, la gestione, la sicurezza delle operazioni aeroportuali (airflow), la sicurezza sui luoghi di lavoro e la tutela della salute, la qualità nei servizi erogati, la salvaguardia ambientale e il risparmio energetico attraverso l'adozione di nuove tecnologie.

LA NOSTRA MISSION

- CONFORMITÀ normativa
- CENTRALITÀ DEL CLIENTE
- INNOVAZIONE E TECNOLOGIA
- COINVOLGIMENTO del personale
- IMPEGNO E DEDIZIONE
- SUPPORTO alla comunità

LE NOSTRE CERTIFICAZIONI

Certificato di Aeroporto - Emissioni, fatisco, gestionali e operativi per garantire la Sicurezza delle operazioni aeroportuali.

- ISO 9001 - Sistema di Gestione della Qualità
- ISO 14001 - Sistema di Gestione Ambientale
- ISO 50001 - Sistema di Gestione dell'Energia
- ISO 45001 - Sistema di Gestione della Sicurezza e Salute dei Lavoratori
- ACI ACA - Airport Carbon Accreditation - per il gestione, il controllo e la riduzione delle emissioni di CO₂
- ACI ASQ - Customer Experience Accreditation per la capacità di rispondere ai Customer experience
- ACI AHA - Airport Health Accreditation - Misure procedurali standard adottate a seguito della pandemia COVID-19

LA NORMATIVA

Monitorare l'andamento e i suoi indicatori, e adottare tempestive azioni correttive, al fine di garantire la conformità alle norme volontarie.

Adottare un approccio proattivo agli obblighi verso i propri stakeholders.

Monitorare la conformità anche alle norme volontarie.

TORINO AIRPORT TO

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 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.



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 2020 aimed to upgrade airport buildings and operational areas, and implement measures to counter the spread of COVID-19.



Passenger terminal

- reorganisation of the passport control stations on the Arrivals and Departures Levels in the terminal's North Wing;
- installation of tray retrieval systems to assist security checks carried out on the baggage and personal effects of departing passengers.



Works and supplies related to other airport buildings, infrastructure and vehicles

- completion of works on new training centre;
- upgrades to the runway touchdown area;
- upgrades to heating plants;
- upgrades to significant sections of the airport water supply networks, designed to minimise network losses;
- installation of specific electricity consumption measurement systems for sub-concessionaires;
- completion of relamping activities with new LED technology;
- remodelling of the BHS (baggage handling system) lines.



Information Technology

- updates to Access Control System hardware in order to expand the use of new airport badges equipped with contactless proximity chips;
- upgrades to the parking management system hardware and software;
- improvement of the e-commerce platform to further refine its user interface and the overall user experience.

Investments in activities to contain the spread of COVID-19 included the following:

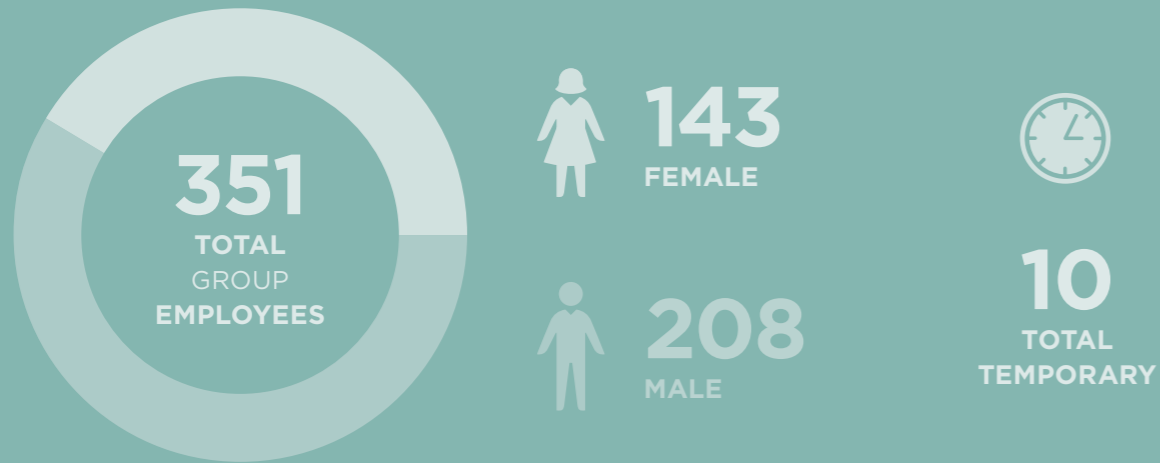
- installation of special body temperature scanners and dedicated control stations;
- construction of two new stands for foot passenger boarding (stands 106 and 107);
- separation of routes and spaces (barriers, curtain walls), modification of automations and alarms on automatic doors and installation of dedicated and widespread signage;
- installation of hand sanitiser dispensers in visible, signposted locations;

- work to remodel the air circulation systems to better circulate air due to the pandemic. The recommended aeraulic flow management methods were adopted following a study commissioned by the "Politecnico di Torino";
- new offices and operating spaces (in the passenger terminal and in all airport buildings) to ensure adequate social distancing for airport staff on duty;
- supply of new technical hardware and software to facilitate the widespread and sudden reliance on remote work, which involved almost the entire company population.

Company report



4. Human resources Key Figures 2020



Group workforce

SAGAT S.P.A.

In 2020, SAGAT S.p.A.'s workforce decreased by 4.1% (9.4 FTEs) to 218.5 FTEs compared to the previous year.

The headcount also dropped by 7.9% to 222, compared to 241 the previous year.

SAGAT HANDLING S.P.A.

SAGAT Handling S.p.A. had 120.4 FTEs at December 31, 2020. This figure includes 8 FTEs dedicated to the Cargo Service, which was brought in house in January 2020.

At December 31, 2020, the headcount had dropped by 4.44% to 129 from 135 the previous year.



4.1 Corporate climate and engagement

The SAGAT Group has always considered 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, have always been of strategic importance in our development. In 2020, they were all called upon to make an extraordinary commitment to being flexible and open to change within an extremely challenging, unpredictable landscape. In 2020, the HR management team was tasked with rolling out remote working and activating an Extraordinary Temporary Lay-Off Scheme.

Welfare

The SAGAT Group's corporate welfare initiatives are mainly aimed at the families and children of employees, as follows:

INITIATIVE	DESCRIPTION
Summer trips for the children of employees up to 17 years of age	The Company covers 77% of the cost of leisure, sports and English language trips during the summer months
Reimbursement of nursery and kindergarten expenses	Companies reimburse 50% of the costs incurred
Integrated healthcare coverage	A health insurance policy covering services and reimbursing expenses incurred outside the network of affiliated health care facilities for employees and cohabiting family members
COVID-19 healthcare coverage	Health care insurance policy providing hospitalisation benefits, convalescence benefits, and post-hospitalisation care.
COVID-19 IgG/IgM Rapid Test agreement to detect SARS CoV 2 antibodies	Access to antibody (serology) tests at a reduced rate. The Group companies bear 50% of the costs. Reduced rate for cohabiting family members
Remote work	Option to work from home made available to all administrative staff
Flexible benefits	Option for employees to convert their annual performance bonus into welfare services (e.g., school expenses for textbooks, university fees, etc.)

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.

Conventions

The company is aware of the social needs of the local community. This is evidenced by Turin Airport's work experience programme for schools and work placement partnerships with local welfare authorities and institutions.



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.



Commitment to helping students and people in need

Recent studies have shown that diversity and inclusion are essential to retaining and attracting talent. As such, the topic is highly material for the SAGAT Group, which views its employees as a fundamental resource.

The Group remained committed to helping disadvantaged individuals enter the world of

work in 2020, as well as to training local high school students, particularly those specialising in vocational, technical or aeronautical studies.

That being said, the outbreak of COVID-19 and the consequent Prime Ministerial Decrees and regional measures on training forced the SAGAT Group and its partners to suspend all work placements.



Turnover

In 2020, the Group companies persevered with the efficiency recovery process started in 2014.

The average annual number of FTEs in the Group – including staff members who directly manage the freight warehouse after the service was brought in house in January 2020 – is 348.9, a reduction of 1.7% (5.9 FTEs) compared to the previous year.

The reduction is due to voluntary retirements during the year and the partial replacement of vacant roles, in addition to the lack of temporary staff hired to meet peak workloads during the 2020-2021 charter winter season, which did not take place due to national and international travel restrictions and the closure of all ski facilities due to COVID-19.

The total number of Group employees at December 31, 2020 decreased by 25 to 351 employees compared to the previous year, of which 10 fixed-term employees.

On average, employees work for SAGAT for 21 years, demonstrating the Group's commitment to providing its employees with adequate means of professional development.



New working methods

The pandemic has had a significant impact on SAGAT Group employees, who have adapted to new ways of working, thanks in part to the new technological solutions provided. Demand for company laptops has increased by 37% and the Group has migrated to the Microsoft 365 platform, providing employees with a new suite of cloud-based mail and storage tools, as well as a new interaction and video conferencing platform (Teams).

An employee survey was sent out to monitor the development of agile working, receiving an 82.5% response rate. The most popular elements related to personal needs. Analysing the data by gender

and age revealed that certain categories were more likely to appreciate remote work, as they felt it better accommodated their family commitments (86.7% of women) and improved their well-being (69% of women and 76% of younger employees). One of the key issues to arise from the survey was a lack of opportunities to socialise and receive feedback from colleagues (70.4%)

4.2 Development of human capital

We owe our success to the professionalism demonstrated by our employees on a daily basis. During 2020, 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, though these activities were considerably reduced as a result of the COVID-19 pandemic.

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.

Training continued throughout the year for in-house employees and external companies operating in the airport sector. Wherever possible, efforts were made to move in-house classroom courses online in 2020.

With a view to consolidating important relationships in the local area, in late 2019 the Group entered into

agreements with a number of schools to provide student work placements. "On the job" training had to be temporarily suspended due to the outbreak of the pandemic and the halting of in-person teaching in schools from the end of February 2020 onwards.

Activities

SAGAT S.p.A. employees attended an average of 22.37 hours of training.

Development and evaluation

All Executives, Heads of Service and Office Managers are involved in the process of assessing employees to monitor their performance,

motivation, potential, and 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.

As a result of this process, more than 20 training courses were made available to employees during 2020 on topics relating to employee management, teamwork, project management, innovation, and interpersonal communication, to name a few. All training sessions that were postponed due to COVID-19 have been included in the 2021 Training Plan.



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

- 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.

COVID-19



The SAGAT Group immediately implemented a series of measures to reduce the risk of contagion among travellers and airport workers at the very start of the pandemic. These included: enhanced cleaning of work environments, the installation of next-gen body temperature scanners and plexiglass barriers, upgrades to ventilation systems in environments with zero air recirculation, and ongoing communication via online and offline channels.

Turin Airport received a Hygiene Synopsis certificate from TÜV Italia for the measures taken to protect the hygiene, health and safety of SAGAT and SAGAT Handling workers. This certification was obtained following an audit in December 2020 and attests to the compliance of Group procedures with the legislation in force.

4.4 Labour/management relations

Labour/management relations inspired by dialogue and transparency led to the signing of several important agreements with trade unions in 2020. Productive and extensive discussions centred around measures that could bring about major operational efficiencies for 2021 and the years to come, while safeguarding levels of employment within the delicate landscape of the pandemic.

In this regard:

- in March, agreements were signed that led to the activation of the aforementioned Extraordinary Temporary Lay-off Scheme, implemented for the first time by the Company;
- in June, agreement was reached on not applying the SAGAT S.p.A. supplemental agreement for future hires of employees on permanent contracts, while protecting seasonal workers with the greatest seniority;
- in that same month, an agreement was signed that called for insourcing the airside management of PRM assistance, including the location and operation of the Ambulift vehicle,

following termination of the contract between SAGAT S.p.A. and SAGAT Handling S.p.A. on December 31, 2020. This agreement allowed for the unification of the entire process of service management to operate the service more effectively, while safeguarding levels of employment within the Group;

- in December, an agreement was signed concerning the option for voluntary redundancy as allowed by Article 14 of Legislative Decree 104/2020.

In June, an agreement was also signed for recognition of the 2019 productivity bonus,

which took account of new targets for earnings, quality and productivity, further integrating them with the subsidiary SAGAT Handling S.p.A. as envisaged under the agreement signed last year. In accordance with legislation, the agreement gave employees the option to convert the performance bonus into company welfare benefits.

Within the scope of these negotiations, the companies and the trade unions reached an agreement concerning the use, by December 31, 2020, of all remaining holiday time accumulated by each employee. This agreement was also extended to 2021 and 2022.



5. The customer experience

Key Figures 2020

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.

Best Airport 2020



NAMED BEST AIRPORT IN 2020 BY ACI EUROPE IN THE 2-5 MNL PASSENGERS CATEGORY



6.137 DOWNLOAD APP

Airlines

31,4% FULL-SERVICE AIRLINES



68,6% LOW-COST AIRLINES



43k + FOLLOWER ON FACEBOOK AND INSTAGRAM

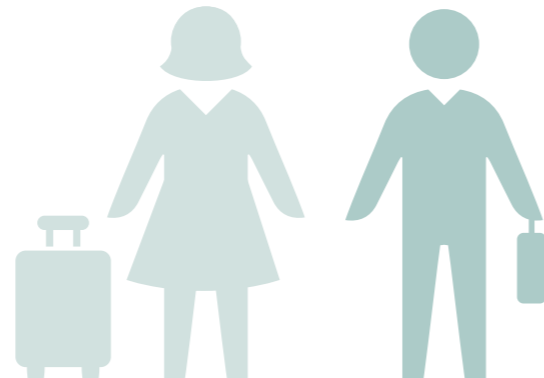


68k + NEWSLETTER SUBSCRIBERS

5.1 Passenger profile

The standard passenger profile at Turin Airport changed completely in 2020 following the restrictions imposed on mobility due to the pandemic, which affected both the leisure and business sectors. Traditional passengers travelling for business, study, tourism, or to visit their home regions and countries were replaced by passengers travelling for essential and unavoidable reasons.

Our ticket office and information service continued to serve passengers and had to cope with an extraordinarily high workload, especially at the beginning of the pandemic.



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

Despite the disruption and drop in traffic caused by COVID-19, the quality monitoring system was kept in place in 2020. The system analysed more than 30,100 data points (including interviews and performance measurements).

In 2020, customer satisfaction was also measured according to the international Airport Service Quality (ASQ) benchmark set by Airports Council International (ACI), which monitors over 300 airports worldwide. The (voluntary) system is based on the collection of self-completed questionnaires from a statistically significant panel of passengers. Despite the pandemic risk mitigation protocols, which also affected the use of airport spaces and services available to passengers, overall satisfaction, expressed on a scale of 1 to 5, increased to 4.09. This value continues the upward trend in overall satisfaction

at Turin Airport: 3.66 (2016, first year), 3.73 (2017), 3.86 (2018), and 3.96 (2019).

Commitment to fieldwork also saw Turin Airport recognised as "The Voice of the Customer", an award given by ACI to airports that continued to prioritise passengers, endeavouring to gather feedback through the ASQ programme despite the ongoing pandemic.

In May 2020, Turin Airport obtained 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, certified at Level 1, is the first Italian airport in its category (2-5 million passengers per year) to receive the award. Significant factors contributing to the award include investments in innovation and digital communication. The SAGAT S.p.A. Quality System is UNI EN ISO 9001:2015 certified.

In November 2020, Turin Airport was recognised as Europe's Best Airport by ACI Europe. Turin Airport was ranked first in its category (up to 5 million passengers) by an independent panel comprising civil aviation experts from the European Commission, Eurocontrol, SESAR Joint Undertaking, the European Travel Commission and Flight Global. It stood out for its ability to rapidly and effectively implement the preventative measures designed to contain the pandemic, proposing innovative solutions, sometimes before

any of its competitors. Staff training and protection were given particular importance, as was the ability to collaborate with the community by providing support for badly affected people and schools in the surrounding areas.



Measurement activities

In 2020, 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)

Service times reported in 2020 are in line with expected standards, with the indicator described above the sole exception.

For its study of customer satisfaction for passengers with reduced mobility, in 2020 SAGAT S.p.A. carried out a sample of 693 surveys. Customer satisfaction for PRMs arriving and departing from Turin Airport was once again excellent (lowest satisfaction level: 97.6%).

In 2020, 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.



5.3 Digital Airport

Turin Airport continued to pursue digital innovation in 2020 by rolling out remote working following the pandemic.

The COVID pandemic has resulted in a marked change in passenger journeys, involving, where possible, the introduction of touchless procedures and contactless processes to render journeys smooth, safe, and secure.

In this respect, the technological prevention measures that were implemented included:

- the installation of nine thermal scanners to measure the body temperature of all arriving and departing passengers;
- the provision of a digital newsstand service in the VIP lounge: in place of paper publications, more than 300 Italian and international newspapers and magazines can be consulted for free on any device (a smartphone, tablet or laptop) through the portal using a dedicated WiFi network.

- substitution of the (SMILEY) instant feedback push-buttons system used by passengers to express their opinion on the security service/hand luggage checks with touchless systems that allow people to give feedback without touching the buttons;
- the creation of a WhatsApp channel to support the information office during the first wave of the pandemic, in view of the large influx of requests, and to offer passengers an additional way of getting in immediate contact with the airport.

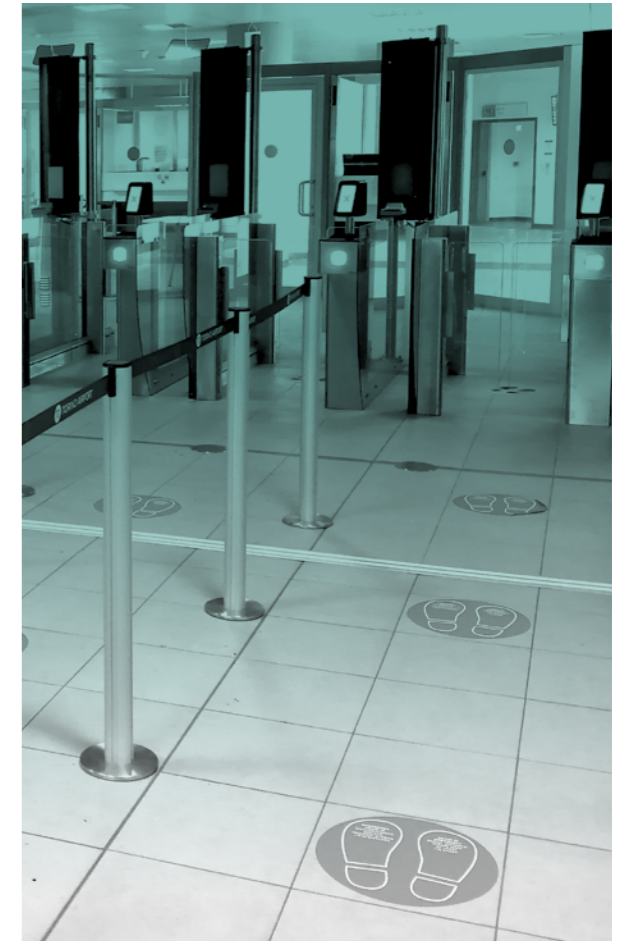


Social media

In 2020, social media activities continued on SAGAT's official Facebook, Instagram, LinkedIn and Twitter profiles, with greater oversight.

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 reports and recommendations. The initiative was supported by a telephone service operating from 5am to 11pm, seven days a week.

In 2020, SAGAT S.p.A.'s digital communication activities also covered flights and services, promoting connected destinations, tourism in the local area, useful information for users and the community, and the sharing of B2B content on LinkedIn and Twitter.



6. Creating value Key Figures 2020

Aviation
BUSINESS VALUE

15,7
mln euros



VALUE OF
Non-aviation
assets

5,9
mln euros



VALUE OF
Handling
activities

3,8
mln euros



37,68 mln euros
ECONOMIC VALUE DISTRIBUTED
TO THE COMMUNITY



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

	2020	2019	CHANGE %
Aviation	15,712	38,687	-63.7%
of which:			
Fees	10,184	25,777	-60.5%
Centralised infrastructure	789	1,454	-45.7%
Safety	2,806	8,352	-66.4%
Aviation assistance (PRM and baggage)	1,241	1,395	-11.1%
Regulated sub-concessions	691	1,708	-59.5%
Handling	3,800	8,834	-57.0%
of which:			
Assistance	3,660	8,422	-56.5%
Cargo activities	140	411	-66.0%

The sharp reduction in air traffic naturally brought about proportionate changes across all performance figures for 2020. As a result, aviation revenues decreased by 63.7%, while handling revenues fell by 57%.



Non-aviation revenues

Of particular note among non-aviation revenues - which fell by 60.4% from the previous year to Euro 5,932 thousand - were revenues from parking and other commercial activities, especially food services and car hire, as shown in the table below:

	2020	2019	CHANGE %
Euro thousands			
Non-aviation	5,932	14,983	-60.4%
of which:			
Parking	2,068	6,106	-66.1%
Food & Beverage	696	1,939	-64.1%
Rent a car	701	1,546	-54.6%
Duty Free	365	1,084	-66.3%
Advertising	465	1,006	-53.7%
VIP Lounge & Fast Track	291	996	-70.8%
Beauty & Fashion	203	493	-58.8%
Ticketing	221	497	-55.5%
Travel & Facilities	252	565	-55.4%
Other	669	753	-11.2%



Other revenues

Other revenues totalled Euro 1,140 thousand and decreased significantly from the Euro 10,740 thousand in 2019 given that, during that year, non-recurring revenues of more than Euro 7 million were recognised that did not generate an increase in monetary earnings.



Operating highlights

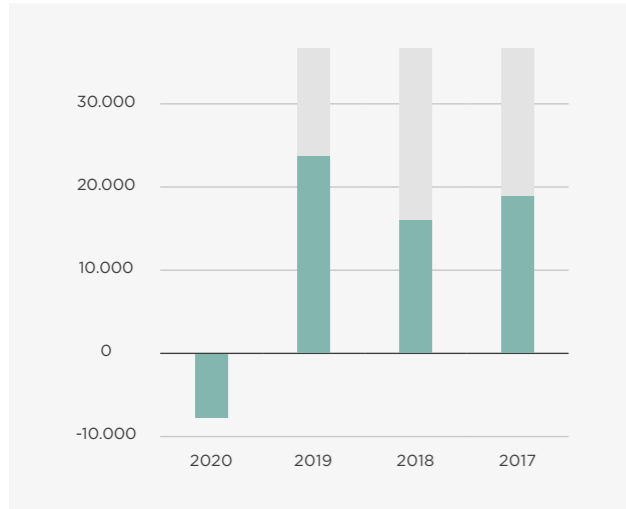
The table and figures below present the operating highlights from the 2020 consolidated financial statements of the SAGAT Group, compared with the 3 previous years.

Group net loss for the year was Euro 18,565 thousand, a decrease of Euro 27,915 on the net profit of Euro 9,350 thousand for the previous year.

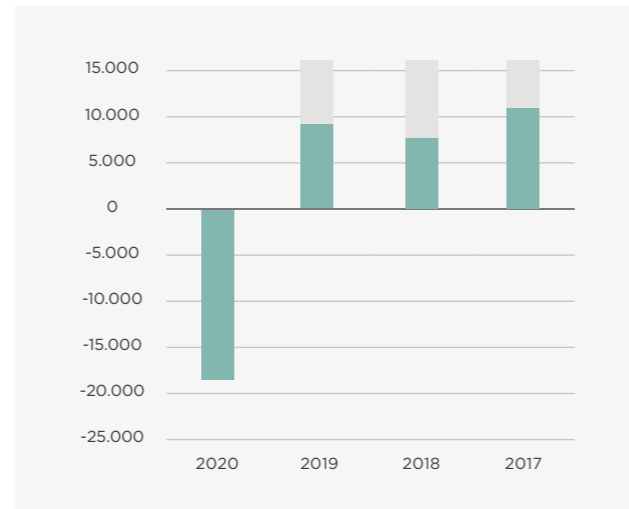
EBITDA, which represents the earnings that the Company is able to generate on core operations, reported a loss of Euro 8,179 thousand in 2020. The Company's return on investment (ROI) and return on equity (ROE) indicators are also shown in the table. Due to the unusual nature of 2020, neither of these indicators are representative of actual performance, so they are not shown for this year.

	2020	2019	2018	2017
Euro thousands				
EBITDA	(8,179)	23,993	16,369	19,147
Net result	(18,565)	9,350	7,689	11,187
ROI	n/a	32.4	22.1	27.7
ROE	n/a	16.6	15.9	21.8

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 2020, this came to Euro 30,821 thousand and was generated primarily by value of production, which totalled Euro 26,583 thousand.

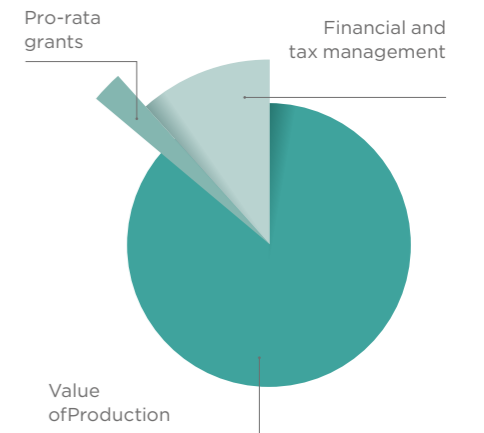
Economic value includes the portion of the grants received from the Piedmont region and from ENAC for investments to upgrade airport

infrastructures in conjunction with the 2006 Turin Olympics that was recognised as income for the year. In both 2019 and 2020, 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 3,567 thousand in 2020. The aggregate refers almost entirely to the tax benefit of the 2020 loss, as compared to positive taxable income recognised in 2019.

	2020	2019	Total Change	%
Value of production	26,583	73,244	(46,661)	-63.7%
Pro-rata grants	671	671	0	0
Financial and tax management	3,567	536	3,032	565.9%
Economic value created	30,821	74,450	(43,629)	-58.6%

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 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 2020, the total came to Euro 37,683 thousand, a decrease of 30% on the same figure for 2019:

Euro 16,439 thousand was distributed to suppliers in 2020, in the form of costs for purchases, maintenance, utilities, and other services - a decrease of 35.5% on the previous year - while employees were the recipients of Euro 16,211 thousand, a reduction of 18.8% on 2019.



The portion of economic value distributed to the public sector in 2020 came to Euro 4,152 thousand - down 45.7% on the previous year when the figure was Euro 7,649 thousand - essentially as a result of the decrease in economic value created.

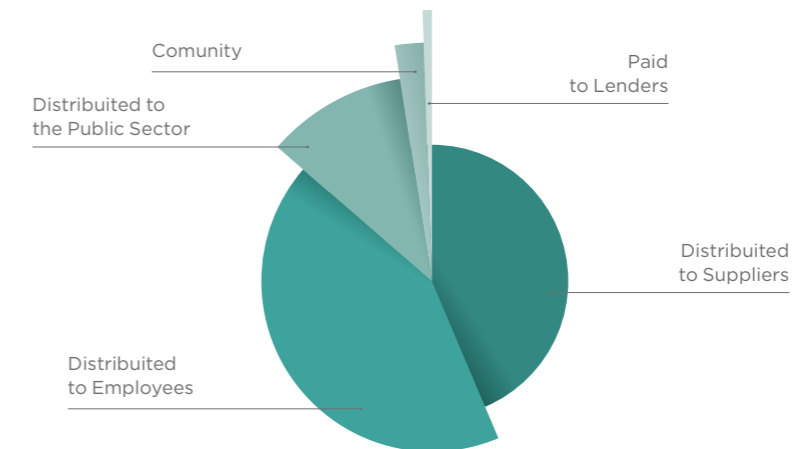
It was not possible to remunerate shareholders in 2020 due to the net loss recognised.

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 672 thousand in economic value in 2020, about Euro 270 thousand of which related to the depreciation of environmental investments. Economic value distributed to the community totalled Euro 617 thousand in 2019.

Euro thousands

	2020	2019	TOTAL CHANGE	%
Distributed to suppliers	16,439	25,486	(9,046)	-35.5%
Distributed to employees	16,211	19,965	(3,754)	-18.8%
Distributed to the public sector	4,152	7,649	(3,469)	-45.7%
Distributed to shareholders	0	0	0	0
The community	672	617	55	8.9%
Paid to lenders	209	36	173	473%
Economic value distributed	37,683	53,752	(16,069)	-29.9%

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.

Economic value retained in 2020 was a negative Euro 6,862 thousand. This means that not only did the net loss of Euro 18,565 thousand fully absorb economic value retained in 2020, it actually eroded economic value retained in previous years.

	Euro thousands			
	2020	2019	Total Change	%
Amortisation, depreciation and write-downs	5,660	5,922	(262)	-4.4%
Retained earnings	(18,565)	9,350	(27,915)	-298.6%
Provisions and taxes	6,043	5,426	616	11.4%
Economic value retained	(6,862)	20,698	(27,560)	-133.2%

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

	Euro thousands			
	2020	2019	Total Change	%
Value of production	26,583	73,244	(46,661)	-63.7%
Pro-rata grants	671	671	0	-
Financial and tax income	3,567	536	3,032	565.9%
A Economic Value Created	30,821	74,450	(43,629)	-58.6%
Distributed to Suppliers	16,439	25,486	(9,046)	-35.5%
Distributed to Employees	16,211	19,965	(3,754)	-18.8%
Distributed to the Public Selector	4,152	7,649	(3,496)	-45.7%
Distributed to Shareholders	0	0	0	-
The Community	672	617	55	8.9%
paid to Lendersi	209	36	173	473%
B Economic Value Distributed	37,683	53,752	(16,069)	-29.9%
Amortisation, depreciation and write-downs	5,660	5,922	(262)	-4.4%
Retained earnings	(18,565)	9,350	(27,915)	-298.6%
Provisions and taxes	6,043	5,426	616	11.4%
A-B Economic Value Retained	(6,862)	20,698	(27,560)	-133.2%



2017-2020 TRENDS

The table below shows the trends in the main components of economic value over the period 2017 - 2020.

	Euro thousands			
	2020	2019	2018	2017
Economic value created	30,821	74,450	67,932	73,337
Economic value distributed	37,683	53,752	60,456	65,378
Economic value retained	(6,862)	20,698	7,476	7,959



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.

Direct impact is the impact generated by the businesses that operate directly within the airport grounds and surrounding area. Indirect impact is the impact generated by the businesses that provide goods, support and other services for the airport's operations. Induced impact is the impact generated by the employees of businesses connected to the airport's operations, who spend their wages for

day-to-day needs, thereby helping to generate value in the related industry segments. Finally, catalytic impact is a calculation of the value

generated by the presence of the airport in the given community by promoting business development and employment other industries.

Impact	GDP (Euro mil.)	
	2020	2019
Direct	64,96*	187,38*
Indirect	60.49	174.48
Induced	21.68	62.53
Catalytic	944.10	944.10
Total	1,091.23	1,368.49

*based on national GDP for 2016

NI In 2020, the total economic impact of Turin Airport decreased from 2019 due to the effects of the COVID-19 pandemic. Particularly sharp declines were seen in the indicators for direct

impact (-65.68%), direct impact (-65.52%) and induced impact (-66.13%), whereas catalytic impact remained unchanged.

7. Relations with the local area

Key Figures 2020



Over
23k euros
DONATIONS



7
NON-PROFIT
INITIATIVES
SUPPORTED



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 airport's management of the crisis formed the basis of a consolidation of its relationship with the surrounding area. Turin Airport remained open at all times, even through the peak of the health crisis, during which it continued to offer full service to the public. Keeping the airport open meant that flights transporting healthcare materials and personnel were able to arrive in Piedmont. The collaboration with the Italian Red Cross - Turin Committee was renewed, ensuring 24/7 medical support for passengers and the airport community.



Support for the community in response to COVID-19

Turin Airport also sought to underline its closeness to the territory by supporting those people struggling as a result of the health crisis. SAGAT S.p.A. provided over 600 shopping bags in the neighbouring municipalities of San Maurizio Canavese and San Francesco al Campo, and supported distance learning by supplying the Istituto Comprensivo di Caselle Torinese with computer equipment for students.

From the summer season, as tourists once again began to arrive from abroad, this link was further strengthened by the need to provide support to local health structures in testing arriving passengers. Turin Airport's contribution involved not only setting up the test area at the remote terminal extremely quickly, but also communicating this externally in collaboration with the health authorities.

A final step was taken in the autumn as an airport COVID Test Point was set up. This was created through a non-aviation sub-concession by a private company, once again in collaboration with the local health authorities. The centre provides paid, voluntary COVID-19 preventive health screenings for passengers and all citizens. Screening results are shared with the Local Health Service in order to monitor epidemiological trends in the area.



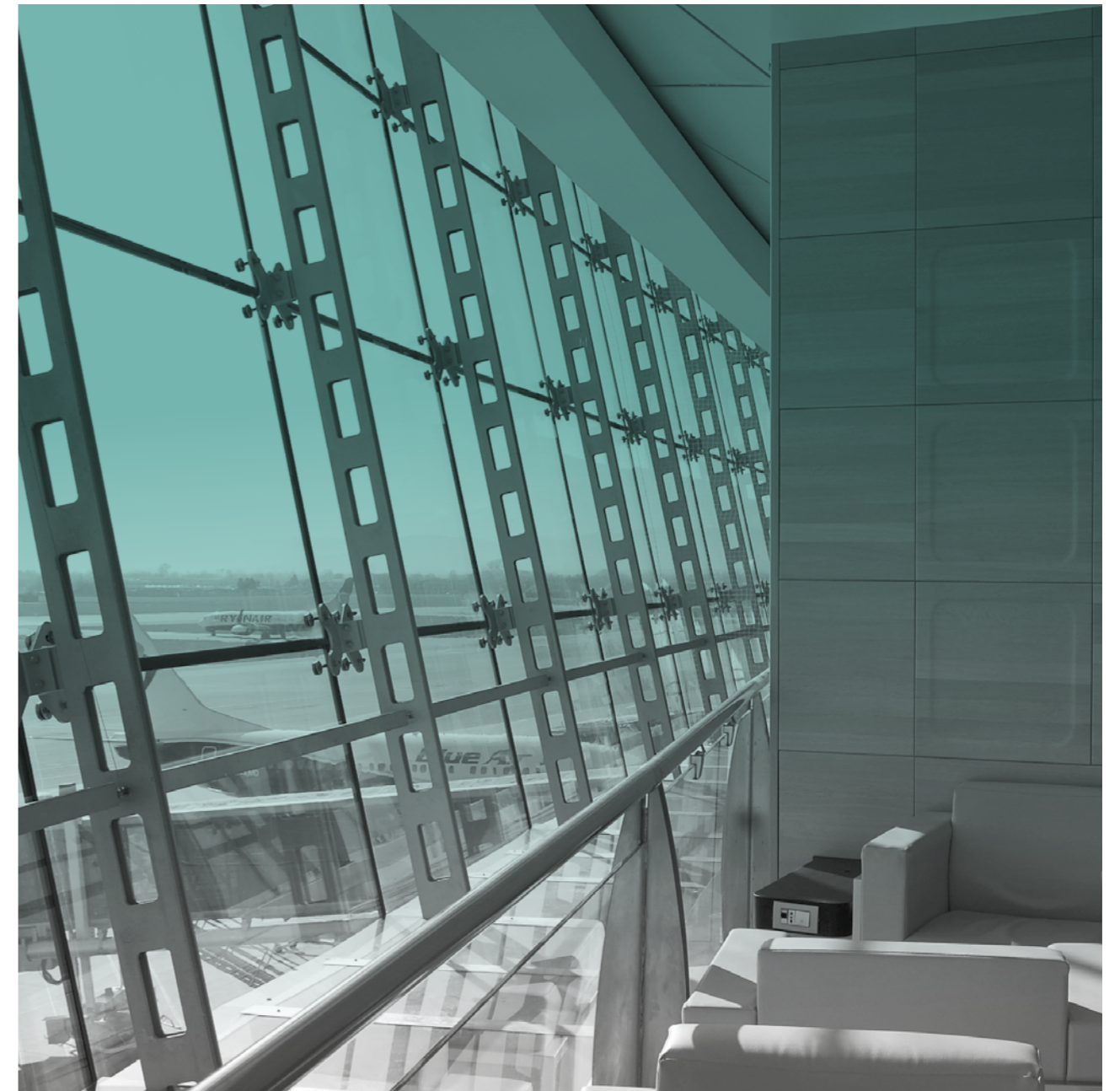
Non-profit initiatives

In the area of service for passengers with disabilities or reduced mobility, 2020 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 2020, 99 transport support services were provided, compared to 263 in 2019.

In addition to these donations to surrounding localities, we have also: set up fundraising points in the airport for the Turin branch of the Italian Association of Organ Donors (AIDO); donated seats to Turin's Ferrante Aporti juvenile detention centre; contributed to two promotional campaigns of the Italian Multiple Sclerosis Society (AISM); contributed to the ASVIS campaign to promote the 2020 Italian festival for sustainable development; and contributed to the #salvali campaign of the Flying Angels Foundation, in collaboration with Assaeroporti.



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 (Francesca Soncini, SAGAT's Commercial Director Non-Aviation, Communication, has been a member of the Board of Directors of Turismo Torino e Provincia since 2020); 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, established in March 2007; DMO Visit Piemonte, a protocol

of intent to establish an ongoing collaboration to promote the Piedmont region as a destination both in Italy and abroad; Torino City Lab, a partnership led by the City of Turin; and Associazione Travel Retail Italia (ATRI).



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. "Pila Bike, pedalling to generate energy" is a project that led to a prototype eco-bike, the result of a collaboration between Turin Airport, Pradella Sistemi, and Torino City Lab and delivered for the 2020 edition of the trade show SMAU, in Milan, on October 21 of last year. The idea came as a response to one of today's most pressing needs: charging our devices, whether they are phones or computers. The core of the project is a universal USB charger, Pila, designed by Pradella Sistemi, which has been connected to this eco-bike.

Pedalling provides the energy needed for a rapid recharge, thereby breathing life into an ecological generation of energy sharing. Four Pila Bikes are to be installed in the Turin Airport departure area in the summer of 2021.

- Of particular importance is the partnership with Politecnico di Torino, from which the SAGAT Group commissioned a study to analyse the impact of ventilation and air conditioning on the risk of COVID-19 infection and published an explanation of procedures implemented in order to sanitise and operate the air conditioning systems at Turin Airport after phase 2 of the COVID-19 emergency.



8. Respecting the environment Key Figures 2020



3.262 toe
TOTAL ENERGY CONSUMPTION



-28%
CHANGE FROM 2019



ENERGY FROM
renewable sources



20%
IN H1



75%
IN H2



Electric buses and vehicles
FLEET CURRENTLY BEING UPGRADED



<65 dB
NOISE REDUCTION INDEX

8.1

Direct environmental impacts: Water - Waste - Emissions

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.



ENERGY

SAGAT had certification of its energy management system renewed, completing the transition to the 2018 version of the ISO 50001 standard as certified by DNV-GL.

Turin Airport was certified to Level 2 (Reduction) of the “Airport Carbon Accreditation” environmental sustainability programme promoted by Airports Council International (ACI).

Turin Airport has taken on an important commitment towards the environment and the local community by adhering to the NetZero 2050 target to reduce carbon dioxide emissions from operations under its control to zero by 2050.

Level 2 Airport Carbon Accreditation represents an essential step forward on the path to this NetZero 2050 commitment.



EMISSIONS AND CLIMATE CHANGE

Compared to 2017, the SAGAT Group has reduced its CO₂ emissions by 10.43%, the equivalent of 1,350 tonnes, thanks to initiatives set out in its energy improvement plan.

The target set for 2023 is to cut CO₂ emissions in half compared to 2009, the year in which the energy efficiency and decarbonisation programmes began. This target will be reached with the help of investments to increase the



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 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

efficiency of energy-intensive systems (i.e. lighting, motors, and air-conditioning systems). In 2020, the percentage of electricity purchased from renewable sources (certificates of origin (“GO”)) increased from 20% in the first half of the year to 75% in the second half.

The car fleet continues to be upgraded with the purchase of electric vehicles in order to improve environmental standards by reducing exhaust emissions from vehicles used on the airport grounds.



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.

storage points (waste-collection containers and/or areas) within the airport is a function of airport operations. In 2020 in particular — a year characterised by limited airport operations as a result of the COVID-19 health emergency and consequent closure of mainly food-service and retail businesses — collection frequency had to be adjusted.

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 2021 and 2022, SAGAT also intends to implement a specific plan for the green areas within Turin Airport. This plan, which has already been 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 2020, Turin Airport water use decreased by about 35% compared to the average of the previous five years. This was due both to the

decreased traffic and to the fact that work was completed to replace the airport's aqueduct in order to reduce leakage and resultant waste.

Management of surface water is based on a network of canals throughout the airport.

Completion of the work on the drain to the east and the adaptation of the return zone to the south has improved the separation of the collection of rain water and the irrigation canals that cross the airport grounds. These works have also allowed for new options for the efficient use of rainwater collection tanks.

Surface water is protected by the oil-separation system that treats the rainwater running off the paved surfaces.

Work has continued on the verification and adaptation of the drinking-water distribution system at the airport, which has helped to reduce leakage.

With regard to the mapping and updating of the status of the airport's drainage system, SAGAT's Environment Management unit provided the City of Turin with plans and documentation

concerning all authorised drainage points in 2020. Also in 2020, work was completed on a new waste-water discharge network connected to the purification plant in the workshop area.

ENVIRONMENTAL MANAGEMENT SYSTEM

SAGAT S.p.A. takes environmental topics very seriously; specifically, it considers environmental and sustainable development to be essential to the management of its business activities. With this in mind, the Group is committed to promoting a culture of responsibility and active commitment to protecting the environment at all company levels.

- 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 50001:2011 standard. The SAGAT Group had its certification renewed following a successful audit, completing its transition to the 2018 version on time while adopting the High Level Structure (HLS) and specific changes required by the update.

Turin Airport has completed its transition to Level 2 (Reduction) of the Airport Carbon Accreditation environmental sustainability programme promoted by Airports Council International (ACI). Certification at level 2 of the Airport Carbon Accreditation programme 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.

In the three-year period from 2017 to 2019, the SAGAT Group reduced its CO₂ emissions by 10.43%, the equivalent of 1,350 tonnes, thanks to

initiatives set out in its energy improvement plan and to investments made to improve the efficiency of its lighting systems with LED technology and remote control systems.

Total consumption expressed in tonnes of oil equivalent (TOE) decreased compared to the previous year by approximately 28%, amounting to 3,262 TOEs. The sharp drop in passengers due to the pandemic contributed to this reduction, although the decision to keep the airport fully operational resulted in traffic-independent consumption levels.

In 2020, the percentage of electricity purchased from renewable sources (certificates of origin ("GO")) increased from 20% in the first half of the year to 75% in the second half.

The car fleet continues to be upgraded with the purchase of electric vehicles in order to improve environmental standards by reducing exhaust emissions from vehicles used on the airport grounds. The upgrade programme will affect around 50% of the diesel car fleet and is due for completion in 2023. Increasing the percentage of electricity purchased from renewable sources

will render the increase in electricity consumption resulting from the use of new vehicles sustainable.

As part of the initiative to improve the efficiency of heat transfer fluid production systems, the thermal power stations fuelled by diesel oil have been adapted and the main thermal station has been converted from superheated water to hot water, which will allow for greater efficiency and lower emissions during the winter season.



8.2 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)

In 2020, the noise-measurement system, which consists of measurement stations in strategic locations throughout these three zones, recorded levels of noise that were all below the regulatory thresholds.

Specific noise-reduction procedures are currently 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 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 testing The reduced airport noise as a result of this restriction benefits all areas surrounding the airport
- Takeoff and initial climb Reduction in noise for the residential areas below.



8.3 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.



Methodological Note



9. Methodological Note

Objectives

The content selected for the 2020 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 2020 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 2020 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 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 2020 financials compared with those of 2019 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 a great 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 2020 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	2020	2019	CHANGE on 2019	%
Domestic (scheduled)	880,284	1,900,013	-1,019,729	-53.7%
International (scheduled)	451,317	1,907,891	-1,456,574	-76.3%
Total scheduled	1,331,601	3,807,904	-2,476,303	-65%
Charter	69,207	126,185	-56,978	-45.2%
General Aviation	4,731	8,719	-3,988	-45.7%
Transits*	1,833	9,350	-7,517	-80.4%
Total	1,407,372	3,952,158	-2,544,786	-64.4%

(*) Arriving and departing passengers using an aircraft with the same flight number as the arrival (source:Assaeroporti)

Airlines

Carrier - scheduled	PASSENGERS				
	2020	2019	Change compared to 2019	% of total	
Ryanair	365,145	1,004,525	-639,380	-63.6%	27.4%
Volotea	233,567	256,803	-23,236	-9%	17.5%
Blue Air	209,293	569,185	-359,892	-63.2%	15.7%
Alitalia Group	143,646	476,663	-333,017	-69.9%	10.8%
EasyJet	71,493	169,883	-98,390	-57.9%	5.4%
Lufthansa Group	66,745	384,568	-317,823	-82.6%	5%
British Airways	51,767	153,738	-101,971	-66.3%	3.9%
Wizz Air	36,465	75,862	-39,397	-51.9%	2.7%
Air France	28,862	169,207	-140,345	-82.9%	2.2%
KLM	28,375	110,637	-82,262	-74.4%	2.1%
Total top 10 airlines	1,235,358	3,371,071	-2,135,713	-63.4%	92.8%
Other airlines	96,243	436,833	-340,590	-78%	7.2%
TOTAL	1,331,601	3,807,904	-2,476,303	-65%	100%

Destinations

Destinations - Scheduled	PASSENGERS				
	2020	2019	Change compared	% su totale	
Catania	166,348	298,710	-132,362	-44.3%	12.5%
Rome Fiumicino	143,646	485,391	-341,745	-70.4%	10.8%
Palermo	135,736	275,475	-139,739	-50.7%	10.2%
Naples	116,670	267,622	-150,952	-56.4%	8.8%
London Grouping	110,736	333,915	-223,179	-66.8%	8.3%
Bari	73,594	168,904	-95,310	-56.4%	5.5%
Lamezia Terme	71,615	107,945	-36,330	-33.7%	5.4%
Cagliari	64,945	91,307	-26,362	-28.9%	4.9%
Olbia	38,668	41,484	-2,816	-6.8%	2.9%
Barcelona	37,936	204,380	-166,444	-81.4%	2.8%
Total top 10 destinations	959,894	2,275,133	-1,315,239	-57.8%	72.1%
Other locations	371,707	1,532,771	-1,161,064	-75.7%	27.9%
Total	1,331,601	3,807,904	-2,476,303	-65%	100%

HANDLING

COMMERCIAL AVIATION	2020
Aircraft movements (No.)	10,617
Domestic passengers (No.)	739,329
International passengers (No.)	379,745
Total passengers (No.)	1,119,074
Aircraft tonnage (t.)	704,200
Air/surface cargo (kg)	1,106,639

SAFETY

Indicatori Del Safety Management System

	2020	2019	2018	2017	2016
Segnalazioni ricevute	136	345	239	184	281
Raggi laser	1	15	29	36	61
Danneggiamenti aeromobili, mezzi, risorse di scalo, infrastrutture	2	16	17	16	8
FOD	2	12	9	6	7
Sversamenti	14	24	19	6	22
Wildlifestrike					
N° impatti sotto i 300 ft	14	22	10	12	18
Indice di rischio BRI2	0,16	0,19	0,03	0,07	0,18

HUMAN RESOURCES

SAGAT Group workforce

EMPLOYEES BY CONTRACT TYPE AND GENDER							
Type of contract	UNIT	2020			2019		
		Male	Female	Total	Male	Female	TOTAL
Permanent	No.	199	142	341	202	146	348
Fixed-term	No.	9	1	10	19	9	28
Total	No.	208	143	351	221	155	376

Turnover - Incoming

	Hires by gender			TOTAL
	UNIT	Male	Female	
No. hires at 31.12.2020	No.	0	1	1

Turnover - Outgoing

	Departures by gender			TOTAL
	UNIT	Male	Female	
Departures at 31.12.2020	No.	4	4	8

Training - Recipients

Professional category	UNIT	TOTAL HOURS OF TRAINING					
		2020			2019		
		Male	Female	Total	Male	Female	TOTAL
Executives	h	26	6	32	146	38	184
Managers	h	245	182	427	632	511	1,143
White-collar	h	2774	2810	5584	5417	4627	10,044
Blue-collar	h	1757	53	1810	3488	56	3,544
Total	h	4,802	3,051	7,853	9,683	5,232	14,915

Professional category	UNIT	NUMBER OF EMPLOYEES TRAINED					
		2020			2019		
		Male	Female	Total	Male	Female	TOTAL
Executives	No.	5	1	6	4	1	5
Managers	No.	13	14	27	17	16	33
White-collar	No.	97	125	222	73	127	200
Blue-collar	No.	92	4	96	119	4	123
Total	No.	207	144	351	213	148	361

AVERAGE TRAINING HOURS PER EMPLOYEE BY PROFESSIONAL CATEGORY

Category	UNIT	2020			2019		
		Male	Female	TOTAL	Male	Female	TOTAL
Executives	h	5.20	6.00	5.33	36.50	38.00	36.80
Managers	h	18.85	13.00	15.81	37.18	31.94	34.64
White-collar	h	28.60	22.48	25.15	74.21	36.43	50.22
Blue-collar	h	19.10	13.25	18.85	29.31	14.00	28.81
TOTAL	h	23.20	21.19	22.37	45.46	35.35	41.32

Health and safety
OCCUPATIONAL ACCIDENTS

Indicator	UNIT	2020			2019		
		Male	Female	Total	Male	Female	Total
No. of workplace injuries (excluding commute)	n.	0	0	0	2	2	4
of which:							
No. of recordable injuries (without days of absence)	n.	0	0	0	-	-	0
No. of recordable injuries (with days of absence)	n.	0	0	0	2	2	4
of which serious injuries (with serious consequences)	n.	0	0	0	-	-	0
No. of fatal accidents (number of deaths)	n.	0	0	0	-	-	0
No. of accidents during commute	n.	0	0	0	0	4	4
Total hours worked	h	273,632	155,291	428,923	371,226	228,797	600,023
Days of work lost due to recordable injuries with days of absence	days	0	0	0	-	-	0
Days of work lost due to injuries on commute	days	0	0	0	-	-	0
Frequency rate of total workplace injuries	%	0.00	0.00	0.00	5.39	8.74	6.67
Frequency rate of recordable injuries (with days of absence)	%	0.00	0.00	0.00	5.39	-8.74	0.00
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	%	0.00	0.00	0.00	0.00	0.00	0.00

CUSTOMER EXPERIENCE

Perceived quality - Quality Interviews

Interviews	Total no.	Passengers	% of total
2020	488	1,400,808	0.03%
2019	1,249	3,934,089	0.03%

Perceived quality - PRM Interviews

PRM Interviews	Total no.	Passengers	% of total
2020	693	12,944	5.35%
2019	1,807	33,005	5.47%

Quality provided

	2020	2019	Change 2020 VS 2019
Reports	28,929	80,020	-63.85%
Passengers	1,400,808	3,934,089	-64.39%

Quality Plan

		Weighting	Real data - base year 2018	Results - bridge year 2019	2020		Objectives		
					Objectives	Results	2021	2022	2023
1) Quality provided	Perception of passport control waiting time	15	5:05	4:30	5:04	4:10	5:03	5:02	5:01
2) Quality provided	Last baggage return time	5	30:01	25:39	30:00	26:28	29:59	29:58	29:57
3) Quality perceived	Perception of toilet facilities	10	89.8%	94%	90%	97.4%	90.2%	90.4%	90.6%
4) PRM - provided	Disembarkation time, advance notice	10	4:09	5:28	4:08	4:37	4:07	4:06	4:05
5) PRM - perceived	Perception of access to infrastructure	10	93.4%	97.1%	93.6%	97.6%	93.8%	94%	94.2%
6) Quality provided	Check-in waiting time	7	5:04	4:55	5:03	4:36	5:02	5:01	5:00
7) ASQ	Overall satisfaction	15	3.86	3.96	3.87	4.09	3.88	3.89	3.90
8) ASQ	Ground transportation	8	3.56	3.62	3.57	3.36	3.58	3.59	3.60
9) Technical	Usage of Automated Border Control (E-gates)	10	0%	0%	1%	31.21%	2%	3%	4%
10) Technical	Charging stations (TPHP/no.)	10	631.7	384.6	625	335	500	416.7	357.1

Overall satisfaction - Trend by year

2016	2017	2018	2019	2020
3.66	3.73	3.86	3.96	4.09

COMMUNICATION

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

Facebook: 226,035 total interactions and 348 direct messages (social customer care)

Instagram: 11,689 total interactions

PRIVACY

Complaints due to privacy violations or data loss:

Type	UNIT	2020	2019
Outside complaints received and confirmed by the organisation for privacy issues	No.	No cases encountered	No cases encountered
Complaints received from regulatory bodies concerning privacy issues	No.	No cases encountered	No cases encountered
Total cases of leaked, lost, or stolen sensitive customer data encountered	No.	No cases encountered	No cases encountered

ENVIRONMENT

Direct energy consumption

Type	Unit	2020	2019
Natural gas (for heating/systems)	m3	750,963.00	804,355.00
Biogas	m3	0.00	0.00
Diesel fuel (for heating/machinery)	l	108,991.00	99,000.00
Petrol for vehicles	l	458	0.00
Diesel for vehicles	l	37,370.00	47,578.64
Natural gas (for vehicles)	m3	0.00	0.00
LPG (for vehicles)	l	0.00	0.00
LPG (for kitchen)	l	3452.00	2,100.00
Glycol (diluted 50:50)	l	67,804.00	296,738.00
Self-generated electricity	MWh	0.00	0.00
Electricity sold	MWh	0.00	0.00

Indirect energy consumption

Type	Unit	2020	2019
District heating	MWh		0.00
Electricity	MWh	13400.67	17089.12
of which from non-renewable sources	MWh	6,440.90	13,670.3
of which from renewable sources	MWh	6,959.8	3,418.8

CO₂ Emissions

DIRECT (SCOPE 1) GHG EMISSIONS				
Type	UNIT	2020	2019	
Natural gas (for heating/systems)	tCO ₂ e	1415.5	1,573.31	
Biogas	tCO ₂ e			
Diesel fuel (for heating/machinery)	tCO ₂ e	291.7	259.87	
Petrol for vehicles	tCO ₂ e			
Diesel for vehicles	tCO ₂ e	99.5	127.40	
Natural gas (for vehicles)	tCO ₂ e			
LPG (for vehicles)	tCO ₂ e			
LPG (for kitchen)	tCO ₂ e	5.6	3.27	
Glycol (diluted 50:50)	tCO ₂ e	58.9	257.60	
Self-generated electricity	tCO ₂ e			
Electricity sold	tCO ₂ e			
Total	tCO₂e	1871.2	2221.45	

INDIRECT (SCOPE 2) GHG EMISSIONS				
Type	UNIT	2020	2019	
District heating	tCO ₂ e			
Electricity	tCO ₂ e	3812.5	5485.6	
of which from non-renewable sources	tCO ₂ e	3812.5	5,485.60	
of which from renewable sources	tCO ₂ e			
Total	tCO₂e	3812.5	5485.6	

Waste management by type and disposal method

Type	UNIT	2020	2019	
Special hazardous waste recovered	Kg	965	1,815	
Special hazardous waste disposed of	Kg	190	747	
Total hazardous waste	Kg	1,155.00	2,562.00	
Special non-hazardous waste recovered	Kg	19,972.00	157,515	
Special non-hazardous waste disposed of	Kg	1,980.00	18,840	
Total non-hazardous waste	Kg	21,952.00	176,355.00	
Total special waste produced	Kg	23,107.00	178,917.00	

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.

Station code	Station name	Municipality	LVA	LVA	LVA	LVA	LVA	LVA	LVA	LVA	LVA	LVA	LVA
			2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	
LIMF01	Parco Giochi	San Francesco al Campo	57.0	55.5	56.5	54.7	56.2	55.8	55.0	55.0	55.0	53.7	53.3
LIMF02	Cimitero	San Francesco al Campo	60.8	60.3	59.2	58.0	59.4	60.6	60.0	60.4	59.3	58.2	56.9
LIMF03	S. Giacomo	San Francesco al Campo	54.9	54.0	54.4	53.4	55.3	54.2	54.2	54.4	53.5	52.3	52.0
LIMF04	Pozzo Bona	Caselle T.se	48.3	47.4	47.0	47.1	46.5	47.2	48.3	48.3	47.3	45.2	44.3
LIMF05	Nefoipsometro	Caselle T.se	62.3	61.5	62.0	61.8	62.3	62.5	63.9	63.7	62.7	61.5	60.8
LIMF06	Prato Fiera	Caselle T.se	62.6	61.9	61.6	61.1	61.9	62.3	62.6	63.6	61.7	61.1	60.4
LIMF07	Malanghero	San Maurizio C.se	59.4	58.9	59.0	60.7	61.6	60.1	59.2	60.5	58.2	57.1	57.1
LIMF09	Fire brigade	-	49.6	49.8	52.0	44.6	47.1	45.7	-	-	-	-	-
LIMF10	Parco Giochi	San Maurizio C.se	-	-	-	-	-	-	50.8	53.3	52.1	51.8	49.4

Traffic numbers for the same period are shown below.

Movements	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Commercial aviation	43,769	43,649	41,943	33,823	35,131	35,213	37,949	39,725	38,062	34,850	13,958
General aviation	11,071	10,892	9,830	9,823	7,332	9,048	8,548	8,130	7,449	8,804	7,420
Total	54,840	54,541	51,773	43,646	42,463	44,261	46,497	47,855	45,511	43,654	21,378

Traffic broken down by aircraft noise-reduction category is shown below.

AIRCRAFT TYPE	2015	2016	2017	2018	2019	2020
CATEGORY 3	70.50%	71.90%	67.30%	59.30%	63.99%	69.06%
CATEGORY 4	29.50%	28%	32.20%	39.70%	35.02%	29.84%
CATEGORY 5	<0.1%	0.10%	0.50%	0.80%	<0.1%	0%

A single complaint was received in 2020 related to airport noise.

The complaint was filed on January 3 by a resident of San Carlo Canavese, who complained of repeated transits of aircraft over the area that had never happened before.

A consultant analysis of radar data for the days specified in the complaint showed that all commercial aircraft observed standard instrument-take-off procedures from our airport, which do not call for flying over San Carlo Canavese.

However, this area was transited by small, general aviation aircraft that are not believed to have been able to emit noise levels sufficient to disturb residents.

Ultimately, it is assumed that particular, physical conditions of the air (temperature, humidity) can occasionally accentuate the perception of noise from commercial aircraft following standard routes.



11. GRI content index: material topics and impact scope

Material topics	Related GRI Standards	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

12. The 2030 agenda & SDGs – the ONU sustainable development goal

The 2020 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.

For more information, visit: <https://sustainabledevelopment.un.org>

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 threats.

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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