

CORPORATE SOCIAL RESPONSIBILITY REPORT 2021

TORINO
AIRPORT



SAGAT



TORINO
AIRPORT



Contents

| | |
|------------------------|-----|
| Letter to stakeholders | 8 |
| Identity | 10 |
| Company report | 88 |
| Methodological note | 152 |

Contents

1. Letter to stakeholders 8

Identity 10

2. The SAGAT Group - who we are 12

KEY FIGURES 2021

Company profile: 16

-Mission

-Vision

2.1 The Company 34

2.2 Business model 40

2.3 Business landscape and sector challenges 41

2.4 The local community and SAGAT's responses 42

2.5 Stakeholder Map 44

2.6 Materiality analysis and map 46

2.7 Intangible assets 50

3. Corporate business - what we do 58

KEY FIGURES 2021

3.1 Flight and traffic network 60

3.2 Handling 66

3.3 Non-Aviation 67

3.4 Infrastructure 68

3.5 Accessibility 69

3.6 Security 70

3.7 Safety 71

3.8 Environment - Green Airport 76

3.9 Legality and transparency 77

3.10 Investments 85

Company report 88

4. Human resources 90

KEY FIGURES 2021

4.1 Corporate climate and engagement 92

4.2 Development of human capital 96

4.3 Health and Safety 98

4.4 Labour/Management Relations 102

5. The customer experience 104

KEY FIGURES 2021

5.1 Passenger profile 106

5.2 Passenger experience: quality 108

5.3 Digital Airport 112

6. Creating value 114

KEY FIGURES 2021

6.1 Operating overview and contributions to the local economy 116

6.2 ACI Impact Calculator 128

7. Relations with the local area 130

KEY FIGURES 2021

7.1 Supporting the local area and non-profit initiatives 132

7.2 Involvement in other organisations 134

8. Respecting the environment 136

KEY FIGURES 2021

| | |
|---|-----|
| 8.1 Torino Green Airport | 138 |
| 8.2 Direct environmental impacts: Water - Waste - Emissions | 144 |
| 8.3 Airport noise | 148 |
| 8.4 Environmental protection plan | 150 |

Methodological Note 152

9. Methodological Note 154

10. Data and tables 158

| | |
|---|-----|
| Traffic and network development | 158 |
| Traffic | |
| Airlines | |
| Destinations | |
| Handling | 161 |
| Safety | 162 |
| Safety Management System Indicators | |
| Human resources | 163 |
| SAGAT Group workforce | |
| Exact headcount at December 31, 2021 | |
| Turnover - incoming | |
| Turnover - outgoing | |
| Training - recipients | |
| Health and safety - work-related injuries | |

| | |
|----------------------------|-----|
| Customer Experience | 168 |
| Quality perceived | |
| Quality provided | |
| Quality Plan | |
| Overall Satisfaction Index | |
| Communication | 170 |
| Privacy | 170 |
| Environment | 171 |
| Energy consumption | |
| CO ₂ emissions | |
| Waste management | |
| Airport noise | |

11. GRI content index: material topics and impact scope 177

12. The 2030 agenda and SDGs - the ONU sustainable development goals 178

13. Glossary 179

1.

Letter to stakeholders

Dear Stakeholders,

Despite being severely affected by the COVID-19 pandemic, in 2021 the SAGAT Group gave further impetus to strategic areas, namely: environmental and social sustainability, innovation, quality, and safety.

With the intention of contributing to the United Nations' Sustainable Development Goals, in 2021, we developed the Torino Green Airport project as a means of combining all of the actions we intend to take to turn our commitment to the NetZero2050 resolution into a reality. We must embark on this journey following a pre-defined and shared roadmap, which is why we report publicly on our projects and achievements.

Aware that we can only pursue our sustainability goals if we work together, we have forged strategic partnerships with leading Italian and EU institutions and companies. We have also joined the EU H2020 TULIPS consortium, which comprises 29 entities, including airports, airlines, universities, research institutes, and industrial entities. In addition, we have launched a project to create a 1.2 MW hydrogen-ready co-generation fuel cell, which will be the first of its kind and size in Italy. The fuel cell will be powered by varying percentages of hydrogen blended with natural gas to co-generate electricity and heat.

We have also given strong impetus to the social role played by Turin Airport by meeting the mobility needs of people and organisations and contributing to the development of communities and the local area. Airport connectivity has improved since November 2021, thanks specifically to the opening of a new Ryanair hub, which has introduced 19 new routes, including 17 international ones.

We have also helped tackle the health emergency by making our Ski Terminal available to the local health authority for use as a vaccination hub for the surrounding area. Opened in April 2021, the hub has since administered more than 113,000 vaccine doses, including to airport staff, many of whom were given early access to the vaccine. The protection offered by the vaccine represents a concrete means of allowing citizens to return to normal.

We have always paid close attention to health and safety and have successfully renewed our ACI Europe Airport Health Accreditation certification for protecting passenger safety. We have also renewed our TÜV Italia Hygiene Synopsis certification for the protection measures we have introduced for workers. In addition, we always listen to the needs of our passengers and were awarded ACI World's Voice of the Customer again in 2021.

At governance level, we have established a Sustainability Committee tasked with involving the entire Company in the achievement of sustainability objectives and integrating sustainable development policies into business strategies.

Despite the general economic downturn, which also affected Company profitability, we believe the actions and investments we have made to increase passenger numbers will allow us to achieve our sustainability objectives for the environment and community, in the hope of increasingly involving our business partners. Because sustainability is a journey we must take together.

Andrea Andorno
CEO of 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 2021



QUALITY PERCEIVED BY PASSENGERS



- > The SAGAT Group's **Quality Management System** is certified according to the ISO 9001:2015 standards (renewed in December 2021)
- > 2021 Airport Service Quality Index: **4.06** (general satisfaction index measured through self-completed passenger questionnaires on a scale from 1 to 5), according to the ACI international benchmarking programme
- > Overall assessment (interviews as per ENAC regulations) for 2021: 100%, according to the quality monitoring system, which is based on the methods outlined in ENAC Memoranda GEN-06 and GEN-02B
- > Customer Experience Accreditation - **Level 1** (renewed in May 2021)
- > Renewal of **“The Voice of the Customer”** award, which is given by ACI to airports that continued to prioritise passengers in 2021, endeavouring to gather feedback through ASQ despite the ongoing pandemic (valid until February 2022 for activities carried out in 2021).

HUMAN RESOURCES



| | 2021 |
|----------------------------|--------|
| SAGAT Group employees 2021 | 391 |
| - temporary | 14.58% |
| - percentage female | 40.15% |
| - percentage male | 59.85% |

Group figures at December 31, 2021

ECONOMIC IMPACT



Total investments in 2021
Euro 5,084,000
in infrastructural and plant engineering works

Economic value generated in 2021
Euro 40,497,000

Economic value distributed in 2021
Euro 42,041,000

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); **ISO 50001:2018** energy certification.
- > Level 2 (Reduction) accreditation as part of the international **Airport Carbon Accreditation** programme.
- > Member of ACI Europe's **NetZero 2050** programme.
- > Launch of the **Torino Green Airport** environmental sustainability project.
- > Partnership with the EU consortium TULIPS, which seeks to develop innovative ways to facilitate the transition to low-emission mobility, thus improving the overall sustainability of airports.

15

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 mission

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

The SAGAT Group has devoted its attention to **ESG topics** for some years now:

- this **Social Responsibility Report** is now in its eighth edition;
- in 2021, **environmental sustainability became the focus of the Company's new Torino Green Airport project**, which also foresaw the provision of training sessions to SAGAT's front lines and the creation of dedicated communication campaigns;
- in 2021, three people from the communications division were **trained in corporate sustainability strategy and management**;
- ESG topics were **discussed by the Board of Directors six times** in 2021.

We intend to organise the methods we have employed to **listen** to our stakeholders, the **actions** we have taken thus far, and the way we report on our results, while nevertheless taking the **UN's Sustainable Development Goals** and our stakeholder map into consideration, in addition to:

- defining **short-term** objectives (2022-2024);
- defining **medium-to-long-term** objectives and ambitions (2030).

However, given the effects of the ongoing COVID-19 pandemic in 2021, it no longer suffices to focus exclusively on environmental impacts. It is time for the airport industry to address all aspects of environmental, social and economic sustainability in a comprehensive and collaborative manner.

Sustainability context

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

This will generate value for the local area in terms of direct impact, indirect impact, induced impact and catalytic impact. This distinction is outlined by the ACI association (of which SAGAT is a member)

and helps the Group assess its economic impact on the local area in proportion to the number of passengers it handles and the number of people it employs.

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

Finally, the SAGAT Group's primary objective with regard to **social issues** is to consolidate and develop relations with local public and private institutions, 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.

The SAGAT Group's commitment: the Sustainability Committee

The SAGAT Group established a **Sustainability Committee** in 2021 to get the entire Company

involved in the achievement of its sustainability objectives, and to integrate sustainable development policies into its business strategies. The Committee is tasked with assisting Senior Management with its sustainability-related consultation and proposal duties.

Specifically, the Committee is assigned the following tasks:

- analysing potential scenarios that represent opportunities and create long-term value for stakeholders:
 - ethics;
 - environmental protection, paying particular attention to the climate crisis;
 - social and economic development of the local areas in which the Company operates;
 - protecting human rights;
 - deriving value from differences and the equal treatment of people;
- suggesting a layout for the annual sustainability report and its contents; analysing the completeness and transparency of stakeholder communications;
- recommending objectives, targets, and deadlines for the Sustainability Plan;
- monitoring achievement of the sustainability mission and recommending actions to determine the value generated by the Company for its stakeholders, including as part of its stakeholder

engagement activities, thus contributing to the definition and adoption of a measurement model;

- monitoring updates to legal provisions and best practices, including those of international scope, paying particular attention to the reference sector;
- making proposals to Senior Management based on a comparison of the Company's Ethics Code with regulations and best practices, including those of international scope.

Composition and frequency of duties:

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

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

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

Two members of the Committee directly report to the Chief Executive Officer, while three other

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

The SAGAT Group and the United Nations' SDGs

The SAGAT Group projects and activities implemented in 2021 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 in full safety while respecting the environmental sustainability of resources and making efficient use of them.

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

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

12. Responsible consumption and production:

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

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

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

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

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



TARGETS DEEMED RELEVANT TO SAGAT GROUP OPERATIONS

In 2021, we updated our practices in line with the UN SDGs, thanks in part to the ESG analysis carried out by the consultancy companies commissioned by our shareholders.

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



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

As part of its human resources development strategy, SAGAT has a policy in place to ensure the effective participation of women, from operations to senior management activities.

Women comprise 40.15% of the SAGAT Group's workforce, including the Group's Chairperson; they represent 37% of senior management.



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

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

In 2021, works were completed to monitor rainwater and surface water, upgrade containing basins for non-hydrocarbon liquids, implement measures to prevent the dispersion of these liquids into the soil.



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

In 2021, the Group purchased 100% of its electricity from renewable sources (certificates of origin - GO).



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

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

The economic value distributed to the community by the SAGAT Group amounted to Euro 42,041 thousand in 2021, +11.56% on 2020 (Euro 37,683 thousand).

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

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.

Occupational Health and Safety topics are regularly discussed at Safety Board meetings and at HSE Management System update meetings.

In 2021, the Group conducted an employee survey on its corporate environment. SAGAT achieved a 90% satisfaction score for the measures introduced to guarantee the health and safety of employees during the pandemic and an 87% satisfaction score for the economic benefits it provides. The Group achieved an overall professional experience score of 7.55 out of 10.



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 2021, the Group continued to invest in eco-efficiency, despite the ongoing pandemic, launching an environmental sustainability project entitled Torino Green Airport.



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

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

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

4.35% of the Group's workforce is represented by employees with disabilities 2.35 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 2021, the parking area dedicated to fuel-based and electric car sharing schemes (which are very sustainable) was expanded.

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.

As a result of careful long-term worksite planning, Torino Airport has adopted methodologies which allow the extensive reuse of materials following demolition, thereby minimising the amount of waste leaving the airport grounds.



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.

15 acres of green areas have been dedicated to growing chamomile since autumn 2021, as it promotes biodiversity (since it is bee-friendly) and does not attract bird-life. All other organic matter collected is used by a specialised company to produce biogas.

SAGAT is currently evaluating the feasibility of using the biogas produced on site to serve airport infrastructure.



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 receiving training on ethical topics >> Ethics Code and Code of Conduct.



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

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

In addition, a Sustainability Committee was established in 2021 and ESG topics were discussed by the Board six times during the year.



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**

CHARACTERISTICS

| | |
|-------------------------|-----------------------------|
| Runway length | 3,300 metres |
| Passenger terminal area | 57,000 m² |
| 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 11 years |
| Fire-fighting service | Intervention capacity up to the highest ICAO category |



THE ENAC CONVENTION THE TARIFF DETERMINATION PROCESS AND THE REGULATORY AGREEMENT

The ENAC Convention

On October 8, 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 Convention in addition, at introduction No. 22, establishes that *“where SAGAT - close to the conclusion of the current extension permitted under special Law No. 187/1992 until August 3, 2035 - requires an extension of the duration of the full management of Turin Airport for an additional 20 years, ENAC, on presentation of a programme of measures by the concession holder, and having given its approval, following the completion of the required preliminary formalities, will permit an extension to the full management for a period of an additional twenty years”*.

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 tariff determination process

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

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

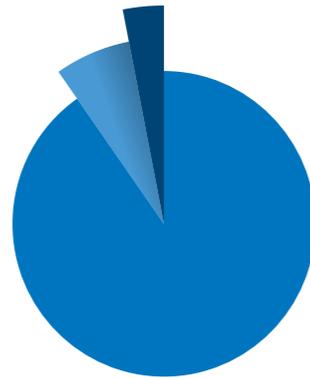
According to the Tariff Model, in 2021 the Company drew up the “Annual Disclosure Document” to provide the User with appropriate updates on the elements considered to update the airport fee levels for 2022. This Document was made available to the User through publication on October 1, 2021 on the Turin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

2.1 The Company

Shareholder structure (at December 31, 2021)

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%

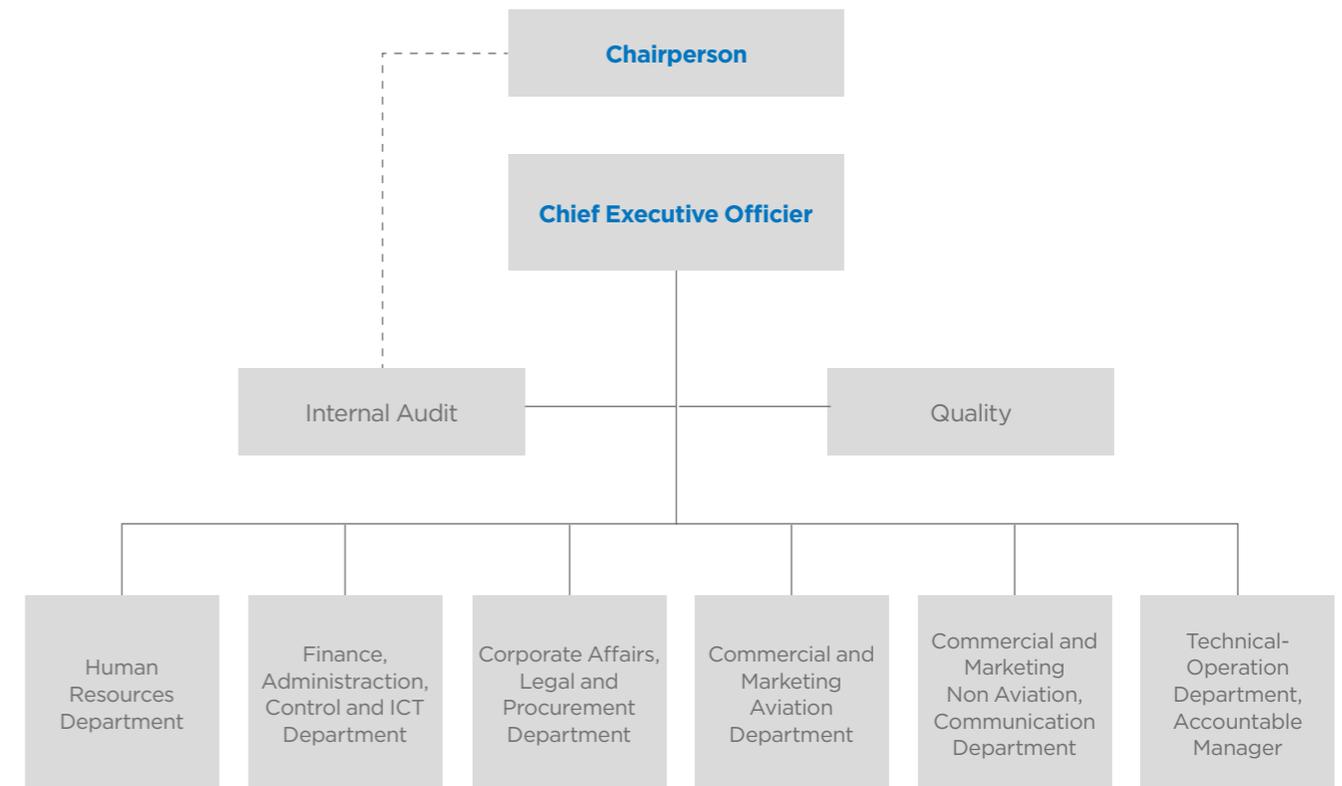


2i Aeroporti S.p.A. has been the majority shareholder of SAGAT since January 2013. As a result, the Company is subject to the management and coordination of 2i Aeroporti S.p.A.

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



SAGAT S.p.A. Organisation Chart at December 31, 2021



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, 2021:

BOARD OF DIRECTORS

| | |
|---------------------------------|-------------------------|
| Elisabetta OLIVERI | Chairwoman |
| 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 | Chairman |
| Piera BRAJA | Statutory Auditor |
| Ernesto CARRERA | Statutory Auditor |
| Lorenzo GINISIO | Statutory Auditor |
| Egidio RANGONE | Statutory Auditor |
| Edoardo ASCHIERI | Alternate Auditor |
| Maddalena COSTA | Alternate Auditor |

THE SECRETARY

Pietro Paolo PAPALE



Supervisory Board

At December 31, 2021, the SAGAT Group's two supervisory boards were composed as follows:

- SAGAT S.p.A Supervisory Board: Devis Bono (Chairperson), Lorenzo Ginisio, Michele Barbero;
- SAGAT Handling S.p.A Supervisory Board: Paolo 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. These committees and working Groups meet on a regular basis or whenever deemed necessary to perform the duties assigned to them under the coordination of a representative who organises internal activities and defines tasks with the help of participants. The committees and the working Groups also perform their duties, when useful, opportune, or necessary from a Group perspective, thus assuming an inter-company organisational and participatory role, without taking account of the service elements in place between the companies.

As of December 31, 2021, the following committees and working groups were in place:

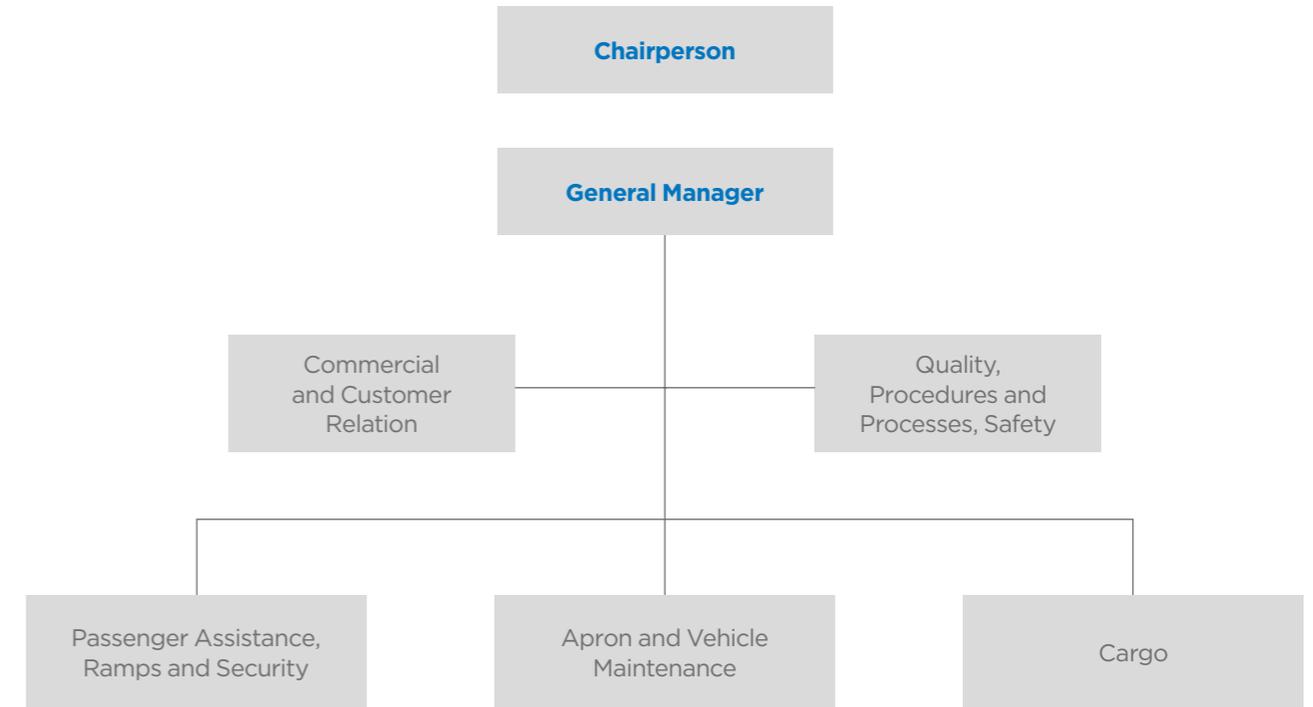
- Management Committee;
- Credit Recovery Committee;
- Sustainability Committee;
- Privacy Committee;
- Energy Management Committee;
- Procurement Plan Committee;
- Quality Committee;
- Safety, Work and Environment Committee;

- Aviation Commercial Development Committee;
- Mobility Management Working Group;
- Innovation Team Working Group;
- New Intranet Platform Working Group;
- Corporate Audits Working Group;
- Administrative Procedures Working Group.

The following working groups were created to tackle the COVID-19 pandemic in 2020, concluding their operational activities at the end of the state of emergency on March 31, 2022:

- 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, 2021



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 2021, environmental sustainability became the focus of the Torino Green Airport project.

SECTOR CHALLENGES

Health risks.

Response: Protection of the health of passengers and workers continued to be a key issue in 2021. As such, investment in equipment and technology, combined with organisational measures, allowed the Group to quickly respond to emerging needs, providing airport users with an adequate level of service despite the considerable restrictions.

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 2021, in spite of the pandemic, and had its 'Voice of the Customer' accreditation renewed by ACI Europe as a result.

SECTOR CHALLENGES

Continuous innovation.

Response: In 2021, SAGAT continued to promote a culture of innovation by actively involving 28 innovation agents using a bottom-up methodological approach. In 2021, innovations mainly focused on preventing the spread of COVID-19 and identifying environmentally sustainable services.

2.4 The local community and SAGAT's responses

NEEDS OF THE LOCAL AREA

Medical assistance during the pandemic.

Response: As an extraordinary measure, the SAGAT Group made its infrastructure (Ski Terminal) and organisational capacity available by hosting a vaccination hub for local citizens, thus contributing to the protection of the local population, which was an essential pre-requisite for the return to normality.

NEEDS OF THE LOCAL AREA

Support for the community.

Response: The SAGAT Group sought to help the tourism economy recover by sponsoring bids to host important events due to take place in the local area in the coming years and by supporting social inclusion events such as the Special Olympic Games dedicated to athletes with cognitive disabilities, who the airport welcomed free of charge.

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. The opening of a new Ryanair base in November 2021 greatly boosted airport operations. At the beginning of the winter season, the new hub began operating flights to 19 new destinations, 17 of which are international, with plans to expand further in the 2022 summer season.



2.5 Stakeholder map



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



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

2.6 Materiality map and analysis

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

Passengers:

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

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

Human resources:

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

Shareholders:

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

Airport community:

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

Local communities of reference:

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

Materiality map



STAKEHOLDER

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

2.7 Intangible assets

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

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

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

recorded in its mandatory financial statements, thus allowing them to better understand and assess SAGAT's growth, efficiency and stability.

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

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

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

| SYMBOL | TYPE |
|---|------------------------|
|  | Human capital |
|  | Relational capital |
|  | Organisational capital |

2.7.1 Human capital

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

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

Human capital Table illustrating indicators



| INDICATOR | DESCRIPTION | REF. PAGE |
|-------------------------------------|--|------------------------|
| Breakdown of personnel | Number and percentage of employees broken down by category, contract type and qualifications | 15, 90, 163 |
| Distribution of personnel by gender | Percentage of men and women in the workforce | 15, 90, 95, 163 |
| Average employee age | Average employee age Largest employee age band | 95, 164 |
| Recipients of training | Number and percentage of employees who have benefited from training initiatives | 90, 96-97, 99, 165-166 |
| Employee benefits | Number of people who have received expense reimbursements for day care, childcare packages, and summer camps | 93 |

2.7.2 Relational capital

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

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

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

Relational capital Table illustrating indicators



| INDICATOR | DESCRIPTION | REF. PAGE |
|--|---|-----------------------------|
| Institutional map of relations | A summary of our relations with stakeholders, based on levels of efficiency and effectiveness | 45-49, 102-103, 110 |
| Disclosure initiatives | Roundtables, workshops, conferences, seminars, meetings, etc. | 45-47, 99-100, 132-135, 148 |
| Media relations | Communication events and promotional campaigns | 45-47, 113, 133 |
| Events in collaboration with external partners | Events planned and/or organised in collaboration with external partners | 45, 47, 111-112, 132-135 |

Relational capital
Table illustrating indicators


| INDICATOR | DESCRIPTION | REF. PAGE |
|---|---|--------------------------|
| Customers/users | | |
| Trend of the number of users/ customers | Number of passengers and airlines | 14, 61-65, 158-161 |
| 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, 108-111, 168-170 |
| Complaints | Number of formal customer/user complaints | 111, 176 |
| Public institutions and entities | | |
| Compliance with regulations | Compliance procedures | 32-33, 70-72, 77-84, 170 |
| Projects with the public sector | Joint projects with government bodies and the public sector | 74-75, 149 |

Relational capital
Table illustrating indicators


| INDICATOR | DESCRIPTION | REF. PAGE |
|---|---|----------------------|
| Suppliers and financial institutions | | |
| Relationships with suppliers | Supplier selection methods | 78-80 |
| Payment times | Average duration of trade payables | 80 |
| Local fallout | Impact of suppliers on the local area | 122-126 |
| Environment | | |
| Protecting animals | Birdstrike Risk Index 2 | 72-74, 140, 144, 162 |
| Noise impact | LVA parameter Noise reduction procedures | 148-149, 174-176 |
| Electricity | TEP by energy source | 138-146, 171-173 |
| Water resources | Drinkable water consumption | 145-146 |
| Municipal waste | Waste collected at the airport Volumes of unsorted waste | 144, 173 |
| The community | | |
| Charitable donations | Charity partnerships | 132-135 |
| Figures invested in infrastructure | Investments and depreciation of assets for environmental purposes | 15, 85-87 |

2.7.3 Organisational capital

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

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

Organisational capital
Table illustrating indicators



| INDICATOR | DESCRIPTION | REF. PAGE |
|---|---|-----------|
| Electronic communication | Number of newsletter subscribers Number of followers on social media | 105 |
| Working agreements with other organisations | Working agreements signed with other organisations | 132-135 |
| Conventions | Active conventions | 94 |
| Digital Transformation | Innovative tools to improve the customer experience and continuously innovate the organisation’s work processes | 112-113 |



3. Corporate Business, what we do

Key Figures 2021



TOP 5 DOMESTIC DESTINATIONS BY NO. OF PASSENGERS:

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



TOP 5 INTERNATIONAL DESTINATIONS BY NO. OF PASSENGERS:

- 1st London;
- 2nd Barcelona;
- 3rd Amsterdam;
- 4th Madrid;
- 5th Paris.



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 economic and social history, and the tourism industry – rebounded in 2021 thanks to the gradual easing of travel restrictions. In 2021, Turin Airport transported 2,066,106 passengers, reporting an increase in traffic of 658,734 passengers, or +46.8% on 2020 and -47.7% on 2019 (before the pandemic).

| Passengers | 2021 | 2020 | 2019 | CHANGE on 2020 | % | CHANGE on 2019 | % |
|---------------------------|------------------|------------------|------------------|----------------|--------------|-------------------|---------------|
| Domestic (scheduled) | 1,483,713 | 880,284 | 1,900,013 | 603,429 | 68.5% | -416,300 | -21.9% |
| International (scheduled) | 558,454 | 451,317 | 1,907,891 | 107,137 | 23.7% | -1,349,437 | -70.7% |
| Total scheduled | 2,042,167 | 1,331,601 | 3,807,904 | 710,566 | 53.4% | -1,765,737 | -46.4% |
| Charter | 15,642 | 69,207 | 126,185 | -53,565 | -77.4% | -110,543 | -87.6% |
| General Aviation | 5,831 | 4,731 | 8,719 | 1,100 | 23.3% | -2,888 | -33.1% |
| Transits | 2,466 | 1,833 | 9,350 | 633 | 34.5% | -6,884 | -73.6% |
| Total | 2,066,106 | 1,407,372 | 3,952,158 | 658,734 | 46.8% | -1,886,052 | -47.7% |

We note the significant recovery of the domestic segment, which reported 1.4 million passengers in 2021 (+68.5% on 2020 and -21.9% on 2019). This segment primarily relies on routes to southern Italy and the Italian islands and was particularly lively during the peak summer period. The Airport recorded its best ever traffic volumes in August 2021, thanks to a surge in travel demand.

The international scheduled segment recorded 558,000 passengers in 2021, up 23.7% on 2020 but down 70.7% on 2019. The gap in international traffic compared to the pre-pandemic era shrank significantly in the last two months of 2021. At the

start of the 2021-22 winter season in November, the new Ryanair base brought two aircraft into operation at Turin Airport and began operating flights to 19 new destinations, 17 of which are international. In addition, snow traffic from Northern Europe, the Republic of Ireland, and Great Britain also recovered.

The combination of these factors allowed Turin Airport to rank as one the top European regional airports in December 2021 in terms of air traffic recovery, with overall volumes recovering 86.4% compared to December 2019.



New routes

In 2021, nine out of ten of the busiest routes were domestic due to several network changes and the ongoing difficulties caused by the pandemic, which continued to limit travel to and from many foreign countries.

Before the summer season, new domestic flights were launched to destinations that were already served by other airlines; these include Blue Air and Wizz Air flights to Palermo, Blue Air and easyJet flights to Olbia, Ryanair flights to Cagliari, Lamezia Terme, and Naples, and a Wizz Air flight to Bari. Blue Air also launched a new flight to Reggio Calabria, while Ryanair launched a connection to Pescara. In terms of additional flights for summer 2021, practically all Southern Italian and islands destinations added significant numbers of flights. Finally, Ryanair launched a new flight to Trapani during the winter season.

In the international segment, Binter made its debut on the Italian market at Turin Airport during the summer season, operating a new flight to Gran Canaria. In addition, new connections to Greece and the Balearic Islands were established through Volotea flights to Mykonos and Menorca and Ryanair flights to Chania (Crete), Corfù, Rhodes, and Palma de Mallorca. Finally, new connections to Eastern Europe were established thanks to a Ryanair flight to Lviv (Ukraine) and a new Wizz Air connection to Bacau in Romania.

The most major development in 2021 involved the opening of a Ryanair base in the winter season. This new base is equipped with two aircraft serving a total of 33 routes, including new international routes to Birmingham, Budapest, Krakow, Copenhagen, Edinburgh, Kyiv, Lanzarote, London Luton, Madrid, Malaga, Marrakech, Paris Beauvais, Shannon, Seville, and Tel Aviv. Finally, we note that Vueling began operating a new flight to Paris Orly on November 2, 2021.



Destinations

2021 saw a significant increase in traffic to Southern Italy, thanks to the growing investments made by airlines, including on routes already served. This move has resulted in better price offers and flight availability, to the benefit of passengers. Rome, which had always been the busiest route, slipped to sixth in the rankings in 2021.

| DESTINATIONS-SCHEDULED | PASSENGERS | | | | | | | |
|----------------------------------|------------------|------------------|------------------|---------------|----------------|----------------|-------------------|---------------|
| | 2021 | 2020 | 2019 | % of total | Change on 2020 | Change on 2019 | | |
| Catania | 315,613 | 166,348 | 298,710 | 15.45% | 149,265 | 89.7% | 16,903 | 5.7% |
| Palermo | 231,956 | 135,736 | 275,475 | 11.36% | 96,220 | 70.9% | -43,519 | -15.8% |
| Naples | 175,192 | 116,670 | 267,622 | 8.58% | 58,522 | 50.2% | -92,430 | -34.5% |
| Bari | 174,900 | 73,594 | 168,904 | 8.56% | 101,306 | 137.7% | 5,996 | 3.5% |
| Lamezia Terme | 139,669 | 71,615 | 107,945 | 6.84% | 68,054 | 95% | 31,724 | 29.4% |
| Roma Fiumicino | 121,838 | 143,646 | 485,391 | 5.97% | -21,808 | -15.2% | -363,553 | -74.9% |
| Cagliari | 102,739 | 64,945 | 91,307 | 5.03% | 37,794 | 58.2% | 11,432 | 12.5% |
| Olbia | 81,149 | 38,668 | 41,484 | 3.97% | 42,481 | 109.9% | 39,665 | 95.6% |
| Brindisi | 64,833 | 35,153 | 90,272 | 3.17% | 29,680 | 84.4% | -25,439 | -28.2% |
| London | 45,853 | 110,736 | 333,915 | 2.25% | -64,883 | -58.6% | -288,062 | -86.3% |
| Total top 10 destinations | 1,453,742 | 957,111 | 2,161,025 | 71.19% | 496,631 | 51.9% | -707,283 | -32.7% |
| Other locations | 588,425 | 374,490 | 1,646,879 | 28.81% | 213,935 | 57.1% | -1,058,454 | -64.3% |
| Total | 2,042,167 | 1,331,601 | 3,807,904 | 100% | 710,566 | 53.4% | -1,765,737 | -46.4% |

Airlines

The main **scheduled carriers** operating in 2021 at our Airport and the respective numbers of passengers carried are presented below:

| Carrier - Scheduled | PASSENGERS | | | | | | | |
|------------------------------|------------------|------------------|------------------|--------------|----------------|----------------|-------------------|---------------|
| | 2021 | 2020 | 2019 | % of total | Change on 2020 | Change on 2019 | | |
| Ryanair | 875,346 | 365,145 | 1,004,525 | 42.9% | 510,201 | 139.7% | -129,179 | -12.9% |
| Blue Air | 282,817 | 209,293 | 569,185 | 13.8% | 73,524 | 35.1% | -286,368 | -50.3% |
| Volotea | 267,716 | 233,567 | 256,803 | 13.1% | 34,149 | 14.6% | 10,913 | 4.2% |
| Wizz Air | 236,700 | 36,465 | 75,862 | 11.6% | 200,235 | 549.1% | 160,838 | 212% |
| Alitalia | 121,857 | 143,646 | 476,663 | 6% | -21,789 | -15.2% | -354,806 | -74.4% |
| Easyjet | 54,050 | 71,493 | 169,883 | 2.6% | -17,443 | -24.4% | -115,833 | -68.2% |
| Lufthansa group | 54,020 | 66,745 | 384,568 | 2.6% | -12,725 | -19.1% | -330,548 | -86% |
| Klm | 41,125 | 28,375 | 110,637 | 2% | 12,750 | 44.9% | -69,512 | -62.8% |
| Airnostrum | 33,541 | 20,603 | 113,063 | 1.6% | 12,938 | 62.8% | -79,522 | -70.3% |
| Air France | 32,300 | 28,862 | 169,207 | 1.6% | 3,438 | 11.9% | -136,907 | -80.9% |
| Total top 10 airlines | 1,999,472 | 1,204,194 | 3,330,396 | 97.9% | 795,278 | 66% | -1,330,924 | -40% |
| Other airlines | 42,695 | 127,407 | 477,508 | 2.1% | -84,712 | -66.5% | -434,813 | -91.1% |
| Total | 2,042,167 | 1,331,601 | 3,807,904 | 100% | 710,566 | 53.4% | -1,765,737 | -46.4% |

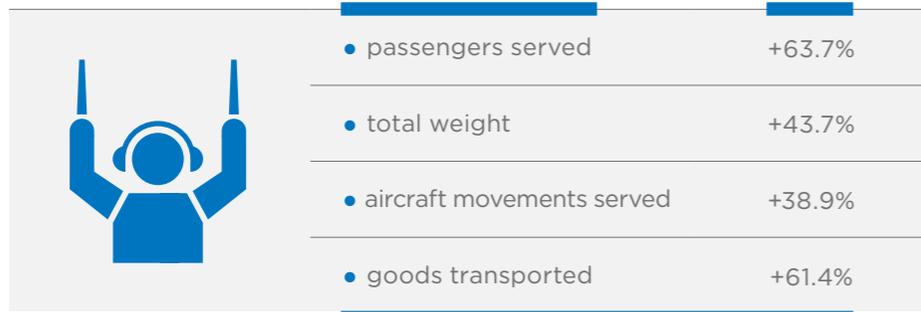
Ryanair is still the leading carrier at Turin Airport and grew by 139.7% on 2020 thanks to the opening of a new hub. It now occupies 42.9% of the market at Turin Airport (compared to 27.4% in 2020). Wizz Air also performed very well, growing 549.1% in 2021 compared to 2020 and moving up the rankings from eighth to fourth place. The airline owes its growth to the expansion of its domestic flight network. Blue Air and Volotea rank in second and third place respectively and reported very similar traffic levels; they also expanded their domestic network during the year.

Low cost traffic accounted for 83.9% of total passenger traffic in 2021. The percentage increase compared to previous years (68.6% in 2020 and 57.3% 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 88.9% of commercial aviation passengers (up from 79.8% in 2020), and 83.3% of aircraft movements (up from 76.1% in 2020).

These items pertain to SAGAT Handling’s business in 2021 compared to 2020:



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

3.3 Non-aviation

Due to the ongoing pandemic, SAGAT made the utmost effort to communicate with all partners in order to define sustainable temporary agreements, which kept commercial activities at the airport fully operative.

In the first half of the year, the flexibility of opening hours in line with flight operations and the management of retail outlets (including through product lines) made it possible to provide the general public with a consistent service in compliance with safety regulations. In the second half of the year, several points of sale upgraded their product offers to include safety devices for travel, in accordance with current regulations.

During 2021, the new Food Court in the departure lounge was completed and two new restaurants, Terre di Baladin and Bufala, were opened.

January 2021 saw the opening of Panella Bar (complete with outdoor terrace) in the check-in area, plus an adjacent market Viaggi Essentials retail outlet.

3.4 Infrastructure

During 2021, Turin Airport's infrastructure was reorganised and remodelled in compliance with national and international regulations owing to the pandemic. This involved reorganising the flows of arriving and departing passengers in the Passenger Terminal to ensure Green Passes and other travel documents required for international travel could be checked, depending on the country of destination or arrival.

The main pandemic-related prevention measures implemented by the SAGAT Group included:

- the construction of a new stand for foot boarding, in addition to the two stands brought into operation in 2020;
- the installation of thermometers to take the temperature of passengers and personnel;
- the installation of plexiglass barriers at airport operator workstations;
- the placement of stickers to distance passengers
- the installation of hand gel dispensers;
- the reconfiguration of boarding areas near the gates.

Finally, SAGAT took advantage of the drop in air traffic due to the pandemic to upgrade its X-ray equipment to screen checked baggage (Standard 3 EDS devices) and to modify the automated baggage handling system (BHS) that sorts outbound baggage.



3.5 Accessibility

Turin Airport has train and bus links, and its car sharing service was upgraded in 2021.



Snow

After being suspended for a year due to the pandemic, shuttle services to Aosta Valley were reactivated to coincide with the start of the winter ski season, in addition to the usual transport connections to the valleys of Piedmont.



Transport links with Turin city centre

Despite the ongoing pandemic, the local bus service to the city centre continued to run, despite operations being scaled back due to the drop in passenger traffic.

Work is currently underway to connect the airport rail link to Turin's city rail link and will continue until Turin Airport's rail network is fully integrated with the public rail network. Airport services are expected to run to Turin's central stations from late 2023.

P Parking

The car parks at Turin Airport constitute some of its most heavily used infrastructure. In 2021, SAGAT continued to invest in its car parks to make them more user-friendly. Upgrades included the installation of license plate scanners in all airport car parks and the provision of a manned Information Office offering assistance, with maximum hourly coverage in line with arriving and departing flights.

Car Sharing

In 2021, a dedicated car sharing car park was opened and the number of providers of traditional and electric cars is constantly being expanded. The new car park is strategically located in close proximity to the Passenger Terminal, making it more user-friendly for individuals who choose to travel sustainably.

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 regulation.

In mid-2021, all checked baggage screening equipment was replaced with state-of-the-art X-ray machines that are integrated with the baggage handling system.

3.7 Safety

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



Challenges and commitments

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

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

All company managers tasked with managing

and organising services are required to actively promote safety and to demonstrate their commitment to implementing the Group's safety policy and to meeting its safety objectives. SAGAT has devised a Safety Management System (SMS) to reach its safety targets and to manage safety in airport operations, with the primary aim of preventing accidents and incidents.



The Airport Operational Management System

The primary purpose of the Safety Management System (SMS) is to ensure that airport operations are carried out in conditions of established safety, periodically assessing its efficacy to correct any deviations and pursue ongoing improvements.

The SMS has become an integral part of the airport's operational management system,

alongside its compliance monitoring process, which more specifically ensures ongoing compliance with national and international regulations and industry standards.

Through reviewing performances, reports, auditing and monitoring programmes, accidents recorded internationally, in addition to the relative literature, the applicable safety standards are constantly assessed, with dangers identified and risk mitigation systems drawn up, identifying also possible areas for improvement.

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



Falconry

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

To deal with this phenomenon, SAGAT monitors the airport grounds on a daily basis, paying particular

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

The Bird Control Unit (BCU) is tasked with these operations and is appointed and coordinated by the Airport Accessibility Service, with the help of a falconry service outsourced to an external company.

The manoeuvring area is checked throughout the day and whenever requested by the airport authorities responsible for flight safety.

Additional checks are performed if 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 was performed at Turin Airport every year between 2009 and 2019 and involves all entities with a role to play in rescue or relief operations: the Fire Brigade, 118, the State Police, the Finance Police, the Carabinieri, Local Police from the surrounding municipalities, the Airport First Aid Team, the Italian Red Cross, the ASLO4 Forensic Medicine Unit, ENAV, ENAC and – on a rotating basis – other individuals operating at the airport, such as airlines and handlers. Since 2020, drills have been planned by the operator in accordance with EASA AMC1 ADR.OPS.B.005 (c) “Aerodrome emergency planning,” based on the needs identified during drills or following an alert, emergency, or incident; a full-scale drill takes place a minimum of every two years.



3.8 Environment - 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.

In 2021, the 'Torino Green Airport' initiative was presented to stakeholders and the general public; it groups together all of the airport's past, present, and future environmental sustainability projects under one initiative.

'Torino Green Airport' represents a strategic driver in Turin Airport's development and confirms the SAGAT Group's commitment to protecting the environment and the fight against climate change.

As a result, the 'Torino Green Airport' path to environmental sustainability has been developed with a precise strategy in mind. It intends to involve SAGAT Group employees, the entire

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

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

3.9 Legality and transparency

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



Audits

The Company's accounts are audited by an independent auditing firm belonging to the Ministry of Justice register. In 2021, the independent audit firm was EY.

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



The internal control system

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

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

- SAGAT's internal organisation and the related set of powers and proxies;
- information systems;



Organisation, Management and Control Model

SAGAT is fully aware of the need for fairness and transparency in the performance of company activities, in line with the expectations of its shareholders. It also appreciates the importance of having an internal control system that can prevent the commission of the crimes referred to in Legislative Decree No. 231/01 by its Directors, employees, representatives and business partners. In addition, the Group has approved an Organisation, Management and Control Model

pursuant to Legislative Decree No. 231/01, an Ethics Code, and has set up a Supervisory Board comprising three members who are chosen and appointed by the Board of Directors. The members must meet the requirements of autonomy, independence, professionalism and good standing in order to be appointed to the Board.



Anti-corruption

In 2021, the Supervisory Boards of SAGAT and SAGAT Handling, established pursuant to Article 6, Paragraph 1, Letter B of Legislative Decree No. 231/01, continued their monitoring activities, which involved supervising the proper implementation of the Organisational Model pursuant to Legislative Decree No. 231/01, overseeing updates to the model and any relevant administrative procedures, and monitoring information flows from “at-risk” business areas. As a result of these activities, the operations of the two companies were verified as compliant with their respective Organisational Models and the corporate procedures listed therein.

Both Organisational Models were reviewed in 2021, and the sections on preventing crimes related to occupational health and safety and the environment were reformulated.



Data Protection

The SAGAT Group, in accordance with the “Accountability Principle” as per Regulation EC 2016/679, has adopted a company Personal Data Protection Manual identifying the specific technical and organisational measures put in place by the Group companies for the processing of personal data and has appointed a Data Protection Officer (DPO). The companies of the Group periodically update the manual to enact new security measures, and internal audits are conducted by the DPO to verify proper compliance with relevant regulations.



Choosing suppliers

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

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

- companies, cooperatives and individual entrepreneurs;

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

The enrolment process is open to the following individuals: Italian citizens, citizens of EU Member States or non-EU countries with which Italy or the

EU have agreements in place to guarantee market access in a specific sector.

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

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

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

Consequently, supplier selection is carried out as follows:

- contracts for works, services and supplies above the EU thresholds (Euro 431,000 for services and supplies and Euro 5,382,000 for works) shall be carried out in accordance with the public tender procedures laid down in the aforementioned code;
- below these thresholds, the SAGAT Group still uses supplier selection procedures aimed at encouraging competition between operators on the market and guaranteeing maximum transparency and equal treatment;
- the company regulations in force usually call for competitive tenders in the form of an open procedure with publication of a call notice, or a multiple negotiated procedure for tenders with a lower value;
- direct assignments are only permitted under specific conditions that have been strictly indicated or for assignments below the minimum thresholds (Euro 40,000 for works, Euro 20,000 for services and Euro 10,000 for supplies). Up to and including June 30, 2023, these thresholds have been temporarily raised to Euro 150,000

for work contracts and Euro 139,000 for supply and service contracts, in accordance with the provisions of Decree-Law No. 76/2020, as amended by Article 51 of Decree-Law No. 77/2021 and converted with amendments by Law No. 108/2021).

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

SAGAT Group usually pays its suppliers after 60 days.

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

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



Sagat Group transparency: documents

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

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

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

Document: Integrated Policy System.

To guarantee the adequate maintenance and improvement of its integrated Quality, Environment, Energy, Occupational Safety and

Security Management System, Turin Airport is committed to:

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

- making information and resources available for the definition, review and achievement of continuous improvement goals;
- contributing to combatting climate change by improving energy efficiency and using renewable energy sources;

- promoting the dissemination of the policy;
- guaranteeing high standards of service quality, environmental protection, energy and water resource usage and occupational health and safety.

OUR STAKEHOLDERS

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

REGULATORY FRAMEWORK

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

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

Maintain compliance even in **voluntary standards**.

Integrated policy system

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

OUR MISSION

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

OUR CERTIFICATIONS

Airport certificate - technical, management and operational requirements to ensure the safety of airport operations.

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

TORINO AIRPORT TO

The Ethics Code

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

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

Service Charter

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

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

The Code of Conduct

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

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

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

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

3.10 Investments

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

The infrastructural and plant engineering works carried out in 2021 aimed to upgrade airport buildings and operational areas, and implement measures to counter the spread of COVID-19.



Passenger Terminal:

- plant engineering works to modernise and upgrade heating, air conditioning, fire protection, and electrical systems;
- construction and plant works to set up operating and service environments – including crew areas, ramp offices, and dedicated support rooms – to prepare for the opening of Ryanair's new base, which started operating in the second half of the year;
- works to upgrade the smoke extraction system and to replace the cargo elevator system

for internal operational logistics and airport sub-concessionaires in order to comply with regulatory updates.



Other airport buildings:

- renovation of the airport building next to the P8 car park, with changes to the pre-existing customs area so that it could be used as the airside operational offices for maintenance workers serving Ryanair;
- works to build a new room in the General Aviation building;
- works related to the airport vaccine hub in the Remote Check-in building;
- upgrades to the ground floor of the state entities airport building to complete new offices for the ENAC Operations Department;

- upgrades to the **BHS system** (Baggage Handling System), which needed to be completed before three Standard 3 EDS (Explosive Detection System) machines could be installed to comply with ECAC (European Civil Aviation Conference) mandates.



Energy saving and sustainability:

- specific consumption measurement systems were installed for sub-concessionaires. These activities involved activating a closed management system for electricity supplies, allowing for the more effective monitoring of electricity consumption. Thanks to this work, SAGAT S.p.A. has successfully built a network infrastructure that has supplied the entire airport grounds with electricity since January 1, 2022;
- relamping work in the passenger terminal (upper level departures and baggage claim areas), BHS building, and car parks;
- construction of a new car sharing car park in the area adjacent to the Passenger Terminal, with the installation of new electric vehicle charging points for SAGAT vehicles;

- ongoing upgrades to the **airport fleet** to replace traditional vehicles with hybrid or electric ones.



Aircraft manoeuvring area:

- completion of upgrades to the runway touchdown area;
- construction and commissioning of a new stand with a boarding/disembarking bridge.



IT investments:

- updates to the Access Control System hardware to expand the use of new airport badges equipped with contactless proximity chips (to prevent the spread of COVID-19), which contain encrypted information to open/close airport gates;
- start of the process to integrate the parking management system with SAGAT's network infrastructure, and activation of a new server containing a cutting-edge database in a highly reliable virtual environment;
- purchase of new software to manage personnel health records and related risks in a secure and isolated environment.



COVID-specific measures

Initiatives to deal with the COVID-19 pandemic involved a series of wide-ranging investments which, combined with organisational measures, allowed the Group to respond promptly to emerging needs, in order to safeguard the health of operators and passengers and to guarantee a decent level of service despite the considerable restrictions in place. The main work included:

- purchase and set-up of additional infrared thermometers and thermal imaging cameras, with associated control stations;
- establishment of routes and stations for health checks, in coordination with the authorities in charge;
- purchase of new apparatus to sanitise rooms, equipment, and vehicles, and installation of infrared heaters for the airport vaccine hub.

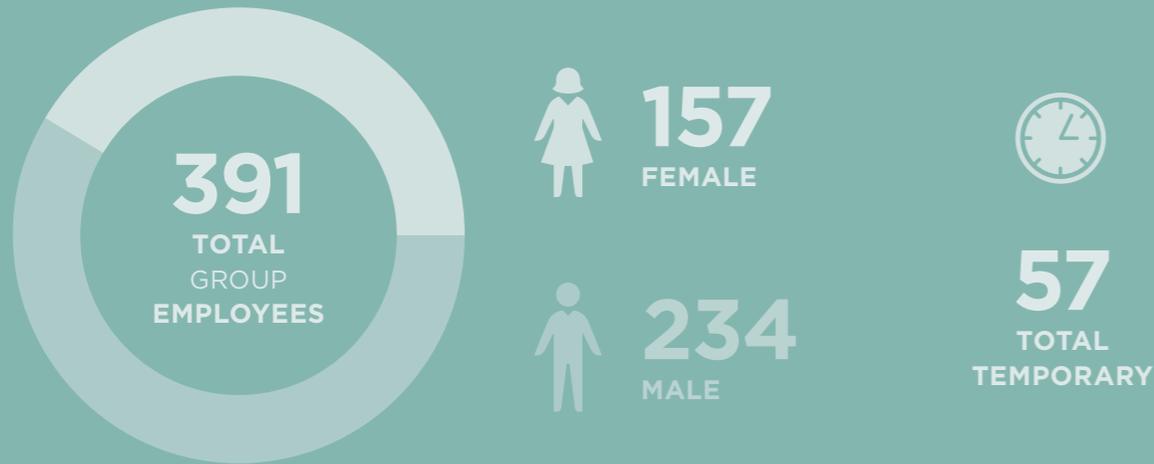


Company report



4. Human resources

Key Figures 2021



Group workforce

SAGAT S.P.A.

At December 31, 2021, SAGAT S.p.A.'s workforce equalled 238.65 FTEs (+20.14 FTEs on 2020).

The exact headcount increased to 248, compared to 222 the previous year.

SAGAT HANDLING S.P.A.

SAGAT Handling S.p.A. had 126.30 FTEs at December 31, 2021 (+5.88 FTEs on 2020).

The exact headcount increased to 143, compared to 129 in 2020.



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. They were also called upon to make an extraordinary commitment to being flexible and open to change within an extremely challenging, unpredictable landscape in 2021, which continued to be affected by the pandemic. 2021 was still marked by the use of temporary lay-off schemes for all Group personnel. Employees also had access to supplemental benefits of the air transport and airport system sector Solidarity Fund.

All administrative staff who requested to work from home were given permission to do so, given the ongoing state of emergency in Italy. Meanwhile, all operational staff were given the opportunity to attend training courses online, with a view to improving their work-life balance.

In June, SAGAT sent out its very first corporate climate survey to the companies of the Group to measure people's perceptions of the measures introduced to manage the COVID-19 emergency, and to assess the Group's professional experience in general. The results revealed that 90% of those surveyed were satisfied with the measures introduced by the companies to protect the occupational health and safety of employees during the pandemic, while 87% were satisfied with the financial support they received from the companies. The SAGAT Group received an average score of 7.55 out of 10 for its overall employee experience.



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 (Not applicable to 2021) | 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 the agreements that Turin Airport has in place with local schools, which have enabled several high school students to participate in work experience and internship projects as part of the Cross-Cutting Skills and Orientation Pathways (or PCTO - formerly the Alternating School-Work Project).



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 individuals enter the world of work in 2021, in addition to training local high school students, particularly those specialising in vocational, technical or aeronautical studies.

The outbreak of COVID-19 and the resulting Prime Ministerial Decrees greatly impacted the progress of these projects over the past two years.



Turnover

In 2021, the Group companies persevered with the efficiency recovery process started in 2014. The average annual number of FTEs in the Group is 344.38, a reduction of 1.29% (4.52 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.

In addition, the first six months of the year were marked by a significant drop in global air traffic and saw the mass application of lay-off schemes, especially in operational sectors.

On the other hand, the total number of Group employees at December 31, 2021 increased by 40 to 391 compared to 2020, including 57 fixed-term employees. This increase can be attributed to the opening of the Ryanair base and the resumption of snow charter traffic, which resulted in several seasonal hires in the last two months of the year.

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

The SAGAT Group's commitment to equality

Monitoring of the gender pay gap allowed the SAGAT Group to bring the average wages of women further in line with those of men in 2021, with the goal of making wages equal by 2030.

4.2 Development of human capital

We owe our success to the professionalism demonstrated by our employees on a daily basis. During 2021, 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. In 2021, SAGAT put a lot of effort into providing online training courses using its corporate platform. 5,874 hours of online training were provided to Group employees.



Assets

Group employees attended an average of 46 hours of training during the year. All Group employees at all levels participated in some form of basic or refresher 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.

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

Following the performance appraisal process, training courses were provided to personnel on various topics, such as teamwork and innovation.



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 (HSE), 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

In 2021, SAGAT continued to organise health and safety training activities for Group employees, both in-person and online in compliance with provisions and limitations related to the pandemic.

In 2021, the Group's Human Resources departments and Prevention and Protection Services proactively implemented protocols and measures to limit the spread of the SARS-CoV-2 virus in compliance with the regulations and guidelines issued by the Italian government and the National Institute of Health.

During the year, SAGAT published several internal communications and operating instructions for the benefit of personnel – partly due to the spread of new SARS-CoV-2 variants – to reinforce and specify the prevention, protection, and hygiene measures explained in the “Protocol for governing measures to combat and contain the spread of COVID-19 in SAGAT Group workplaces” issued by the companies with SB No. 4/2020, as amended and updated.

The Group companies have provided FFP2 masks to all employees on a monthly basis since March, regardless of their job description. In addition, all workplaces, including those that are not fixed (e.g., company vehicles), have been equipped with alcohol-based hand gel for sanitising hands and surfaces that are touched frequently.

In June and July, the Group companies organised a workplace vaccination campaign in collaboration with the local health authority for employees and cohabiting family members, thus reducing the waiting times for access to the vaccine through the National Healthcare Service.

Following an audit by the certifying body TÜV Italia, in May 2021, Turin Airport renewed its Hygiene Synopsis certification for the measures taken to protect the hygiene, health, and safety of SAGAT and SAGAT Handling workers. This certification attests to the compliance of Group procedures with the applicable legislation.



4.4 Labour/management relations

In 2021, discussions between the companies of the Group and the trade unions were extensive and productive and centred around measures that could bring about major operational efficiencies for the years to come, while safeguarding levels of employment within the delicate landscape of the pandemic.

In this regard:

- in January, following the closure of the airport overnight (from 11pm to 6am), an agreement was signed to extend the on-call availability of the Airport Manager and SAGAT Handling (Flight Coordination Office, ramp, and apron) to additional operational sectors to provide assistance with unscheduled traffic;
- in March and June, agreements were signed that led to the activation of the aforementioned Temporary Lay-off Scheme;
- in June, maintenance at the electricity plant was reorganised and brought in house; to facilitate this change, SAGAT S.p.A. provided training to plant workers so that they could acquire new and certified specialised skills;
- in October, SAGAT signed an agreement to expand the pool of employees trained to dock and disconnect Ambulifts to/from

aircraft; this decision accompanies previous efforts to train the airside PRM management team to steer and position Ambulifts following the termination of the outsourcing contract between SAGAT S.p.A. and SAGAT Handling S.p.A. on December 31, 2020.

During the year, the agreement reached in 2020 between companies of the Group and the trade unions/General Workers' Representative Body (RSU), concerning the use of all remaining holiday time accumulated by each employee by December 31, remained in place. This agreement will remain valid for 2022; as a result, the extraordinary cost containment measures introduced in 2013 will remain in place, thus ensuring the effective management and efficient organisation of SAGAT Group personnel.



5. Customer experience

Key Figures 2021

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.

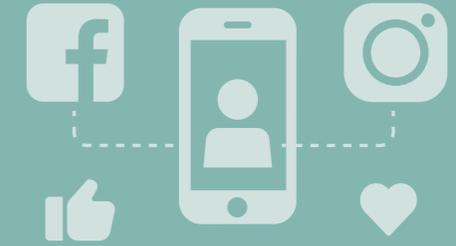
As management company of Turin Airport, SAGAT S.p.A. oversees the entire airport system, in which customers receive services from several third parties (i.e., handlers, restaurants, retailers, and public transport services). All of these services contribute to customer satisfaction at the airport in relation to the passenger journey.

Airlines traffic

16.1%
FULL SERVICE



83.9%
LOW COST



OVER
53,000

FOLLOWERS
ON FACEBOOK,
INSTAGRAM, LINKEDIN
AND TWITTER



57,000

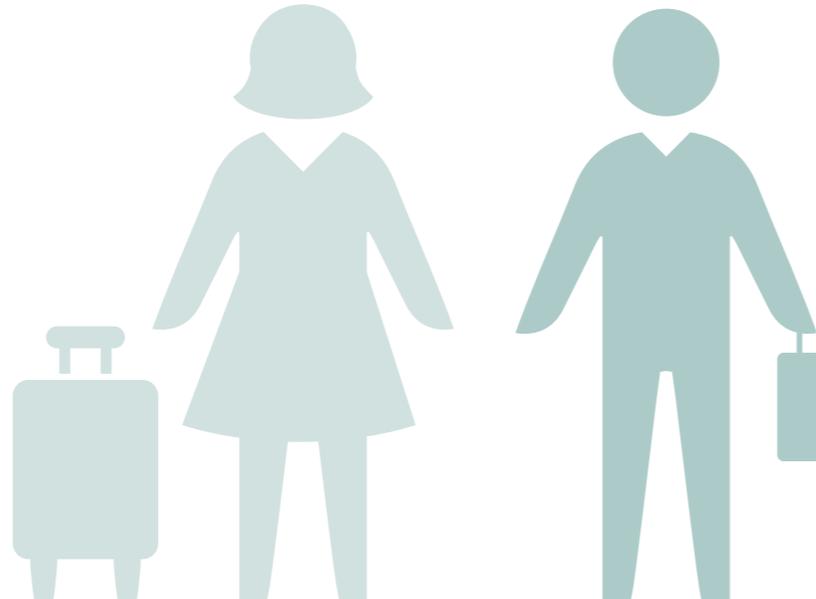
NEWSLETTER
SUBSCRIBERS

5.1 Passenger profile

The passenger profile at Turin Airport has changed completely since 2020 following the restrictions imposed on mobility due to the pandemic, which continued to affect both the leisure and business sectors in the first half of 2021.

The second half of 2021 featured a robust return to travel, albeit one that was still primarily concentrated on domestic routes. Meanwhile,

the end of the year saw the arrival of a new passenger profile at Turin airport, the international tourist, following the launch of new international routes (run primarily by Ryanair). Thanks to the availability of direct flights at low prices, these new passengers are choosing Turin as their next city-break destination, or the wider region of Piedmont due to its wine and food traditions, and outdoor sports opportunities.



5.2 Passenger experience: quality

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

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

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

- the carrying out of **assessments** aimed at obtaining certifications issued by the world airport sector association (ACI Airports Council International) to certify Turin Airport at an international level;
- an **understanding of customer needs and expectations**, achieved through the management and analysis of passenger reports and complaints.

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

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

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

In 2021, customer satisfaction was also measured according to the international Airport Service Quality (ASQ) benchmark set by Airports Council International (ACI), which monitors over 250 airports worldwide. The (voluntary) system is based on the collection of self-completed questionnaires from a statistically significant panel of passengers. 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, was 4.06. The slight decrease in satisfaction reported in 2021 - attributable to the winter quarters, which were more significantly affected by the pandemic - did not prevent Turin Airport from ranking among the three Italian airports with the highest overall satisfaction (<4).

Commitment to fieldwork also saw Turin Airport recognised as "The Voice of the Customer" for the second consecutive year, 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 2021, Turin Airport renewed its Airport Customer Experience Accreditation from ACI, which is a voluntary certification that measures the ability of airports to manage the passenger experience. The accreditation scheme is a unique, globally recognised model used to assess the capacity of airports to oversee the customer experience using objective parameters. To be considered, airports must demonstrate their maturity as regards customer analysis, performance measurement, management of customer service activities and improvement strategies. The certificate is awarded based on the assessment, carried out by an international commission, of the achievement of objective requirements. These are identical for every airport, regardless of passenger numbers. Turin Airport is certified to Level 1.



Measurement activities

In 2021, 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)

The service times recorded in 2021 are in line with expected standards. For its study of customer satisfaction for passengers with reduced mobility, in 2021 SAGAT S.p.A. carried out almost 1,300 surveys. Customer satisfaction for PRMs arriving and departing from Turin Airport was once again excellent in 2021 (lowest satisfaction level: 94.9%).

In 2021, SAGAT S.p.A. continued to support the Consulta per le Persone in Difficoltà (Council for

People in Difficulty) with its Caselle for All project, which sets out to improve airport usability for passengers with specific needs or physical-motor or sensory disabilities. A new Meeting Point was set up on the Arrivals Level in 2021 and is clearly identified by appropriate signage to help passengers with reduced mobility arriving at the airport find the employees accompanying them. 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.



Passenger listening

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



5.3 Digital Airport

Turin Airport continued to pursue digital innovation in 2021 and to promote a culture of innovation through the active involvement of 28 innovation agents and use of a bottom-up methodological approach.

Additional innovative solutions were introduced to make travel smoother, safer, and more secure in light of the ongoing health emergency:

- the installation of inbound and outbound licence plate reading cameras at all airport car parks to provide passengers with a completely touchless digital parking experience;
- the installation of additional thermometers at security turnstiles to monitor the body temperature of passengers entering the boarding area. These thermometers were installed to supplement those introduced at the terminal entrance and arrivals lounge in 2020;
- enhanced use of the LED wall in conjunction with the digital wayfinding system to show passengers where to go, thus encouraging the flow of passengers towards the gates on the departures and restaurant levels, depending on their departing flight.

To improve smart mobility to and from the airport and to raise passenger awareness and involvement in energy sustainability:

- the Group has constructed a new car park dedicated to car-sharing companies equipped with electric car charging points;
- four Pila Bikes have been installed in the boarding area so that passengers can recharge their mobile devices. Cycling on an eco-bike transforms kinetic energy into electricity, which is subsequently stored in a battery and made available to passengers, thus resulting in the eco-friendly generation of energy for all.

To improve the payment experience on Turin Airport's ecommerce platform and app, the Group has expanded the range of payment methods available to customers, introducing Satispay as an alternative to traditional credit cards.

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



Social media

In 2021, social media activities continued on SAGAT's official Facebook, Instagram, LinkedIn and Twitter profiles.

In the third year of social media presence (the channels were opened in July 2019), at December 31, 2021, the airport had over 43,000 Facebook fans (+9.1% on 2020), with an organic monthly coverage of 150,000 views per post. It also had 4,799 followers on Instagram (+106.4% on 2020),

3,981 followers on LinkedIn (+14.6% on 2020), and 2,045 followers on Twitter (+3.4% on 2020).

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

In addition to information services linked to the pandemic, SAGAT S.p.A.'s digital communication activities also covered flights and services in 2021, 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 2021

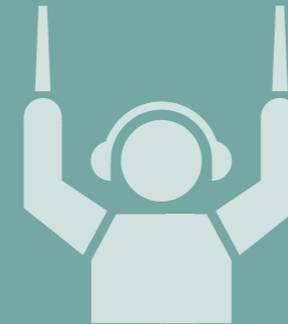
Aviation
BUSINESS VALUE

22.6
mln euros



Non-aviation
BUSINESS VALUE

7.4
mln euros



VALUE OF
Handling
activities

5.3
mln euros



42.04 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

| | 2021 | 2020 | Change % |
|---------------------------------------|---------------|---------------|--------------|
| Aviation | 22,602 | 15,712 | 43.9% |
| of which: | | | |
| Fees | 15,261 | 10,184 | 49.8% |
| Centralised infrastructure | 698 | 789 | -11.6% |
| Safety | 4,119 | 2,806 | 46.8% |
| Aviation assistance (PRM and baggage) | 1,812 | 1,241 | 46.1% |
| Regulated sub-concessions | 713 | 691 | 3.1% |
| Handling | 5,294 | 3,800 | 39.3% |
| of which: | | | |
| Assistance | 5,122 | 3,660 | 39.9% |
| Cargo activities | 172 | 140 | 22.9% |

The increase in air traffic in 2021 naturally brought about proportional changes for all economic values. Aviation revenues increased by 43.9%, while handling revenues increased by 39.3%.



Non-aviation revenues

Of particular note among non-aviation revenues – which rose 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:

| | 2021 | 2020 | Change % |
|-------------------------|--------------|--------------|--------------|
| Non-aviation | 7,393 | 5,932 | 24.6% |
| of which: | | | |
| Parking | 2,835 | 2,068 | 37.1% |
| Food & Beverage | 1,005 | 696 | 44.5% |
| Rent a car | 884 | 701 | 26.1% |
| Duty Free | 398 | 365 | 9.1% |
| Advertising | 468 | 465 | 0.7% |
| VIP Lounge & Fast Track | 117 | 291 | -59.7% |
| Beauty & Fashion | 214 | 203 | 5.4% |
| Ticketing | 330 | 221 | 49% |
| Travel & Facilities | 442 | 252 | -24.7% |
| Other | 700 | 669 | 4.6% |



Other revenues

Other revenues totalled Euro 1,914 thousand and increased by Euro 774 thousand compared to 2020.



Operating highlights

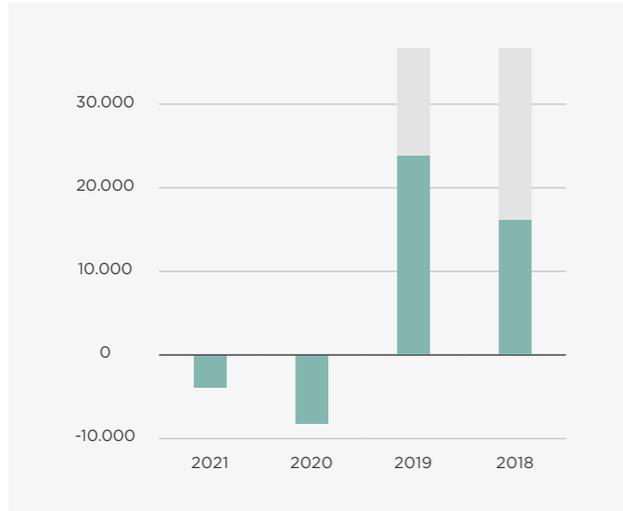
The table and figures below present the operating highlights from the 2021 consolidated financial statements of the SAGAT Group, compared with the 3 previous years.

These include Group net loss, which amounted to Euro 8,407 thousand, an improvement of Euro

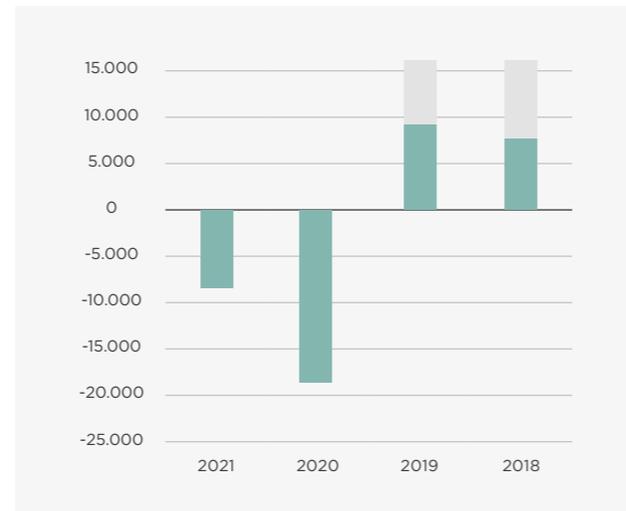
10,158 thousand compared to the loss of Euro 18,565 thousand reported the previous year. EBITDA, which represents the earnings that the Company is able to generate on core operations, reported a loss of Euro 3,662 thousand in 2021. The Company's return on investment (ROI) and return on equity (ROE) indicators are also shown in the table. Negative economic performance in 2021 saw these values drop by 26.7% and 42.2%, respectively.

| | 2021 | 2020 | 2019 | 2018 |
|------------|---------|----------|--------|--------|
| EBITDA | (3,662) | (8,179) | 23,993 | 16,369 |
| Net profit | (8,407) | (18,565) | 9,350 | 7,689 |
| ROI | -26.7% | n/a | 32.4% | 22.1% |
| ROE | -42.2% | n/a | 16.6% | 15.9% |

EBITDA



Net Result



CREATION OF ECONOMIC VALUE

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

The Social Responsibility Report presents these figures while also providing an interpretation of

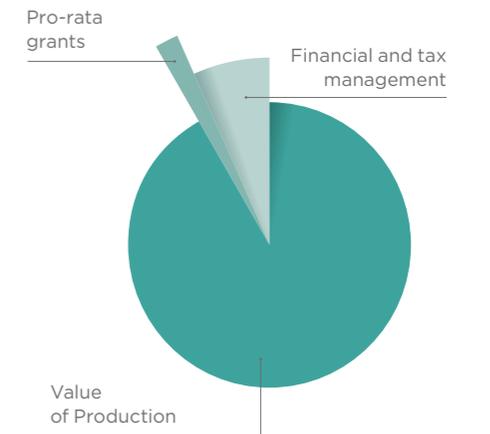
the figures based on the concept of economic value, which is a way of quantifying the wealth generated by the Company over a given period of time. An analysis of how this economic value is created and, above all, how it is distributed helps to describe the social relevance of the Group in its various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

The SAGAT Group defines economic value as the total of consolidated revenues and financial and fiscal gains recognised during the year under review. In 2021, this came to Euro 40,497 thousand and was generated primarily by value of production, which totalled Euro 37,203 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 2021 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 2,623 thousand in 2021. These comprise, almost in their entirety, the tax benefit arising from the creation of negative taxable income, as was the case in 2020.

| | Euro thousands | | | |
|-------------------------------|----------------|---------------|--------------|--------------|
| | 2021 | 2020 | Total Change | % |
| Value of production | 37,203 | 26,583 | 10,620 | 40% |
| Pro-rata grants | 671 | 671 | 0 | 0 |
| Financial and tax management | 2,623 | 3,567 | -945 | -26.5% |
| Economic value created | 40,497 | 30,821 | 9,676 | 31.4% |

Economic Value Created



DISTRIBUTION OF ECONOMIC VALUE

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

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

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

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

The amounts and beneficiaries of economic value distributed therefore provide an important indicator of the social benefit that the SAGAT Group helps to provide to stakeholders and to the community at large. In 2021, the total came to Euro 42,041 thousand, an increase of 11.6% on the same figure for 2020:

| | 2021 | 2020 | Total Change | % |
|-----------------------------------|---------------|---------------|--------------|--------------|
| Distributed to suppliers | 21,798 | 16,439 | 5,359 | 32.6% |
| Distributed to employees | 16,465 | 16,211 | 254 | 1.6% |
| Distributed to the public sector | 2,428 | 4,152 | -1,724 | -41.5% |
| Distributed to shareholders | 0 | 0 | 0 | 0% |
| The community | 733 | 672 | 61 | 9.1% |
| Paid to lenders | 616 | 209 | 407 | 195% |
| Economic value distributed | 42,041 | 37,683 | 4,358 | 11.6% |

Euro thousands

Euro 21,798 thousand was distributed to suppliers in 2021, in the form of costs for purchases, maintenance, utilities, and other services – an increase of 32.6% on the previous year – while employees were the recipients of Euro 16,465 thousand, an increase of 1.6% on 2020.

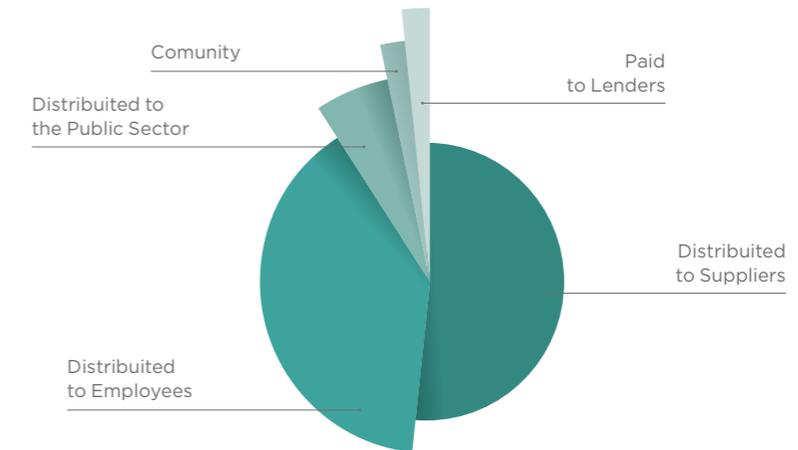


The portion of economic value distributed to the public sector in 2021 came to Euro 2,428 thousand – down 41.5% on the previous year when the figure was Euro 4,152 thousand – essentially as a result of the decrease in economic value created.

Again in 2021 it was not possible to remunerate shareholders 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 733 thousand in economic value in 2021, about Euro 326 thousand of which related to the depreciation of environmental investments. Economic value distributed to the community totalled Euro 672 thousand in the previous year.

Economic Value Distributed



ECONOMIC VALUE RETAINED

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

Economic value retained in 2021 was a negative Euro 1,544 thousand. This means that not only did the net loss of Euro 8,407 thousand fully absorb economic value retained in 2021, it actually eroded economic value retained in previous years.

| | Euro thousands | | | |
|--|----------------|----------------|--------------|---------------|
| | 2021 | 2020 | Total Change | % |
| Amortisation, depreciation and write-downs | 5,880 | 5,660 | 219 | -3.9% |
| Retained earnings | (8,407) | (18,565) | 10,158 | -54.7% |
| Provisions and taxes | 984 | 6,043 | -5,059 | -83.7% |
| Economic value retained | (1,544) | (6,862) | 5,318 | -77.5% |

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

| | Euro thousands | | | |
|--|----------------|----------------|--------------|---------------|
| | 2021 | 2020 | Total Change | % |
| Value of production | 37,203 | 26,583 | 10,620 | 40% |
| Pro-rata grants | 671 | 671 | 0 | - |
| Financial and tax income | 2,623 | 3,567 | -945 | -26.5% |
| A Economic Value Created | 40,497 | 30,821 | 9,676 | 31.4% |
| Distributed to Suppliers | 21,798 | 16,439 | 5,359 | 32.6% |
| Distributed to Employees | 16,465 | 16,211 | 254 | 1.6% |
| Distributed to the Public Selector | 2,428 | 4,152 | -1,724 | -41.5% |
| Distributed to Shareholders | 0 | 0 | 0 | - |
| The Community | 733 | 672 | 61 | 9.1% |
| Paid to Lenders | 616 | 209 | 407 | 194.9% |
| B Economic Value Distributed | 42,041 | 37,683 | 4,358 | 11.6% |
| Amortisation, depreciation and write-downs | 5,880 | 5,660 | 219 | 3.9% |
| Retained earnings | (8,407) | (18,565) | 10,158 | -54.7% |
| Provisions and taxes | 984 | 6,043 | -5,059 | -83.7% |
| A-B Economic Value Retained | (1,544) | (6,862) | 5,318 | -77.5% |



2018-2021 TRENDS

The table below shows the trends in the main components of economic value over the period 2018-2021.

| | Euro thousands | | | |
|-----------------------------------|----------------|---------|--------|--------|
| | 2021 | 2020 | 2019 | 2018 |
| Economic value created | 40,497 | 30,821 | 74,450 | 67,932 |
| Economic value distributed | 42,041 | 37,683 | 53,752 | 60,456 |
| Economic value retained | (1,544) | (6,862) | 20,698 | 7,476 |



6.2 Aci Impact Calculator

Based on results obtained from the ACI Europe Economic Impact Calculator, the following is a snapshot of the economic impact of the Turin Airport (TRN) on its surrounding community.

The ACI Impact Calculator is a tool used by all of the world's airports that are members of Airports Council International (ACI). The calculator takes an airport's traffic to calculate the ratio of the number of passengers served to the GDP of the airport's region and nation to determine the value of the direct, indirect, induced and catalytic socio-economic impact of that airport. The GDP generated by the airport is expressed in millions of Euro.

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

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

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

| Impact | GDP (Euro mil.) | | |
|--------------|-----------------|-----------------|-----------------|
| | 2021 | 2020 | 2019 |
| Direct | 91.98* | 64.96* | 187.38* |
| Indirect | 85.65 | 60.49 | 174.48 |
| Spin-off | 30.69 | 21.68 | 62.53 |
| Catalytic | 944.10 | 944.10 | 944.10 |
| TOTAL | 1,152.42 | 1,091.23 | 1,368.49 |

*based on national GDP for 2016

In 2021, the total economic impact of Turin Airport increased on 2020, despite remaining below the levels recorded in 2019, due to the effects of the

COVID-19 pandemic. According to the ACI Impact Calculator, the total impact of Turin Airport's activities in 2021 was equal to about 18,000 jobs.

7. Relations with the local area

Key Figures 2021



Over
3.5k euros
DONATIONS



2
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 SAGAT Group continued to assist the recovery of the tourism economy by supporting bids to host important events due to take place in the local area in the coming years, such as the Eurovision Song Contest 2022, and by forging new alliances with the bodies responsible for attracting visitors, such as Turismo Torino e Provincia, in conjunction with the Tennis ATP Finals. The Group also offered its support to the industry by resuming use of the physical spaces on its Departures level with a Thales Alenia Space module display, in addition to digital spaces on its Arrivals Level, which were offered free of charge to several cultural institutions, including

Turin Film Festival, Turin International Book Fair, and major exhibitions, focusing specifically on events due to be held in the municipalities closest to the airport, such as Lunathica Festival.



Support for the community in response to COVID-19

The airport's management of the crisis also formed the basis of a consolidation of its relationship with the surrounding area. A vaccination hub was opened in the Remote Check-in Terminal (ski terminal) for the benefit of the local residents, in collaboration with Piedmont Region and ASL Torino4. The SAGAT Group has thus put itself at the service of

the community, making use of its infrastructure and organisational capabilities to respond quickly and efficiently to the needs expressed by the local area. The Long Stay car park was made available free of charge to users travelling to the vaccination point at Turin Airport by car.



Non-profit initiatives

In the area of service for passengers with disabilities or reduced mobility, 2021 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 2021, 139 transport support services were provided, in line with passenger traffic trends, compared to 263 in 2019 (before the pandemic).

The SAGAT Group also actively supported Turin's bid to host a major international social inclusion event in 2025. The Special Olympic Games are dedicated to athletes with cognitive disabilities, who the airport welcomed free of charge, guaranteeing the full availability of trained personnel capable of accommodating all types of travellers.

We also note: the setting up of fundraising points at the airport for AIDO (*Associazione Italiana Donatori di Organi onlus* - Turin office); promotion of AISM Onlus' *Bentornata Gardensia* and *La Mela* campaigns; promotion of the Flying Angels Foundation's #salvali campaign, in collaboration with Assaeroporti; and support for Cus Torino's Just the Woman I Am initiative to raise money for cancer research.

Finally, we note that the statue of Our Lady of Loreto was displayed at Turin Airport for several weeks in January 2021 as part of an initiative coordinated by Assaeroporti to celebrate Pope Francis' Laetarean Jubilee.

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. In July 2021, four Pila Bikes (eco-bikes created by Pradella Sistemi and Torino City Lab) were installed in Turin Airport's Boarding Area. The idea came as a response to one of today's most pressing needs: charging our devices, whether they are phones or computers. The project makes use of Pila, which is a universal charger for USB devices developed by Pradella Sistemi. The charger is hooked up to an eco-bike, allowing users to charge their devices quickly by cycling, thus contributing to the eco-friendly generation of energy for all.

- We also note the partnership established between the Polytechnic University of Turin, ENAV, and SkyGate to conduct a feasibility study into the creation of a vertical port for driverless electric vertical take-off aircraft. Turin has submitted a bid

to become the first Italian city and one of the first in the world to offer a comprehensive ecosystem of vertical mobility services through the Urban Air Mobility Digital Twin project, in which Turin Airport is a participating partner.



8. Respecting the environment

Key Figures 2021



3,482.63 toe
TOTAL ENERGY CONSUMPTION



ENERGY FROM
renewable sources

100%
ELECTRICITY FROM
CERTIFIED RENEWABLE
SOURCES (GO)



Electric buses and vehicles
FLEET CURRENTLY BEING UPGRADED



<65 dB
NOISE REDUCTION INDEX



58,019 kg
NON-HAZARDOUS WASTE

OF WHICH **35,919 kg**
RECOVERED



4,434 kg
HAZARDOUS WASTE

OF WHICH **4,145 kg**
RECOVERED



8.1

Torino Green Airport

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

‘Torino Green Airport’ project

Among the major initiatives introduced by Turin Airport in 2021, we note the Torino Green Airport project, which unites all environmental sustainability activities introduced or soon to be introduced under a new brand.

Over time, the SAGAT Group has steadily increased the percentage of energy it purchases from renewable sources, and since January 1,

2021, **100% of purchased electricity has come from certified renewable sources** (certificates of guarantee of origin - GO).

In 2021, Turin Airport maintained its **Level 2 “Reduction” certification** 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.

Level 2 certification requires organisations to enact a plan to reduce carbon emissions. In Turin’s case, the target set for the three-year period from 2021 to 2023 is to halve CO2 emissions from the 2017 base year. This will be achieved through investments to increase the efficiency of the most energy-intensive systems (lighting and air conditioning systems) and the purchase of electricity from certified renewable sources only.

In 2022, Turin’s ACA protocol certification journey will continue with the achievement of Level 3 ‘Optimisation’. In addition to the activation of a plan to reduce emissions, this certification confirms the commitment made by an organisation to involve third parties in the process and to measure emissions generated by companies operating at the airport and passengers travelling to it in public and private vehicles.

In 2021, Turin Airport also became a **partner of the EU H2020 TULIPS** consortium. The consortium is run by the Royal Schiphol Group

- the management company of Amsterdam and Rotterdam Airport - and comprises 29 entities, including airports, airlines, universities, research and training institutes, and industrial partners. The TULIPS project responds to the goals set by the EU Green Deal and seeks to develop innovative ways of facilitating the transition to low-emission mobility, improving the overall sustainability of airports and introducing sustainable fuels and organic carbon sequestration to the aviation sector.

The TULIPS project was launched in January 2022 and will run until December 2025. It will receive funding from the European Union’s Horizon 2020 research and innovation programme under the grant agreement model.

Systems for creating airport energy smart hubs and carbon offsetting will be tested at Turin Airport in partnership with the Polytechnic University of Turin. A pilot project will be conducted prior to the launch of an airport smart grid. The project involves the use of a flexible,

blended system powered by various sources of energy, such as natural gas, biogas, hydrogen, photovoltaics, and energy storage systems.

A new project to create a **hydrogen-ready fuel cell** as part of a 1.2 MW co-generation arrangement began in December 2021. The fuel cell will be the first of its kind and size in Italy fuelled by varying percentages of hydrogen blended with natural gas to co-generate heat and power. The fuel cell will be installed in Q2 2023, making Turin the first airport in Italy to implement this solution. The system will be able to produce up to 1.2 MWh of electricity and 840 kWh of heat per hour and will be fuelled by hydrogen blended with natural gas (up to 40% in volume), thus helping to reduce climate-changing emissions.

By 2023, the fleet of airport vehicles powered by hybrid or electric engines will be expanded to comprise 40% of all vehicles.

As part of the circular economy, and with a view to managing green areas and protecting biodiversity,

Turin Airport has adopted a poor grass regime to render its grassland unattractive to bird-life and other fauna, thus minimising the risk of wildlife strikes and reducing the total working hours of agricultural tractors in the hope of minimising environmental pollution.

15 acres of grassland have been dedicated to **growing chamomile since autumn 2021, as it promotes biodiversity (due to being bee-friendly)** and does not attract bird-life. The rest of the collected organic material will be used to produce biogas, and SAGAT is currently evaluating the feasibility of using the biogas produced on site to serve airport infrastructure.

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

Torino Green Airport thus represents a strategic new direction for the airport's development and hopes to **raise awareness and increase**

consciousness of all airport activities, from the airport manager to its suppliers. The initiative will be the subject of an external communication plan (the new brand will be inspired by a combination of Turin Airport's blue logo coupled with a green element) and internal communication plan (for employees and the airport community).





Change

is possible.



Torino Green Airport: achievements and roadmap

By choosing to conduct its business with a view to environmental sustainability, Turin Airport achieved significant results in terms of reducing its consumption and CO₂ emissions between 2009 and 2019.

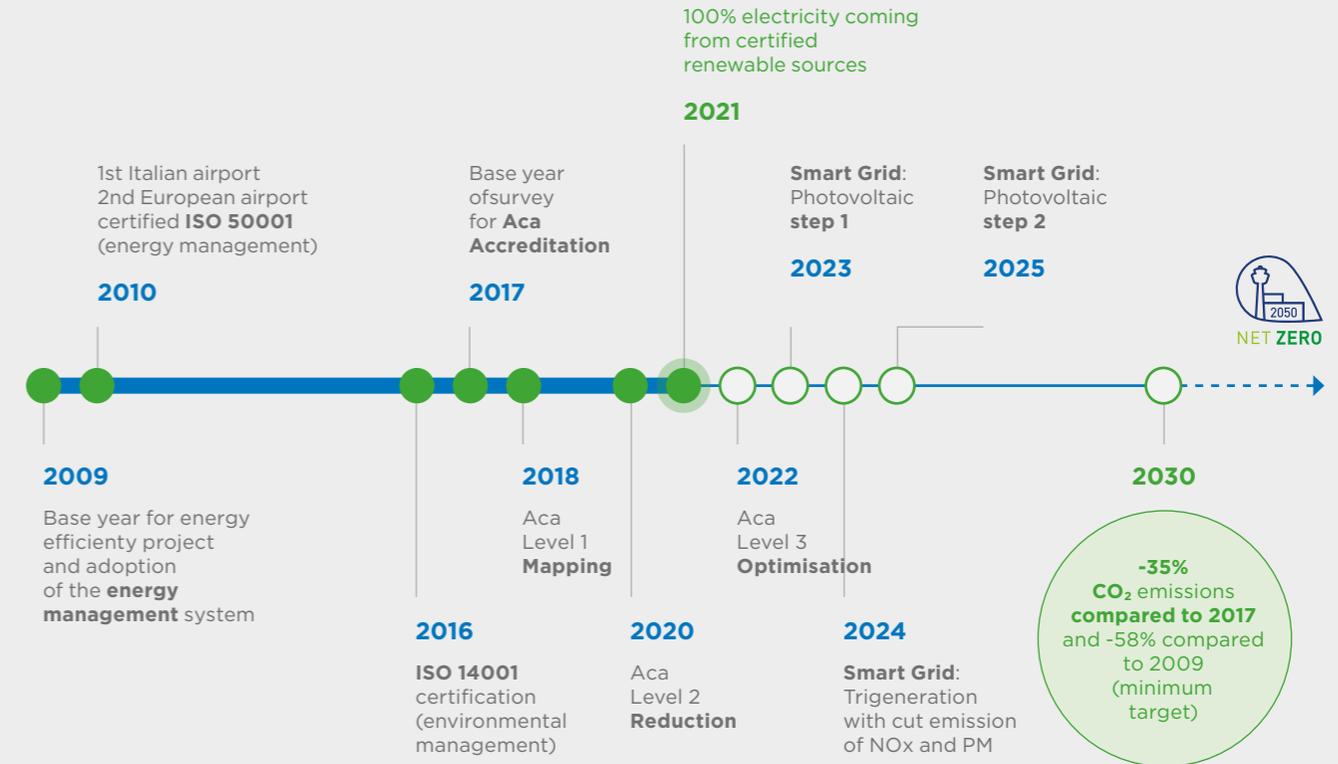
The achievements of Turin Airport continued into 2020 with regard to consumption, but have not been taken into account due to the impact of the COVID-19 pandemic.

The airport's consumption of **electricity** dropped from a total of more than 25,000 MWh in 2009 to just over 17,000 MWh in 2019, a decrease of 32% over the decade; this percentage drops further still to 45% if consumption per passenger is put into context, decreasing from 7.83 KWh in 2009 to 4.32 KWh in 2019.

An overall 20% drop in **heating fuels** was reported over the decade from 9,167 MWh in 2009 to 7,350 MWh in 2019. Again, when looking at consumption per individual passenger, the drop increases to 35%, from 2.84 MWh to 1.86 MWh over the 10 years from 2009 to 2019.

Finally, the airport recorded a 45% drop in **CO₂ emissions**. In 2009, Turin Airport emitted 13,626 tonnes of CO₂ into the environment, but by 2019, this number had almost halved to just over 7,500 tonnes. A 55% drop was recorded among individual passengers, exceeding the Airport's target of halving emissions. CO₂ per individual passenger fell from 4.2 tonnes in 2009 to 1.8 tonnes in 2019.

Roadmap



8.2

Direct environmental impacts: Emissions - Waste - Water



Waste

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

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



Protecting biodiversity

A significant aspect of biodiversity at the airport is the existence of several species of birds and other wild animals. While this is of great value ecologically, it is also a potential risk to the safety of air travel and an environmental health hazard.

Within the company function dedicated to airport safety, there is a bird-control unit that is responsible for ensuring the safety and survival of the birds and other fauna in a manner that does not compromise flight safety. This involves advanced, non-violent techniques to keep this fauna out of harm's way, which include falconry techniques, with electronic dissuasion techniques being reserved for specific situations.

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

In 2021 and 2022, the SAGAT Group 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 2021, Turin Airport water use decreased by about 43% compared to the previous year. Turin Airport recorded a significant decrease in network losses thanks to checks and upgrades carried out on the drinking water distribution network within the airport grounds. In addition, monthly meter readings are now being taken at the delivery points for the main water supply network, allowing abnormal water consumption to be monitored more closely.

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

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.

In 2021, mapping and updating activities regarding the effluents that serve buildings and areas on the airport grounds continued and almost reached completion.



Environmental Management System

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

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



Energy Management System

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

Total consumption expressed in tonnes of oil equivalent (TOE) increased compared to the previous year by approximately 6.7%, amounting to 3,482.63 TOEs. The significant recovery of passenger traffic (+46.8%) contributed to this increase. The performance indices, adjusted according to the identified energy drivers, confirm that overall efficiency levels have been maintained.

As part of the initiative to improve the efficiency of heat transfer fluid production systems, the hot water generators in diesel power stations were upgraded to reduce pollutant emissions and increase energy efficiency.



8.3 Airport noise

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

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

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

In 2021, 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 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.



8.4 Environmental protection plan

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

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

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

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

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



Methodological Note



9. Methodological Note

Objectives

The content selected for the 2021 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 2021 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 2021 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

GRI
102-1GRI
102-10GRI
102-50GRI
102-51GRI
102-52GRI
102-53GRI
102-54

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) Company Report: this section presents both the 2021 financials compared with those of 2020 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 eighth 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 2021 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 | 2021 | 2020 | CHANGE on 2020 | % |
|---------------------------|------------------|------------------|----------------|--------------|
| Domestic (scheduled) | 1,483,713 | 880,284 | 603,429 | 68.5% |
| International (scheduled) | 558,454 | 451,317 | 107,137 | 23.7% |
| Total scheduled | 2,042,167 | 1,331,601 | 710,566 | 53.4% |
| Charter | 15,642 | 69,207 | -53,565 | -77.4% |
| General Aviation | 5,831 | 4,731 | 1,100 | 23.3% |
| Transits | 2,466 | 1,833 | 633 | 34.5% |
| Total | 2,066,106 | 1,407,372 | 658,734 | 46.8% |

Airlines

| Carrier - scheduled | PASSENGERS | | | | |
|------------------------------|------------------|------------------|-------------------------|--------------|--------------|
| | 2021 | 2020 | Change compared to 2020 | % of total | |
| Ryanair | 875,346 | 365,145 | 510,201 | 139.7% | 42.9% |
| Blue air | 282,817 | 209,293 | 73,524 | 35.1% | 13.8% |
| Volotea | 267,716 | 233,567 | 34,149 | 14.6% | 13.1% |
| Wizz air | 236,700 | 36,465 | 200,235 | 549.1% | 11.6% |
| Alitalia Group | 121,857 | 143,646 | -21,789 | -15.2% | 6% |
| Easyjet | 54,050 | 71,493 | -17,443 | -24.4% | 2.6% |
| Lufthansa Group | 54,020 | 66,745 | -12,725 | -19.1% | 2.6% |
| Klm | 41,125 | 28,375 | 12,750 | 44.9% | 2% |
| Airnostrum | 33,541 | 20,603 | 12,938 | 62.8% | 1.6% |
| Air France | 32,300 | 28,862 | 3,438 | 11.9% | 1.6% |
| Total top 10 airlines | 1,999,472 | 1,204,194 | 795,278 | 66% | 97.9% |
| Other airlines | 42,695 | 127,407 | -84,712 | -66.5% | 2.1% |
| TOTAL | 2,042,167 | 1,331,601 | 710,566 | 53.4% | 100% |

Destinations

| Destinations - Scheduled | PASSENGERS | | | | |
|----------------------------------|------------------|------------------|-------------------------|--------------|---------------|
| | 2021 | 2020 | Change compared to 2020 | % of total | |
| Catania | 315,613 | 166,348 | 149,265 | 89.7% | 15.45% |
| Palermo | 231,956 | 135,736 | 96,220 | 70.9% | 11.36% |
| Naples | 175,192 | 116,670 | 58,522 | 50.2% | 8.58% |
| Bari | 174,900 | 73,594 | 101,306 | 137.7% | 8.56% |
| Lamezia Terme | 139,669 | 71,615 | 68,054 | 95% | 6.84% |
| Roma Fiumicino | 121,838 | 143,646 | -21,808 | -15.2% | 5.97% |
| Cagliari | 102,739 | 64,945 | 37,794 | 58.2% | 5.03% |
| Olbia | 81,149 | 38,668 | 42,481 | 109.9% | 3.97% |
| Brindisi | 64,833 | 35,153 | 29,680 | 84.4% | 3.17% |
| London | 45,853 | 110,736 | -64,883 | -58.6% | 2.25% |
| Total top 10 destinations | 1,453,742 | 957,111 | 496,631 | 51.9% | 71.19% |
| Other locations | 588,425 | 374,490 | 213,935 | 57.1% | 28.81% |
| Total | 2,042,167 | 1,331,601 | 710,566 | 53.4% | 100% |

HANDLING

| COMMERCIAL AVIATION | 2021 | 2020 | 2021/2020 |
|--------------------------------|-----------|-----------|-----------|
| Aircraft movements (No.) | 14,749 | 10,617 | 38.9% |
| Domestic passengers (No.) | 1,364,136 | 739,329 | 84.5% |
| International passengers (No.) | 467,512 | 379,745 | 23.1% |
| Total passengers (No.) | 1,831,648 | 1,119,074 | 63.7% |
| Aircraft tonnage (t.) | 1,011,745 | 704,200 | 43.7% |
| Air/surface cargo (kg) | 1,786,385 | 1,106,639 | 61.4% |

SAFETY

Safety Management System Indicators

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|--|------|------|------|------|------|------|
| Reports received | 242 | 136 | 345 | 239 | 184 | 281 |
| Lasers | 4 | 1 | 15 | 29 | 36 | 61 |
| Aircraft, vehicle, airport resource, infrastructure damage | 9 | 2 | 16 | 17 | 16 | 8 |
| FOD | 4 | 8 | 12 | 9 | 6 | 7 |
| Spillages | 9 | 14 | 24 | 19 | 6 | 22 |
| Wildlife strikes | | | | | | |
| No. of strikes below 300 ft | 11 | 14 | 22 | 10 | 12 | 18 |
| BRI2 risk index | 0.11 | 0.16 | 0.19 | 0.03 | 0.07 | 0.18 |

HUMAN RESOURCES

SAGAT Group workforce at December 31, 2021

| EMPLOYEES BY CONTRACT TYPE AND GENDER | | | | |
|---------------------------------------|------------|------------|------------|------------|
| Type of contract | UNIT | 2021 | | |
| | | Male | Female | Total |
| Open-ended | No. | 198 | 136 | 334 |
| Fixed-term | No. | 37 | 20 | 57 |
| Total | No. | 235 | 156 | 391 |

Turnover - incoming during the year

| Age group | Hires by gender | | | |
|--------------|-----------------|----------|----------|----------|
| | UNIT | Male | Female | Total |
| <30 | No. | 1 | 0 | 1 |
| 30-50 | No. | 2 | 0 | 2 |
| >50 | No. | 0 | 0 | - |
| Total | No. | 3 | - | 3 |

Turnover - outgoing during the year

| Age group | Departures by gender | | | |
|--------------|----------------------|----------|----------|----------|
| | UNIT | Male | Female | Total |
| <30 | No. | 0 | 0 | - |
| 30-50 | No. | 0 | 1 | 1 |
| >50 | No. | 3 | 5 | 8 |
| Total | No. | 3 | 6 | 9 |

Training - recipients

| Professional category | UNIT | ANNUAL TRAINING HOURS BY JOB CATEGORY AND GENDER | | | | | |
|-----------------------|----------|--|--------------|---------------|--------------|--------------|--------------|
| | | 2021 | | | 2020 | | |
| | | Male | Female | Total | Male | Female | Total |
| Executives | h | 68 | 2 | 70 | 26 | 6 | 32 |
| Managers | h | 332 | 311 | 643 | 245 | 182 | 427 |
| White-collar | h | 6,487 | 5,751 | 12,238 | 2,774 | 2,810 | 5584 |
| Blue-collar | h | 3,159 | 83 | 3,242 | 1,757 | 53 | 1810 |
| Total | h | 10,046 | 6,147 | 16,193 | 4,802 | 3,051 | 7,853 |

| Professional category | UNIT | NUMBER OF EMPLOYEES INVOLVED IN TRAINING BY JOB CATEGORY AND GENDER | | | | | |
|-----------------------|------------|---|------------|------------|------------|------------|------------|
| | | 2021 | | | 2020 | | |
| | | Male | Female | Total | Male | Female | Total |
| Executives | No. | 3 | 1 | 4 | 5 | 1 | 6 |
| Managers | No. | 13 | 14 | 27 | 13 | 14 | 27 |
| White-collar | No. | 97 | 125 | 222 | 97 | 125 | 222 |
| Blue-collar | No. | 91 | 4 | 95 | 92 | 4 | 96 |
| Total | No. | 204 | 144 | 348 | 207 | 144 | 351 |

AVERAGE HOURS OF TRAINING PER TRAINED EMPLOYEE BY JOB CATEGORY AND GENDER

| Category | UNIT | 2021 | | | 2020 | | |
|--------------|----------|-------------|-------------|-------------|-------------|-------------|-------------|
| | | Male | Female | Total | Male | Female | Total |
| Executives | h | 22.7 | 2 | 17.5 | 5.2 | 6 | 5.3 |
| Managers | h | 25.5 | 22.2 | 23.8 | 18.8 | 13 | 15.8 |
| White-collar | h | 66.9 | 46 | 55.1 | 28.6 | 22.5 | 25.2 |
| Blue-collar | h | 34.7 | 20.8 | 34.1 | 19.1 | 13.3 | 18.9 |
| Total | h | 49.2 | 42.7 | 46.5 | 23.2 | 21.2 | 22.4 |

Health and safety
WORK-RELATED INJURIES

| Indicator | | 2021 | | | 2020 | | |
|---|----------|---------|---------|----------------|---------|---------|----------------|
| | | Male | Female | Total | Male | Female | Total |
| No. of workplace injuries (excluding commute) | n. | 4 | 3 | 7 | 0 | 0 | 0 |
| of which: | | | | | | | |
| No. of recordable injuries (without days of absence) | n. | 0 | 0 | 0 | 0 | 0 | 0 |
| No. of recordable injuries (with days of absence) | n. | 4 | 3 | 7 | 0 | 0 | 0 |
| of which serious injuries (with serious consequences) | n. | 0 | 0 | 0 | 0 | 0 | 0 |
| No. of fatal accidents (number of deaths) | n. | 0 | 0 | 0 | 0 | 0 | 0 |
| No. of accidents during commute | n. | 1 | 0 | 1 | 0 | 0 | 0 |
| Total hours worked | h | 298,648 | 173,537 | 472,185 | 273,632 | 155,291 | 428,923 |
| Days of work lost due to recordable injuries with days of absence | days | 96 | 62 | 158 | 0 | 0 | 0 |
| Days of work lost due to injuries on commute | days | 31 | 0 | 31 | 0 | 0 | 0 |
| Frequency rate of total workplace injuries | % | 13.39 | 17.29 | 14.82 | 0.00 | 0.00 | 0.00 |
| Frequency rate of recordable injuries (with days of absence) | % | 13.39 | 17.29 | 14.82 | 0.00 | 0.00 | 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 | % | 0.32 | 0.36 | 0.33 | 0.00 | 0.00 | 0.00 |

CUSTOMER EXPERIENCE

Perceived quality - Quality Interviews

| Interviews | Total no. | Passengers | % of total |
|------------|-----------|------------|------------|
| 2021 | 1,164 | 2,057,809 | 0.06% |
| 2020 | 488 | 1,400,808 | 0.03% |

Perceived quality - PRM Interviews

| PRM Interviews | Total no. | PRM passengers | % of total |
|----------------|-----------|----------------|------------|
| 2021 | 1,272 | 19,054 | 6.68% |
| 2020 | 693 | 12,944 | 5.35% |

Quality provided

| | 2021 | 2020 | Change 2021 VS 2020 |
|----------------------|-----------|-----------|---------------------|
| Reports | 41,797 | 28,929 | +44.5% |
| Comm. av. passengers | 2,057,809 | 1,400,808 | +46.9% |

Quality Plan

| | | Weighting | Real data - base year 2018 | Results - bridge year 2019 | 2021 | | Objectives | | |
|----------------------|---|-----------|----------------------------|----------------------------|------------|---------|------------|-------|-------|
| | | | | | Objectives | Results | 2021 | 2022 | 2023 |
| 1) Quality provided | Perception of passport control waiting time | 15 | 5:05 | 4:30 | 5:03 | 4:58 | 5:03 | 5:02 | 5:01 |
| 2) Quality provided | Last baggage return time | 5 | 30:01 | 25:39 | 29:59 | 24:16 | 29:59 | 29:58 | 29:57 |
| 3) Quality perceived | Perception of toilet facilities | 10 | 89.8% | 94% | 90.2% | 95.4% | 90.2% | 90.4% | 90.6% |
| 4) PRM - provided | Disembarkation time, advance notice | 10 | 4:09 | 5:28 | 04:07 | 03:21 | 4:07 | 4:06 | 4:05 |
| 5) PRM - perceived | Perception of access to infrastructure | 10 | 93.4% | 97.1% | 93.8% | 94.9% | 93.8% | 94% | 94.2% |
| 6) Quality provided | Check-in waiting time | 7 | 5:04 | 4:55 | 5:02 | 3:30 | 5:02 | 5:01 | 5:00 |
| 7) ASQ | Overall satisfaction | 15 | 3.86 | 3.96 | 3.88 | 4.06 | 3.88 | 3.89 | 3.90 |
| 8) ASQ | Ground transportation | 8 | 3.56 | 3.62 | 3.58 | 3.26 | 3.58 | 3.59 | 3.60 |
| 9) Technical | Usage of Automated Border Control (E-gates) | 10 | 0% | 0% | 2% | 7.95% | 2% | 3% | 4% |
| 10) Technical | Charging stations (TPHP/no.) [**] | 10 | 631.7 | 384.6 | 500 | 166 | 500 | 416.7 | 357.1 |

[**] Forecast on TPHP theoretical 2.500

Overall satisfaction index

| 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|------|------|------|------|------|------|
| 3.66 | 3.73 | 3.86 | 3.96 | 4.09 | 4.06 |

COMMUNICATION

Insights related to social channels are summarized below:

Facebook: over 43,000 fans of the official @AeroportodiTorino page, with an average monthly organic coverage of 150,000 views for published posts;

Instagram: 4,799 followers

LinkedIn: 3,981 followers

Twitter: 2,045 followers

PRIVACY

Complaints due to privacy violations or data loss

| Type | UNIT | 2021 | 2020 |
|--|------|----------------------|----------------------|
| 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 | 2021 | 2020 |
|-------------------------------------|----------------|---------|---------|
| Natural gas (for heating/systems) | m ³ | 861,264 | 750,963 |
| Biogas | m ³ | 0 | 0 |
| Diesel fuel (for heating/machinery) | l | 114,000 | 108,991 |
| Petrol for vehicles | l | 458 | 458 |
| Diesel for vehicles | l | 36,819 | 37,370 |
| Natural gas (for vehicles) | m ³ | 0 | 0 |
| LPG (for vehicles) | l | 0 | 0 |
| LPG (for cooking/FF tests) | l | 6,200 | 3,452 |
| Glycol (diluted 50:50) | l | 151,404 | 67,804 |
| Self-generated electricity | MWh | 0 | 0 |
| Electricity sold | MWh | 0 | 0 |

Indirect energy consumption

| Type | UNIT | 2021 | 2020 |
|-------------------------------------|------|------------------|------------------|
| District heating | MWh | 0 | 0 |
| Electricity | MWh | 14.054,88 | 13.400,67 |
| of which from non-renewable sources | MWh | 0 | 6.440,9 |
| of which from renewable sources | MWh | 14.054,88 | 6.959,8 |

CO₂ Emissions

| DIRECT GHG EMISSIONS (SCOPE 1) | | | | |
|-------------------------------------|-------------------------|----------------|----------------|--|
| Type | UNIT | 2021 | 2020 | |
| Natural gas (for heating/systems) | tCO ₂ e | 1,623.5 | 1415.5 | |
| Biogas | tCO ₂ e | - | - | |
| Diesel fuel (for heating/machinery) | tCO ₂ e | 303.6 | 291.7 | |
| Petrol for vehicles | tCO ₂ e | - | - | |
| Diesel for vehicles | tCO ₂ e | 98.5 | 99.5 | |
| Natural gas (for vehicles) | tCO ₂ e | - | - | |
| LPG (for vehicles) | tCO ₂ e | - | - | |
| LPG (for kitchen) | tCO ₂ e | 10.3 | 5.6 | |
| Glycol (diluted 50:50) | tCO ₂ e | 131.5 | 58.9 | |
| Self-generated electricity | tCO ₂ e | - | - | |
| Electricity sold | tCO ₂ e | - | - | |
| Total | tCO₂e | 2,167.4 | 1,871.2 | |

| DIRECT GHG EMISSIONS (SCOPE 2) | | | | |
|-------------------------------------|-------------------------|----------------|----------------|--|
| Type | UNIT | 2021 | 2020 | |
| District heating | tCO ₂ e | - | - | |
| Electricity | tCO ₂ e | 4,005.6 | 3,812.5 | |
| of which from non-renewable sources | tCO ₂ e | 0 | 1,906.3 | |
| Market-based total* | tCO₂e | 0 | 1,906.2 | |
| Location-based total* | tCO₂e | 4,005.6 | 3,812.5 | |

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

Waste management by type and disposal method

| Type | UNIT | 2021 | 2020 |
|---|-----------|---------------|---------------|
| Special hazardous waste recovered | Kg | 4,145 | 965 |
| Special hazardous waste disposed of | Kg | 289 | 190 |
| Total hazardous waste | Kg | 4,434 | 1,155 |
| Special non-hazardous waste recovered | Kg | 35,919 | 19,972 |
| Special non-hazardous waste disposed of | Kg | 22,100 | 1,980 |
| Total non-hazardous waste | Kg | 58,019 | 21,952 |
| Total special waste produced | Kg | 62,453 | 23,107 |

Airport noise

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

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

| Station code | Station name | MUNICIPALITY | LVA |
|--------------|---------------|------------------------|------|------|------|------|------|------|------|------|------|------|------|
| | | | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
| LIMF01 | Parco Giochi | San Francesco al Campo | 55.5 | 56.5 | 54.7 | 56.2 | 55.8 | 55.0 | 55.0 | 55.0 | 53.7 | 53.3 | 49.8 |
| LIMF02 | Cimitero | San Francesco al Campo | 60.3 | 59.2 | 58.0 | 59.4 | 60.6 | 60.0 | 60.4 | 59.3 | 58.2 | 56.9 | 55.0 |
| LIMF03 | S. Giacomo | San Francesco al Campo | 54.0 | 54.4 | 53.4 | 55.3 | 54.2 | 54.2 | 54.4 | 53.5 | 52.3 | 52.0 | 51.0 |
| LIMF04 | Pozzo Bona | Caselle T.se | 47.4 | 47.0 | 47.1 | 46.5 | 47.2 | 48.3 | 48.3 | 47.3 | 45.2 | 44.3 | 44.8 |
| LIMF05 | Nefoipsometro | Caselle T.se | 61.5 | 62.0 | 61.8 | 62.3 | 62.5 | 63.9 | 63.7 | 62.7 | 61.5 | 60.8 | 60.5 |
| LIMF06 | Prato Fiera | Caselle T.se | 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 | 58.9 | 59.0 | 60.7 | 61.6 | 60.1 | 59.2 | 60.5 | 58.2 | 57.1 | 57.1 | 56.5 |
| LIMF09 | Fire brigade | - | 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 | 47.9 |

Traffic numbers for the same period are shown below.

| Movements | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|---------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Commercial aviation | 43,649 | 41,943 | 33,823 | 35,131 | 35,213 | 37,949 | 39,725 | 38,062 | 34,850 | 13,958 | 17,713 |
| General aviation | 10,892 | 9,830 | 9,823 | 7,332 | 9,048 | 8,548 | 8,130 | 7,449 | 8,804 | 7,420 | 9,418 |
| Total | 54,541 | 51,773 | 43,646 | 42,463 | 44,261 | 46,497 | 47,855 | 45,511 | 43,654 | 21,378 | 27,131 |

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

| Aircraft type | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|---------------|--------|--------|--------|--------|--------|--------|--------|
| CATEGORY 3 | 70.50% | 71.90% | 67.30% | 59.30% | 63.99% | 69.06% | 48.17% |
| CATEGORY 4 | 29.50% | 28% | 32.20% | 39.70% | 35.02% | 29.84% | 45.69% |
| CATEGORY 5 | <0.1% | 0.10% | 0.50% | 0.80% | <0.1% | 0% | <0.1% |

A single complaint was received in 2021 related to airport noise.

The complaint was filed on July 25 by a resident from the municipality of Rivarossa, who complained of increased noise levels particularly in the evening and early morning, which were negatively affecting sleep quality.

This claim was followed by an analysis of radar traces, which concluded that on average there was only one night flight over the municipality of Rivarossa every five days in July, at considerable altitudes.

We also note that the municipality of Rivarossa falls outside the airport zoning.

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 2021 Social Responsibility Report of the SAGAT Group is to be contextualised within the framework of the Sustainable Development Goals (SDGs) defined by the United Nations in the 2030 Agenda. These goals focus on green policies and research and development, projects of social inclusion and the circular economy, and partnerships with stakeholders to promote sustainable mobility.



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

The official launch of the SDGs in 2016 guides the participating nations of the world over the course of the coming years with a view to achieving results that place research and development, green philosophies, and principles of inclusion at the centre of growth strategies.

These shared goals exclude no ring in the chain, whether in the public or the private sphere and regardless of industry, nor do they exclude any nation, given that they are global goals. In the same way, no one is to be left behind in the pursuit of these goals that will guide the world toward a better form of sustainability.

13. Glossary

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

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

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

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

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

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

PRM: acronym for Passengers with Reduced Mobility.

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

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

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

CONTACT:

SAGAT S.p.A.
Torino Airport

PHONE +39 011 5676356

FAX +39 011 5676413

relazioniesterne@sagat.trn.it

GRAPHIC PROJECT AND LAYOUT:

PHOTOGRAPHS:

NOODLES COMUNICAZIONE

ARCHIVIO SAGAT

