

TORINO
AIRPORT



Sustainability Report 2024



The approach to sustainability

Sustainability principles serve as a strategic lever for the development of the airport system.

These principles have long guided the activities of the SAGAT Group, seeking to mitigate environmental impacts and protect natural resources, improve the quality of life and well-being of the surrounding community, and provide safe and inclusive workplaces, thereby balancing business growth and financial stability with social and environmental sustainability while creating long-term value.



To achieve its objectives, SAGAT Group has, over the last few years:

- defined its Sustainability Mission (2021);
- developed the Sustainability Policy (2022);
- mapped Stakeholders and identified the relevant topics for them in a materiality map (2021);
- defined the four-year Sustainability Plan 2023-2026, with subsequent updates for 2024-2027 and then annually, formalizing a development path that involves every corporate function with the aim of providing a concrete contribution to achieving the Sustainable Development Goals (SDGs) outlined in the United Nations' 2030 Agenda.

By publicly committing to measurable goals integrated into a structured framework that aligns with the Group's strategic development levers and key material topics, the Sustainability Plan ensures the coordination of tangible initiatives that are currently underway and will be finalised in the coming years. These initiatives seek to ensure the safe and environmentally responsible management of airport infrastructure and operations, continuously identifying innovative solutions to efficiently use resources while creating a safe and inclusive working environment that derives value from the diversity of gender, training, professional, and generational background, and also promoting transparent communication with Stakeholders.



01.

Identity

8



- 1.1 The SAGAT Group - Who we are 10
- 1.2 Key figures 2024 12
- 1.3 Company profile 18
- 1.4 Historical background 20
- 1.5 Market overview 22
- 1.6 Infrastructure 24
- 1.7 The company 28
- 1.8 Our business model 32
- 1.9 Intangible assets 34

02.

Corporate business

38



- 2.1 Key figures 2024 40
- 2.2 Aviation: flight and traffic network 42
- 2.3 Handling 47
- 2.4 Extra-Aviation 48
- 2.5 Accessibility 50
- 2.6 Security 54
- 2.7 Safety 54

03.

Sustainability for the SAGAT Group

58



- 3.1 Sustainability mission 60
- 3.2 Sustainability Committee 62
- 3.3 Contribution of the SAGAT Group to the UN SDGs 64
- 3.4 Stakeholder map 68
- 3.5 Materiality analysis and map 69
- 3.6 Sustainability Plan strategic guidelines aligned with materiality topics 72
- 3.7 ESG Reporting 2024 74

STRATEGIC LINE

- 1 Strategy and governance 74
- 2 Combatting the climate crisis 82
- 3 Company culture 108
- 4 Passenger experience and innovation 120
- 5 Development and integration with the local area 132
- 6 Reporting and communication 144

04.

Value creation

148



- 4.1 Key figures 2024 150
- 4.2 Operating overview and contributions to the economy 152
- 4.3 Financial reporting 154
- 4.4 Creation of economic Value 158
- 4.5 Distribution of economic Value 160
- 4.6 Economic Value retained 164
- 4.7 2019-2024 trends 166
- 4.8 ACI Impact Calculator 166

Appendix

168

- Methodological note 170
- GRI content Index 172
- GRI Index 173
- Glossary 174

Letter to Stakeholders

Dear Stakeholders,

In 2024, Torino Airport once again set a new traffic record transporting 4,693,977 passengers, an increase of +3.6% compared to 2023 and +18.8% compared to 2019 (last pre-Covid year).

In recognition of our role as an enabler of the economic development of the area and confirming the commitment of all our people, ACI Europe has awarded us two prizes: **Best European Airport**, as the best European airport in our category (up to 5 million passengers), and **Most dedicated staff in Europe**.

We are proud to have achieved these results also thanks to our commitment to environmental sustainability. We believe that the decarbonization of our industry is an achievable goal thanks to the synergistic collaboration of all airport users, and we are therefore working to reduce both our emissions and those that are not under our direct control.

The **Level 3+ “Neutrality” certification** of the Airport Carbon Accreditation program obtained in 2024 attests to our ability to constantly involve third parties, just like participating in European projects on decarbonization allows us to make a factual contribution to the experiments underway on a European scale, in particular for producing green hydrogen in the airport sector.

Our **focus on climate**, reported in the pages of this sustainability report, is also achieved thanks to the many widespread initiatives that allowed us to reduce the airport’s energy consumption by 5% compared to 2023 and to self-produce 14% of our needs thanks to the **photovoltaic system** installed on our buildings. In addition, we purchased the remaining energy needed from renewable sources with GO certified guarantee of origin and we offset the residual emissions.

The Sustainability Plan, formalized as early as 2022, commits us every year to integrating sustainability into the corporate strategy and into all other areas of action that our organization considers relevant.

Not only the environment, therefore, but **six strategic lines** declined in commitments and implementation of initiatives, for each of which KPIs, objectives and implementation times are set.

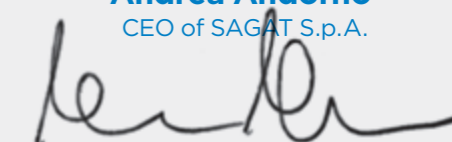
Among them, we have devoted great attention to passengers with special needs, with an inclusive and innovative perspective: integrated assistance from train to plane was ensured in agreement with RFI, launched in conjunction with the opening of the new railway line that connects the airport with the center of Turin and other areas in Piedmont; the “Vola Facile” project was launched to better understand the needs of travelers with disabilities and frailties, in collaboration with the University of Turin; the collaboration with the Italian Union of the Blind and Visually Impaired of Piedmont was launched to facilitate autonomous movement within the terminal; additionally, we signed an agreement with **Turismabile** for the promotion of sustainable tourism.

Promoting a culture of sustainability is a commitment for the entire Group, through recurring training dedicated to sustainability and diversity, through the inclusion of new resources for generational balance and through the maintenance of Agile Work as an organizational tool with particular attention to parenthood.

The number of bodies and institutions we collaborate with has expanded, as well as that of schools and universities for student training and talent attraction, always with the aim of impacting the development of the community that hosts us and that benefits from our work.

The economic Value distributed to the community amounts to 76.6 million euros in 2024 and, based on the model of the Economic Impact Calculator of ACI Europe, the direct economic impact, i.e. that generated by companies operating directly at the airport, based in the airport or in its vicinity, is equal to 464.8 million euros.

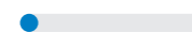
Andrea Andorno
CEO of SAGAT S.p.A.



- 1.1 The SAGAT Group - Who we are 10
- 1.2 Key figures 2024 12
- 1.3 Company profile 18
- 1.4 Historical background 20
- 1.5 Market overview 22
- 1.6 Infrastructure 24
- 1.7 The company 28
- 1.8 Our business model 32
- 1.9 Intangible assets 34

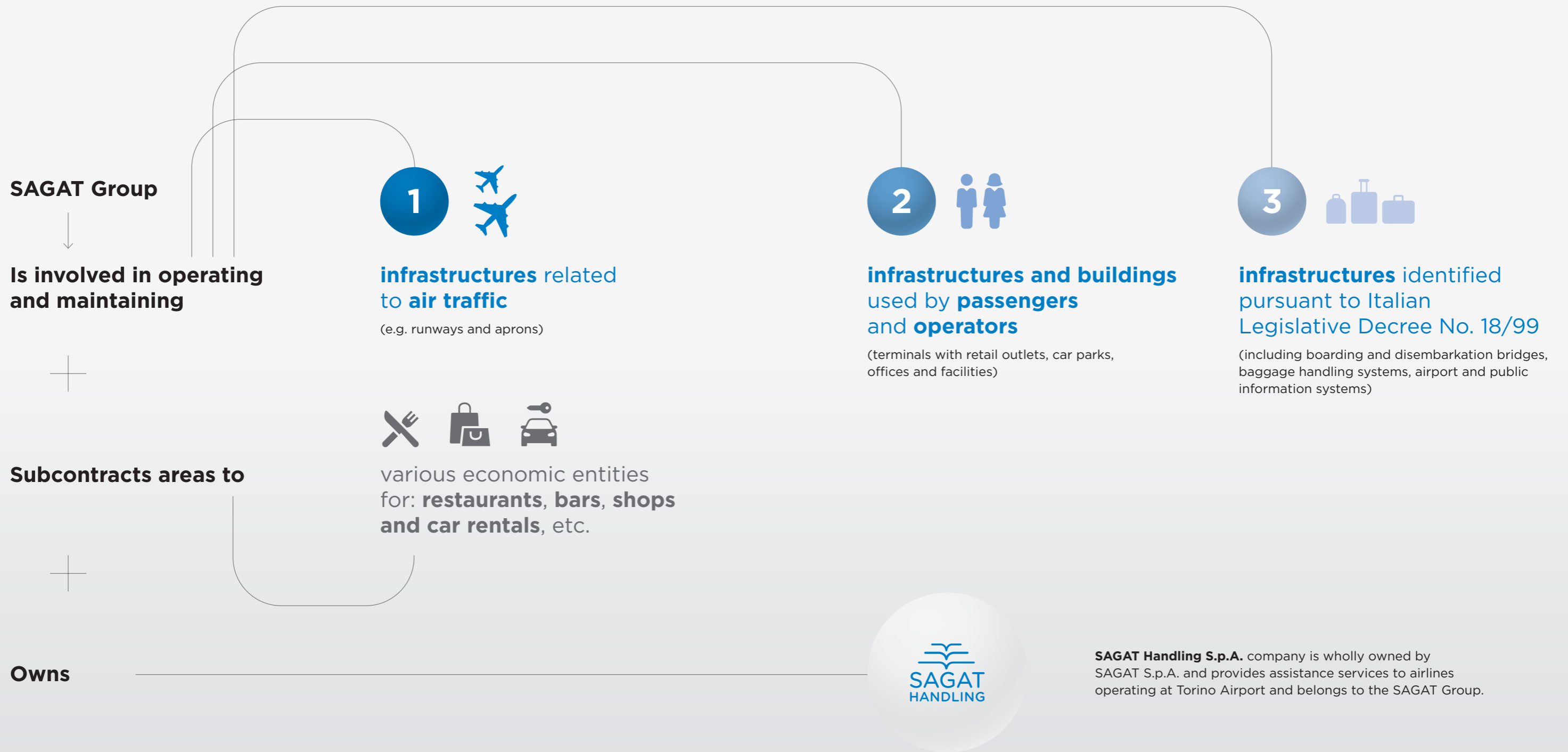


01. Identity



1.1 The SAGAT Group - Who we are

SAGAT S.p.A. is the company responsible for managing Torino Airport.



1.2 Key figures 2024

4,693,977 
PASSENGERS

44,005  → **18** 
MOVEMENTS AIRLINES

473,745 kg 
CARGO TRAFFIC

TOP 5 
DESTINATIONS BY NO. OF PASSENGERS

- 1 CATANIA
- 2 ROME
- 3 LONDON
- 4 PALERMO
- 5 NAPLES

12 
BARS AND RESTAURANTS

21  **12** 
STORES CAR RENTALS

2,771  → **1,092,139**
PARKING SPACES STAYS



> Quality perceived by passengers

Standard ISO 9001

Certificating SAGAT Group **Quality Management System**

2024 Airport Service Quality Index: 4.11

General satisfaction index detected through self-completed questionnaires by passengers on a scale from 1 to 5, according to the ACI international benchmarking program

Customer Experience Accreditation - Level 1

Recognition, based on objective criteria, of the **ability** to analyse customers, **measure performance**, **manage** processes, and **enhance** the **quality of services** provided

ASQ Award as "Airport with the Most Dedicated Staff in Europe"

Recognising the **dedication** and efforts made by **airport staff** at various **passenger** touchpoints
(awarded in March 2025 based on the questionnaires collected in 2024)



> Human resources

Group figures at December 31st, 2024



> Commitment to sustainability

"Leader of sustainability 2024" award

Torino Airport is recognized for the second consecutive year as a **"Leader of sustainability"** company, selected by an independent research conducted by the newspaper **Il Sole 24 Ore** and the research institute Statista.



Recognition "Most climate-conscious companies"

Torino Airport is recognized for the second consecutive year among **the most climate-conscious companies in Italy**, according to an independent research carried out by **Corriere della Sera - Pianeta 2030** and Statista.



> Environmental protection

ISO 45001 and ISO 14001 certifications

awarded to SAGAT Group by TÜV Italia for its **Integrated Health, Safety and Environment Management System (HSEMS)**

ISO 50001 energy certification

Level 3+ "Neutrality" accreditation

of ACI Europe's international **ACA-Airport Carbon Accreditation** programme

NetZero 2050 - ACI Europe

participation in programme and bringing forward the goal of zero emissions to 2040

AZEA - Alliance for Zero-Emission Aviation

adhesion to the alliance

"Torino Green Airport" environmental sustainability project



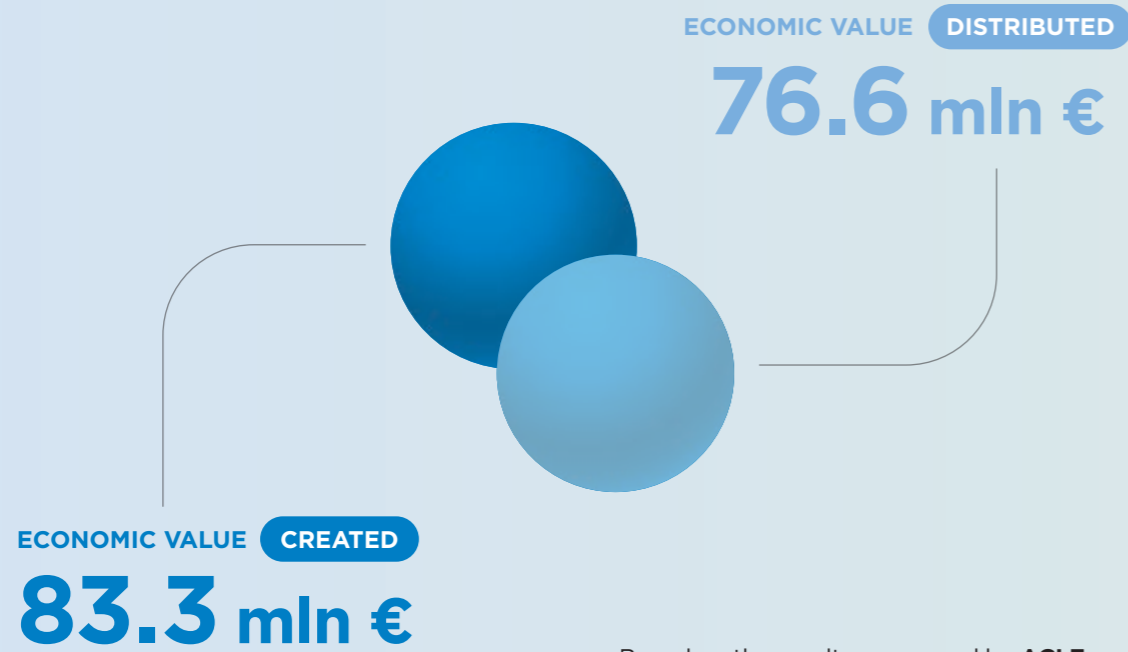
Partnership within the European TULIPS consortium

aimed at developing innovations that facilitate the transition to **low-emission mobility**, improving the overall sustainability of airports

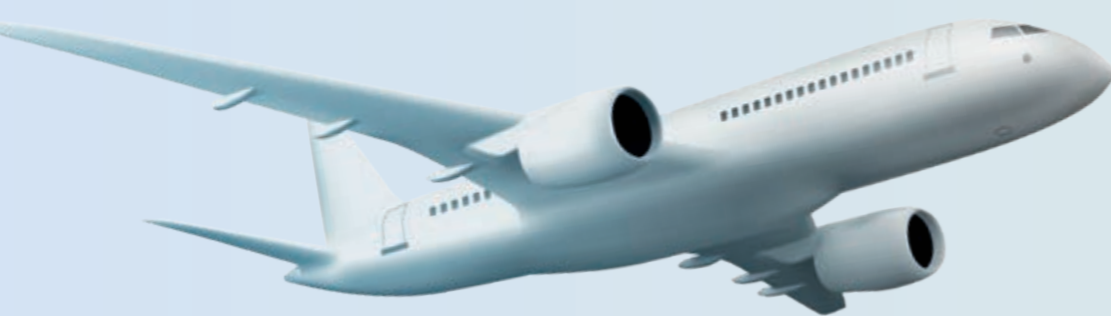
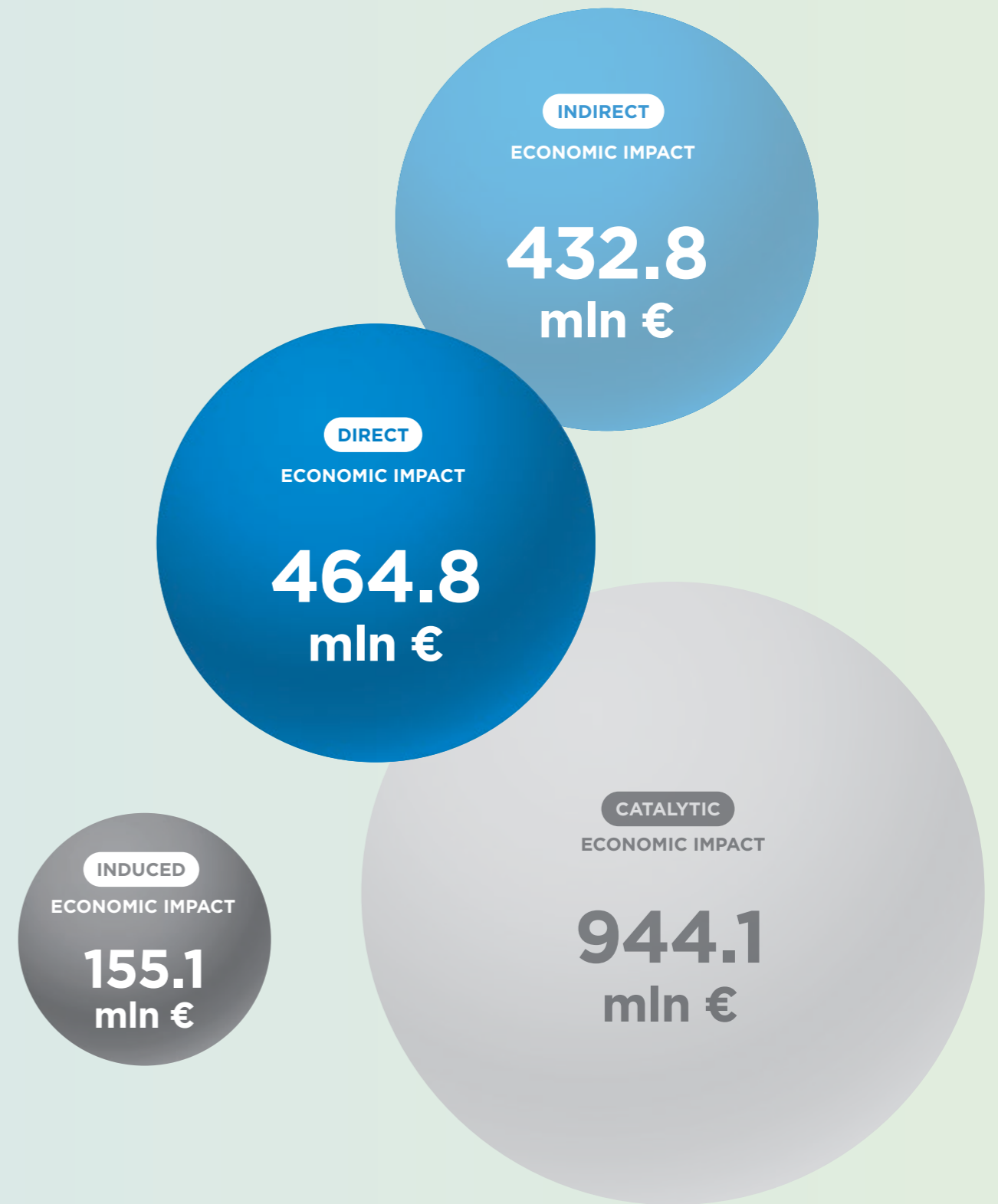
Photovoltaic system on the structure's roof

in operation since July 2023, which in 2024 generated **14% of SAGAT's electricity needs**.

> Economic impact



Based on the results processed by **ACI Europe's Economic Impact Calculator** - a tool used by all airports worldwide affiliated with the ACI-Airports Council International - the **following impacts** are determined based on factors such as the number of passengers, volume of cargo, percentages of transit passengers, and presence of low-cost carriers at the airport, all correlated with the GDP of the nation and respective region:



1.3 Company profile

Mission

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



Vision

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



Values

The core values guiding SAGAT Group's efforts are efficiency and innovation, grounded in teamwork and with full respect for cooperation, transparency, and other people's identities.



1.4 Historical background

1953

JULY 30TH
The “Città di Torino” airport officially opened its doors
 The airport featured a runway measuring 60 metres in width and 1,800 metres in length, extending in a south-north direction. By 1954, it had been expanded to 2,350 metres.

AUGUST 5TH
First scheduled flight from Turin to Rome
 A 40-seater ALITALIA Convair 340 operated the first scheduled flight from Turin to Rome. During this period, the airport was under the management of the Transport Department of the Municipality of Turin.



1956

MARCH 6TH
Società Azionaria Gestione Aeroporto Torino (SAGAT)
 The Società Azionaria Gestione Aeroporto Torino (SAGAT) was established at Palazzo Civico, with the Municipality of Turin entrusting the management of Torino Caselle Airport to the new company.



1993

DECEMBER
New terminal
 A new terminal capable of accommodating over 3 million passengers per year opened to the public. It was directly linked to a multi-story car park with nearly 3,000 parking spaces, and the new railway station since April 2001.



2000

DECEMBER
SAGAT S.p.A.
 SAGAT S.p.A. was privatised and 41.33% of its shares were sold.



2006

JANUARY 30TH
New Airport of Turin
 The new Airport of Turin was officially opened after approximately two years of expansion and redevelopment works, with a capacity to serve up to 8 million passengers annually, along with a new General Aviation Terminal.



2013

JANUARY
F2i Sgr S.p.A.
 F2i Sgr S.p.A. (now 2i Aeroporti S.p.A.) became the majority shareholder of SAGAT. 2i Aeroporti S.p.A. has wholly-owned the Company since 2023.



1.5 Market overview

Torino Airport functions as an infrastructure serving collective transportation and as such, it provides an essential public utility 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 Torino 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. **Law enforcement** - 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), which sets the standards and procedures for the orderly and safe development of international civil aviation;
- **IATA** (International Air Transport Association), which supports company business policies and offers cooperative services;
- **EASA** (European Union Aviation Safety Agency), which deals with specific regulatory and executive tasks in the field of civil aviation safety and environmental protection;
- **The Ministry for Infrastructure and Transport - the General Department of Airports and Air Transport**, which 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;
- **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;
- **ART** (the Transport Regulation Authority), an independent administrative authority responsible for regulating the transport sector;
- **ASSOCLEARANCE**, the independent association assigned by the Italian State to allocate slots to air carriers.

1.6 Infrastructure

AIRPORT CAPACITY

up to

8 million

passengers / year



up to

28

movements / hour



EMERGENCY SERVICES

SNOW TEAM

95 employees

FIRE-FIGHTING SERVICE

Intervention capacity up to the highest ICAO category

Operations have not shut down due to snow for

14 years

CHARACTERISTICS



CARGO TERMINAL

GENERAL AVIATION

51,000 m²

Passenger Terminal area



2,771

Spaces

ONGOING SERVICES

ASSISTANCE

- Passengers / Cargo
- All aircraft types

RADIO ASSISTANCE SYSTEM

ILS-CAT3B operational continuity in poor visibility conditions

Operating hours
24 / 7

3,300 metres

Runway length

WATCH THE VIDEO





The ENAC Convention and the Programme Contract

The ENAC Convention

On October 8th, 2015, SAGAT S.p.A. and ENAC (National Civil Aviation Authority) signed the Convention governing relations for the management and development of airport operations at Torino Airport, covering the design, execution, award, maintenance and use of key plant and infrastructure. The duration of the Convention, initially scheduled until August 3, 2035 (expiration date of the extension of the private management of the airport established by law no. 187 of February 12, 1992) was subsequently extended for a further two years, until 2037. The aforementioned extension is effective ope legis, as clarified by ENAC with its communication of January 19, 2021.

The same Convention, moreover, in premise no. 22, provides that *“if SAGAT - near the expiry of the current extension established by special law no. 187/1992 until August 3, 2035 -, requests the extension of the duration of the total management of Torino Airport for a further twenty years, ENAC, upon presentation of a program of interventions by the concessionaire, and after having given approval, following the completion of the necessary preliminary requirements, will provide for the extension of the total management for a period of a further twenty years”*.

The Programme Contract

On October 21, 2024, the new Programme Contract regulating the period 2024-2027 was signed with ENAC.

The related investment plan is equal to Euro 40 million and provides for a series of interventions aimed at optimizing the airport's capacity, with projects concerning flight infrastructures, the passenger terminal and access roads.

Among the main activities envisaged, in addition to the extraordinary maintenance of flight infrastructures and the redevelopment of parking lots and roads, there are investments aimed at improving the energy efficiency of the infrastructure, reducing its environmental impact: among these, the expansion of photovoltaic systems; the modernization of heating systems and electricity grids; the purchase of electric vehicles and equipment.

The innovation field also benefits from the plan, which allocates significant resources to improve the passenger airport experience using innovative technologies: among these, the latest generation optical guidance systems for aeronautical operations; the upgrading of the baggage handling system and air handling units; the application of IoT solutions aimed at regulating lights and temperature in the terminal; the improvement of the security control area.

Finally, part of the investments is dedicated to the pathways and areas used by passengers. These include the **new boarding bridges, subject to complex installation works in 2024: the replacement of the 6 loading bridges with state-of-the-art** infrastructure involved a total investment of approximately Euro 3 million.



1.7 The company

> Shareholder structure

(as of December 31st, 2024)

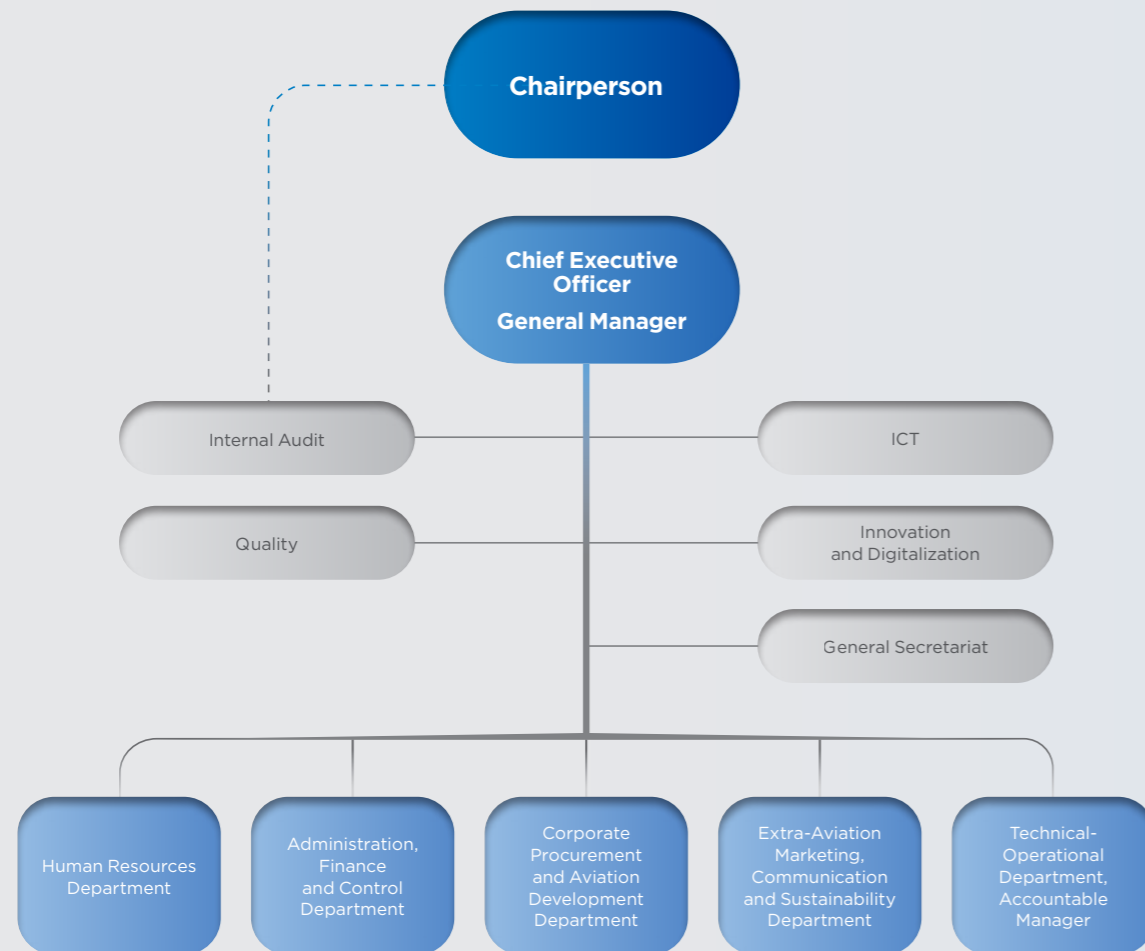
SAGAT S.p.A. is subject to the management and coordination of 2i Aeroporti S.p.A..

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

2i Aeroporti S.p.A., the majority shareholder of SAGAT since 2013, became the sole shareholder on May 9th, 2023, as per the resolution passed at the extraordinary Shareholders' Meeting on May 9th, 2023.

SAGAT S.p.A. organisation chart

(as of December 31st, 2024)



> 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, 2024:

• Board of Directors

- Elisabetta OLIVERI**
Chairperson
- Andrea ANDORNO**
Chief Executive Officer
- Lorenzo DI GIOACCHINO**
Director
- Antonio LUBRANO LAVADERA**
Director
- Guido Lucio MITRANI**
Director
- Roberta NERI**
Director
- Laura PASCOTTO**
Director

• Board of Statutory Auditors

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

> Supervisory Board

At December 31st, 2024, the SAGAT Group's two supervisory boards were composed as follows:

- **SAGAT S.p.A. Supervisory Board**
Devis Bono, Chairperson
Piera Braja
Michele Barbero
- **SAGAT Handling S.p.A. Supervisory Board**
Roberto Lorusso Caputi, Chairperson
Lorenzo Ginisio
Michele Barbero



> Reporting

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

In any case, every person operating on behalf of one of the companies of the SAGAT Group is also required to send to the respective Supervisory Board all information deemed useful to facilitate the work of the Model or relating to events that could lead to violations of the Model, its general and control principles and the **Ethics Code** in relation to the offences provided for by Legislative Decree No. 231/01, also in terms of their unsuitability, ineffectiveness and any other aspect relevant for these purposes.

In accordance with Legislative Decree No. 24/2023, the companies within the SAGAT Group approved a **Whistleblowing Regulation and Policy**, the latter of which is published on the official websites and can be accessed via the following links:

- <https://www.torinoairport.com/en/sagat/group/company/whistleblowing-policy> for SAGAT
- https://www.aeroporto torino.it/corporate/2023/whistleblowing-policy_sh_ok.pdf for SAGAT Handling.

These policies establish alternative channels for reporting breaches as outlined in Article 3, paragraph 1 of the aforementioned Decree, in addition to measures to protect both whistleblowers and the individuals involved.

The reporter may also use the relevant IT whistleblowing platforms, available at the following links:

- <https://sagatspa.segnalazioni.net/>
- <https://sagahandling.segnalazioni.net/>

> Committees and Working Groups

The Parent Company has established inter-departmental Committees and Working Groups to develop coordinated initiatives on specific issues.

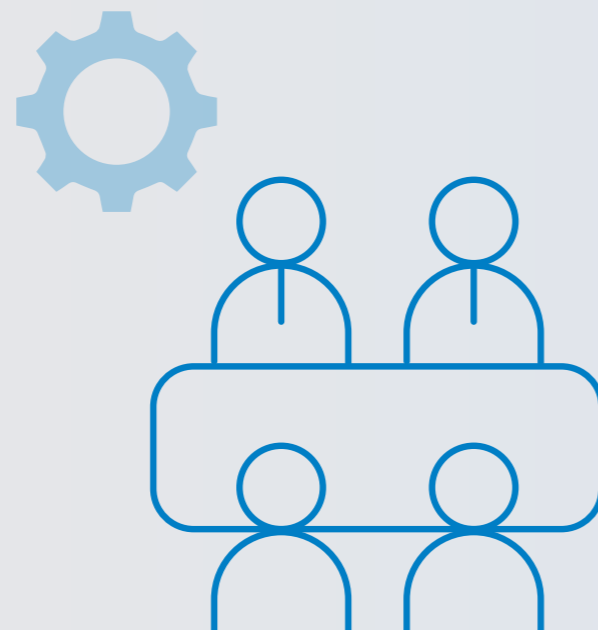
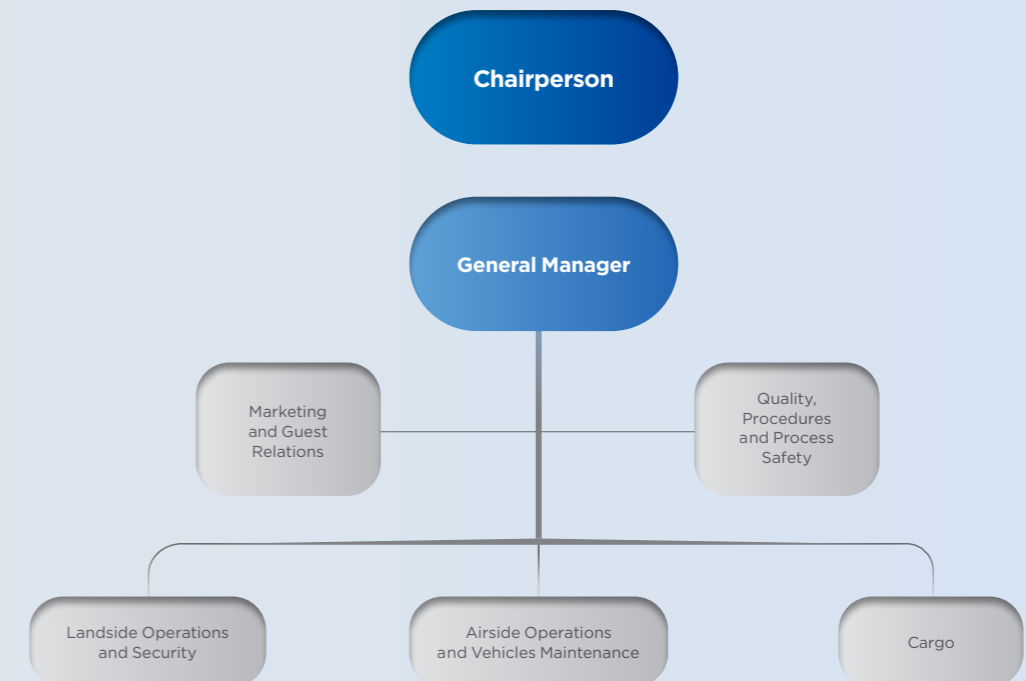
These Committees and Working Groups meet on a regular basis or whenever deemed necessary to perform the duties assigned to them under the coordination of a representative who organises internal activities and defines tasks with the help of participants. The Committees and the Working Groups also perform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

In particular, as of December 31, 2024, the following Committees and Working Groups were in place:



SAGAT Handling Organisation Chart

(as of December 31st, 2024)



1.8 Our business model

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

Aviation Sector

1



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).

Non-Aviation Sector

2



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

Handling Sector

3



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

1.9 Intangible assets

In drawing up this Sustainability Report, the SAGAT Group also takes **inventory of its intangible assets**. 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.**

The are many advantages to measuring and reporting on intangibles and they benefit all business Stakeholders:

BENEFIT FOR



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:

INTANGIBLE ASSETS 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.



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.



Relational capital

understood as the network of intangible connections between the company and the outside world.



Listed below are indicators relating to human, relational and structural capital, processed on the basis of SAGAT's company profile, mission, strategies and the specific context in which it operates.

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

| Indicator | Description | Page |
|-------------------------------------|--|----------|
| Breakdown of personnel | Number and percentage of employees broken down by category, contract type and qualifications | 110, 113 |
| Distribution of personnel by gender | Percentage of men and women in the workforce | 14 |
| Average employee age | Average employee age Largest employee age band | 113 |
| Recipients of training | Number and percentage of employees who have benefited from training initiatives | 114 |
| Employee benefits | Number of people who have received expense reimbursements for day care, childcare packages, and summer camps | 111 |

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 Torino Airport to forge a closer bond with its surroundings by bringing it into direct contact with local people.



ORGANISATIONAL CAPITAL

| Indicator | Description | Page |
|---|---|------------------|
| Electronic communication | Number of newsletter subscribers Number of followers on social media | 122, 131 |
| Working agreements with other organisations | Working agreements signed with other organisations | 126-128, 140-142 |
| Agreements | Active conventions | 111 |
| Digital Transformation | Innovative tools to improve the customer experience and continuously innovate the organisation's work processes | 130 |

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.

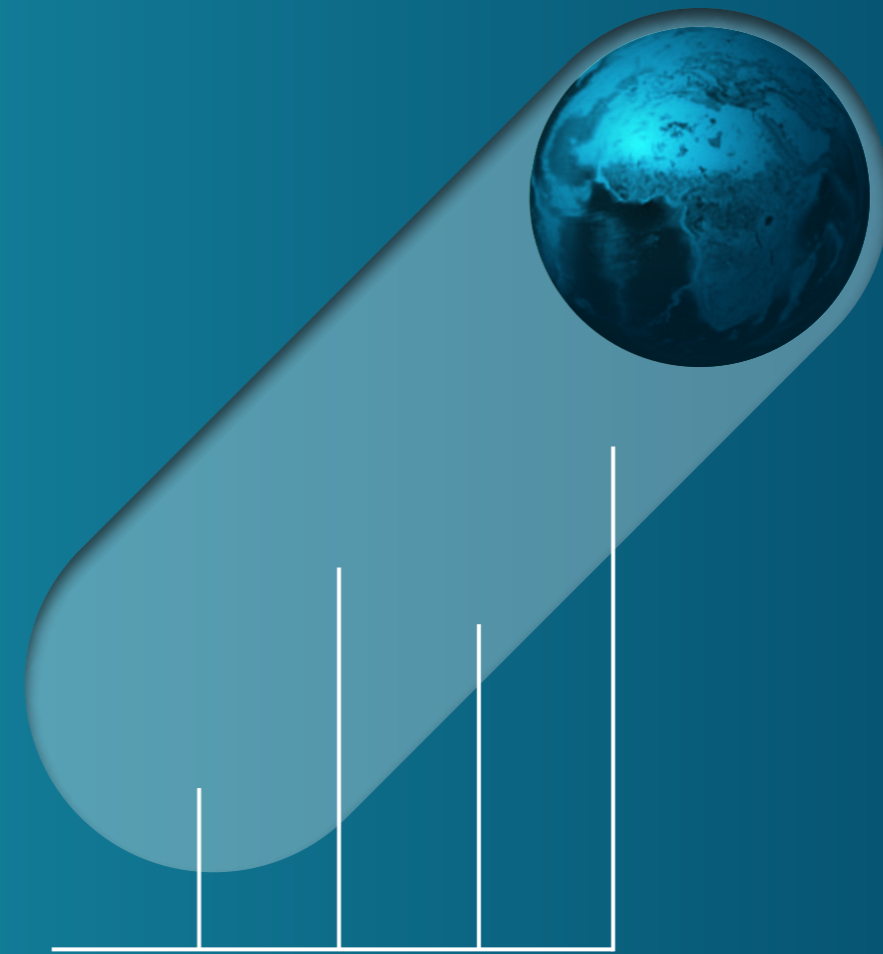


RELATIONAL CAPITAL

| Indicator | Description | Page |
|--|---|------------------|
| Institutional map of relations | A summary of our relations with Stakeholders, based on levels of efficiency and effectiveness | 68-69 |
| Disclosure initiatives | Roundtables, workshops, conferences, seminars, meetings, etc. | 138, 139, 143 |
| Media relations | Communication events and promotional campaigns | 146-147 |
| Events in collaboration with external partners | Events planned and/or organised in collaboration with external partners | 88, 89, 138, 139 |
| Customers / users | | |
| Trend of the number of users / customers | Number of passengers and airlines | 42, 43, 46, 47 |
| 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 | 122, 123 |
| Complaints | Number of formal customer/user complaints | 129 |
| Public institutions and entities | | |
| Compliance with regulations | Compliance procedures | 76-77 |
| Projects with the public sector | Joint projects with government bodies and the public sector | 80, 143 |
| Suppliers and financial institutions | | |
| Relationships with suppliers | Supplier selection methods | 78-79-81 |
| Payment times | Average duration of trade payables | 79 |
| Local fallout | Impact of suppliers on the local area | 160-161 |
| The environment | | |
| Biodiversity | - | 101 |
| Noise impact | LVA parameter Noise reduction procedures | 104-105 |
| Electricity | TEP by energy source | 102-103 |
| Water resources | Drinkable water consumption | 101 |
| Municipal waste | Waste collected at the airport Volumes of unsorted waste | 100 |
| The community | | |
| Charitable donations | Charity partnerships | 134 |
| Figures invested in infrastructure | Investments and depreciation of assets for environmental purposes | 107, 161 |

- 2.1 Key Figures 2024 40
- 2.2 Aviation: flight and traffic network 42
- 2.3 Handling 47
- 2.4 Extra-Aviation 48
- 2.5 Accessibility 50
- 2.6 Security 54
- 2.7 Safety 54

02. Corporate business



2.1 Key figures 2024



68.2%

PUNCTUALITY

2.29 mln

DOMESTIC PASSENGERS

2.28 mln

INTERNATIONAL PASSENGERS



83.3 mln €

ECONOMIC VALUE CREATED

TOP 5



DOMESTIC DESTINATIONS
BY NO. OF PASSENGERS

- 1 CATANIA
- 2 ROME
- 3 PALERMO
- 4 NAPLES
- 5 BARI

TOP 5



INTERNATIONAL DESTINATIONS
BY NO. OF PASSENGERS

- 1 LONDON
- 2 BARCELONA
- 3 PARIS
- 4 MUNICH
- 5 TIRANA



11.8 mln €

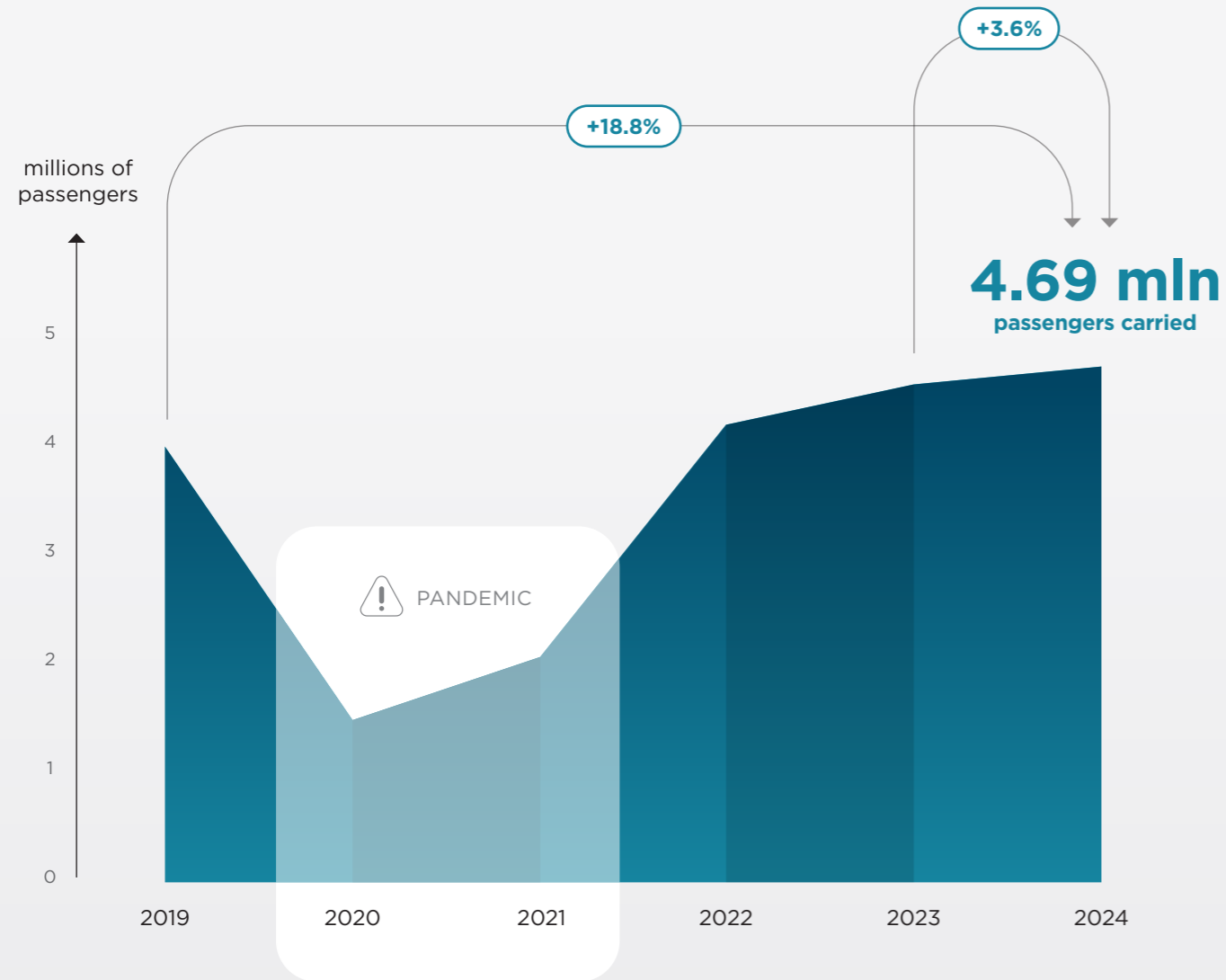
INVESTMENTS



2.2 Aviation: flight and traffic network

Torino Airport is a key contributor to the socio-economic development of the area it serves. The traditional traffic components - business, North-South domestic routes, deriving from the economic and social history of the region, and the tourist segment -, recorded constant growth during 2024 compared to the previous two years, which had already represented a record for the airport.

In 2024, with **4,693,977 passengers transported**, Torino Airport set its own **traffic record**. The increase, compared to 4,531,185 passengers in 2023 (previous record year), was +3.6% and +18.8% on 2019, the pre-pandemic year, compared to a national average of +13.5%.



| Passengers | 2022 | 2023 | 2024 |
|---------------------------|------------------|------------------|------------------|
| Domestic (scheduled) | 2,210,333 | 2,177,380 | 2,287,405 |
| International (scheduled) | 1,873,974 | 2,229,651 | 2,277,890 |
| Total scheduled | 4,084,307 | 4,407,031 | 4,565,295 |
| Charter | 98,948 | 111,670 | 115,792 |
| General Aviation | 7,568 | 7,404 | 8,103 |
| Transits | 3,058 | 5,080 | 4,787 |
| Total | 4,193,881 | 4,531,185 | 4,693,977 |



> New routes

During 2024, new domestic routes were launched to **Reggio Calabria**, **Crotone** and **Salerno** by Ryanair, **Comiso** by Volotea and the international ones to **Istanbul** by Turkish Airlines and **Belfast** by Ryanair.



Torino Airport flight Network
Summer 2024 - Winter 2024/2025



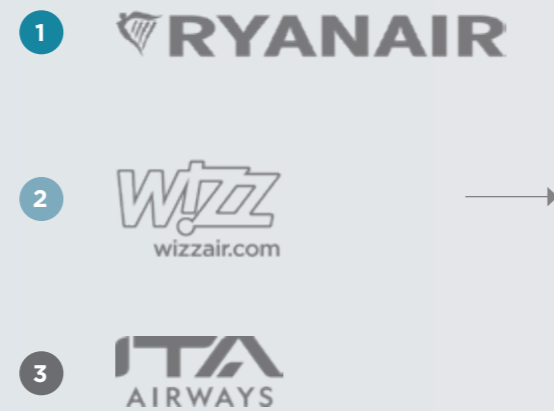
> Airlines

The main **airlines** that operated at Torino Airport in 2024 were Ryanair, Wizz Air, Ita Airways, Air Dolomiti (Lufthansa), Volotea, Air France, Klm, British Airways, Vueling Airlines and Air Nostrum (Iberia).

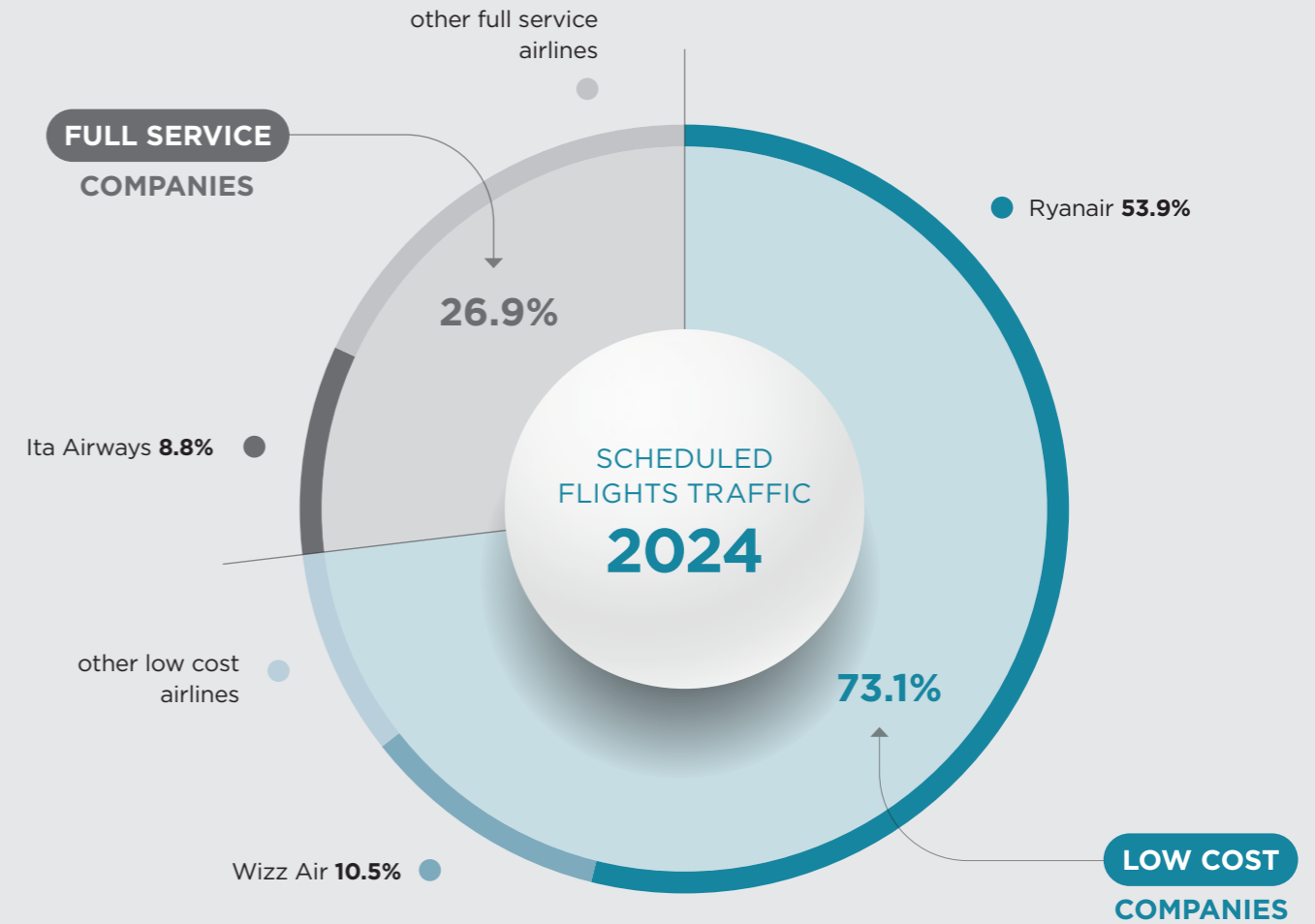
Ryanair is confirmed as the first carrier for Torino Airport, with a market share of 53.9%, up from 52.7% in 2023.

Also noteworthy is the performance of Wizz Air, which, with a 10.5% market share, is confirmed in second place among carriers. A full-service company is confirmed in third place in the top-ten of the ranking: Ita Airways, which records a market share of 8.8% up compared to 7.4% in 2023.

Low-cost airlines continue to have the largest market share for Torino Airport, reaching 73.1% in 2024 compared to 26.9% for full-service airlines.



MAIN AIRLINES BY NUMBER OF PASSENGERS CARRIED



> Destinations

A total of 42 international destinations were connected with direct flights and 18 domestic destinations were served, the richest domestic network ever.

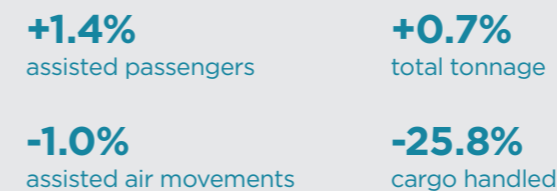
In 2024, Catania continues to be the domestic destination with the highest number of passengers. In second place is Rome which, thanks to the introduction of the fifth daily frequency starting from June 2024, has seen a significant expansion of the service that has led the route to grow by +22.6%, exceeding 400 thousand passengers transported. In third place, however, we find an international destination: London.

After London, the top ten busiest routes in the international segment were Barcelona, Paris, Munich and Tirana, followed by Madrid, Frankfurt, Brussels Charleroi, Amsterdam and Iasi.



2.3 Handling

The 2024 traffic statistics show an increase in assisted passengers and tonnage compared to the previous year, but a decrease in assisted movements. The key business handling performance figures are:



The share of traffic assisted by SAGAT Handling during 2024, compared to the total traffic transited at Torino Airport, stood at 76.6% of commercial aviation movements.

These figures confirm that SAGAT Handling continues to be able to provide quality service to the passengers and carriers that use Torino Airport and are a testament to the high level of satisfaction with this service, which is provided at market rates.

2.4 Extra-Aviation

Alongside the development of traffic and destinations offered, in 2024 Torino Airport also expanded its commercial and service offerings in order to improve the passenger experience at the airport.

During 2024, two new temporary retail stores, a vending machine and L'Erbolario shop opened their doors in the shopping gallery in the Boarding area, expanding the commercial mix offered by Torino Airport; in addition, a new restaurant was added, enriching the airport's food & beverage offerings.

In terms of passenger services, the arcade in the Fun & Game Area has been expanded.



➤ **Temporary retail stores**
Two additions in the shopping gallery



➤ **Beauty Shop**
New opening



➤ **Vending machine**
New installation



➤ **Fun&Game Area**
Expanded



2.5 Accessibility

> Connections with the City Center

The year 2024 brought a significant change in the airport's accessibility from neighboring areas. In fact, since January 2024, the railway connection has been active between the city of Turin and the Turin Porta Susa high-speed station. The railway route stops at some of the area's main tourist attractions, such as the Reggia di Venaria Reale and the Allianz Stadium. The routes extend beyond Turin, reaching Asti, Alba, Fossano, and the Langhe.

Torino Airport is also connected to the city centre by Flibco buses, which run direct services between the airport and the city of Turin, and Arriva Italia buses, which offer both direct and local routes.

> Snow

During the winter months of 2024 and in coincidence with the ski season, transfer services with the mountain areas of Aosta Valley and France were reactivated, in addition to the usual transport connections to the valleys of Piedmont.

flibco.com
Your airport connection

arriva
a DB company



SKI TRANSFER

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

SINCE JANUARY 2024



> Parking

The car parks at Torino Airport constitute some of its most heavily used infrastructure. The new P-E Smart car park was opened in May: the parking area, intended for public parking, is located just a 3-minute walk from the Terminal and offers 72 outdoor parking spaces that can be purchased online. In addition, in 2024, some important implementations of the e-commerce site

were consolidated, in particular with respect to specific targets such as corporate customers and travel agencies; an additional sales channel was activated through the Parkimeter aggregator and the parking system infrastructure was updated to enable the activation of the Pay by plate function.



> Car sharing

SINCE MAY 2024

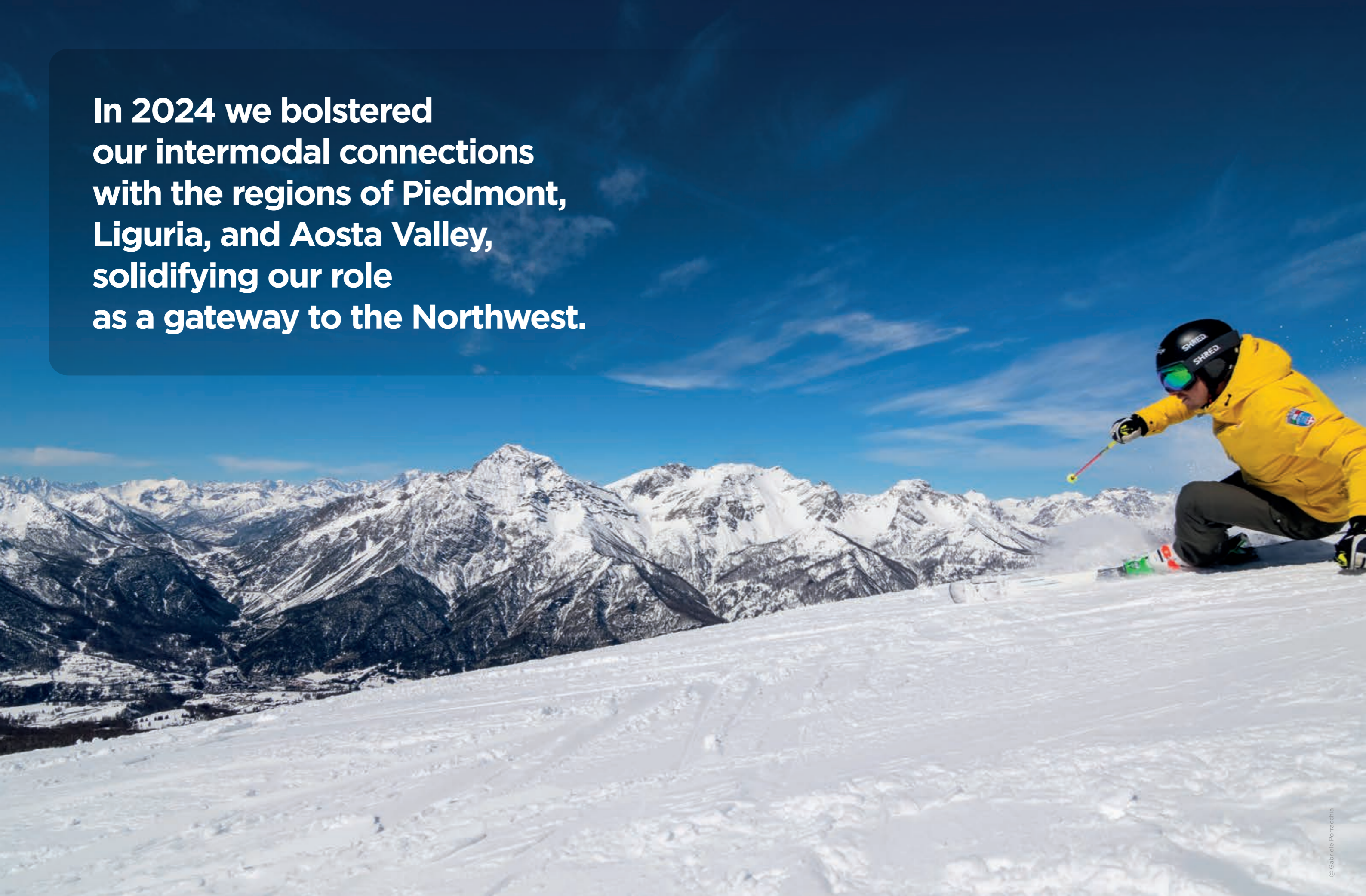
P-E Smart

Located just a 3-minute walk from the Terminal with **72 outdoor parking spaces** that can be purchased online.



The car sharing service, managed by three operators, is available at the dedicated parking lot and **also offers electric vehicles**.

**In 2024 we bolstered
our intermodal connections
with the regions of Piedmont,
Liguria, and Aosta Valley,
solidifying our role
as a gateway to the Northwest.**



© Gabriele Porracchia



2.6 Security

SAGAT performs security checks on:



These include 24-hour airport area patrol and video surveillance services and the issuance and management of access permits for airport operators.

The contract for security services for passengers, entrusted to an external security company that meets the necessary requirements, provides for greater flexibility in the provision of services and staff awareness of the qualitative aspects of performance, with positive feedback from users.

> Supervision and controls

All checkpoints are manned by special security guards certified by ENAC. The planning and sizing of security services are based on the daily flight schedule and on the operational and commercial needs of the airport, in full compliance with current regulations.

> Equipment

The airport security infrastructure is equipped with sophisticated and certified equipment and technological systems to carry out security checks. SAGAT has adopted systems that allow to monitor and optimize waiting times in order to improve the passenger experience at the airport.

2.7 Safety

One of SAGAT Group's primary objectives is to pursue the continuous improvement of safety performance, in its broadest sense, which includes operational safety, safety at work and health safety, in the interest of airport operators and passengers.



> Challenges and commitments

The SAGAT Group guarantees compliance with national and international regulations and aims to adopt the best practices in the industry: to this end, it regularly implements a process of identification and monitoring of hazards, in order to contain **the risk to the lowest possible level (ALARP- As low as reasonably practicable)**.

Safety objectives are set each year, indicators are regularly monitored, examining the reports received: the Group audits its internal processes and airport operators and monitors the performance of ground operations, requires external suppliers to comply with corporate safety standards, ensures the necessary human resources with adequate training, expertise and

knowledge and the material and financial resources for the implementation of the corporate safety policy.

All company managers are required to actively promote safety and to demonstrate, in the organizational management of the services entrusted to them, their commitment to the implementation of the company safety policy and to the achievement of its objectives.

In order to implement these objectives, the SAGAT Group has adopted a system for the management of safety in airport operations, the Safety Management System (SMS), with the primary purpose of preventing problems and accidents.

> 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, together with the **Compliance Monitoring** process, which more specifically ensures constant compliance with national and international regulations, as well as industry standards.

The SAGAT Group holds an annual **meeting with the municipalities surrounding the airport to raise awareness about the risks posed to flight safety** by human activities. To maximize public awareness, on initiative of some municipalities, an information campaign was launched. The contents of the campaign were presented at the 2024 annual meeting and subsequently shared through the distribution of flyers and posters. Torino Airport is the first in Italy to adopt an information campaign on the subject of obstacles and dangers to navigation in the areas surrounding the airport.

| Indicators | 2023 | 2024 |
|--|------|------|
| Reports received | 535 | 761 |
| Lasers | 21 | 9 |
| Damage to aircraft, vehicles, airport resources, infrastructures | 17 | 14 |
| FOD | 23 | 26 |
| Spillages | 13 | 7 |



> Bird Control

A common problem for all airports is the possible presence of birds and other wild animals in the maneuvering area: a factor that constitutes a potential danger to the safety of air navigation, in the event of impact with aircraft during landing and takeoff operations.

To address this issue, SAGAT S.p.A. carries out daily monitoring of the areas within the airport grounds, paying particular attention to the runway, through the Airfield Operations & Safety service - operational 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 their behavior, in order to ward them off or dissuade their presence, thus reducing the possibility of impact against aircraft during arrival or departure, a phenomenon technically referred to as birdstrike.

The team that performs this task is called the Bird Control Unit (BCU) and is trained and coordinated by the Airfield Operations & Safety service, with the support of a falconry service, contracted to an external company.

The control of the maneuvering area is carried out every hour of the day and whenever it is requested by the airport authorities responsible for flight safety.

Controls are also intensified if the presence of birds is abnormal.

The bloodless removal of birds is done through falconry techniques or through the use of electronic instruments (e.g. distress calls, two-tone sirens, but also lasers and gas cannons).

The falconry service at the airport has 16 birds of prey and 2 border collie dogs always ready for use.

The team is made up of:

- 1 golden eagle whose wingspan is about 2.4 metres,
- 1 eagle-owl usually used at dawn and dusk,
- 1 spotted eagle-owl similar to the above, but smaller in size,
- 3 saker falcons + 6 peregrine falcons used for high-flight removal,
- 3 Harris's hawks which can be used in pairs, unlike other birds of prey,
- 1 northern goshawk used for low-flight removal.

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

In addition, the joint presence of birds of prey and dogs, combined with the use of electronic deterrent systems and the presence of man, allows for the use of deterrent methods in all weather conditions and to differentiate the threat, thus preventing wildlife from getting used to it.

Alongside these techniques, SAGAT has for years initiated, with the help of agronomists and biologists experts in the field, targeted studies on the surrounding habitat, in order to identify possible attractive sources at the airport and in its vicinity to reduce their presence and annually check the current status.

SAGAT also organizes an annual meeting with all Stakeholders (Municipalities that fall within the area of the ICAO TYPE B map, the Riva Sinistra Stura Consortium, landfill operators, etc.) to present the results of the annual environmental avifaunal study relating to the attracting sources outside the airport grounds, to raise awareness among local authorities on the dangers to flight associated with human activities outside the airport and to share the actions of reduction/containment of the attracting sources present in the area.

Consequently, during the daily monitoring activities, the areas adjacent to the airport grounds are also controlled with direct interventions on local authorities aimed at reducing the attracting sources, as well as other dangers such as the presence of unreported obstacles, misleading lights, lasers, drones, etc.



> The Airport Emergency Plan

The Airport Emergency Plan consists of a series of dedicated and constantly updated emergency plans, which allow to effectively deal with emergency scenarios of various kinds that could occur on the airport grounds and in the surrounding areas, or in any case have an impact on the safety or operation of the airport (such as, for example, emergencies and air accidents, terrorist threats, health emergencies, fires, collapses, etc.) and is part of the broader Provincial Emergency Plan (PPE) of the Metropolitan City of Turin.

In the event of a plane crash, in particular, the SAGAT Group is called upon to provide first aid pending the intervention of external rescuers, to promptly request the intervention of the rescue facility present in the area and the police, to provide assistance to family and friends of the people involved, until the airline has organized its own assistance facility, as well as to provide means, equipment and personnel to carry out any task that may support rescuers.

In 2024, the Plan was revised following the entry into force of the ENAC Regulation "Drafting and management of the assistance plan for victims of air accidents and their families" and the parts dedicated to the activation of the Plan in the event of emergencies on the Apron and in the event of unlawful interference against air transport were implemented.

Technical training on the Emergency Plan involved 99 people in face-to-face courses and 324 people in e-learning courses, while 49 people participated in initial and periodic courses on Emergency and Maxi-Emergency Psychology, bringing the Airport Contact Team to 124 members.

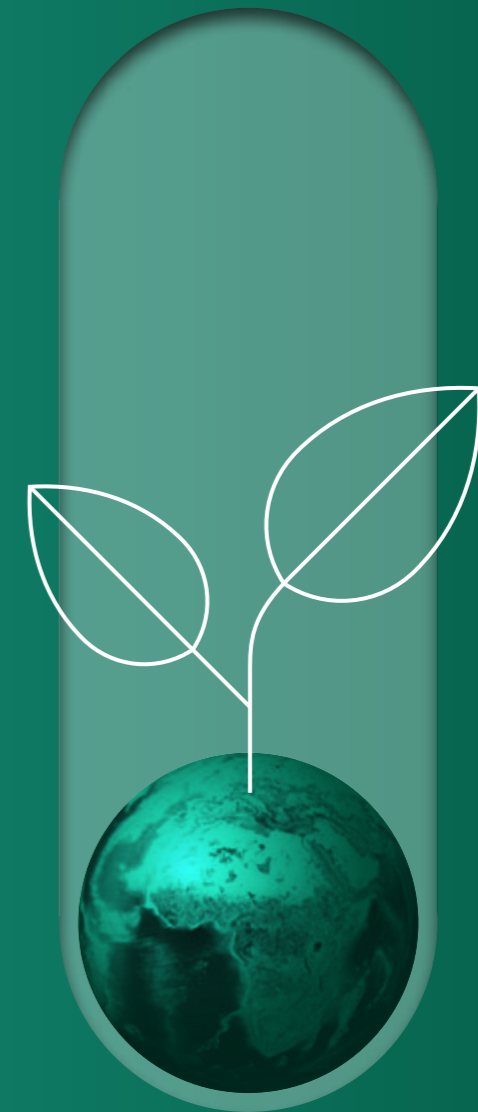
During the year, the Plan was tested during two simulations, in addition to being successfully applied during 9 *Local Stand-by* events.

03. Sustainability for the SAGAT Group

- 3.1 Sustainability mission 60
- 3.2 Sustainability Committee 62
- 3.3 Contribution of the SAGAT Group to the UN SDGs 64
- 3.4 Stakeholder map 68
- 3.5 Materiality analysis and map 69
- 3.6 Sustainability Plan strategic guidelines aligned with materiality topics 72
- 3.7 ESG Reporting 2024 74



- STRATEGIC LINE **1** **Strategy and governance** 74
- STRATEGIC LINE **2** **Combatting the climate crisis** 82
- STRATEGIC LINE **3** **Company culture** 108
- STRATEGIC LINE **4** **Passenger experience and innovation** 120
- STRATEGIC LINE **5** **Development and integration with the local area** 132
- STRATEGIC LINE **6** **Reporting and communication** 144



3.1 Sustainability mission

The SAGAT Group aims **to meet the mobility needs** of people and organizations, contributing to the development of communities and the territory, managing airport infrastructure and operations **safely** and **respecting the environment**, always seeking **innovative solutions** oriented towards the efficient use of resources and creating a **safe and inclusive work environment** that draws value from the diversity of gender, training, professional and generational backgrounds.

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 more than a decade:

2014 > 2022



The **Social Responsibility Report** was published every year between 2014 and 2022 on a voluntary basis.

FROM 2023



In 2023, the document changed, becoming a **Sustainability Report** because it contains the initiatives of the multiannual Sustainability Plan.



2021



In 2021, the **Torino Green Airport** project was launched, which over the years has seen the implementation of numerous projects and dedicated communication campaigns.

2022



In 2022, the Company adopted the **Sustainability Policy** and the first **Sustainability Plan** was drawn up.

2024



During 2024, ESG issues were **discussed in all 5 Board of Directors meetings of the year (11 topics covered)**.



SAFETY



ENVIRONMENT



INNOVATION



INCLUSION



DEVELOPMENT



3.2 Sustainability Committee

In 2021 the **Sustainability Committee** was established with the aim to engage the entire Company in achieving sustainability goals and integrating sustainable development policies into business strategies.

TASKS

The Committee is assigned the following tasks in particular:

- **analyzing the reference** scenarios that identify opportunities and create value for Stakeholders in the long term:
 - > ethics;
 - > environmental protection, paying particular attention to the climate crisis;
 - > the socio-economic progress of the territories where the Company operates;
 - > the protection of human rights;
 - > deriving value from differences and the equal treatment of people;
- **suggesting a layout for the annual Sustainability Report** and the articulation of the contents, as well as analyzing the completeness and transparency of the communication provided to Stakeholders;
- **recommending objectives, targets, and timelines** for the Sustainability Plan;
- **monitoring the implementation of the sustainability mission** and proposing the actions necessary to determine the value generated by the company for Stakeholders, also in the context of Stakeholder engagement activities, contributing to the definition and adoption of a measurement model;

CONTINUE



- **monitoring the evolution of legislation** and best practices, including international ones, with particular attention to the reference sector;
- **formulating proposals to the Top Management** resulting from the comparison of the Company's Code of Ethics with regulations and best practices, including international ones.

In 2024, the Sustainability Committee monitored the progress of the initiatives contained in the 2024-2027 Sustainability Plan and drafted the new 2025-2028 Sustainability Plan.

COMPOSITION

AND FREQUENCY OF DUTIES

- **Extra Aviation Commercial, Communication and Sustainability Director** (Coordinator)
- **Head of Communications and Press Office Administration,**
- **Finance and Control Director**
- **Head of Human Resources Organization, Management and Development Service**
- **Head of Energy Innovation and Carbon Management**
- **Legal Manager**
- **Head of Prevention, Protection and Environment Services**
- **General Manager of SAGAT Handling**

REPORTING

The Committee meets at least quarterly and reports its activities to:

- **Chairperson and Chief Executive Officer** (at least every six months)
- **Board of Directors** (at least annually)

The direct reporting of 2 members of the Committee to the Chief Executive Officer, of another 5 members to top management, in addition to the presence of the General Manager of the subsidiary, represent the link between sustainability activities and value creation. At the same time, its composition reflects the desire to bring sustainability into the operational hubs and to equip the company with structured processes and tools to achieve the objectives.

3.3 Contribution of the SAGAT Group to the UN SDGs

The projects and activities implemented in 2024 by the SAGAT Group and reported in this Sustainability Report are connected, in a transversal way, to 12 of the 17 Sustainable Development Goals of the United Nations 2030 Agenda.

2024 saw a strengthening of the practices in line with the UN SDGs, on the one hand thanks to the stimulus deriving from the ESG analyses conducted by the consulting firms appointed by our shareholders and, on the other, thanks to the implementation of the initiatives contained in the 2024-2027 Sustainability Plan.



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

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

Women make up 41% of SAGAT Group's workforce, including the Group's Chairperson; they represent 45% of senior management.



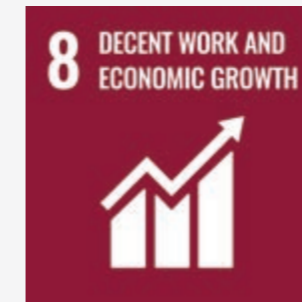
6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally

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.



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

In 2024, in addition to purchasing 100% of its electricity from renewable sources (guarantee of origin - GO certificates), the **new photovoltaic system** on the airport roof has met 14% of the airport's needs, generating around 1,770 MWh of electricity in a year.



8.1 Sustain per capita economic growth in accordance with national circumstances

Torino 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 76,578 thousand in 2024, +1.6% on 2023 (Euro 75,382 thousand).

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

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

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



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.



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 2023, the SAGAT Group adopted its first **Diversity, Equity and Inclusion (DEI) Policy**. In addition, the SAGAT Group has several welfare initiatives in place to make the **workplace more inclusive**. The corporate environment survey data showed that **88% of employees did not identify improper conduct** by the Group companies towards personnel as regards respecting diverse identities and inclusion.

Employees with disabilities make up 5.25% of the Group’s headcount. Top management, first reports and office managers participated in training courses on Diversity, Equity, and Inclusion (DEI).



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

Torino 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 impact is further emphasized by the airport’s accessibility via public transportation, including buses (2 operators) and trains (starting in January 2024), making it a viable option for individuals with reduced mobility.

In 2024, an agreement was signed with RFI-Rete Ferroviaria Italiana, a company within the FS group, to provide integrated assistance from train to plane for travelers with disabilities and reduced mobility. Furthermore, the “Vola Facile” project was launched to better understand the experiences and needs of travelers with disabilities or frailties.

In addition, SAGAT has introduced measures to reduce the environmental impact of its aircraft and to incentivise the move towards less polluting aircraft.



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

Torino 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.

In 2024, an audit was conducted on Food & Beverage sub-concessionaires to ensure operational control of separate waste collection.

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



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 meeting ACI Europe’s NetZero 2050 protocol of achieving net zero carbon emissions by the earlier date of 2040.

In 2024, a Climate Risk Assessment was conducted in collaboration with ACS, a spin-off of the Polytechnic University of Turin. The aim was to identify strategies and solutions for adapting to the risks posed by climate change.



15.5 Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and 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.



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.

SAGAT, aware of the need to ensure fairness and transparency in carrying out its business activities, has approved an Organization, Management, and Control Model, as per Legislative Decree 231/01, and a Code of Ethics. The Company has also established a dedicated Supervisory Body composed of three members, chosen and appointed by the Board of Directors. These members possess the necessary autonomy, independence, professionalism and integrity to fulfill their roles.



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

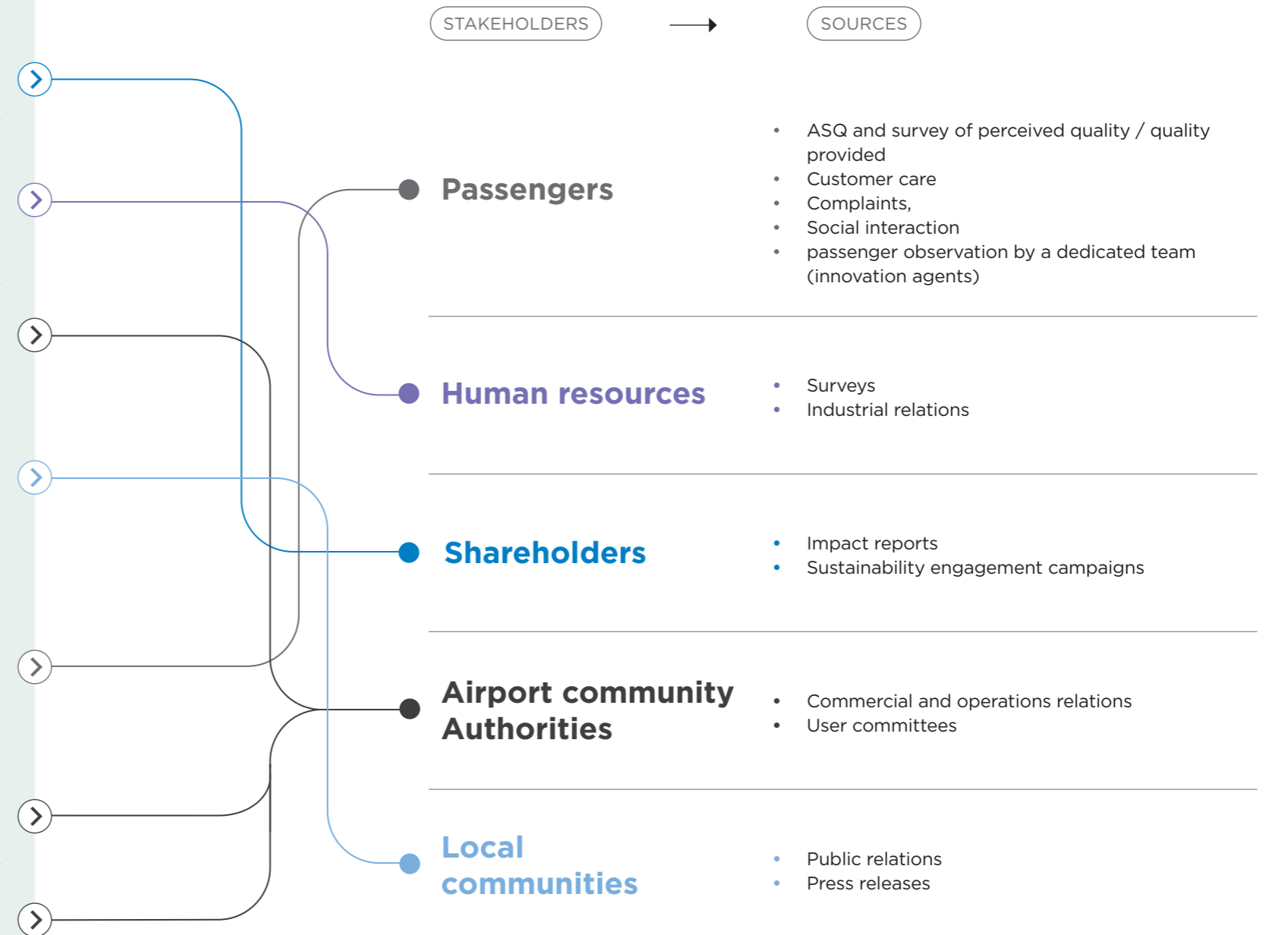
Corporate Social Responsibility is a shared responsibility among all SAGAT Group departments, ensuring that sustainability issues are addressed with all relevant Stakeholders. The airport maintains a constant dialogue with neighboring municipalities, seeking collaborations and partnerships - such as the TULIPS project, of which the airport has been a partner since 2021 - to share skills and knowledge. In 2024, ACI Europe and the TULIPS Consortium selected Torino Airport as the venue for a three-day event. This event was dedicated to advancing the consortium’s activities, including the second edition of the Hydrogen Airports Conference, which took place in October 2024 at Torino Airport.

3.4 Stakeholder map

| Stakeholder | Expectations and duties | Tools and relations |
|---|--|--|
| Shareholders | <ul style="list-style-type: none"> Productivity and efficiency Value creation Compliance with strategies | <ul style="list-style-type: none"> Periodical meetings Balance sheets |
| Human resources | <ul style="list-style-type: none"> Equal opportunities Engagement and valorisation Recognition of merit Professional growth Job stability Health and safety protection at the workplace Training Improved skills | <ul style="list-style-type: none"> Internal association activity Periodical meetings about safety Industrial relations Corporate boards and intranet Social network Code of ethics |
| Bodies of the public administration present in the airport | <ul style="list-style-type: none"> Transparency Respect of mandatory requirements Encouragement of best practise | <ul style="list-style-type: none"> Participation in working tables Agreements and conventions Public hearings Audit and inspections |
| Regulatory bodies | | |
| Local community | <ul style="list-style-type: none"> Territorial value creation Concentration of strategies Information Reduction of environmental impact | <ul style="list-style-type: none"> Cultural and social collaborations Public committees Institutional discussions Noise complaints system Website Social networks Press releases Press conferences and events Marketing campaigns |
| Territory | | |
| Passengers | <ul style="list-style-type: none"> Service quality Traffic growth Operational safety Controls security Accessibility Information | <ul style="list-style-type: none"> Welcome desks Communication campaigns Satisfaction surveys Opinion research Claims and reports Website Social network Helpdesk Passengers' satisfaction surveys Marketing campaigns |
| Non-Aviation clients | <ul style="list-style-type: none"> Traffic growth Fairness Service quality Health and safety at the workplace | <ul style="list-style-type: none"> Periodical meetings Reports Analysis of passengers' satisfaction Marketing campaigns |
| Subcontractors and other clients | | |
| Air carriers | <ul style="list-style-type: none"> Service quality Fairness Operational safety Health and safety at the workplace | <ul style="list-style-type: none"> Periodical meetings Press releases Press conferences Social network Marketing campaigns |
| Suppliers and partners | <ul style="list-style-type: none"> Transparency and fairness Timely payments Trustworthiness | <ul style="list-style-type: none"> Meetings with suppliers Periodical meetings Code of ethics |

3.5 Materiality analysis and map

Materiality analysis was conducted in 2021, based on industry benchmarks and the categorisation of data that the Company already held. The Stakeholders were identified, as listed below, and various sources were used as follows:



In 2024, a Stakeholder engagement activity was conducted to update the materiality analysis and map, with a view to adapting to the evolving European regulations in terms of CSRD - Corporate Social Responsibility Directive. The collected data will be analyzed in 2025.

Materiality assessment and materiality matters

Importance to Stakeholders

VERY HIGH

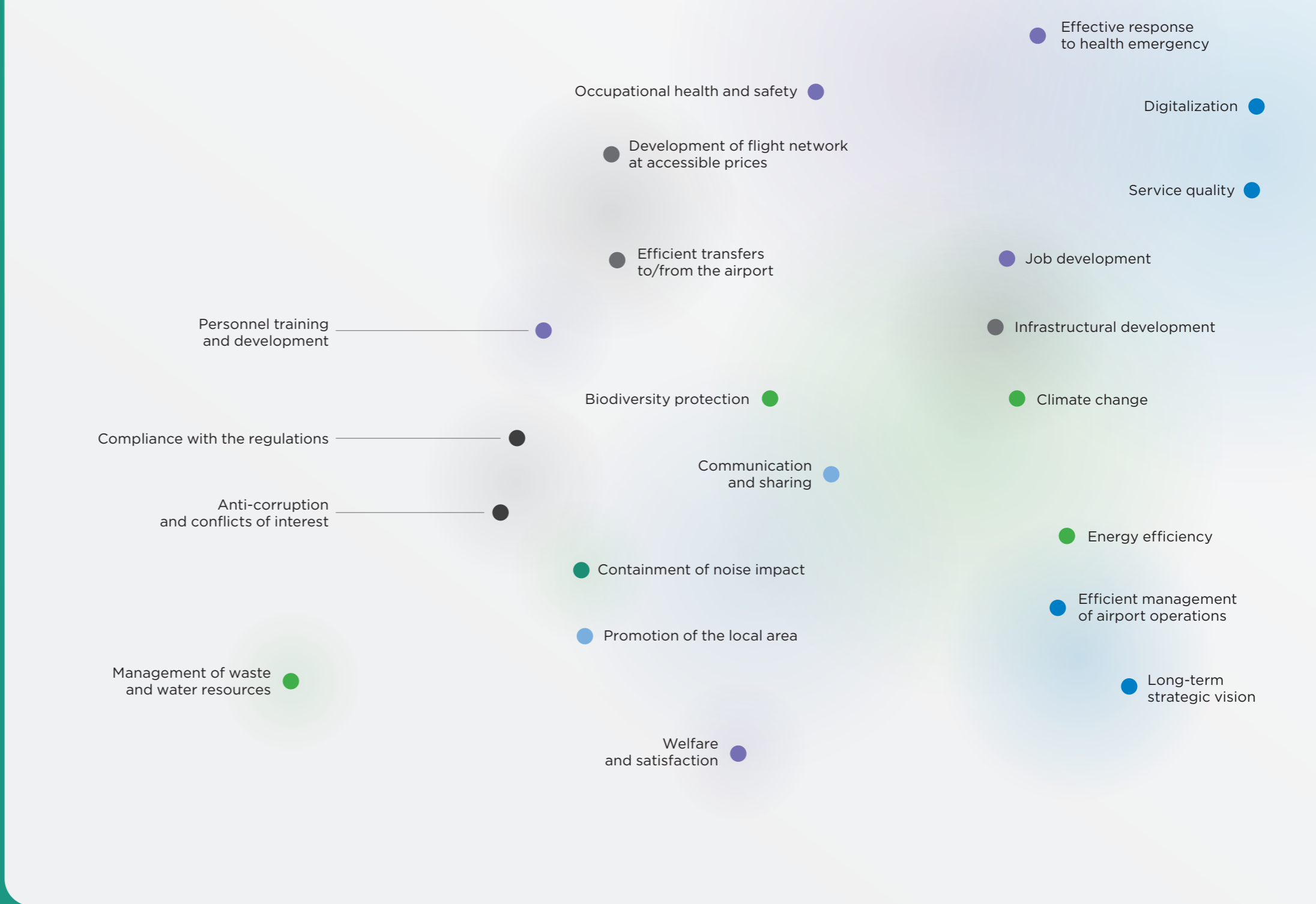
HIGH

HIGH

VERY HIGH

STAKEHOLDERS

- SHAREHOLDERS
- LOCAL COMMUNITY
- HUMAN RESOURCES
- PASSENGERS
- ENTITIES
- LOCAL TERRITORY AND ENVIRONMENT



Impact on the **Business**

3.6 Sustainability plan strategic guidelines aligned with materiality topics

In line with our Sustainability Mission - development of the local area, respect for the environment, innovation, protection and development of human resources - and following the identification of the 21 material topics reported in the materiality map, there are six strategic guidelines in the Sustainability Plan, linked to the material topics.



1

Strategy and Governance

- Long-term strategic vision
- Anti-corruption and conflicts of interest
- Compliance with regulations
- Infrastructural development
- Efficient management of airport operations



2

Combatting the climate crisis

- Management of waste and water resources
- Containment of noise impact
- Protection of biodiversity
- Energy efficiency
- Limiting resource waste



3

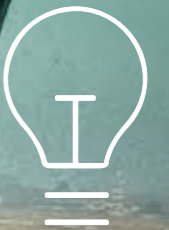
Company culture

- Personnel training and development
- Occupational health and safety
- Effective response to health emergencies
- Welfare and satisfaction

Passenger experience and innovation

- Digitalisation
- Service quality

4



Development and integration with the local area

- Development of flight network at accessible prices
- Job development
- Promotion of the local area
- Efficient transfers to/from the airport

5



Reporting and communication

- Communication and sharing

6



STRATEGIC GUIDELINE

1. Strategy and Governance

PARTENZE
DEPARTURES

MATERIALITY TOPICS

- Long-term strategic vision
- Anti-corruption and conflicts of interest
- Compliance with regulations
- Infrastructural development
- Efficient management of airport operations

SDGs →



Initiatives 2024

| Commitment | Initiative |
|---|--|
| Integration of sustainability issues in relations with Stakeholders | <p>90% of the value of orders placed by the SAGAT Group in 2024 saw the inclusion of the new Supplier Code of Conduct within the contracts. Interim checks and contractual additions were carried out during the year, which concerned the contracts stipulated in the years 2020-2023. Base year 2022: 60% 2023: 70%</p> <p>On 100% of suppliers with orders signed above €50,000 and 60% of suppliers defined as "strategic" who carry out activities more exposed to the risk of mafia infiltration (pursuant to art. 1 paragraph 53 of Law 190/2012) checks were also carried out through documentary collection on ESG issues, gradually extending the perimeter of the controlled areas. Base year 2022: 100% of orders over €150,000 2023: 100% of orders over €150,000 and 50% of suppliers defined as "strategic"</p> |
| Compliance with the law and prevention of corruption in all spheres of influence | <p>100% of heads of departments have undergone periodic and continuous training on the fundamentals of business ethics and on compliance with the principles contained in the Company's Code of Ethics. Base year 2022: 0 2023: 50%</p> <p>80% of employees in the cluster of professional figures to be trained underwent specific training on risks related to business ethics.</p> |
| Promoting a culture of sustainability in line with corporate values | <p>Four regular meetings of the Sustainability Committee were held in 2024, with related reporting activities. Base year 2022: 4 2023: 4</p> <p>A first preliminary Gap analysis on compliance with the CSRD was carried out internally.</p> <p>For the purpose of the new materiality analysis, the Stakeholder survey on material issues was initiated.</p> |

> Key figures 2024



> Legality and transparency

As a public utility service provider, the SAGAT Group is required to carry out its activities effectively and efficiently, ensuring legality and transparency in the conduct of its business.



Accounting control methods

The Company's accounts are audited by an independent auditing firm belonging to the Ministry of Justice register. In 2024, the independent **audit firm** was **EY**.



Internal control system

The **Internal Control System** (ICS) of the SAGAT Group is structured with the aim of preventing circumstances that could compromise the achievement of the corporate objectives. The main components of the Internal Control System are:

- the internal organization and the related set of delegations and powers of attorney;
- the information systems;
- administrative and operational procedures;
- the Group's Code of Ethics;
- the Internal Audit Service.

Organization, Management and Control Model

SAGAT S.p.A. and SAGAT Handling S.p.A., sensitive to the need to ensure fairness and transparency in the conduct of business activities, in line with the expectations of its shareholders and aware of the importance of having a system of internal control suitable for preventing the commission of offenses pursuant to Legislative Decree no. 231/01 by its Directors, employees, representatives and business partners, have each approved an **Organization, Management and Control Model pursuant to Legislative Decree 231/01** and a **Group Code of Ethics**, resolving the establishment of special Supervisory Bodies composed of three members, chosen and appointed by the Board of Directors, with the requisites of autonomy, independence, professionalism and integrity required for the performance of their duties.



Anti-corruption

During 2024, the Supervisory Bodies of SAGAT S.p.A. and SAGAT Handling S.p.A., established pursuant to art. 6 paragraph 1 letter b) of Legislative Decree 231/01, continued their **monitoring activities**, which concerned the supervision of the correct implementation of the Organizational Model pursuant to Legislative Decree 231/01, the monitoring of the review process of the Model itself and the review of the related administrative procedures, and that of the information flows coming from the various sensitive business areas. As a result of these activities, the **work** of the two companies was found, as far as verified, to **comply** with the respective Organizational Models and company procedures that are expressions of the Models themselves.



Data Protection

The SAGAT Group companies, in compliance with the so-called principle of accountability pursuant to EU Reg. 2016/679, have adopted a **Company Personal Data Protection Manual**, which identifies the specific technical and organizational measures adopted by each of them for the processing of personal data. This document is constantly updated, in order to incorporate the continuous changes that the company's organizational structures implement to ensure corporate compliance. Each of the two companies has also, pursuant to the provisions of art. 37 of the aforementioned Regulation, appointed a Data Protection Officer (DPO), who conducts internal audits to verify the correct compliance with the relevant legislation.





Choosing suppliers

The SAGAT Group has an **e-procurement platform** and has 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 65, paragraph 2 of Legislative Decree No. 36/2023 (as amended) are allowed 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 businesspeople, 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.

In 2021 the SAGAT Group adopted a **Supplier 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 No. 36/2023 (**Public Contracts Code**).

Consequently, supplier selection is carried out as follows:

- contracts for works, services and supplies above the EU thresholds (Euro 443,000 for services and supplies and Euro 5,538,000 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 200,000.00 for works, services and supplies).

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 Articles 94 et seq. of Legislative Decree No. 36/2023 (Public Contracts 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.



Trasparenza

The Integrated Quality, Safety and Environment Policy, the Code of Ethics as well as the Service Charter and the Supplier Code of Conduct are the main documents through which the SAGAT Group has aligned its development plans with the principles of ethics, integrity, service quality and sustainability. These documents, in fact, provide all Group employees with the guidelines, values and principles of conduct to be inspired by in order to promote a responsible and proactive approach to socio-environmental issues.

The documents, inspired by international best practices, are brought to the attention of all recipients through appropriate training and information activities. Below is a summary of the main policy documents of the SAGAT Group relating to socio-environmental issues. The following chapters provide adequate disclosure of the policies, commitments and practices contained therein.

Integrated Policy System Quality, Environment, Energy and Workplace Safety Policy

In order to ensure the maintenance and improvement of an Integrated Quality, Environment, Energy and Workplace Safety Management System, Torino Airport is committed to:

- meet the needs of customers, Stakeholders and the local area (e.g. mobility needs);
- improve internal efficiency by restructuring activities by processes;
- respond to the changing market environment by activating innovation and continuous improvement processes;
- assess, prevent and minimize the environmental impact and the health and safety risks of workers (such as accidents and occupational diseases);
- ensure compliance with current legislation on the environment, health and safety at work and energy efficiency;
- promote a reporting system capable of ensuring timely performance monitoring;
- manage an emergency response system involving the relevant company personnel, other companies operating at the airport and airport and local institutional bodies;
- coordinate and supervise the conduct of sub-concessionaires, suppliers and companies acting as third parties on behalf of the SAGAT Group;
- make information and resources available to define, review and achieve continuous improvement objectives;
- contribute to combating climate change, improving energy efficiency and using renewable energy sources;
- encourage the dissemination of the aforementioned policy;
- ensure high standards of service quality and parameters for the protection of the environment, energy and water resources and health and safety at work.



Code of Ethics

The SAGAT Group intends to consolidate and promote the ethical and social responsibility of its business and to do this it is committed to:

- have all those who work on behalf of the Group observe the principles of legality, moral integrity, respect for people, protection of quality, health and safety of people and the environment, fair competition, transparency and truthfulness of information;
- strengthen respect for legality, preventing opportunities for illegal conduct in the performance of business activities and promoting virtuous and ethical behavior.

Service Charter

In order to offer its passengers a unique experience, Torino Airport is committed to:

- develop innovative and efficient processes;
- ensure a comfortable and functional infrastructure (accessibility, service to PRM, cleaning, etc.);
- guarantee a standard of quality of services, particularly with regard to cleanliness and hygiene, regularity and punctuality of flights, waiting times, travel safety, availability of information.

Supplier Code of Conduct

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

The SAGAT Group suppliers are required to apply the Code of Conduct, meaning:

- all economic operators involved in negotiations or procedures for the assignment of works, services and supplies by SAGAT Group companies;
- economic operators entrusted with works, services and supplies by companies of the SAGAT Group, including consultants, professionals and external collaborators;
- their subcontractors.

Suppliers are required to inform their employees, collaborators, and auxiliaries involved in relations with the SAGAT Group of the contents of the Code of Conduct, as well as to guarantee and verify compliance with it.

The above-mentioned documents, which are accessible to the public, are also accompanied by a whole series of internal company policies that refer to specific areas. These include:

- **the HR Policy**, which defines the general principles that inspire the SAGAT Group in the selection and management of personnel, as well as in the development of workers; the document sets out the criteria that guide organizational choices and identifies the main objectives in terms of human resources;
- **the Diversity, Equity and Inclusion Policy**, which complements the previous one and which, in line with the UN SDG 5 "Gender equality" and 10 "Reduced inequalities", recognizes how diversity, equity and inclusion represent an integral part of the SAGAT Group's culture and values;
- **the Cybersecurity Policy**, which contains the guidelines defined by the Company regarding the protection and security of IT assets, while ensuring their periodic development.

STRATEGIC GUIDELINE

2. Combatting the climate crisis



MATERIALITY TOPICS

- Management of waste and water resources
- Noise impact reduction
- Protection of biodiversity
- Energy efficiency
- Limiting resource waste

> SDGs →



> Initiatives 2024

| Commitment | Initiative |
|--|--|
| Encouraging the use of sustainable corporate transport | <p>58% of the airport fleet - cars and vans - has been replaced with hybrid or full electric vehicles. Base year 2022: 30% 2023: 42%</p> <p>The data relating to the various actions undertaken with the Home/Work Travel Plan aimed at reducing CO₂ were analyzed: with the use of agile work, more than 12.8 tons of CO₂ were reduced in 2024, with the company fleet 9.9 tons of CO₂ were reduced, while with the use of car pooling 1.7 tons were reduced.</p> <p>2 charging stations for electric vehicles for free use by SAGAT Group employees are available at the company's parking lots. The installation can be resized based on the actual spread of electric vehicles among employees.</p> |
| Incentives for the use of sustainable means of transport | <p>The airport car parks are equipped with 28 electrified stalls for public and private passenger transport. Base year 2022: 10</p> <p>There are 17 charging points for use by the manager and airport companies. Base year 2022: 10</p> |
| Reducing consumption and improving resource efficiency | <p>The new photovoltaic system on the roofs of the Passenger Terminal, the building housing the BHS-Baggage Handling System and a building in the Technical Area has been completed, capable of producing 1,700 MWh annually.</p> <p>Adaptive lighting control systems have been applied to 30% of the lighting systems. Base year 2022: 20%</p> <p>100% of the residual Scope 1 and 2 CO₂ emissions were offset by purchasing energy from renewable sources with GO - Guarantee of Origin (Scope1) and offsetting projects certified according to ACA criteria (large photovoltaic plant in Vietnam, Scope 2). Base year 2023: 100%</p> <p>The NetZero target has been brought forward to 2040. In this regard, the Roadmap was uploaded to the Repository and the new commitment was signed with ACI.</p> <p>Neon lamps were relamped and replaced with low-absorption LED lamps (SGE ISO 50001 improvement plan).</p> <p>The number of accesses to the airport area by different types of vehicles (light and heavy vehicles) was counted using artificial intelligence algorithms to analyze the video footage from cameras installed at the airport entrance. The measurement of this data contributed to the achievement of the ACA level 3+.</p> |
| Increase in separate waste collection | <p>The waste sorting rate (excluding demolition waste) was maintained above 90%.</p> <p>An audit was carried out on food & beverage sub-concessionaires to maintain operational control of the separate waste collection carried out by sub-concessionaires.</p> |
| Reduction of plastic bottles | <p>Two drinking fountains have been kept in full operation in the Passenger Terminal.</p> |
| Participation in research projects to improve the analysis and management of the climate crisis and energy transition | <p>The SAGAT Group has joined the TULIPS research program (EU Horizon 2020) and the Demo with hydrogen GPU will be completed in 2025.</p> |
| Conservation and protection of natural resources, biodiversity and reduction of impacts on the environment | <p>A climate risk assessment was carried out in collaboration with ACS - a spin-off of the Polytechnic University of Turin.</p> |
| ACA Airport Carbon Accreditation | <p>Raising the level of ACA Airport Carbon certification: Torino Airport has obtained ACA Level 3+ "Neutrality" certification.</p> |
| Offsetting of emissions (only for non-eliminable emissions) | <p>A periodic check was carried out on the tariff evolution of the energy market for the purchase of GO-Guarantees of Origin.</p> |



> Key figures 2024

ENERGY

2,711 toe
total energy consumption

100%
electricity from **certified renewable sources (GO)**

1,770 MWh
self-produced energy from renewable sources

EMISSIONS

1,561 t CO₂
released (Scope 1)

58%
electric vehicles, including the new electric ambulance

NOISE

<65 dB
noise reduction index

WASTE

3,351 t CO₂
released (Scope 2)

100%
green turnaround

WATER

603.3 t
non-hazardous waste produced (of which 581.50 t recovered)

6.05 t
hazardous waste produced (of which 0.14 t recovered)

105,414 CBM
water consumption

> Environmental protection

The SAGAT Group considers the environment and sustainable development to be essential elements in managing its activities. It is committed to promoting a culture of responsibility and active engagement at all levels of the company, focused on environmental protection.

Level 3+ ACA (Airport Carbon Accreditation) protocol

In the field of emissions reduction, in 2024 Torino Airport **obtained Level 3+ "Neutrality" accreditation**, becoming carbon neutral, after obtaining in 2022 the Level 3-"Optimisation" certification of the environmental sustainability programme Airport Carbon Accreditation - the common protocol for the active management of emissions in airports through measurable results promoted by ACI Europe.



Achieving this goal results in a "neutral" impact on global warming: after minimizing emissions generated locally, residual emissions were offset with high-quality carbon offsetting projects. Stakeholder engagement in the emission reduction process continues, with the scope of accounting now extended to include emissions from passenger travel to the airport.

The requirements of the level achieved consist of compliance with the following points:

- **Determination and counting of scope 3 emissions:**
 - > landing and take-off (LTO) emissions, APU, TAXI and use of GSE;
 - > ground access to the airport for passengers and staff;
 - > staff business trips;
 - > emissions associated with sub-concessionaires operating in the terminal;
 - > waste management.
- **Stakeholder Engagement:**
 - > evidence of an ongoing dialogue with Stakeholders and interested parties;
 - > preparation of a Stakeholder Engagement Plan aimed at reducing emissions.





Partnership within the European TULIPS consortium

The works of the **European H2020 TULIPS consortium**, in which Torino Airport became a partner in 2021, keep going forward. The consortium – run by the Royal Schiphol Group, the management company of Amsterdam and Rotterdam airports, and comprising 29 entities, including airports, airlines, universities, research and training institutes, and industrial partners – seeks to **develop innovations that facilitate the transition to low-emission mobility**, improving the overall sustainability of airports and introducing sustainable fuels and organic carbon sequestration in the aviation sector. This project started in January 2022 and will run until December 2025.



PARTNERS on European territory



SAGAT **ACTIVITIES**

Of particular interest in the context of ongoing sustainability programs, activities related to experiments at the airport continued regarding:

- the **development of a smart airport energy hub** that includes the use of various energy sources and storage systems through the implementation of a pilot plant for the production of hydrogen through an electrolyzer powered by renewable energy;
- the **creation of shared decarbonisation roadmaps**, which exploit the knowledge acquired within the project;
- the **study of scenarios for the future power supply of aircraft** including the use of SAF, hydrogen and electricity;
- the **development and testing of hydrogen-powered ground support equipment**;
- **experiments on biochar** to study its contribution to CO₂ sequestration.

In addition to the development of the Roadmap described above, in 2024 the construction of the **experimental plant at the Fire Department barracks** was completed, which allowed the first production of green hydrogen at an Italian airside to be started.

Preparatory activities were also launched for experiments on the use of a hydrogen **Ground Power Unit** to power aircraft during turnaround activities. This project will address the regulatory challenges associated with the use of hydrogen during normal airport operations, while also assessing its impact in terms of reducing emissions compared to traditional diesel GPUs.

TULIPS

From 9 to 11 October 2024, Torino Airport organized and hosted three events dedicated to environmental sustainability in aviation related to the European TULIPS project of which it has been a partner since 2021.

TULIPS General Assembly

Event reserved for consortium members. During this first day, the 31 companies of the consortium were hosted at the airport for the General Assembly where progress was provided on all activities related to the 12 Work Packages that make up the project. In particular, the activities carried out on WP2 “Energy supply future aircraft”, WP3 “Smart energy hub”, WP4 “Zero emission airside operations”, WP7 “Green Air and Land” and WP10 “Roadmaps EU 2030” were verified.

TULIPS Progress Event

Event at the Castello del Valentino and organized in collaboration with the Politecnico di Torino, also a partner of the TULIPS consortium. On the second day, the public discussion, accessible in person and remotely, was open to institutions and Stakeholders interested in the issues of the ecological transition in aviation to share the experiences gained in the project and, at the same time, provide a stimulus to the discussion and evolution of the clean energy transition.



Hydrogen Airports Conference

Event organized at the airport by the TULIPS consortium, ACI Europe and the consulting firm To70. During the third day, guests and leading speakers from the sector shared experiences and perspectives related to the use of hydrogen in the aviation sector, providing reflections on the challenges and opportunities that this technology will pose in the near future.



PARTICIPANTS

A total of **over 200 representatives of airports, airlines and companies** related to the world of aviation, as well as **Stakeholders** and representatives of the **institutions**.



SITE VISIT

Pilot plant of Torino Airport’s micro-smart grid for the **production of green hydrogen** in the airport.



SOCIAL EVENTS

Visit to the historic center of Turin and **Gala Dinner** at the Teatro Regio.

Participation in the AZEA (Alliance for Zero-Emission Aviation)

SAGAT is also participating in the AZEA - Alliance for Zero-Emission Aviation initiative. The alliance includes the different realities of the industrial ecosystem of air transport with the aim of **promoting the introduction of renewable fuels** for airports and airlines.



> Climate Risk Assessment

In 2024, an analysis was conducted on the risk assessment of climate change at Torino Airport. The activity was carried out by ACS - a spin-off of the Polytechnic University of Turin in team with the SAGAT Working Group.

The purpose of the assessment is to ensure adequate resilience to the impacts of climate change by identifying, for each risk assessed as unacceptable, adaptation strategies and solutions.

REGULATORY

The regulatory framework and the scientific reference framework within which the research was conducted include:

- EU Regulation 2139/2021 for the classification of climate-related hazards;
- Commission Communication 2021/C 373/01;
- the National Climate Change Adaptation Plan;
- the IPCC Assessment Reports.

METHODOLOGY

The assessment was conducted with a methodology that included several steps:

- **Vulnerability** analysis (combination of exposure and sensitivity) on climate variables: temperature, winds, water, solid mass.
- Analysis of **climate projections** expressed as variation between current and expected climatic conditions.
- Identification of **impacts and risks**.
- Assessment of risks and adaptation measures through a combination of probability (low, moderate, high) and damage (mild, moderate, severe) in consideration of the consequences in the risk sectors: environment (A), health and safety (SS), infrastructure and operations (IO), financial (F) and reputational (R).



Once the hazards and vulnerabilities for each risk deemed unacceptable by the working group were mapped, **adaptation opportunities** were defined on the basis of technical, operational and financial considerations, in order to **reduce the damage and bring the risk back to an acceptable level**.

Adaptation involves the adoption of a combination of structural and non-structural measures, which have been included in the company's action plans.

During the analysis, **14 risks** were taken into consideration, and for each of them the measures already implemented and the adaptation opportunities deriving from the implementation of further measures were identified.

In conclusion, the level of risk was assessed as **acceptable** for 12 of them in consideration of the measures already implemented.

As regards the remaining two risks, which are currently considered unacceptable despite the measures already implemented, further measures and adaptation opportunities are being assessed.

| Climate variable | Risk | Measures already implemented | Adaptation opportunities |
|--|---|--|---|
| Temperature  | Reduction of operations, increase in costs and contribution to greenhouse gas emissions following blackouts, due to overloading of the electricity grid due to excess demand. | <ul style="list-style-type: none"> • The supply is guaranteed by purchase from the network (100% G.O.) and by self-production through photovoltaics. • ISO 50001 certified energy management system. • Adaptive regulation system of the Terminal's climate comfort that optimizes environmental conditions in an intelligent way, allowing savings on energy consumption. • For short-term blackouts, the impact on operations would be barely tangible; for longer interruptions, difficulties could arise in ensuring the microclimatic conditions in the environments. | <ul style="list-style-type: none"> • Reconstruction of roofs made of material more resistant to high temperatures. • Evaluation of inserting refrigeration machines on the emergency power supply guaranteed by the groups already installed, once the residual capacity has been verified. • Review of the energy management system. |
| Water  | Reduction of operations and increase in costs due to flooding and/or overflow during extreme hydrogeological events. | <ul style="list-style-type: none"> • Surface water management is based on a network of collection channels extended to the entire airport area and on the use of first rain tanks for the water collected on the runway. • Strengthening of the rainwater collection and drainage network. • Insurance against damage caused by atmospheric events to structures, plants, etc. | <ul style="list-style-type: none"> • Upgrading the drainage and water disposal network on the road to arrivals. • Upgrading the rainwater disposal network at the airside infrastructure. • Request to the Riva Sinistra Stura Consortium to increase the drainage capacity of the external ditches and convey less water to the sediment. |

TORINO GREEN AIRPORT



PHOTOVOLTAIC

In line with the objectives of the Torino Green Airport plan - to manage airport infrastructure and operations in an energy-efficient manner, consuming less energy and increasing self-production from renewable sources - **2024 was the first full year of production of the photovoltaic system** commissioned in July 2023.

The system, with a power of **1.6 MWp**, is installed on the roof of the Passenger Terminal, the BHS and the Technical Area building and covers an area of about **6,500 square meters** and has produced about 1,770 MWh of electricity in one year, meeting **14% of the airport's annual needs**.

CERTIFIED ENERGY

Also in 2024, the electricity purchased from the grid was 100% from certified renewable sources with a Guarantee of Origin (GO), and overall energy consumption decreased by 5% compared to the previous year.

WATCH THE VIDEO



Photovoltaic system



Green Turnaround



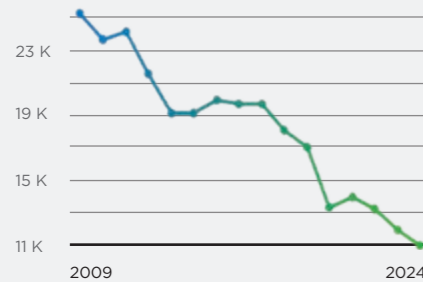
Change is possible.

CONSUMPTION REDUCTION

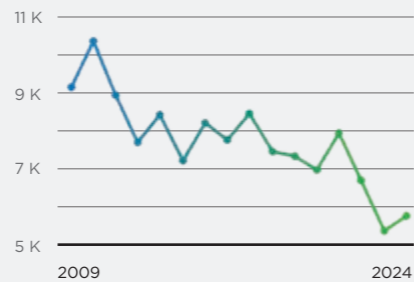
2009

2024

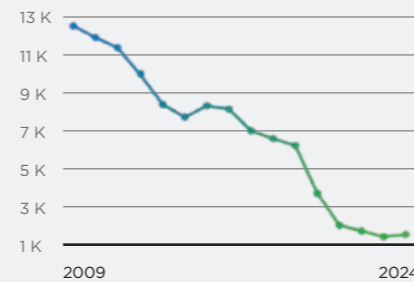
Electricity (MWh)



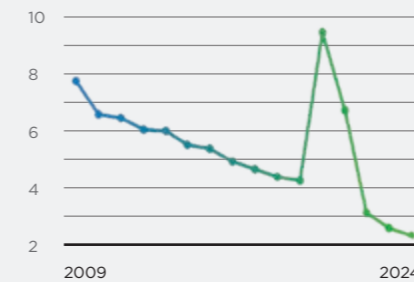
Heating fuels (MWh)



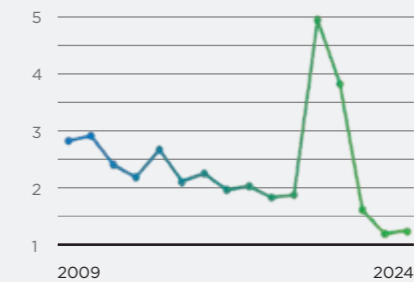
CO₂ emissions (t)



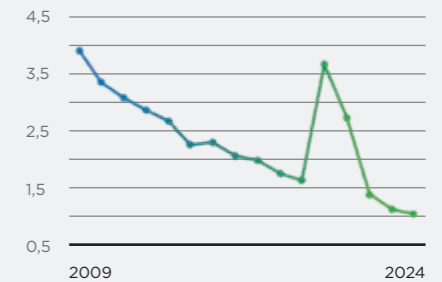
Electricity consumed per passenger (kWh/pax)



Heating fuel consumed per passenger (kWh/pax)



CO₂ emissions per passenger (kg/pax)



Roadmap to Net Zero

The SAGAT group signed a commitment in 2019 to achieve the Net Zero goal, i.e. **the elimination of CO₂ emissions from operations under its control by 2050**. The activities carried out in 2024 allowed the development of an energy model of the airport aimed at creating the decarbonization Roadmap. This model made it possible to move the commitment to achieving Net Zero carbon forward by ten years, setting the goal of **zero emissions by 2040**. The modeling was based on the integration of data describing the physical behavior of the main technologies that will allow the decarbonization of supplies (such as photovoltaic systems, fuel cells, electrification of consumption and different storage methods) with the creation of scenarios relating to energy markets and their evolution over time (such as the national electricity grid, the hydrogen and biomethane market).



CO₂ emissions (tCO₂e)

SCOPE 1

| Type | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
|-------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Natural gas (for heating/systems) | 1,573.31 | 1,415.5 | 1,623.50 | 1,357.50 | 1,128.6 | 1,216.9 |
| Biogas | | | | | | |
| Diesel fuel (for heating/machinery) | 259.87 | 291.7 | 303.6 | 280.4 | 169.6 | 180.4 |
| Petrol (for transport) | | | | | 13.9 | 17.5 |
| Diesel (for vehicles) | 127.4 | 99.5 | 98.5 | 124.4 | 95.4 | 91.3 |
| Natural gas (for vehicles) | | | | | | |
| LPG (for vehicles) | | | | | | |
| LPG (for cooking) | 3.27 | 5.6 | 10.3 | 6.5 | 12.9 | 10.3 |
| Glycol/Formate | 257.6 | 58.9 | 131.5 | 250.3 | 192.4 | 20 |
| Self-produced electricity | | | | | | |
| Electricity sold | | | | | | |
| TOTAL | 2,221.45 | 1,871.20 | 2,167.40 | 2,020.60 | 1,613.00 | 1,561.00 |

Indirect GHG emissions (tCO₂e)

SCOPE 2

| Type | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
|-------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| District heating | 0 | 0 | 0 | 0 | 0 | 0 |
| Electricity | 5,485.6 | 3,812.5 | 3,618.0 | 3,420.0 | 3,655.1 | 3,351.4 |
| of which from non-renewable sources | 3,839.9 | 1,906.3 | 0 | 0 | 0 | 0 |
| TOTALE MARKET BASED* | 1,645.7 | 1,906.2 | 0 | 0 | 0 | 0 |
| TOTALE LOCATION BASED* | 5,485.6 | 3,812.5 | 3,618.0 | 3,420.0 | 3,655.1 | 3,351.4 |

* The Airport Carbon Accreditation programme adopts two methods for reporting scope 2 emissions: location based and market based. The **Location Based** approach reflects the average electricity emissions of the country or region where the airport is located and uses a specific average emission factor for the network on which the energy consumption takes place. The **Market Based** approach reflects emissions from electricity sources and products subject to specific purchase contracts, allowing the use of an emission factor directly associated with the type of electricity purchased.

CO₂ emissions from third party activities

SCOPE 3

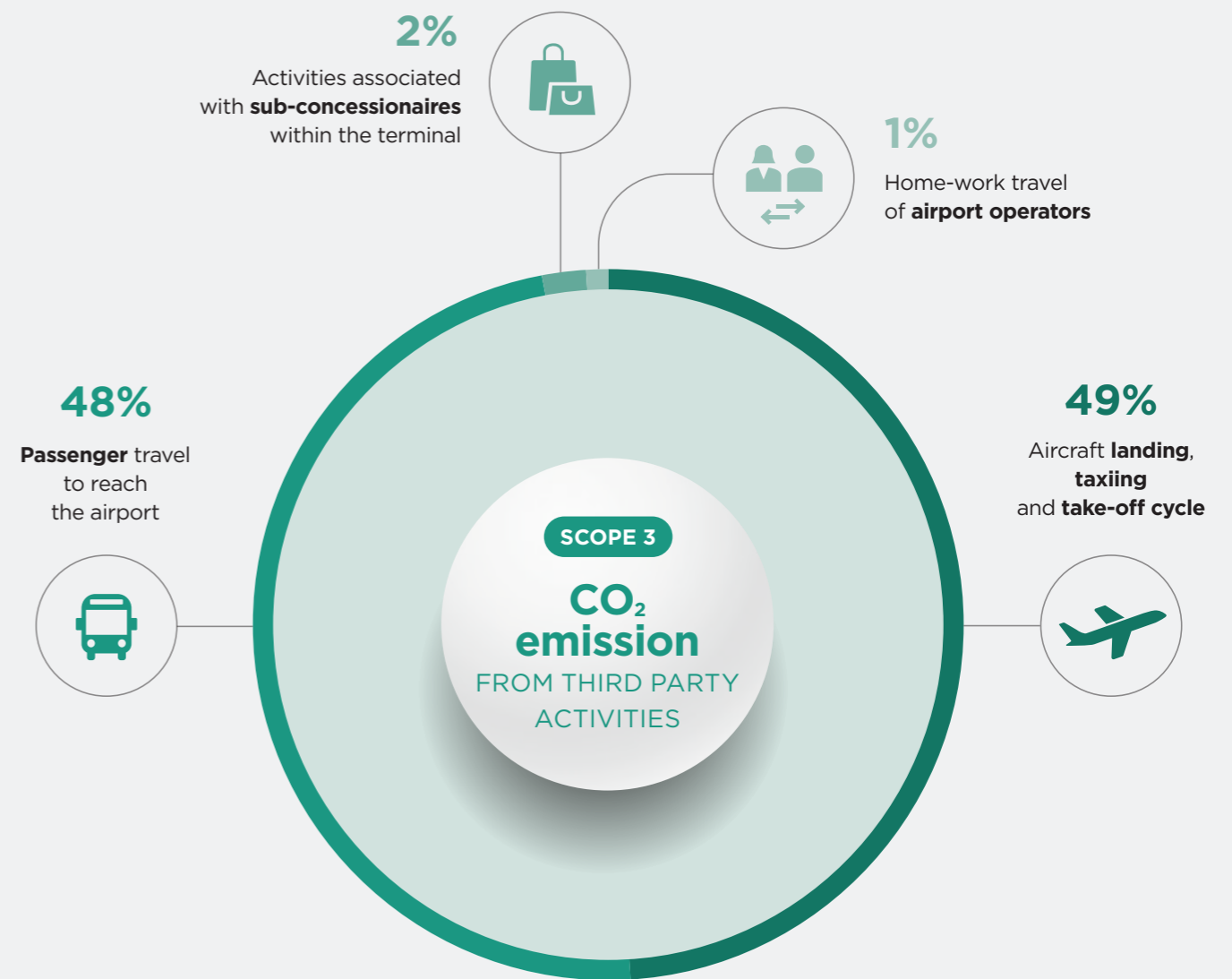
Achieving SAGAT's objectives cannot be separated from the active **involvement of the local communities surrounding the airport and the airport community itself**. This involvement is possible through participatory approaches that promote transparency, collaboration, and the inclusion of community perspectives in the planning and implementation of emission reduction strategies, in order to promote a greater sense of responsibility and sustainability.

The airport community is made up of employees, individuals, companies and entities that are part of the airport fabric and plays a fundamental and active role in ensuring the success of decarbonization initiatives.

If we look at global emissions and consider the impact of Scope 3 emissions compared to the total emissions of Scope 1 and 2, it becomes clear that **indirect emissions** play a **dominant role**. In fact, Scope 3 emissions have an impact that is more than an order of magnitude greater than the emissions directly controlled by the airport operator. In this sense, SAGAT's role is crucial in actively involving Stakeholders and guiding them in the progressive reduction and elimination of emissions associated with their activities.

The main emission sources that make up Scope 3, not directly attributable to SAGAT, are shown in the graph on the side.

The SAGAT Group has already launched a series of initiatives aimed at reducing the impact of Scope 3 emissions.



As for the most important item, namely the one associated with aircraft, the first step was to adopt a tool that allows the correct accounting of emissions related to this category. The tool, called **Air Carbon**, integrates real-time data associated with flight operations with the performance data of the different aircraft involved, to quantify the emissions related to turnaround activities, taxiing and the LTO (landing and take off) cycle. This tool, in addition to providing constant **monitoring of aircraft emissions**, allows to quantify the impact of the actions that are and will be implemented in synergy with the companies and handlers to reduce aircraft and GSE (ground support equipment) emissions, as well as providing simulations and forecast trends based on the change of the vehicle fleet, the new technologies developed on aircraft and the fuels adopted.



With regard to the second most important contribution, that linked to the emissions associated with **passengers** travel to reach the airport, also in this case a dashboard has been created that allows, through monitoring based on advanced algorithms and machine learning mechanisms, to **account for the number of vehicles transited at the**

airport by quantifying the emission impact. Also in this case, the tool will allow to account for the effectiveness of the various measures being implemented to reduce emissions related to airport access. Among those already in place of particular importance, we can mention the **strengthening of public transport** through the reactivation of the railway line and the increase in the frequencies of other public transport present, in addition to the activation of multiple electric charging points made available to users to facilitate and encourage the use of electric cars and plug-in hybrids.

With regard to **sub-concessionaire** emissions, **measures are being implemented to raise awareness** about energy waste through dedicated monitoring, in addition to encouraging the use of electricity from exclusively renewable sources.

Finally, to reduce emissions from **employee** commuting, we provide incentives for carpooling and have installed free **charging stations** to **encourage** the purchase and use of low-emission vehicles.





Since 2024, Torino Airport has had a “neutral” impact on global warming. This milestone, certified by the Level 3+ “Neutrality” accreditation from the Airport Carbon Accreditation environmental sustainability programme, marks a significant step towards achieving the Net Zero goal set for 2040.

> Direct environmental impacts



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. In this regard, 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 an information campaign 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.

Waste management by type and disposal method (kg)

| Type | | 2023 | 2024 |
|-------------------------------------|---|----------------|----------------|
| Special hazardous waste | Special hazardous waste recovered | 2,710 | 140 |
| | Special hazardous waste disposed of | 1,069 | 5,913* |
| | Total hazardous waste | 3,779 | 6,053 |
| Special non-hazardous waste | Non-hazardous special waste recovered | 569,335 | 581,495 |
| | Non-hazardous special waste disposed of | 19,460 | 21,800 |
| | Total non-hazardous waste | 588,795 | 603,295 |
| TOTAL SPECIAL WASTE PRODUCED | | 592,574 | 609,348 |

* The increase in the 2024 figure compared to the previous year is due to the collection of food waste produced on board flights from non-EU countries (EER Code 18.01.03*) that began at the airport on 12/10/2023. The management of this type of waste (collection, transport and thermal destruction) takes place in compliance with the Decree of the Ministry of Health of 09/05/2023 “Measures relating to the management and destruction of food waste produced on board means of transport carrying out international journeys” and the Directorial Decree issued on 02/08/2023 by the UVAC PCF Piedmont and Valle d’Aosta and by the USMAF - SASN Lombardy, Piedmont and Valle d’Aosta.

Circular economy and biodiversity

Torino Airport has long been committed to various initiatives in support of the circular economy and biodiversity, such as:

- adoption of a “poor grass regime” to make the airport grassland unattractive to avifauna and fauna and thus minimize the risk of wildlife strike and, at the same time, reduce the total working hours of agricultural tractors in order to contain environmental pollution;
- completion of the process of biological conversion of airport grassland areas that have become entirely organic.

Among the other projects related to soil protection and biodiversity, which also continued in 2024, is the one that involved the incorporation of biochar, a carbonaceous material obtained by thermal degradation of biomass, within some grassland areas adjacent to the airport grounds, as part of an experimental package of the European TULIPS project. The purpose of the experiment is to demonstrate the role of this product in carbon “sequestration” in airport areas. The technique applied has high replicability; the model adopted in Turin is also being tested at the airports of Amsterdam Schiphol and Larnaca.

Finally, for many years, thanks to careful long-term planning of construction sites, Torino Airport has adopted methodologies that allow extensive reuse of materials deriving from demolition, minimizing the waste that leaves the site.



Water use, management of surface and sewage water

During 2024, water withdrawals from Torino Airport amounted to 105,414.00 cubic meters, of which 74,649.00 cubic meters were taken from the public aqueduct network and 30,765.00 cubic meters from the wells on the airport grounds. The total consumption of water from the public aqueduct network is lower than that recorded in previous years. Despite the increase in overall passenger traffic at Torino Airport, the consumption of water taken from the wells also decreased compared to previous years. To better monitor the consumption trend, the monthly frequency of reading the meters at the delivery points from the main water network has been maintained, in order to allow any abnormal water consumption to be quickly identified.

Surface water management is based on a network of collection channels, extended to the entire airport area, and on the use of first rain tanks for the treatment of water collected on the runway. The protection of surface water is ensured by the hydrocarbon separation plant (de-oiler) which has the function of treating rainwater coming from aircraft aprons.

The east collector and the adaptation of the RESA south area allow a better separation between the rainwater collection network and the irrigation channels that cross the grounds, as well as increasing the operating efficiency of the first rain tanks.





Environmental Management System

SAGAT S.p.A. is a company certified by the Certifying Body TÜV Italia according to international standards in the field of **Health and Safety at work (ISO 45001)** and the **Environment (ISO 14001)**.

The HSEMS-Health, Safety and Environment Management System is a strategic and transversal element to all activities on the airport grounds: development activities, aeronautical operations, management of services provided - carried out directly or indirectly - design, construction and maintenance of infrastructures and systems.



Energy management system

The Energy Management System of Torino Airport is certified by DNV according to the **ISO 50001** standard. In 2024, the certification was maintained following the surveillance audit; thus concluding the three-year validity of the certification, which will have to be renewed in 2025.

SAGAT manages the electrical system of Torino Airport as a closed distribution system pursuant to the TISDC (Integrated Text of Closed Distribution Systems); therefore, in addition to being an end customer, it simultaneously assumes the role of electricity distributor.

The airport's distribution system is connected to more than 50 users who have entered into a contract for the supply of electricity on the free market. In the last quarter of 2024, work began to replace the meters of end customers to adapt them to the new remote reading and measurement management systems.

Following the completion of the transition to the 15 kV power supply voltage, the system for monitoring the power consumption of the airport's medium voltage substations was adapted and upgraded.

The revamping of the main thermal power plant was also completed with the installation of new high-efficiency heat generators.

SAGAT's final energy consumption stands at approximately **2,711 toe**, a decrease compared to the previous year and the best result since the 2006 Olympic expansion, in conjunction with the new passenger record.

Direct energy consumption

| Type | UdM | 2023 | 2024 |
|-----------------------------------|----------------|---------|---------|
| Natural gas (for heating/systems) | m ³ | 596,935 | 643,640 |
| Biogas | m ³ | 0 | 0 |
| Diesel (for heating/machinery) | l | 63,000 | 67,000 |
| Petrol (for vehicles) | l | 5,957* | 7,493 |
| Diesel (for vehicles) | l | 35,575* | 33,836 |
| Natural gas (for vehicles) | m ³ | 0 | 0 |
| LPG (for vehicles) | l | 0 | 0 |
| LPG (for cooking/VVF tests) | l | 8,001** | 6,383 |
| Glycol (diluted 50:50) | l | 221,636 | 245,600 |
| Self-generated electricity | MWh | 890 | 1,770 |
| Electricity sold | MWh | 65 | 263 |

* Changes due to the increase in the fleet of hybrid cars powered by electricity + gasoline to replace diesel-powered cars.

** Change due to tests carried out with the Fire Department.

Indirect energy consumption

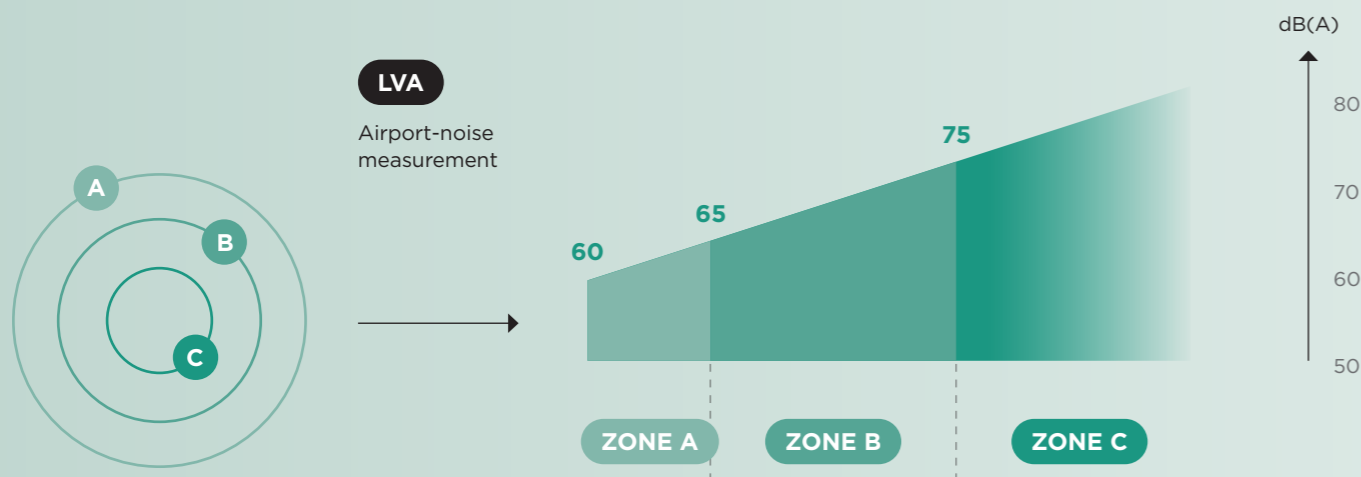
| Type | UdM | 2023 | 2024 |
|--|-----|----------|----------|
| District heating | MWh | 0 | 0 |
| Electricity | MWh | 12,063.1 | 11,060.6 |
| <i>of which from non-renewable sources</i> | MWh | 0 | 0 |
| <i>of which from renewable sources</i> | MWh | 12,063.1 | 11,060.6 |



Airport noise

The monitoring of airport noise and its containment through the application of specific procedures are regulated at a national level (ENAC and Ministry of the Environment), as well as internationally (ICAO and European Union). For the SAGAT Group, managing this issue efficiently and effectively is a strategic commitment, ensuring constant communication and discussion with the relevant bodies and developing monitoring and operational procedures for reducing the noise impact, ensuring that the development of air traffic at the airport is compatible with the noise climate around the airport.

As required by law, the area surrounding the airport has been classified into **three buffer zones** (A, B and C) characterized by a **specific value of the LVA (Airport Noise Assessment Level)** and corresponding types of permitted settlements:



Specific noise-reduction procedures remain in force at Torino Airport.

- **Preferential use of runway 36.** Thanks to this procedure, the area of the urban center of Caselle Torinese is affected only by the noise produced by aircraft during landing, which is less than that produced during take-off (engines during landing do not operate at maximum power).
- **Limitation of night flights.** This procedure greatly limits the nighttime noise impact for all municipalities adjacent to the airport.
- **Restrictions on the use of reverse thrust.** The benefits determined by the restrictions in the use of reverse thrust mainly affect the inhabited areas on the east and west sides of the runway, as well as the airport infrastructure itself.

- **Restrictions on the use of the APU-Auxiliary Power Unit,** an auxiliary power unit used by aircraft on the ground during apron operations. This type of restriction determines the benefits of reducing aircraft noise in all areas adjacent to the airport.
- **Restrictions in carrying out engine tests.** This restriction brings benefits in terms of airport noise reduction in all areas adjacent to the airport.
- **Take-off procedure and initial climb.** Noise reduction on the town flown over.

The trend of the LVA acoustic indicator for the eight airport noise monitoring stations located around the airport is shown below. Please note that this index is calculated considering the three weeks of greatest air traffic, each of which is identified within the four-month periods February-May, June-September and October-January.

For the year 2024, the LVA data relating to the LIMF03 and LIMF06 control units is not reported due to connectivity and power supply problems recorded during the year: the data thus obtained is not considered representative.

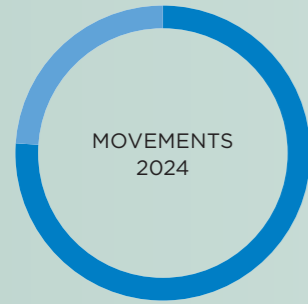
The noise limits defined by the airport zoning (pursuant to Ministerial Decree 31/10/97) are respected at all measuring stations.

Noise indicator LVA per station

| Code | Station Name | Municipality | 2023 | 2024 |
|--------|---------------|------------------------|------|------|
| LIMF01 | Parco Giochi | San Francesco al Campo | 54.6 | 55.1 |
| LIMF02 | Cimitero | San Francesco al Campo | 60.1 | 59.4 |
| LIMF03 | S. Giacomo | San Francesco al Campo | - | - |
| LIMF04 | Pozzo Bona | Caselle Torinese | 45.8 | 46.8 |
| LIMF05 | Nefoipsometro | Caselle Torinese | 62.4 | 62.6 |
| LIMF06 | Prato Fiera | Caselle Torinese | 59.6 | - |
| LIMF07 | Malanghero | San Maurizio Canavese | 58 | 59.4 |
| LIMF10 | Parco Giochi | San Maurizio Canavese | 50.6 | 50.8 |

The traffic data for the same analyzed period are shown below.

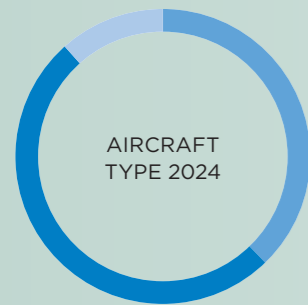
Traffic by aircraft



| Movements | 2023 | 2024 |
|-----------------------|---------------|---------------|
| ● Commercial aviation | 33,037 | 33,469 |
| ● General aviation | 10,269 | 10,536 |
| TOTAL | 43,306 | 44,005 |

The breakdown of traffic according to aircraft noise certification (ICAO Annex 16) is also shown below. It is worth noting the consolidation of movements carried out with Chapter 14 (Category 14) certified aircraft, the quietest category.

Traffic by aircraft anti-noise certification



| Aircraft type | 2023 | 2024 |
|---------------|--------|--------|
| ● Category 3 | 38.20% | 37.70% |
| ● Category 4 | 52.92% | 50.50% |
| ○ Category 5 | - | - |
| ● Category 14 | 8.59% | 11.57% |

During 2024, two contact requests were received relating to the overflight of the city area by small aircraft which, in all probability, carried out monitoring activities via remote sensors in the morning; in both cases it was emphasized that the operator is not responsible for the activity of the aircraft after take-off from Torino Airport.

Environmental Protection Plan

The interventions carried out in the last four years of the Program Contract (pursuant to Legislative Decree 133/2014 and subsequent Law no. 164/2014) with ENAC have **consolidated the performance of the airport's environmental system** and **started** the process for the management of **electric mobility** for airport vehicles and passengers.

The choices proposed for the indicators of the Environmental Protection Plan within the new Program Contract for Torino Airport (2024-2027) arise from the interaction of the Environment System with the Energy Management System and from the stresses deriving from the increased involvement in the Airport Carbon Accreditation protocol.

The **improvement objectives** that SAGAT has committed to in the current four-year period are:

- new lighting systems (internal and external) to replace existing ones with low consumption devices (LEDs);
- production of electricity through the installation of photovoltaic systems;
- replacing the existing vehicle fleet with hybrid or electric vehicles;
- staff training on the protocols and procedures of the Environmental Management System and on the Environmental Sustainability Plan;
- transition to Level 3+ "Neutrality" of the accreditation to the ACA Protocol.

TRN



STRATEGIC GUIDELINE

3. Company culture



MATERIALITY TOPICS

- Personnel training and development
- Occupational health and safety
- Welfare and satisfaction

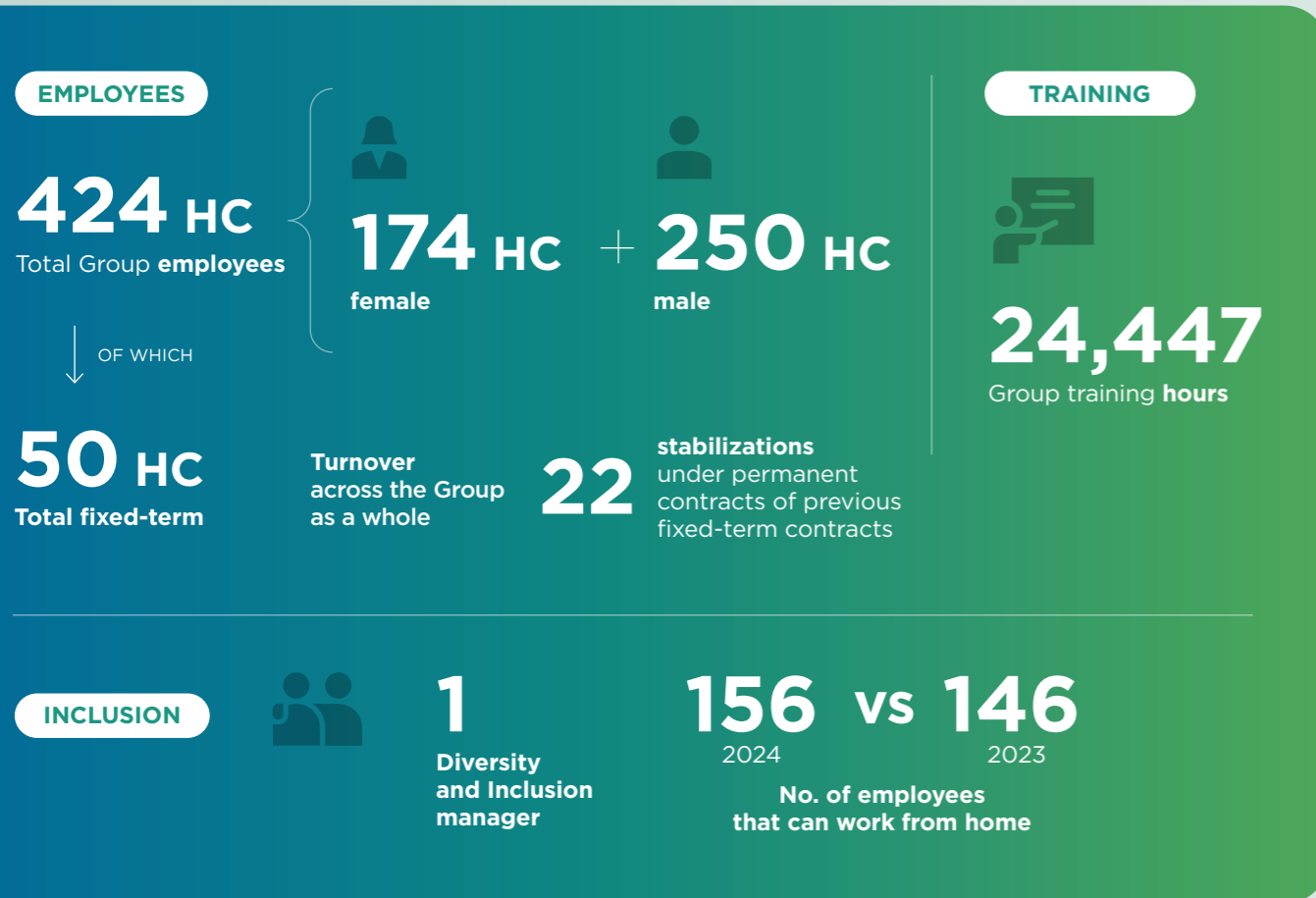
SDGs →



Initiatives 2024

| Commitment | Initiative |
|---|---|
| Respect for human rights by adopting policies and creating programs aimed at fostering diversity and inclusion | 98% of employees look part in sustainability training. Base year 2022: 67% 2023: 92,5% |
| Promoting a culture of sustainability in line with company values | 100% of the Group's Office Heads have carried out training activities dedicated to diversity with a focus on disability: the training was provided by a specialized company with testimonies from people with cognitive disabilities or autism spectrum disorders who are following paths of inclusion in the workplace. Training sessions on the Corporate Sustainability Plan were organized for all Service Heads and Office Heads (70 employees participated). A corporate sustainability goal has been included for all MBO assignees, accounting for 10% of the total value, in addition to personal goals in relation to the organizational task. The average of the sustainability goals is 17% of the total weight, + 1% vs 2023. % reference base: 5% |
| Promoting programs to foster diversity and inclusion | The average pay gap between women and men was monitored, based on the average annual gross salary of the Group's permanent employees (the Chief Executive Officer is excluded from the monitoring). It is noted that among the 10 employees with the highest gross annual salary, there are 5 women, of which 3 are in the top 5 positions (excluding Executives). A policy dedicated to Equity & Diversity has been defined and approved. Three projects have been launched for work reintegration internships following training courses in airport operations and warehouse logistics. Top management and first reports followed five training events related to empowerment and inclusion: these meetings, carried out by Differenza Donna, focus on classification, awareness and prevention of violence against women. The Group participates in the Sorgenia initiative "Always 25 November". Relations with secondary schools and universities have been strengthened, in order to launch mentorship programs for women's professional development in STEM fields, exploring the possibility of dedicated programs at these institutions: in the second half of the year SAGAT S.p.A. hosted an intern enrolled at the Polytechnic University of Turin, who was directly involved in projects in the field of sustainability. (TULIPS). |
| Improving the health and safety of workers | The company's ISO 45001 (SAGAT) certification in the field of health and safety was maintained and the Group's Accident Severity Index was kept below the value of 1 (2024 SI = 0.35). |
| Promoting the growth, training and enhancement of human capital | The percentage of internship opportunities or job placements after training was 48%. Generational balance through the inclusion of new human resources through company training courses. |
| Improving employees' quality of life through innovative welfare initiatives | The number of weekly Agile Work days as an organizational tool with a focus on parenting has been increased up to +50% compared to the target for the categories defined by company regulations. |

> Key figures 2024



> Corporate climate and engagement

The SAGAT Group considers human resources to be a central factor for business development. The Group dedicates time and energy to making best use of its employees and contributing to their professional growth. The people of the SAGAT Group, with their wealth of knowledge, skills and abilities, are a strategic development factor for the Group's Companies and their business. The year 2024 saw another record number of passengers passing through the airport; this context of strong development was followed by a significant strengthening of the workforce, especially in the operational area, in passenger services. A great deal of attention was therefore devoted to training these new hires.

Throughout 2024, the organizational tool of Agile Work was applied, which became standard in March 2022 with the adoption of the first company Regulations on the subject, for all administrative personnel of the Group who requested it and extended to operational personnel for attending online training courses, with a view to improving the work-life balance; the use of this tool was evaluated by employees in a decidedly positive way, recording an increase of 10 units compared to 2023. The updated company Regulations on the subject highlight the particular attention dedicated to the needs of new parents for the care of children up to 14 years of age.

Welfare

The SAGAT Group introduced several corporate initiatives in 2024 as well. The main measures are addressed to the families and children of employees.

- **Summer camps for employees' children up to 17 years old** - 59 participants: The Companies cover 77% of the cost of summer camps dedicated to recreational and sports activities or learning English.
- **Reimbursement of expenses for nursery and preschool** - 28 users: The companies reimburse 50% of the expenses incurred, within spending limits.
- **"Career Guidance"** day, dedicated to the children of employees who are in their last two years of high school or university, with the aim of offering them a training course, managed by specialists in the human resources field, with highly innovative content for a positive and fruitful integration into the university and work world.
- **Supplementary health coverage** - 38 Heads and Managers of the Group and 226 employees of SAGAT S.p.A..
- **Since October 2024, the Fasi Open Policy** has also been extended to SAGAT Handling S.p.A. for a total of 98 employees. The Health Policy can be used both for direct coverage of services and for reimbursement of medical expenses incurred outside the network of affiliated centers for employees and their cohabiting family members.
- **Remote Work** - 156 Group employees (+ 10 vs 2023): Possibility of using agile work for administrative staff and for e-learning training courses.
- **Team Torino Airport charity walk** for the "Just the Woman I Am" initiative. Free participation for 32 Group employees.
- **Team Torino Airport charity walk** for the "Fitwalking for AIL" initiative. Free participation for 22 Group employees.

In addition, for the disbursement of the 2024 Performance Bonus, a computer platform was activated with a confidential personal account, in order to benefit from the welfare services deriving from the conversion of the bonus itself: this tool saw 85% of the total recipients join, with wide choice of services and benefits from the main market players.



Company donations

SAGAT Group companies, again with a view to supporting families and parenthood, provide their employees with some benefits:

- Christmas gift vouchers for employees' children up to 14 years of age, worth 30 euros for each child to spend in affiliated stores;
- Loyalty Award for employees with 25-30-35 years of seniority, consisting of a 200 euro voucher that can be spent in affiliated stores and a company pin.





Training

A further cornerstone of personnel management is internal training, aimed at both Group employees and external companies operating in the airport sector, in order to increase the professional and management skills of its collaborators. The strong development of the Agile Work organizational tool has contributed to expanding the use of the e-learning platform, which has made it possible to train all employees on new and multiple topics and to continue to offer basic and refresher training on airport-specific issues, especially in the field of safety and security. 2024 was also characterized by an important training focus on issues related to environmental sustainability and the enhancement of diversity, equity and inclusion in the workplace. The topics of Health and Safety in the workplace (Italian Legislative Decree 81/2008) were also the subject of a refresher training plan for all professional figures, as well as those dedicated to assisting PRM passengers.



Incentive system

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

- MBO – performance-based pay for executives, Service Managers and Company Office Managers linked to strategic indicators and objectives, governed by a dedicated Policy.
- A performance bonus – available to the entire workforce based on 1st and 2nd level contractual labour standards (National Collective Labour Agreement and trade union agreements). Bonuses are linked to the achievement of quality, profitability and productivity targets.

In addition, SAGAT Group implements remuneration policies aimed at retaining talent and professional development (highly professional training courses, university master's degrees).



Commitment to helping students and people in need

Recent studies show that diversity and inclusion are essential to maintaining and attracting talent. So the topic is highly relevant for a company like the SAGAT Group, where employees are a fundamental resource. In 2024, the commitment to projects aimed at promoting the integration into the world of work and training of students of some local high schools continued, in particular professional technical schools with a focus on aeronautics, languages and tourism. The Group Companies are also open to the social needs of the local area. This is confirmed by the agreements signed with schools that have made it possible to include several students from secondary schools in training and internship projects within the Percorsi per le Competenze Trasversali e l'Orientamento (Cross-Cutting Skills and Orientation Pathways or PCTO). In 2024, orientation activities were also launched with two high schools in Turin, overseen by the Human Resources Department, aimed at providing students in their final years of study with practical tools to effectively tackle the search for a job, from drafting an effective curriculum vitae to techniques for a successful job interview.



Turnover

The average annual number of Group employees expressed in FTE is 391.11 FTE, an increase of +2.92% (11.1 FTE) compared to the previous year. The increase is mainly due to the inclusion in the workforce of numerous workers with fixed-term contracts for the winter and summer seasons, particularly in the operational sectors related to passenger assistance and to a process of stabilization of 22 employees with permanent contracts in the period November-December 2024. The total number of Group employees as of December 31, 2024 increased by 3 HC compared to the same date of the previous year, reaching 424 HC, of which 50 are fixed-term employees. There is a high level of seniority (just over 18 years) within the SAGAT Group companies, confirming the fact that the Company is committed to offering its employees appreciated conditions for professional development.

SAGAT Group workforce at December 31, 2024 (HC)

| Type of contract | 2023 | | | 2024 | | |
|------------------|------------|------------|------------|------------|------------|------------|
| | Male | Female | Total | Male | Female | Total |
| Permanent | 219 | 134 | 353 | 230 | 144 | 374 |
| Fixed-term | 35 | 33 | 68 | 20 | 30 | 50 |
| TOTAL | 254 | 167 | 421 | 250 | 174 | 424 |

Turnover - Hires / Terminations SAGAT S.p.A. (HC)

| Age group | 2023 | | | 2024 | | |
|---------------------------|----------|----------|-----------|-----------|-----------|-----------|
| | Male | Female | Total | Male | Female | Total |
| Hires ✓ | | | | | | |
| <30 | 0 | 0 | 0 | 5 | 4 | 9 |
| 30-50 | 6 | 4 | 10 | 6 | 6 | 12 |
| >50 | 3 | 1 | 4 | 4 | 0 | 4 |
| Total hires | 9 | 5 | 14 | 15 | 10 | 25 |
| Terminations ✗ | | | | | | |
| <30 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30-50 | 2 | 0 | 2 | 0 | 0 | 0 |
| >50 | 7 | 1 | 8 | 4 | 1 | 5 |
| Total terminations | 9 | 1 | 10 | 4 | 1 | 5 |

> Development of human capital

Our success is the result of the professionalism that people, at all levels, express daily in carrying out their work. During 2024, the training and professional development activities carried out were aimed at integrating business processes with training, with the aim of aligning human capital with the challenges required by the market and facilitating the **change management** process. Each Group employee completed an average of 57 hours of training during the year. An important impetus was also given to development and managerial training, with a focus on effective leadership and employee management.



Training Center

The SAGAT Training Center plays a central role in the organization and direct delivery of education and training, not only for Group employees, but also for companies operating at the airport in various capacities, including State Bodies.

Training activities were intense throughout the year, with a total of 24,447 hours of training provided to Group employees (+710 vs 2023). Training courses on sustainability continued for all Group employees, which will be further expanded and deepened during 2025. Among the most addressed topics are those related to the environment, Diversity, Equity and Inclusion (DEI), business ethics and anti-corruption.

Annual training hours by gender

| Gender | UdM | 2023 | 2024 |
|--------------|-----|---------------|---------------|
| Men | h | 13,351 | 14,964 |
| Women | h | 10,386 | 9,483 |
| Total | h | 23,737 | 24,447 |

Average training hours per employee by gender

| Gender | UdM | 2023 | 2024 |
|--------------|-----|--------------|--------------|
| Men | h | 52.56 | 59.86 |
| Women | h | 62.19 | 54.50 |
| Total | h | 56.38 | 57.66 |

Development and evaluation

All Directors, Service and Office Managers and administrative staff are involved in the annual performance evaluation process, which aims to monitor performance, motivation, potential and evaluate the aspirations and expectations of employees within the organization.

The process is based on the manager-employee interview and is aimed at analyzing the distinctive features of performance and identifying any areas for enhancement and/or improvement. It is accompanied by the process of finalizing the company's MBO and evaluating the objectives assigned at the individual level for those who fall within the scope of assignment regulated by the relevant Policy. In 2024, the performance appraisal process involved 130 Group employees.

Following the analysis of the evaluation forms, training courses were activated on various topics, aimed at strengthening cross-cutting and technical skills; to name a few, sustainable development, English language enhancement, new tools in the ICT field, customer care and the Office package.



> Health and Safety

SAGAT Group has always managed issues relating to the safety and health of workers, as well as those relating to safety and hygiene in the workplace, with the utmost attention.



Founding principles

In the context of health and safety at work, the founding principles of the SAGAT Group Companies can be summarized as follows:

- compliance with general and special rules on accidents, safety and hygiene at work;
- compliance with operating procedures and safety standards;
- protection of the health of workers and people who, for various reasons, work at the airport;
- prevention of accidents and occupational diseases;
- promotion of healthy lifestyles and behaviors in the workplace;
- promotion of correct and responsible behavior to protect safety at work.



Integrated Health, Safety and Environment Management System

Through the adoption and timely compliance with the Protocols and Procedures of the *HSE - SGSSA Management System*, SAGAT manages in an integrated manner the aspects related to the health and safety of workers, fire prevention, hygiene and health of buildings and various workplaces, environmental matrices (water, air and soil).

The HSE - SGSSA Management System is a strategic and transversal element to all activities on the airport grounds: development activities, aeronautical operations, management of services provided - carried out directly or indirectly - design, construction and maintenance of infrastructures and systems.

Work-related injuries

| Category | 2023 | | | 2024 | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|
| | Male | Female | Total | Male | Female | Total |
| No. of work-related injuries (excluding commute) | 2 | 2 | 4 | 3 | 2 | 5 |
| <i>of which:</i> | | | | | | |
| No. of recordable injuries (without days of absence) | 0 | 0 | 0 | 0 | 0 | 0 |
| No. of recordable injuries (with days of absence) | 2 | 2 | 4 | 3 | 2 | 5 |
| <i>of which:</i> | | | | | | |
| No. Serious injuries (with serious consequences) | 0 | 0 | 0 | 0 | 0 | 0 |
| No. of fatal accidents (number of deaths) | 0 | 0 | 0 | 0 | 0 | 0 |
| No. of accidents during commute | 1 | 1 | 2 | 1 | 2 | 3 |
| Total hours worked | 414,466 | 236,128 | 650,594 | 419,310 | 250,199 | 669,509 |
| Days of work missed due to recordable injuries with days of absence | 100 | 25 | 125 | 228 | 8 | 236 |
| Days of work missed due to injuries on commute | 14 | 15 | 29 | 24 | 40 | 64 |

Accident indicators

| Category | 2023 | | | 2024 | | |
|--|-------|--------|-------|------|--------|-------|
| | Male | Female | Total | Male | Female | Total |
| Frequency rate of total work-related injuries | 3.074 | 3.074 | 6.15 | 4.48 | 2.99 | 7.47 |
| Frequency rate of serious injuries (with serious consequences) | 0 | 0 | 0 | 0 | 0 | 0 |
| Frequency rate of fatal injuries (no. of deaths) | 0 | 0 | 0 | 0 | 0 | 0 |
| Severity index | 0.096 | 0.096 | 0.19 | 0.34 | 0.01 | 0.35 |



Communication

The company's communication tools are used to disseminate policies and operating procedures for the proper conduct of work activities in terms of preventing accidents and injuries in the workplace.



Training

The Group companies also provide continuous training on the various topics of workplace safety, with particular attention to the specific risks associated with the various job tasks.

Staff training on safety goes well beyond the legal obligations (pursuant to Legislative Decree 81/2008, State-Region Agreements, etc.) and is planned annually - through the preparation of a Training Plan - taking into account the training needs identified on the basis of regulatory updates, the Risk Assessment Document (RAD), the needs reported by the managers of the various sectors as well as the corrective actions following near misses and/or injuries.

Specifically, the training offer includes 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, aimed at all those who access the movement area;
- specific training for airport license holders;
- training of specific figures such as: Head of the Prevention and Protection Service (RSPP/ASPP), Employee Health & Safety Representative (EHSR), Corporate Emergency Team, First Aid Officers and Paramedics.

> Industrial relations

During 2024, the discussion between the Group Companies and the trade unions was intense and fruitful, focusing on measures capable of bringing significant efficiencies in the management field and on the enhancement of the skills acquired by the staff. In this context:

May 2024

agreements were signed for the handling company to enhance the multifunctionality achieved by some operators in different areas of operation envisaged by their respective duties;

October 2024

the new Industrial Relations Protocol was signed with the aim of continuing to ensure effective relations between the Parties, transparency, information and active and non-confrontational participation;

an agreement was signed to stabilize 22 seasonal employees in the Group in the operational sectors for an indefinite period and an agreement for the payment of a daily allowance in the event of travel, in addition to the economic treatment provided for by the National Collective Labour Agreement for the sector, and to cover the inconvenience associated with performing work away from home;

November 2024

the agreement on the use of all remaining and accrued vacation time by each employee was renewed, to be used by December 31. This agreement allows the continuation of the extraordinary cost containment action undertaken since 2013, ensuring effective management and efficient organization of the SAGAT Group staff.



STRATEGIC GUIDELINE

4. Passenger experience and innovation

MATERIALITY TOPICS

- Service quality
- Digitalisation



SDGs →



Initiatives 2024

Commitment

Initiative

Listening to expectations / needs and maximizing customer satisfaction (improving the digital customer experience)

A tour was carried out with the “Innovation Team” Working Group aimed at monitoring and observing the passenger experience in the field. The collection and processing of participants’ feedback led to the implementation of innovative solutions such as, for example, the integration of the Google Translator service for PRM-Passengers with reduced mobility assistance workers.

As part of the activation of virtual assistance modes with the passenger/customer through the implementation of chatbots/voicebots based on artificial intelligence, a feasibility study was carried out for a platform for conversation with passengers.

Dematerialization of company procedures and processes with a view to going paperless

Some signature collection and authorization procedures have been dematerialized, with a view to paperless and digitization of business processes: in 2024 the process of collecting initials and signatures on active and passive contracts was digitized.

Promoting a digital corporate culture and improving the digital employee experience

The corporate Intranet platform was used regularly to disseminate and spread the corporate vision and culture at all levels in terms of innovation and sustainability. Ten articles were published.

Employees were provided with training courses on the use of new digital tools.

Developing the Open Innovation methodology by involving the innovative ecosystem of the territory

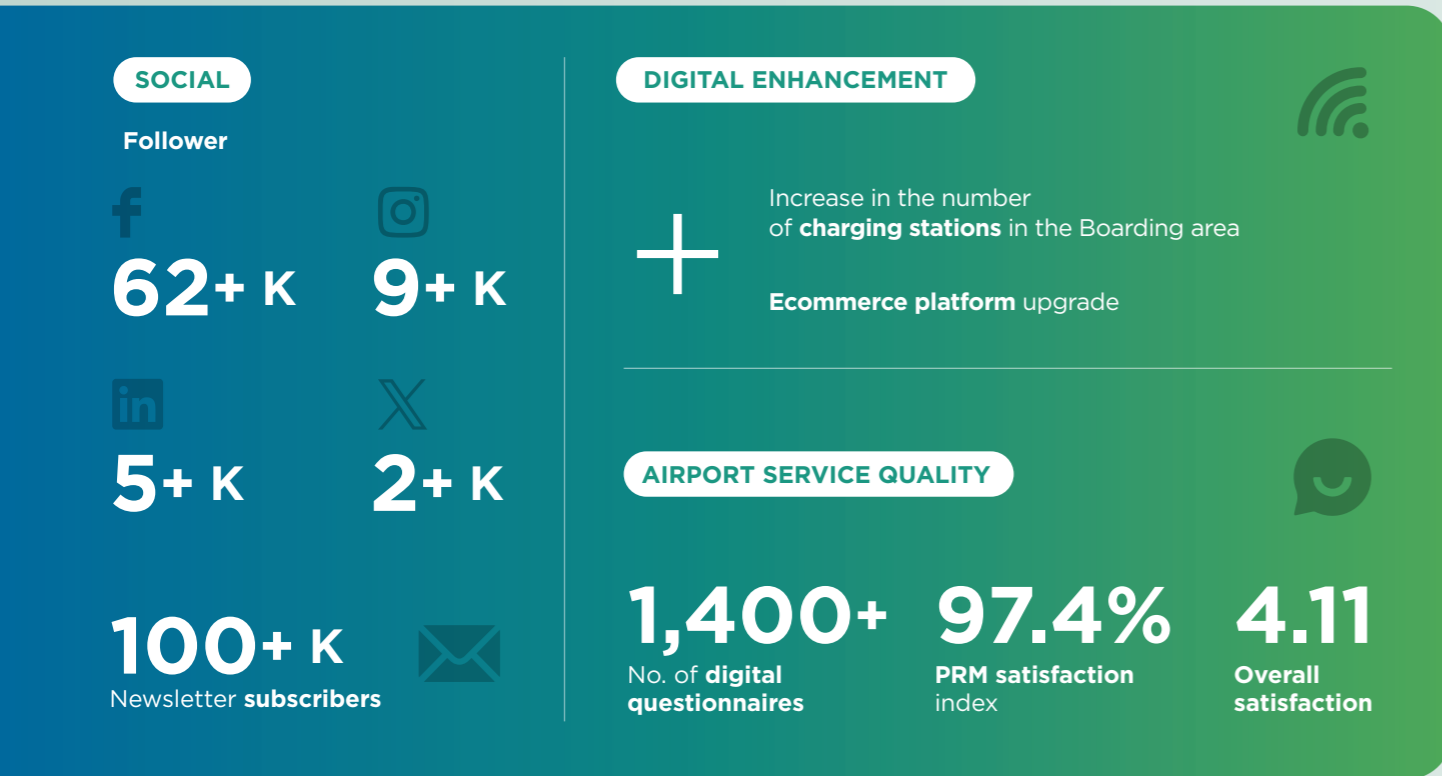
With a view to involving universities, incubators and startups in innovative experiments aimed at automating the processes and services provided, the experimentation of the NODES project was launched, in collaboration with the University of Turin, Reply and Synesthesia, for the collection of FOD-foreign objects debris on the apron.

Improving the quality of life of local communities

The structured system for collecting complaints on the website has been expanded.



> Key figures 2024



> Passenger experience: quality

SAGAT Group seeks to guarantee quality in all cross-departmental processes, placing the ongoing improvement of its customer experience at the centre of its strategy.

As the manager of Torino 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.

SAGAT Group is committed to analysing customer needs, expectations and satisfaction, including outside of the sphere of its relations with passengers, in the roles of: SAGAT S.p.A. as Airport Operator, and SAGAT Handling S.p.A. as a service provider for airlines.

A customer-centred approach

Improving the passenger’s airport experience is one of the primary objectives of the company’s strategy.

To raise the level of our services, so as to better satisfy our users, we use different and complementary tools:

- **understanding** the needs and expectations of passengers, through field surveys and by managing and analyzing passenger reports and complaints;
- constant **monitoring** of process indicators, aimed at continuous performance improvement, which is based on:
 - > **monitoring** the quality delivered and perceived in accordance with the relevant legislation (ENAC Circulars GEN-06 and GEN-02B);
 - > the detection of **customer satisfaction** according to the ASQ-Airport Service Quality model developed by ACI-Airports Council International, which places Turin in an international benchmark, encouraging the comparison between airports with similar traffic ranges;
 - > the system of voluntary **certifications** according to ISO standards;
 - > the execution of **assessments** aimed at achieving voluntary certifications issued by the trade association that brings together world airports (ACI Airport Council International), in order to qualify Torino Airport also at an international level.

This strategy is reflected, among other things, in obtaining and subsequently maintaining the ACI certification related to customer experience.

2024 measurement activities

During 2024, all the recurring activities for measuring the quality delivered and perceived were carried out as provided for by:

- the **Service Charter**: service standards that SAGAT undertakes to provide annually, subject to ENAC approval and control;
- the **Quality Plan** annexed to the Program Contract (four-year period 2024-2027): ten indicators, with improvement objectives set starting from the base year (2022), also subject to ENAC approval and control;
- **ASQ - Airport Service Quality**, the ACI benchmark, which monitors and compares the level of customer satisfaction at participating airports.

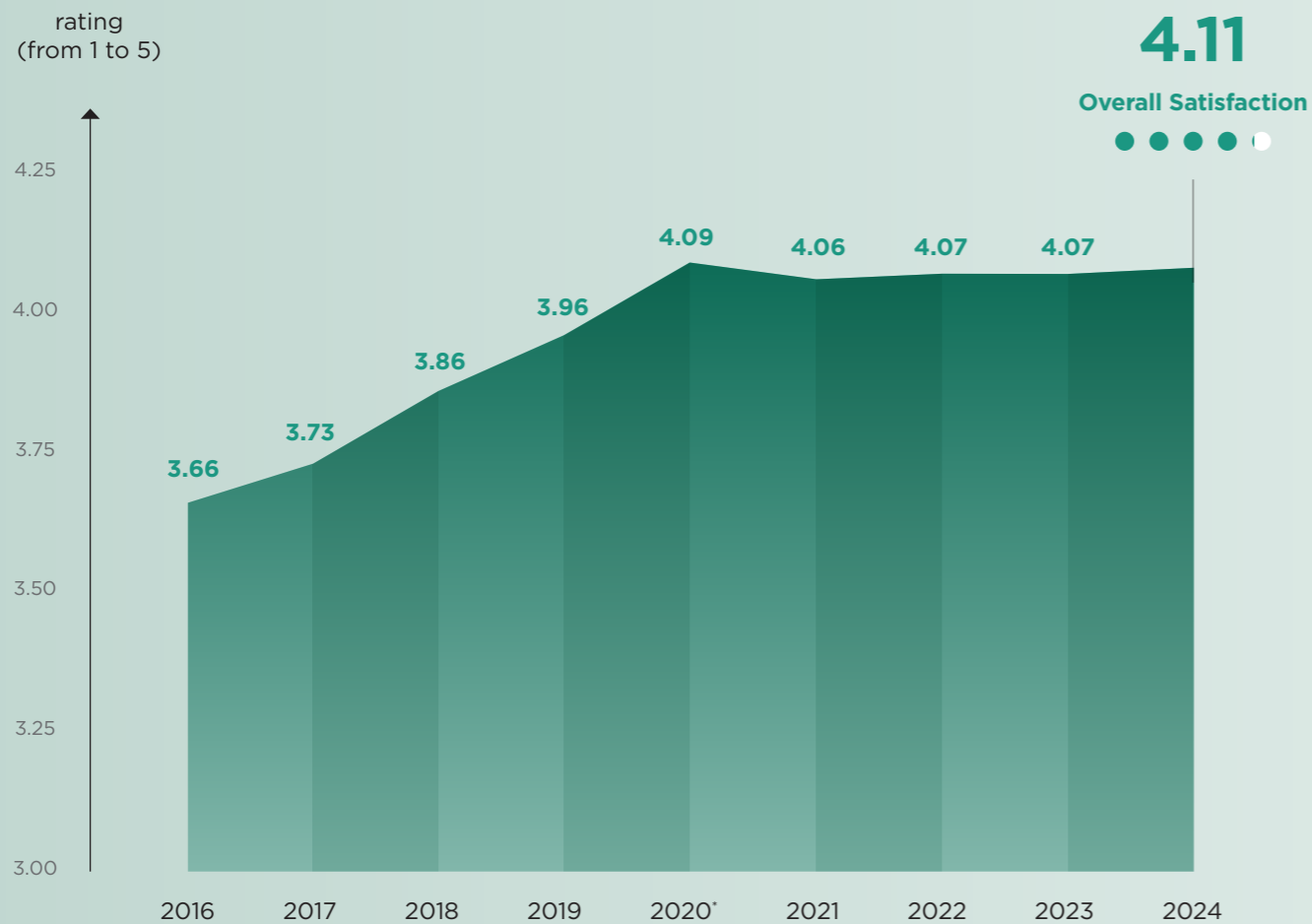




Airport Service Quality (ASQ)

The ASQ system, which airports join on a voluntary basis, is based on the collection of self-completed questionnaires from a statistically significant panel of passengers. This customer satisfaction survey system consists of over 1,400 questionnaires per year and supplements the information obtained by SAGAT through the fields conducted in accordance with ENAC regulations.

The ASQ response system is based on an odd scale (grades from 1 to 5) and results expressed in average values. In 2024, Overall Satisfaction, a key synthetic indicator, stood at 4.11 - the best result ever.



* pandemic year: suspension of surveys in Q2 and reduction of the sample in Q3 and Q4, due to limited airport operations

ASQ Award 2024 “Airport with the Most Dedicated Staff in Europe”

As part of the international survey on customer satisfaction Airport Service Quality, ACI World has established some awards called ASQ Awards, which recognize airport **excellence in the customer experience worldwide**, based on the data collected through the ASQ program surveys.

Thanks to the votes expressed in 2024 by passengers on the courtesy of airport operators, Torino Airport has achieved, for the second consecutive year, the ASQ Award as **Airport with the Most Dedicated Staff in Europe**, which recognizes the dedication and efforts made by airport staff at various passenger touchpoints (information, check-in, security checks, shops, bars and restaurants, passport control) with the aim of making the stay at the airport pleasant and comfortable.



Focus on Passengers with Reduced Mobility (PRM)

SAGAT has always been careful to ensure all passengers the best assistance and the dedicated staff is specialized, and periodically updated, to better assist passengers with reduced mobility during their stay at the airport.

Our passengers recognize our commitment and dedication, with satisfaction levels beyond the “threshold of excellence” (the lowest satisfaction value recorded in 2024 was 97.4%).





Collaboration with associations representing the disabled

CPD - Consulta per le Persone in Difficoltà (Council for People with Disabilities)

On issues of service to passengers with disabilities or reduced mobility, the collaboration with the CPD - **Consulta per le Persone in Difficoltà** (Council for People with Disabilities) has continued.

The CPD is deeply rooted in the territory and maintains relationships both with associations and with public bodies and institutions. The “CDP world” includes a multitude of associations representing different disabilities.

SAGAT has confirmed its financial support to CPD in the implementation of the “Caselle for All” project, aimed at increasing the usability of the airport by travelers with specific needs, physical-motor or sensory disabilities. The project takes the form of a solidarity service of equipped airport-city transport (which can be booked at the dedicated toll-free number, managed by the CPD). In 2024, 277 solidarity transport trips were carried out, of which 266 with an equipped vehicle. The service is described on the airport website at <https://www.torinoairport.com/en/tomove/parking-transport/accessibility>

In order to spread the culture of travel accessibility, SAGAT has signed an agreement with:



Turismabile, a project of the Piedmont Region carried out by CPD itself, aimed at improving the accessibility and usability of tourism in Piedmont, with a view to promoting Piedmont as a tourist destination for all, as described on the airport website <https://www.torinoairport.com/it/tomove/turismo/turismo-accessibile>



Italian Union of the Blind and Visually Impaired

A collaboration has been launched with the Italian Union of the Blind and Visually Impaired (UICI Piemonte) in order to contribute to improving the experience of this category of PRM with advice and suggestions. The aim is to facilitate the autonomous movement of the blind and visually impaired within the airport, thanks to improvements in tactile guidance, Braille writing and call points, also through the evaluation of suppliers who develop forms and means of communication able to compensate for partial or total lack of sight.



National Agency for the Protection and Assistance of the Deaf

Through the ENS, preliminary contacts were made with the company that has designed and implemented a digital platform aimed at allowing deaf people to communicate in real time, thanks to the simultaneous interpretation of the contents in Italian Sign Language (LIS) by interpreters.

“Autism - A journey through the airport” Project

SAGAT S.p.A. has also continued its commitment to the project “Autism - traveling through the airport” conceived by ENAC with the collaboration of Assaeroporti, industry associations and airport management companies **to facilitate access to the airport and air travel for people with autism spectrum disorder.**

In 2024, 6 familiarization visits were carried out at the airport and 77 PRMs with autism spectrum disorder were assisted, of which 69 departing and 8 arriving.



The FlyingAngels salvALI Project



Torino Airport has joined the project sponsored by ENAC and called **#salvAli**, created by **FlyingAngels**, the non-profit organization specializing in the air transport of seriously ill children and their companions to life-saving treatments not available in their country of origin.



Memorandum of understanding with RFI

Integrated PRM assistance from train to plane

The integrated assistance service from train to plane reserved for travelers with disabilities and reduced mobility is at the heart of the agreement signed in September 2024 between SAGAT and RFI-Rete Ferroviaria Italiana, a company of the FS Group.

The contents of the agreement were shared with ENAC and designed based on the Authority's indications, in order to provide a more inclusive service and allow a smooth journey for all passengers. Through the collaboration agreement, PRMs are assisted in the ascent and descent phases both from the train and from the plane by dedicated and adequately trained personnel. It is the responsibility of the airport staff to assist travelers to the interchange meeting point, where the PRMs are welcomed and accompanied to the train by personnel appointed by RFI, and vice versa. The service is available for all trains departing or arriving at Torino Caselle Aeroporto station.

The news of the activation of the service was also disseminated by the media, with good coverage in national, local, B2B tourism and transport sector newspapers.





“Vola Facile” Project

Survey on the traveler experience for an inclusive airport

In 2024, the **“Vola Facile”** project was launched, aimed at understanding the experiences and needs of travelers with disabilities/frailty, funded by the Chamber of Commerce of Turin and launched in collaboration with Officina Ortopedica Ferrero and the University of Turin. The project involves a multidisciplinary and innovative approach, which combines qualitative analysis of the experience and monitoring of psychophysiological reactions, to understand the needs of PRM travelers and improve the accessibility of the airport.

The Departments of Culture, Politics and Society and Psychology and the interdepartmental research center Human Science & Technologies (HST) of the University of Turin collaborate in this observational and experimental study.

The research, adopting a sociological and psychophysiological approach, is aimed at detecting obstacles, difficulties and needs along the airport path that precedes the flight. To this end, people with **motor, sensory, cognitive or SLD disabilities** who booked a departing flight or who planned to leave from Torino Airport were observed in the airport route and subsequently interviewed about the experience they just had. Some participants were also asked to wear specific glasses to monitor gaze behavior and to apply non-invasive sensors to detect emotional and psychophysical status.



Passenger listening

In addition to the administration of questionnaires, listening to passengers also takes place through the management of complaints and reports, which are classified in compliance with the ENAC Circular GEN-06 (dissatisfaction, non-compliance and request for protection).

In 2024, SAGAT received and handled **139 complaints**, reports and requests, with an **average response time** of just over **5 days**.



> Digital Airport

In 2024, Torino Airport continued its **path of digital innovation**.

Through a **bottom-up** methodological approach and the active involvement of **28 innovation agents**, the promotion of the innovation culture continued, focusing on both passengers and SAGAT Group employees.

Our innovation projects were driven by the desire to **improve the travel and work experience**, making every interaction smoother, more enjoyable and safer.



CUSTOMER EXPERIENCE

the following aspects were addressed:

- the **e-commerce platform was upgraded** to offer new online purchase formulas for official parking lots;
- a **new B2B area** was created on the **e-commerce platform** for online payment of the registration fee to the Supplier Register;
- the number of **charging points for electronic devices** was increased, with new stations in the Boarding area;
- the **orientation of transit flows** was facilitated through the use of a new ledwall, installed above the escalator that connects the departures level to the baggage claim level.



EMPLOYEE EXPERIENCE

several initiatives were implemented during 2024:

- the **project to digitize** the processes of collecting qualified electronic signatures and initials was carried out, reducing the use of paper and improving the speed and traceability of operations;
- the compilation of the **employee performance** form and **training course evaluation** form was digitized;
- new **Business Intelligence dashboards** have been designed to enhance business reporting;
- new **wireless digital handles** were installed at the entrance doors of the offices, ensuring compartmentalized access only to personnel with an authorized badge;
- a specific working group on **Artificial Intelligence** was established to promote the responsible and safe adoption of AI technologies.

The ground transportation experience

Starting in 2022, SAGAT S.p.A. began conducting detailed analyses on ground transportation, with the aim of helping to improve, in qualitative and quantitative terms, the connection service to and from the airport, for the benefit of passengers. The attention that Torino Airport pays to the issue of **connections between the city and the airport** is also part of the company's strategies aimed, on the one hand, at increasing the attractiveness of the "Turin destination" according to the commercial logic of airlines (an airport well connected to its city and region is undoubtedly a qualifying element), and on the other hand, at achieving sustainability goals.

During 2024, the implementation of the **ground transportation** platform continued, which cross-references and compares the data extrapolated from the company's digital touchpoints, according to a high level of analytical detail (daily trend and 15-minute time slots): in this way, an innovative control tool is provided on the use of transport modes by passengers, which allows the relative market share to be broken down for each means of transport. These surveys are useful for estimating the emission impact associated with vehicles arriving at the airport. By applying specific models, it is in fact possible to calculate with good approximation the CO₂ emissions generated by passengers arriving at the airport. This data was essential to broaden the scope of accounting for Scope 3 emissions related to the airport within **ACI Europe's ACA-Airport Carbon Accreditation** program and thus achieve **level 3+ "Neutrality"**. In the future, thanks to the continuous monitoring of the number of vehicles, it will be possible to concretely measure the impact of the actions that the airport is introducing to reduce emissions associated with its Stakeholders.

In 2024, also thanks to the rail link operating since the month of January, more than a third of airport passengers used collective transport (train and bus) for connections to/from the airport.



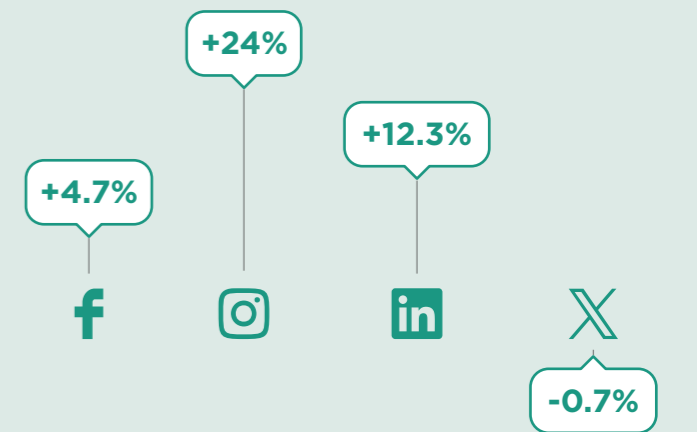
Activities on social networks

In 2024, social media activity was strengthened on the official profiles of the SAGAT Group: Facebook, Instagram, LinkedIn and X/Twitter.

In the sixth year of managing the channels (opened in July 2019), the results achieved as of December 31, 2024 are over 62,000 fans for the **Facebook** page (+4.7% on 2023); 9,948 followers on **Instagram** (+24% on 2023), 5,837 followers on **LinkedIn** (+12.3% on 2023) and 2,206 followers on **X/Twitter** (-0.7% on 2023).

The focus is on listening to passengers, as the social customer care service is active from Monday to Friday from 9:00 a.m. to 6:00 p.m.: a channel available to passengers to request information, send reports and suggestions, which is in addition to the telephone and Whatsapp messaging service active 7 days a week from 5:00 a.m. to 11:00 p.m.

In 2024, SAGAT S.p.A.'s digital communication activities proposed content regarding environmental sustainability, the offer of flights and services, the promotion of connected destinations in an outgoing perspective and the territory in an incoming perspective, useful information for passengers and the community, sharing of more strictly b2b content, in particular through LinkedIn and X/Twitter channels.



FOLLOWER CHANGE COMPARED TO 2023

STRATEGIC GUIDELINE

5. Development and integration with the local area



MATERIALITY TOPICS

- Development of flight network at accessible prices
- Job development
- Promotion of the local area
- Efficient transfers to/from the airport

SDGs →



Initiatives 2024

Commitment

Initiative

Improving the quality of life of local communities

Contacts are underway with associations to whom the items retained at the security filters will be donated.

The strategy for social initiatives integrated with the company's core business has been defined.

Support was provided to successful initiatives in the field of sustainable tourism carried out by local authorities and companies through the use of the company website. The SAGAT Group has become a partner of Turismabile.

In 2024, the SAGAT Group organized or took part in the following attraction events: Connect Aviation Forum with Regione Piemonte; fam trip with Turismo Torino and 10 foreign tour operators; promotion and investment attraction event with Regione Piemonte, Visit Piemonte and CEIP at the Italian embassy in London.

Collaboration with local and national institutions, associations, and companies to foster the economic growth of the local area

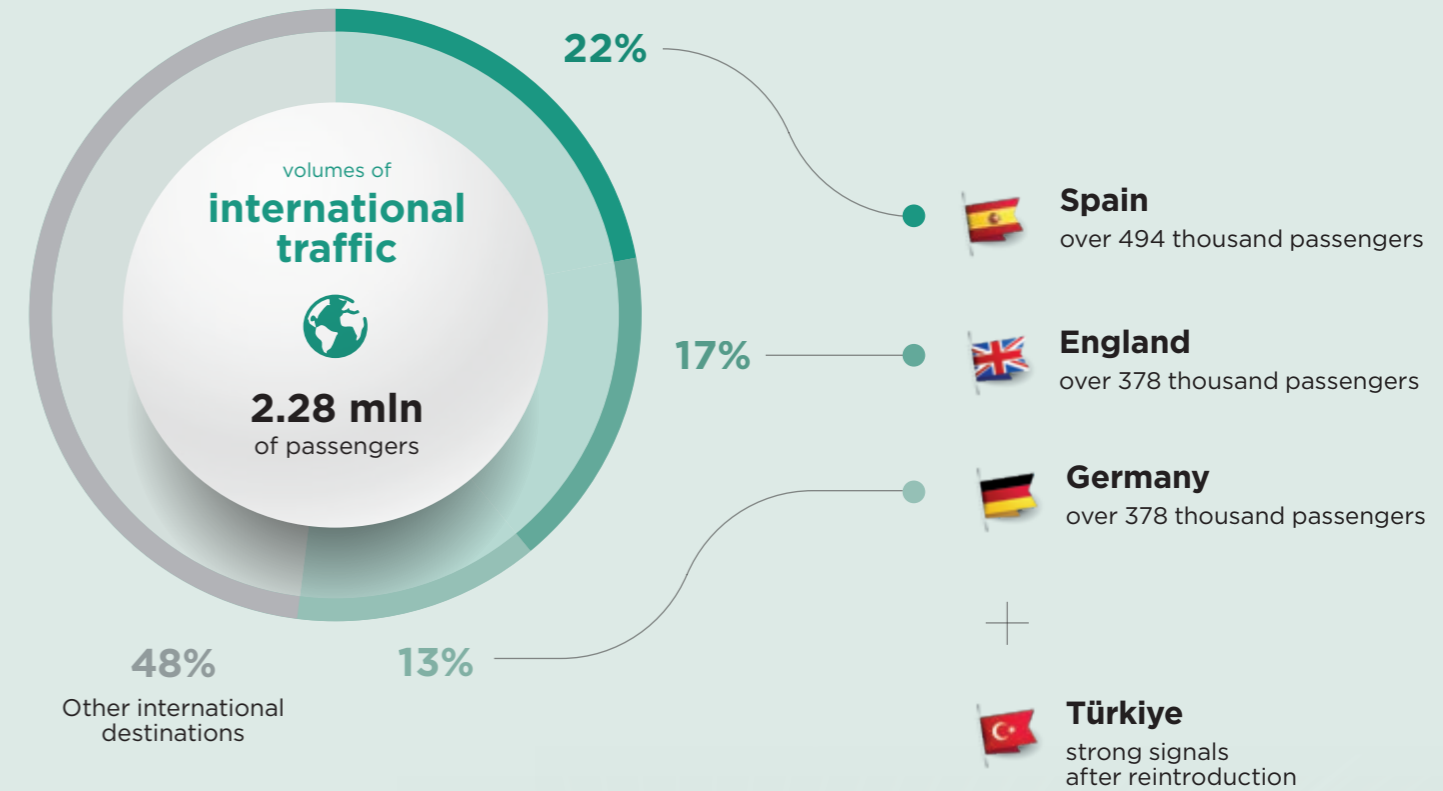
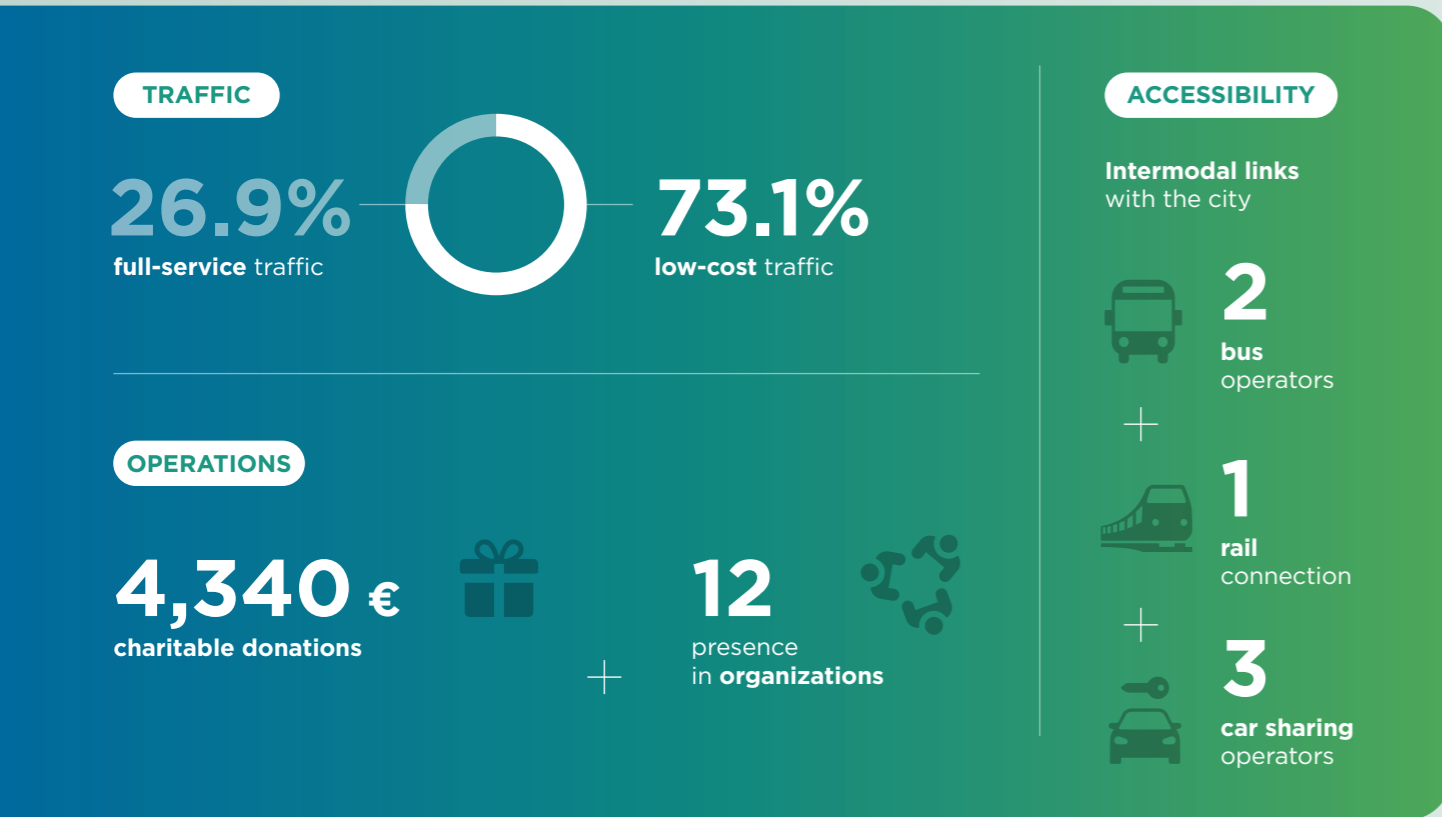
With a view to participating in the planning tables of trade associations and tourism promotion bodies, in 2024 the SAGAT Group provided visibility to six projects: FISU Winter Games, Special Olympic Games, ATP Finals, View Conference, VivaCITY Turismo Torino, Fondazione per la Cultura.

The SAGAT Group guaranteed its support in the presentation of international applications aimed at attracting major events in our territory.

The SAGAT Group allocated facilities to operators who have invested in improving ground transportation: Arriva Italia, Trenitalia-RFI and Flibco.



> Key figures 2024



> Passenger profile

The profile of passengers who usually choose Torino Airport has completely changed since the new Ryanair base became operational in November 2021, which led to the arrival in Turin of two aircraft for the launch of numerous international routes. In fact, a **new passenger profile** has emerged at Torino Airport: the **international tourist** who, thanks to the availability of direct flights at low prices, chooses **Turin** as a destination for **city break holidays** or **Piedmont** for its **food and wine offer** and outdoor activities, which goes alongside the traditional business components and the usual north-south Italy trips, typical of the economic and social fabric of our territory, in addition to the skiers from Northern Europe who choose the northwestern Alps to spend their trip on the snow.

In 2024, the foreign markets with the highest traffic volumes are confirmed to be the **Spanish** one with **over 494 thousand passengers**, holding 22% of the share of the international segment from Torino Airport, followed by the **English** one with **over 378 thousand passengers** and 17% of the share. The **German** market is also on the podium with **over 284 thousand passengers** and 13% of the international market.

Also noteworthy is the **Turkish market**, which has been reintroduced into the network and which, already in the first six months of operation, has given strong signals not only as a hub for onward travel but also as an **attractor of tourism and point-to-point business traffic**.



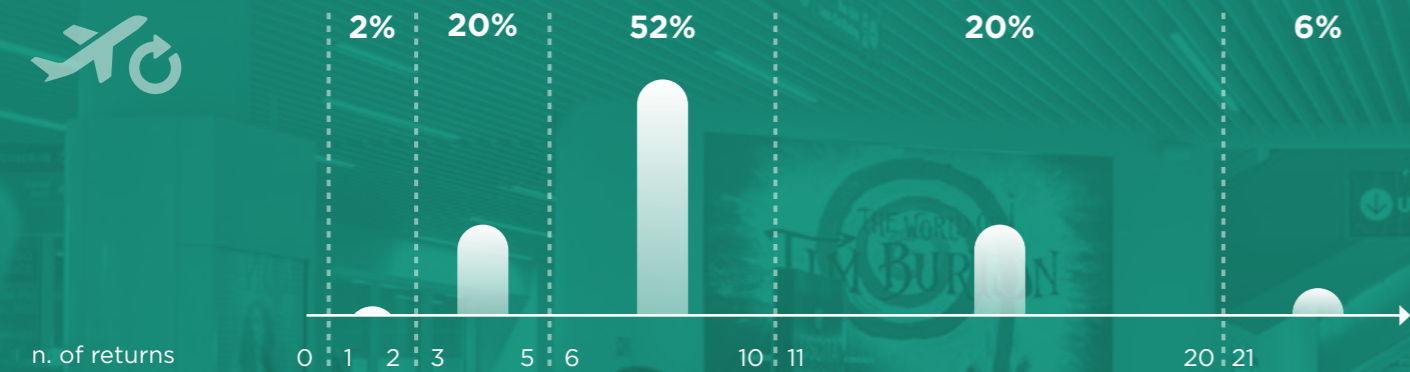
Demographic analysis

GENDER



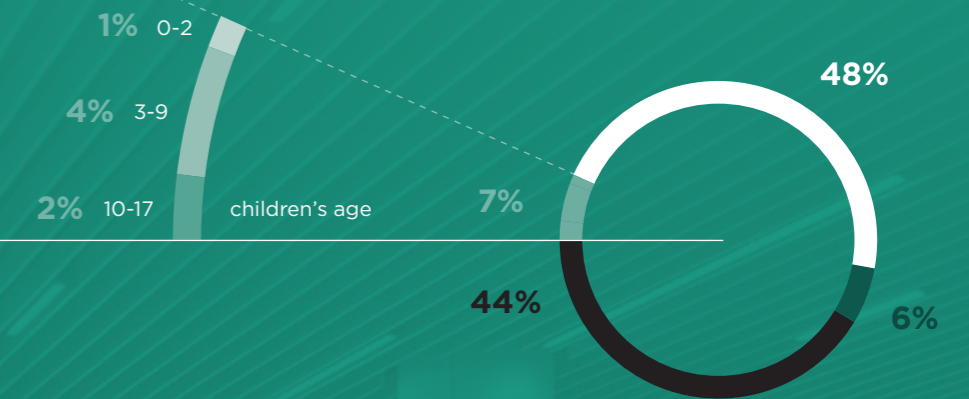
REPETITION TRIPS

following 12 Months



GROUP COMPOSITION

- alone
- with colleagues(s)
- with friend(s) or relative(s)
- with children

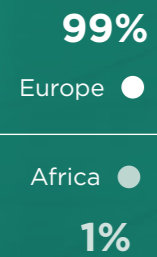


AGE



Type of trip

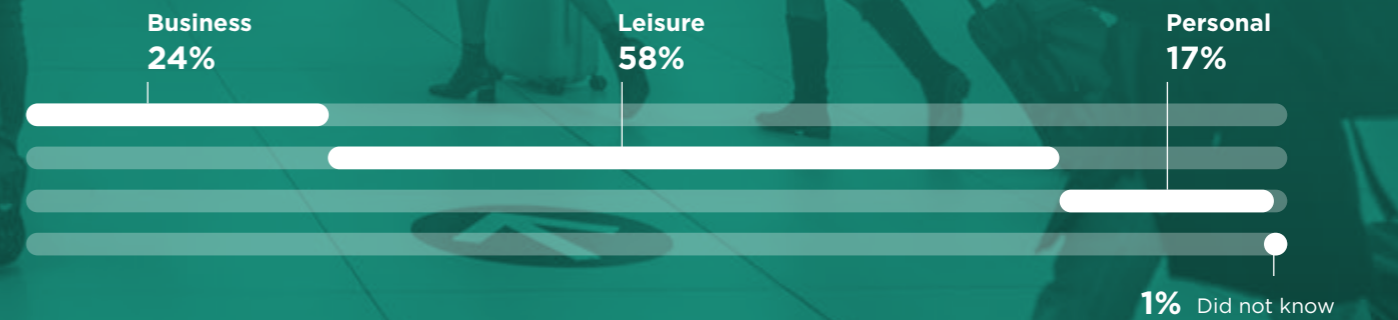
DESTINATIONS



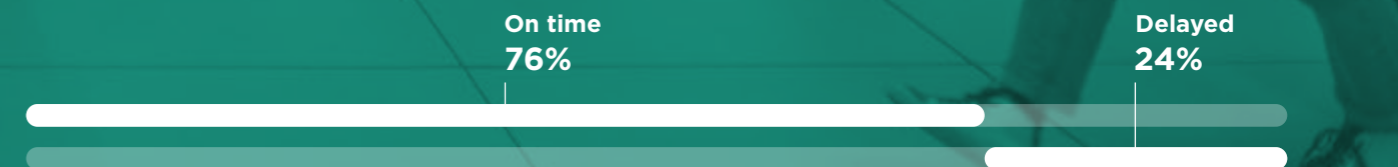
TRAFFIC TYPE



PURPOSE OF TRAVEL



FLIGHT STATUS



Relations with the local area and non-profit initiatives

In order to consolidate the role of the airport in the reference area, in 2024 several initiatives were carried out in the field of communication, such as the multi-channel advertising campaign “Collect all flights from Turin”, aimed at confirming the positioning of Torino Airport as a reference airport in the North-West, thanks to the increased offer of flights at low prices.

There are also many external relations activities aimed at supporting traffic development:

February 2024

Thanks to the renewed collaboration with the Piedmont Region and Visit Piemonte, Torino Airport was hosting airport on the occasion of **Connect Aviation Forum**, one of the main business conventions dedicated to the development of aviation; the Piedmontese edition was the chance to present our airport and represented an opportunity for visibility for the entire regional territory.



May 2024

A **B2B workshop** was organized for **travel agencies** to promote the new daily flight of Turkish Airlines, operated since July. The connection allows not only direct access to Istanbul, but also provides the opportunity to continue via hub to 348 other destinations.



November 2024

Torino Airport participated in an event to promote and attract investments in collaboration with the Piedmont Region and the CEIP (Foreign Centre for Internationalisation) at the Italian Embassy in London.





Community links

Torino Airport conducts constant **public relations** activities to best position itself in the European airport arena and draw attention to the airport's local role as an actor and **promoter of economic and tourism development**.

Relations with local authorities continued, through the collaboration of Torino Airport in providing support for **events** such as: Kappa Future Festival, Nitto ATP Finals, Movement, Club to Club, Artissima, Lunathica. During the year, **partnership** activities aimed at highlighting the prestigious **institutions** of our territory also continued, such as the Mauto-National Automobile Museum with the exhibition at the airport of two cars from the museum collection, and such as Thales Alenia Space with the exhibition of the space re-entry module or Leonardo, with the exhibition dedicated to 100 years of aviation in Turin.



As in previous years, promotion activities continued in 2024, taking the form of a schedule of **events** in the **Arrivals area** showcasing major events taking place in Piedmont, including cultural activities organised at the airport, thanks to the partnership with Teatro Regio and the two concerts held in the boarding area. The first one took place on June 21 to celebrate the **Festa della Musica**, while the other one was planned in collaboration with Baladin, who invited the Lindal group to celebrate **Christmas**.

In 2024, important partnerships were also signed, such as the one with FISU for the reception of delegations of university sports champions on the occasion of the **Winter University Games 2025** and the one with the State Police on **cybersecurity**. Both were subject of press releases.



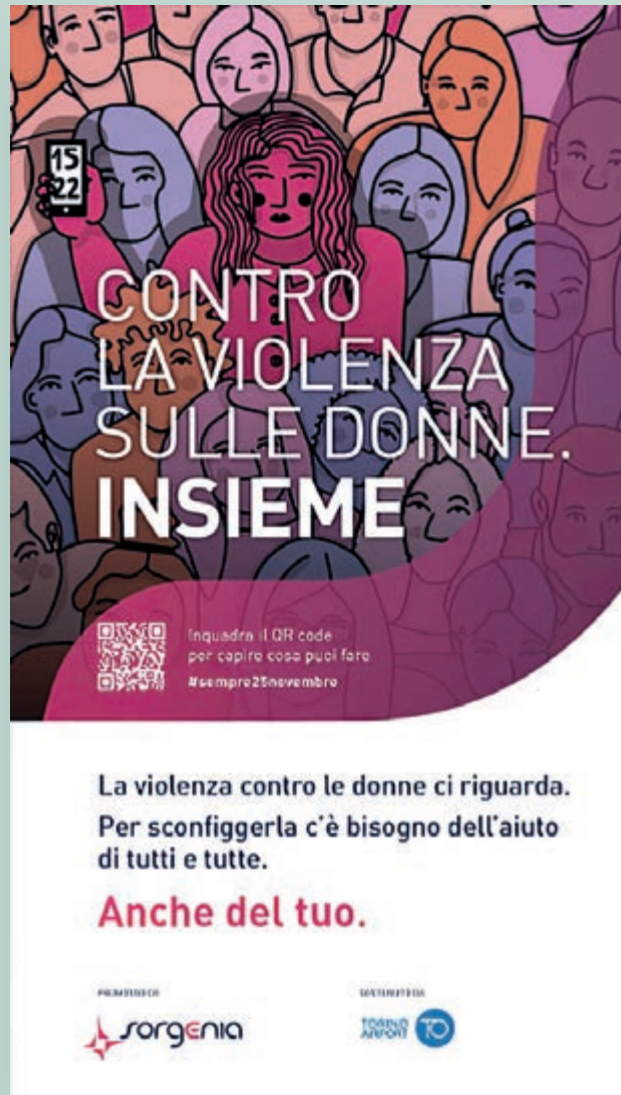


Non-profit initiatives

Torino Airport has renewed its participation in the **“Sempre 25 novembre”** initiative promoted by Sorgenia, committing itself **against gender-based violence** through the dissemination of messages in the airport spaces to spread awareness of 1522, the toll-free emergency number against violence and stalking of the Department for Equal Opportunities, a first aid tool available to women who suffer violence. The aim is to keep the focus on this social emergency at all times, not just on November 25; therefore, the campaign remains permanently visible in some airport areas. In this regard, top management and first reports participated in five training meetings on the topic.

In addition, Torino Airport supported the CUS Torino **“Just The Woman I Am”** charity initiative dedicated to research on women’s cancers and provided its support to the charitable initiatives coordinated by Assaeroporti, such as **Bentornata Gardensia** in support of AISM-Italian Association against Multiple Sclerosis and the **#SalvAli campaign** of the Flying Angels Foundation.

Finally, we recall the participation in the fit-walking organized by **AIL-Italian Association against leukemia-lymphoma and myeloma**, which was also subject of communication on social channels.



> Involvement in other organisations

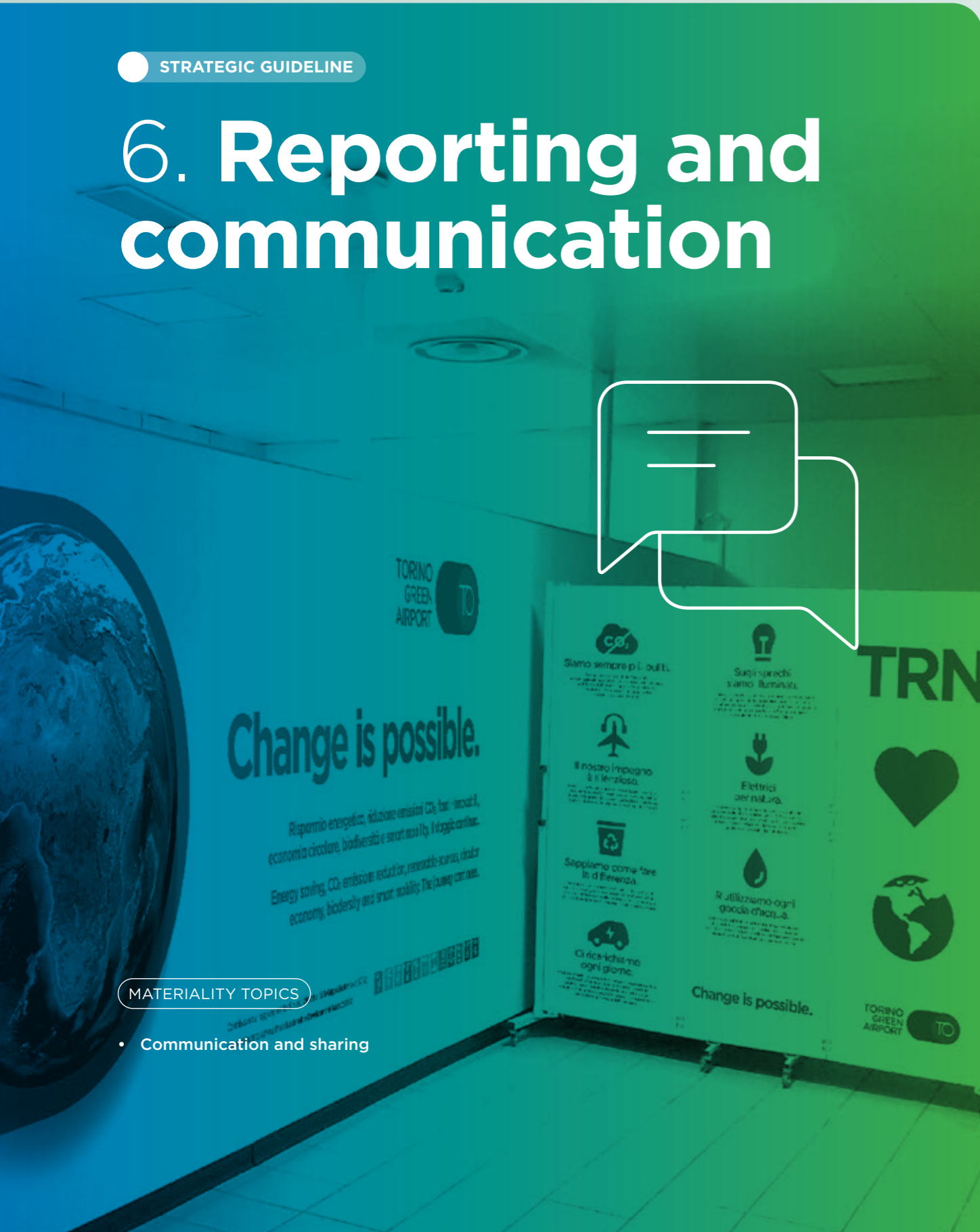
The SAGAT Group is present with its own representation in **12 other organizations**, related to the airport and tourism sectors.

Assaeroporti; Assohandler; ACI Europe (Airports Council International); Assoclearance; DAP - Aerospace District of Piedmont; IFSC (Italian Flight Safety Committee); OMA (Airport Maintenance Observatory); Turismo Torino e Provincia; Torino Convention Bureau; GTC (Tourism and Culture Group of Turin Industrial Union); Torino City Lab - Partnership led by the City of Turin; ATRI (Italy Travel Retail Association).



STRATEGIC GUIDELINE

6. Reporting and communication



MATERIALITY TOPICS

- Communication and sharing

SDGs →



Initiatives 2024

Commitment

Initiative

Implementation of a reporting system for non-financial information in order to transparently communicate the policies/strategies and results achieved in the field of sustainability to Stakeholders

Implementation of the external communication plan dedicated to Torino Green Airport.

Implementation of the internal communication plan on sustainability policies dedicated to SAGAT Group employees.

A website section dedicated to sustainability has been developed with a dynamic link between the financial report and the sustainability report.

The airport further strengthened the role it plays in creating jobs for the local community by organizing 6 orientation meetings for students and parents at hospitality and aeronautical institutes and linguistic high schools.



> Key figures 2024

AWARDS

2
rewards received

Sustainability Leader Award
Sole 24 Ore / Statista

Most Climate-Conscious Company Award
Corriere della Sera - Pianeta 2030 / Statista

COMMUNICATION

20
intranet articles on sustainability topic


29
posts about sustainability




> Sustainability communication

Sustainability communication in 2024 focused on the new steps of “Torino Green Airport”, the project launched in 2021 that brings together all environmental sustainability activities.

This includes the organization in October of a series of events related to the European TULIPS project that for three consecutive days saw our airport as the protagonist, involving international players from the world of aviation and sustainability. To underline the importance of this issue and to enhance the commitment of the SAGAT Group in this area, the activity was supported by communication initiatives to the **media**, as well as by the publication of dedicated posts on the official Facebook and LinkedIn social media profiles.





23-May-2024 6:42 AM

SAGAT targets 55% reduction in carbon emissions by 2030

SAGAT reported (22-May-2024) Scope 1 emissions decreased 21.1% year-on-year in 2023, with Scope 2 emissions recording a decrease of 10%. SAGAT aims to achieve a 55% reduction in carbon emissions by 2030 and carbon neutrality by 2040. Details of SAGAT's Torino Green Airport Roadmap' include:

12 DECEMBER 2024

NETZERO GOAL ANTICIPATED: TORINO AIRPORT IS NOW LEVEL 3+ CERTIFIED

The airport brings forward the NetZero goal to 2040 with important decarbonization projects

Among the 2024 communication activities within the “Torino Green Airport” project, we also recall the press release dedicated to obtaining the **ACA-Airport Carbon Accreditation Level 3+ “Neutrality”** certification.

Lastly, “Torino Green Airport” is the subject of the communication campaign visible throughout 2024 on the airport’s traditional systems, which aims **to raise awareness among airport users** about the efforts made by the SAGAT Group to make its business increasingly sustainable.

As far as internal communication activities are concerned, sustainability was the focus of several articles published on the company intranet, with the aim of raising awareness of these issues among all Group employees. The **ESG-themed billboard campaign** in airport spaces launched in 2023 remained visible and, to increase the dissemination of the culture of sustainability within the company, specific training courses were organized for department heads and office managers.



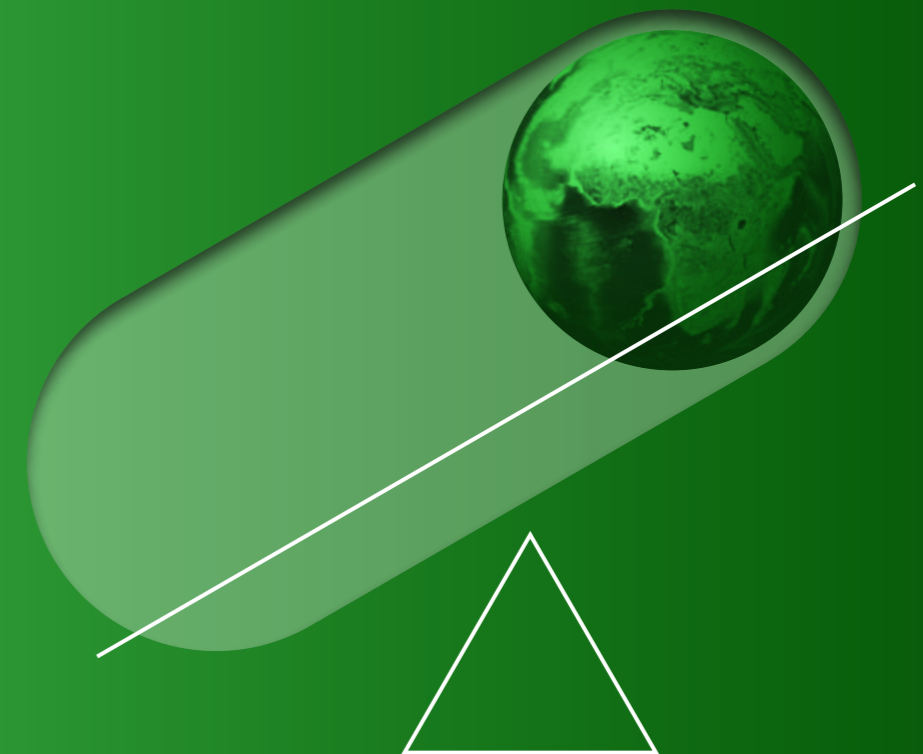
Award 2024 Sustainability Leader

Our commitment to environmental sustainability earned us two awards: “**2024 Sustainability Leader**” and inclusion in the “**Most Climate-Conscious Companies**” ranking, awarded by two leading Italian newspapers in collaboration with an independent research institute.



04. Value creation

- 4.1 Key figures 2024 150
- 4.2 Operating overview and contributions to the economy 152
- 4.3 Financial reporting 154
- 4.4 Creation of economic Value 158
- 4.5 Distribution of economic Value 160
- 4.6 Economic Value retained 164
- 4.7 2019-2024 trends 166
- 4.8 ACI Impact Calculator 166



4.1 Key figures 2024

83.3 mln €

ECONOMIC VALUE CREATED

with



AVIATION ACTIVITIES



EXTRA AVIATION ACTIVITIES



HANDLING ACTIVITIES

76.6 mln €

ECONOMIC VALUE DISTRIBUTED TO THE COMMUNITY



47.4 mln €

+

19.5 mln €

+

9.8 mln €



4.2 Operating overview and contributions to the economy

> Economic Value created

SAGAT identifies economic Value created as the sum of positive economic components achieved in the year under review.

POSITIVE ECONOMIC COMPONENTS

- AVIATION ACTIVITIES
- EXTRA AVIATION ACTIVITIES
- HANDLING ACTIVITIES

> Positive economic components

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 local community, lenders and shareholders.

STAKEHOLDERS

- EMPLOYEES
- SUPPLIERS
- PUBLIC ADMINISTRATION
- LOCAL COMMUNITY
- LENDERS
- SHAREHOLDERS



4.3 Financial reporting

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

> Aviation and handling revenues

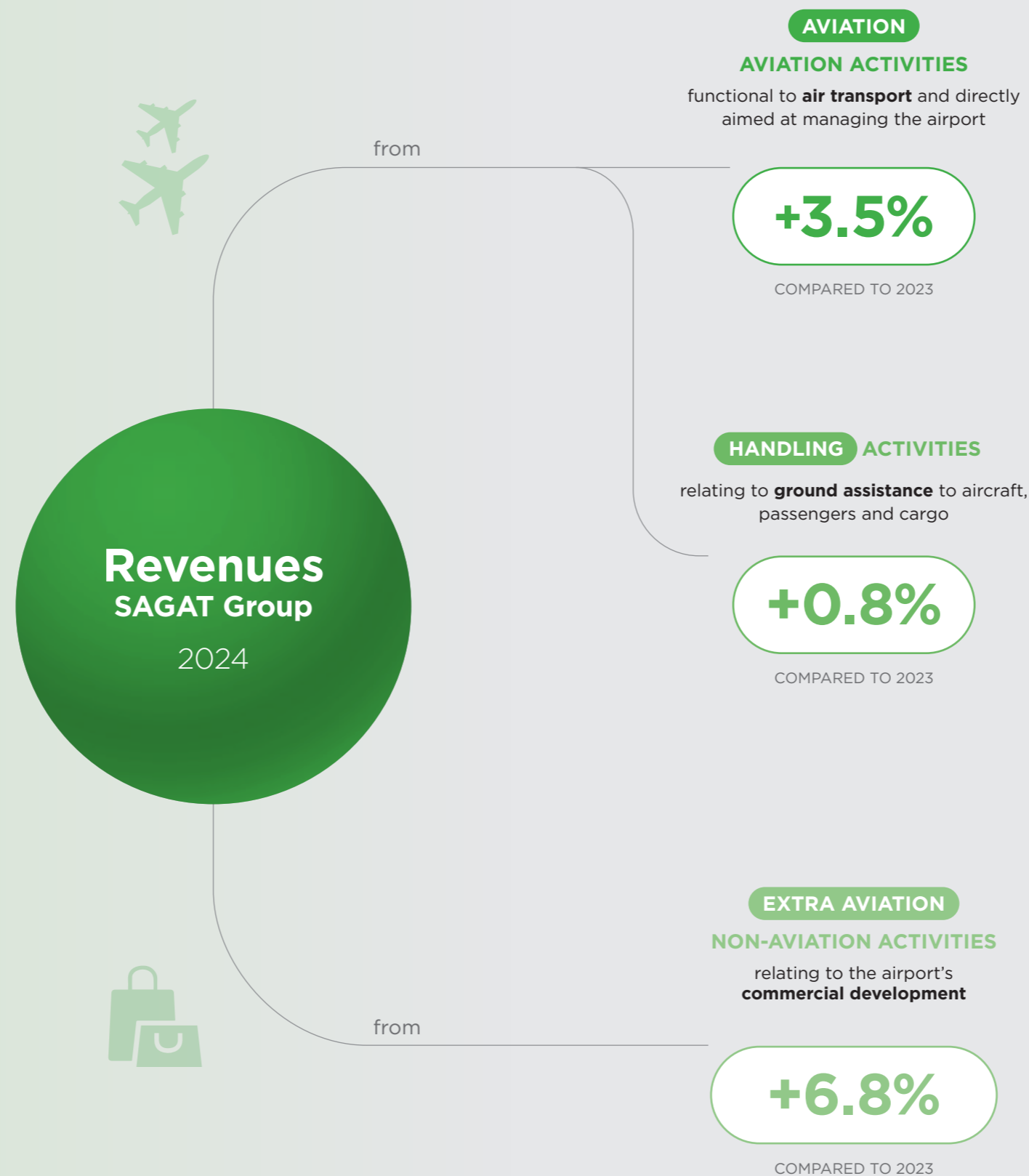
As explained in the Identity section, the activities carried out by SAGAT S.p.A. in its capacity as an airport operator can be divided into those functional to air transport and directly aimed at managing the airport (aeronautical or aviation activities), and those related to the airport's commercial 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).

Air traffic trends in 2024 generated proportional variations on all economic values. In fact, aviation revenues, which are mainly proportional to the number of passengers, increased by 3.5% while handling revenues, which are more influenced by the trend of movements, increased by 0.8%.

> Non-aviation revenues

Among the non-aviation revenues, which increased by 6.8% compared to last year, amounting to 19,492 thousand euros, the revenues from activities related to parking and commercial activities are particularly important, especially those of catering and car rentals, as shown in the following table:



Euro thousands

| | 2023 | 2024 | change % |
|---|---------------|---------------|--------------|
| Aviation | 45,802 | 47,424 | +3.5% |
| of which: | | | |
| Air traffic revenues | 30,840 | 30,781 | -0.2% |
| Revenues from Infrastructure use | 1,158 | 1,778 | 53.5% |
| Passenger and baggage security checks | 8,196 | 8,840 | 7.9% |
| Assistance for People with Reduced Mobility | 4,450 | 4,717 | 6.0% |
| Regulated sub-concessions | 1,158 | 1,308 | 12.9% |

Euro thousands

| | 2023 | 2024 | change % |
|-----------------------------------|--------------|--------------|-------------|
| Handling | 9,762 | 9,837 | 0.8% |
| of which: | | | |
| Aircraft and passenger assistance | 9,647 | 9,715 | 0.7% |
| Cargo activities | 115 | 123 | 6.2% |

Euro thousands

| | 2023 | 2024 | change % |
|-------------------------|---------------|---------------|-------------|
| Non-aviation | 18,250 | 19,492 | 6.8% |
| of which: | | | |
| Parking | 6,919 | 7,214 | 4.3% |
| Food & Beverage | 2,525 | 2,595 | 2.8% |
| Rent a car | 2,246 | 2,353 | 4.8% |
| VIP Lounge & Fast Track | 1,353 | 1,691 | 25.0% |
| Duty Free | 1,555 | 1,626 | 4.6% |
| Advertising | 1,051 | 1,205 | 14.6% |
| Beauty & Fashion | 630 | 741 | 17.5% |
| Travel & Facilities | 744 | 812 | 9.2% |
| Ticketing | 283 | 268 | -5.3% |
| Other | 944 | 988 | 4.6% |

> Other revenues

The other revenues that contribute to the creation of economic value, i.e. including the accounting share of contributions, amount to 5,582 thousand euros and are in line with 2023 if considered net of an extraordinary component.

In 2023, this item includes a positive component due to the release of the fund that covered the risk related to the possible return of the adjustments of airport charges at the inflation rate of the annuities 1999-2005, already

collected following previous favorable rulings for 7,121 thousand euros. In February 2023, these adjustments were declared definitively congruous and due.

From the 2024 financial year, the value of the capitalization of the cost of personnel involved in the design of the main new investments is recorded under Other revenues, in compliance with the provisions of the Italian accounting standard OIC 24, equal to 596 thousand euros.

> Operating highlights

The following table and graphs show some of the main economic values referring to the SAGAT Group's Consolidated Financial Statements in 2024 and their comparison with the previous 3 years and with 2019, the last pre-Covid year.

Among these, the Group's Net Result, which stands at Euro 2,808 thousand, a decrease of Euro 4,749 thousand, compared to the net profit for the year of Euro 7,556 thousand, recorded in 2023 which, as reported in the previous paragraph, contained an extraordinary positive item of Euro 7,121 thousand gross.

EBITDA, which represents the earnings that the Company is able to generate on core operations, amounted to Euro 11,496 thousand in 2024.

The **ROI (Return on Investments)** represents an indicator of the return on the investments made by the Company, while the **ROE (Return on Equity)** indicates the level of profitability of the Shareholders' Equity. In 2024 they respectively assumed the value of +11.8% and +9.3%.

EBITDA

Earnings Before Interest, Taxes, Depreciation and Amortisation

11,496 mln €

ROI

Return on Investments

+11.8%

COMPARED TO 2023

ROE

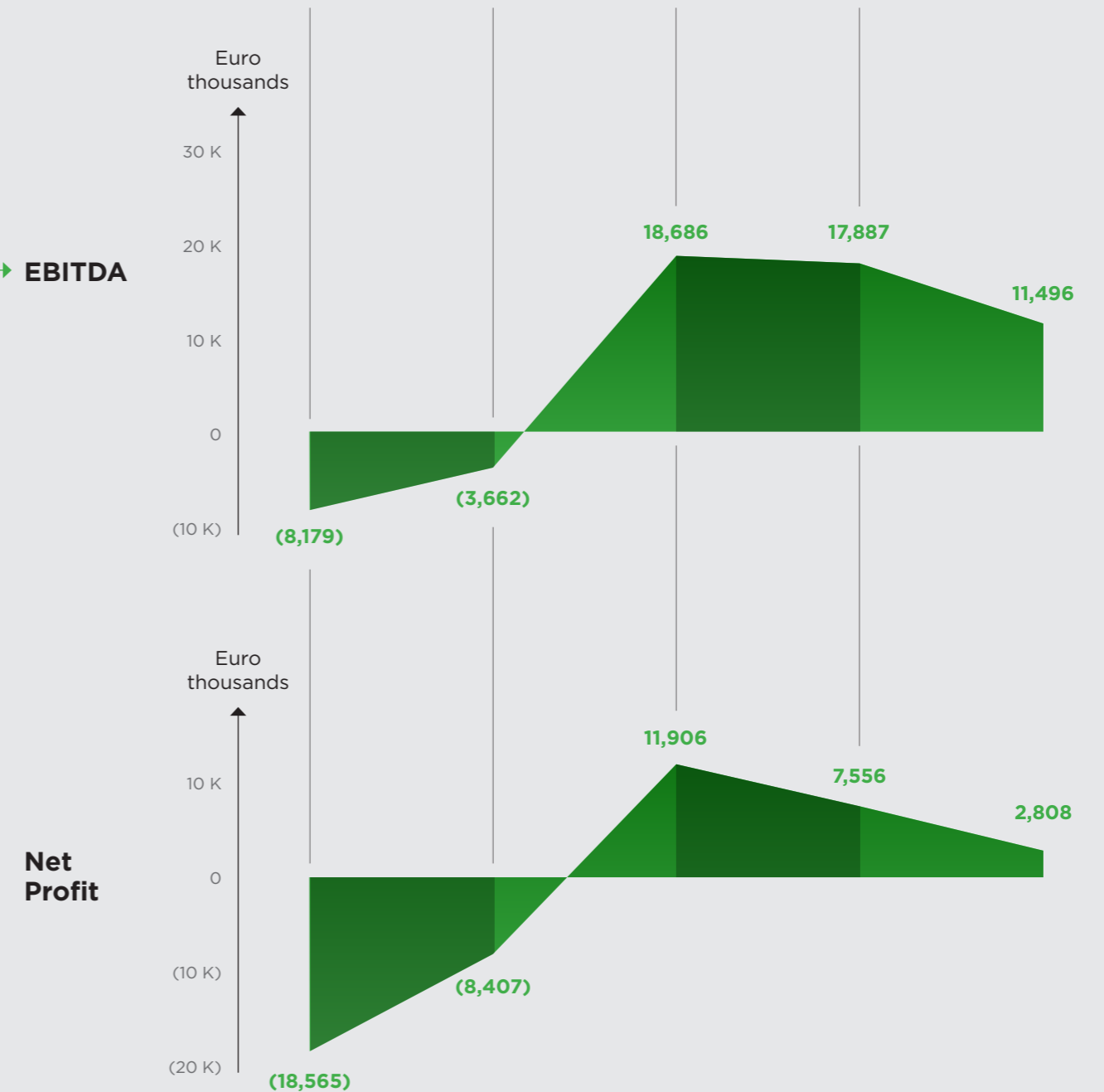
Return on Equity

+9.3%

COMPARED TO 2023

Euro thousands

| | 2019 | 2021 | 2022 | 2023 | 2024 |
|-------------------|--------|---------|--------|--------|--------|
| EBITDA | 23,993 | (3,662) | 18,686 | 17,887 | 11,496 |
| Net profit | 9,350 | (8,407) | 11,906 | 7,556 | 2,808 |
| ROI | 35.0% | -29.0% | 34.2% | 35.4% | 11.8% |
| ROE | 19.9% | -42.2% | 37.4% | 19.2% | 9.3% |



4.4 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 SAGAT Group for the year. The Social Responsibility Report, meanwhile, presents these figures while 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 towards third parties and the local area.

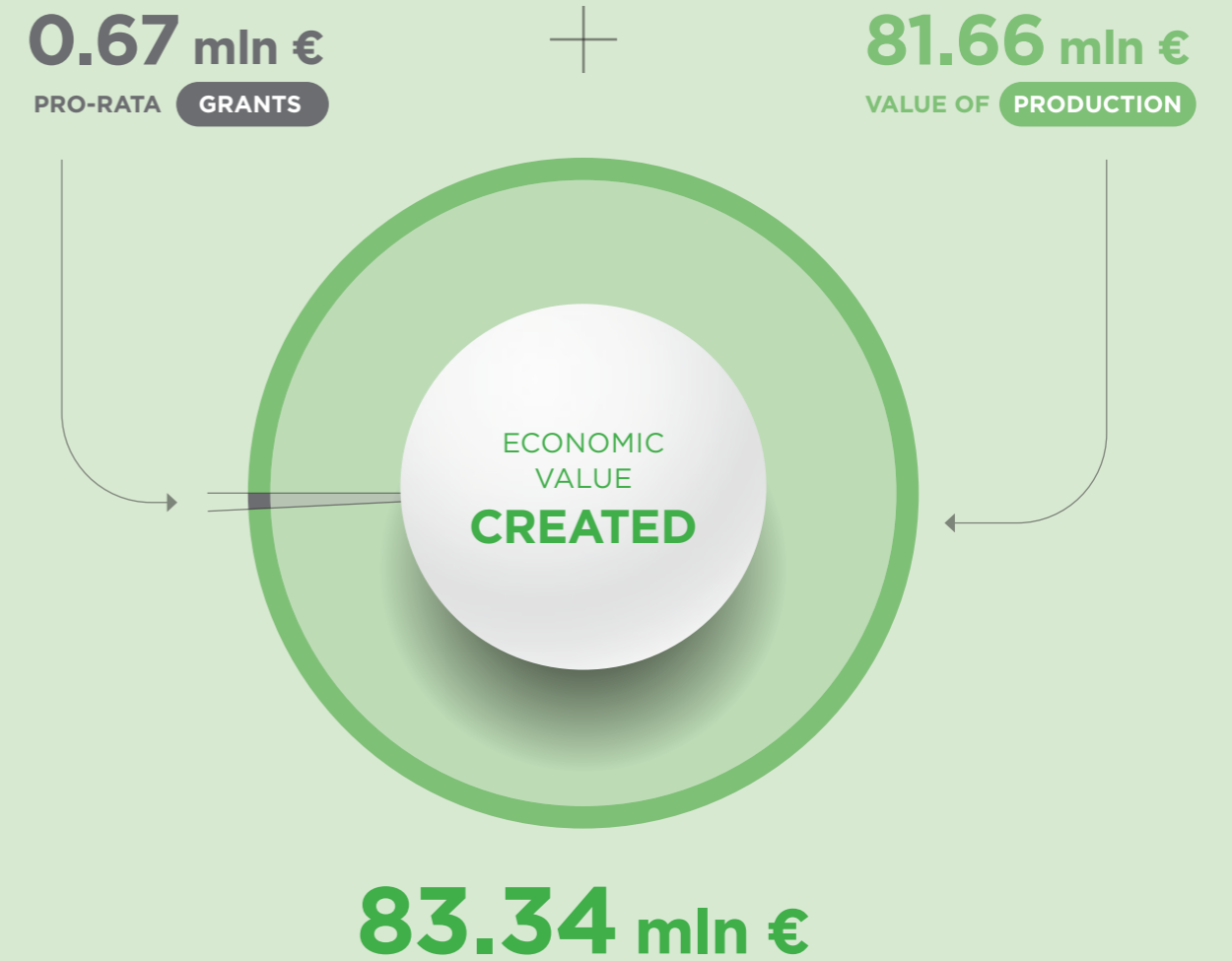
SAGAT Group defines economic Value created as the total of consolidated revenues, financial and fiscal gains recognised during the reference year, and contributions

pertaining to the year under review. In 2024, it amounts to 83,343 thousand euros and is mainly determined by the production Value, which amounts to 81,665 thousand euros.

Economic Value includes the theoretical accounting portion of the grants received from the Piedmont region and from ENAC for the implementation of **investments to improve the airport infrastructures** necessary to cope with the 2006 Turin Olympics. In 2024, this amounted to 670 thousand euros and its value is equal to the value of the residual depreciation 2024 of the Olympic assets.

Euro thousands

| | 2023 | 2024 | Total change | change % |
|-------------------------------|---------------|---------------|---------------|--------------|
| Value of production | 85,964 | 81,665 | -4,299 | -5.0% |
| Pro-rata grants | 671 | 670 | 0 | -0.1% |
| Financial and tax management | 590 | 1,008 | 418 | 70.9% |
| Economic Value created | 87,224 | 83,343 | -3,881 | -4.4% |



4.5 Distribution of economic Value

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

The amount and allocation of the distributed economic Value therefore provide a significant order of magnitude of the social benefit that the SAGAT Group contributes to its Stakeholders and the local area. In 2024 it amounts to 76,578 thousand euros, an increase of 1.6% compared to the same value recorded in 2023:

Euro thousands

| | 2023 | 2024 | Total change | change % |
|-----------------------------------|---------------|---------------|--------------|-------------|
| Distributed to suppliers | 40,317 | 40,841 | 524 | 1.3% |
| Distributed to employees | 22,211 | 23,395 | 1,184 | 5.3% |
| Distributed to the public sector | 3,249 | 6,535 | 3,286 | 101.1% |
| Distributed to Shareholders | 6,903 | 2,808 | -4,095 | -59.3% |
| Community | 1,307 | 1,504 | 197 | 15.1% |
| Paid to lenders | 1,395 | 1,495 | 99 | 7.1% |
| Economic Value distributed | 75,382 | 76,578 | 1,195 | 1.6% |

> Suppliers

Remunerated following the purchase of products and services.



> Employees

Through the payment of salaries and all related charges.



> Public sector

Through the payment of current taxes, tax charges, duties, government concession fees.



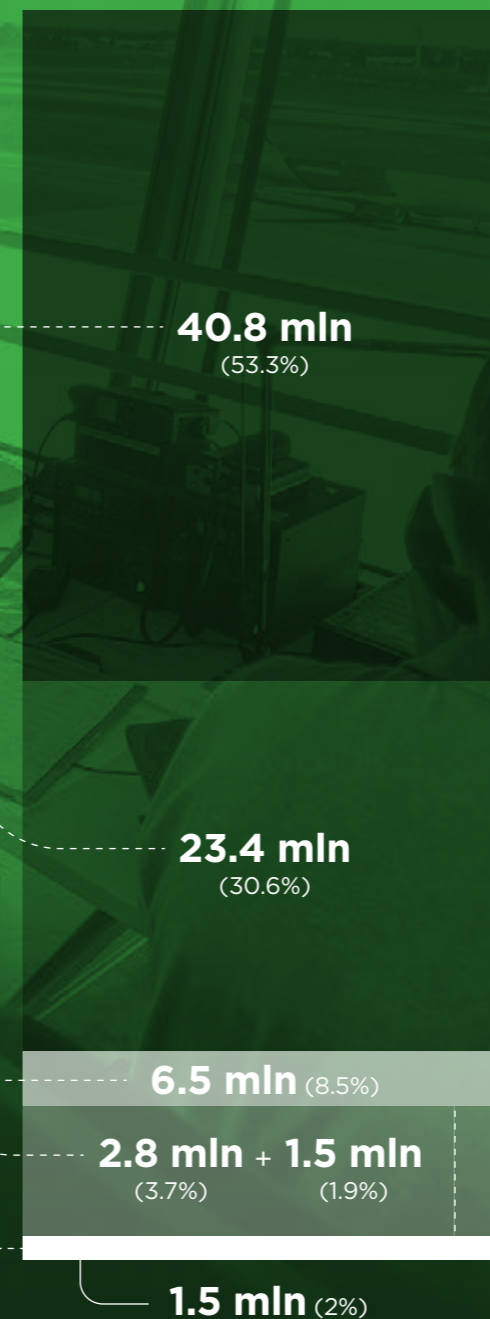
> Lenders and Shareholders

Through the payment of the financial charges of the debt capital and the distribution of dividends relating to the consolidated economic Value created in 2024, respectively.



> Community

Including the costs and amortization incurred for the most significant environmental investments, sponsorships, donations and collaborations with local authorities, local taxes and concession fees.



In particular, in 2024, Euro 40,841 thousands were allocated to **Suppliers**, meaning the costs for purchases, maintenance, utilities and services, an increase of 1.39% compared to the previous year, while Euro 23,395 thousands were allocated to **human resources**, an increase of 5.3% compared to 2023.

In 2024, the share of economic Value distributed to the **Public Administration** amounted to Euro 6,535 thousands, an increase of 101.1% compared to the previous year when it stood at Euro 3,249 thousands, in line with the trend of the economic Value created.

The positive economic conditions make it possible to allocate the entire profit of the 2024 Group, equal to Euro 2,808 thousand, to the remuneration of **Shareholders**.

The economic Value distributed to the local **community** includes the depreciation of the most significant assets destined to have environmental repercussions, donations to local authorities and local taxes and duties. Based on this classification, the Community received benefits of Euro 1,504 thousands in 2024, of which approximately Euro 789 thousands was for the depreciation of environmental investments. Last year, the Value distributed to the Community stood at Euro 1,307 thousands.

76.6 mln €
ECONOMIC VALUE DISTRIBUTED

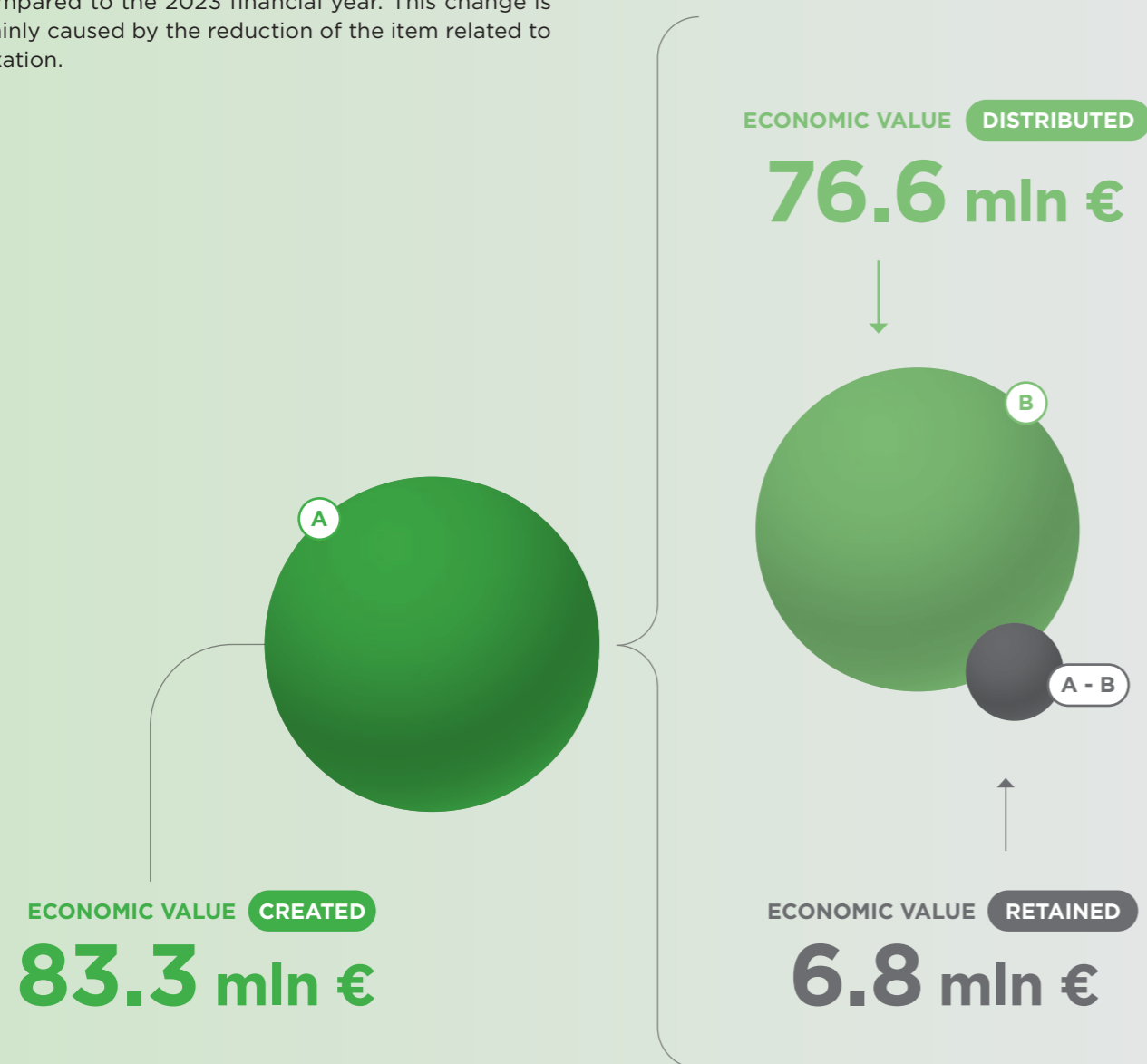


The amounts and beneficiaries of economic Value distributed provide an important indicator of the social benefit that the SAGAT Group helps to provide to Stakeholders and to the community at large.

4.6 Economic Value retained

The difference between the economic Value created and that distributed are the accounting items that do not generate financial movements, for example depreciation, provisions, adjustments deriving from the effects of deferred taxation and any part of the result for the year allocated to reserves. This difference represents the part of economic Value that **is not distributed**, i.e. that is retained.

The economic Value retained in the 2024 financial year amounted to Euro 6,765 thousand, a decrease compared to the 2023 financial year. This change is mainly caused by the reduction of the item related to taxation.



Composition of the economic Value retained

Euro thousands

| | 2023 | 2024 | Total change | Change % |
|--|---------------|--------------|---------------|---------------|
| Amortisation, depreciation & write-downs | 6,050 | 6,469 | 419 | 6.9% |
| Retained earnings | 654 | 0 | -654 | -100% |
| Provisions and taxes | 5,138 | 296 | -4,842 | -94.2% |
| Economic Value retained | 11,842 | 6,765 | -5,076 | -42.9% |

The values presented so far are shown in aggregate form in the table below:

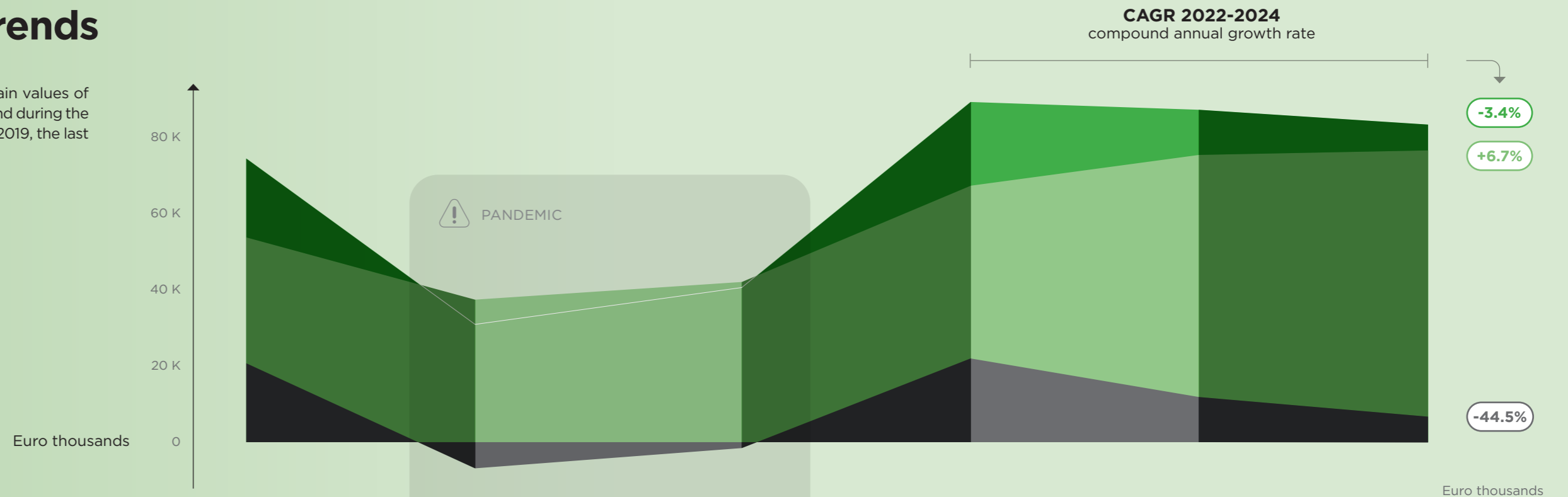
Euro thousands

| | 2023 | 2024 | Total change | Change % |
|--|---------------|---------------|---------------|---------------|
| A Economic Value created | | | | |
| Value of production | 85,964 | 81,665 | -4,299 | -5.0% |
| Pro-rata grants | 671 | 670 | 0 | -0.1% |
| Financial and tax income | 590 | 1,008 | 418 | 70.9% |
| Total | 87,224 | 83,343 | -3,881 | -4.4% |
| B Economic Value distributed | | | | |
| Distributed to Suppliers | 40,317 | 40,841 | 524 | 1.3% |
| Distributed to Employees | 22,211 | 23,395 | 1,184 | 5.3% |
| Distributed to the Public Sector | 3,249 | 6,535 | 3,286 | 101.1% |
| Distributed to Shareholders | 6,903 | 2,808 | -4,095 | -59.3% |
| The Community | 1,307 | 1,504 | 197 | 15.1% |
| Paid to Lenders | 1,395 | 1,495 | 99 | 7.1% |
| Total | 75,382 | 76,578 | 1,195 | 1.6% |
| A - B Economic Value retained | | | | |
| Amortization, depreciation and write-downs | 6,050 | 6,469 | 419 | 6.9% |
| Retained earnings | 654 | 0 | -654 | -100 |
| Provisions and taxes | 5,138 | 296 | -4,842 | -94.2% |
| Total | 11,842 | 6,765 | 5,076 | -42.9% |

4.7 2019-2024 trends

The table below shows the trend of the main values of the Income Statement, compared in their trend during the period 2022 - 2024 with the comparison of 2019, the last pre-Covid year.

- Economic Value **created**
- Economic Value **distributed**
- Economic Value **retained**



| | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
|-----------------------------------|--------|---------|---------|--------|--------|--------|
| Economic Value created | 74,450 | 30,821 | 40,497 | 89,267 | 87,224 | 83,343 |
| Economic Value distributed | 53,752 | 37,683 | 42,041 | 67,299 | 75,382 | 76,578 |
| Economic Value retained | 20,698 | (6,862) | (1,544) | 21,968 | 11,842 | 6,765 |

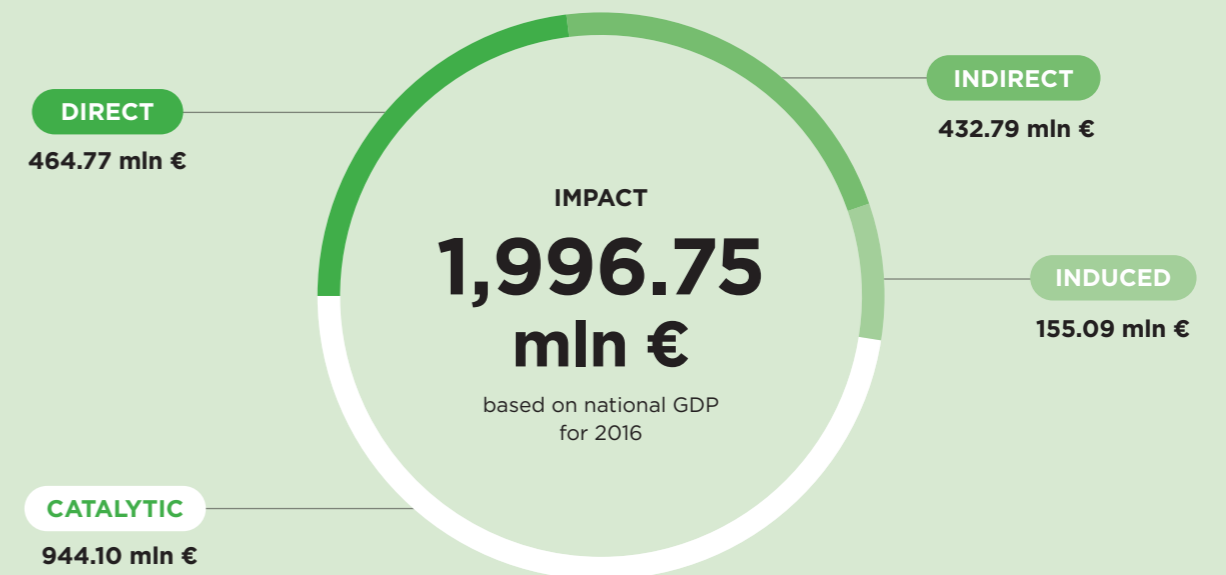
4.8 ACI Impact Calculator

Based on the results developed by the **ACI Europe Economic Impact Calculator**, the following is a snapshot of the economic impact generated by Torino Airport on the surrounding area. The ACI Impact Calculator is a tool used by all airports in the world that are part of the ACI-Airports Council International association. This calculation system is based on the volumes of traffic handled by the airport and relates the number of passengers and the GDP of the nation and the region to which it belongs, providing the value of the direct, indirect, induced and catalytic socio-economic impact generated by the airport in question. This value is measured in millions of euros with regard to the GDP generated by the airport.

activities (for example food and beverages for catering, fuel for aircraft, logistics etc.). The **induced impact** is generated by employees of companies connected to airport activity, who spend money on their daily needs, in turn helping to generate jobs in the relevant sectors. The **catalytic impact** or "Wider Economic Benefit" summarizes the set of static and dynamic effects generated by the presence of an airport in favor of the attractiveness and competitiveness of the area affected by its activity. By creating connectivity, the airport triggers or amplifies socio-economic development mechanisms that act as a booster for the economic growth of the territory. This value is estimated regardless of the airport activity.

The **direct impact** is generated by companies operating directly at the airport, based in the airport or in its vicinity. The **indirect impact** is linked to the work of companies that provide goods, services and assistance to airport

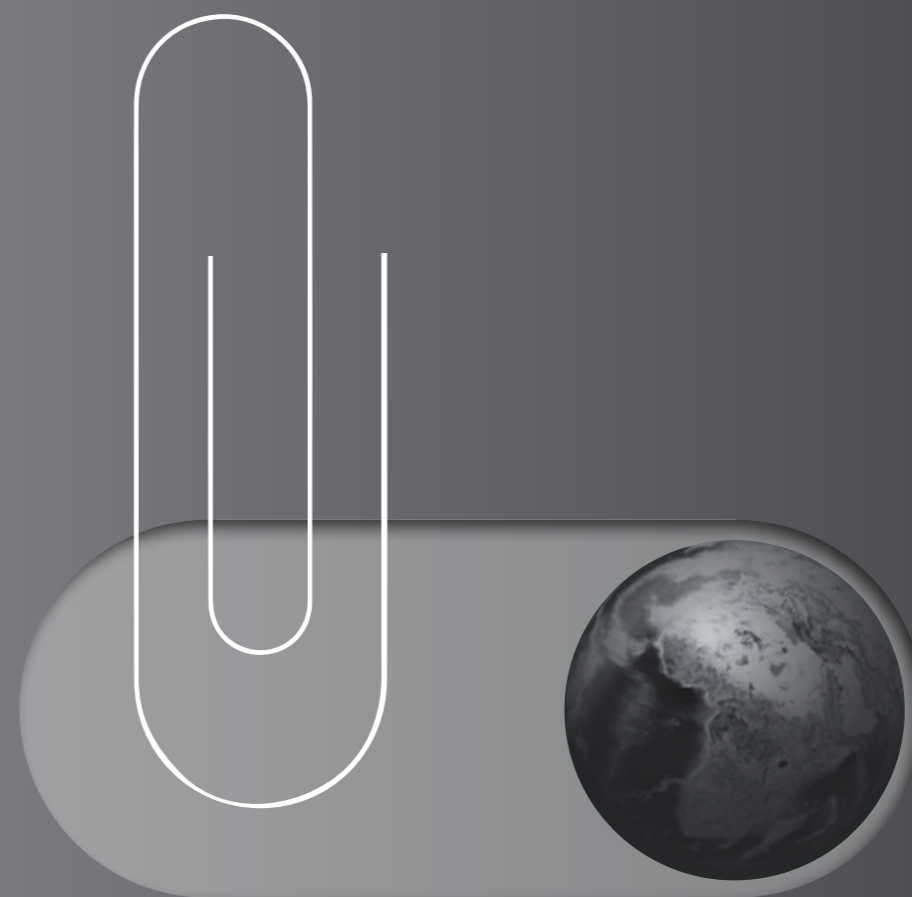
The input data of the model are: number of passengers, quantity of goods, percentages of passengers in transit and low cost carriers at the airport, finalized during the year. The results are summarized in the following table:



The overall impact of the 2024 activity of Torino Airport is equivalent to **35,050 JOBS**

Appendix

Methodological note 170
GRI content index 172
GRI index 173
Glossary 174



Methodological note

➤ Targets

The content selected for the 2023 Social Responsibility Report is the result of both a consolidated, internal process by which the SAGAT Group enacts the objectives set by prior editions of the Social Responsibility Report published up until last year, and a new approach that has seen the Group equip itself with a dedicated Sustainability Plan, whose progress was monitored throughout 2023.

With this Sustainability Report, we intend:

- 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, report on the progress of the Sustainability Plan;
- to consolidate an approach to **corporate social responsibility (CSR)** that can be looked to as a best practice;
- 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.

➤ Methodological approach and framework

For the preparation of the 2024 Sustainability Report, the SAGAT Group referred to the Sustainability Policy adopted by the company in 2021, the 2024-2027 Sustainability Plan approved in 2024, and the monitoring of the actions contained therein carried out by the Sustainability Committee. The 2024 Sustainability Report also draws on the experience gained in previous years through the application of the principles identified by the “Piemonte Method for Social Responsibility Reports”, such as:

- 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 GRI-Global Reporting Initiatives Standards, summarized in the tables on the following pages, with an indication of the respective reference in the document.

SAGAT Group's 2024 Sustainability Report is also contextualized within the framework of the SDG-Sustainable Development Goals defined by the United Nations in the 2030 Agenda. These goals focus on green policies and research and development, on social inclusion and circular economy projects, and the partnerships with Stakeholders to promote sustainable mobility.

➤ Content outline

The outline of contents has been divided into three main sections:

1. **Identity:** the section presents the company mission, the context, the Stakeholder mapping and the intangible assets;
2. **Sustainability** for the SAGAT Group: the section presents the commitments in terms of sustainability with detailed reporting of the actions envisaged in the Sustainability Plan that were completed in 2024;
3. **Value creation:** the section presents the economic and financial data for 2024 compared with those of 2023 and the methods of collecting and using resources (economic value created, distributed and retained).

The end of the document presents the GRI and SDG frameworks that the Sustainability Report refers to and the glossary containing the specific terminology of the sector of operation.

The information and data contained in this second edition of the Sustainability Report refer to the performance recorded during the 2024 financial year of the SAGAT Group-Società Azionaria Gestione Aeroporto Torino S.p.A. (more generally referred to as the Group) and the Parent Company SAGAT S.p.A. (SAGAT), unless otherwise indicated. The data relating to the previous year or previous years are reported for comparative purposes only, to allow an assessment of the dynamic trend of the Group's activities over a defined period of time.

GRI content index

| Material topics | Related GRI Standards | Scope |
|--|---|---|
| Legality and transparency | Anti-corruption; Socioeconomic and environmental compliance | SAGAT Group |
| Innovation and digital transformation | Economic performance | SAGAT Group; Handlers; Airlines; Sub-concessionaires |
| Safety & Security | Customer Health & Safety | SAGAT Group; Handlers; Airlines; Sub-concessionaires |
| Customer experience and customer satisfaction | | SAGAT Group; Airlines; Handlers; Sub-concessionaires; State Entities |
| Enhancement of human capital | Employment; Training and Education; Diversity and Equal Opportunities | SAGAT Group |
| Health and safety | Occupational Health & Safety | SAGAT Group; Handlers; Airlines |
| Responsible supply chain management | Supplier social and environmental assessment | SAGAT Group; Handlers; Airlines |
| Environmental impact mitigation | Energy, Emissions, Water, Effluents 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 Entities; Sub-concessionaires |

GRI index

| Page numbers | |
|----------------------|--|
| 155, 157, 165 | GRI Indicator 201-1: Economic Performance |
| 92, 93, 103 | GRI Indicator 302-1: Energy consumption within the organization (ESRS E1-5) |
| 92 | GRI Indicator G4-EU2: Energy production within the organization |
| 94, 95 | GRI Indicator 305-1;2: Direct (Scope 1) and Direct (Scope 2) GHG emissions (ESRS E1-6) |
| 100 | GRI Indicator 306-2: Waste produced by type and disposal method |
| 101 | GRI Indicator 303-3: Water withdrawn by source |
| 104, 105 | GRI Indicator 413-2: Operations with negative impacts on local communities (ESRS 2 SBM-3) |
| 110, 113 | GRI Indicator 2-7: Employees (ESRS 2 SBM-1; ESRS S1-6) |
| 29, 76 | GRI Indicator 405-1: Diversity among employees and in governing bodies (ESRS 2 GOV-1; ESRS S1-6; ESRS S1-9) |
| 113 | GRI Indicator 401-1: New employee hires and employee turnover |
| 112, 114 | GRI Indicator 404-1: Average hours of training per year per employee (ESRS S1-13) |
| 117 | GRI Indicator 403-9: Work-related injuries (ESRS S1-4) |
| 29, 30, 77 | GRI Indicator 205-2;3: Communication and training about anti-corruption policies and procedures; Cases of corruption and actions taken |

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 takeoff 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 takeoff or landing

CONTACTS:

SAGAT S.p.A. Torino Airport

EXTRA AVIATION COMMERCIAL, COMMUNICATION AND SUSTAINABILITY DEPARTMENT

TELEPHONE +39 011 5676356 - relazioniesterne@sagat.trn.it

GRAPHIC PROJECT: NOODLES COMUNICAZIONE

PHOTOGRAPHS: ARCHIVIO SAGAT SPA

