



Fiera Milano

The European hub for innovative, sustainable and global events



FIERA MILANO

Sustainability presentation 2023

Agenda



1. **Fiera Milano overview and H1 2023 results**
2. Identity and sustainability strategy:
 1. Identity and socio-economic impacts
 2. Stakeholder engagement & Materiality matrix
 3. Strategy and 2021-2025 Sustainability Plan
 4. Sustainability governance
3. Highlights 2022 and main sustainability initiatives
4. Case study: carbon footprint measurement of events
5. The sustainable event offered by Fiera Milano
6. ESG Ratings & Awards



Fiera Milano overview

Purpose & Mission

“ Creating multiple opportunities for businesses and people through a European hub and a global network

To be a leading, smart, hybrid platform for leading innovative, sustainable and global events ”



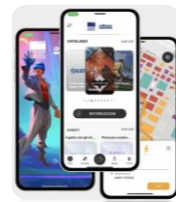
- Managing **owned** and **hosted events** at the Rho exhibition center (345k sqm, 6th largest trade venue in the world) - owned by Fondazione Fiera Milano) - portfolio of c.80 exhibitions in **Italy** and c. 30 **abroad** (Brazil, China, Singapore, South Africa)



- Congress activity (c. 160 per annum) mainly at the **Allianz-MiCo** venue, the largest and most modern conference centre in Europe (54k sqm, 21k people availability) and at other meeting centers



- Providing **traditional services** (stand-fitting, security, catering, accommodation, logistics, media) as well as **digital services**



Highlights

Performance

 Revenues
220
Euro million

 EBITDA
58
Euro million



The 6th largest exhibition district in the world



- 345k m² total space
- 60k m² outdoor space

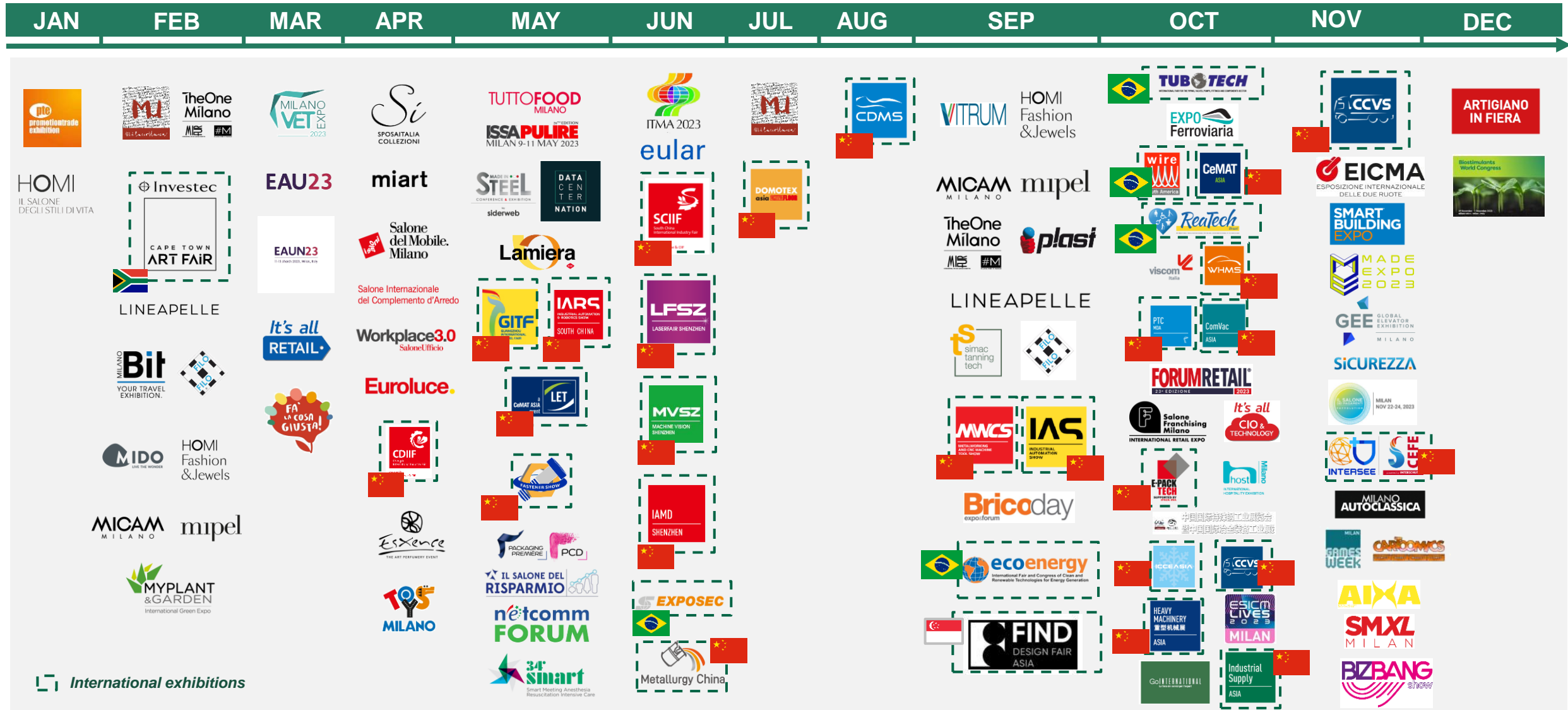
- 20 pavilions
- 15k parkings
- 75 restaurants

- 1 km from highway
- 13 km from Milan city centre
- 29 km from Milan airport

- 1 underground
- 1 train station

A rich calendar of events for 2023

- >50 exhibitions in Italy 🇮🇹; 20 abroad 🇨🇳 🇧🇷 🇵🇹 🇸🇪; c.160 congresses
- All the strategic sectors of Made in Italy in the world are represented (Food, Design, Tourism, Fashion, Machinery)



A winning business model

Sustainability integrated into the business

- **Sustainability plan integrated in the strategic plan**
- Top management **remuneration linked to ESG objectives**
- **Carbon footprint measurement** of owned events
- **Top ESG rating and Sustainability Awards** received
- Development of the **sustainability services offer**

Sound financials with low credit risk

- **Sound financials** - stable exhibition portfolio based on long-term contracts
- **Favourable payment cycle** due to advances payments contracts leading to a **structurally negative NWC**
- **Strong operating cash generation** combined with low capex requirements resulting in a positive net position and financial flexibility leaving room for M&A

Integrated business model with focus on tier 1 events

- **Covering the entire value chain** of the trade fare from renting exhibition areas to provide ancillary services
- **Well diversified exhibition portfolio** with concentration of **high standing events** which enjoy less volatility in terms of revenues and rented sqm and **diversified industry mix**
- Mainly B2B events with **high exposure to attractive sectors**



Institutional role and socio-economic impacts

- **Mission critical business** for the Italian entrepreneurial fabric
- **Strategic partner for Italian SMEs** in their innovation, growth and internationalization paths **supporting the Italian economy recovery** and promoting the *Made in Italy* in the world
- **A long history of growth that has continued for over 100 years**, with the first exhibition held in 1922

Undisputed market leadership in Italy

- **High entry barriers** due to limited venue capacity of other Italian players
- **Largest trade-fair site in Italy** with exhibition capacity almost more than double that of the n.2 player and **ranking among the top one players at international level**
- **Highly fragmented market** with room for consolidation

State of the art premises and strategic logistics

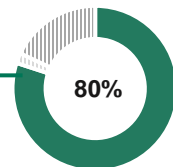
- **Best-in-class premises** with **strategic locations** close to airports, undergrounds, train stations and urban centers
- Fieramilano (Rho): **6th trade fair center in the world** with its 345k sqm

Snapshot of H1 2023 results

A

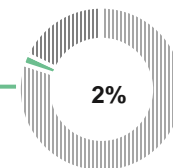
Italian Exhibition business	H1 2022	H1 2023
Revenues (€m)	100.8	110.2
EBITDA (€m)	35.2	33.3
N. Exhibitions	28	23
o/w directly organized	9	6
o/w hosted	19	17
Square meters Italy (k)	659	649

As % of Revenues



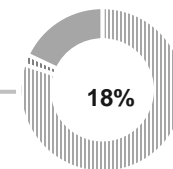
B

Foreign Exhibition business	H1 2022	H1 2023
Revenues (€m)	2.4	3.0
EBITDA (€m)	(0.7)	0.4
N. Exhibitions	3	9
o/w directly organized	3	9
Square meters abroad (k)	15	89



C

Allianz MiCo Congresses	H1 2022	H1 2023
Revenues (€m)	18.0	24.4
EBITDA (€m)	5.0	8.0
n. Congresses	42	61
o/w with exhibition area	19	26
Square meters exhibition areas (k)	31	52



A
+
B
+
C

Fiera Milano Consolidated	H1 2022	H1 2023
Revenues (€m) (net of Elisions)	116.2	132.2
EBITDA (€m)	39.5	41.6
N. Exhibitions	31	32
o/w directly organized	12	15
o/w hosted	19	17
Square meters consolidated (A+B+C) (k)	705	790
Net income	5.3	25.7
Net debt (Cash)	(55.6)	(63.8)

- Increase in sold areas and general growth of all services (fittings, customer care, catering) for **Homi**, **PTE**, **Miart**, **MIDO**, and **fashion industry exhibitions**
- **Salone del Mobile** showed a strong performance in services, despite a reduction in sold area due to a strategic revision of the event layout
- The increased results in terms of Revenues were **partly offset by higher operating costs**, mainly deriving from higher energy costs and one-off costs incurred for the corporate reorganization which impacted the divisional EBITDA. Net of the aforementioned one-offs, divisional EBITDA would have been higher than H1 2022

- The growth in **Revenues** for foreign exhibitions was mainly driven by the positive results of **Investec Cape Town Art Fair** and **Exposec** in Brazil.
- Divisional **EBITDA** returns to growth mainly due to the recovery of activities in **China** with 7 exhibitions organized (impact on the Group's EBITDA coming from the joint venture with Deutsche Messe AG which operates in China)

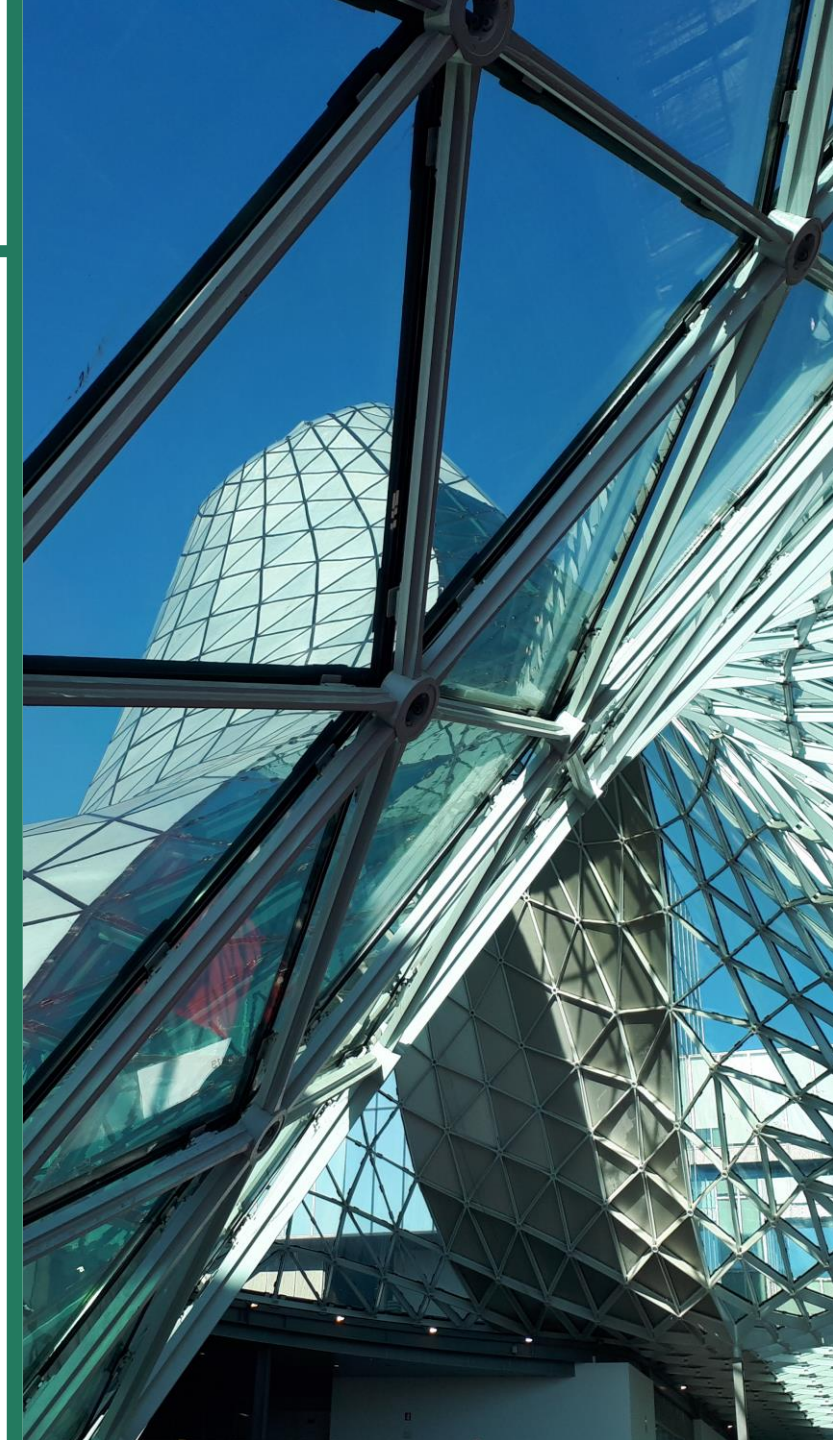
- **Excellent results for the Congress division** which exceeded the pre-Covid level for both Revenues and EBITDA ahead business plan expectations
- The increase in **Revenues** is mainly attributable to the presence of the international medical-scientific congresses **EULAR** (Rheumatology); **EAU** (Urology), and corporate events such as the **Salone del Risparmio** and at the **Salesforce event**

- At the consolidated level, in H1 2023 Fiera Milano **recovered c. 85% of Revenues generated in H1 2019** (in line with AMR¹ market forecasts). The negative calendar effect (generated by the absence of The Innovation Alliance and MCE, partially offset by the presence of ITMA and Tuttofood), was totally compensated by the general increase in the performance of services and the congress business
- In H1 2023 **EBITDA** reflects the improvement trend relating to the increase in revenues. This effect was partially offset by higher operating costs, mainly deriving from higher energy costs and one-off costs incurred for the reorganization

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The sustainable identity of Fiera Milano

9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



- Fiera Milano is a real **economic infrastructure** allowing economic operators to **interact, innovate** and **grow**. The exhibitions are occasions to exchange ideas and innovative products and to identify new consumer trends with the purpose to create multiple business opportunities, a key moment for an entire value chain

8 DECENT WORK AND
ECONOMIC GROWTH



- Fiera Milano is an **enabling asset for the development of industry**, but also for urban growth and the social dimension, promoting the competitiveness of Italian industry, the growth of the country's productive fabric and the internationalization of its companies

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13 CLIMATE
ACTION



- Fairs can positively influence the country, both as organizations that adopt a **sustainable business model with responsible consumptions**, as well as containers of innovative and inspirational initiatives
- Exhibitions can have a **significant ecological footprint**, arising from the various stages, including construction and dismantling of exhibition booths, catering and final waste disposal
- Exhibition industry can have a relevant role in the **climate change action**, by measuring and reducing the carbon footprint of the events and being a platform to spread awareness and spark action

The social role and the socio-economic impacts that derive from it allow Fiera Milano to have a **unique positioning in terms of sustainability**, the sustainable identity of Fiera Milano is intrinsic in its business model and defined in its corporate purpose

The socio-economic impacts of Fiera Milano

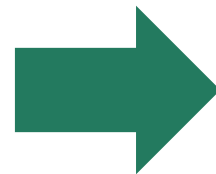
In an average pre-pandemic year, Fiera Milano contributes to the generation of direct, indirect and induced economic impacts, for a value of €8.1 billion

This figure considers the pull effect caused by purchases and investments, salaries of professionals, contribution to the public budget and the consumption of the exhibitors and visitors of Fiera Milano

The overall economic impact of Fiera Milano was estimated at

Euro

8.1 billion



including

Euro

4.3 billion
in Lombardy



Equal to 1.1% GDP of the Milan metropolitan area

Effect generated by Fiera Milano: € 6.6 billion

This is the effect associated to suppliers, investments, payments of salaries and the expenses of exhibitors and visitors associated with the exhibitions

Contribution to public budget (tax contribution): € 1.5 billion

This is direct, indirect and induced contribution to the public budget through different taxes: VAT, Income tax, tax on profits and other taxes

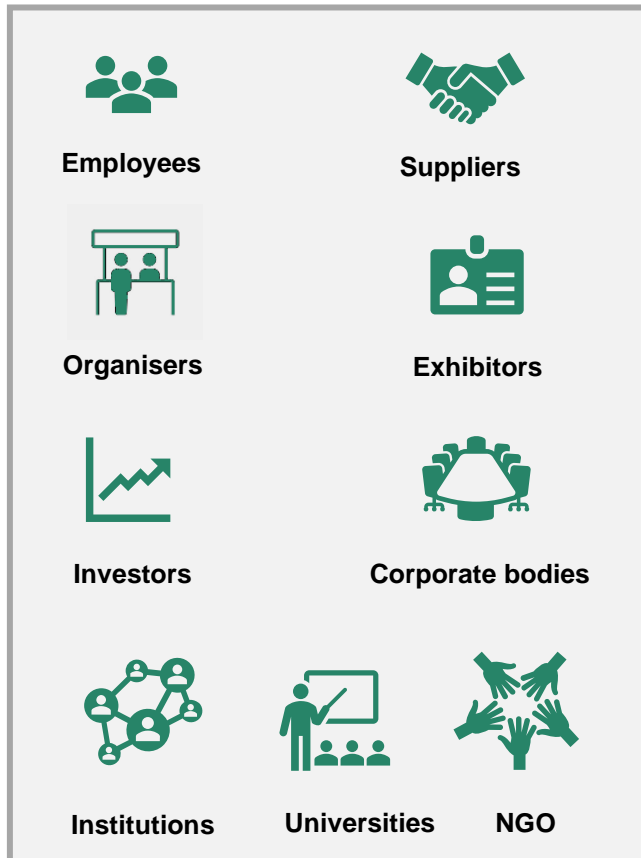
Through its activities Fiera Milano has contributed to generate 52,509 labour units

Purpose, stakeholder engagement and materiality matrix

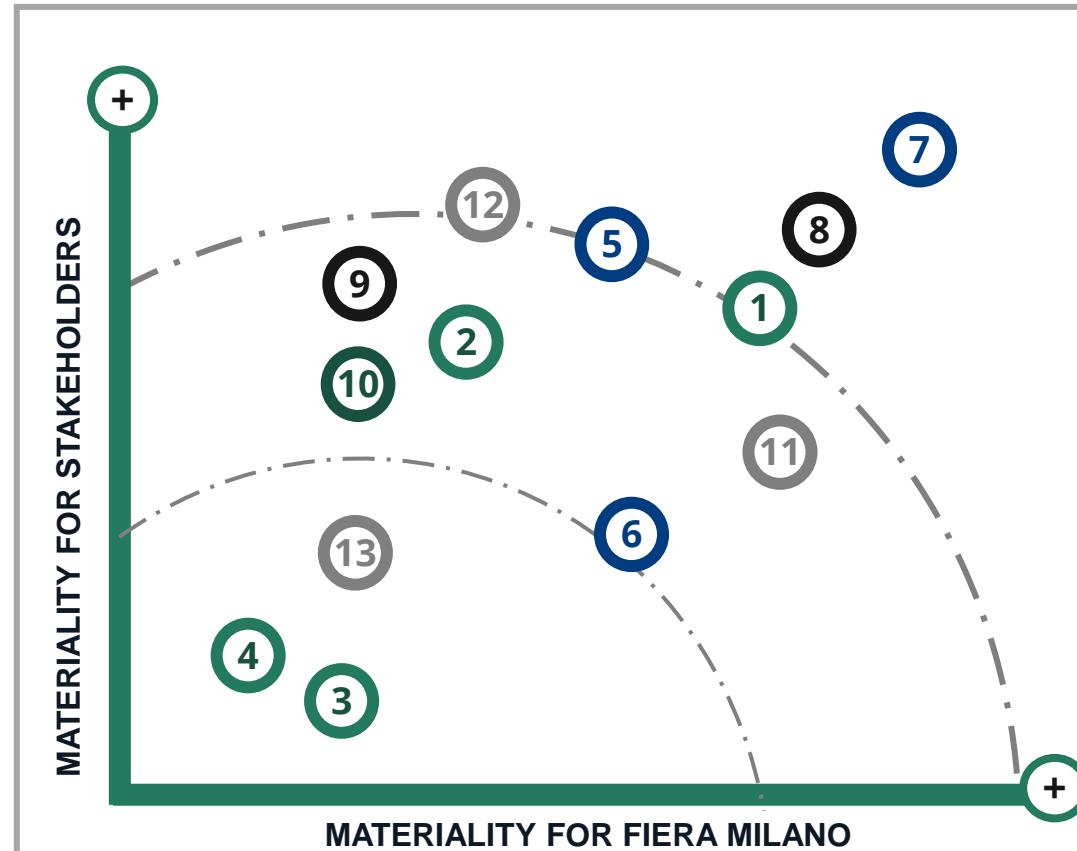
PURPOSE  — *Creating multiple opportunities for businesses and people through a European hub and a global network*

MISSION  — *To be a leading, smart, hybrid platform for leading innovative, sustainable, global events*

STAKEHOLDER ENGAGEMENT



MATERIALITY MATRIX



MATERIAL TOPICS

ENVIRONMENT

- 1 Reduction of CO₂ emissions
- 2 Accessibility and sustainable mobility
- 3 Responsible use of resources
- 4 Circular economy

HUMAN CAPITAL

- 5 D&I
- 6 Training & development
- 7 Health & Safety

GOVERNANCE

- 8 Governance, ethics & anti-corruption
- 9 Privacy

HUMAN RIGHTS

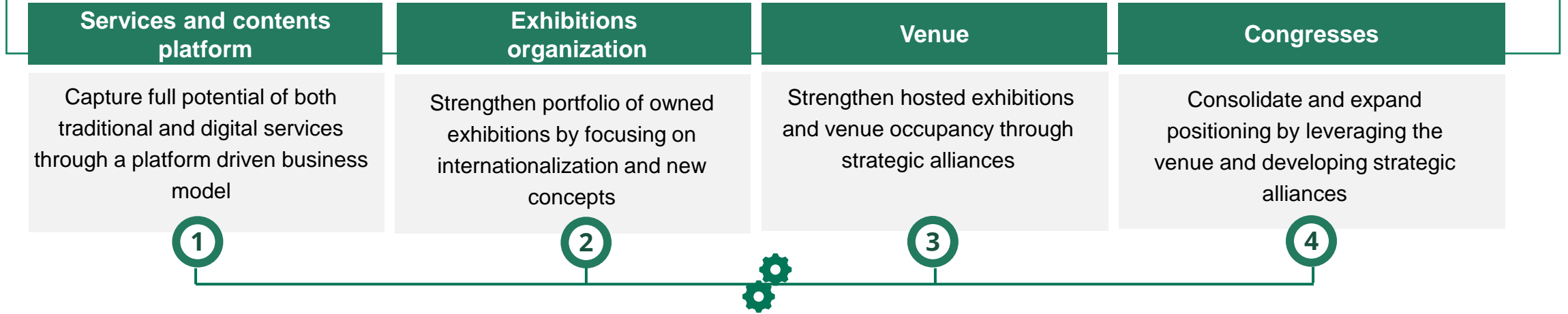
- 10 Responsible Supply chain

SOCIAL

- 11 Innovation & digitalisation
- 12 Quality & Customer experience
- 13 Community impacts

Fiera Milano's integrated sustainability strategy

4 strategic goals of the financial strategic Plan **CONN.E.C.T. 2025**

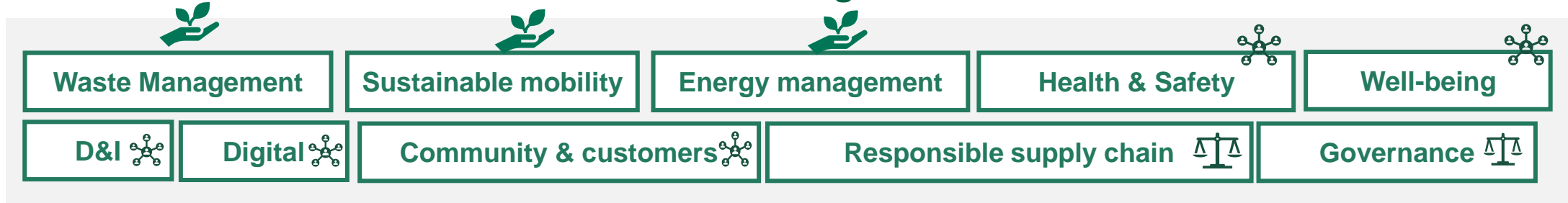


4 solid enabling factors
























10 ESG strategic areas

E S G



Sustainability Plan 2021-2025

Fiera Milano integrated Sustainability Plan 2021-2025

ENABLING FACTOR	ESG STRATEGIC AREA	#	TARGET	TIMING	STATUS	SDGs	
E	Energy management	1	Calculate the carbon footprint (LCA method) of at least 13 owned exhibitions	2025	On track	 	
		2	Increase the percentage of electricity from renewable sources to 50%	2025	On track		
		3	Construct a single cooling system to promote energy savings	2024	On track		
		4	Extend LEED certification to pavilions 3 and 4 of the Allianz-MiCo Congress Centre	2024	On track		
		5	Define calculation methodology for Scope 3 emissions	2022	Achieved		
		6	Set medium- and long-term Science Based Targets (SBTs)	2025	On track		
		7	Appoint a Group Energy Manager	2023	Achieved		
	Waste management	8	Set an on-site waste management policy	2022	Achieved	 	
		9	Launch 2 initiatives per year to raise awareness in stakeholders of proper waste management	Annual	On track		
	Sustainable mobility	10	Add 4 charging stations for electric cars on the exhibition site	2023	Achieved		
		11	Add 50 bikes to the bike-sharing programme for employees	2022	Achieved		
		12	Increase the number of hybrid vehicles in the Company fleet by 25%	2023	On track		
S	Health & Safety	13	Update the Health, Safety, Environment (HSE) governance structure	2022	Achieved	 	
		14	Launch 5 initiatives per year to promote safety at the exhibition site	Annual	On track		
	Diversity & Inclusion	15	Develop a Diversity & Inclusion Policy	2023	Achieved	 	
	Wellbeing and Development	16	Employer branding certification from a leading international certifier	2025	On track	 	
		17	Increase the number of training hours by 80% vs. 2020	2025	On track		
		18	Raise employee engagement rate above 75%	2025	On track		
		19	Involve 30 talents in the Next Generation Fiera development programme	2025	On track		
		20	Develop an employee mentoring programme	2025	On track		
	Customers & Community	21	Organise monthly meetings with the CEO involving at least 100 employees per year	Annual	On track	 	
		22	Organise an Impact Day : a day of social volunteering by employees	2022	Achieved		
		23	Organise 1 charity initiative per year	Annual	On track		
	Digital Transformation	24	Reach 100% coverage of customers at exhibitions in the Customer Satisfaction survey	Annual	On track	 	
		25	Raise the value of digital services and create new ones	2025	On track		
	G	Governance	26	ESG rating from a leading international rating agency	2022	Achieved	   
			27	ISO 37001 certification (anti-corruption) for Fiera Milano	2024	On track	
28			ISO 45001 certification (health and safety) for Fiera Milano	2023	On track		
29			ISO 14001 certification (environmental) for Fiera Milano	2024	On track		
30			ISO 14001 certification (environmental) for the Allianz-MiCo Congress Centre	2023	On track		
31			ISO 20121 certification (sustainable event management) for 4 exhibitions	2025	On track		
Responsible supply chain		32	Structure a new long-term incentive (LT) plan with a target ESG weighting of 20%	2023	On track	 	
		33	Increase the percentage of suppliers assessed according to ESG criteria up to 75%	2025	On track		
		34	Ensure 100% reputational checks for suppliers > Euro 10k	Annual	On track		
		35	Include at least 2 sustainable products among supply specifications	2025	On track		

Sustainability governance

Governance

- Adherence to the **Corporate Governance Code** of Borsa Italiana from 2020

Sustainability Committee

Internal board committee

100% independent

67% Female presence

Sustainability Team

Sustainability Ambassadors

25 representatives of the different Business Units appointed to take an active part in improving Fiera Milano's ESG profile



Sustainability Policy

Policy of quality, sustainability, environment and safety

Rho, 10th november 2020

FIERA MILANO

Certifications



Sustainability report

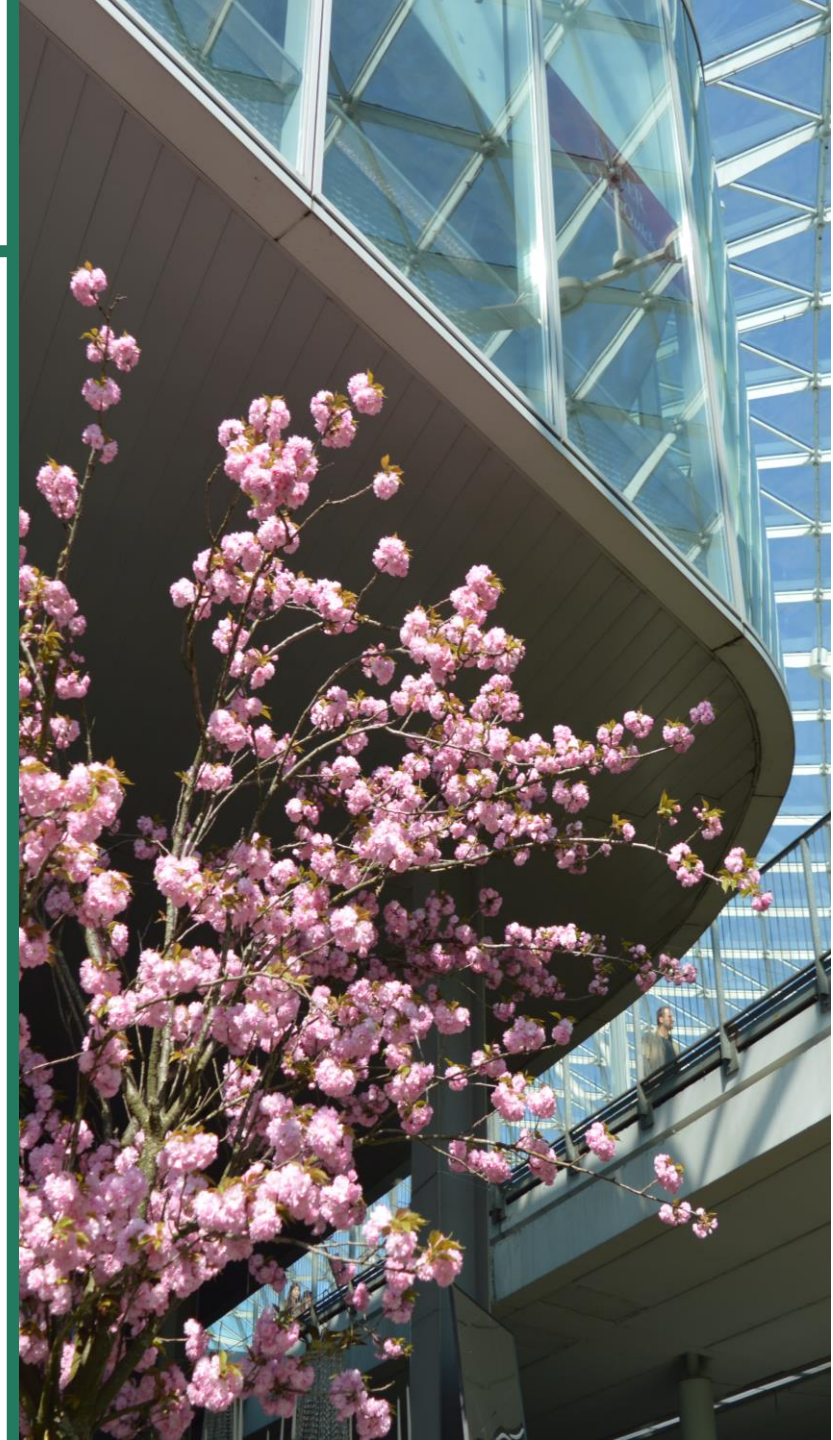


- Available [here](#)
- Pursuant to Italian Legislative Decree 254/2016
- In compliance with GRI Standards (Core option)
- Limited assurance by the Independent Auditors

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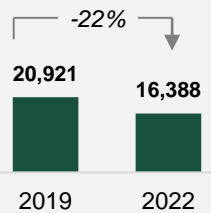


ESG Highlights 2022

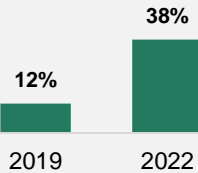
Environment



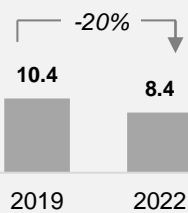
Emissions CO₂ (t)



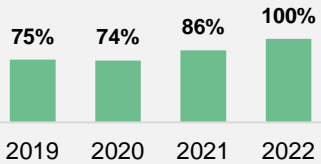
% Renewable sources



Waste (t)



% Carpet used sent to recovery



n.2 carbon neutral events (carbon footprint measurement)



Furnishings made from carpet



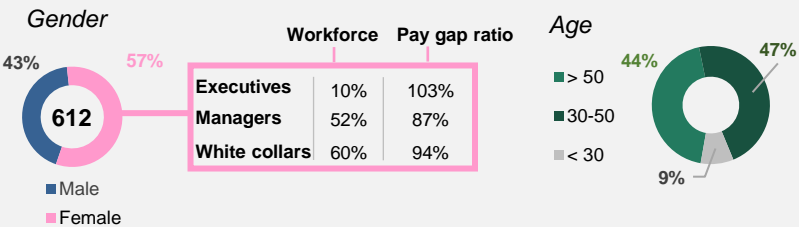
- Photovoltaic plant of 8.2 MWp (26,000 panels)
- 20% energy requirements
- Upgraded in 2023 to double its power



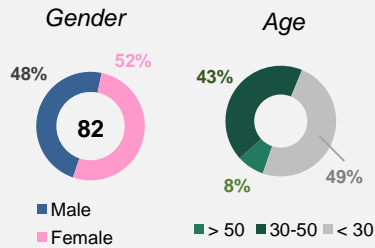
Social



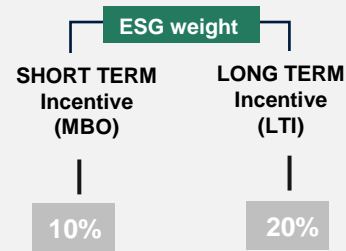
Diversity



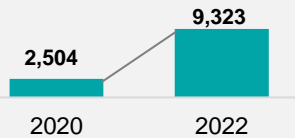
New hires



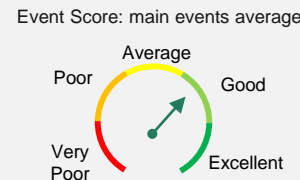
Remuneration



Training hours



Customer experience



Community

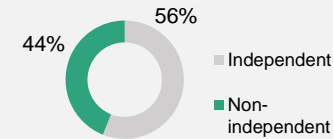


- Development of a Sustainability Services offer
- New events dedicated to Sustainability (NME)

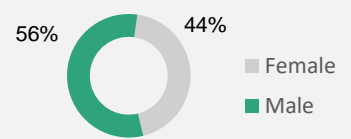
Governance



Board independence



Board diversity



Sustainability governance



Responsible supply chain

- Overall value of supplier contracts which includes ESG elements in technical assessment: 80%

ESG Ratings



International commitment



Main sustainability initiatives regarding environment and circular economy



Upgrading of the photovoltaic system

- In December 2021, the **photovoltaic system** built by **Fair-Renew**, a special purpose company created between **Fondazione Fiera Milano** and **A2A**, was **completed**.
- This system allows Fiera Milano S.p.A. to purchase **20% of its requirement equal to 8.2 MWp**.
- A total of approximately **26,000 single-plane panels** were installed with a surface area equal to about 27 football pitches.
- During **2023 two new photovoltaic plants** will be added with a total installed power of 3.9 and 3.6 MWp which will allow Fiera Milano to increase the share of **energy purchased from renewable sources**.



An innovative and sustainable booth offer

- In 2017 was launched a **partnership with Montecolino S.p.A.**, for the recovery and reuse of **carpeting laid** during exhibitions.
- As a result of this synergy, there were created **innovative and sustainable panels**, made from recycled carpet.
- There were also created **customized recycling bins** and a first series of **prototypes as example of other types of furniture** that can be used to set up the pre-furnished and customized booths.
- The initiative represents a virtuous example of **circular economy** resulting from the **engagement** between Fiera Milano and one of its main suppliers for the **sustainable development** of the business.



The collection of PET plastic in a controlled chain

- **Three compactors**, in partnership with **Coripet**, for the collection of PET plastic bottles, separated from other types of polymer, located in fixed areas along the central axis of the Rho exhibition district (Milan).
- The plastic is collected and sent to the **recovery plants of the PET circuit**, for the production of secondary raw material (R-PET), which is used to produce new food packaging.
- For each bottle inserted in the compactors by visitors and employees, they receive **points for personal shopping and well-being**, managed on a dedicated app, connected to the compactors.



Integrating sustainability into the core business: organizing and hosting new events completely dedicated to sustainability

- Events created to **promote sustainability topics** throughout the exhibition related industries, confirming the role of Fiera Milano as a **container of inspirational and innovative ideas** to spread the culture of sustainability and promote dialogue between all stakeholders

Next Mobility Exhibition

- **Next Mobility Exhibition (NME)** is the new biennial event launched by Fiera Milano dedicated to **sustainable mobility of people**, held for the first time in October 2022.
- The event brings together vehicles, digital services, infrastructure and recharging systems, to support the change in both public and private transport systems of people, making a clear and exhaustive point regarding the **energy and digital transition** underway in the sector.



Gastech

- In 2022 Fiera Milano hosted **Gastech**, the largest **global event in support of the natural gas, hydrogen and low-carbon solutions industry**. 300 CEOs and Opinion Leaders, over 4,000 delegates, 38,000 industry professionals and 750 exhibitors.
- It was discussed the transformation of liquid gas, the hydrogen and the technologies that must support the **energy transformation** in a sustainable way.



Fa' la cosa giusta

- **Fa' la cosa giusta** is the event of critical consumption and a **sustainable lifestyle**. The event aims to promote the importance of a solidarity economy through events, books and newspapers.
- The topics that are dealt with are: fair trade, ethical finance, energy saving, social cooperation, recycling, reuse and all those topics that seek to balance development and equity and to place the man and the environment at the centre.



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Carbon footprint measurement of events

- Fiera Milano has developed, in partnership with Rete Clima, a **proprietary model for measuring the carbon footprint** of its events according to the **LCA (Life Cycle Assessment)** methodology, with the aim of undertaking targeted efficiency actions related to the individual phases of the event for which the CO₂ emissions produced are measured

Case study of Homi Fashion&Jewels 16-19 Sept 2022

HOMI
Fashion&Jewels
Exhibition

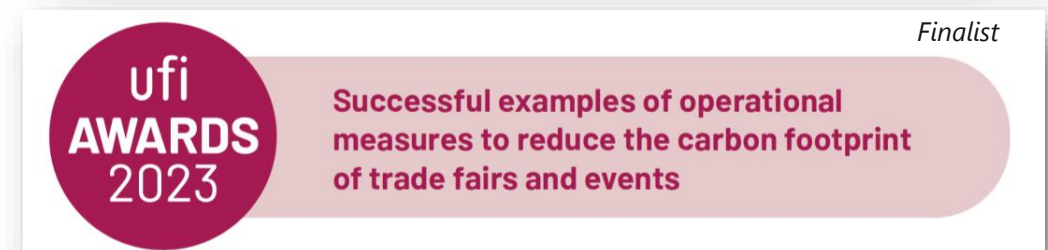
Source of emission	tCO ₂ e	% Weight
Visitors mobility and accommodation (execution)	877.5	69.890%
Exhibitors mobility and accommodation (execution)	249.2	19.847%
Structures and fittings (set up)	61.2	4.878%
Electric energy consumptions (execution)	26.2	2.085%
Food and beverage (set up)	12.6	1.007%
Advertising material (organization)	7.7	0.620%
Waste management (dismantling)	6.5	0.517%
Employee mobility (execution)	5.7	0.451%
Transport of structures and fittings (supply) (set up)	3.7	0.294%
Transport of structures and fittings (warehouse return) (dismantling)	3.7	0.294%
Electrical and electronic equipment (set up)	1.3	0.100%
Office energy consumptions (organization)	0.13	0.010%
Web advertising (organization)	0.1	0.005%
Transport of food and beverage (set up)	0.1	0.005%
Transport of advertising material (set up)	0.0	0.001%
Total source of emission	1,255.5	100%

Scope 3

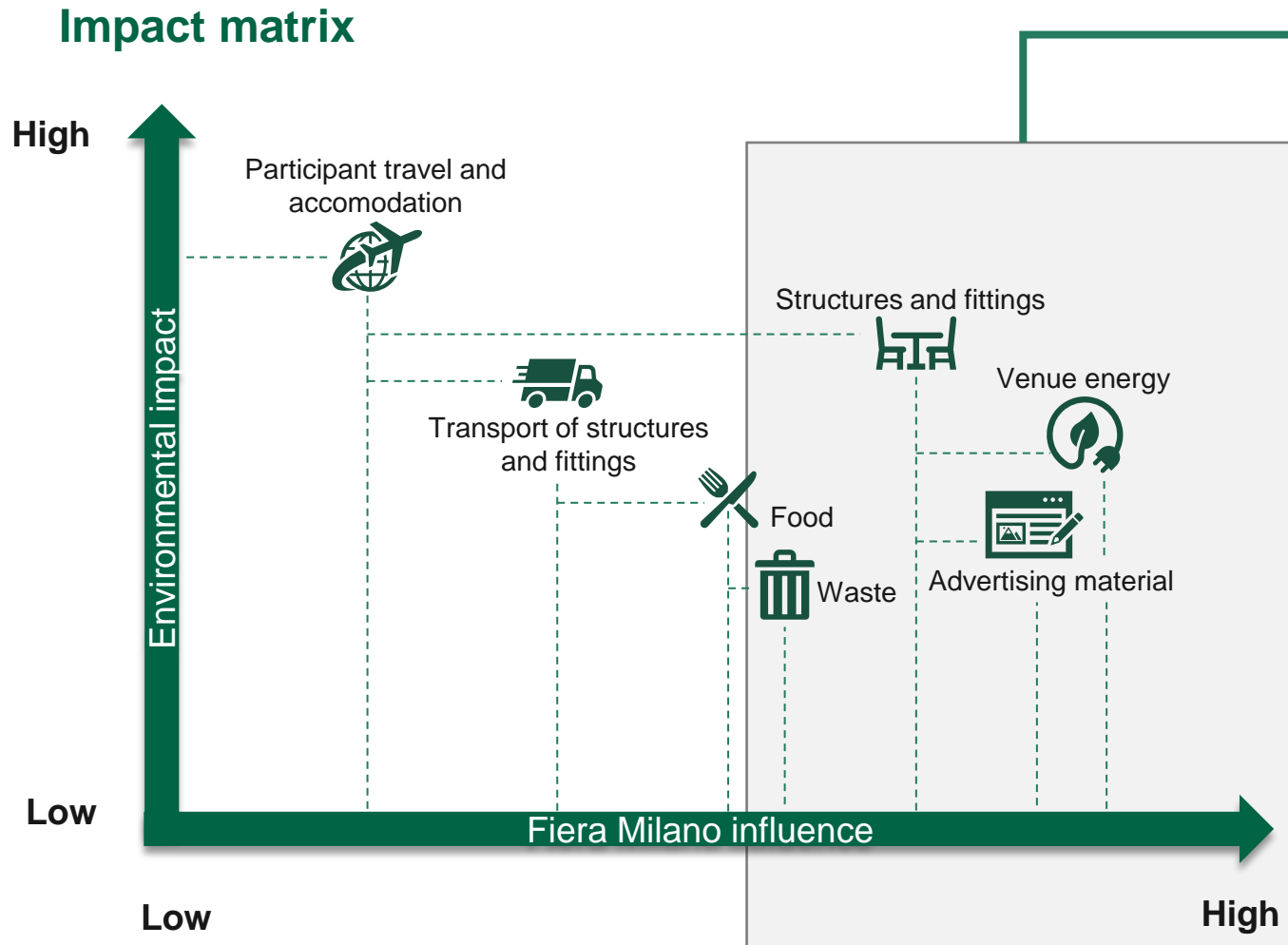
Event phase	tCO ₂ e	% Weight
Organization	7.9	0.6%
Set up	78.9	6.3%
Event execution	1,158	92.3%
Dismantling	10.2	0.8%
Total source of emission	1,255.5	100%

CO₂e = tons of CO₂ equivalent

International awards of the project



The matrix of emission impacts and the areas of intervention to reduce CO₂ emissions from Fiera Milano events



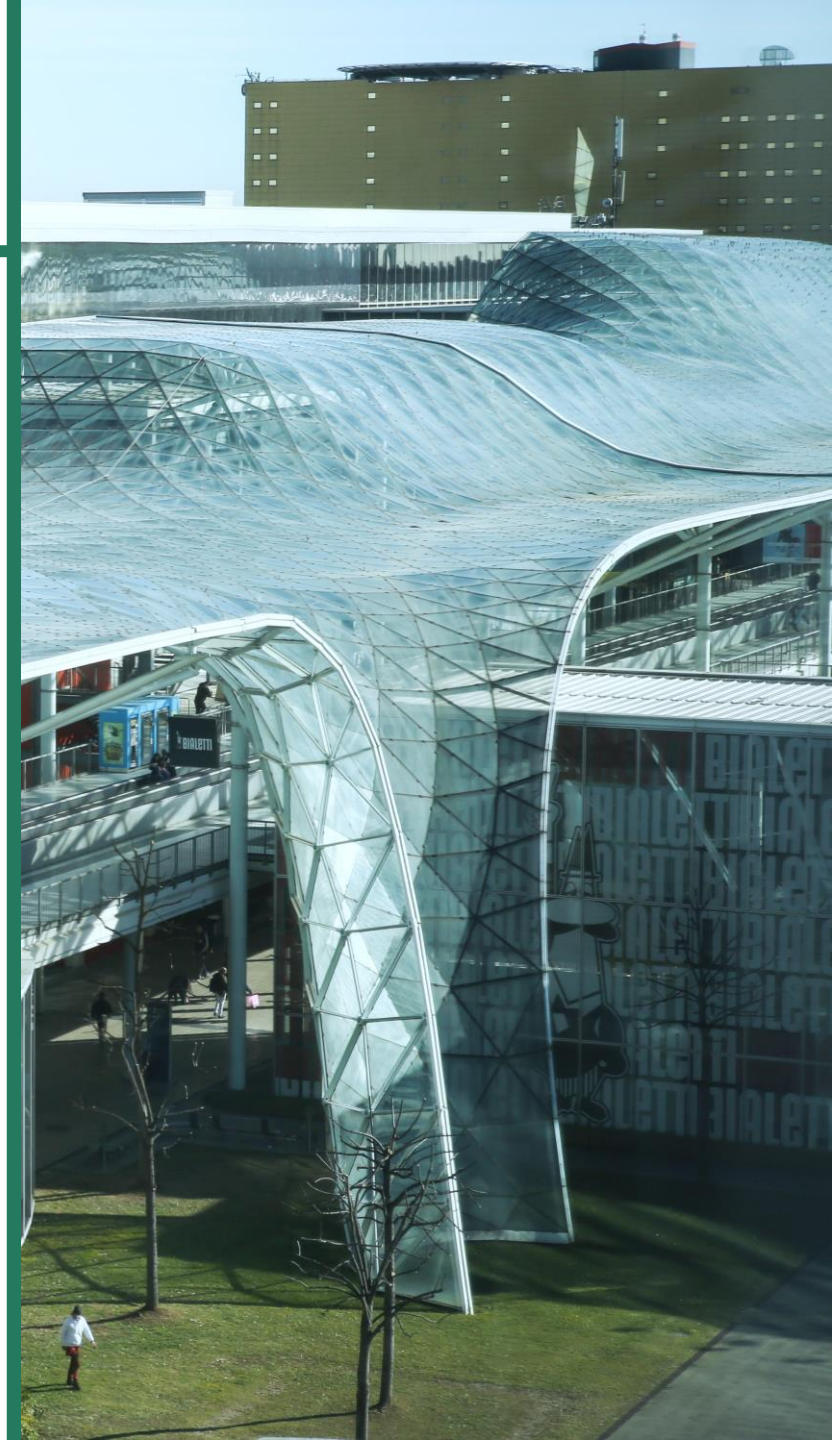
Areas of intervention

- **Upgrading the photovoltaic system** (from 8.2 Mwp to about 16 Mwp) to increase the % of energy purchases from renewable sources
- **Reduction of polluting advertising materials** (about 500 kg of jute bags for promotional purposes and 160 kg of printed paper)
- Development of new **booths using sustainable materials** and that are reusable for multiple events/ development of booths made with recycled carpet used in Fiera Milano events
- **Carbon offsetting projects** through cancellation of certified carbon credits

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6. ESG Ratings & Awards



The sustainable event offering proposition of Fiera Milano

Being certified ISO 20121 (Sustainable Event Management System), Fiera Milano plans and executes events considering a particular concern for environmental, economic and social issues



Environment

- Reducing the environmental impact of the exhibition by:
 - Measuring environmental KPI
 - Choose sustainable exhibition stands
 - A structured waste management system
 - Sustainable mobility initiatives
 - Realization of carbon neutral events (with LCA Life Cycle Assessment methodology)
 - Circular economy initiatives
 - Reducing water use

Governance

- ESG screening of suppliers
- Favoring local suppliers
- Supporting organizers in obtaining ISO 20121 certification

Social

- Perform customer satisfaction for each exhibitions
- Inclusive mobility for all
- Social initiatives and donations
- Health & safety as priority
- Communication of the sustainability efforts to stakeholders

The sustainable event - Environment (1/2)



Energy

Heating

- 99% of total energy comes from the heat from the Silla 2 waste-to-energy plant.



Lighting

- Fiera Milano uses **LED lighting systems** in halls and stands



Emissions

Renewable sources

- 38% of purchased electricity comes from renewable sources
- The new photovoltaic system (total power of 8.2 MWp) will cover 20% of electricity needs, according to estimates

Photovoltaic system

Offsetting

- Implementation of carbon neutral events (using **LCA - Life Cycle Assessment - methodology**) - see "HOMI F&J case study"



Water

Drinkable

- Municipal water supply network

Non Drinkable

- Seven groundwater drainage wells



Food & Catering

Plastic free

- Single-use plastic products have been eliminated from exhibition sites (with the exception of water bottles) in favor of **biodegradable products**

Zero-miles products

- Use of **local, seasonal, organic and ethical** ingredients, beverages and foods



Solidarity projects

- Prevention and **donation of surplus food** during the event



The sustainable event - Environment (2/2)



Waste



- Policy**
 - Waste collection
- Engagement**
 - Raising awareness among all Stakeholders through information materials and meetings
- Prevention**
 - Implementation and updating of **prevention and control** operational practices



Compactors

- 3 Dedicated compactors for PET plastic collection

Eco-design

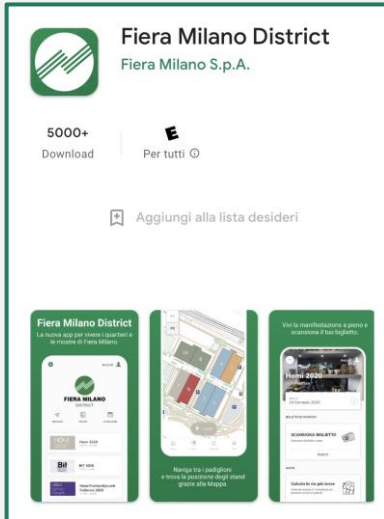
- Sustainable signage (eco-friendly materials: plp, reboard, frontfree)
- Sustainable booth (laminated honeycomb panels, no usage of screws, reusable materials, water-based paints)
- Carpet: sent to recovery (100% in 2022)



Mobility



- Management**
 - Local suppliers; warehouses close to districts; venues easily accessible by **public transportation**; **Fiera Milano District App** provides real-time mobility information
- Logistics inside the exhibition site**
 - 50 **hybrid** vehicles to transport materials for booth set-up and exhibition products
- Services**
 - Exhibitors and visitors:** car sharing, shuttle services to airports and city center, bus services, charging stations for electric vehicles, collective cabs, discounted cab fares to Milan airports, electric car rental in the Rho exhibition site
 - Employees:** car sharing and car pooling for work travel, reduced price for annual passes for local public transport, company bicycles, electric car rental in the Rho exhibition site



The sustainable event - Social (1/2)



Diversity & Inclusion

Fieraccessible Program

- **People with disabilities** have the option of **free parking** in the parking lots and cancellation of parking tickets
- Opportunity to **rent scooters or traditional wheelchairs upon charge** to assist people with disabilities or reduced mobility
- **Loges routes (Guidance Orientation and Safety Line) and tactile maps**



Supply chain

Green procurement

Stationery

Service Monitoring

- Assign technical scores to suppliers in possession of **sustainability certifications** when such requirements are included
- **Green stationery** (printer paper, batteries, etc.).
- **Monitoring and checking** in quality and quantity of the service provided by suppliers against contractual agreements



Social initiatives

Partnership with NGO

- Humanitarian convoy to **Ukraine**
- Collecting caps to support the **Blood Diseases Foundation**



- Partnership between Fiera Milano and **Banco Alimentare**: Company food collection involving all employees



The sustainable event - Social (2/2)



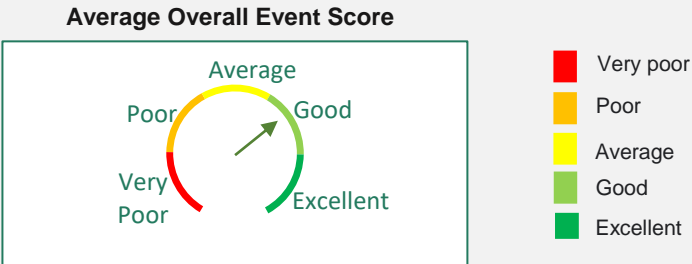
Health and Safety

- Physical Safety**
 - Traffic Control and Coordination Centre, video cameras, alarmed fences, guards, firefighting personnel and tools, metal detectors at the entrance, and road blockers to protect pedestrian areas
- Security**
 - Every event is closely monitored at all organizational stages to assess and ensure compliance with the Fiera Milano Technical Regulations.
- First Aid**
 - Health care is right-sized for each individual event and is provided by the partnered operator (Italian Red Cross), that is active only during all phases of individual events (including set-up and tear-down)



Customer satisfaction

- Customer Satisfaction Survey**
 - Use of Customer Satisfaction surveys to track systematically the average degree of satisfaction among exhibitors and/or visitors, using the "Overall Event Score" which can be: very poor - poor - average – good – excellent



- Call Center**
 - The Call Center is open to exhibitors, visitors and installers, provides telephone and e-mail support, and is available Monday through Friday and during event days, 8:30 a.m. to 6:30 p.m.



The sustainable event - Governance



Certifications

- Fiera Milano**
 - **ISO 9001** (Quality Management)
 - **ISO 20121** (Sustainable management of events)
 - **ISO 45001** (Health and Safety Management System)
- Supporting events**
 - Fiera Milano **supports events to achieve their sustainability certifications** (preparation meetings, support and data provision, alignment of sustainability plans, sharing ideas)



Long term commitment

- CONN.E.C.T. 2025 Strategic Plan**
 - Integration of sustainability as an enabling factor across the operational and financial objectives of the plan
- Initiative "Net Zero Carbon Events"**
 - Adhesion to the international industry initiative to fight climate change "**NET ZERO CARBON EVENTS**" promoted by UFI (The Global Association of the Exhibition Industry)



Partnerships along the value chain for circular economy efforts

- Partnership with Montecolino for **recovery and transformation of carpet into other products**, such as:

- Furniture elements (Nolostand catalog)
- Recycling bins



Green Carpet

- During the 2022 exhibition calendar, a total of **272,640 kg of carpet** was collected, corresponding to about **928,646 sqm**, for which 116 containers were used.
- **The 100 % of the quantity collected was sent for recycling.**
- The amount of carpet sent for recovery increased by 14 percent compared with the previous year.





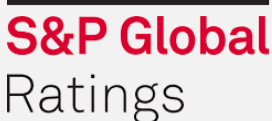







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ESG ratings issued on Fiera Milano

Rating agency	Trend	Key drivers
		<ul style="list-style-type: none"> 2nd best rating class “Low ESG Risk” ESG risk management assessment: strong Ranking “above average” for the Governance (weight 60%), Social (weight 22%) and Environmental (weight 18%) areas in line with industry peers
		<ul style="list-style-type: none"> Significant improvement of 33% compared to 2021
		<ul style="list-style-type: none"> Upgrade from “above median” (2021) to “leading” (2022) mainly for: <ul style="list-style-type: none"> Energy management: “above median” (2021) → “leading” (2022) Executive compensation: “below median” (2021) → “above median” (2022)
		<ul style="list-style-type: none"> Rating of 76/100 – an improvement of 6 points compared to 2021 – with “above average” ranking in continuity with 2021
		<ul style="list-style-type: none"> Obtained the “leader” ESG identity label “Above industry average” assessment for the areas relating to stakeholder engagement, board independence & diversity, and remuneration

Sustainability awards and recognitions 2022

NATIONAL

Integrated Governance Index (ETicaNews, TopLegal & Nedcommunity)



For the second year in a row, Fiera Milano was confirmed at the top of the ET.Group Integrated Governance Index (IGI), which rewards companies that can integrate sustainability into their business model

Sustainability Leader (Il Sole 24 Ore)



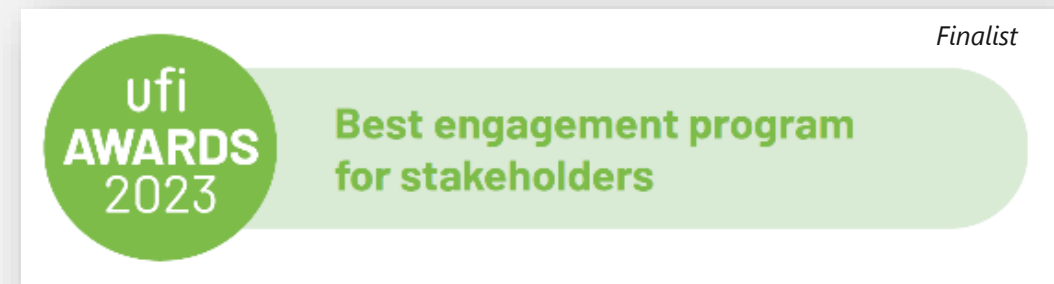
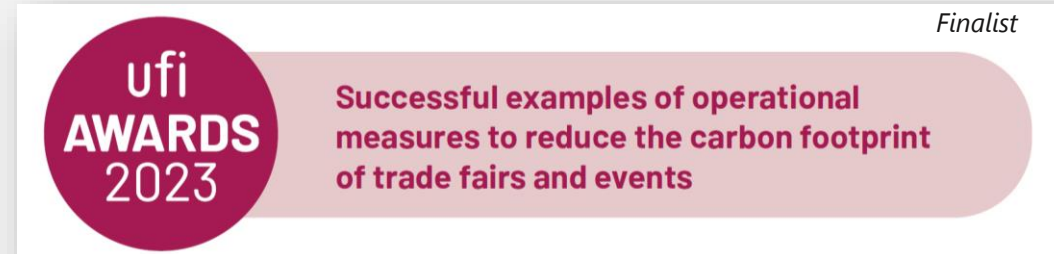
For the second year, Fiera Milano was recognised as one of Italy's "Sustainability Leaders", a ranking compiled by Il Sole 24 Ore in cooperation with Statista

Sustainability Award (Credit Suisse)



As part of the Sustainability Award sponsored by Credit Suisse, Kon Group, Altis and Forbes, Fiera Milano was named among the "Top 100" most sustainable companies in Italy

INTERNATIONAL/ EXHIBITIONS INDUSTRY





FIERA MILANO

Thank you for your attention



Sustainability website:

Available at this [link](#)



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