



keep it

OLBIA AIRPORT

SUSTAINABILITY REPORT 2021


THIRD EDITION



Aeroporto
Olbia Costa Smeralda
GEASAR



Interactive

When you see this symbol  in the report you can click on the image and watch the video on Youtube



Calibry light

In order to protect the environment, we invite you not to print this report. However, if it is necessary, we invite you to do so on recycled paper and in black and white. For our part, we have used a font that on average reduces toner consumption by 30% compared to the most used fonts.

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Letter to Stakeholders

GRI 102-14

Egregi Stakeholder,

2021 was the year of recovery for the Geasar Group, after the annus horribilis of the pandemic, in which more than 140 million travellers (72% of traffic) were lost in Italy alone, and Olbia airport saw 66% fewer passengers transit compared to 2019.

In airports with a strong tourist vocation such as Olbia, there was a more marked recovery, especially during the summer season, with some months (July and August) in which the number of passengers transited was close to the pre-COVID period.

However, in 2021, only a part of the lost volumes were recovered (around 70%) and our estimates indicate that for some international markets it will take two more years to bring traffic back to 2019 levels.

Despite this particularly challenging phase from an economic-financial point of view, in which a careful cost containment policy had to be implemented to cope with the sudden drop in revenues, we have nevertheless strengthened our commitment to sustainability issues and their integration into the airport's management strategy.

As well as pursuing the implementation of the existing projects, this year we decided to start a medium-long term planning process, aimed at aligning the company's objectives with those defined globally by the UN's 2030 Agenda (the Sustainable Development Goals - SDGs) and steering the Geasar Group towards sustainable and inclusive growth. For the first time, in this edition, you will find the SDGs related to our business at the beginning of each section, in order to clearly highlight the link of our activities with the sustainable growth goals defined globally.

On the economic sustainability front, we continued with the development of infrastructure investments, completing the project to upgrade and extend the runway and implement the new hold baggage handling system. The latter, in addition to adapting the infrastructure to the new European regulations, has increased baggage handling capacity, making it compatible with the volumes expected in 2040. The intervention also significantly increased operational resilience against possible critical events during the summer peak phases.

Some of the interventions foreseen in the 2019-2022 Plan, however, have necessarily been postponed due to the uncer-

tainty that still remains regarding the timing and modalities of the resumption of air traffic.

The pandemic has increased the attention of public opinion, investors and governments not only to health issues, but also to those of environmental sustainability, especially with regard to the carbon dioxide emissions level into the atmosphere during production processes and the provision of services by companies.

We have therefore included several measures in our sustainability plan that aim to produce our own electricity, such as the construction of a photovoltaic system on the car park canopies that will meet about 24% of the airport's energy needs as of 2023. We have also planned interventions to increase the energy efficiency of our facilities, through the installation of state-of-the-art air-conditioning systems and the decommissioning of existing diesel-powered systems. We have also replaced numerous aircraft handling vehicles and equipment on the ground, according to a programme that will continue in the next few years.

From 2023, we are also working to buy 100% electricity from renewable sources through the purchase of certificates of origin from our supplier, in order to further reduce the impact of our business in terms of carbon dioxide emissions.

Regarding social sustainability, our commitment has not changed. Confirming the crucial importance of employees and the local community for our organisation, we have also continued to invest in the training of our staff and to support the implementation of social activities in the area.

Gracie e buon lavoro

CEO

Silvio Pippobello



GRI 102-45, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54

Methodological Note

The Sustainability Report of the Geasar Group (hereinafter also the “Group” or “Geasar”) represents a tool to describe, in a transparent and articulated way, the results achieved by the Group in the economic, social and environmental fields and shows the commitment of the Group in favour of sustainable development, with the aim of creating value not only for itself, but also for its stakeholders.

This Sustainability Report relates to the year 2021 (from 1st January to 31st December) and has been drawn up in compliance with the “GRI Sustainability Reporting Standards” defined by the GRI - Global Reporting Initiative, according to the “In accordance - Core”.

Furthermore, the “Airport Operators Sector Disclosures” (2014) published by the Global Reporting Initiative were taken into consideration.

With regard to the specific Standards GRI 403 (Health and safety at work) and GRI 303 (Water and water discharges), the most recent version of 2018 has been adopted while for GRI 306 (Waste) the most recent version of 2020 was adopted.

The “GRI Content Index” is attached to the document, with details of the contents reported in accordance with the “GRI Sustainability Reporting Standards”.

The reporting scope of data and information in this Report refers to the companies of the Geasar Group at 31st December 2021: Geasar S.p.A., Cortesa S.r.l., Eccelsa Aviation S.r.l. and Alisarda Real Estate S.r.l. .



The process of collecting data and information for the purposes of drafting this Sustainability Report was managed in collaboration with the corporate functions of the Geasar Group, with the aim of allowing a clear and precise indication of the information considered significant for the stakeholders according to the principles of:

Balance between positive and negative aspects, Comparability, Accuracy, Timeliness, Clarity and Reliability expressed by the GRI Sustainability Reporting Standards.

The publication of this Report is set up on an annual basis.

In order to allow the comparability of the data over time, a comparison was made, where possible, with the data relating to previous years; in addition, for a correct representation of the performance and to ensure the reliability of the data, the use of estimates has been limited as much as possible which, if present, are based on the best available methods and appropriately reported.

This Sustainability Report has been approved by the Board of Directors of Geasar S.p.A. on/../.... .

In order to obtain more information about the Geasar Group’s sustainability strategy and the contents of this Sustainability Report, it is possible to contact the following address:

keepit@geasar.it

This document is also available on the Geasar Group’s website under “Sustainability”.

Highlights 2021

GRI 102-7



2.081.057
Passengers Commercial Aviation
and General Aviation in 2021



Obtaining the
Airport Health Accreditation (AHA)
certification issued by
the Airport Council International (ACI)



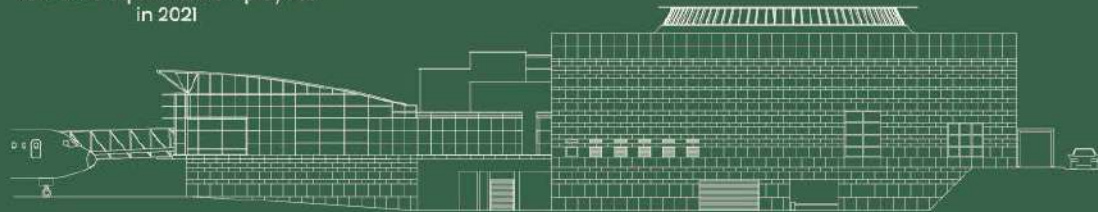
356,9
Full-time equivalent employees
in 2021



Level 2 renewal
Airport Carbon Accreditation



Integrated Quality,
Environment, Safety ISO 9001 system,
ISO 14001, ISO 45001



42%
of the corporate
offices of Quadro



Completion of the redevelopment
and extension of the runway



79%
of differentiated municipal
waste in 2021

42%
Women in the company



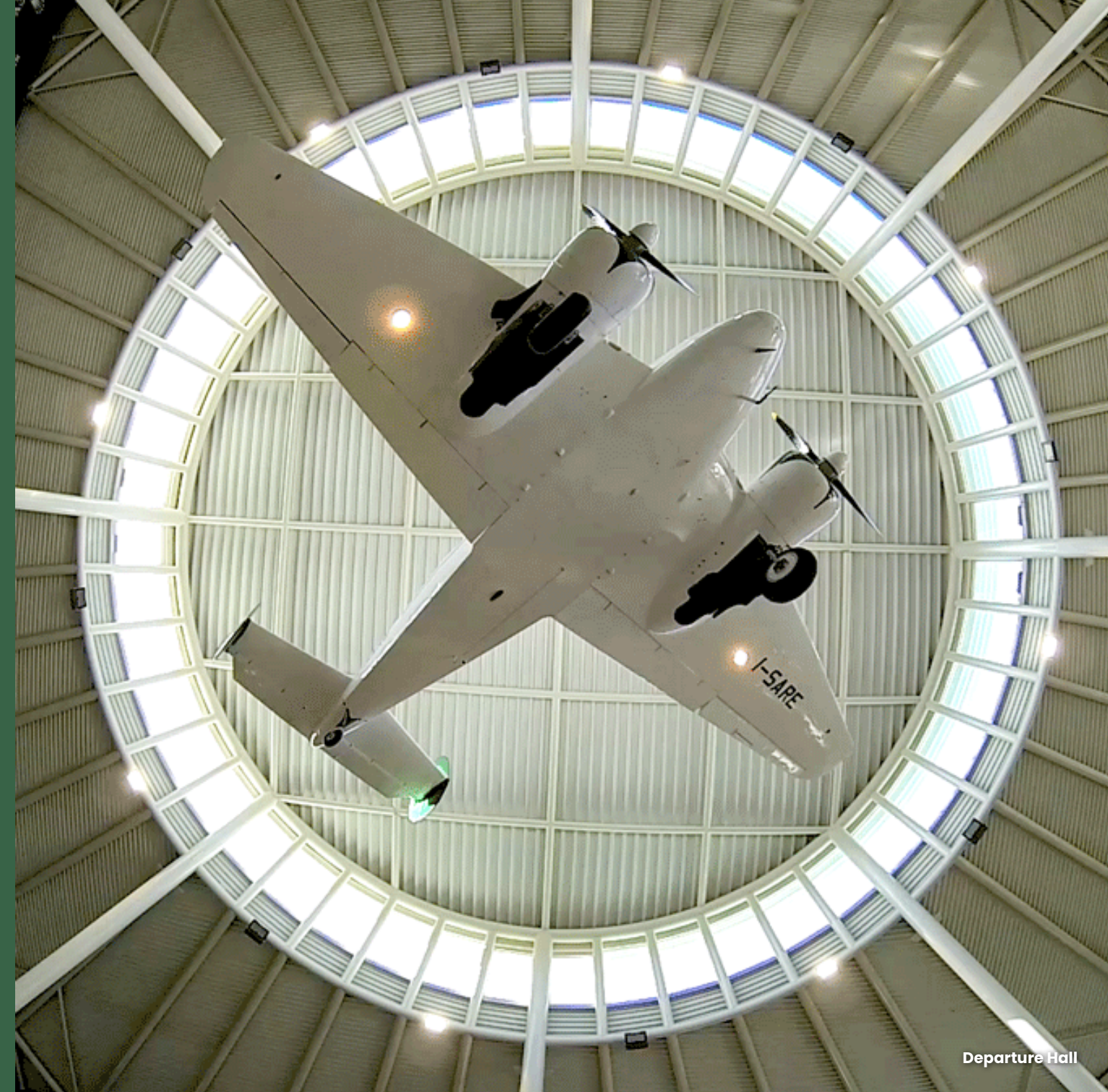
+20
Events and Partnerships
with the local community in 2021



3,5 Mln/€
Implementation of the
new baggage handling system

+40
average hours of
training per employee

+14.000
Hours of training



Departure Hall

THE GEASAR GROUP



Commercial Aviation Terminal (Airside)

The Geasar Group

Geasar S.p.A., management company of Olbia airport, was established in 1985 and became operational in March 1989 when it obtained the award of the terminal and the related appliances from the Ministry of Transport.

In October 2004, after 15 years of activity, ENAC was signed with the Convention, which provides, in Article 2, for the concession to Geasar S.p.A. of the state-owned sedium for the operation of Olbia Costa Smeralda airport for 40 years from the award decree.

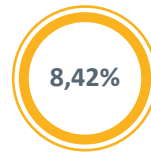
Geasar S.p.A.'s Shareholding structure as at 31st December 2021:



F2i Smeralda/
Ligantia S.p.A.



C.C.I.A.A. of Sassari



C.C.I.A.A. of Nuoro



Sardinia
Region



Consorzio Costa
Smeralda

As part of the management activities of Olbia airport by Geasar, the following are included:



Handling services
ground handling of passengers of
Airliner and Charter



Conducting and maintenance
of flight infrastructure and airport



Cortesa S.r.l.
Directly manages at the airport the activities of
marketing of typical regional products and provides
the Food & Beverage service



Eccelsa Aviation S.r.l.
it carries out ground handling services for
passengers and private aircraft through a
dedicated terminal built in June 2009



Alisarda Real Estate
Manages its real estate assets leasing
commercial and aviation properties for
aviation activities



Business activities linked to the management of the airport concession are downgraded and managed by the different companies in the Group, which are wholly controlled:

Cortesa S.r.l.: established at the end of 2006, is born to diversify the working fields of the Group in relation to the airport activity. Cortesa is under the quality system of the ISO 14001 environmental management standards and the quality of the ISO 9001 service, and is engaged in three development lines:

- **Parking services** related to 1.100 stalls for the general public;
- **The Retail sector** with the **Karasardegna** brand, consisting of the three “physical” stores Kara Sardegna (of which two located in the main terminal and one in the general aviation terminal) and an e-commerce www.karasardegna.it;
- The **Food & Beverage** sector at the airport, includes:

Land side area:

- **Kara Kiosk:** an outdoor catering area at the airport with a grill, pizzeria and outdoor cocktail area;
- **Grain & Grapes:** a wine bar located close to the check-in area that offers a restaurant and a cafeteria service;
- **Meet & Greet:** small snack bar/coffee shop in the arrivals hall;



Time in Jazz Bar

- **Kara Food Bar:** snack bar at the centre of the terminal;
- **Kara Food:** self-service restaurant/pizzeria located in the center of the terminal. The store also offers a selection of healthy food and fresh fruit.

Air Side Area:

- **Kara Café:** snack bar and pizzeria located in the center of the departures area;
- **Fish & Wine:** restaurant with an offer mainly focused on fish dishes, seafood salads etc.;
- **Time in Jazz:** bar/restaurant with a vegetarian offer associated with the barbecue grill; artisan ice cream shop. The refreshment point was born from the collaboration between the airport and the Time in Jazz association which organizes every year the well-known music festival in the town of Barchidda, the birthplace of the jazz musician Paolo Fresu.



Eccelsa Aviation S.r.l.: established in 2007, to guarantee a quality service to Private Aviation: assistance to aircraft, maintenance, air taxi, helitaxi, hangarage, hotel booking, inflight catering, limousine service, yacht rental and total assistance for all services aviation and tourism.

It also houses a small but elegant shopping area, which offers the opportunity to relax and shop before departure or arrival in Costa Smeralda, it operates 24/7 in the terminal dedicated to private flights at Olbia airport.

Eccelsa Aviation is under the Quality system of the Geasar group for ISO 14001 environmental management standards and ISO 9001 Quality.



Alisarda Real Estate S.r.l.: established in 1980 as Alisarda S.r.l. and became Alisarda Real Estate S.r.l. from 2012, pursues business property management activities.



Terminal General Aviation – Eccelsa Aviation

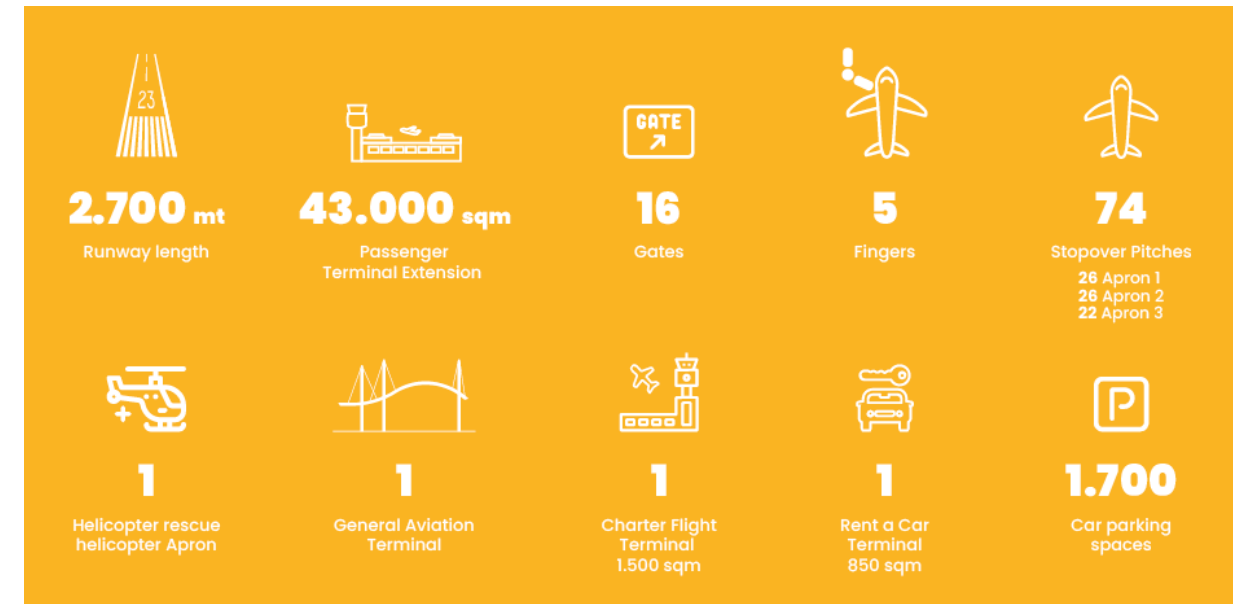


The Geasar Group

GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-6

Olbia Airport

Olbia Costa Smeralda airport, 3.9 km from Olbia city, covers an area of 190 hectares.



Group's Mission and Vision

Geasar's mission, by virtue of its role as airport manager, can be summarized in the following activities:



To plan the development of the airport and the construction of airport facilities and infrastructure, ensuring high operational and safety standards.



Managing the airport structure efficiently by offering high-quality services to carriers and passengers with a view to continuous improvement.



To promote the development of the airport in harmony with the needs of the Sardinian territory, promoting seasonal adjustment and the growth of passenger traffic, through initiatives aimed at supporting the tourist, economic and social development of Sardinia.








To support the integration of the airport into the territory by promoting projects that have a spill-over impact in terms of cultural, business and social development.

“
**TO BECOME A
REFERENCE AIRPORT
FOR TECHNOLOGICAL
INNOVATION, QUALITY AND
CUSTOMER EXPERIENCE,
SOCIAL IMPACT AND
ENVIRONMENTAL
SUSTAINABILITY**
”

In view of the ambitious infrastructure development project and the mutual competitive scenario of the aviation sector, Geasar defined its business vision:



	 Environmental Sustainability	 Quality & Customer Experience	 Social Impact
 Olbia Airport	<ul style="list-style-type: none"> Water resource management Waste management 	<ul style="list-style-type: none"> Passenger Health & Safety Economic Performance Indirect economic impact Passenger Health & Safety Workers' health and safety Training and development of human capital 	<ul style="list-style-type: none"> Involvement Local community Employment
 Technological innovation	<ul style="list-style-type: none"> Emissions into the atmosphere Energy management Sustainable Buildings 	<ul style="list-style-type: none"> Business continuity Travellers with special needs 	<ul style="list-style-type: none"> Infrastructure & Intermodality

It consists of three pillars (environment, customer experience and social impact) which intend to provide guidelines for the definition of corporate strategies by management, with a transversal element (technological innovation) to support their implementation.

By redefining its vision, Geasar aimed to integrate corporate social responsibility within its business objectives and strategies to stimulate a sustainable growth path for the benefit of the organisation and all its stakeholders.



Passengers Terminal – Commercial Hall



The Geasar Group

GRI 102-18

Corporate Governance System

Geasar S.p.A. adopts a traditional corporate governance model. Following the main corporate bodies:

- The Assembly;
- The Board of Directors;
- The Board of Auditors;
- The Supervisory Board.

The Board of Directors, appointed on February 26th 2021 and in office until the adoption of the 2024 budget, elected the President and appointed the Chief Executive Officer among its members. These exercise the legal representation of the Company and are holders of management powers and delegations conferred on them by the Board of Directors; the other members of the Council do not have executive powers.

The Board of Auditors, appointed in 2021 and in office until the approval of the 2023 financial statements, is composed of 5 standing auditors and 2 alternate auditors. The Ministry of Infrastructure and Sustainable Mobility and the Ministry of Economy and Finance each appoint a standing auditor, while the remaining standing and alternate auditors are appointed by the assembly. The mayor appointed by the Ministry of Economy and Finance also holds the role of President.

The Supervisory Body is made up of 3 external members and is endowed with autonomous powers of initiative and control, has the task of supervising

the functioning and observance of the Organizational Model approved by Geasar in compliance with the provisions of Legislative Decree 8 June 2001 n. 231.

Composition of the Board of Directors:

President

Roberto Barbieri

Chief Executive Officer

Silvio Pippobello

Counselors

Rita Ciccone

Alessandro Gavino Deiana

Antonio Lubrano Lavadera

Laura Pascotto

Massimo Satta

Stefano Visconti

GRI 405-1 a.

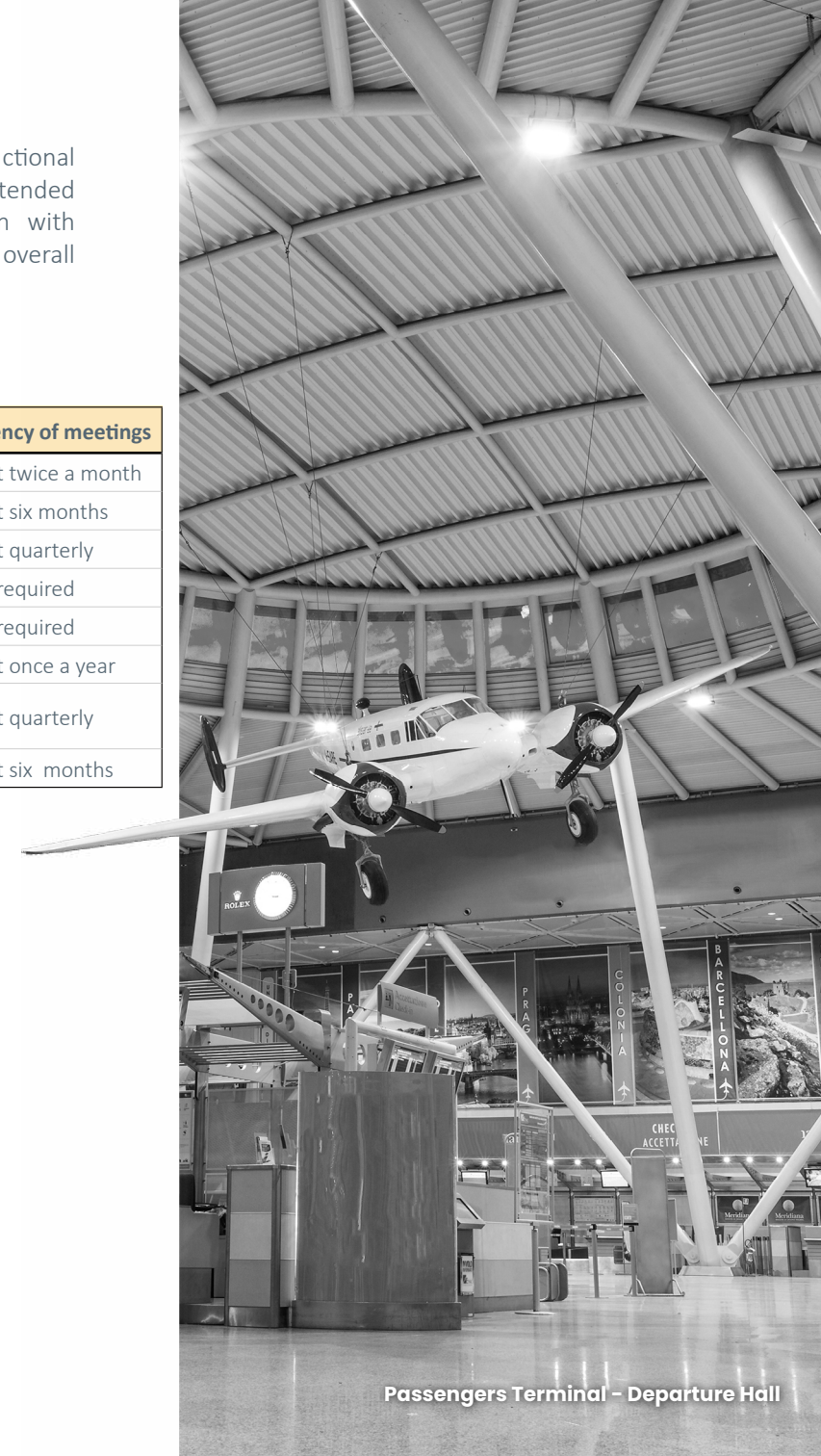
The members of the Board are 8, of which 6 men (75%) and 2 women (25%), two of which belong to the age group between 30 and 50 (38%) and the remaining ones in the range over 50 years (63%).

The Geasar Group

Geasar has also set up committees, cross-functional working groups and airport task forces, also intended as moments of meeting and consultation with institutional stakeholders, to support the overall governance of airport activities.

Following the most important:

Airport Committees	Frequency of meetings
Safety Board	At least twice a month
Safety Committee	At least six months
Local Runway Safety Team	At least quarterly
Safety Acton Group	When required
Emergency Response Committee	When required
Airport Safety Committee	At least once a year
Committee on the regularity and quality of airport services	At least quarterly
Users Committee	At least six months



Passengers Terminal – Departure Hall



Ethics and business integrity

The Group shall support and promote all actions aimed at ensuring the conduct of its internal operational activities and business relations to the outside, according to the principles of ethics and integrity.

The Geasar Group recognizes compliance with the laws and regulations in force as a fundamental principle. In the performance of its functions, all those working in the name and on behalf of Geasar are required to adopt conduct based on transparency and moral integrity and, in particular, the principles of honesty, fairness and good faith, as described in the Etic Code.

The Code of Ethics - an integral part of the Model of Organisation, Management and Control - is a constant reference for Geasar, which undertakes to prevent unlawful or non-ethical conduct and, if taken, to end them even with the possible application of disciplinary sanctions.

The Code of Ethics is the guideline of the organization's social ethical responsibilities and represents the principles that inspire individual behaviour. It is the basis for consolidating the set of values, principles, benchmarks, rights and duties that are more important than any person who, under any title, is part of, cooperates or enters into contact with Geasar.

The adoption of the Ethics Code is an expression of a business environment that is the primary objective of meeting the Society's social values, through:

- Strengthening the Society's entrepreneurial values;
- The promotion of a high standard of internal professionalism;
- The protection of values and dissemination of the Society's principles;
- The disqualification of such behaviours in contrast, not only with the requirements, but also with the values and principles that Geasar means to promote;
- The sharing of a corporate identity that recognizes itself in these values and principles.

The Code of Ethics is intended to be an ever-evolving tool. Its observance and respect for its contents are required of everyone without distinction: directors, managers, employees, consultants, suppliers, commercial partners or in any case all subjects linked by a collaboration relationship with the Company.

Geasar promotes and supports the dissemination of the Code:

- Internally, through sharing and communication actions, so that it becomes a primary reference for all employees;
- Externally, so that all those who have relations with the company can know and understand its purposes.

Organizational, Management and Control

Geasar S.p.A. has a model of organisation, management and control in accordance with the requirements of D.Lgs No 231/01 and appointed a Supervisory Body composed of three external members.

The Organisational Model has been continuously updated by the Board of Directors. The Supervisory Body has taken care of the activities that have been produced to update the Model of Organisation, Management and Control because of the new regulatory developments that have been given to the Board of Directors in the two half-yearly reports.

As a result of many changes made to Decree no. 231/01, the Company has updated the Model of Organization, Management and Control, from time to time, also through the inclusion of new Special Sections prepared for this purpose. Currently, the organisational Model is under further revision following the most recent regulatory changes of March 2022.

For these activities, in addition to the procedures already in place by the Company, special behavioural protocols have been implemented, aimed at minimizing the risk of committing the aforementioned crimes.

The Supervisory Body, which constantly monitors compliance with the rules contained in the Organizational Model, has set up a system of periodic reporting by the Key Officers, on the basis of special report.

Every six months the Control Body reports to the Board of Directors the results of the supervisory activity carried out according to a programme drawn up for each year.

The supervisory actions during the relevant period covered the offences contained in the Model at the date of the last approval, including any subsequent updates to the Model.

The Supervisory Body in the relevant period monitored the corrective actions taken by the Company to remedy any shortcomings resulting from the supervisory and updating of the Model.

The supervisory activity conducted during the year 2021 did not reveal any violations of the organization, management and control model adopted by the Company pursuant to and for the purposes of Legislative Decree no. 231/01.





SUSTAINABILITY APPROACH

Tavolara Island - Olbia

Sustainability Approach

GRI 102-11, 102-12

Sustainability Approach

The Group is aware of the growing importance of sustainability issues and its impact on the territory and community, with a view to continuous improvement in the management of economic, environmental and social aspects.

The continuous improvement is also achieved through the production and maintenance of certifications, included in the Integrated Quality, Environment, Safety and Safety System complying with ISO 9001, ISO 14001, ISO 45001, by the accredited DNV (Det Norske Veritas) certification. These are complemented by the Environmental and Social Management System (ESMS), as defined by the International Finance Corporation of the World Bank Group.

This management system is based on a continuous evaluation, monitoring and improvement system, developing nine cross-cutting guidelines covering internal and external aspects of the Group. The system provides for good governance practices for the environmental and social aspects and risks associated with business activities.

Last for adoption, but very important for the Group and for a concrete approach to continuous improvement in the fight against climate change and reduction of emissions, it is the voluntary adherence to the ACI Europe's certification programme of ACI Europe in 2019. The project provides for the activation of actions to control and reduce direct and indirect CO2 emissions by the airport manager, operators, aircraft and all actors working in the airport system.

Furthermore, at the end of 2021, the Geasar Group decided to pursue an even more complete integration of sustainability in its business company, through the drafting of the first Plan of Sustainability, which defines the objectives of medium term on the subject, the strategies for their pursuit and identify organizational units companies involved in their achievement such as described below.

Report on what has been done

Through the Sustainability Report, the Group intends to make its stakeholders aware, in a transparent way, of its commitment to the social role and participation with the territory, its attention to human resources and the environmental impacts resulting from its activities.

For the drafting of the Sustainability Report, the Geasar Group takes into account, in addition to its own activities, the interests of stakeholders and their expectations.

In order to comprehensively and structurally identify the issues to be reported in this document, the Group has identified its categories of stakeholders and has defined a materiality matrix that takes into account both the aspects relevant to the Group and the expectations of the identified stakeholders. The results of the same materiality analysis (relevant issues and stakeholders) were approved by the Board of Directors of the Holding Company. Starting from 2018 Geasar is committed to a timely reporting of the activities carried out and the objectives for the future, through the publication of the Sustainability Report.

Sustainability Approach

GRI 102-40, 102-42, 102-43, 102-44

Stakeholder engagement








For an accurate sustainability strategy, typical stakeholders of the organisation should be identified by assessing their relevance to the organisation itself.








Geasar has identified its stakeholders by considering business activities and their impact on the territory. Relevant stakeholders:



During the year, Geasar engages its stakeholders through various activities aimed at sharing their expectations.

Below are the main moments of sharing realized for each category of stakeholders.

STAKEHOLDER	ENGAGEMENT ACTIVITIES
Suppliers 	Regular meetings; calls of tender; selection and qualification of suppliers.
Partner 	Regular meetings; calls of tender.
Partners and shareholders, financial community 	Periodic financial reporting; regular meetings (shareholders Meeting, Board of Directors); internal newsletter.
Regulatory and control authority 	Regular meetings of airport committees; workshops and conferences attendance.
Bodies and institutions 	Meetings with representatives of local institutions; regular meetings of airport committees; participation in regulatory committees at European and national level; implementation of projects in cooperation with local schools.
Scientific community 	Collaboration for research projects and internships for students; implementation of initiatives and academic projects, in particular with the Degree Course in Economics and Tourism Management at the airport.
Customers 	Ongoing dialogue via website and social media; definition of the Service Charter approved by ENAC; regular meetings of airport committees; customer satisfaction surveys; reports and complaints; events held at the airport.

STAKEHOLDER	ENGAGEMENT ACTIVITIES
Staff 	Regular meetings organised with CEO and top management; regular meetings of the airport committees; internal newsletters; safety training activities in the working environment and training for the development of professional skills; activities to maintain ISO 45001 certification; business events.
Local community and collectivity 	Participation in events promoted by local associations; support projects for social initiatives; social media; definition of training projects for students of local high schools through student Internship project.
Economic operators of the airport 	Regular meetings with the Group; regular meetings of the airport committees.
Media 	Institutional web site and social media; media invitation to public events organised by the Group; press releases.
Environment and future generations 	Activities aimed at maintaining ISO 14001 certification; constant monitoring of the local fauna and carrying out an annual environmental naturalistic study; listening to the local community and any reports.
Third sector 	Meetings with associations, events creation.
Various types of organisation 	Meetings with trade union representatives for the presentation of business plans, joint reviews or concluding agreements; regular meetings of the airport committees; participation in seminars, conferences, working tables with industry and airport associations; meetings with local associations and creation of events.

Sustainability Approach

We do not report any critical issues and/or relevant aspects that emerged from the Group's stakeholder engagement activities.

In addition to the normal involvement and listening activities carried out periodically, the Group has chosen to involve the representatives belonging to each cluster of stakeholders in the definition of its own materiality analysis.



Boarding Area

Sustainability Approach

Materiality Analysis

To identify financial, social, and environmental aspects relevant for our Group, and that significantly influence or might influence stakeholders' evaluations, actions, and decisions, Geasar completed a structured materiality analysis. This analysis highlighted social, environmental, financial, and governance issues of major relevance for the company and its stakeholders reported in the Sustainability Report. The analysis follows the materiality principle, as requested from GRI Sustainability Reporting Standards, and comprises the following phases:

- **Identification of the possible relevant issues for the Geasar Group:** initially, relevant issues for the company and its stakeholders were highlighted. They were then identified through interviews with management and analysis of internal (Code of Conduct, Balance Sheet, official website, etc.) and external documentation (sector studies and publications, in particular, Global Reporting Initiative's "Airport Sector Disclosures"), as well as through a structured benchmarking analysis following the best practices of the airport sector at a national and international level.
- **Evaluation of relevant issues for the Geasar Group:** to prioritise relevant issues, the Group organized, in the first months of 2019, a multi-stakeholder workshop with more than 70 participants, representatives of all major stakeholders. The results gathered during this research were complemented by surveys

conducted in 2021, interviewing some relevant stakeholders. Eventually, these results were cross-referenced with the evaluations of the CEO, reflecting the management's vision. The evaluation of these issues was conducted on a scale from 1 to 5 (with 1 as non-relevant to 5 as very relevant).

- **Identification of material issues for the Geasar Group:** through reworking the results of stakeholder engagement and the Group's vision evaluation, according to the materiality threshold chosen (score above three), it was possible to define the new materiality matrix of the Geasar Group, which is made up of 21 material issues.

Materiality Analysis



The above matrix was constructed according to two Cartesian axes, where the ordinate axis shows the values expressed by the average evaluations of the

over 70 stakeholders interviewed and the abscissa axis the scores of the CEO's evaluation.

Analyzing the distribution of issues within the materiality matrix is found that:

- All issues are above the materiality threshold identified, so they will be reported within this document;
- Although the aviation sector has suffered in the last two years an unprecedented crisis, it is important to note that the material issues have not changed compared to the previous reporting, but have gained new meaning and a new priority. For instance, it should be noted that the material theme "Risk Management" also takes into account the ability of the Group to address the emergency due to the Covid-19 pandemic situation, as well as the material theme "Health and Safety" has acquired in the last two years a broader meaning;
- Issues located in the bottom part of the matrix show themes that, although assessed as significant by stakeholders and the Group, do not constitute significant critical issues.

Starting from the 21 material topics identified, as requested by the GRI, the Sustainability Report of the Geasar Group was composed, dedicating a section of it to each of them.

The multi-stakeholder workshop done in 2019 was a moment of deep involvement and listening. On one hand, the event allowed the Group to assess the importance of the proposed themes following that of the main stakeholders, on the other hand, to actively involve stakeholders in the Geasar Sustainability Project.



Compatibly with respect for people's safety and restoring new normality, Geasar hopes to be able to repeat this event soon to share sustainability projects and maintain a dialogue and listening channel with all its stakeholders.

Sustainability Plan

The Plan is an expression of the Geasar Group’s commitment to increasingly sustainable and responsible development. It will be updated year by year in order to monitor the status of implementation of projects and to set new targets with a view to of continuous improvement, in the awareness that sustainability does not have an end point but is a path of progressive growth, of the company and its stakeholders.

In addition, as part of the drafting of the Plan, **an analysis of the SDGs** (Sustainable Development Goals) established by the United Nations was carried out, in order to identify which of the 17 global sustainable development targets could be combined with the company’s activities.

Subsequently, as depicted below, the alignment between the four pillars of the corporate vision, the issues deemed relevant to the Group and its Stakeholders, and the type of commitment referable to the 2030 Agenda was identified.

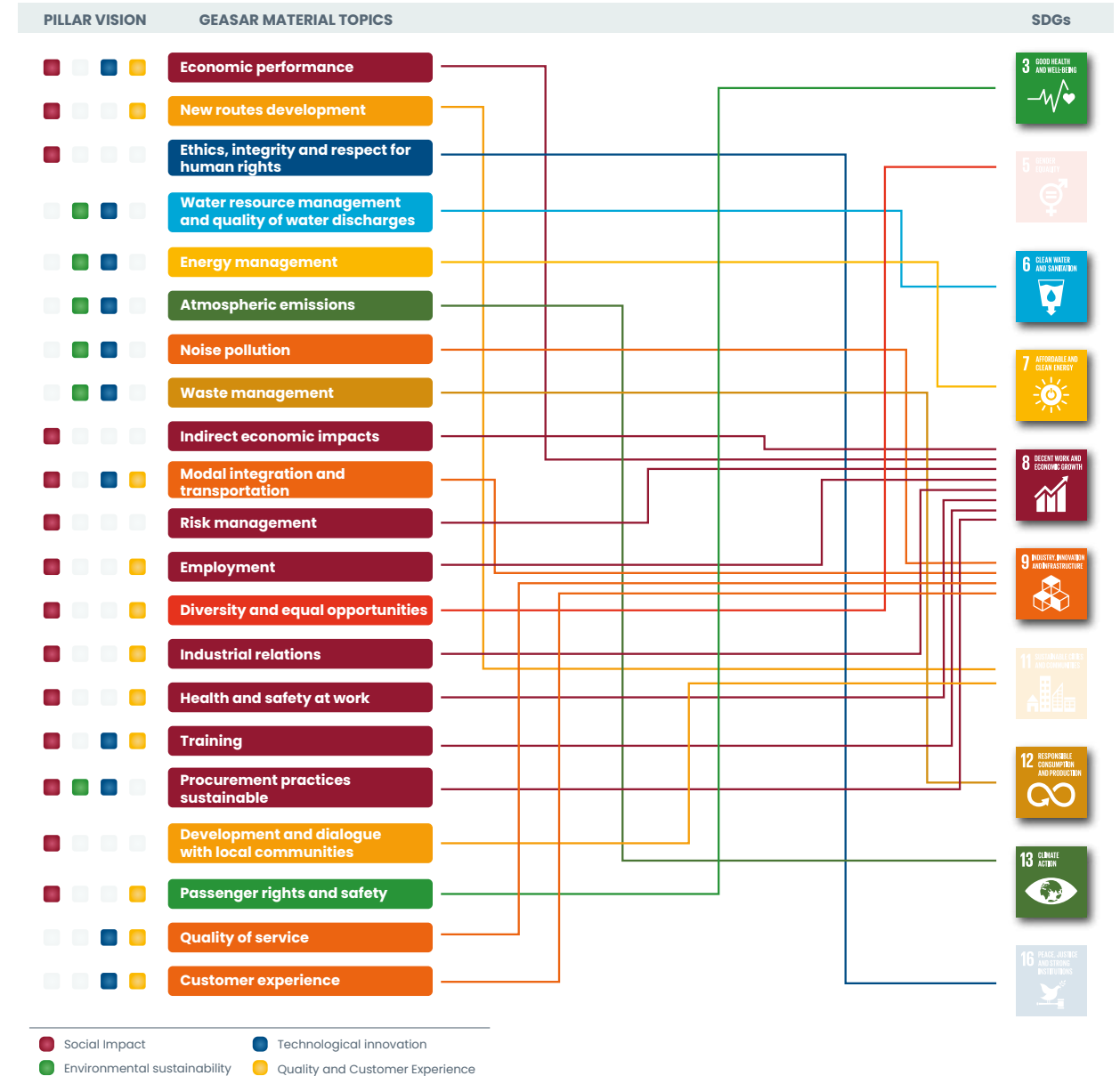
Although Geasar’s activities relate to several of the 17 SDGs, the Sustainability Plan focused on the SDGs of greatest relevance to the Group (3, 6, 7, 8, 9, 12 and 13).



The Plan is an expression of the Geasar Group’s commitment to increasingly sustainable and responsible development



Correlation of material topics and SDGs



Sustainability Approach

Communicate and Promote Sustainability: keep it

The Geasar Group recognises the potential and importance of its role as a promoter of sustainability issues.

Thanks to the contact with people it generates on a daily basis through the airport system and by virtue of its ability to promote the destination Sardinia and its natural heritage throughout Europe, the Group has the opportunity to effectively convey sustainability issues.

In order to strengthen the message and make communication univocal and capillary, the Group has decided to enclose all projects and initiatives that concern the theme of sustainability under the keep it brand.

The Strategic Communication Plan requires that each initiative carried out and/or sustainability issue dealt with is associated with a tag to the brand (keep it Green for the environmental sustainability, keep it Wow for the initiatives in favour of the local community etc.) and that one or more specific communication channels are used, depending on the type of stakeholder concerned.

As matter of fact, to conjugate reporting on activities and key sustainability issues, effectively targeting the message for the different stakeholders, specific channels have been created:

- **Social Accounts (Instagram, Twitter, and Facebook);**
- **Dedicated section within the website: www.geasar.it/keepit;**
- **Dedicated newsletter;**
- **Company email: keepit@geasar.it.**

The keep it brand is also used for the branding of specific gadgets for employees (water bottles, pencils, etc.) and areas and contact points inside the airport for communication with passengers.

keep it



Sustainability Approach

Below is a representation of the use of keep-it brand tags about the theme:



Ocean care initiatives



Cultural events



Environmental sustainability



Connectivity and tourism related



Youth and New generation



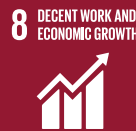
New technologies



Social sustainability

keep it is also in line with the 17 Sustainable Development Goals (or SDGs) defined in September 2015 by the governments of 193 UN member countries, divided into 169 targets, which will guide the world on the way to go from now on to 2030.

ECONOMIC SUSTAINABILITY



Economic Sustainability

Economic sustainability

The Geasar Group conducts its business activities intending to obtain a positive economic and financial performance, protecting the profitability of its shareholders and creating value in the short, medium, and long term.

The Geasar Group has been able to create wealth, **putting human capital at the centre**, exploiting resources and professionalism skills, adopting virtuous practices in the management of airport activities and passenger satisfaction. The Group has been a major player for effective development over the years and aims to continue its growth path, contributing to the **creation of well-being and development**.




The maintenance of profitability in the medium and long term, therefore, also provides an adequate remuneration for the shareholders, on the other hand, contributes also to the creation of

value for many stakeholders: the maintenance of employees' employment levels, the development of the network for airlines and passengers, satellite activities established for companies providing works and services, financing initiatives in the territory and contributions paid to the public administration.

From this point of view, the results of the Geasar Group in the financial year 2021 **show a profit**, the effect of which main is due to the upturn in traffic during the summer season, leading to an economic growth in aviation activities of +103.2% vs. 2020 and a decrease of -30.6% (-0.9 million passengers) compared to 2019.

An analysis of the main economic results of the Geasar Group companies, of which Geasar represents the Head of Group, from the Economic Account of each company is described below:

Economic results of Geasar Group companies in 2021 (in thousands of euros)

	 Geasar	 Cortesa	 Eccelsa	Alisarda RE
Production Value	43.172	12.627	9.955	1.456
Operating Costs	30.965	11.804	7.344	1.173
Income	8.304	586	1.796	162



Generated and distributed economic value

The economic value generated by the Group, and thus distributed to stakeholders, is the value scheme generated and distributed as provided for by the “GRI Sustainability Reporting Standards”.

This value was carried out based on the items in the financial statements set out in the Balance Sheet for each company of the group- Geasar S.p.A., Cortesa S.r.l., Eccelsa S.r.l. and Alisarda Real Estate S.r.l. - on 31st December, with all the economic components connected with intra-group transactions - i.e. the relationships within the group- to obtain a unitary representation of the Group in relations with third parties.

In 2021, the economic value generated by the Geasar Group was 57,7 million euros, 70% more than in the previous year and 23% less compared to 2019.

The volume of revenue generated, however, accounted for approximately 76% of the total revenue in 2019 (approximately EUR 75.3 million).

Analyzing the value distributed to stakeholders, it can be seen that the most relevant component, in the year of reference, is that relating to suppliers of goods and services, which can be seen in the operating costs, deriving from the airport’s operations, which amount to about EUR 18,9 million, an increase of about 23% compared to 2020, but a decrease of about 21% compared to 2019.

In 2021, the economic value generated by the Geasar Group was 57,7 million euros, 70% more than in the previous year and 23% less compared to 2019.

Personnel costs show an increase of 30% compared to 2020 and a decrease of 10% compared to 2019. The latter change is more pronounced compared to other operating costs, due to the lower use of social shock absorbers and the greater use of the seasonal workforce following the partial recovery in traffic volumes.

In addition, the increase in operating costs is attributable to consumables used in the provision of services and the provision of essential services by third-party suppliers, the increased use of which is mainly due to the increase in traffic.

The value distributed to the public administration, consisting of taxes and the payment of the airport concession fee (linked to the latter to the total management of the airport that the Ministry of Infrastructures and Transport has entrusted to Geasar until 2046), with a group taxation amounting to about EUR 4.8 million.

It is important to highlight how Geasar Group has supported local communities even in this difficult historical period, through the realization and the support of several cultural, sports and environmental protection initiatives, described in the section “Territory and local communities”.

In 2021, overall, the Geasar Group distributed an economic value of 42.1 million euros, an increase of 8,2% compared to the previous year, but still down 32% compared to the pre-pandemic year.

It is important to highlight how Geasar Group has supported local communities even in this difficult historical period

Economic value directly generated and distributed (in thousand euros)

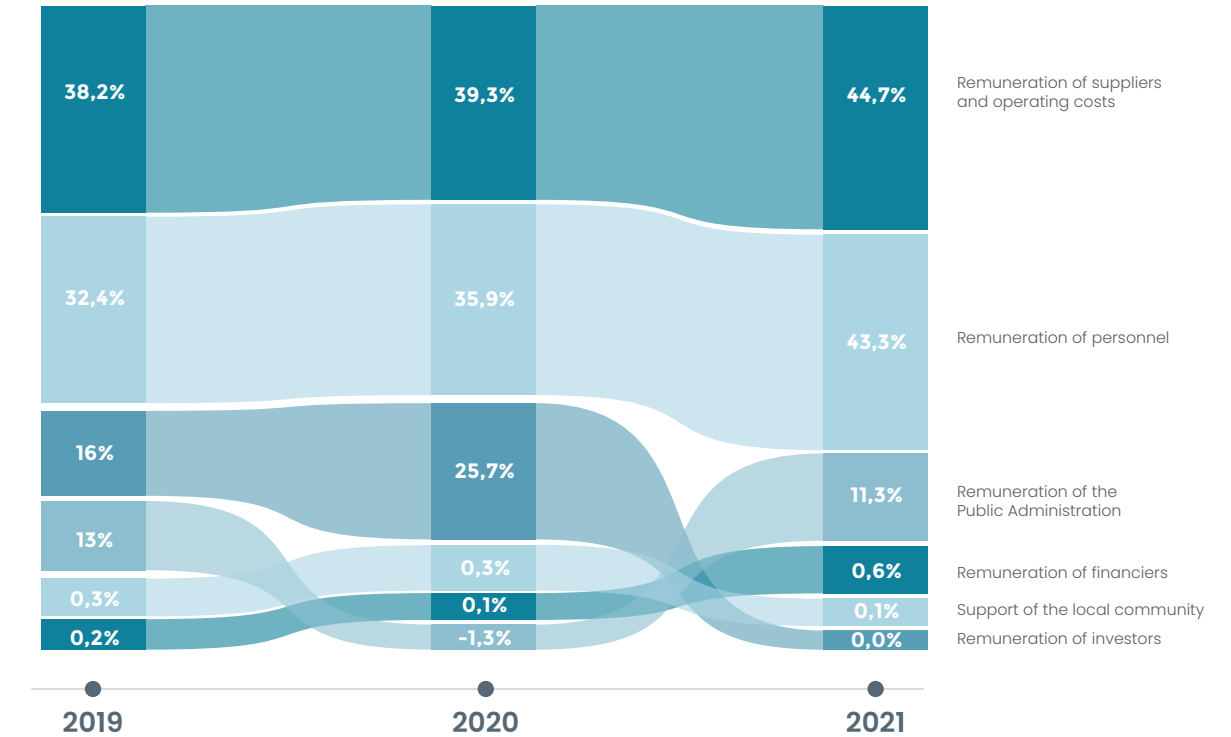
	2019	2020	Var. % 2019-2020	2021	Var. % 2019-2021	Var. % 2020-2021
(A) Directly generated economic value	75.385	33.826	-55,13%	57.673	-23,50%	70,50%
(B) Distributed economic value	62.532	38.969	-37,68%	42.180	-32,55%	8,24%
(A-B) Retained economic value	12.853	-5.143	-140,01%	15.492	20,53%	-401,22%

Directly generated economic value (in thousand euros)

	2019	2020	Var. % 2019-2020	2021	Var. % 2019-2021	Var. % 2020-2021
Remuneration of suppliers and operating costs	23.870	15.314	-35,84%	18.868	-20,96%	23,21%
Remuneration of personnel	20.262	14.004	-30,89%	18.243	-9,96%	30,27%
Remuneration of lenders	97	36	-62,89%	248	155,67%	588,89%
Remuneration of investors (dividends)*	10.000	10.000	0,0%	0	-100%	-100%
of which to public lenders	2.001	2.001	0,0%	0	-100%	-100%
Remuneration of Public Administration	8.145	-504	-106,19%	4.769	-41,45%	1046,23%
Support to the community	157	119	-24,20%	51	-67,52%	-57,14%
(B) Total distributed economic value	62.532	38.969	-37,68%	42.179	-32,55%	8,24%

* Dividends are expressed on a cash basis

Directly distributed economic value



For further information concerning the Group's economic performance and financial position, please refer to the Report on Operations and the Financial Statements of the companies belonging to the Group.

Investment Plan

Planned investments for the development of Olbia Airport are scheduled in the Quadrennial Plan of Interventions, which ENAC requires, controls, and approves.

This plan has been updated and approved by note No. 0144403-P of 18/12/2019 and requires a financial commitment of more than 128 million euros for the period 2019-2022, with an increase of around 28 million euros compared to the previous version.

The plan by ENAC approved does not include interventions related to subsidiaries that bring the Group's commitment to airport development up to 133.6 million/€ in the four-year period under review. Like the previous two-year period, 2021 was significantly affected by the uncertainty resulting from the global health emergency.

Despite the encouraging signs of recovery, investments that were not mandatory or strategic for the medium term were rescheduled on a prudential approach, preserving only critical interventions to accompany the hoped-for recovery in passenger traffic.

That being said, Olbia airport has nevertheless pursued the main goals of growth and **infrastructural improvements**, realizing investments between 2019 and 2021 amounting to approximately 53 million/€.

With approximately 10.6 million/€ in 2021, the



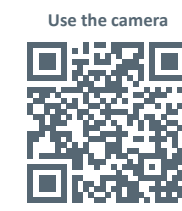
'Redevelopment and Extension of the Runway' project is confirmed as the main strategic intervention of the last three years and saw the complete reconstruction of the runway (so-called 'redevelopment') and the simultaneous extension of approximately 270 meters.

Over the period under review, more than 36 million/€ was used to guarantee the highest standards in terms of the 'safety' of take-off and landing operations, as well as to ensure the airport's full operations over time and to **extend the range of aircraft allowed to fly to the 'ECHO' category** (large tonnage aircraft - wide body) range of aircraft allowed to operate at the airport. In particular, the work was divided into two phases: the first, upgrading the existing infrastructure, was completed in 2020, and the second, extending it, was completed in 2021.

Together with the extension of the runway for a length of **295 metres**, a new runway junction was also realized and ancillary works consisting of rainwater drainage systems and visual-lighting aids were completed, for which LED technology was implemented.

The intervention represents a fundamental strategic step for the airport's growth, thanks to the continuity of operations in full safety and the development of passenger traffic from new potential markets served by aircraft of greater size, capacity and range than the average of those currently served. The full operation of flight infrastructures represents an even more important strategic aspect in view of the need to support and stimulate the recovery of air traffic in the post-pandemic period.

The redevelopment and extension of the runway represents a fundamental strategic element for the airport's growth



In general, this was a particularly difficult project to execute, carried out in a highly complex context such as the airport, which required the use of state-of-the-art technologies and means to allow execution on time and according to the technical requirements.

In the three-year period, important works were completed on the terminals and adjacent structures for 10 million/€. In particular, in the area of **Adaptation of Operational Spaces and Passenger Services**, about 4.5 million/€ was allocated to the general improvement of the airport's operational activities, as well as to make the stay of passengers and the use of available services more comfortable, with a view to continuous improvement of perceived quality.

The main interventions are represented by the remodelling of a portion of the arrivals/ departures pier (0.5 million/€), but above all by the implementation of the new baggage handling system for the aircraft holds - **BHS - Baggage Handling System** (3.5 million/€), with the installation of a modern mechanical system and new radiogenic machines.

This intervention responded to the need for regulatory compliance imposed by European regulations, to be implemented through the installation of new and more voluminous EDS (Explosive Detection Systems) Standard 3 radiogenic equipment of the latest generation.

The new facility, with regard to the baggage screening lines, was designed using the expected

traffic volumes of 2040 as a reference time horizon, i.e. with an hourly sorting capacity of 2,500 baggage/hour.

The intervention increased the operational resilience against possible critical events, thanks to the implementation of three control lines and as many radiogenic machines (EDS Standard 3), which allowed to reach a redundancy, understood as the hourly capacity of the system in case of a machine failure, of 75% in the operational peak.

Moreover, the new system, also thanks to the presence of two carousels, allows a considerable operational and management advantage deriving from the possibility of using only part of the system during the low season, thus allowing a reduction in consumption and the possibility of carrying out maintenance work without necessarily involving a total shutdown of the system.

Completion is expected by May 2022, with entry into operation and full functionality for the summer season.

In addition, to support the development of the growing private aviation business, in accordance with the requirements of the Aviation Authority, the construction of the new General Aviation Terminal 2 was completed (1.7 million/€).

Other noteworthy interventions concerned the **enlargement of the car parks available to passengers** (0.4 million/€), **the redevelopment of the airport's coordination offices** (0.37 million/€), **the enlargement of Terminal 2** (0.3 million/€), and

the redevelopment and extension **of the Sala Amica and Nursery Area** (0.26 million/€).

In addition to these, there are numerous minor interventions completely geared towards making reception operations smoother, use of the external mobility services, check-in, access to catering services, embarkation, disembarkation and baggage collection, up to the escort to external airport mobility services (taxi/bus area, car rental, parking, etc.).

During 2021, a major revision of the plan to **expand and develop the existing main terminal** (Terminal T1) was also completed, with the design phase scheduled for completion during 2022. The underlying objective is to offer passengers and carriers an efficient, functional infrastructure, in step with the technological progress of the sector and capable of providing a high quality service tailored to the airport's traffic expectations in the medium/ long term.

General and **information technology** supplies catalysed investments for over 3.8 million/€, accompanying the Group's path towards ecological and technological transition.

The **fleet of vehicles** used for airport operations and the provision of handling services to aircraft was modernized and expanded with **the introduction of new fully electric units** for a total investment of about 1.8 million/€.

On the IT front, a **new ERP system** was implemented and further developed during 2021, to integrate the



Passengers' Terminal – Hall

administrative management of Group processes and better manage resources with a view to continuous process improvement.

In addition, the airport is preparing for potential new developments by equipping itself with **advanced software for managing airport infrastructure and resources** in complex scenarios (AODB - Airport Operations Database); the two main interventions in the IT area absorbed resources of about 1.75 million/€.

In 2021, the focus on the comfort of the airport's 'guests' is confirmed through the upgrade of airport facilities. In the three-year period of the four-year plan, more than 0.75 million/€ was allocated to investments for the improvement and efficiency of the air conditioning in the Main Terminal and for the efficiency of the water and energy systems.

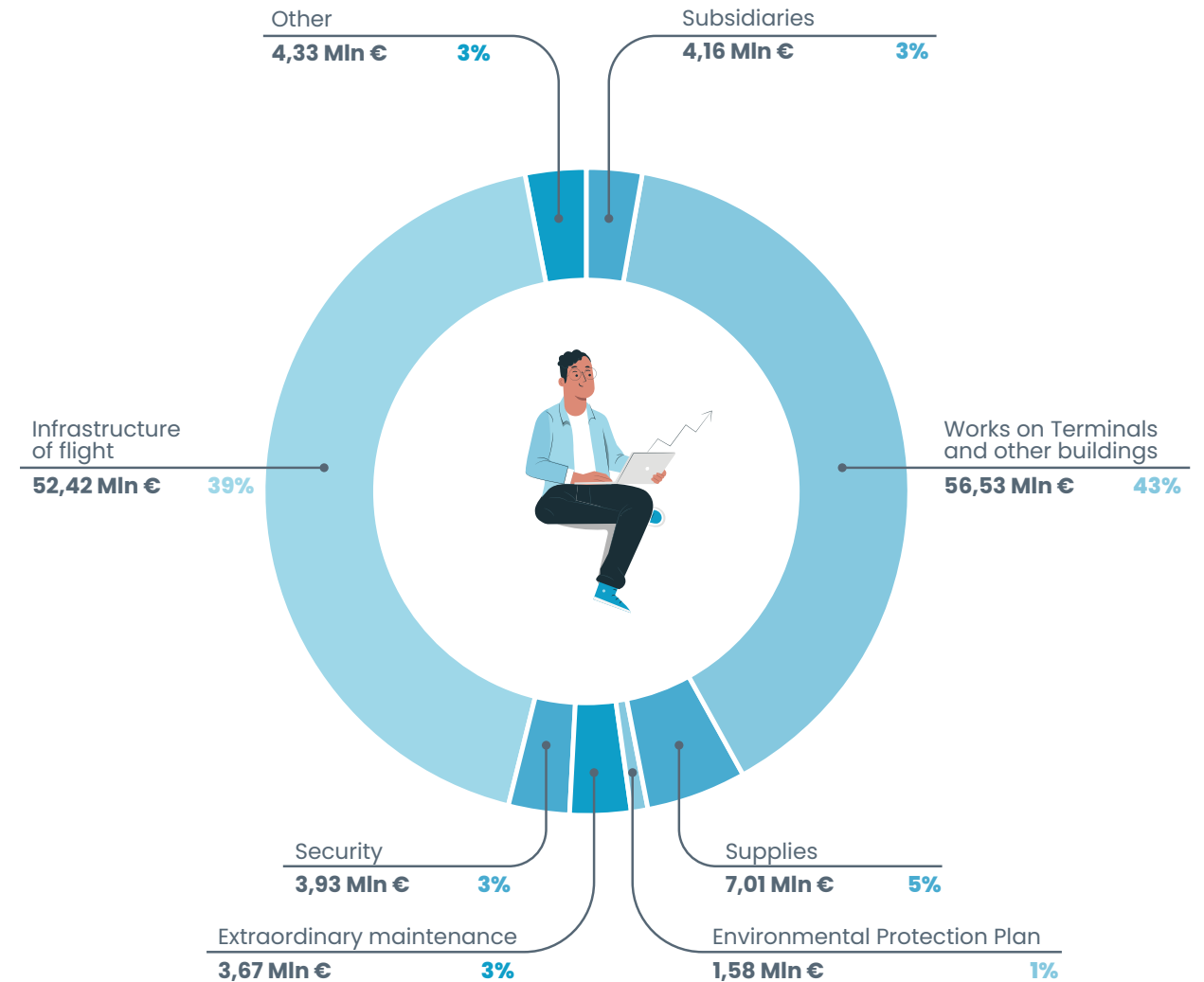
Security gates were upgraded with investments of more than 0.6 million/€. The introduction of state-of-the-art systems and the integration of 'self-service' processes have made it possible to streamline control operations and improve the passenger experience in the use of all airport services.

Commercial investments in the F&B, Retail, and E-commerce areas saw the realization of approximately 0.7 million/€, entirely aimed at developing existing activities with a view to improving the passenger experience by guaranteeing new spaces for the use of services.

In addition, the Kara Sardegna Alghero point of sale was inaugurated, which, at the Riviera del Corallo airport, integrates the classic Kara Sardegna format with a more duty paid concept, aimed at a more international clientele.

Investment Plan 2019 – 2022

(amounts in millions/€- includes Subsidiaries)



Indirect Economic Impacts

Geasar promotes the development of Olbia Airport in harmony with the needs of its territory, promoting the seasonal adjustment and growth of passenger traffic by supporting the touristic, economic, and social development of Sardinia.

The Sardinian territory is benefiting from Olbia Airport as the creator of job opportunities and investment initiatives, resulting in a key factor in the implementation of development strategies and policies, liaising with commercial, touristic, industrial, and cultural institutions and enterprises in the territory in general.

The model¹ of the ACI Europe International Association (of which Geasar is a member) is used to calculate the economic impact of the airport system, it refers to methodologies that classify the effects of airport activities on the economic and employment level. ACI Europe is the association that brings together managers from more than 500 airports in the European area, responsible for 90% of the continent's commercial traffic with 2.5 billion passengers in 2019.

The purpose of the study proposed by ACI Europe on the calculation of impacts is to quantify the airport's weight as a generator of direct jobs and to assess and quantify the other impacts generated by the economic effects of the airport activity on the territory.

The different types of impact calculated are as follows:

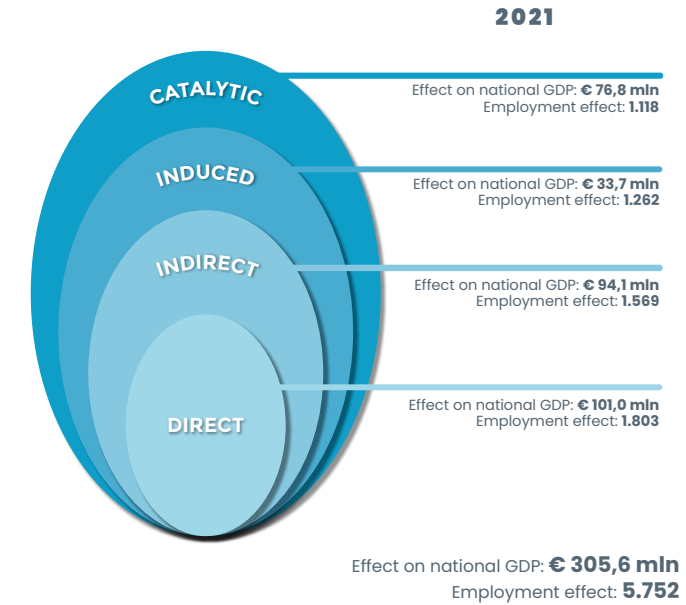
- **Direct impact:** it concerns employment and GDP associated with the operation and management of activities at airports. The activities of the airport operator, airlines, air traffic control, general aviation, airport operators, airport security, immigration and customs, aircraft maintenance and other related activities at the airport are included.
- **Indirect impact:** it concerns employment and GDP generated by industries providing and supporting airport activities.
- **Induced impact:** it captures the economic activity generated by employees of enterprises directly or indirectly linked to the airport, which spend their income in the national economy.
- **Catalytic impact:** it sums up all the static and dynamic effects generated by the presence of the airport in favour of the attractiveness and competitiveness of the area affected by its activity.

By creating connectivity, the airport triggers or amplifies socio-economic development mechanisms, which act as a flywheel for the economic growth in the territory, in various sectors.

¹ Economic Impact Calculator ACI Europe

Based on the Economic Impact Calculator, proposed by ACI Europe, economic impacts were estimated, allowing Geasar to communicate and quantify the importance of Olbia airport for the economy and the surrounding community.

Economic Impact



Values in millions of €

	Employment effect			Effetto sul PIL nazionale		
	2019	2020	2021	2019	2020	2021
Direct	2.591	887	1.803	145,23	49,72	101,0
Indirect	2.254	772	1.569	135,23	46,30	94,1
Induced	1.898	621	1.262	48,46	16,59	33,7
Catalytic	1.118	1.118	1.118	76,84	76,84	76,8
Total	7.861	3.398	5.752	405,76	189,45	305,6

Source: ACI Europe

Economic Sustainability

Indirect Economic Impacts

In 2021, there was a partial recovery in passenger traffic, especially in the summer months and with a particular concentration of flows to/from the peninsula.

According to the ACI Europe model, the airport generated a total of €305 million in GDP, 60% more than in 2020 but 24% less than in the pre-pandemic period.

On the employment front, Costa Smeralda's activity, adding up all types of impacts, **generated 5,700 work places.**

€ 305,6 Mln
Impact on the territory in terms of GDP
in 2021

Economic Sustainability

Sustainable Procurement Practices and Impact on Local Suppliers

Geasar, as the airport manager, holds the responsibility for the execution of the development works of the airport grounds, requiring compliance with current national and EU legislative and regulatory provisions regarding their assignment.

Geasar is therefore entitled to propose development projects for the Airport under its management but, to carry them out, in addition to compliance with the authorisation procedures for the projects, it is obliged to comply with the competitive precepts provided for by Legislative Decree no. 50 of 2016 (the so-called code of public contracts relating to works, services, and supplies, hereinafter also referred to as the "Code") in the selection of contractors.

The European institutions are indeed informed by the principle of a market economy, open and in free competition, sanctioning the general principle of the obligation to tender for the award of public contracts such as those of Geasar, which present a link of instrumentality concerning the activity carried out by the Airport Operator of "exploitation of a geographical area for the provision of airports and other transport terminals to air carriers".

Geasar is therefore required to carry out public tender procedures for the assignment of the design and construction activities of the works concerning the development of the Airport (so-called activities in the special sectors). The selection of contractors is governed by an internal procedure known as the "Awarding and Procurement Regulations", approved by the Board of Directors.

Square of the church - San Pantaleo - Olbia



SEADA - Typical dessert of the sardinian tradition

Tender system and criteria for awarding

For calls for tender concerning works, services, and supply, Geasar assigns its contracts via the following call for tender procedures:

- Open procedure: an assignment procedure in which any operator interested and in possession of the necessary requirements may present an offer in response to a call for tender;
- Negotiated procedure: an assignment procedure in which Geasar consults economic operators chosen directly and negotiates the conditions of the tender with one or more of them.
- Direct assignment: an assignment procedure form tenders for works, services, or supply through the direct consultation with an economic operator without formal confrontation between competitors.

Tenders can be assigned via two criteria:

- **The lowest price;**
- **The most economically advantageous offer.** This system is used to establish in the call for tender the criteria for evaluation of the offer, in accordance with the nature, object and characteristics of the contract. This criteria for assignment is used for tenders in which technical/quality aspects are important.

Publication of tenders

Geasar guarantees the publication of its assignments in compliance with various legal requirements.

The forms of publication are proportional to the sum of the contract. For example, for tenders of a value higher than the community threshold, the call for tender is published in the Official Gazette of the European Community, the Official Gazette of the Italian Republic, on the website of the Ministry of Infrastructure, in at least two national and two local newspapers and on the Geasar website.

Control of the requirements regarding capability and morality of the contractors

Geasar, following the principles of current regulations and law 231/01, requires that contractors are specifically suitable from both a technical and moral point of view.

With regards to the technical and economic capacity, this differs according to whether the tender is for works of services and supplies:

- For works of a tender price of more than € 150,000.00, contractors must own SOA certification issued by Certification Bodies, which certifies and guarantees the possession by construction companies of all the requirements provided for by current regulations concerning Public Works Contracts;
- For services and supplies, requirements regarding technical and economic capacity are established in each case following the characteristics of the tender, using the criteria established by the Code (e.g. turnover for the last quarter, etc.).

To avoid companies that are considered unreliable from a moral and professional point of view in taking part in the call for tender, in compliance with the provisions of article 80 of the Code, Geasar maintains a detailed list of causes of exclusion from calls for tender such as, for example, absence of state of bankruptcy, liquidation, of arrangement with creditors, convictions for crimes that affect professional or behavioural morality the ancillary

penalty of inability to contract with the public administration, application of the disqualification sanction pursuant to Law 231, etc.

The aforementioned requirements of capability and morality are controlled as follows:

- All contractors are required to provide self-certification when presenting their offer;
- The requirements certified in the declaration of the winning contractor are checked before the contract is signed, for example by obtaining Antimafia Communication or Antimafia Disclosure from the National Anticorruption Database, by requesting a Certificate of Pending Proceedings and Criminal Records Certificate from the Law Courts, by contacting the Inland Revenue for checks on the regular payment of duties and taxes, by requesting the Single Insurance Contribution Payment Certificate, etc.;
- Before making any payments, Geasar requests the Single Insurance Contribution Certificate and receipted invoices from subcontractors.



Su componidori mask - Sartiglia of Oristano

Economic Sustainability




GRI 204-1

Sustainability in the supply chain

In addition to the necessary levels of quality, provisions and services provided by suppliers must guarantee respect for the best standards in terms of human rights, working conditions, health and safety of workers, ethics, and respect for the environment. Behaviour that is contrary to the aforementioned principles also expressed in the Code of Ethics, is considered by Geasar as a serious breach of the duties of correctness and good faith in the execution of the contract, a reason for the termination of relationships of trust, and just cause for termination of contractual relationships.

Below is an analysis of the suppliers of the companies in the Group, analysing the impact on local suppliers.

Proportion on spending on local suppliers

	2019		2020		2021	
	N. of suppliers	% of spending	N. of suppliers	% of spending	N. of suppliers	% of spending
 Geasar S.p.A.						
Purchases from Sardinian Suppliers	146	50%	116	24%	274	21%
Purchases from other suppliers	92	50%	89	76%	229	79%
Total	238	100%	205	100%	503	100%
 Cortesa S.r.l.						
Purchases from Sardinian Suppliers	406	82%	146	88%	344	81%
Purchases from other suppliers	159	18%	49	12%	145	19%
Total	565	100%	195	100%	489	100%
 Eccelsa S.r.l.						
Purchases from Sardinian Suppliers	54	18%	21	92%	59	93%
Purchases from other suppliers	84	82%	11	8%	49	7%
Total	138	100%	32	100%	108	100%

Source: Geasar managerial data.



Economic Sustainability

It is highlighted that the prevalence in the number of local suppliers is due first and foremost to the particularity of the geographic location of the Group. This allows local suppliers to maintain advantages with regards to costs in comparison to those operating outside of the Sardinian region, both in economic terms and regarding the opportunity. Furthermore, local suppliers guarantee rapid and efficient assistance from an operational point of view, a fundamental aspect in guaranteeing continuity of service.

The economic impact generated by this supply dynamic allows the Group to create development in the Sardinian Region, guaranteeing the continuous growth of the same.

In 2021, the two companies with the highest percentage of spending on local suppliers are Cortesa S.r.l., which through the brand Karasardegna and the activities regarding the management of catering points in the airport offers mainly local products, and Eccelsa S.r.l. guarantees a high-quality service at the Private Aviation and hosts an elegant commercial area where you can enjoy moments of shopping.





SOCIAL SUSTAINABILITY

3 GOOD HEALTH AND WELL-BEING



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Social Sustainability

Traffic demand at Olbia airport

Olbia Airport's traffic demand¹ is characterised by a strong **leisure component** (over 72%¹ of the total) closely linked to the strong tourist vocation of Northern Sardinia, an area of the region where more than 50%² of the total number of beds are concentrated and where the renowned tourist resort of the Costa Smeralda is located.

It is also important to note the strong international connotation of the passenger traffic of the airport, which, thanks to a 49% share, confirms its role as the **main gateway for tourist flows in Sardinia**.

Another peculiarity, which is also the main problem of the airport and the whole regional tourism chain, is represented by the high seasonality of the traffic, which can be attributed essentially to two phenomena: a small basin of users, which limits the attractiveness of air traffic to meet local demand, and a tourist product offered by the destination which is still too geared towards the sea and seaside segment, which does not generate enough demand to sustain flight operations during winter periods from an economic point of view.

It is therefore clear that there is a strong correlation between the activities of Olbia Airport, the **development of the regional tourism industry** and the increase in connectivity between the island and the European continent.

In this sense, the strategy aimed at expanding and developing the traffic implemented by Geasar cannot be separated from an active and systematic collaboration with all the operators of the tourism sector and stakeholders, given the objectives pursued which are largely overlapping.

In order to increase the cohesion of its objectives with those of the territory, **Geasar collaborates** in a structured and coordinated way with the main trade **associations** operating in the tourism field (Federalberghi, Confindustria, Confcommercio and Chambers of Commerce).

To this end, **regular meetings** (on a monthly basis) **are organised** in which the operators in the sector (hotels, service providers, tour operators, etc.) are continuously involved, in order to analyse market trends and segment demand, define target markets and implement targeted promotional actions for the destination. The main and fundamental role of the management company in this context is to put the creators of the product, the operators, in direct contact with the main vehicles of demand: the airlines.



¹Geasar Surveys 2019 - Sample 1,124 questionnaire

²Source: SIREG 'Sardinia tourism movement by province 2019 over 2018', 2020



Runway

Social Sustainability

Sardinian airports

2021

In 2021, the **three Sardinian airports** handled more than 5.7 million passengers, 73% more than in 2020. This figure is higher than the average for Italian airports, whose figure stands at 53%. Although 2021 saw a partial recovery in international traffic flows, especially in the summer period, 77% of passengers had as their destination/origin the domestic market.

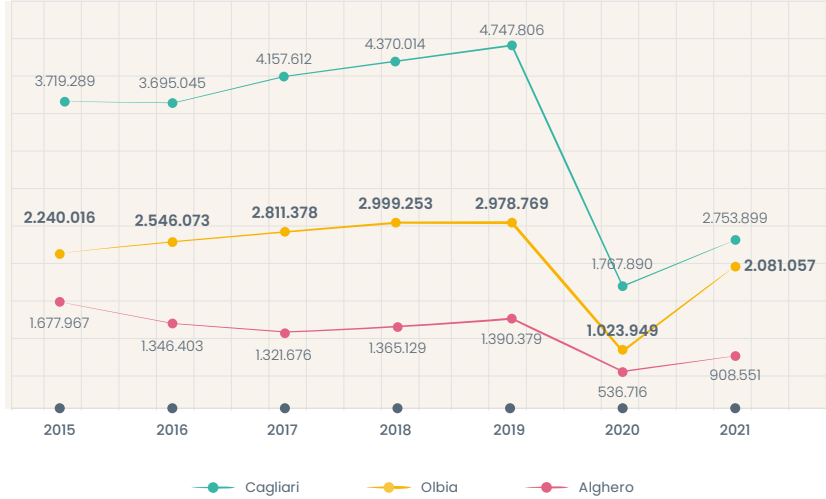
The **international** market grew by **+73%** over 2020, but its market share is still below 2019 levels (23% in 2021 Vs 37% of 2019).

5,7 Mln

Passengers transited in 2021

Olbia airport is the one that showed the best performance, both compared to the national and regional average.

Total Passengers Sardinian Airports (GA & transits included) - Traffic Trend 2015-2021



Olbia airport is the one that showed the best performance, both compared to the national and regional average.

This resulted in an increase in the regional traffic share of Olbia airport, from 30% to 36%. In the international segment Olbia confirms its pre-covid leadership with a share of 49%.

Social Sustainability

Passengers

WORLD

The Covid-19 pandemic has deeply marked the world air transport sector, which in 2020 will show a 65.9% drop in passenger traffic compared to 2019, -75.6% for international flights and -48.8% for domestic flights.

The Italian airport system closed 2020 with only 53 million passengers compared to 193 million in 2019: a dramatic drop for domestic airports that lost 140 million travellers in one year, or 72.7% of traffic.

ITALY

2020

According to data compiled by Assaeroporti, due to the Covid-19 pandemic and the resulting restrictions on free movement between countries, in 2020 7 out of 10 passengers did not fly in Italy and to be penalised the most were non-EU destinations, which recorded a -81,2%.

Equally sharp was the drop in EU traffic, -77.5%, while more contained, but still significant that of domestic flights, -61.3%. Moreover, the domestic routes, which in 2019 accounted for 33% of the overall traffic, in 2020 reached a share of around 50%.



Social Sustainability

Passengers

2021

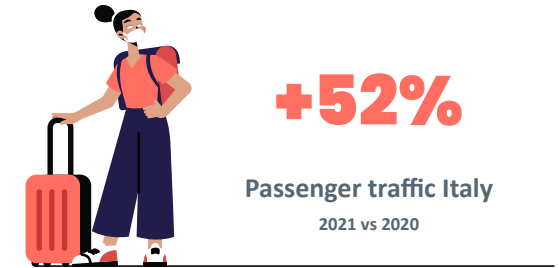
The Italian airport system **closed 2021** with 81 million passengers, a **52% increase** over 2020, and a 58% decrease over 2019 (pre-covid year).

2021 was also affected by the persistence of the pandemic, the negative effects of which were felt at least until May 2021. The first weak signs of recovery were only seen in **June 2021** -65% on pre-Covid levels, before strengthening in the second half of the year, with -38% compared to the second half of 2019.

The **domestic** segment showed the **most signs of recovery**, standing at 35% on pre-Covid volumes. International traffic, on the other hand, suffered, with a drop of 70% compared to 2019.

Aircraft movements were approximately 950,000, with a decrease of 42% on 2019 (+ 35% on 2020).

Cargo grew by 29% compared to 2020 and by 0.2% compared to 2019.



950.000

Aircraft movements in Italy

-42% vs 2019

Network and connectivity 2021

In 2021 the Olbia airport network has been enriched thanks to the entry of four new airlines that had never operated at the Costa Smeralda (Wizz Air, Blue Air, Ego Airways and Luxwing) and thanks to the expansion of the offer of the main partner carriers.

Overall, 24 new products were activated: 8 routes were launched by **Wizz Air** (Bologna, Milan Malpensa, Naples, Verona, Rome Ciampino, Treviso, Warsaw and Wien) **Blueair** one (Turin), **Ego Airways** two (Forlì and Florence) and **Luxwing** one (Bolzano).

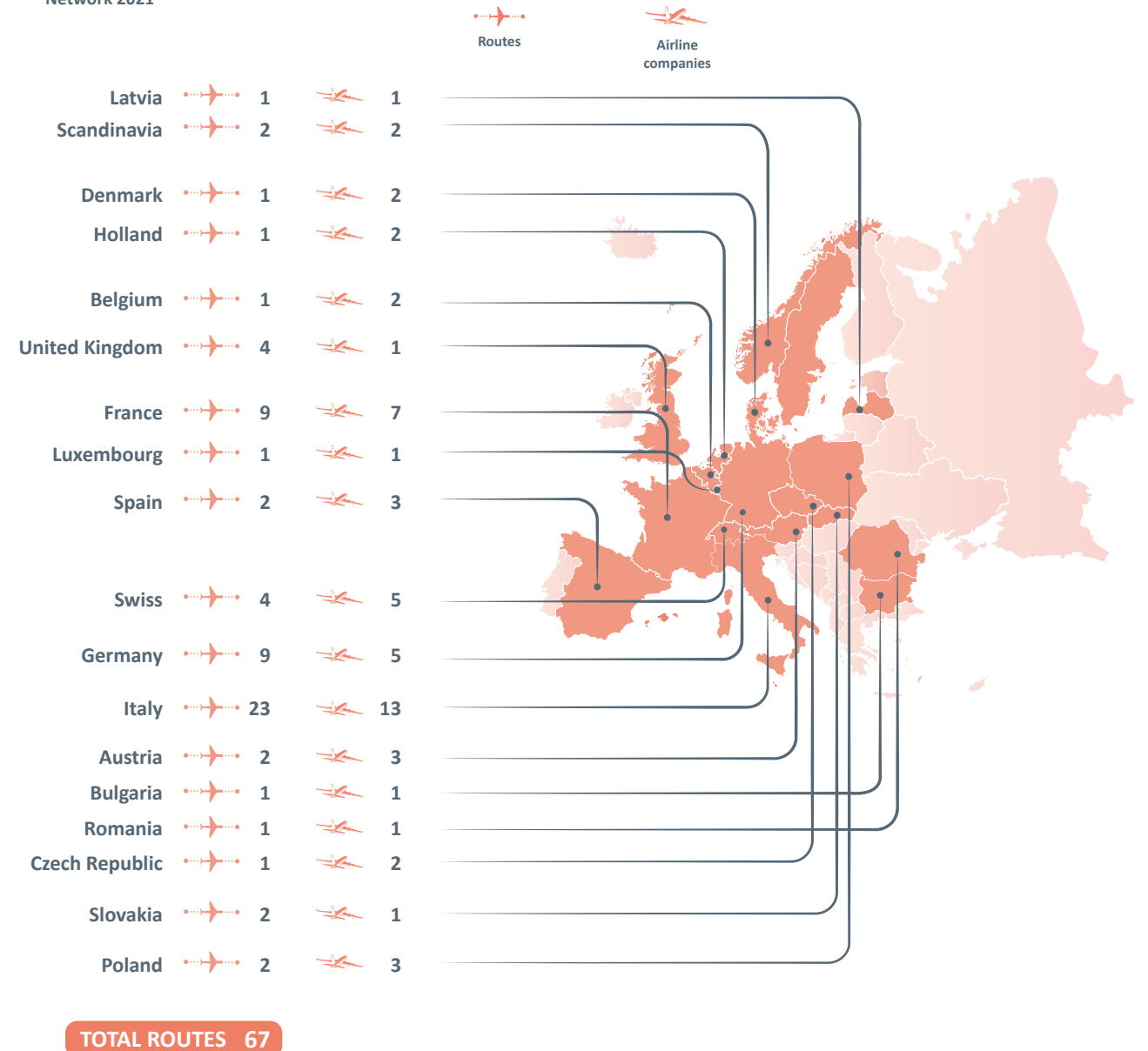
Worth mentioning is the Spanish airline **Volotea** which, despite the uncertainty generated by the context at a European level, has decided to invest on the Costa Smeralda airport by **launching** in June 2021 a new **summer base**. Following this important consolidation at Olbia airport, the Iberian airline has significantly expanded its offer by operating 19 routes, three of which are new (Catania, Cuneo and Lyon).

EasyJet inaugurated **six** new products (Barcelona, Bergamo, Bologna, Bari, Turin and Verona), while the low cost **Vueling** activated the new connection with Florence and **Condor** the connection with Zurich.

Transavia France, on the other hand, added the Lyon route to its portfolio of destinations served from Olbia.



Network 2021



Olbia Airport traffic 2021

In 2021, Olbia Airport recorded traffic of 2,050,840 commercial aviation passengers, an **increase of +105%** compared to 2020, while compared to 2019, the traffic loss was -31%. This figure places Olbia airport **among the first in Italy** for traffic recovery compared to the pre-pandemic period.

Passengers in the **domestic** segment have been **1.394.897**, 94% more than those transited in 2020 but with a slight drop of 0.1% compared to 2019.

In particular, during the months June to September it showed a significant growth in domestic flows compared to 2019, reaching 50% increases in August, which confirms the recovery of domestic tourism that encouraged Italian destinations due to the pandemic.

A significant contribution to the performance of domestic traffic was made by the increase in the offer due to both the main partners and the entry of important airlines such as Wizz Air.

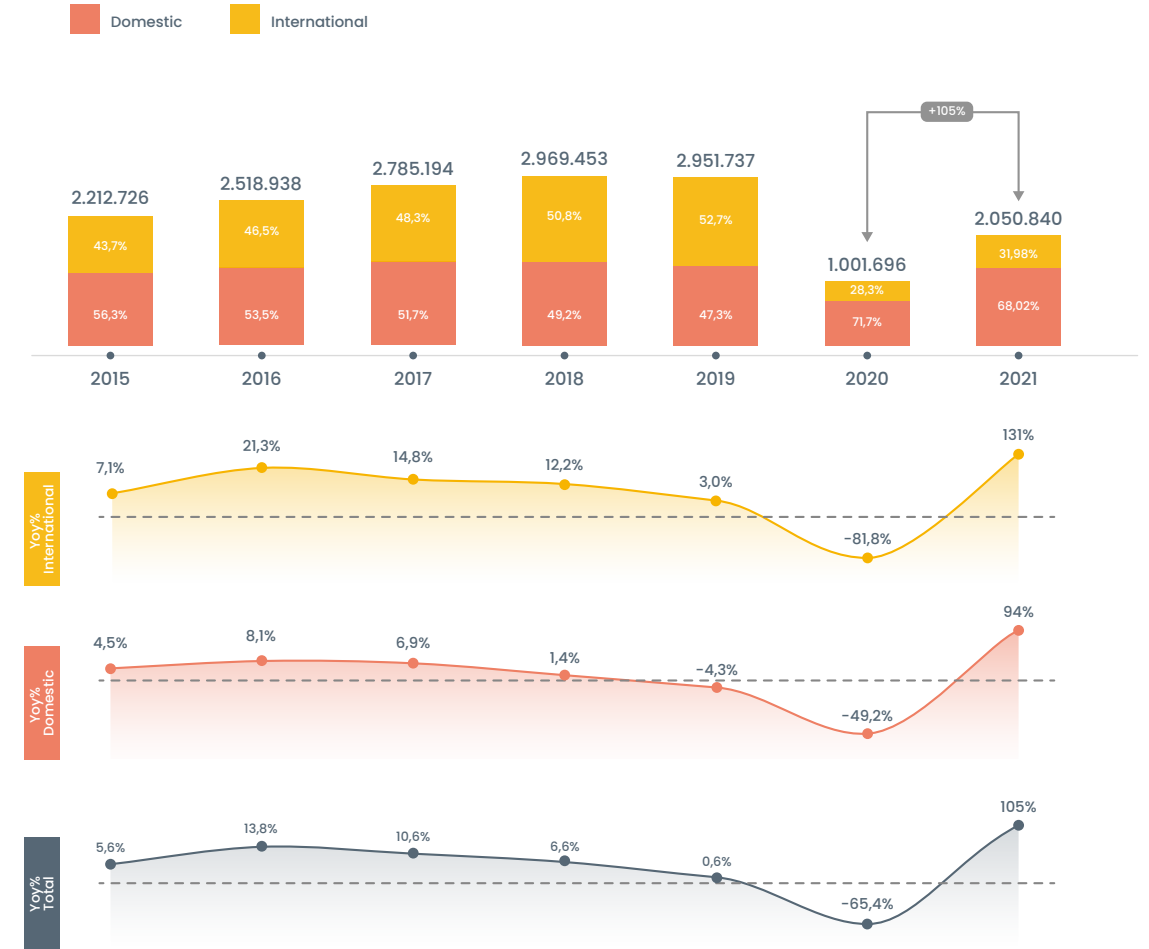
The **international** segment showed a growth of +131% compared to 2020, the international passengers transiting through Olbia airport amounted to approximately **660.000**, 49% of Sardinia's total international traffic.

The segment, despite signs of recovery, was also heavily penalised in 2021 by the persistence of the pandemic, with traffic flows representing only 42% compared to 2019.



The international share fell from 28% in 2020 to 32% in 2021, while in 2019 it represented 53% of traffic.

Passenger Trend



Total Passengers Commercial Aviation (excluding transits)

Passengers arriving and departing	2019			2020			2021		
	National Flights	Int. flights	Total	National Flights	Int. flights	Total	National Flights	Int. flights	Total
Arriving passengers	696.841	777.553	1.474.394	355.509	140.387	495.896	693.789	326.698	1.020.487
Departing passengers	699.985	777.358	1.477.343	362.428	143.372	505.800	701.108	329.245	1.030.353
Total passengers	1.396.826	1.554.911	2.951.737	717.937	283.759	1.001.696	1.394.897	655.943	2.050.840

Passengers by origin and destination, transfer and transits

Passengers by origin and destination, transfer and transit	2019			2020			2021		
	Origin and dest.	Direct transits	Total	Origin and dest.	Direct transit	Total	Origin and dest.	Direct transit	Total
Nazionale	1.396.826	248	1.397.074	717.937	11	717.948	1.394.897	210	1.395.107
Internazionale	1.554.911	1.723	1.556.634	283.759	2.860	286.619	655.943	2.259	658.202
Total passengers	2.951.737	1.971	2.953.708	1.001.696	2.871	1.004.567	2.050.840	2.469	2.053.309

Total movements in 2021 were 32.575, 4% less than in 2019 and 73% more than in 2020.

Number of day and night movements (arriving and departing)

	2019					2020					2021				
	Comm. Aviation	Cargo	Gen. Aviation	Gov. Flights	Total	Comm. Aviation	Cargo	Gen. Aviation	Gov. Flights	Total	Comm. Aviation	Cargo	Gen. Aviation	Gov. Flights	Total
Diurnal Arrivals	9.755		5.245	111	15.112	3.803		4.492	65	8.360	7.245		6.455	598	14.298
Diurnal Departures	9.674		5.468	110	15.253	3.919		4.579	64	8.562	7.229		6.611	630	14.470
Nocturnal Arrivals	1.504	1	424	3	1.931	851		213		1.064	1.537		371	87	1.995
Nocturnal Departures	1.585	1	201	4	1.790	732		95	1	828	1.553		206	53	1.812
	22.518	2	11.338	228	34.086	9.305	0	9.379	130	18.814	17.564		13.643	1.368	32.575

Incoming and outgoing goods (tonnes)

	2019			2020			2021		
	Cargo ¹	Passengers	Total	Cargo	Passengers	Total	Cargo	Passengers	Total
Arrival	0	411	411	3	26	29	0	511	511
Departure	0	522	522	0	28	28	0	37	37
	0	933	933	3	54	57	0	548	548

¹Cargo and goods do not represent a significant activity for Olbia Airport.

Policies to promote traffic

As mentioned above, the airport of Olbia is characterised by a strong seasonality of traffic. With over 70% of the total volume concentrated in the summer season and a number of passengers in August twelve times higher than in November, **the Costa Smeralda is in fact the most seasonal airport in Italy.**

The network's development strategy is mainly focused on stimulating traffic during the low and mid-season.

The incentive policy for carriers is also aligned accordingly, with a higher discount on airport charges reserved for airlines operating in the low and mid seasons.

This incentive policy, together with the activity of involving tourism operators in the process of defining target markets, has progressively led to an expansion of the network during the winter and shoulder months thanks to the extension of the operation of the connections with Berlin and Verona,

¹Please note that there was an error in the 2019-2020 sustainability report, which has been corrected

The network development strategy is mainly focused on stimulating traffic during the low and mid-season

Social Sustainability

Policies to promote traffic

as well as Naples and Turin during the Christmas period, which have been added to the connections with London, Barcelona and Amsterdam.

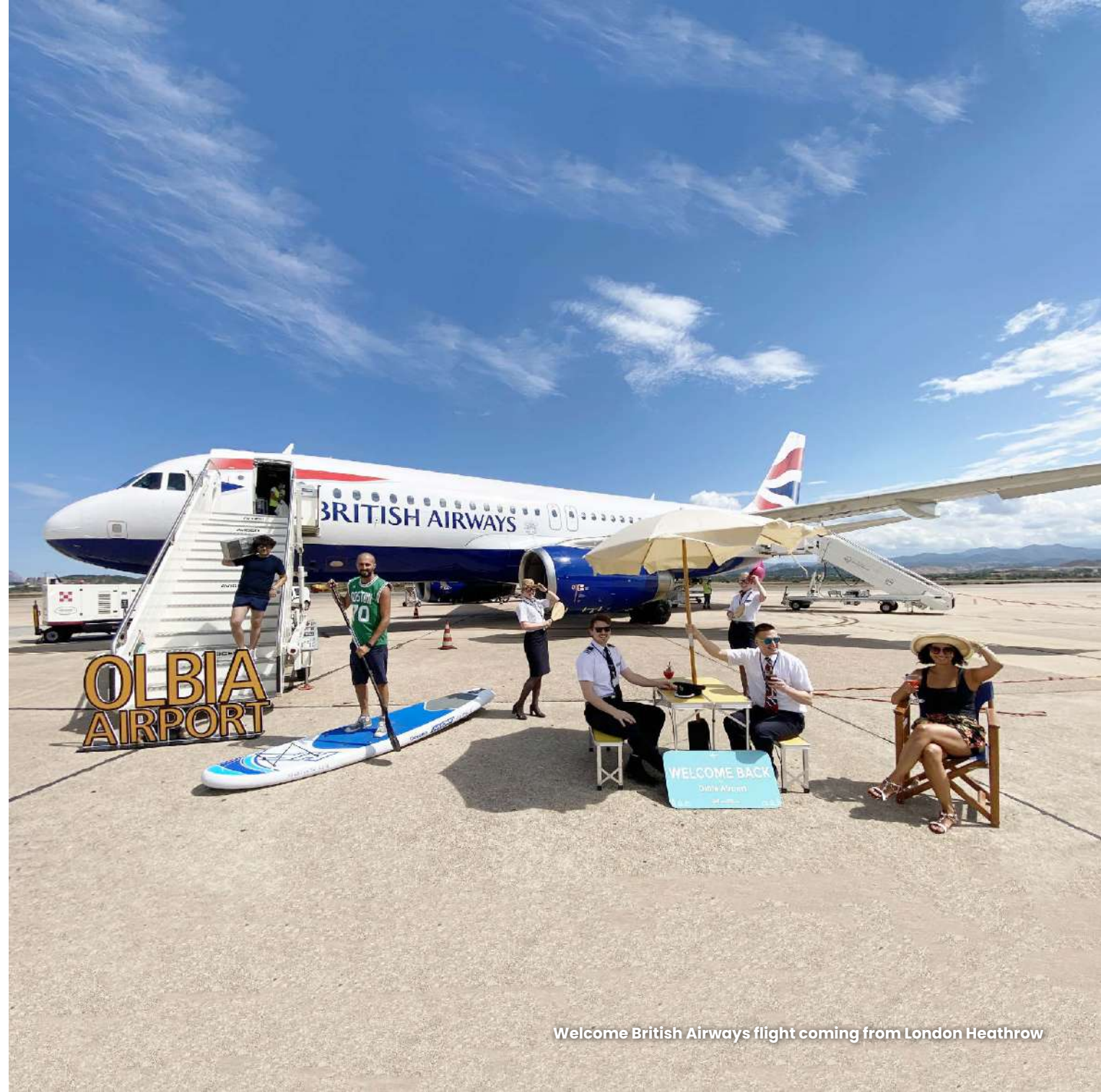
However, due to the Covid-19 pandemic, international connections have not been confirmed in 2020, while connections to Verona, Milan Malpensa and the routes under territorial continuity regime Milan Linate and Rome Fiumicino remained active.

The persistence of the Covid pandemic in 2021 penalised international traffic flows, particularly in the shoulder months (April and May). In order to stimulate the recovery of international traffic, Geasar set up an 'Extraordinary Recovery Incentive Scheme' thanks to which some airlines, such as Lufthansa, even **increased** their offer compared to the pre-covid period. During the winter period, in addition to the connections operated by Volotea under territorial continuity regime, such as Rome Fiumicino and Milan Linate, Turin, Verona and Bologna also remained operational.

During the Christmas holidays, the carrier **activated connections** to Ancona and Bergamo. The latter, during the same period, was also offered by easyJet airline, which also operated Milan Malpensa route **throughout the year**.

With regard to connections with **other countries**, the Transavia airline operated, although not continuously, the connection to Amsterdam.

In order to stimulate the recovery of international, Geasar has set up an "Extraordinary Recovery Incentive Scheme"



Welcome British Airways flight coming from London Heathrow

Social Sustainability

Customer Experience

Customer Experience is one of the main pillars of the company's vision, which is why, in 2019, the company decided to create the **Airport Customer Experience** organizational function, staffed by the Chief Executive Officer, with the aim of implementing customer experience management processes synergistically with all the other company functions, in order to facilitate the implementation of the Group's customer centric strategy.

Geasar is keen **to improve the quality of airport services** and, through a strong sensitivity and attention to the customer, tries to understand the expectations and therefore the needs on which are then implemented also the new airport services focused on environmental and social sustainability, respect for the animal world, and integration with the territory through the collaboration with various local associations, charities, disabled people and sports associations.

Over the years, the Geasar Group has created and implemented a variety of services aimed at meeting the changing needs of passengers in order to improve their experience during their stay at the airport.

Furthermore, initiatives aimed at the airport community staff have been devised to spread the customer experience culture and to incentivise all airport staff to **create a positive passenger experience**.

Customer Experience is one of the main pillars of the company's vision



Social Sustainability

Customer Experience

Here are some services and initiatives implemented over the last three years in the Customer Experience area:

“Club Lounge”: an area located in the departure area for privacy lovers. It is equipped with comfortable sofas and armchairs, a snack bar service and reception to offer maximum comfort, courtesy and efficiency while waiting before your flight.



“Fast track”: a service that gives passengers access to a privileged route to the boarding area, thus avoiding queues during security checks with the aim of making the passenger experience more comfortable.

Spotify playlists: a collection of 600 songs updated periodically. The music, piped in, is intended to make the passenger experience in the terminal more pleasant and create loyalty. In addition, the playlist can also be downloaded from the Spotify streaming platform.



Access the playlist



Pet Relief Area: an area of about 60 square meters, first in Italy, located beyond the security checkpoints where pet friends following passengers can find a green area equipped with a trough and games to share with other friends in transit. The project is part of the customer experience initiatives undertaken by the company, considering the growing need from passengers to travel with their pets.

Courtesy Strollers service (courtesy strollers): at the disposal of passengers of Olbia Airport to improve the travel experience of departing families. Passengers travelling with small children have the

Use the camera



Social Sustainability

Customer Experience

possibility to use a stroller free of charge inside the airside area of the terminal while waiting for their flight.

Changing table in the men’s bathroom: in order to make it easier for families with children, an additional changing table has been installed in the men’s bathrooms, in order to support fathers in transit.

“Sala Amica” airport: in order to make more comfortable waiting for disabled passengers and their companions, the Amica Room has been enlarged and completely renovated. In addition, an area for people with autism, protected from airport noise, has been set up with furnishings and colours defined with the relevant organisations.

After Beach: a shower service oriented to the care of the client and the passenger who does not want to give up the last bath at the sea, before leaving. In line with the company’s policy on environmental sustainability, the service is eco-friendly.

Airport Angels: a proactive passenger assistance service. Our ‘Angels’ move throughout the terminal to provide assistance to airport guests for any need.

Customer Experience Award: an award addressed to the entire airport community for operators who have distinguished themselves for having contributed to creating a positive experience, as unforgettable as possible for the user, beyond the mere fulfilment of their duty. The prize is awarded every three months and the winner is entitled to receive 2 return tickets for an Italian or European destination to be used in

the period October-March, the possibility to use the short-stay car park for three months and a free gift of Kara Sardegna products.

Use the camera





Boarding Area

Social Sustainability

Covid-19 Pandemic Management

Passengers safety

In 2020, in the wake of the pandemic, Geasar set up an internal **“Covid Action Group”** to coordinate all the activities needed to contain the spread of Covid-19 virus and ensure that its customers travel safely.

The working group is made up of the Accounting Manager, the Safety Manager and the Compliance Manager, as well as the directorates responsible for the various topics from time to time. In addition, in line with the procedures in force at the port of call (eg. Rules of Scalo, Airport Plan in case of flu pandemics), can include the participation of various stakeholders, including the representative of Maritime-Airline Health, for specific themes to be deepened or shared actions to be implemented. Under the aegis of ENAC, the “Covid Action Group” coordinates with all public and private actors involved in the execution of emergency activities.

In order to ensure passenger safety and compliance with the regulations, a number of measures and actions have been implemented in 2021 as well:

- Protocols of environments **disinfection** and sanitization have been adopted in accordance with the regulations in force;
- Periodic **disinfection** of all the areas of the Terminal, the toilets, the dining areas, the contact areas, the means used for the transport

In 2020, in the wake of the pandemic, Geasar set up an internal **“Covid Action Group”**

Use the camera



Watch the video of the measures adopted



of passengers and the working areas of the airport staff is carried out;

- Numerous disinfectant solution **dispensers** were installed in all areas of the main terminal, inside the Car Terminal and at the Parking Area;
- **Thermal imager** has been installed in the arrivals and departures area to record body temperature;
- The access to the Terminal has been allowed to passengers, companions and airport operators only with a use of a **mask**;
- Appropriate **signs** have been installed in order to regulate the flows and prevent any possible gathering;
- All the refreshment areas have also been **reorganized** to ensure proper distance;
- In order to guarantee **interpersonal distance**, access and exits from the terminal have been regulated.



Thanks to these activities, on 27 January 2021, Olbia Costa Smeralda Airport obtained the Airport Health Accreditation (AHA) certification for health procedures COVID-19 issued by the Airport Council International (ACI), an international association representing more than 1,900 airports worldwide.

The certification was granted following the evaluation of the health measures and procedures introduced by Geasar following the Covid-19 pandemic and their compliance with the ICAO (International Aviation Organization), EASA-European Union Aviation Safety Agency and the European Centre for Disease Prevention and Control (ECDC – Aviation Health Safety Protocol).

Among the elements taken into account by ACI for the issuance of the Costa Smeralda certification to be noted:

- **Cleaning** and **disinfection** processes of airport areas;
- The activity of monitoring **passenger flows** and the consequent maintenance of physical distances;
- **Protection** provided to staff and **effective communication** to passengers via social channels, web channels and airport platforms (monitors, signs, etc.).





Olbia Airport Health Testing Center

MATER OLBBIA HOSPITAL



Social Sustainability

Health Testing Center

The first airport hub for anti-Covid tests and vaccines

Through the collaboration between Geasar S.p.A. and Mater Olbia Hospital, on March 31st 2021 it has been inaugurated the Health Testing Center (HTC): the first airport hub in Italy entirely dedicated to the health screening and prevention service in the Covid-19 fight.

A 500 square meter facility adjacent to the commercial aviation terminal, sized to process more than 1,500 tests per day including molecular and third generation antigenic ones.

The service was designed as an effective tool to facilitate the recovery of air traffic and the flow of local tourism, in line with international trends that see the need to make air travel conditional to the performance of an anti-Covid test before the departure.

In early 2022, following the easing of restrictions on interstate travel, with particular reference to the mandatory submission of a negative test for boarding on flights to/from abroad, Geasar suspended the testing activity undertaken in collaboration with Mater Olbia. Starting from March 2022, the premises of the Health Testing Center have been made available to ASL Gallura in order to offer a dedicated service to the local population of Covid 19 vaccines administration.



1.500
Test per day





Passengers Terminal - Boarding Area

Social Sustainability

Service Quality and Service Charter

Quality is a service located in the Quality, Occupational Safety&Health, Environmental Certification organizational unit.

Although 2021 marked a partial recovery in passenger traffic flows and a moderate easing of restrictions on travel between European countries, Geasar has continued to direct its efforts and investments to maintain the high level of quality offered, focusing on the efficiency of the service while simultaneously safeguarding the health of passenger, stakeholders and airport staff.

Following the proper application of protocols health, the processes of cleaning, disinfection of the airport spaces, the constant monitoring of flows and the consequent physical distancing, the protections provided to staff and the effective communication on how to behave, **Geasar has obtained the Airport Health Accreditation (AHA), issued by ACI- Airport Council International.**



The Service Charter

The sample survey is divided into 4 different seasonal periods representative of the different types of traffic that affect the airport during the year.

These periods are usually broken down as follows manner:

- **Spring** (roughly April- June)
- **Summer** (July - August and first part of September)
- **Autumn** (second part of September and October)
- **Winter** (usually close to the Christmas holidays)

In the service charter, as per the indications provided by ENAC, the usual standards on the service quality offered and the operator’s commitments for 2021 were not published, but was given space, in a new section, to the health measures and procedures adopted by Olbia airport for the prevention of the spread of Covid-19, as well as the useful user information and guide to services.

Geasar, in addition to surveying the indicators established in the Enac circular dated January 6th, 2014, has joined to the project of the experimental survey of indicators on passenger satisfaction with the measures taken for the prevention of the Pandemic. Overall, these indicators totalled an average satisfaction of 96,32%.



Levels of passenger satisfaction with measures taken to prevent Covid

Measure of prevention	2021 %	Average Level of satisfaction %
Anti-COVID Signage	96,6	96,32
Perceived safety in the air terminal from a Covid prospective	98,9	
Compliance with health regulations by staff	98,4	
Perception availability disinfectant dispenser	91,4	

In general, the values recorded in 2021 have been very positive, despite the new procedures adopted to prevent contagion; the passengers’ generalized tension during the journey, the reduction of operational staff placed in CIG and the difficulty of operating with the protective facial systems worn during the entire work shift.

Geasar confirmed its policy of continuous improvement of service quality, updated in light of the changed operations imposed by Covid-19 and the resulting effects of the pandemic in the transportation sector, maintaining the level of excellence achieved over the years.

For the performance of quality analyses Geasar makes use of an external company, which holds the quality certification according to ISO 9001/2015, analysing the results arising from each sampling, preparing the report on the quality of the service and indicating to the Quality manager the possible corrective actions and areas for improvement.

98,9%

Perceived safety in the air terminal from a Covid prospective

N°	QUALITY FACTORS	MEASUREMENT UNIT	SURVEY 2021 %	TARGETS 2022 %
TRAVEL SAFETY				
1	Overall perception on the security screening service of people and carry-on baggage	% satisfied passengers	99.8	98
PERSONAL AND PROPERTY SECURITY				
2	Overall perception on the level of personal and property security at the airport	% satisfied passengers	99.5	98
REGULARITY AND PUNCTUALITY OF SERVICE				
3	Overall punctuality of flights	% of on-time flights out of total departing flights	74.9	75
4	Total baggage misdirected on departure (unchecked baggage) pertaining to the airport	No. bags disrupted/1000 pax in depart.	0.3	0.3
5	Drop-off time for 1st baggage from aircraft block on.	time in minutes calculated from block on to return in 90% of cases	19'	19'
6	Drop-off time of last bag from aircraft block on.	time in minutes calculated from block on to return in 90% of cases	28'	28'
7	Waiting time on board for 1st passenger to disembark	waiting time in minutes from block on in 90% cases	3'5"	3'57"
8	Overall perception of the regularity and punctuality of services received at the airport	% satisfied passengers	99.2	98
CLEANLINESS AND HYGIENIC CONDITIONS				
9	Perception about the level of cleanliness and functionality of the toilets	% satisfied passengers	97.5	98
10	Perception on the level of cleanliness in the air terminal	% satisfied passengers	99.8	98
COMFORT IN AIRPORT STAY				
11	Perception about the availability of luggage carts	% satisfied passengers	n/a	n/a
12	Perception on the efficiency of pax transfer systems (escalators, elevators, people mover etc.)	% satisfied passengers	99.2	98
13	Perception on the efficiency of air conditioning systems	% satisfied passengers	97.9	98
14	Perception about the overall comfort level of the air terminal	% satisfied passengers	99.3	98
ADDITIONAL SERVICES				
15	Perception on the connectivity of Wi-Fi within the air terminal.	% satisfied passengers	74.3	80
16	Perception on the availability of laptop cell phone charging stations in common areas, where present	% satisfied passengers	n/a	n/a
17	Compatibility of bar opening hours with airport opening hours	% arr/dep flights compatible with bar opening hours	98	98
18	Perception on the adequacy of smoking rooms, where present	% satisfied passengers	n/a	n/a
19	Perception about the availability of free drinking water dispensers, where present	% satisfied passengers	n/a	n/a

N°	QUALITY FACTORS	MEASUREMENT UNIT	SURVEY 2021 %	TARGETS 2022 %
20	Perception of availability/quality/price of shops/newsstands	% satisfied passengers	n/a	n/a
21	Perception of availability/quality/price bars/restaurants	% satisfied passengers	n/a	n/a
22	Perception of availability of beverage vending machines, snacks, where available	% satisfied passengers	98	98
CUSTOMER INFORMATION SERVICES				
23	Easy to consult and up-to-date website	% satisfied passengers	99.9	98
24	Perception of the effectiveness of operational information points	% satisfied passengers	95.5	96
25	Perception of the clarity, comprehensibility and effectiveness of internal signage	% satisfied passengers	99.4	98
26	Perception of the professionalism of airport staff (info point, security)	% satisfied passengers	99.8	98
27	Overall perception of the effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% satisfied passengers	99.8	98
COUNTER/GATE SERVICES				
28	Perception of the ticket office	% satisfied passengers	n/a	n/a
29	Waiting time at check-in	waiting time in minutes in 90% of the cases detected	24'39"	24'39"
30	Perception of waiting time at check in	% satisfied passengers	98.9	98
31	Waiting time at security checks	waiting time in minutes in 90% of the cases detected	8'16"	8'16"
31	Perception of waiting time at passport control	% satisfied passengers	99	98
MODAL INTEGRATION				
33	Perception of the clarity, comprehensibility and effectiveness of external signage	% satisfied passengers	99.1	98
34	Perception of the adequacy of city/airport connections	% satisfied passengers	95.4	96
ANTI-COVID PROCEDURES				
35	Spacing-efficacy signage anti-covid procedures signage	% satisfied passengers	96.6	97
36	Perceived safety in the air terminal from a Covid perspective	% satisfied passengers	98.9	98
37	Compliance with health regulations by staff	% satisfied passengers	98.4	98
38	Perception availability disinfectant dispenser	% satisfied passengers	91.4	95

INDICATORS 11-16-18-19-20-21-28- Suspended by ENAC note of 11/02/2021



Passengers Terminal – Arrival Area

Social Sustainability

Customer Satisfaction Analysis

The Company has defined a system of analysis and evaluation of Customer Satisfaction that is based on three operating principles:

- Management of Customer-User Complaints;
- Periodic Evaluation of the Satisfaction of the Customer-User (Service Charter);
- Internal Audits

The Quality management system is the link, the connecting point between passengers, stakeholders and corporate parties.

The collection of suggestions, data analysis and internal audits allow, thanks to the collaboration of all Sector Managers, to establish interventions for improvement and implement the subsequent ways of verification of the same.

The continuous improvement system

On a quarterly basis, Geasar convenes the committee for the regularity and quality of Airport services. This body, which includes ENAC Airport management as an observer, has the task of reviewing the results of monitoring the indicators of a dashboard that includes both operation and airport user satisfaction.

Quality, Environment and Safety Certifications

Geasar S.p.A. as of 2010 has had an Integrated Management System Quality Environment Safety, developed with reference to the requirements of UNI EN ISO 9001:2015, UNI EN ISO 14001:2008, UNI EN ISO 45001:2018. The certifier is DNV (Det Norske Veritas).

Geasar already certified OHSAS 18001, in October 2020 obtained **ISO 45001** certification, the new globally recognized reference standard worldwide for the management system for health and safety at work.

Geasar, in addition to complying with European standards UNI EN ISO, it has integrated its management system of Quality, Environment and Safety with the international IFC STANDARDS (International Finance Corporation defined by the World Bank Group), thus expanding even further its vision already oriented toward respect for the local community, the environment and the people in it.

The Organization's Quality, Environment and Safety Policies are disseminated within the organization through shared computerized folders and training courses, while the publication of the same on the corporate website makes them accessible not only to the company's human resources but also to the public and more generally to stakeholders who may have influence on Geasar's quality, environment and safety performance.

Goals and targets are defined annually and verified through the Management's review, just as the adequacy of policies related to the Quality, Environment and Safety is evaluated annually.



Social Sustainability

Passengers with special needs

Geasar S.p.A. implements the requirements of the EC Regulation 1107/2006 concerning the rights of persons with disabilities and persons with Reduced Mobility in Air Transport (PRM).

On the airport website in the section Passenger Guide is available a page dedicated to the information and quality standards on the services provided to people with disabilities or reduced mobility.

Olbia Costa Smeralda Airport guarantees to persons with disabilities and reduced mobility all assistance services on departure, transit and on arrival. Departure assistance is provided by means of an interactive totem, located outside the air terminal, which allows through an intercom call system the arrival of dedicated staff.

Assistance is also provided at the parking through the service employees. There are also information signs with the number to contact for assistance in different areas of the terminal, at the entrance to the parking lot, in the short stop area, in Terminal 2 and in the bus stop area.

In the departure area, a completely renovated “Sala Amica” (assistance room), is available to disabled passengers and their companions; inside its interior there is a waiting area reserved for people with autism with design of the environments aimed at this sphere of disability, the hall is equipped with audiovisual facilities and reserved bathrooms.

Passengers with disabilities have the opportunity to avail themselves of an assistance service carried out by the competent and qualified staff for all the various stages of airport operations. Such assistance service is ensured even in cases where the request has not been made in the process of booking.

Olbia Costa Smeralda Airport guarantees to persons with disabilities and reduced mobility all assistance services on departure, transit and on arrival

Social Sustainability

Passengers with special needs

Dedicated services:

- **Sala Amica:** waiting room reserved for Passengers with Reduced Mobility, located on the ground floor, before the security gates.
- **Waiting Room:** reserved for people with autism with design aimed at this sphere of disability.
- **Wheelchairs:** available for Passengers with Reduced Mobility on both arrival and departure.
- **Loges route for blind people:** the route leads blind passengers or those visually impaired from the entrance for the disabled people, in the sidewalk outside the terminal, to the restrooms, to the ticket counter, to check-in and to Sala Amica.
- **The loges route map:** in Braille is available in the disabled entrance.
- **Elevators:** wheelchair access, push-button panel with information in Braille.
- **Lifts:** available for boarding and disembarkation of passengers and accompanying persons on the aircraft.
- **Parking facilities:** the airport has in the Main Park, the parking lot in front of the air terminal, 32 stalls free of charge reserved for the disabled.



Sala Amica

Autism - Traveling through the airport

Olbia Airport also joins the project ENAC “**Autism - Traveling through the Airport**” designed to facilitate air travel for people with autism.

The initiative is aimed at **facilitating** the air travel for people with autism, so that they begin to **familiarize** themselves with the spaces they will encounter during their journey.

It is very useful to make usable in advance what will be the routes and environments in which the journey will take place. Having information materials (photos, videos, etc.) specially researched and designed, greatly helps families and people with autism to face a journey with more serenity.

In this context, Olbia Costa Smeralda Airport has provided the opportunity **for guided tours of its Airport**, reserved for individuals with autism in order to encourage familiarization with the facilities and with the services provided.

Geasar periodically conducts survey activities on specific quality indicators dedicated to the PRM management, such as the efficiency of the assistance, the safety and comfort level for the person assisted, the availability of information at the airport, the quality and promptness of communication with passengers, the perception on the courtesy and professionalism of the dedicated staff.



**AUTISMO
IN VIAGGIO
ATTRAVERSO
L'AEROPORTO**

Safety Management System

Geasar's commitment is aimed at developing a culture of safety through all airport activities, aware that everyone who operates within the airport contribute, each in their own role, in making safe the operations on the ground and in the air.

Safety is the priority in all of Geasar's activities as it allows us to be able to best protect the airport's main asset: the passenger.

Geasar is committed through its Safety policy to develop and improve appropriate strategies, systems and management processes to ensure that all airport activities confirm the highest level of safety and meet all national and international standards.

For this reason, already since 2007 Geasar has established and certified with ENAC the Safety Management System (SMS) of Olbia Airport: a special structure coordinated by the Safety Manager. The Safety Management System consists of various tools and institutional moments through which Geasar, by virtue of the responsibility assigned by the EU Reg. 139/2014:

- Assesses operations, infrastructure and organizations in order to identify their associated risks and their mitigation measures;
- Supervises the conduct of operators and assesses events that impact Safety, both in Airside and Landside;

- It has periodic Audits designed to verify the compliance of entities operating at the airport;
- Promotes information sharing and the dissemination of procedures, regulations and good practices;
- Convenes airport committees by involving and coordinating all airport operators;
- Educates and trains its staff in order to make them fully aware of the importance of safety in operations;
- Manages each phase of infrastructural, organizational and procedural change that affects the airport system, ensuring that each change contributes to increasing safety.

The purpose of each action is to ensure and improve the level of safety of operations on the ground and in the air for operators, passengers and airlines.

The Safety Management System is also based on the Reporting System tool, which includes all activities of collecting and managing reports of aviation events, analysed for monitoring of safety standards and the continuous development of the same.

Each abnormal event contains within itself the elements that, if properly known and investigated in the light of the universal principle of Just Culture, can form the basis for putting in place the corrective actions appropriate so that the event does not recur. Anyone, but especially any airport operator, who becomes aware of any event that may have, or has had, an impact on the safety of operations, is encouraged to cooperate with the security programs of the airport.

Indeed, it is possible to report and promote opportunities for improvement in favour of Safety through different channels made available by Geasar, from the paper form to the computerized reporting collection system to the voluntary reporting "Ground Safety Report" (GSR) available on the company website, aimed at intercepting a wide audience of users.

In April 2021, it came into operation the flight infrastructure in its final configuration, at the end of a particularly complex phase of work during which the Safety & Compliance was engaged in extraordinary activities related to the constant coordination of the Company activities and the stakeholders as part of

the works for the redevelopment and extension of the runway.

The transition to the new layout of the flight facilities required, in addition, a simultaneous work of updating and institutionalizing the changes at the Civil Aviation Authority, through the composition and simultaneous issue of a new edition of the Airport Manual and related support documentation (procedures, aeronautical publications, cartography etc).

In this context, efforts were made to reconcile compliance of the timing of the works with the full airport's operation, avoiding limitations to traffic that in the 2021 season presented the first signs of recovery. The activity was developed through the production of specific elaborations that have obtained ENAC authorizations in compliance with EASA regulations, in order to ensure the initiation and continuity of the airport operations in its final configuration.

Wildlife strike

Geasar is committed on a daily basis to protecting local wildlife and to reducing the risk of the occurrence of wildlife strikes in order to preserve the ecosystem in which it operates and to ensure the safety of its passengers.

The main activities carried out pertain to field monitoring, prevention and mitigation and analysis by means of specific indices.

On the subject of infrastructure, during the work on the runway extension, the most of the semi-forested areas and areas of depressions in the terrain, which were the object of attraction for wildlife, were eliminated.

Along the entire façade of the main terminal building, they were added protective nets to the architectural features that were the object of nesting or permanence of avifauna, noting a conspicuous removal of the most invasive species.

An annual environmental naturalist study that analyses the habitat inside and outside the airport, are checked for any attractants to birds or other fauna that may consist of marshes, tree vegetation, conducting turf grassland, pastures or agricultural conduction adjacent to the aerodrome, waterways and artefacts.

Impact mitigation activities with aircraft are carried out by means of dedicated instrumentation: the means of the fauna removal provided consist of systems sound deterrents, which are subjected to

periodic checks; inspections of sighting and removal by driving aboard an off-road vehicle along the perimeter and affecting the manoeuvring area with scheduled inspections or special ones.

With reference to the analysis of specific indices, monitoring sheets and recording of events are compiled by operators dedicated, with the help of a tablet recording the data on a database residing on a software program “Bird Strike Management System.”

The Olbia airport in 2021 recorded out of 32,575 aircraft movements seven impacts with birds and no impacts with other wildlife; this results in a total annual wildlife strike per 10.000 aircraft movement rate of 2,5. Three of these generated impacts on flight.

32.575
Movements in 2021

7

Impacts with birds

Based on the abundances and species of birds present at the airport, the number of impacts, the effects on flight, and the number of movements, the Bird Risk Index (BRI2) to which Olbia airport is exposed is determined, which is found to be 0,12 and compared with the BRI2 of the year 2020 (0,08), yields a negative BRI2 trend; while compared with 2019 (0,13) yields a positive BRI2 trend. The months with higher bird strike events were those of September and December.

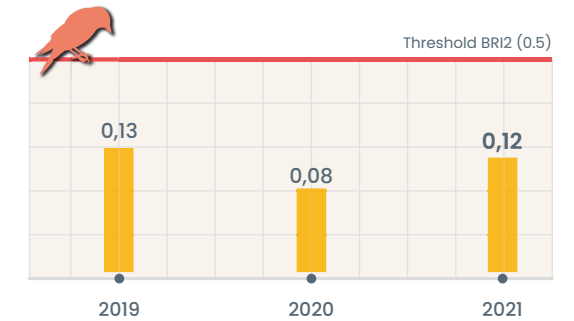
The annual data analysis of 2021 shows an increase in the number of birds present on the site compared to 2020 and an **increase of aircraft movements by about 70 percent.**

Olbia airport is a coastal airport and as such predominantly affected by Laridae (predominantly Herring Gull). During the year there has been construction work to lengthen the runway that saw earth movements capable of attract birds, as mitigation it was requested the contractor company to equip itself with a remote-controlled gas cannon with a protocol of “on demand” different from those in the field. three additional gas cannons are already planned by the extension project that flank the extension of the runway, ensuring optimal coverage.

In order to further improve the management of impacts with respect to wildlife are reported the following improvement goals for 2022: deliver specific training to operators with refresher courses (including online) held by experienced personnel; intensify the activities of monitoring by operators in the area of manoeuvre with particular attention to pre-flight inspections; carry out appropriate pest

control on grass surfaces; carry out maintenance of the turf and shrubs in airside area.

The Company will consider integrating anti-volatilization systems with a Bird detector system.



Trade and industry associations

The main national and international trade and industry associations to which Geasar belongs are:

Assaeroporti: Italian Association of Managers Airports, which has the task of protecting and strengthening the position of airports, enhancing their function, and interacting with the institutions of government to ensure the development of air transport aviation; it also encourages cooperation among members in order to contribute to the process of improvement of techniques and procedures of airport management;

ACI Europe - Airports Council International: Association of European airports that ensures communication and negotiation effective and constant on legislative aspects, commercial, technical, environmental, passenger and other interests.

Sassari and Nuoro Chambers of Commerce;

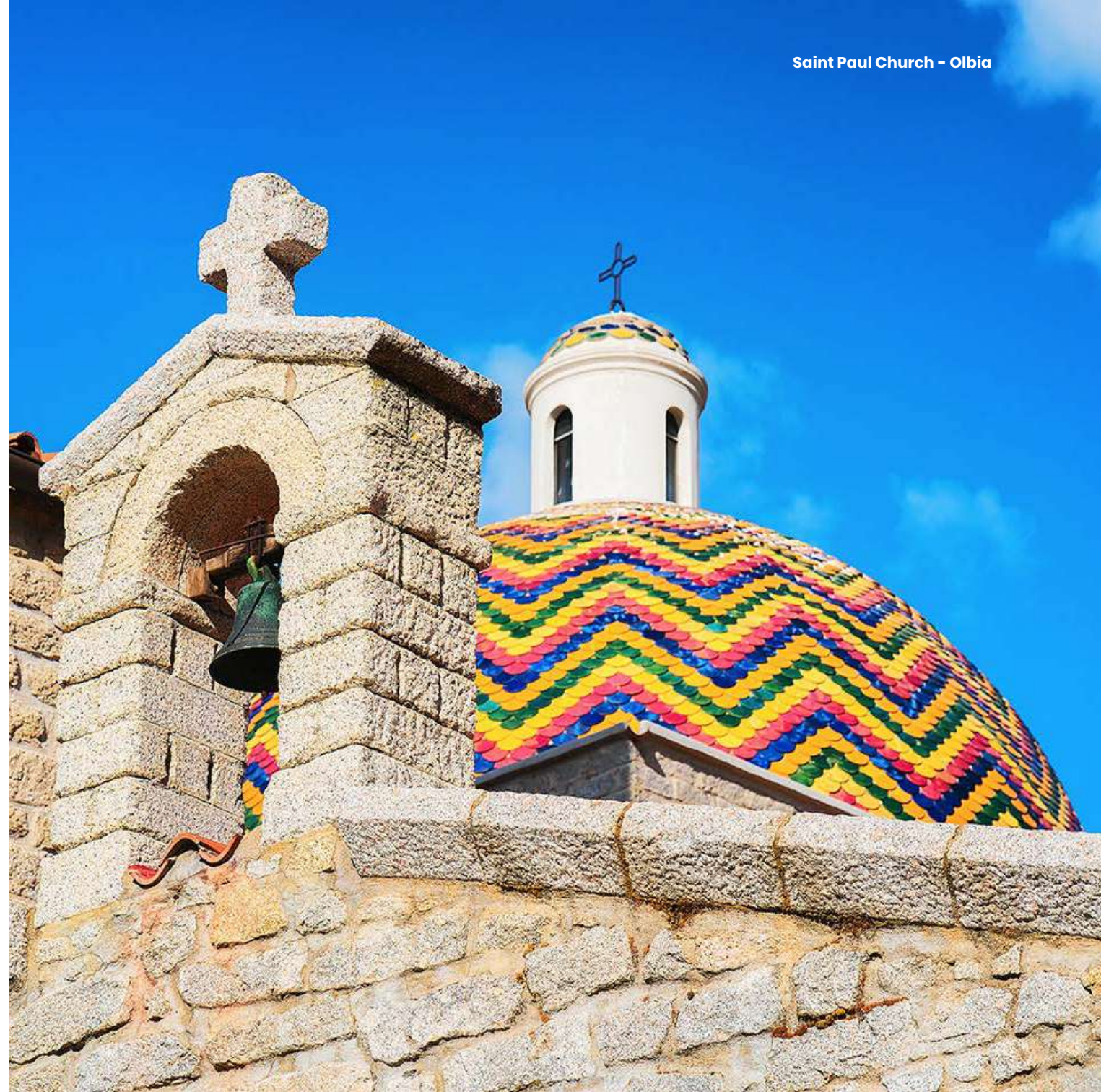
Confindustria Centro Nord Sardegna;

Olbia University Pole Consortium;

Sardinia Mice Network: network of Sardinian territories aimed at generating synergies among its members from the point of view of tourism offer in Sardinia;

ATRI - Travel Retail Association Italy: trade association that brings together the Italian

companies active in the Travel Retail and Duty Free and acts as an interlocutor for all aspects that regulate a tax-free sale and the retail sector related to travel.



Human Resources

Workforce data

In fiscal year 2021, the average annual workforce of the Geasar Group was 356.9 full-time equivalent employees in service for the companies Geasar S.p.A., Cortesa S.r.l. and Eccelsa S.r.l. Among the 356.9 employees expressed in full-time equivalent are considered, both those hired on a permanent basis, regardless of the type of contract of full-time or vertical part-time nature, as well as fixed-term employees in the workforce.

Compared to 2019, when the number of employees was 399.1, the workforce saw a decrease of 11%. When compared to 2020, however, the workforce has recorded a 37% increase thanks to the partial recovery in air traffic.

Seasonality strongly affects the activities within Olbia Costa Smeralda Airport and generates a peculiarity in the structure of the workforce on a permanent contract.

To manage this distinctive feature of the business, for more than 10 years, Geasar has been using the vertical part-time contract formula, in addition as well as the normal forms of employment contracts for permanent full-time. This allows the Group to reconcile the organizational flexibility necessary for fluctuating production volumes, with the contractual stabilization, and the consequent reduction of precariousness, of an important number of employees.



356,9

Full-time equivalent employees in 2021



Employees hired on permanent contracts in 2021 represent the majority of the workforce employed by the Group, accounting for 68% of the total FTEs, an increase of 15% compared to 2020 but a decrease of 7% compared to 2019.

More balanced appears to be the breakdown between full-time and part-time employees, among which also include the aforementioned vertical part-timers: in 2021, 54% of employees work under a full-time contract in 2021, compared to 46% working under a part-time contract. In 2019, part-time staff was 52% while full-time staff was 48%, while, in 2020, part-time staff was 45% and full-time staff 55%.

54%

Full-time employees in 2021

Employees by gender and employment contract

Gender	2019			2020			2021		
	Perman.	Fixed-term	Total	Perman.	Fixed-term	Total	Perman.	Fixed-term	Total
Males	155,2	69,8	225,0	126,7	25,8	152,5	146,9	61,2	208,1
Females	105,2	68,9	174,1	84,1	23,9	108,0	96,4	52,4	148,8
Total	260,4	138,7	399,1	210,8	49,7	260,5	243,3	113,6	356,9

Data expressed in FTE

Employees by gender and employment contract

Gender	2019			2020			2021		
	Full-Time	Part-Time	Total	Full-Time	Part-Time	Total	Full-Time	Part-Time	Total
Males	115,2	109,8	225,0	91,9	60,6	152,5	121,9	86,2	208,1
Females	75,7	98,4	174,1	50,2	57,8	108,0	71,9	76,9	148,8
Total	190,9	208,2	399,1	142,1	118,4	260,5	193,8	163,1	356,9

Data expressed in FTE



Social Sustainability

The continuous development of the destinations network and passenger traffic, combined with the structural seasonality associated with the tourist phenomenon, has historically translated into the employment by the Geasar Group of seasonal workers, always in agreement with the trade unions.

As of 2019, as a result of collective bargaining, the use of temporary workers has decreased progressively to zero and the Group has started the direct hiring of all seasonal workers, according to the specific needs of the air transport and airport services.

Until 2020, in fact, to be able to guarantee a quality offer service even during the period of highest need in terms of service, Geasar has made use of the employment of temporary workers, as shown in the table below:

Genere	2019	2020	2021
Uomini	2,8	2,5	0
Donne	1,8	1,4	0
Totale	4,6	3,9	0

Data expressed in FTE



Social Sustainability

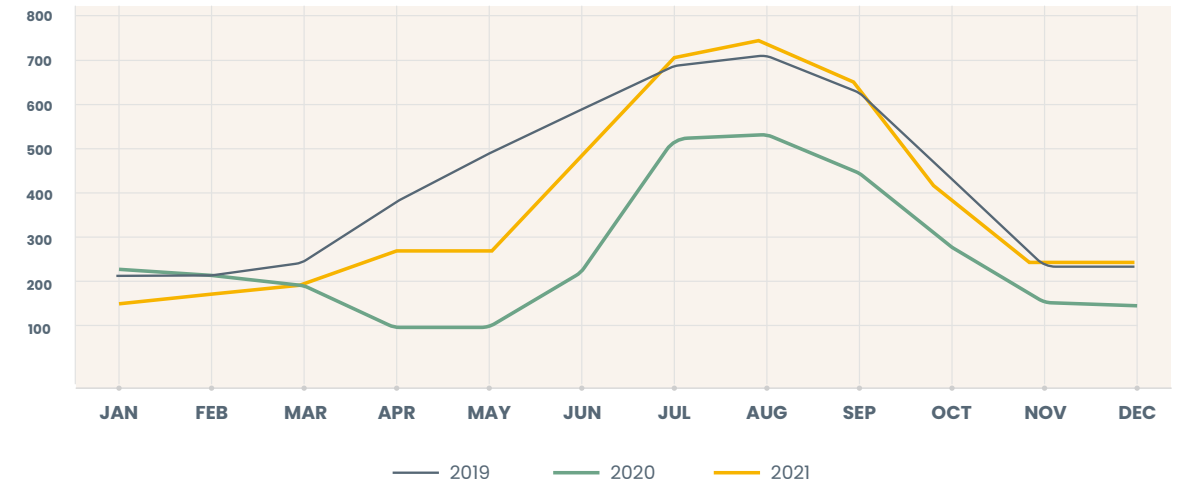
Human Resources

For a better understanding of the employment effects of the seasonality to which are subject to at Olbia airport, the following graph, which describes the trend of the workforce (employees and external workers) employed by Geasar in the three-year period 2019-2020-2021, expressed in full-time equivalent.

Compared to 2019, the number of employees is lower in the shoulder months due to the incomplete recovery of traffic but even higher in the peak months, due to traffic levels comparable to the pre-pandemic period.

The trend for the year 2021 was a strong growth compared to 2020, when the number of FTEs underwent a major contraction due to the Covid-19 health emergency.

FTE trend 2019-2020-2021



Human Resources Diversity

Within the Geasar Group’s workforce, in 2021 the female gender made up 41, 6% of the total, concentrating its presence most in the white-collars category (62, 6%).

In 2019, on the other hand, the female gender represented 43, 6% of the total and the female white-collars category accounted for 65, 8%. In 2020, the female gender made up 41, 5% and the white-collars category amounted to 59, 9%.

In 2021, the number of men in the total workforce of the Group was spread across all professional categories, with a preponderance in the blue-collars category, given the nature of the business, for 78, 3%. In 2019, the presence of men belonging to the blue-collars category was 75, 6%, while in 2020 by 78, 3%.

It should be noted that gender diversity is equally respected within the professional category of managers, a role of responsibility for the implementation of the strategy and the contextual organisation of activities.

In 2021, the percentage of women in the professional category of managerial staff was 42%.

Employees by gender and category (2019)

2019	Males	% Males	Females	% Females	Total	% of total
Executives	4,0	100%	0,0	0,0%	4,0	1,00%
Managers	6,2	51,24%	5,9	48,76%	12,1	3,03%
White-collars	61,8	34,20%	118,9	65,80%	180,7	45,28%
Blue-collars	153,0	75,63%	49,3	24,37%	202,3	50,69%
Total	225,0	56,38%	174,1	43,62%	399,1	100%

Employees by gender and category

2020	Males	% Males	Females	% Females	Total	% of total
Executives	4,0	100%	0,0	0,0%	4,0	1,54%
Managers	6,2	51,24%	5,9	48,76%	12,1	4,64%
White-collars	51,6	40,12%	77,0	59,88%	128,6	49,37%
Blue-collars	90,7	78,32%	25,1	21,68%	115,8	44,45%
Total	152,5	58,54%	108,0	41,46%	260,5	100%

Employees by gender and category (2021)

2021	Males	% Males	Females	% Females	Total	% of total
Executives	4	100%	0	0%	4	1,12%
Managers	6,9	57,98%	5	42,02%	11,9	3,33%
White-collars	63,8	37,35%	107	62,65%	170,8	47,86%
Blue-collars	133,4	78,38%	36,8	21,62%	170,2	47,69%
Total	208,1	58,31%	148,8	41,69%	356,9	100%

Data expressed in FTE.

In 2021, the age composition of the Group’s workforce recorded a predominance of the mature age group, between 30 and 50 years old (46% of the total), while the under 30s represented 15% of the workforce and the over 50s 40%.

Employees by age group and category (2019)

2019	≤ 30	% ≤30	30-50	% 30-50	≥50	% ≥50	Totale	% of total
Executives	0,0	0,0%	0,0	0,0%	4,0	100%	4,0	1,0%
Managers	0,0	0,0%	6,6	54,55%	5,5	45,45%	12,1	3,03%
White-collars	21,0	11,62%	95,6	52,91%	64,1	35,47%	180,7	45,28%
Blue-collars	35,8	17,70%	101,6	50,22%	64,9	32,08%	202,3	50,69%
Total	56,8	14,23%	203,8	51,06%	138,5	34,70%	399,1	100%

Employees by age group and category (2020)

2020	≤ 30	% ≤30	30-50	% 30-50	≥50	% ≥50	Totale	% of total
Executives	0,0	0,0%	0,0	0,0%	4,0	100%	4,0	1,54%
Managers	0,0	0,0%	7,2	59,50%	4,9	40,50%	12,1	4,64%
White-collars	9,9	7,70%	60,7	47,20%	58,0	45,10%	128,6	49,37%
Blue-collars	12,7	10,97%	59,1	51,04%	44,0	38,0%	115,8	44,45%
Total	22,6	8,68%	127,0	48,75%	110,9	42,57%	260,5	100%

Employees by age group and category (2021)

2021	≤ 30	% ≤30	30-50	% 30-50	≥50	% ≥50	Totale	% of totale
Executives	0,0	0,0%	0,0	0,0%	4	100%	4	1,12%
Managers	0,0	0,0%	7,9	66,39%	4	33,61%	11,9	3,33%
White-collars	20,2	11,83%	82,5	48,30%	68,1	39,87%	170,8	47,86%
Blue-collars	32,4	19,04%	72,0	42,30%	65,8	38,66%	170,2	47,69%
Total	52,6	14,74%	162,4	45,50%	141,9	39,76%	356,9	100%

Data expressed in FTE.



Social Sustainability

Human Resources Diversity
GRI 405-2

The Geasar Group pays constant attention to compliance with regulations concerning the remuneration of its resources. It also ensures that all its employees are treated without distinction nor exclusion, in terms of remuneration, supplementary pension schemes and benefits.

Gender differences are not relevant in the determination of wages and salaries. Possible average wage differences between men and women are related to the different situations of professional seniority and the role held in the organisation, as well as overtime paid.

The percentage ratio of women's remuneration compared to that of men is as follows:

Category	Average female/male RAL ratio 2019	Average female/male RAL ratio 2020	Average female/male RAL ratio 2021
Executives	N/A	N/A	N/A
Managers	94%	82%	97%
White-collars	92%	95%	89%
Blue-collars	94%	81%	79%

For Italy, the average remuneration includes not only the basic salary but also the variable and overtime. The data was calculated on non-seasonal permanent employees.

In compliance with applicable laws, the Geasar Group employs disabled personnel and personnel belonging to protected categories, a total of 19,20 in 2021, which is the 5,3% of the total workforce average.

The tasks assigned to employees belonging to these categories are compatible with their psychophysical conditions and are constantly monitored, encouraging the development and protection of these resources.

88%

Average female/male RAL ratio 2021

Social Sustainability

Managing and enhancing of human capital

Geasar has always paid great attention to valorising its resources with a view to proper management, guaranteeing a working environment that promotes the development and growth of talent in the workplace.

In particular, with the aim of developing the skills of each employee, specific training activities are carried out.

In fact, the Group invests in training on: worker safety, development of specific skills for operational staff (e.g. assistance activities for carriers and passengers at the ramp, stopover and check-in), courses of a managerial nature and courses for the development of soft skills.

From 2022 onwards, following the adoption of the Sustainability Plan, courses are also planned for all staff on issues of environmental sustainability.

During the financial year 2021, 14.546 training hours were provided for Group employees to maintain professional and technical skills. Compared to the previous reporting this is 23% more hours in 2021, this is due to the recovery of training hours lost in 2020 due to the pandemic.

They are broken down as follows:

- **3.285** classroom hours;
- **9.136** hours in e-learning through the internal E-front and external Security platform;
- **2.125** hours on-the-job.

Geasar has always paid great attention to valorising its resources with a view to proper management

14.546

Training hours



Through the use of the resources of the interprofessional funds of Fondimpresa was also provided training for staff and front-line staff for the strengthening of language skills, attention to Customer Satisfaction, Leadership and resource management, as well as team work.

Average training hours per professional category

	2019			2020			2021		
	Average hrs Males	Average hrs Females	Total average hrs	Hours medium Male	Hours medium Females	Hours medium total	Hours medium Male	Hours medium Females	Hours medium total
Executives and White-collars	47,9	48,0	47,9	9,0	7,8	8,3	44,1	50,4	47,9
Blue-collars	15,1	17,3	15,7	23,0	4,8	19,0	34,2	28,6	33,0
Total	25,2	39,3	31,4	17,5	7,1	13,1	37,8	45,0	40,8

The data of the breakdown of training hours by gender and professional category of e-learning training in 2021 were estimated according to the trend of the average annual workforce

With regard to the topic of talent retention, the following data presented the Group's turnover trend.

percentage is 57%, whereas in 2021 it is equal to the total number of terminations.

With reference to the Group's turnover trend, it should be noted that the percentage of turnover out, on the total average workforce, has remained stable over the last three years, equal to 2,2% in 2019 and equal to 2,7% in 2020 and equal to 1,78% in 2021.

The incoming turnover rate is 1% in 2021, 1,1% in 2020 and 3,5% in 2019, it reflects the scenario that the airport sector is experiencing, jointly managing the best ways of protecting the workforce with its physiological downsizing.

Among the terminations within the Group, the main cause is retirement, in fact in 2019 66,7% of total terminations are of this nature, while in 2020 the

Recruitment by age group and gender

Gender	2019					2020					2021				
	≤ 30	30-50	≥50	Total	Rate	≤ 30	30-50	≥50	Total	Rate	≤ 30	30-50	≥50	Total	Rate
Males	3	0	4	7	3,10%	0	2	0	2	1,30%	0	2	1	3	1%
Females	3	0	4	7	4,00%	0	1	0	1	0,90%	0	2	0	2	0,97%
Total	6	0	8	14	3,50%	0	3	0	3	1,10%	0	4	1	5	0,99%

Data for new hires do not include temporary seasonal staff and temporary employees.

Terminated by age group and gender

Gender	2019					2020					2021				
	≤ 30	30-50	≥50	Total	Rate	≤ 30	30-50	≥50	Total	Rate	≤ 30	30-50	≥50	Total	Rate
Males	0	0	6	6	2,70%	0	2	2	4	2,60%	0	0	6	6	2,01%
Females	0	2	1	3	1,70%	0	1	2	3	2,80%	0	1	2	3	1,46%
Total	0	2	7	9	2,20%	0	3	4	7	2,70%	0	1	8	9	1,78%

Data for new hires do not include temporary seasonal staff and temporary employees.

Social Sustainability

Workers Health and Safety

The Geasar Group, as part of its broader articulation of corporate strategies, considers a priority objective the protection of the Health and Safety of its Workers (OSH) and of all those who interact with the airport system. In this perspective, the Group is committed to an active and certified Safety Management Programme, meeting the requirements of ISO 45001:2018 which is the new recognised reference standard worldwide for the occupational health and safety management system.

The occupational health and safety policy of the group commits the company to providing safe and healthy working conditions in order to prevent work-related injuries and illnesses.

The policy is realised through the implementation of the following actions:

- Ensuring that its activities are carried out with the highest ethical standards and in compliance with current legal provisions;
- Maintaining an effective Safety Management System (SMS) that meets the requirements of UNI ISO 45001:2018 certified by an accredited third party;
- Establish, implement and maintain procedures for the identification and elimination of hazards and the reduction of risks, involving workers and their representatives;

GRI (2018) 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-9

- Implement a continuous improvement programme aimed at achieving objectives related to health and safety working environments;
- Raising awareness and involving stakeholders for a responsible commitment oriented towards compliance both the regulations in force and the Safety Management System implemented by the Geasar Group;
- Verify that the Occupational Health and Safety Policy and the related Safety Management System are understood, implemented and maintained at all levels of the organisation, that the system is supported by periodic and systematic education and training activities and that this document is available to interested parties.

The translation of these commitments into successful results will be the combination of the commitment of Geasar Group, its partners and all other interested parties.

The safety management system (SMS) is subjected annually to both internal and external audits by DNV GL, an internationally recognised third-party certification body. The audit activities conducted have always allowed over the years to always obtain renewal of the certificate and to improve the management system.



The fundamental document for the workers safety management is the Risk Assessment Document (DVR), which assesses the risks to which all Group company workers are exposed. If there is an exposure to risk above the acceptable lines, preventive and protective measures are always used to reduce the same.

Another important prevention tool is given by the provision of specific training courses to workers on health and safety issues; courses planned in the training plan, are carried out both in the classroom and in e-learning in compliance with the current regulations. Workers receive training theoretical and practical training on the basis of the risk profile related to their task, attributed to them by the risk assessment.

The Geasar Group has been working for years to reduce occupational accidents and illnesses among its employees, through constant technical measures such as the proper design of workstations, the provision of specific training in relation to the main types of risk associated with the task performed and an internal analysis of the accidents and near misses, in order to avoid as far as possible their repetition in the future. In confirmation of this, the RSPP is committed to guaranteeing an ever-increasing level of safety by carrying out analysis and prevention activities.

During 2021, there were no cases of occupational diseases, while there were a total of 7 cases of accidents in the workplace. The nature of the accidents was mainly of the accidental type resulting from impact cutting, crushing and stress from lifting

¹ Equal to 32,68: "banca dati statistiche INAIL – 2008-2010"

and handling of loads. It should be noted that no accidents occurred that generated permanent injuries for the injured workers and it is highlighted that, after the prognosis period, each injured worker returned to work regularly without consequences.

The accident frequency index is equal to 8.85. This index has shown a progressive decrease over the last three years, although the value recorded in 2019 (15.27) was already significantly lower than the average recorded by INAIL for the air transport sector¹, testifying Geasar's constant and priority commitment to ensure the safety and accident prevention of its workers.

The total number of accidents recorded does not include the accidents occurring ongoing with own vehicles (2 cases in 2021), since the transport did not take place with company cars, company fleets or during transport organised by the Group companies, but took place with own cars.

Total number of employees accidents

	2019	2020	2021
Recorded accidents	13	5	7
of which fatal	0	0	0
of which with serious consequences*	0	0	0

* Accidents with serious consequences refer to accidents that caused more than 180 days of absence.

Frequency index of employees accidents

	2019	2020	2021
Frequency index of accidents**	15,27	10,77	8,85
Death index	0	0	0
Frequency index of accidents with serious consequences	0	0	0

** The frequency index is calculated as the ratio between the number of accidents and the total number of hours worked in the same period, multiplied by 1.000.000.

Furthermore, it should be noted that in the tables just presented above, the accident data do not include those relating to temporary workers.

It should be noted that in 2021 the Group no longer used this workforce, so there were no cases of injury either.

Hours worked by employees

	2019	2020	2021
Hours worked by employees	851.186	464.435	561.665



Piazzale Aeromobili

Social Sustainability

Measures to counter the spread of Covid-19 virus among workers

The Covid-19 virus pandemic that affected early 2020 almost every country in the world, and **in particularly Italy**, has resulted in the need to ensure employees certain provisions, such as the immediate suspension of services classified as non-urgent and Smart Working for non-operational staff.

In this regard, Geasar and the Group companies have taken the necessary **measures to counter the spread of the Covid-19 virus in the working environments**.

For each specific service, in relation to the evolution of the reference framework procedural, organisational and technological framework adopted by each company and aimed at minimising the probability of contagion transmission, from time to time adjusted and/or integrated the methods adopted, in order to ensure complete alignment to legislative updates and scientific developments in the field.

In particular, this activity was carried out through the verification and discussion of the prevention strategies implemented, of the monitoring, supervision and control, the activity of information and training of all staff and outsiders, and the effectiveness of the measures adopted and their compliance with the specific aims.





Guided Visit in the airport – Dinosaurs exhibition –
Elementary School Olbia Municipality

Social Sustainability

Territory and local communities

Aware of the peculiarities of the territory in which it operates and of its economic and social role, the Group has always been active in maintaining a positive relationship with local communities, through the initiatives of support and continuous dialogue.

The Geasar Group organises initiatives that strengthen ties with the local area, evaluating on a case-by-case basis both their social impact and economic sustainability. These initiatives are publicised through the communication media in order to also involve employees and encourage their participation in them.

Commitment to the local community enables the Group to strengthen its ties with the territory, institutions and with the world of young people, and to promote a culture of attention to the themes of sport, culture, solidarity and the environment.

The Group intends to pursue and develop in the medium/long-term a policy aimed at supporting initiatives in the local area, with the will to contribute to the well-being of present and future generations.

Contributions are made in various forms: involvement in community support projects also in partnership with local organisations, aimed at address issues of significance for both the territory and for the Group; medium to long term initiatives related to community development and relations with organisations operating in the social and welfare, environmental, cultural, foundations and research institutes; support for educational institutes.

The Geasar Group organises initiatives that strengthen ties with the local area

Social Sustainability

Territory and local communities

Geasar dialogues with the territory through various forms and main areas of intervention at a social level are following:

Initiatives in favour of young people: collaborations with educational institutions, support for local associations and local educational institutions by involving young sports and students in order to promote their physical and intellectual growth;

Community and care: support for associations or non-profit organisations working on social issues and social issues and initiatives aimed at providing assistance to disadvantaged persons and persons in difficulty; initiatives of charitable nature and interventions in the social and assistance;

Culture: cultural, artistic and musical initiatives with particular educational content, initiatives for the promotion of specific local features and initiatives aimed preserving and enhancing the artistic heritage, historical and cultural heritage of Sardinian traditions and Sardinian territory;

Sport: support for sports initiatives that are representative of the universal values that sport embodies such as dedication and commitment to the improvement of physical condition, as a factor of socialisation and inclusion, as an example of respect and fairness, including for those with disabilities;

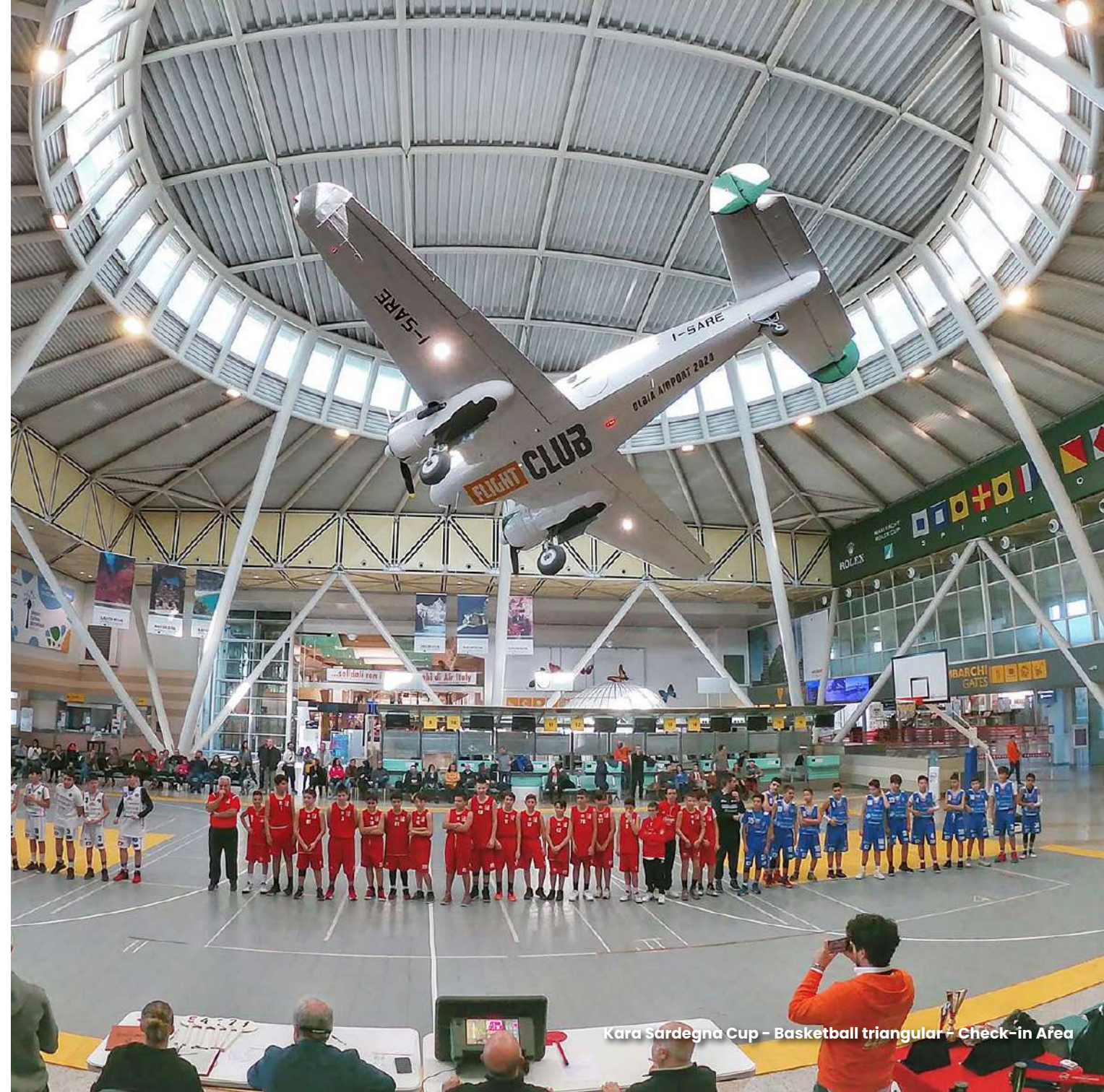
Environment: support for initiatives to protect the environment and raising awareness, particularly among young people, on issues such as the protection of resources and reduction of environmental impacts



 Olbia Airport for Sustainability



 Olbia Airport for Sustainability



Kara Sardegna Cup - Basketball triangolar - Check-in Area

Social Sustainability

Below are the most significant projects, events and initiatives realised during 2021 demonstrating Geasar Group's commitment to the territory and the local community:

FUORICONCORSO "On the Road" Sardinia - Cars on the Track: Promotion of the territory with a tour of three days through the roads of northern Sardinia on board of luxury historic cars. For the occasion was photo shoot at the newly completed runway.

Opening of new Volotea operating base: On 3 June 2021, Volotea inaugurated in Olbia its seventh Italian base, seventeenth at European level. For Olbia airport, this is a fundamental step forward towards a concrete development of the airport and tourism on the island. Thanks to an Airbus A319, the company will take off from Olbia to 15 domestic destinations and 4 foreign, for a total of 19 routes. The inauguration of the new base was attended by Carlos Muñoz, President and Founder of Volotea and Silvio Pippobello, CEO Managing Director of Geasar S.p.A.

Use the camera



Watch the video



Fuori concorso – Shooting Fotografico

Social Sustainability

Sustainable press trip to Sardinia, in collaboration with Easyjet: Olbia Airport has collaborated in the organisation of a trip to discover the most sustainable places and experiences in Europe destinations connected by the airline Easyjet. The journalist Mauro Garofalo has spent three days on the island, discovering the slow and authentic Sardinia, recounting the eco-sustainable reality of the territory visited, with the aim of promoting sustainable tourism and recounting possible sustainable strategies and perspectives for the industry's "green" future.

Sardinia Call2Action: The Costa Smeralda Airport, with the collaboration of the Department of Tourism of the Sardinian Region, and the patronage of Enit, and Tourism Plus, hosted four events within the promotion programme Workshops&Coaching for tourist professionals, startupper and students, innovative operators and staff of public bodies.

The 5th edition focused on the analysis of the first reference markets for the Sardinia destination: Germany, France, Switzerland and England. The four webinars were aimed at opening discussions, transfer information, data, insights on tourism trends, with the aim of improving the knowledge of markets, tourism targets, the experiences of other Mediterranean competitors by local tour operators.



OUTLOOK 2022 - AIR TRAFFIC OUTLOOK 2021: In collaboration with the Department of Tourism of the Sardinia Region, Olbia Airport has presented Outlook 2022. Two virtual meetings between experts aimed at framing the possible scenarios of the air transport and tourism for the 2022 season from three different perspectives: airports, tour operators and airline.

Time in Jazz - Diodati: The Airport hosted a stage of Time in Jazz, with a performance at the Kara Kiosk, a bar located outside the air terminal, by the guitarist Francesco Diodati.



Musicultura World Festival - two concerts: For the 6th year, the airport is hosting the music festival itinerant organized by Cordas et Cannas (historic Olbia band). Double night at the airport that featured the performance of Giuliano Gabriele trio and Visioni di Segundo.

Ammentende Serafino Spiggia: an evening dedicated to the memory of Maestro Spiggia, writer, poet and Sardinian beekeeper. During the course of the evening, in addition to the projection of videos about Maestro Spiggia, there was a Cordas et Cannas performance and was followed by an interviewed by the director Salvatore Mereu.

Book Presentation on Lucio Dalla: Jacopo Tomatis presented “E ricomincia il canto”, a journey into the life of Lucio Dalla with a collection of interviews to the artist from Bologna. Moderator of the meeting Federica Catasta.



Rigiocalo: For more than 5 years now, during the Christmas season, at the airport, a collection centre is set up for used toys, which are resold to passengers, airport staff and passengers for raising funds to be donated to associations that provide assistance and support the underprivileged.



My favourite Artisan: a program of seven events organized by Geasar, in collaboration with the Department of Tourism of Sardinia Region, to make passengers in transit to Olbia experience emotions and sensations of 'savoir faire' typical of a craft workshop. The craft workshops set up at the centre of the commercial area allow passengers to participate live in an exciting experience: the birth of a handcrafted item, having the opportunity to see in detail the different stages of processing.

Artisans in the Airport: The Group and the Department of Tourism of Sardinia Region have organized three days of demonstrations of Sardinian artisans at work to show passengers the knowledge of ancient crafts. For the event, sixteen professionals from the workshops were selected as well as the voices of three performers of ethnic and Italian pop music in collaboration with speaker Max Borrelli.

Christmas Video: On the Christmas holidays, Geasar created a video at the airport whose protagonists are animated mascots and airport employees to wish happy holidays to the community.



Olbia airport has also been the **movie set** for important international films and documentaries production. In collaboration with State bodies, Geasar Group coordinated the activities for the filming of the following films/documentaries:

Sky - Serie tv impero

Netflix - 365 giorni 2

3+ Schweiz – Die Bosshards Roadtrip



On the **International Day for the Elimination of Violence against Women** on November 25, in 2020 Geasar dedicated a check-in desk to the colour of that campaign, as a symbol of the company's commitment against all forms of abuse toward the female universe and to raise awareness of the people about the problems of gender-based violence.

Video awareness raising elimination of violence on women: On the world day against violence against women in 2021, it was made an awareness-raising video on the issue, involving some colleagues as the protagonists of the video.



Sports Partnerships

Absolute Sardinian Tennis Championships: Karasardegna, Cortesa’s brand dedicated to the sale of regional products (online and in physical airport stores), supported the national trophy of Tennis held in Olbia at the Terranova Club for the following categories: singles, doubles and mixed doubles both men’s and women’s 2nd, 3rd and 4th categories.

World junior judo championships: Geasar supported logistically the tournament by providing assistance dedicated to the athletes’ arrival at the airport for the 24th edition of the world juniors’ championships, with the participation of 495 athletes from 72 countries.

Territory Partnerships

Below are the events and cultural initiatives that the Geasar Group has espoused and supported through different modes of partnerships:

Bookolica: the festival of creative readers that animates for several years now the streets of the municipalities of Tempio Pausania and Bortigiadas with three days dedicated to literature and visual arts in the presence of guests of national and international scope. Main guest of the 2021 edition: Beppe Vessicchio.

Literary review “**on the thread of discourse**”: review organized by the “Simplician Library” and the Municipality of Olbia. The review proposed a series of appointments in which alternated books

presentations, literary readings and performances.

Antonioni Beyond the Dome - Beyond The Dome: photographic exhibition dedicated to the house that director Michelangelo Antonioni, together with his then partner and actress Monica Vitti, had himself built in the late 1960s in Costa Paradiso, Sardinia, by visionary designer Dante Bini. The exhibition, on the 50th anniversary of its completion (1971-2021), aimed to celebrate the artistic and architecture of the villa, retracing its most significant moments from its construction to the present.



Figari Film Fest: The festival of short films represents one of the main cultural events of the summer season in the area. It is the first festival of short films in Italy that can boast the presence of a real dedicated international market.

Maker Island: the first event in Sardinia that celebrates the culture of makers: the digital artisans of the 21st century. Absolute protagonist is the innovation theme. Maker Island’s objective is to make coexist the digital and manual spheres, the culture and technology, artisanship and industry, in a “friendly,” informal and stimulating context. An interdisciplinary fair where technology meets the world of design, fashion, art, and business, giving rise to interesting intermingling and activating cultural innovations among a wide and heterogeneous audience.



Social Sustainability

University Centre

Confirming its support for research and culture, Geasar is hosting, on the second floor of the air terminal, the branch office of the Faculty of Economics of the University of Sassari, which conducts the Bachelor's and Master's degree courses in Economics and Tourism Management.

Having a reference of the academic world in the airport is a strength both for the ease of the logistical connections, as well as for the proximity to the tourism realities, besides for the proximity to the territory.

The degree program, in particular, aims to train professionalism for the management of tourist activities, combining both general and specialized business and economic skills, legal and quantitative. The degree program is also a valuable pool for the talent selection by society, which draws from the university for the training of its staff and for the implementation of internship projects aimed at developing research and analysis projects.

Within the university hub are: the "Help desk" (Student Secretariat, ERSU, CUS) created to enable students of all degree courses of the University of Sassari to use the general services in a single system, the economic-legal library available to all users and the internship desk for those enrolled in the degree program.

With reference to younger students, the Group companies have for years hosted at their facilities an important number of students within the school-work alternation project, offering students the opportunity to become part of the airport work environment, dedicating them to initiatives to improving passenger assistance levels, such as passenger flow management activities at check-in, passenger information activities and Terminal decorum supervision activities.

The Group has also activated in recent years several curricular and extra-curricular internship projects with students from the university world, which have seen the operation of students both at Geasar offices as well as within the airport structure.



ENVIRONMENTAL SUSTAINABILITY



- 3** GOOD HEALTH AND WELL-BEING 
- 6** CLEAN WATER AND SANITATION 
- 7** AFFORDABLE AND CLEAN ENERGY 
- 8** DECENT WORK AND ECONOMIC GROWTH 
- 12** RESPONSIBLE CONSUMPTION AND PRODUCTION 
- 13** CLIMATE ACTION 

Environmental Sustainability

Geasar Group is aware that a strategy company aimed at reducing the environmental impact resulting from its activities represents an unavoidable commitment to participate in safeguarding the health of Planet Earth, and that it constitutes a fundamental element for the operation of the airport, for the user satisfaction and responds to the needs of the territorial context in which it operates.

In order to best identify and manage the direct and indirect effects of its environmental impact, since 2009, Geasar has implemented and maintained active a certified **Environmental Management System** according to the international reference standard UNI EN ISO 14001:2015, integrating into its decision-making process the expectations of the International Finance Corporation (“IFC”) Standard on environmental and social sustainability.

Geasar commitment is to pursue a policy environment of continuous improvement in the management and sustainable development of the airport, minimizing, where technically possible, any negative impact towards the environment and implementing every effort in terms of organization, operation and technology to prevent pollution of water, air and soil by safeguarding biodiversity and conservation of the natural environment.

To this end, the Group has signed up to its participation in the certification program called **Airport Carbon Accreditation** committing to the reduction of emissions from the Greenhouse Gas (GHG) and has been engaged in the implementation



Geasar commitment is to pursue a policy environment of continuous improvement in the management and sustainable development of the airport

of various interventions and projects with a view to reducing energy consumption and resources used.

Geasar, in its function as airport operator, implements initiatives and projects aimed at promoting a responsible acting, it also raises awareness and monitors that all entities operating in the airport environment manage the waste produced by their activities by encouraging recovery of the same instead of disposal.

100% of new employees are trained on the system of integrated certification adopted and on the management of the significant environmental aspects and impacts produced by Geasar Group.



Environmental Sustainability

Environmental policy

In order to direct their activities according to a common guideline and to raise awareness of its resources, in 2019 Geasar Group defined, in line with the corporate vision, its Environmental Policy, approved by the Board of Directors, which is materialized in the implementation of the following actions:

- Ensuring that its activities are carried out with the highest ethical standards and in compliance with current legal provisions;
- Maintain an effective Management System Environment according to the requirements of the UNI EN ISO 14001 certified by a third party accredited;
- Integrate into the decision-making process, to the requirements of UNI EN ISO 14001, the expectations of the International Finance Corporation (IFC), which represent the standards on sustainability social and environmental;
- Minimize the consumption of energy and raw materials in general by adhering to the Airport Carbon Accreditation certification for the reduction of Greenhouse Gas (GHG) emissions;
- Optimize the management of the wastewater treatment by promoting the reuse of treated water for irrigation use;
- Optimize waste management by encouraging the recovery and recycling instead of disposal and adopting policies to reduce disposable plastic;
- Raise awareness and involve all stakeholders for a responsible commitment oriented toward respect and preservation of the heritage common heritage represented by the



Environmental Sustainability

- environment in which we operates;
- Foster collaborations with Partners that demonstrate respect for the environment;
 - Establish environmental objectives and targets integrated to corporate development programs and disseminate them through the internal and external;
 - Verify that the environmental policy and related management system are understood, implemented and maintained at all levels of the organization and that the system is supported by periodic and systematic training activities;
 - Disclose this document and make it available to interested parties.

The translation of these commitments into successful results will be the combination of the commitment of the Geasar Group, its Partners and all other stakeholders.

More information can be found on the geasar.it website, "Certifications" section.

Management system, objectives and projects

Geasar has always operated in compliance with the current environmental regulations and since 2009 has been conducting its activities according to the requirements of the international environmental management System UNI EN ISO 14001.

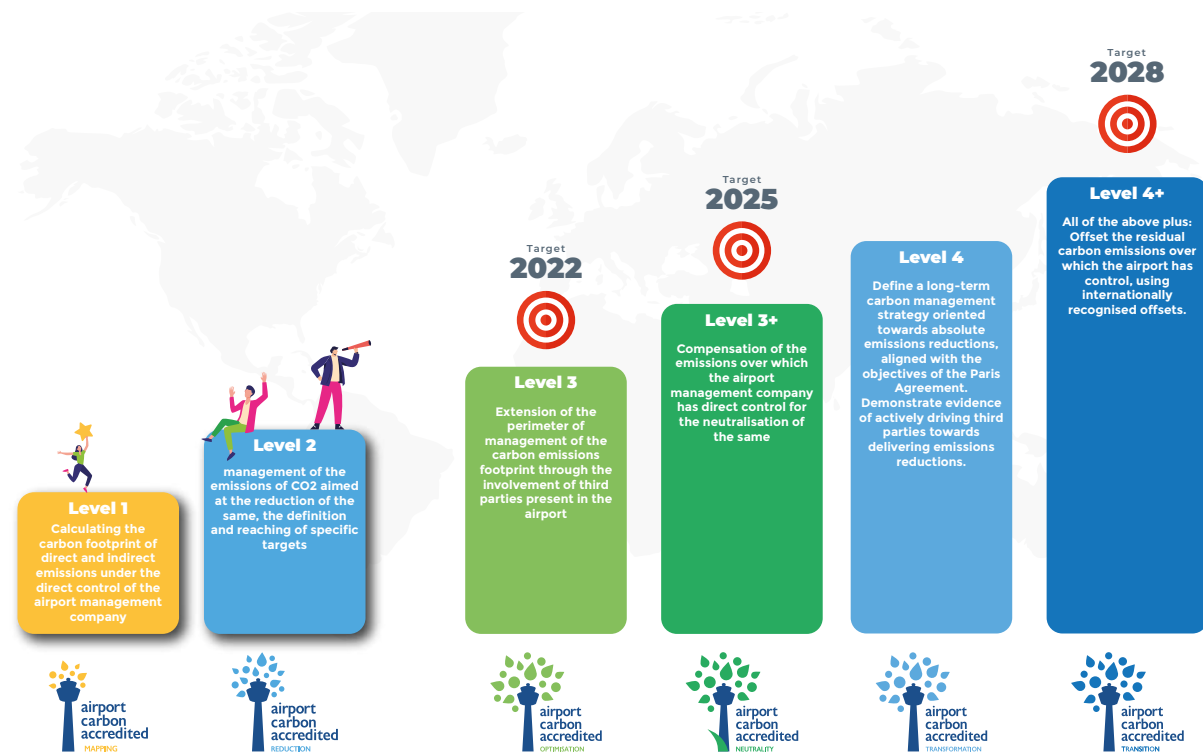
Olbia Airport has obtained the accreditation at level 2 of the Carbon Accreditation of ACI Europe in October 2019, joining the group of more than 350 airports around the world that have decided voluntarily to do their part in the climate change fight and joining the international program "Airport Carbon Accreditation" (ACA), aimed at reducing and managing sustainable atmospheric emissions.

The project, established in 2009 with the aim of improving the environmental sustainability of airports through concrete and shared actions, allows airports that participate in it to assess their progress in managing their carbon footprint. The protocol Airport Carbon Accreditation includes 6 levels of climate certification: mapping, reduction,

Olbia Airport has obtained the accreditation at level 2 of the Carbon Accreditation of ACI Europe in October 2019

¹ It is the association that brings together the managers of over 500 airports in the European area, responsible for 90% of the commercial traffic of the European continent.

optimization, neutrality, transformation and transition-the last two levels were added recently to the program, which previously considered “Neutrality” as the last step.



During 2021, despite the lingering effects induced by the pandemic crisis in the airport sector, Geasar confirmed its commitment to the programme by renewing its accreditation at Level 2, effectively persevering in its policy of monitoring and reducing emissions.

The fiscal year 2021 **recorded an absolute decrease of emissions** of -20.7% compared to the average of the three-year period 2017-2019, attributable, in addition to the decrease in traffic related to the emergency Covid-19, to the containment policies adopted to optimize the use of resources during periods of low inflow.

Despite the continuing pandemic crisis, the company pursues with the goal of minimizing negative impacts toward the environment and become a “**Carbon Neutral**” airport, achieving level 3+ Neutrality, by 2025. To this end, Geasar has presented investments in energy efficiency energy, as well as ad hoc training plans to stimulate behavioural changes among employees and initiated interlocutions with the main actors in the system to share their objectives on environmental issues.

Specifically, these improvement commitments are in part declined within the Quality Plan and Environmental Protection submitted to ENAC for the four-year period 2019-22, which defines a set of environmental indicators on which Geasar commits to the Authority.

The objectives were identified on the basis of the real effectiveness of the interventions under the environmental profile, considered in the multiplicity of its components, avoiding the solely pursuit of the adoption of “latest generation” technologies, focusing rather on improving the energy balance of the system as a whole, including the processing required and the disposal of disused technologies.

The areas of environmental improvement for which improvement objectives have been identified relate to:

- **Energy conservation:** installation of new lighting systems to replace existing ones with low-consumption fixtures; it should be noted that to date about 25% of the consumption of the Group electricity is related to the requirements for lighting, for the terminal and the external areas such as aprons, parking lots and roadways;
- **Alternative energy production from renewable source:** production of electricity through installation of photovoltaic systems on the facade-integrated parking lot roofs and on passenger waiting shelters;
- **Waste management and treatment:** detailed separation of non-hazardous waste in order to maximize the reuse or recycling;
- **Saving of potable water resource:** from aqueduct and groundwater from wells through water recovery wastewater treated by the sewage treatment plant;
- **Noise pollution monitoring:** in outdoor environment from take-off and arrival of aircrafts.

¹ 2020 is not considered due to the Covid-19 pandemic.

Environmental Sustainability

Management system, objectives and projects

Mentioned below are the main initiatives of an environmental nature promoted by Geasar to raise awareness not only among its internal resources but also among its stakeholders, particularly the passengers and the young people in the community in which it operates:

Plastic made Plastic Art

To further raise awareness of the plastic issue, an exhibition was set up at the airport featuring the works of artist Giorgia Concato. The exhibition features the installation of sculptures that represent the main marine species of the Mediterranean made with plastic waste found in the seas of Sardinia.



Take me back to the sea

In collaboration with the Marine Protected Area of Tavolara as part of the project, "Take me back to the Sea" all the sand was returned to the sea, stones and shells confiscated at the airport security.

Geasar also signed up to the goal of returning to the environment 100% of the material confiscated from the passengers departing from Olbia airport.

Use the camera



Watch the video

Environmental Sustainability

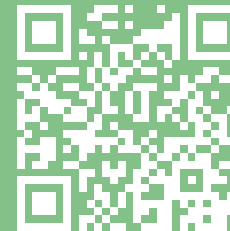
Management system, objectives and projects

Flash mob - Do Not Pollute

Flash mob held in the boarding area to raise awareness of sustainability theme. A group of dancers dressed as airport personnel reinterpreted the song Can't stop the feeling with a lyric dedicated to environmental sustainability.

Do Not Pollute

Use the camera



Watch the video

Goal “Plastic Free”

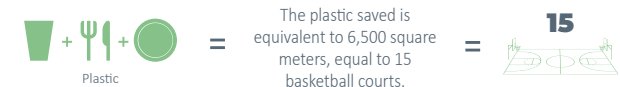
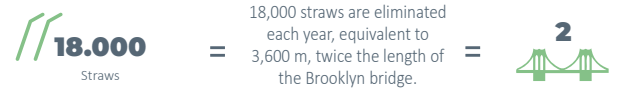
Starting in summer 2019, Cortesa has committed to eliminate plastic in its restaurants, with the only exception of water bottles that can be purchased at the counter. Specifically, today the goals of:

- Replacement of plastic tableware, for consumption and for take-away, with compostable material;
- Elimination of straws and products packaged in plastic such as crackers and breadsticks;
- Self-service paper placemats have been replaced with paper placemats formed from biodegradable pulp;
- At the Kara-Café, dispensers of soft drinks by the glass have been installed, to limit the use of bottles at the counter;
- At the Fish&Wine and Grain&Grapes, has been eliminated the dispensing of water in plastic bottles and introduced that in glass;
- To carry out cleaning activities, cleaning products of vegetable origin 100% biodegradable are used;

The project also includes an active role in passenger information, on the tableware in fact the logo of the company brand “keepit” has been placed, to reinforce information on the compostability of the same and invite the consumer to a correct waste disposal, moreover in the self-service area indications have been strengthened and improved for proper disposal of cutlery and compostable trays.

Finally, it should be noted that in 2020 was reintroduced the administration of single-dose sachets of oil and vinegar, in order to ensure people’s safety by eliminating the use of shared containers at the table, in compliance with anti-Covid19 regulations.

EACH YEAR THE FOLLOWING ARE ELIMINATED



Keep-it communication in Cortesa refreshments points





Apron airline

Environmental Sustainability

Energy management

The airport system employs energy in the form of different energy carriers for its operation and for maintaining a high level of service.

The main draw comes from the use of electricity, which is followed by the consumption of diesel fuel intended for heating and powering the means of aircraft and passenger assistance on the apron.

On each sector Geasar has initiated, in accordance with the environmental policy, a review of processes aimed to the overall reduction of emissions.

The strategy includes a gradual conversion of plants and equipment to reduce the consumption of the fossil energy carrier (Diesel and other fuels), which are responsible for greater emissions, in exchange for greater use of electricity.

In parallel, the implementation of photovoltaic systems is planned for the production of energy, to compensate for the higher expected withdrawals to support all activities.

On each sector Geasar has initiated a review of processes aimed to the overall reduction of emissions



Specifically, during the year 2021 the following was done:

Lighting system upgrading:

- Upgrading of the lighting system of the Schengen boarding areas of the basement, with a reduction in consumption by 45% and a simultaneous reduction of special waste resulting from the activities of ordinary replacement of sources;
- Replacement of commercial area lighting fixtures Landside, with a nominal **savings of 55%** and increased illuminance levels;
- Completion of the management system/regulation of the lighting levels of the pier embarkations and central concourse (More than 400 points existing lights with LED technology), with a further **reduction** in consumption estimated at **25%**.

Facilities and infrastructure management:

Timely review of the management activities of the facilities, dropped on the particular operational context of the airport during the restrictions imposed by the pandemic.

Each action was designed to determine and calibrate the resources needed to guarantee the level of service to the passenger, eliminating any consumption unnecessary energy:

- Reducing air conditioning and lighting in unused areas;
- Review of flows;
- Partial/total closure of toilets that are not necessary;
- Attenuation of air conditioning levels in non-operational areas;

Development of climate control systems:

Initiation of the executive design phase for the replacement and upgrading of the system of summer and winter air conditioning of the air terminal, with high-efficiency heat pump systems that will allow the decommissioning of the thermal power plants powered by diesel fuel.



The Group’s energy consumption over the past three years is shown below:

Energy consumption Geasar Group 2021

	2019		2020		2021	
	Actual	GJ	Actual	GJ	Actual	GJ
Diesel fuel (l)	171.366	6.578	83.237	3.186	136.590	5.216
LPG (l)	1.004	26	1.200	31	1.000	26,1
Propane for birds removal (t)	0,06	3	0,06	3	0,07	3,55
Petrol (l)	2.747	95	4.744	163	7.365	256,8
Purchased electricity (kWh)	6.690.390	24.085	5.012.915	18.046	6.193.833	22.297,8
TOTAL ENERGY CONSUMPTION (GJ)		30.787		21.429		27.800

Sources used: energy consumption is reported in GJ according to GRI guidance. Values and conversion factors taken from the following were used to convert energy consumption into GJs from DEFRA

The table above shows the drivers energy of Geasar.

The main source of energy used within the Group is electricity, which accounted in 2021 80% of total energy consumption.

Most of the general services, in fact, are subject to the electric energy carrier: transfer and handling systems, the air conditioning both in summer and, increasingly, winter, water supply, the sewage disposal and purification, the lighting of yard buildings and the road system are some among them.

Atmospheric emissions

As anticipated, the Geasar Group has decided to join ACI Europe’s Airport Carbon Accreditation programme, committing to a progressive reduction of its emissions. The first step of the programme, level 1, involves the mapping of these emissions, calculated based on the energy consumption above described.

Compared to the three-year period 2017-2019¹, **direct emissions** (so-called Scope 1) into the atmosphere associated with sources that are under Geasar’s control (e.g. fuel used for heating or airport vehicles and gas used in air-conditioning systems) have decreased by 30%.

This result was achieved thanks to the construction of new heat pump air-conditioning systems, the implementation of new systems for managing and monitoring the plants in the company premises and through infrastructural interventions aimed at increasing the energy efficiency of the areas.

The partial replacement of company vehicles with heat engines with electric vehicles also had a strong impact, along with the implementation of a new procedure for monitoring fuel consumption.

Indirect emissions (so-called Scope 2 market based) deriving from the consumption of electricity purchased by Geasar decreased by 17% compared to the three-year period 2017-2019², mainly achieved through the upgrading of air conditioning and lighting systems.

^{1,2} 2020 is not considered due to the Covid-19 pandemic

30%

The reduction of direct emissions into the atmosphere in 2021 (Scope 1)

17%

The reduction of indirect emissions in 2021 (Scope 2)

The following table shows the main emissions generated in the last three years by the Geasar Group¹:

Category	U.M.	2019	2020	2021
Scope 1				
Diesel	tCO2 eq	454,6	232,3	358,5
LPG	tCO2 eq	1,5	1,8	1,6
Petrol	tCO2 eq	6,1	10,5	16,2
Refrigerant Gases	tCO2 eq	231,9	21	77,97
Water Purification	tCO2 eq	34,6	21,4	29,2
Fire Extinguishers	tCO2 eq	0,020	0,005	0,005
Total Scope 1	tCO2 eq	728,7	287,0	483,5
Scope 2 – Location Based				
Electricity purchased from non-renewable sources	tCO2	1.872	1.312,4	1.616
Total Scope 2 – Location Based	tCO2	1.872	1.312,4	1.616
Scope 2 – Market Based				
Electricity purchased from non-renewable sources	tCO2 eq	3.116,9	2.336,0	2.827,9
Total Scope 2 – Market Based	tCO2 eq	3.116,9	2.336,0	2.827,9

for the atmospheric CO2 emissions calculation for Scope 1 the DEFRA 2021 emission factors were used; for the "Location Based" Scope 2 approach the following were used the atmospheric emission factor for CO2 and other greenhouse gases in the electricity sector, ISPRA - National Inventory Report 2021. Finally, for the "Market Based" Scope 2 approach, was used the emission factor related to the national "residual mix" European Residual Mixes 2019, AIB 2021. Emissions related to propane consumption were not included because they are minor.

Scope 1: direct emissions, associated with sources owned or under the control of the companies Group, such as fuels used for heating and for the operating means needed for airport operations;

Specifically, in compliance with the GRI reporting standard, they are calculated according to location- and market-based methodologies, using appropriate emission factors.

Scope 2: indirect emissions, resulting from the consumption of electricity purchased by the companies of the Group.

¹It should be noted that the Scope 1 and Scope 2 (location based) emissions data for the year 2019 and the Scope 2 (location based) emissions data for the year 2020 have been recalculated in light of the most up-to-date emission factors

Management of Water Resources and Storm Water

The issue of water resource management is an environmental aspect to which the Geasar Group has focused particular attention with optimisation and constant maintenance of its plants. Starting from 2013, in fact, recovery systems have been installed for waste water treated by the airport purification plant, groundwater collection systems and storage management processes have been improved.

(2-3), on a scale from low (0) to extremely high (5). The third-party water supplier uses water from storage dams as its primary resource, but also water from some springs (about 15%)¹.

Currently, water consumption is monitored on a monthly basis by the Geasar Group through the use of its own counters. The trend of water withdrawals is related to the flow of passengers and the irrigation of green spaces.

In 2021, third-party water resource withdrawals showed a reduction of 76% compared to the previous year due to consumption efficiency and leakage detection and rectification.

Water withdrawals per source (mega litres)

	2019	2020	2021
Groundwater (wells)	68,21	50,40	54,69
Third-party water resources (aqueduct)	71,50	66,02	15,55
Total mega litres	139,71	116,42	70,24

Note: It should be noted that the reporting of water withdrawal data from 2020 onwards was done using the new GRI Standard 303, published by the Global Reporting Initiative (GRI) in 2018 to replace the version published in 2016.

With regard to water withdrawals in areas subject to water stress, Geasar uses the Aqueduct Tool developed by the World Resources Institute (WRI) to identify potentially high-risk areas. According to this analysis, the company's premises were found to be located in an area with a medium to high water risk

¹Source: website of local water supplier <https://www.abbanoa.it/Documenti-e-dati/Materiale-divulgativo/Abbanoo-SpA#page-content>



Environmental Sustainability

The management of first rainwater coming from forecourts is necessary to avoid pollution both groundwater and surface water. Currently, within the airport grounds five oil separators are in operation that treat rainwater before it is discharged into water body.

Despite the presence of the 5 oil separators, the Geasar Group has a specific environmental procedure which regulates the rules for the correct management of spills in order to intervene promptly whenever there is an event that could create problems for the aquatic environment.

Checks on the quality of discharged water in compliance with the regulations in force, table 1 and 3 of Annex 5 of Legislative Decree 152/2006, take place by carrying out six-monthly self-checks on each oil separator.

The results show, over the last few years, compliance with all parameters, including those considered most critical, which are: chromium VI, lead copper, zinc, total hydrocarbons and total surfactants. Wastewater produced within the airport grounds are treated by a treatment plant authorised to discharge such water either on water bodies or for reuse for irrigation purposes.

Geasar places great emphasis on saving and managing water resources, in particular drinking water, coming from aqueducts and wells. For this reason, it has signed up to increasingly challenging targets for the years to come, in order to increase the quantities of treated wastewater recovered from its purification plant.

The purified water resource comes from the toilets in the air terminal and is subsequently used to irrigate the airport's green areas; therefore, the quantities of water recovered from the treatment plant are directly linked to traffic trends.

In 2021, in the months of April to October, about 1,000,000 more passengers passed through the airport than in 2020, so in 2021 there is a 91% increase in recovered water.

A sustainable and lasting management of the water cycle is based precisely on the valorisation of less noble waters and on the use of high-quality water only where indispensable, sensitising the community to its sustainable use.

The table below shows the quantities of water recovered and used for the irrigation of gardens and green spaces:

Water recovered from wastewater treatment plant (mega litres)

	2019	2020	2021
Recovered water from plant wastewater treatment	23,95	10,97	20,97

Environmental Sustainability

Waste Management

From a purely environmental point of view, Geasar, which is called upon to manage the waste it produces, including municipal waste, waste that can be assimilated with municipal waste, special hazardous waste, and non-hazardous waste as classified by Art. 184 of Legislative Decree 152/2006, is looking for solutions that aim to improve waste management, with the objective of increasing the percentage of separation.

The objective can also be achieved by continuing in the project of disseminating and spreading, towards the entire airport user base, of the culture of differentiation and respect for the environment, particularly with regard to municipal waste management.

The brief below is a description of the followed route:

- The municipal waste produced is delivered separately to the three ecological islands serving the airport by the cleaning company, the green maintenance company and by all the sub concessionaires in the Terminals. The waste stored in the islands is loaded, transported and disposed of in the landfill by the company that manages the municipal waste collection on behalf of the municipality of Olbia, De Vizia Transfer Spa.
- Hazardous and non-hazardous special waste are delivered separately in temporary storage depots and periodically entrusted to authorised

transporters who load them and dispose them in authorised landfills.

Waste generated at Olbia airport comes from the following activities:

- Activities with direct operations of Geasar;
- Activities of sub concessionaires;
- Activities of suppliers;
- Production of waste by users of the airport services (passengers, visitors of the airport).



Waste produced (Ton)

	2019			2020			2021		
	Dangerous	Not dangerous	Total	Dangerous	Not dangerous	Total	Dangerous	Not dangerous	Total
Recycling	0	749	749	0	213,98	213,98	0	199,35	199,35
Composting	0	215	215	0	61,65	61,65	0	128,88	128,88
Recovery	38,99	58,26	97,25	2,82	66,84	69,66	4,05	27,24	31,29
Landfill	1,46	584,78	586,24	0,22	300,31	300,53	0,46	222,95	223,41
On – site storage	0	0	0	0	0	0	0	0	0
Total	40,45	1.607,04	1.647,49	3,04	642,78	645,82	4,51	578,42	582,93
Of which municipal Solid Waste	0	1.393	1.393	0	377,52	377,52	0	414,11	414,11

Note: it should be noted that the reporting of waste data from 2021 was done using the new GRI Standard 306, published by the Global Reporting Initiative (GRI) in 2020 to replace the version published in 2016.

Since 2012, Geasar Group has activated the separate collection of all waste produced in the areas of the airport grounds where 3 ecological islands have been established for the collection of municipal waste and residual dry waste. This is where waste produced by all activities on the site.

Over the past few years, waste separation has had good results, reaching in 2021 79.26%¹ of sorted municipal waste. The objective, given the company policy of continuous improvement in the management and sustainable development of the airport, is to reach 81% of separate waste collection by 2022 (the data collected to date are in line with this target) and 85% by 2026.

The actions that have led and will lead to the achievement of the objectives are related to training, awareness-raising and monitoring activities and the collaboration of an external company that carries

¹ the percentage of 79.26 is the sum of recycling and composting on municipal solid waste

79,26%

Sorted municipal waste in 2021

Target of 85% separate collection by 2026

out the sorting of waste that is delivered to the in the ecological islands in an undifferentiated manner.

In 2021, 71% of the total waste produced is made up of municipal solid waste produced by: passengers, airport operators and sub- concessionaires operating within the airport grounds.

Municipal waste consists of:

organic waste, glass, cans, paper, cardboard, plastic wood packaging, wood material, iron, electrical and electronic equipment, bulky and dry residual waste.

The measurement of the quantity of waste produced is carried out, for some waste (e.g. cardboard, plastic residual dry waste) using the weightings that are made at the time of disposal, while for other waste (e.g. organic, glass, paper) the measurement is made using m³ produced and multiplying the value by the specific weight of each waste value.

Special hazardous waste consists of:

Mineral oil for engines, contaminated packaging, absorbents/filter materials, end-of-life vehicles, filters oil, lead batteries, sanitary, dead animals and fluorescent tubes.

Special non-hazardous waste consists of:

Organic waste, spent toner, absorbents/filter materials, discarded tyres, glass from the dismantling of fixtures, discarded equipment, components removed from discarded equipment, iron and steel, cables electrical, insulation material, mixtures from construction and demolition activities, sieve, sand, sludge from wastewater treatment, septic tank sludge, street cleaning residues.

The measurement of the quantity of waste generated for hazardous and non-hazardous special waste is based on the weightings of the same waste that is done once they are disposed in landfills.



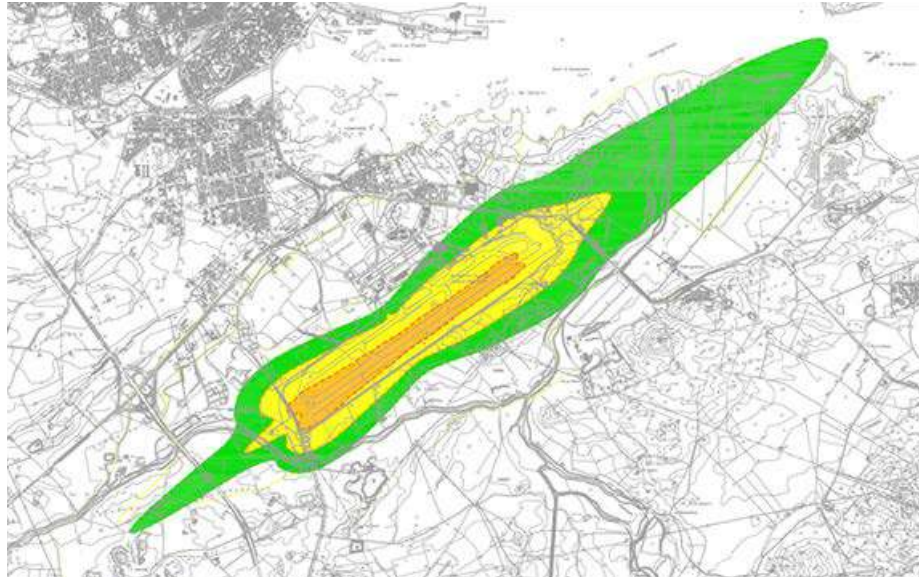
Noise pollution

In environmental terms, aircraft noise constitutes the main element of awareness communities living near airports, each of which has characteristics that makes it unique in terms of the study of the noise produced.

The equal-loudness contour/isophonic curves identify respect areas (or zones) - A, B and C - characterised by specific limit values of the LVA acoustic index, assessment level of airport noise, within which permitted settlements are regulated, as shown in the table.

Buffer zone	Limit values [dBA]	Urban limitations
C – Orange colour	LVA > 75	"Only activities functionally related to the use and services of airport infrastructure"
B – Yellow colour	65 < LVA ≤ 75	"Agricultural activities and livestock farms, industrial and related activities, commercial activities, office activities, tertiary and related activities, subject to the adoption of appropriate noise insulation measure"
A – Green colour	60 < LVA ≤ 65	"No limitations provided"

The equal-loudness contour/isophonic curves of Olbia airport, derived from the study of the environmental acoustic compatibility, were approved by the Commission Airport Commission on 22 July 2013.



Olbia airport, as evident from the table below, it does not significantly affect the resident population around the airport, since there are no residents in the most sensitive areas, while in respect area A, in which there are no land use restrictions, the population exposed is equal to **19 residents**.

Buffer zone	Area sq. km	Exposed population	Airport indices *
A	5,64	19	Ia=0,12
B	1,65	-	Ib=0
C	0,510	-	Ic=0

*Classification of airports in relation to noise pollution level – Ministerial Decree of 20 May 1999

Since 2000, several measurement campaigns have been carried out around the airport in order to verify the acoustic climate of individual areas and detect measurable aircraft noise. These monitoring activities are included in the environmental objectives of continuous compliance with the parameters in force.

In 2021, as required by the regulations in force, three monitoring campaigns were carried out in May, August and October in the weeks of peak traffic.

The campaign in question consisted of three strategic locations, as shown in the following figure:

- **Station 1:** P 2402 Control Unit- Relocatable by the Olbia mare shopping centre;
- **Station 2:** P 2403 Control Unit- Relocatable by the cemetery;
- **Station 3:** P 2405 Control Unit- Header 23



From the analyses carried out by the stations, two of which are located outside the equal-loudness contour/isophonic curve A and one located on the inside, the following results emerged, which demonstrate compliance with the limits imposed by the acoustic characterisation in force at Olbia Airport in compliance with the requirements of Ministerial Decree 31/10/1997.

	LVA [dBA]			Compatible value with buffer zone	Compliance with the limit established by the acoustic assessment
	2019	2020	2021		
Station 1: P 2402 Control Unit – located in Olbia mare shopping centre	52,0	52,4	49,5	Outside the buffer zone	Yes
Station 2: P 2403 Control Unit – located by the cemetery	55,8	51,5	53,3	Outside the buffer zone	Yes
Station 3: P 2405 Control Unit – located by the header 23	63,6	63,7	62,1	A	Yes

Note: LVA: Airport Assessment level is calculated, in accordance with Ministerial Decree 31/10/1997 - Methodology for measuring airport noise, based on ARL data for a high traffic week, identified in the three-year reporting period.

APPENDIX



Perimeter and impact of the material topics

Macro-area	Material Themes	Perimeter of impact	Type of impact
Corporate economic responsibility, governance, compliance and anti-corruption	Economic performance	Geasar Group	Generated by the Group
	Development of new routes	Geasar Group	Generated by the Group and directly related to its activities
	Ethics, integrity and respect for human rights	Geasar Group	Generated by the Group
	Investment and intermodality	Geasar Group	Generated by the Group and directly related to its activities
	Indirect economic impacts	Geasar Group	Generated by the Group
	Risk Management	Geasar Group	Generated by the Group
Social Responsibility	Sustainable procurement practices	Geasar Group, suppliers and business partners	Generated by the Group and directly related to its activities
	Sviluppo e dialogo con le comunità locali	Geasar Group, local communities	Generated by the Group and directly related to its activities
Responsibility to people	Occupation	Geasar Group	Generated by the Group and directly related to its activities
	Training and development of human capital	Geasar Group	Generated by the Group
	Health and safety	Geasar Group	Generated by the Group
	Diversity and equal opportunities	Geasar Group	Generated by the Group
	Industrial relations	Geasar Group	Generated by the Group
Environmental Responsibility	Energy Management	Geasar Group	Generated by the Group and directly related to its activities
	Waste Management	Geasar Group	Generated by the Group and directly related to its activities
	Water resource management and quality of water discharges	Geasar Group	Generated by the Group and directly related to its activities
	Atmospheric emissions	Geasar Group	Generated by the Group and directly related to its activities
	Noise pollution	Geasar Group, local communities	Generated by the Group and directly related to its activities
Responsibility towards customers	Quality of service	Geasar Group	Generated by the Group and directly related to its activities
	Customer experience	Geasar Group	Generated by the Group and directly related to its activities
	Passenger rights and security	Geasar Group, passengers	Generated by the Group and directly related to its activities

GRI Content Index

This document has been prepared in accordance with the GRI Standards: “Core” option. The following index summarises the qualitative and quantitative information reported in the materiality analysis, with references to the relevant sections of the document.

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