

GEASAR S.p.A.
Olbia - Costa Smeralda - Airport
Sustainability Report
2019 - 2020



Second Edition



Calibri 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.



Interattivo

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



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Letter to the Stakeholders

GRI 102-14

Egregi Stakeholder,

Let's say it once and for all, because, as many times as we can repeat, we will never be able to describe what we've been through over the past 18 months: in 2020 has begun the worst time in the history of aviation and one of the darkest times for the whole world since the post-war period!

A period that left behind untold damage. For long months, air traffic worldwide was almost set at zero and since only a few weeks of 2021, we have seen glimpses of recovery, although uncertain.

Thanks to vaccination campaigns, the pressure on sanitary systems almost all over the planet is relieving and markets are regaining trust. The pandemic-induced crisis seems close to an end, but all our activities must still be driven with caution.

This Sustainability Report outlines the results of our sustainability performances achieved in the years 2019 and 2020.

Following the analysis and the identification of the materiality themes led in 2018 with the involvement of all the main Airport's stakeholders, in 2019 we worked hard and achieved acceptable results, focusing on our vision's pillars: environment, social impact, customer experience, and technological innovation.

The network of connections and the portfolio of flight companies we work with has been expanded; we have further implemented green initiatives to reduce plastic use, in addition with projects within the organisation, and to reduce CO2 emissions, achieving ACI Europe's Airport Carbon Accreditation Level 2. We have consolidated our organisation's relationship with the territory, through strategical partnerships and initiatives oriented towards active involvement of the community regarding sustainability themes.

Ultimately, we committed to improve the experience of whoever used our airport infrastructures, conceiving innovative services, custom-made for our average client, that changes their travel habits and expectations faster and faster. 2020 began with great dynamism, with the lengthening works of the runway and the enthusiastic events of the Flight Club, an event that in February opened the Airport to the local community from a completely different perspective, not the passenger's point of view. During the stop of the flight activities due to the runway works, this event enhanced the

bond with our stakeholders, especially schools and charities. The enthusiasm generated by these activities was then interrupted by the COVID-19 restrictions, which led to the closure of all activities, also the Flight Club.

We have therefore focused on measures to prevent and combat the pandemic to protect the health of our workers and all airport users. In this particular area, we have undertaken challenging initiatives, either way in line with our Vision, by obtaining the certification of Airport Health Accreditation (AHA) by the Airport Council International (ACI) and activating the Health Testing Center (HTC), the first airport centre in Italy for anti-COVID tests.

Even though we were going through the busiest year of air transport, paradoxically, in 2020 the foundations of a "new future" for the Olbia Costa Smeralda airport were laid.

As a matter of fact, during these difficult months, due diligence was completed for the acquisition of the majority share of our Geasar S.p.A. by F2i Ligantia, the holding company controlled by F2i Sgr and investee from the Sardinia and Blackrock Infrastructure Foundation.

An act of trust and courage, in the presence of a potentially catastrophic scenario throughout the airport system, supported by a great vision for the next period of prosperity, also with a view to important regional synergies and a great focus on sustainability issues.

For these reasons, the Olbia Costa Smeralda Airport looks to the future by counting on the contribution of all of You.

Thank you all, and keep up the good work!

Gracie e buon lavoro

CEO

Silvio Pippobello

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 favor of sustainable development, with the aim of creating value not only for itself, but also for its stakeholders.

This Sustainability Report relates to the years 2019 and 2020 (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. The “GRI Content Index” is attached to the document, with details of the contents reported in accordance with the GRI.

The reporting scope of data and information in this Report refers to the companies of the Geasar Group at 31st December 2020: 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

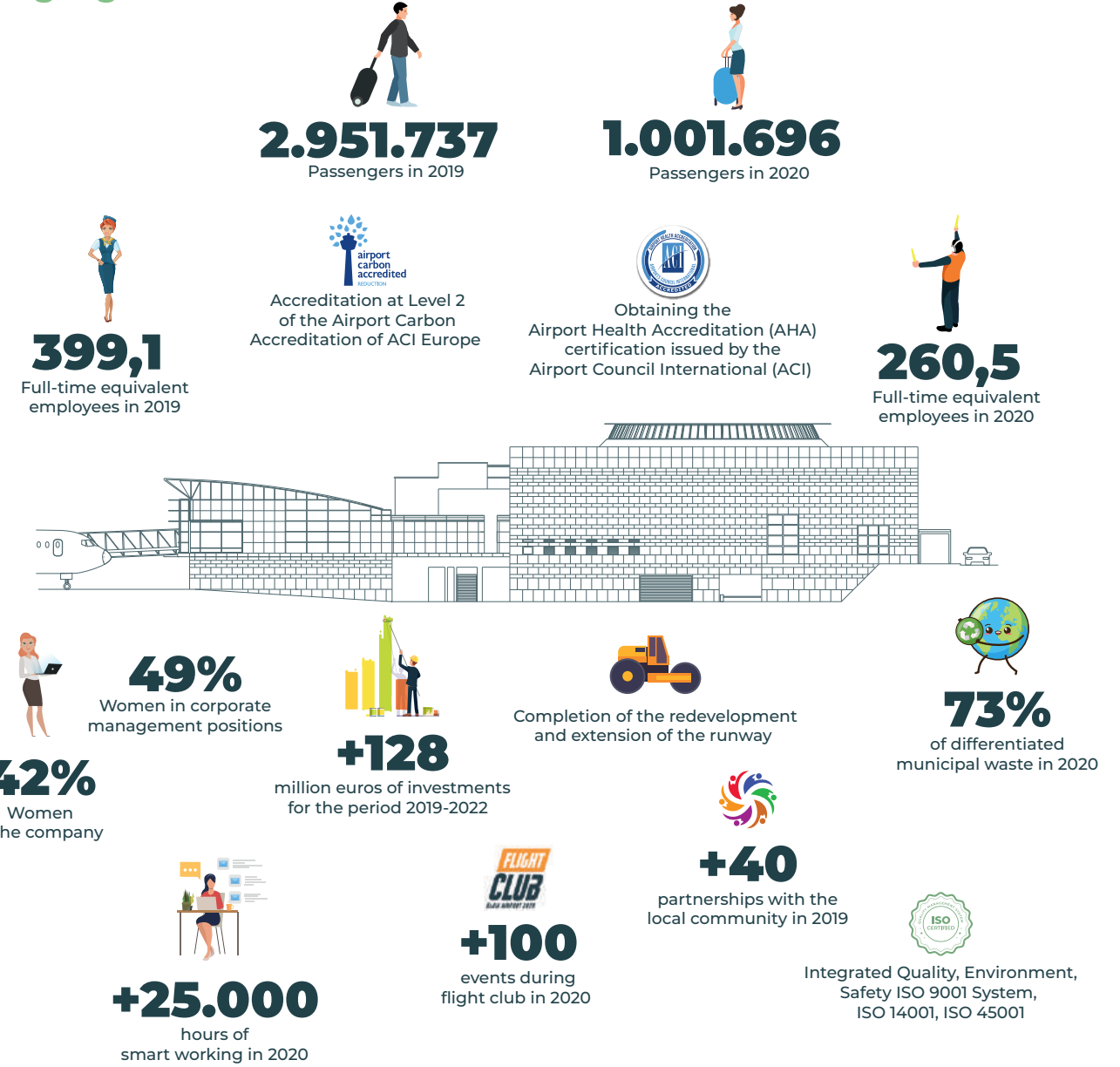
Report was managed in collaboration with the corporate functions of the Geasar Group, with the aim of allowing a clear and precise indication of the information considered significant for the stakeholders according to the principles of balance between positive and negative aspects, comparability, accuracy, timeliness, clarity and reliability expressed by the GRI Standards.

The publication of this Report is set up on an annual basis. It should be noted that the reporting relating to the 2019 financial year has been suspended due to the emergency situation in 2020, however such information has been collected and published in this Sustainability Report edition. 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 July 26th 2021.

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”.

Highlight 2019-2020



THE GEASAR GROUP



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 2020:



Alisarda S.p.A.



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



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



Sardinia Region



Consorzio Costa Smeralda



Note: please note that on 26 February 2021, the procedure for the control of GEASAR S.p.A. and its subsidiaries was concluded. 79,8% of the shares in GEASAR have passed from Alisarda S.p.A. to F2i Smeralda S.p.A., wholly owned by F2i Ligantia SpA.



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.
Commercial activities managed directly or under sub-concession



Eccelsa Aviation S.r.l.
it carries out groundhandling 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:

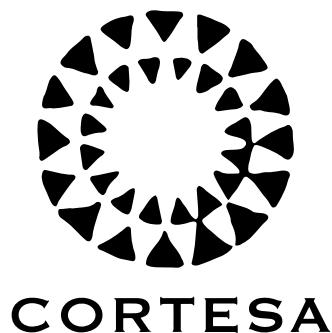
Land side area:

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 service mainly focused on fresh pasta, produced in part by the internal laboratory;

Meet & Greet: small snack bar/coffee shop in the arrivals hall;

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. 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 Berchidda, the birthplace of jazz musician Paolo Fresu;

FASTY: snack bar in the lower floor offering salads and takeaway dishes.



Eccelsa Aviation Srl: 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.





Olbia Airport

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



The airport consists of:

- Flight runway of 2,740 m in length, 45 metres wide and 74 aircraft parking places (26 apron1, 26 apron 2, 22 apron 3);
- Helicopters set up exclusively for helipad operations;
- The passenger terminal extending over a total area of 43.500 mq, with 4.600 mq of commercial areas, a 240 mq lounges, 39 check-in counters, 16 gates, 5 fingers;
- Charter flights, extending over a total area of 1.500 mq, with 12 check-in counters and 3 radio control stations for hold baggage;
- Car rental terminal, near the passenger terminal with an area of 850 mq;
- 3 parking areas with around 1.700 parking spaces;
- A general aviation terminal.

In the first months of 2020, the redevelopment and extension works of the runway began, divided into 4 different executive phases. The first step involved the total upgrading of the existing runway, resulting in the closure of the airport for 40 days, while the subsequent phases concerned the extension of the runway, for a total of 336 contractual days. The particular type of intervention and the time required, especially in the closing phase, involved a considerable use of work equipment, cutting-edge operating technologies and an average of 50 resources including workers, technicians and engineers, employed daily, with peaks of 200 resources in the most important executive phases, as well as ENAC's commitment to the institutional role of supervisory authority and State authority.

The pandemic did not stop the complex implementation activities of the work, which has suffered only partial delays: all the parties involved have also put in the field, in addition to their own expertise, pride in seeing the completion of a state-of-the-art technology and strategic importance for the territory.

The operation allows for a modern, efficient and suitable infrastructure to host the expected traffic load in the medium to long term according to the highest safety standards in the sector, also achieved through the expansion of safety areas and the efficiency of water treatment and disposal systems. From the point of view of environmental sustainability, an important intervention has been

carried out, which concerned the implementation of new visual navigation aid systems, carried out with more efficient led systems and reduced energy consumption.

40

days of work for the complete reconstruction of the existing runway

50

resources including workers

200

resources in the most important executive phases



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.

In February 2021, the Geasar Group's control was acquired by F2i Sgr. Therefore, the Group's vision should be verified and updated on the basis of the approaches set out by the new shareholder.

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

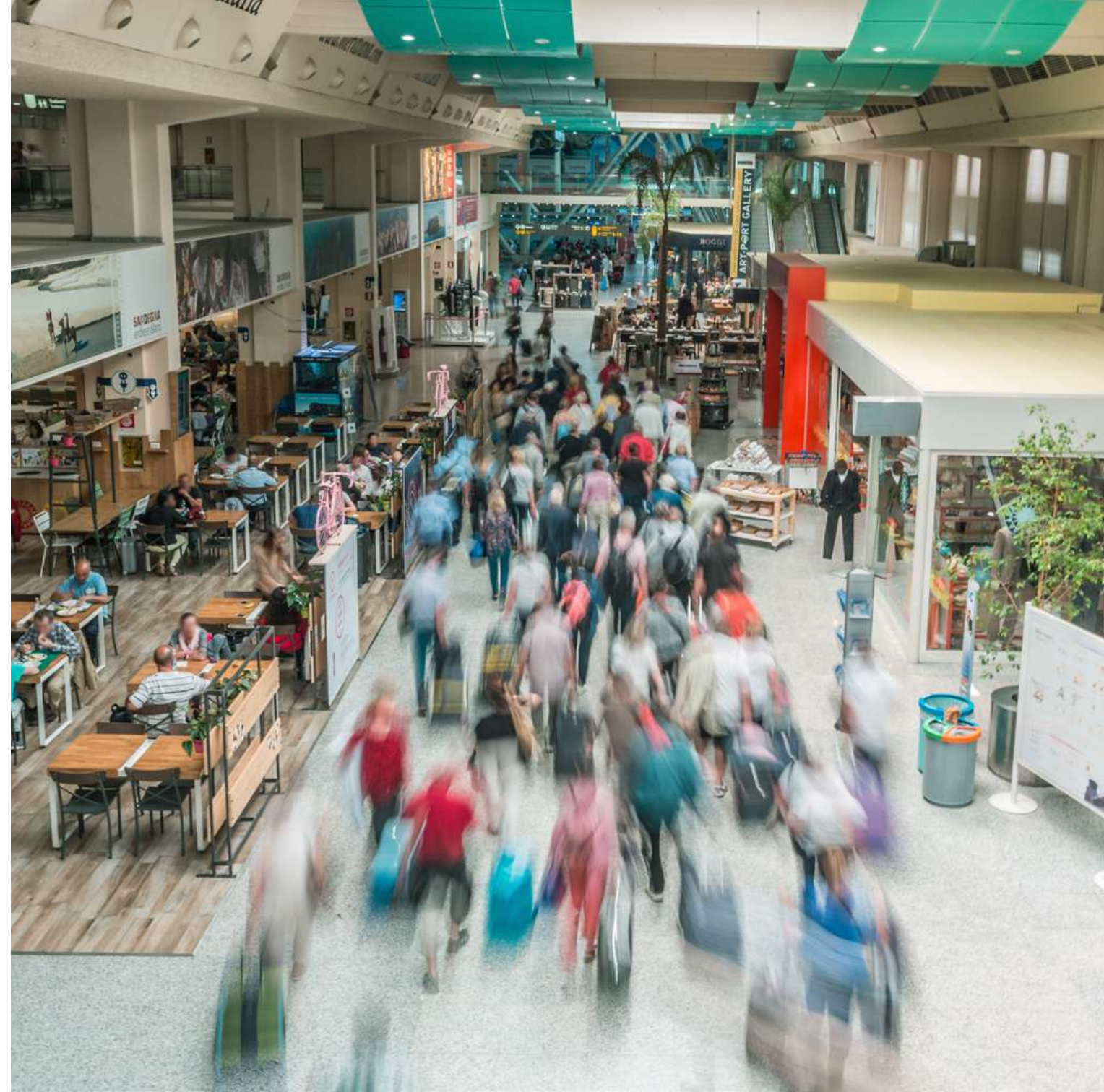
“ BECOMING A REFERENCE AIRPORT FOR TECHNOLOGICAL INNOVATION, QUALITY AND CUSTOMER EXPERIENCE, SOCIAL IMPACT AND ENVIRONMENTAL SUSTAINABILITY ”



	 Environmental Sustainability	 Experiencet Quality & Customer	 Social Impact
 Olbia Airport	 Water Consumption  Waste Management	 Customer Health & Safety  Economic Performance  Indirect Economic Impact  Service Quality and Passenger Experience	 Local Community Engagement & Involvement  Occupation  Employment Health & Safety  Training & Education
	 Emissions & Climate Change  Energy Management  Sustainable Cosntruction	 Business Continuity  Services For Passengers With Special Needs	 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.



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 2021 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 (25%) and the remaining ones in the range over 50 years (75%).

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

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 behavior. 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 behaviors 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. The Organizational Model is aligned with the latest regulatory changes. Activities (sensitive/instrumental) which are abstractly exposed to a risk of the commission of typical crimes are listed in the document. For these activities, in addition to the procedures already in place by the Company, special behavioral 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 years 2019 and 2020 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.



APPROACH TOWARDS SUSTAINABILITY

2 Approach towards Sustainability

GRI 102-11, 102-12

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 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.

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.

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.

2 Approach towards Sustainability

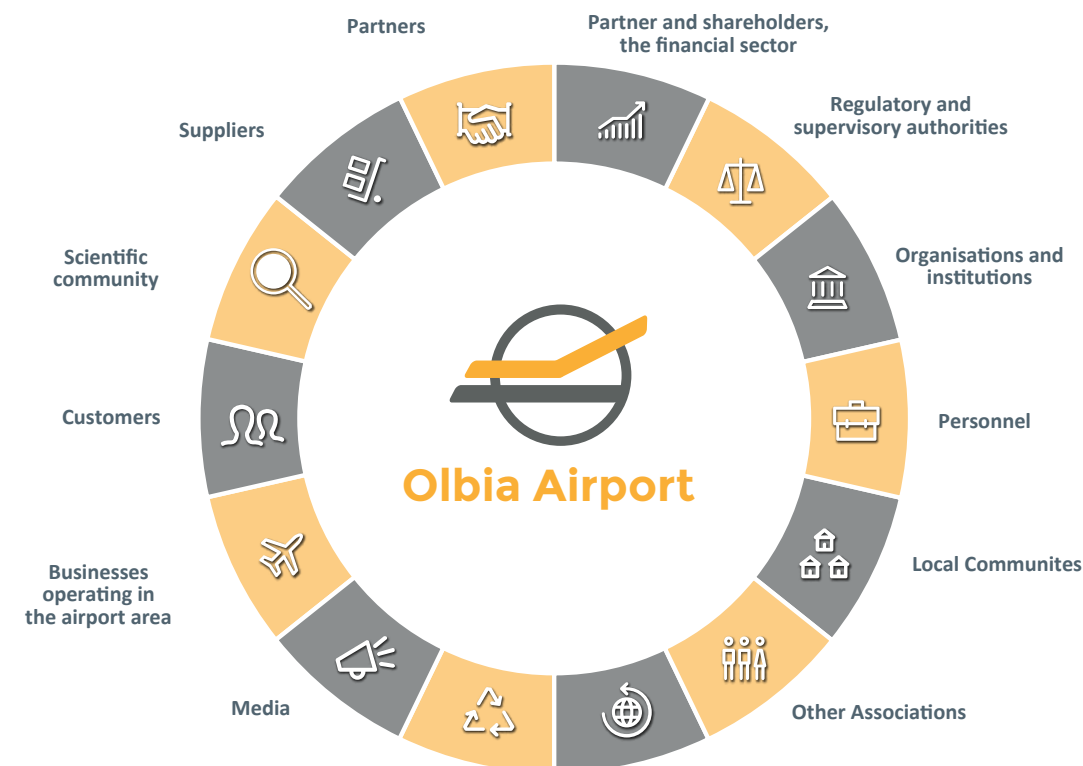
GRI 102-40, 102-42, 102-43, 102-44

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

Suppliers

ENGAGEMENT ACTIVITIES

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 Tourism economics 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

Staff

ENGAGEMENT ACTIVITIES

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 14 001 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.

2 Approach towards Sustainability

In particular, in 2020, in order to manage the complexity deriving from the emergency situation of the Covid-19 pandemic, dialogue with some categories of stakeholders was strengthened. For more details, see the dedicated paragraphs “Social sustainability” and “Human resources” of this document.

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.



2 Approach towards Sustainability

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:

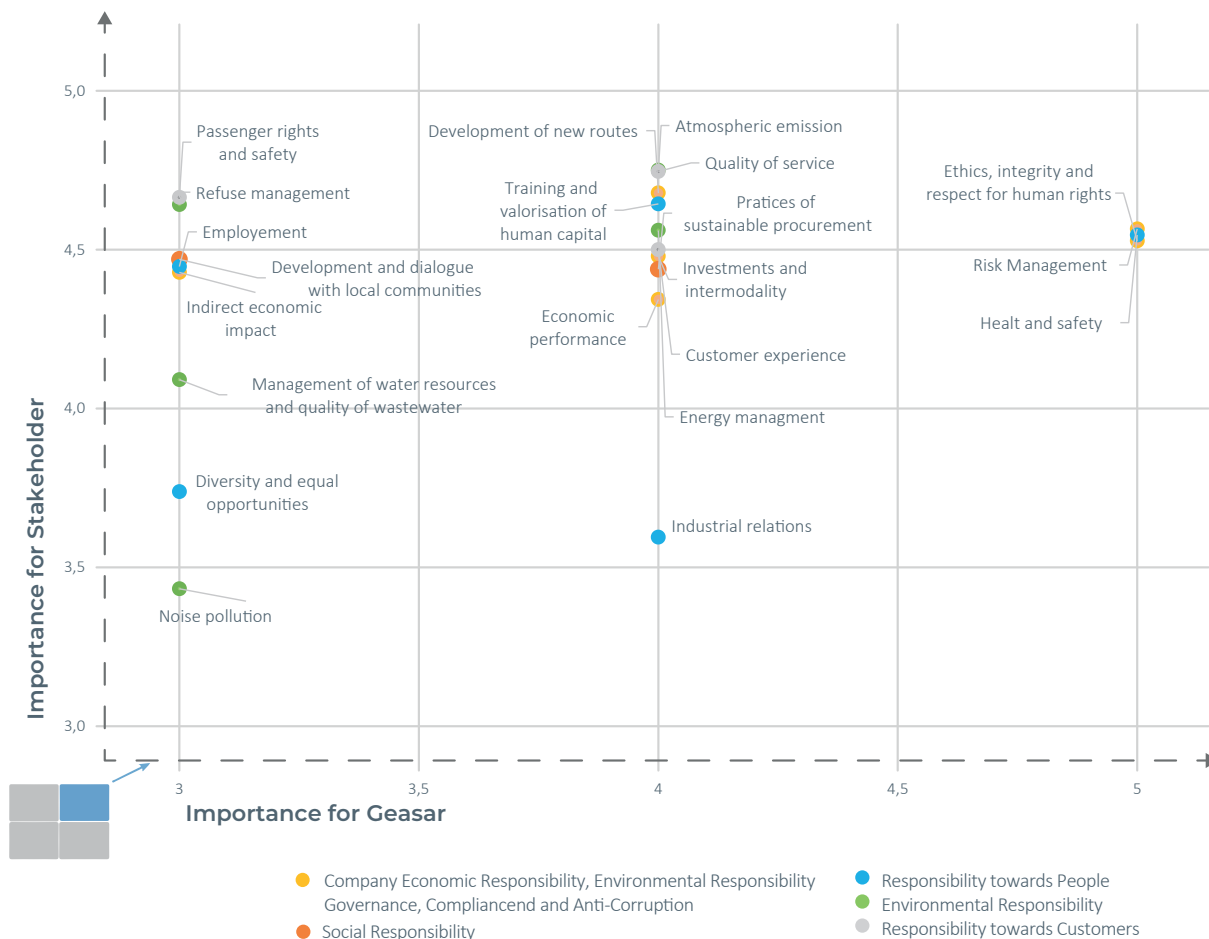
- **Identification of the possible relevant issues for the Geasar Group:** initially, issues relevant for the company and its stakeholders were highlighted. They were then identified through interviews with management and analysis of internal documentation (Code of Conduct, Balance Sheet, official website, etc.) and external (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 organised, 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), helped to define the new materiality matrix of the Geasar Group, which is made up of 21 material issues.



2 Approach towards Sustainability



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.

2 Approach towards Sustainability

Analysing 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 field has experienced an unprecedented crisis in 2020, 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" now acquires 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.



The Geasar Group recognises the potential and importance of its own promoting role of sustainability issues. Through contact with people who generate daily with the airport system and its capacity to promote Sardinia as a place of destination and its naturalistic heritage throughout Europe, the Group has the opportunity to effectively address sustainability issues.

To strengthen the message and to make the communication more unequivocal and comprehensive, the Group decided to enclose all projects and initiatives that address 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 environmental sustainability, keep it Social for initiatives in favor 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.



2

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



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.

The Group, to formalise its contribution to the implementation of the Global Agenda for Sustainable Development, is preparing its own Sustainability Plan. For issues considered relevant

to the Group and its Stakeholder, commitments and activities will be identified in a continuous improvement in the medium to long term, continuously updated based on the new regulatory developments and the evolution of the Group.

The material issues and related activities will then be linked to the SDGs, to identify the overall objectives to which the Group can best contribute.



FINANCIAL SUSTAINABILITY

Financial 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, adopting virtuous practices in managing passenger and airport activities. 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 2020 have a slight income, whose main effect is due to the slight resumption of traffic during the summer season, which leads to economic growth in the activities of the summer season.

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:

(amounts in EUR '000)

2020	Geasar	Cortesa	Eccelsa	Alisarda RE
Production Value	23,492,858	6,589,414	4,773,394.96	1,336,018
Operating Costs	25,984,490	7,824,130	4,080,453.11	1,004,444
Income	644,702	- 933,258.06	441,223.42	199,725

Note: The figures include intercompany receivables



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 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 Alisha 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.

The distribution of the generated economic value was strongly influenced in 2020 by the social and indirectly economic restrictions that characterised this particular year, due to the spread of the Sars-COV-2 virus and which brought the world economy to its knees.

In 2019, the economic value generated by the Geasar Group amounted to EUR 75.3 million, with an increase of more than 3% compared to 2018. In 2020, however, the value went down to almost 34 million euros.

Analysing the value distributed to stakeholders, it is seen as the most relevant component, in the three-year reference years, of the functioning

“The distribution of the generated economic value was strongly influenced in 2020 by that characterised this particular year, due to the spread of the Sars-COV-2 virus

costs arising from the operativity of the airport, mainly related to the maintenance of flight facilities and security services, to ensure full efficiency of the structure, in particular the construction of the upgrading and extension of the flight path in 2020. The remuneration of suppliers and operating costs increased by 10% between 2018 and 2019, while in 2020 it decreased by almost 36%.

A further significant share of the distributed value is that related to staff remuneration, which increased by 3% between 2018 and 2019 and decreased by almost 31% in 2020.

The value distributed to the lenders has decreased over the last two years, while investor remuneration has been 10 million euros, distributed both in 2019 and 2020 as dividends.

The value distributed to public authorities, consisting of taxes and payment of the airport concession fee (linked to the total operation of the airport that the Ministry of Infrastructure and Transport has entrusted to Geasar until 2044), presents a tax credit in 2020 and a decrease of almost 8% between 2018 and 2019.

It is important to emphasise that the Geasar Group has also supported local communities in this difficult historical period through the implementation and support of various cultural, sporting, and environmental initiatives in support of environmental protection, detailed in the “Territory and local communities.”

At the same time, it is important to highlight how the percentage reduction of the economic value directly distributed to the stakeholders, registered in 2020 compared with 2019, is lower than the decrease in the economic value generated, bearing in mind the Group's commitment to its stakeholders, in agreement with the business strategy.

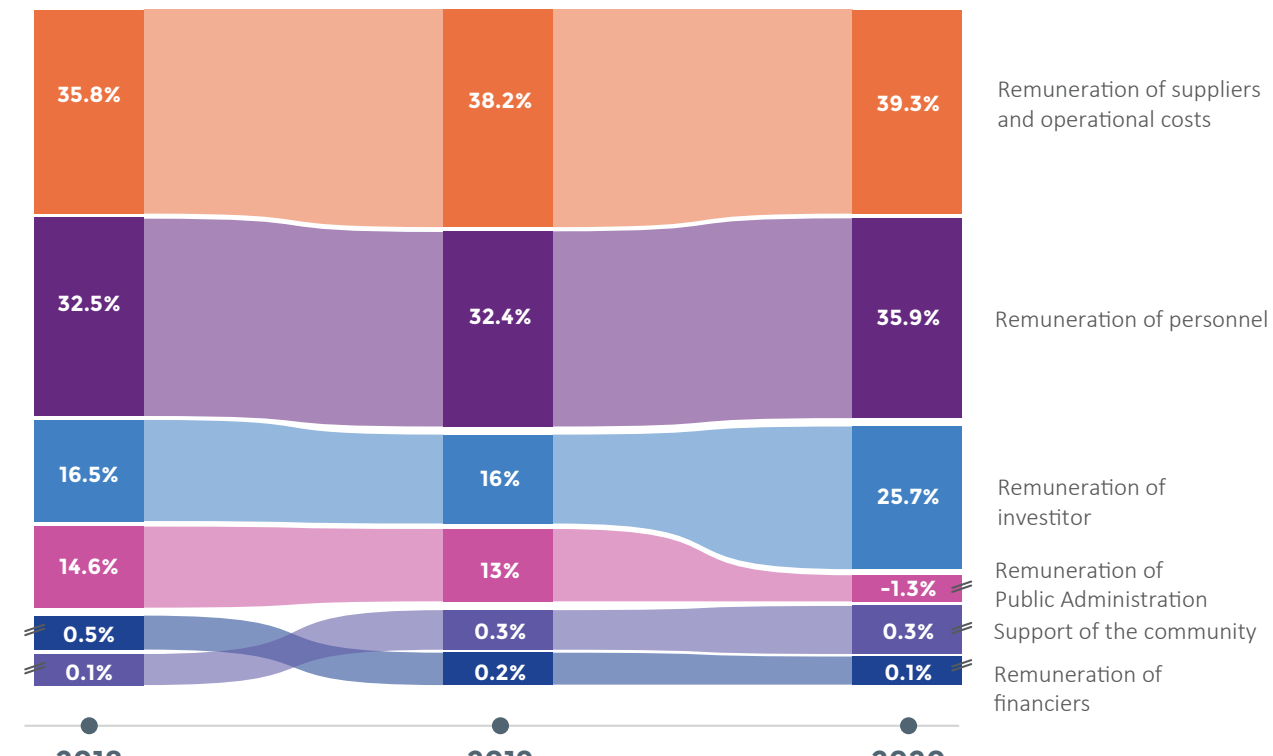
Economic value directly generated and distributed (in thousand euros)	2018	2019	Var.% 18-19	2020	Var.% 19-20
(A) Directly generated economic value	72,996	75,385	+3.3%	33,826	-55.1%
(B) Distributed economic value	60,546	62,532	+3.3%	38,969	-37.7%
(A-B) Retained economic value	12,450	12,853	+3.2%	-5,143	-140.0%

Directly generated economic value (in thousand euros)	2018	2019	Var.% 18-19	2020	Var.% 19-20
Remuneration of suppliers and operating costs	21,664	23,870	+10.2%	15,314	-35.8%
Remuneration of personnel	19,678	20,262	+3.0%	14,004	-30.9%
Remuneration of lenders	297	97	-67.3%	36	-62.9%
Remuneration of investors (dividends)	10,000	10,000	0.0%	10,000	0.0%
<i>Of which to public lenders</i>	2,001	2,001	0.0%	2,001	0.0%
Remuneration of Public Administration	8,831	8,145	-7.8%	-504	-106.2%
Support to the community	76	157	+106.6%	119	-24.2%
(B) Total distributed economic value	60,546	62,532	3.3%	38,969	-37.7%

* Dividends are expressed following the cash basis



Economic value generated and distributed



For a further amplification on the economic performance of the Group and the patrimonial and financial situation of the Group, reference is made to the report on the management and the balance sheet of the companies forming part of 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.

For the following representation, the approved plan was supplemented with the data of the other companies belonging to the Group and not included in the plan approved and agreed with ENAC. The total amount of investments thus determined stands at around 133.6 million euros over the four years.

The first two years of the Plan were strongly influenced by the emergency of the Covid-19 pandemic. The significant decrease in passenger traffic in 2020 (-65%), due to the restrictions imposed by global authorities, along with the general uncertainty which affected the recovery of the entire aviation sector, led to a significant slowdown in the implementation of investment programmes. Based on the above, Olbia Airport has nevertheless pursued its main growth and infrastructural development objectives, achieving more than 38.6 million euros in investment between 2019 and 2020.



The main action covered the complete overhaul of the runway (so-called “redevelopment”) and the simultaneous extension of approximately 270mt, the latter being completed during the first half of 2021. Redevelopment and runway extension work are parts of Geasar’s investment plan to adjust airport capacity to traffic growth forecasts in the forthcoming years. These measures will also allow to manage with more operational efficiency large-scale aircraft movements called “double-corridor” and to increase the operational range of departing aircraft due to an increased take-off distance.

Over 25.7 million euros were employed during the two years to ensure the highest standards in terms of “safety” of take-off and landing operations, as well as to ensure the full operation of the airport and to broaden to the “ECHO” category (wide-body aircraft) the range of aircraft allowed to operate on the port of call. This intervention is a key strategic step for the growth of the port of call, thanks to the continuity of operations in full security and to the development of passenger traffic from new potential markets served by larger aircraft and with more capacity compared to the average of those currently served.

Major interventions on Terminals and adjacent structures were completed during the two years for a total of 7.5 million euros.

Distinctively, investments aimed at the general improvement of the operational activities of the port of call are included under the label

“Adjustment Operation Spaces and the Passenger Service,” in addition to making passengers more comfortable and using available services, with a view to continuous improvement of perceived quality. The main include preparatory works for the new baggage handling system for aircraft holds - BHS - Baggage Handling System (1.53 million euros) and the re-modulation of a portion of the dock arrivals/departures (0.5 million euros). In addition, to support the development of the growing private aviation business, according to the precepts of the Air Force Authority, the implementation of the new Terminal 2 of Civil Aviation (1.4 million euros) has been completed.

Other noteworthy interventions concerned the extension of parking facilities at the disposal of passengers (0.4 million euros), the redevelopment of the airport coordinating offices (0.37 million euros), the extension of Terminal 2 (0.3 million euros), redevelopment and extension of the Sala Amica Assistance Room and Nursery Area (0.26 million euros). These include several minor interventions that are completely channelled towards making reception operations easier, using external mobility services, check-in, access to services for the provision of food and drink, boarding, disembarkation, and baggage recovery, to the accompaniment of external mobility services at the airport (taxi/bus area, car rental, car park, etc.).

During 2020, the initial design phase of the extension works of the current main terminal



(Terminal T1) proceeded, with the ambition to offer to passengers and carriers an efficient, functional, in the light of the technological progress in the sector and with a high-quality service, dimensioned with traffic expectations in the medium/long term.

General and information technology supplies have catalysed investments of more than 3.1 million euros, accompanying the Group’s path towards ecological and technological transition.

The functional means fleet of stopover operations and aircraft handling services supply has been modernised and expanded with the introduction of new fully electric units for an overall investment of more than 1.5 million euros. On the IT front, a new ERP system was implemented to complement the administrative management of Group processes and to better manage resources to continuously improve processes. In addition, the port of call prepares for potential new

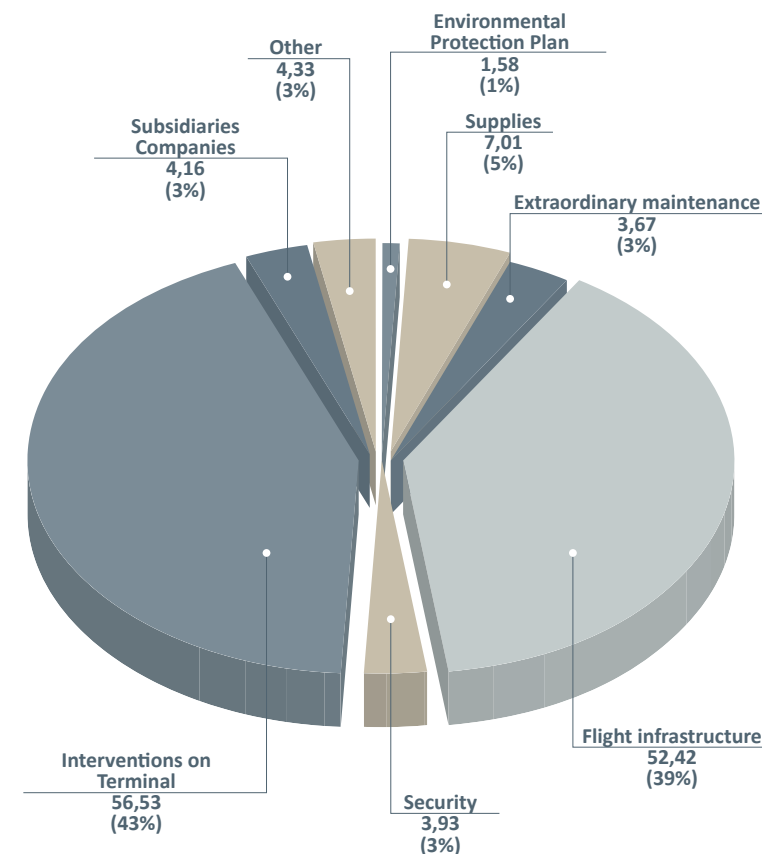
developments with advanced software to manage infrastructures and airport resources in complex scenarios (AODB - Airport Operations Database); the two main IT operations have absorbed resources of around 1.2 million euros.

The efficiency of airport facilities is of primary importance to ensure continuity of operations and maximum comfort for passengers during the use of the services. In the first two-year period of the four-year plan, more than 0.67 million euros were assigned for investments to improve and make the air conditioning of the main terminal and water and energy systems more efficient.

Security gates were enhanced with investments of more than 0.6 million euros. The introduction of the latest generation systems and integration of self-service processes, streamlined control operations, and improved passenger experience in the use of all airport services.

Commercial investments in F&B and Retail areas have seen measures of 0.6 million euros circa to redesign existing activities to improve passenger experience by providing new space for the receipt of services.

INVESTMENT PLAN 2019 - 2022



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 whole 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.

The model 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: the direct economic impact 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.

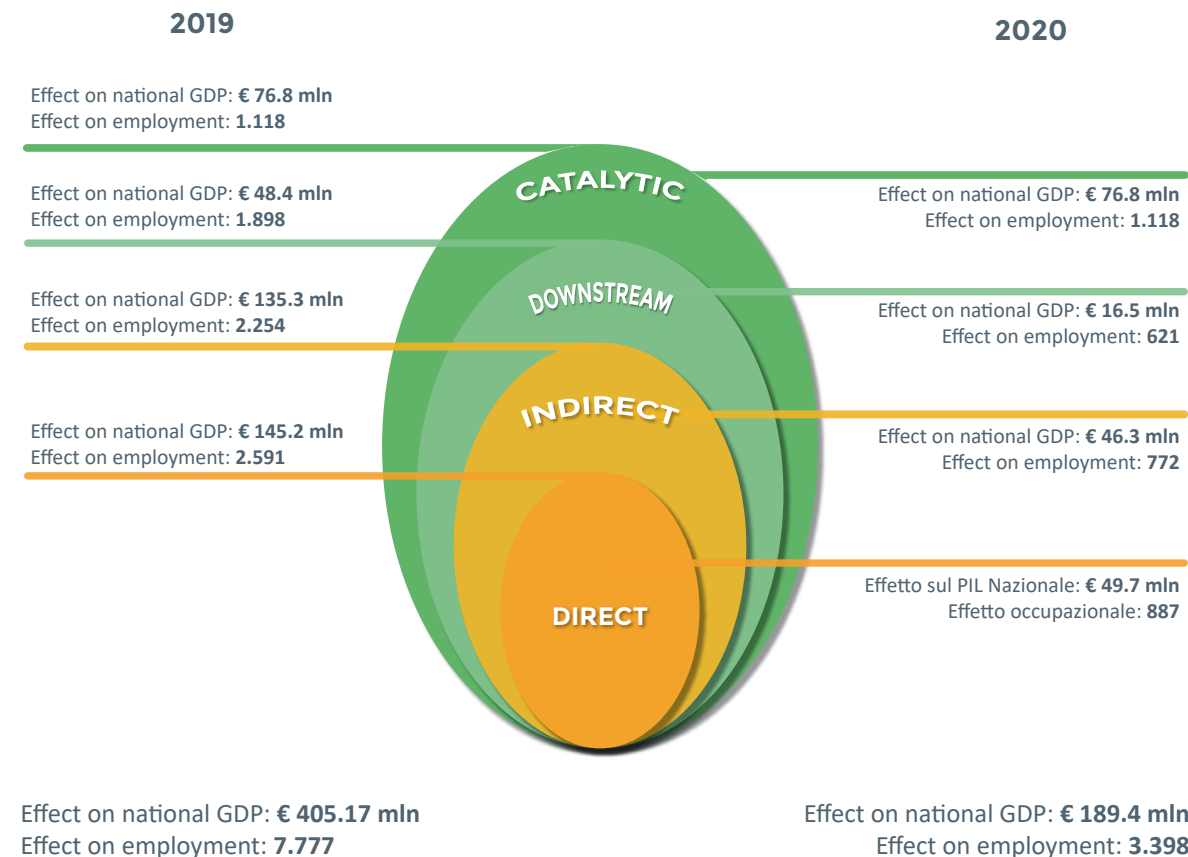
Indirect impact: the indirect economic impact concerns employment and GDP generated by industries providing and supporting airport activities.

Induced impact: the induced impact 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: the catalytic impact 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, that act as a flywheel for the economic growth in the territory, in various sectors.

Based on of 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 society.

At the same time, it is possible to see from the data reported the impact that the Covid-19 pandemic generated on the port of call in 2020.



Data Source: ACI Europe

In 2019 Olbia Costa Smeralda Airport generated a total of, between direct, indirect, induced, and catalytic impact, spillovers on Italian territory, in terms of gross domestic product, quantifiable in more than **405 million euros and almost eight thousand jobs**.

Economic impacts on the territory in 2020 have been severely affected by the pandemic situation from Covid-19 which has affected the whole world and values compared to 2019 halved due to the ban on regional, national, and international travel, and due to the restrictions imposed by the government and the institutions. The overall employment effect in 2020 was slightly above three thousand jobs, while the effect on national GDP of almost 190 million euros.

€ 405 Mln

**Impact on the territory in terms of
GDP in 2019**



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.



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, the presence of claims for bankruptcy, liquidation,

closure agreement, convictions for crimes which regard professional morality or prohibit contracts with public administration, or application of bans according 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 received invoices from subcontractors.

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	2018		2019		2020	
	N. of suppliers	% of spending	N. of suppliers	% of spending	N. of suppliers	% of spending
Geasar S.p.a.						
Acquisitions from Sardinian suppliers	317	25,4%	146	49,60%	116	24%
Acquisitions from other suppliers	226	74,6%	92	50,40%	89	76%
Total Geasar	543	100,0%	238	100,0%	205	100%
Cortesa S.r.l.						
Acquisitions from Sardinian suppliers	362	38,7%	406	82,06%	146	88%
Acquisitions from other suppliers	137	61,3%	159	17,94%	49	12%
Total Cortesa	499	100,0%	565	100,0%	195	100%
Eccelsa S.r.l.						
Acquisitions from Sardinian suppliers	71	17,2%	54	18,28%	21	92%
Acquisitions from other suppliers	44	82,8%	84	81,72%	11	8%
Total Eccelsa	115	100,0%	138	100,0%	32	100%

Source: Geasar managerial data.

3 Financial 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.





**SOCIAL
SUSTAINABILITY**

Traffic demand at Olbia airport

Olbia Airport's traffic demand is characterised by a strong leisure component (over 85%¹ of the total) closely linked to the strong tourist vocation of Northern Sardinia, an area of the region where more than 50% 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, more than 50% of the total since 2018, which 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 2018 Surveys - Sample 2,540 questionnaires

²Source: SIREG "Sardinia tourist movement by province 2019 over 2018", 2020.



Sardinia airports

2019

The total traffic of the three regional airports (Alghero, Cagliari and Olbia) grew steadily from 2013 to 2019 at an average annual rate of 4. 1%, 90 basis points below the national average (+5. 0%). The growth in regional traffic was mainly driven by Olbia Airport (+6. 9%), which recorded a significant development of the international segment thanks to targeted policies to promote the destination in foreign markets pursued by Geasar and the tourist operators of the territory.

2020

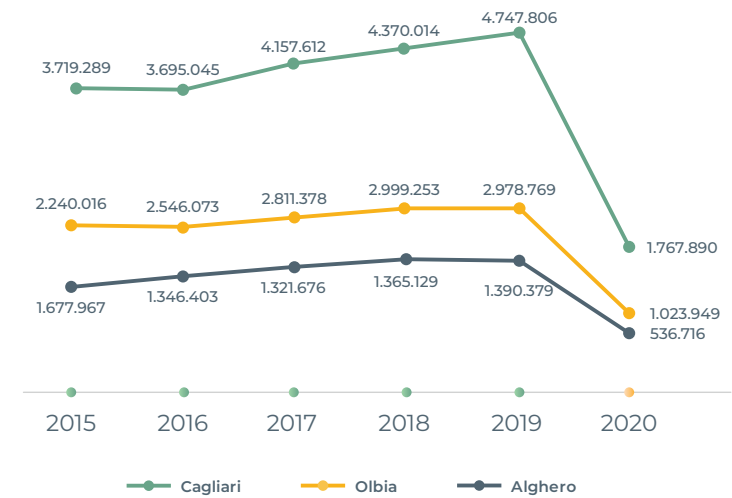
In 2020, as a result of the pandemic from COVID-19, the decrease in traffic in Sardinia Airports has been attested to -63,5%, data slightly better regarding the average of the Italian ports of call (-72,6%). The more consisting loss has been recorded in the international segment -78,7%, (-5,7 million) while the domestic section has evidenced a reduction of -54, 9% (-3,1 million).

Passengers transited were about 3. 3 million compared to over 9 million in 2019.

Olbia Airport has recorded a reduction in passenger traffic of -65,6% (1,3 million passengers) compared to 2019. The port of call, as a result of the international connotation of its passenger traffic, has suffered significantly from

the travel restrictions from foreign countries, with a loss of -81,7% in the international segment. The domestic segment, instead, has evidenced a better performance regarding the average of the Italian and Sardinian ports of call evidencing a decrease of the -48,6% against the -54,9% of the average of the Island and -61,3% of the Italian average.

Sardinian Airports Total Passengers



Passengers

WORLD

The pandemic from Covid-19 has deeply affected the world air transport sector that in 2020 shows a decrease in passenger traffic of 65,9% compared to 2019, -75,6% for international flights and -48,8% for the domestic ones.

The Italian airport system has closed 2020 with only 53 million passengers compared to the 193 millions of 2019: a drastic downturn for Italian ports of call that they lost 140 million passengers in one year, that is 72,7% of the traffic.

-65,9%
Worldwide passenger traffic
 2020 vs 2019



140 mln
Less passengers in Italy
 2020 vs 2019

ITALY

According to data processed by Assaeroporti, due to the Covid-19 pandemic and the consequent restrictions on free movement between States, in 2020 in Italy 7 passengers out of 10 did not fly and to be penalized the most were the extra-EU destinations, which recorded a -81. 2%. Just as marked the decrease in UE traffic, -77,5%, while more contained, but still significant, that of domestic flights, -61,3%.

In addition, national routes, which accounted for 33% of total traffic in 2019, reached around 50% in 2020.



In 2020 in Italy 7 passengers out of 10 did not fly



Network and Connectivity

2019

In 2019, Olbia Airport has increased its network of scheduled connections thanks to the entry of two new airlines, Air France and Dat, which have activated respectively the connections with Paris CDG and Catania, and to the increase of the offer of the main partner carriers (Nantes with easyJet, Hamburg with Condor, Saint Petersburg with S7, Alitalia and Verona of Neos).

As far as charter connections are concerned, there has been a new connection with Brest and a new charter chain with Bulgaria.

A total of **49 airlines** operated in the Summer 2019 season:

- 22 traditional,
- 8 low cost
- 19 charters

The range of winter flights has also been expanded thanks to the activation of Volotea's Verona and easyJet's SXF Berlin connection (operated from January to October).

2019

	Routes	Number of airlines
Russian Federation	2	1
Latvia	1	1
Scandinavia	3	6
Netherlands	1	2
Belgium	1	2
United Kingdom	5	4
France	15	10
Luxembourg	1	1
Spain	2	2
Portugal	1	1
Switzerland	5	5
Germany	12	5
Italy	16	10
Austria	2	3
Bulgaria	1	1
Czech Republic	1	3
Slovakia	1	2
Poland	3	2

ROUTES 73

2020

	Number of airlines	Routes
Scandinavia	1	1
Netherlands	2	1
Belgium	1	1
United Kingdom	2	5
France	6	8
Luxembourg	1	1
Spain	1	1
Switzerland	4	4
Germany	6	9
Italy	9	17
Austria	1	1
Czech Republic	1	1
Poland	2	2

ROUTES 52

2020

Flight scheduling for the Summer 2020 season has undergone significant cuts and reductions as a result of the Covid-19 pandemic.

Although the season has been compromised by the sharp contraction in demand resulting from the government's travel restrictions and a lower propensity to travel, **6 new routes** have been inaugurated (Ancona, Bologna, Pisa and Pescara and Trieste by Volotea) and **1 new carrier** (LOT) has started operations with Warsaw.



Traffic 2019

The passenger traffic of Olbia airport in recent years has evidenced a constant growth trend (+6, 9% average since 2013), reaching the quota of approximately 3 million passengers of commercial aviation in 2019 (2,951,737), basically in line with the numbers of the previous year.

The international passenger segment continued to drive growth, surpassing the domestic segment in 2018. Infact, the number of foreign passengers transited through the airport in 2019 was 1.554,911, 3% more than in 2018.

The domestic segment, on the other hand, recorded a decrease of 4,3%, affected by the contraction of Air Italy network, for decades the reference carrier at Olbia airport, which has scaled down its operations in Olbia in order to concentrate its operations on the hub of Malpensa.

The growth in traffic recorded during the winter months and during the shoulder season was supported by the marketing and incentive policies implemented by Geasar in order to attract new carriers and encourage existing ones to increase flights outside the peak summer.

2.951.737

Total Passengers 2019

1.554.911

Foreign Passengers 2019



Traffic 2020

In 2020, the Covid-19 pandemic caused a loss in terms of commercial aviation passengers of -66,1% (-1. 9 million passengers) compared to 2019. Passengers transited on routes to and from the peninsula were approximately 718,000, 48. 6% less than in 2019.

Overall, traffic at Olbia airport in 2020 was also affected by a long period of inoperability that began on 3 February, with the closure to traffic for the reconstruction of the runway and continued as a result of measures taken by the national government.

In May, traffic was progressively distributed with the opening of general aviation operations, while commercial aviation resumed in June.

However, following the limited and partial resumption of flights during the peak summer months, in the last quarter of the year, following the sudden increase in the number of infections and the consequent restrictions on travel imposed by the national government, traffic at Olbia airport has been substantially limited to territorial continuity flights (to Rome Fiumicino and Milan Linate) and some national connections.

The domestic segment, although significantly down compared to 2019, recorded a smaller loss (-48,6%) than the average for other domestic

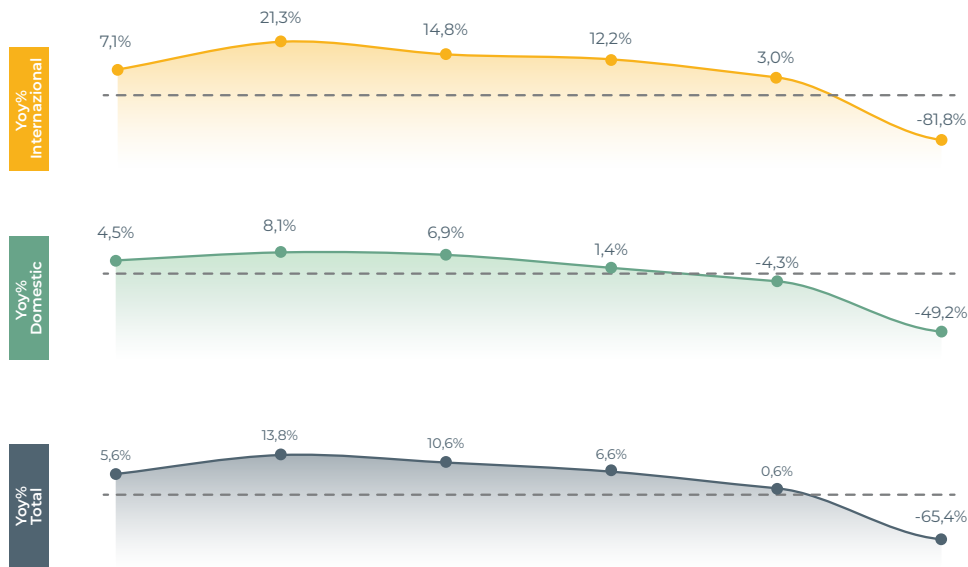
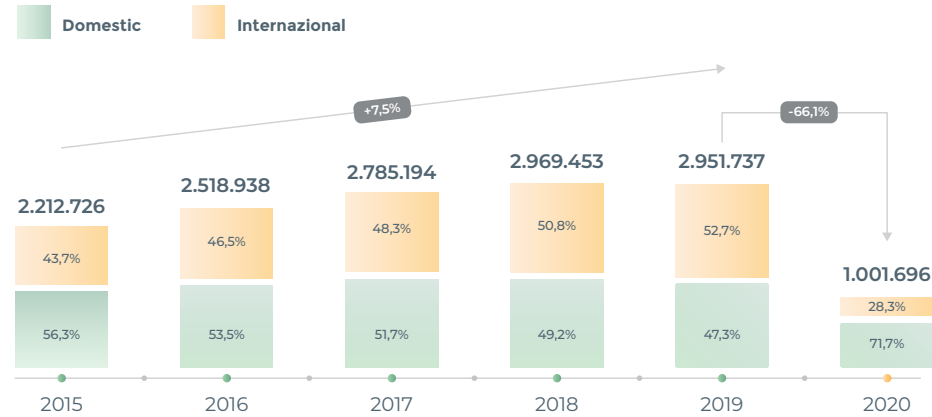
airports (-61, 3%).

In particular, in the month of August there has been a decrease of traffic pairs to -2%, against the Italian average of -32,4%.

As already explained, the international segment was the one most affected by the effects of the pandemic, with a loss of -81, 7% compared to 2019. As a result, the foreign traffic component decreased significantly from 53% (year 2019), to 28, 3% in 2020.

The drop in international traffic was mainly due to travel restrictions imposed by European governments until June, which was followed by a sharp contraction in supply from the main carriers operating at the Olbia airport. The limited capacity offered by the carriers has resulted in a reduction in the number of international airports connected and the markets served by Olbia Airport. In detail, routes to/from Bulgaria, Russia, Latvia, Portugal, Slovakia, Sweden and Norway were not operated in 2020. Traffic losses on active international routes were substantial, as a result of reduced supply and significantly lower load factors than the average for the period.

Trend Passeggeri



Total number of passengers	2018			2019			2020		
	National flights	Internat. flights	Total	National flights	Internat. flights	Total	National flights	Internat. flights	Total
Arriving passengers	728.830	754.648	1.483.478	696.841	777.553	1.474.394	355.509	140.387	495.896
Departing passengers	730.744	755.231	1.485.975	699.985	777.358	1.477.343	362.428	143.372	505.800
Total passengers	1.459.574	1.509.879	2.969.453	1.396.826	1.554.911	2.951.737	717.937	283.759	1.001.696

Total number of passengers	2018			2019			2020		
	Origin and destination	Direct transits	Total	Origin and destination	Direct transits	Total	Origin and destination	Direct transits	Total
National	1.459.574	745	1.460.319	1.396.826	248	1.397.074	717.937	11	717.948
International	1.509.879	4.082	1.513.961	1.554.911	1.723	1.556.634	283.759	2.860	286.619
Total passengers	2.969.453	4.827	2.974.280	2.951.737	1.971	2.953.708	1.001.696	2.871	1.004.567

Total movements in 2020 were 18,814, equal to -44, 8% of those recorded in 2019, the latter essentially in line with 2018.

Movements	2018					2019					2020				
	Move ments	Cargo	General	Gov. flights	Total	Move ments	Cargo	General	Gov. flights	Total	Move ments	Cargo	General	Gov. flights	Total
Daily arrival	9.661	1	5.252	122	15.036	9.755	1	5.245	111	15.112	3.803		4.492	65	8.360
Daily departure	9.826	1	5.453	121	15.401	9.674	1	5.468	110	15.253	3.919		4.579	64	8.562
Night arrival	1.845	0	401	0	2.246	1.504		424	3	1.931	851		213		1.064
Night departure	1.681	0	196	0	1.877	1.585	0	201	0	1.877	732		95	1	828
Total	23.013	2	11.302	243	34.560	22.518	2	11.338	228	34.086	9.305	0	9.379	130	18.814

Cargo

Goods arriving and departing (tonnes)	2018			2019			2020		
	Cargo	Passengers	Total	Cargo	Passengers	Total	Cargo	Passengers	Total
Arrival	0	768	768	1	411	412	3	26	29
Departure	2	753	755	0	522	523	0	28	28
Total goods	2	1521	1.523	1	934	935	3	54	58

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



Policies to promote traffic

As mentioned above, the airport of Olbia is characterized 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, as well as Naples and Turin during the Christmas period, which have been added to the connections with London, Barcelona and Amsterdam.

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

However, due to the Covid-19 pandemic, in 2020 international connections were not confirmed, while connections to Verona, Milan Malpensa and the Milan Linate and Roma Fiumicino routes remained active.



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.

“Customer Experience is one of the main pillars of the company’s vision”

Here are some initiatives and/or services implemented in the years 2019/2020:

Renovation of the **“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;

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

Creation of **“Pet Relief Area”**: an area of about 60 square meters, first in Italy, located beyond the security checkpoints where four-legged 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;

the **“Customer Experience Award”** institution: since June 2019, a Customer Experience Award has been introduced, 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;

“After Beach”creation: Although 2020 has been a particularly critical year, during the summer a showers service has been activated, 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;



Use the camera



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.



Use the camera





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 promptly:

- 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

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

Use the camera



Watch the video on the measures adopted

contact areas, the means used for the transport of passengers and the working areas of the airport staff is carried out;

- Thermal imager has been installed in the arrivals and departures area to record body temperature;
- Passengers, companions and airport operators are allowed access to the Terminal only if they wear the mask correctly;
- Numerous disinfectant solution dispensers have been installed in all areas of the Main Terminal, inside the Car Rental Terminal and at the Parking area;
- In order to guarantee interpersonal distance, access and exits from the terminal have been regulated;
- 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.



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 – AviationHealthSafetyProtocol) recommendations.

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, signs, etc.).

“
on 27 January 2021, Olbia Costa Smeralda Airport obtained the Airport Health Accreditation (AHA) certification for health procedures COVID-19



Health Testing Center

The first airport hub for anti-Covid tests

Through the collaboration between Geasar S. p. A. and the Mater Olbia Hospital, on 31 March 2021 the Health Testing Center (HTC) was inaugurated: the first airport hub in Italy entirely dedicated to the health screening and prevention service in the fight against Covid 19, a 500 square metre facility adjacent to the commercial aviation terminal sized to process more than 1500 tests a day between molecular and third generation antigens.

The service has been designed as an effective tool to facilitate the resumption of air traffic and local tourist flows, in line with international trends that see the need to make air travel conditional on the carrying out of an anti-covid test before departure.

The Testing Center is open to everyone, anyone can take the test, residents and foreign tourists who need a negative test to be able to return to their countries of origin in accordance with the regulations in force. It is a service offered not only to passengers, but also to citizens, to the staff of the island's accommodation facilities and to anyone who needs to take a test for personal or work reasons.

Accessing the service is very simple, the booking of the test is done online also via smartphone. The project, which can become a model for the whole country, is an essential element for a quick

return to a more serene lifestyle, promoting the protection of public health and contributing to the recovery of tourism in Sardinia.



Olbia Airport Health Testing Center

MATER OLBIA HOSPITAL

Use the camera





Service Quality and Service Charter

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

2020 marked a year of serious difficulties for the entire airport system, for Olbia Costa Smeralda Airport 2020 started as an “anomalous” year, as it was expected a scheduled closure of the operation due to the extraordinary works that affected the runway and that involved an interruption of the activities from February until the end of the works, previewed throughout the month of March, as a result of the various regulations for the containment of the epidemic, the airport was forced to extend the interruption of operations, with a partial resumption on 3 June for flights under public service obligations (territorial continuity) and from the second half of June with a partial reactivation of the other flights as well.

When Olbia Costa Smeralda Airport resumed its operations, Geasar focused its efforts and investments to maintain the high level of quality offered, focusing on the efficiency of the service and at the same time on safeguarding the health of passengers, stakeholders and airport staff. Following the correct application of sanitary protocols, cleaning processes, disinfection of airport spaces, constant monitoring of flows and the consequent physical distance, the protection provided by the staff and the

effective communication on the behaviour to be adopted, Geasar has obtained the Airport Health Accreditation (AHA) certification issued by ACI – Airport Council International.

Use the camera



Watch the video

Service Charter

In an ordinary situation, 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:

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

Geasar, in the days following publication of the ENAC note of 5 August 2020, which provided for the resumption of the Service Charter survey activities, proceeded to the organization of the survey activities, scheduled for the second half of the month of August 2020.

The second half of August 2020 however was characterized by a strong resumption of contagions in Sardinia and in particular in the catchment area of the port of call (coastal area included between San Teodoro and Santa Teresa di Gallura) due to the presence of numerous tourists and the development of activities that did not allow the social distancing. Subsequently, at the regulatory level, the prohibition of movement between Italian regions was ordered except for specific reasons. Since October, therefore, passenger traffic has suffered a further sharp reduction precisely because of the suspension of practically all connections except those subject

to public service obligations (territorial continuity for Rome FCO and Milan LIN).

The surveys were organised from November to 31 December 2020 and were carried out every day of the week, during flight time slots. A total of 233 passengers were interviewed. During the investigation period, 52 aircraft were detected arriving with PRM passengers on board. The average number of PRMs on board assisted aircraft is 1,13. In fact, a total of 59 incoming PRMs were assisted.

In the service charter, as indicated by ENAC, the usual standards on the quality of the service offered and the commitments of the operator for 2021 have not been published, but space has been given, in a new section, to the sanitary measures and procedures adopted by Olbia Airport to prevent the spread of Covid-19, as well as useful information to users and guidance to services.

Geasar, in addition to the detection of the indicators established in Enac Circular Gen 06 in 2020 has joined the project of the experimental detection of indicators on passenger satisfaction for the measures adopted for the prevention of the Pandemic. Overall, these indicators achieved an average satisfaction rate of 98%.

Levels of passenger satisfaction with the measures taken to prevent Covid

Prevention measures	2020	Average level of satisfaction
Anti-Covid signposting	97,9%	98,0%
Perceived safety at the airport from a Covid perspective	99,6%	
Staff compliance with health regulations	99,6%	
Perception of disinfectant dispenser availability	95%	

Generally, the values recorded in 2020 were very positive, despite the new procedures adopted to prevent contagion, the generalised tension of passengers during the journey, the reduction in the number of operating staff placed on CIG and the difficulty of operating with facial protection systems worn during the entire shift.

Geasar confirmed its policy of continuous improvement of service quality, updated by virtue of the new operations imposed by Covid-19 and the consequent effects of the pandemic in the transport sector, by maintaining the level of excellence already achieved over the years.

99,6%

Perceived safety at the airport from a Covid perspective

	UNIT OF MEASURE	GOAL 2019	SURVEYS 2019	GOAL 2020	SURVEYS 2020
TRAVEL SAFETY					
Overall perception of the security screening service for persons and hand luggage	% passengers satisfaction	97%	99,8%	97,2%	98,7%
PERSONAL AND PROPERTY SAFETY					
Overall perception of the level of personal and property security at the airport	% passengers satisfaction	97%	99,8%	97,2%	99,9%
REGULARITY AND PUNCTUALITY OF SERVICE					
Overall flight punctuality	% of on-time flights out of total outgoing flights	80%	71%	80%	88,9%
Total baggage misdirected on departure (baggage not taken on board) pertaining to the airport	No. of misrouted bags/1000 pax in departures.	1‰	0,8‰	1‰	0,5‰
Time of delivery of the 1st baggage from the aircraft block on	time in minutes calculated from the block on to the redelivery in 90% of the cases	18'50'	19'41"	19'	18'09"
Drop off time of last baggage from aircraft block on	time in minutes calculated from the block on to the redelivery in 90% of the cases	30"	31'08"	30'	27'00"
Waiting time on board for 1st passenger disembarkation	waiting time in minutes from block on in 90% cases	3'	2'58"	3'	3'46"
Overall perception of the regularity and punctuality of services received at the airport	% passengers satisfaction	96%	99,7%	97,0%	99,9%
CLEANLINESS AND HYGIENIC CONDITIONS					
Perception of cleanliness and functionality of toilets	% passengers satisfaction	93,5%	94,2%	93,5%	99,9%
Perception of the level of cleanliness at the airport	% passengers satisfaction	97%	99,7%	97,5%	99,9%
COMFORT LEVEL DURING THE AIRPORT STAY					
Perception of luggage cart availability	% passengers satisfaction	94%	99,7%	96,0%	99,9%
Perception of efficiency of pax transfer systems (escalators, elevators, people movers, etc.)	%passengers satisfaction	96%	99,2%	97,0%	99,9%
Perception of the efficiency of air conditioning systems	% passengers satisfaction	95%	99,9%	96,0%	99,4%
Perception of the overall comfort level of the terminal	% passengers satisfaction	95%	99,8%	96,0%	99,6%



	UNIT OF MEASURE	GOAL 2019	SURVEYS 2019	GOAL 2020	SURVEYS 2020
ADDITIONAL SERVICES					
Perception of wi-fi connectivity within the airport	% passengers satisfaction	90%	84,4%	90,0%	96,3%
Perception of the availability of cell phone and laptop charging stations in common areas, where present. and laptops in common areas, where present	% passengers satisfaction	91%	97,6%	93,0%	99,9%
Compatibility of bar opening hours with airport opening hours	% compatible flights arr/dep with bar opening hours	98%	98,0%	98,0%	95,0%
Perception of the adequacy of smoking rooms, if any	% passengers satisfaction	95%	94,1%	95,0%	97,7%
Perception of the availability of free drinking water dispensers, where present	% passengers satisfaction	N/A	N/A	N/A	N/A
Perception of availability/quality/price of shops/newsstands	% passengers satisfaction	92%	99,8%	94,0%	99,9%
Perception of availability/quality/price of bars/restaurants	% passengers satisfaction	85%	99,6%	86,0%	93,5%
Perception of availability of vending machines, snacks, where present	% passengers satisfaction	85%	98,0%	86,0%	50%
CUSTOMER INFORMATION SERVICES					
User-friendly and up-to-date website	% passengers satisfaction	92%	99,8%	92,5%	99,9%
Perception of the effectiveness of operational information points	%passengers satisfaction	95%	98,8%	95,5%	96,6%
Perception of clarity, understandability, and effectiveness of internal signage	%passengers satisfaction	96%	99,9%	97%	99,6%
Perception of professionalism of airport staff (infopoint.Security)	% passengers satisfaction	92%	99,9%	93%	99,9%
Overall perception of the effectiveness and accessibility of public information services (monitors, announcements, internal signage,etc.)	% passengers satisfaction	95%	99,8%	95,5%	99,9%



	UNIT OF MEASURE	GOAL 2019	SURVEYS 2019	GOAL 2020	SURVEYS 2020
COUNTER / GATE SERVICES					
Perception of ticketing service	% passengers satisfaction	92%	99%	93%	99,9%
Waiting time at check in	waiting time in minutes in 90% of cases detected	9'45"	9'38"	10'	8'13"
Perception of waiting time at check in	% passengers satisfaction	95%	99,6%	95,5%	99,1%
Waiting time at security checks	waiting time in minutes in 90% of cases detected	4'	3'52"	4'	6'02"
Perception of waiting time at passport control	% passengers satisfaction	90%	99%	93%	n.d
MODAL INTEGRATION					
Perception of clarity, understandability, and effectiveness of exterior signage	% passengers satisfaction	92%	97,7%	92,5%	99,1%
Perception of adequacy of city/airport connections	% passengers satisfaction	88%	92,5%	88,5%	96,4%

In order to carry out the quality analyses, Geasar avails itself to the support of an external qualified company, which has quality certification in accordance with ISO 9001/2015, and it is responsible for carrying out the survey activities, analyzing the results deriving from each sampling, drawing up the service quality report and indicating to the Quality Manager any corrective actions and areas for improvement.



Customer Satisfaction Analysis

The Company has defined a Customer Satisfaction Analysis and Evaluation system that is based on three operating principles:

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

The Quality Management System is the link point between passengers, stakeholders and company parties.

The collection of suggestions, data analysis and internal audits make it possible, thanks to the collaboration of all sector managers, to establish improvement measures and implement subsequent verification procedures.

The continuous improvement system

Every four months Geasar convenes the Committee for the regularity and quality of airport services. This institution, which includes the ENAC Airport Management as an observer, has the task of examining the results of monitoring the indicators of a dashboard for both operations and airport user satisfaction.

Quality, Environment and Safety Certifications

Geasar S.p.A. since 2010 has had an Integrated Quality Environment Safety Management System,

developed in reference to the requirements of UNI EN ISO 9001: 2015, UNI EN ISO 14001:2008, UNI EN ISO 45001:2018. The certifying documentation is DNV (Det Norske Veritas).

Quality, Environment and Safety system is assessed annually.

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

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

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

Objectives and targets are set annually and reviewed through the Management Review, as well as the adequacy of policies related to the

Passengers with Special Needs

Geasar S.p.A, implements the requirements of EC Regulation 1107/2006 concerning the rights of disabled people and people with reduced mobility when traveling through air (PRM).

In the Passenger Guide section of the airport website there is a page dedicated to information and quality standards on services provided to disabled people and people with reduced mobility.

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

Assistance is also guaranteed at the parking lot by the service staff. There are also information signs with the number to contact for assistance in various areas of the terminal, at the entrance to the parking lot, in the short-stay area, in Terminal 2 and in the bus stop area.

In the departures area a completely renovated “Sala Amica” is available for passengers with disabilities and their companions. Inside the “Sala Amica” there is a waiting area reserved for people with autism, which has been designed with this disability in mind.

Disabled passengers have the possibility to take advantage of an assistance service provided by competent and qualified staff for all the various phases of airport operations. This assistance service is guaranteed, even if the request was not made during the booking procedure.

**“
Olbia Costa Smeralda airport
guarantees disabled persons
and persons with reduced
mobility all assistance
services on departure, transit
and arrival**”

Dedicated Services:

- Sala Amica – waiting room reserved for Passengers with Reduced Mobility, located on the ground floor, before the security checkpoints.
- Waiting room reserved for people with autism, where the design is suitable with this kind of disability.
- Wheelchairs available for Passengers with Reduced Mobility both on arrival and departure.
- Loges path for blind people- the path leads blind or visually impaired people from the entrance for disabled people, on the sidewalk outside the terminal, to the toilets, the ticket office, the check in and the Sala Amica.
- The loges route map in Braille is available at the handicap entrance.
- Elevators- wheelchair access, push button panel with information in Braille.
- Lifts- available for boarding and disembarking passengers and companions on the aircraft.
- Parking- the airport has 32 spaces reserved for disabled passengers free of charge in Main Park, the parking lot in front of the terminal.





AUTISMO IN VIAGGIO ATTRAVERSO L'AEROPORTO

Olbia Airport also adheres to the ENAC project **“Autismo - In viaggio attraverso l'aeroporto”** (Autism- Travelling through the airport), designed to facilitate air travel for autistic people.

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

It is very useful to make available the routes and environments in which the journey will take place, in advance . Having information material (photos, videos, etc.) that has been specially studied and designed, greatly helps families and people with autism to face a journey with peace of mind.

In this context, Olbia Costa Smeralda Airport has provided for the possibility of carrying out targeted visits of its airport, reserved for people with autism in order to encourage familiarization with the facilities and services provided.

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



Safety Management System

Geasar's commitment is aimed at developing a culture of safety throughout all airport activities, aware that all those who operate within the airport contribute, each in their own role, to making ground and flight operations safe.

Safety is the priority in all Geasar's activities as it allows the best possible protection of the airport's main asset: the passenger.

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

For this reason, since 2007 Geasar has established and certified at ENAC the Safety Management System (SMS) of Olbia Airport: a special building that is coordinated by the Safety Manager.

The Safety Management System consists of several institutional tools and moments through which Geasar, by virtue of the responsibility assigned by EU Reg. 139/2014:

- Assesses operations, infrastructures and organizations in order to identify their associated risks and related mitigation measures;
- Supervises operator conduct and assesses

events impacting Safety, both Airside and Landside;

- Arranges for periodic audits to verify the compliance of those operating at the airport;
- Promotes the sharing of information and the dissemination of procedures, regulations and best practices;
- Convoques airport committees 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 every phase of infrastructural, organizational and procedural change affecting the airport system, ensuring that every change contributes to increasing safety.

The purpose of every action is to guarantee and improve the level of safety of operations on the ground and in flight for operators, passengers and airlines.

The Safety Management System is also based on the Reporting System tool that includes all the activities of collection and management of reports of aeronautical events, that are analyzed for the monitoring of safety standards and the continuous development of the Safety Management System. Each abnormal event contains elements that, if properly known and investigated on the basis of the Just Culture universal principle, can contribute to implementing the appropriate corrective actions to ensure 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 airport's safety programs.

In fact, it is possible to report and promote opportunities for the improvement of safety through different channels made by Geasar, as the paper form to the computer system for collecting reports, up to the voluntary reporting form "Ground Safety Report" (GSR) available on the company website, aimed at intercepting a wide audience of users.

During 2020 the Safety & Compliance sector was engaged in extraordinary activities linked

to the management of works to upgrade and extend the runway, which required a constant coordination with all stakeholders. Changes to infrastructures resulting from the work phases were institutionalized by issuing new editions of the Airport Manual and related maps, in coordination with aeronautical publications.

In this context, efforts were made to synchronize the timing of the works with the full operation of the airport, avoiding limitations to traffic already heavily penalized by the current pandemic crisis. The activity was developed through the production of specific drawings that obtained ENAC authorizations in compliance with EASA regulations, in order to guarantee the start-up and continuity of operations at the airport and of essential services such as helicopter rescue.

Wildlife strike

Geasar is committed on a daily basis to protecting local fauna and reducing the risk 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 relate to field monitoring, prevention and mitigation activities and analysis by means of specific indices.

As regards the infrastructure system, during works to lengthen the runway, most of the semi-wooded areas and areas of land depression, which are attractive to wildlife, were eliminated.

Along the entire façade of the main terminal, protection nets were added to the architectural elements that were place of nesting or permanence of birds, by noting a conspicuous removal of the most invasive species.

A naturalistic environmental study is conducted annually to analyze the habitat inside and outside the airport, and to check for any attraction to birds or other fauna, which may include: marshes, tree vegetation, grassland, pastures or agricultural land adjacent to the aerodrome, watercourses and artifacts.

The mitigation activities of the impacts with the aircrafts are carried out by means of specific instrumentation: the means of fauna removal are made up of sound deterrent systems, which

are subjected to periodic checks; sighting and removal inspections are carried out, driving an off-road vehicle along the perimeter and affecting the maneuvering area with scheduled or special inspections.

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

In 2020 Olbia airport recorded out of 18,820 aircraft movements eight impacts with birds and no impacts with other wildlife; this results in a total annual wildlife strike index out of 10,000 aircraft movements of 4.25. **None of these generated flight impacts.**

18.820
aircraft movements 2020

8
impacts with wildlife

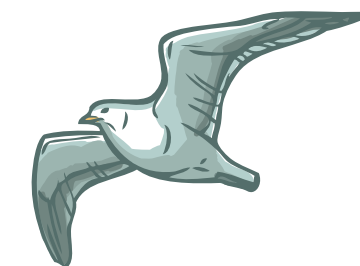
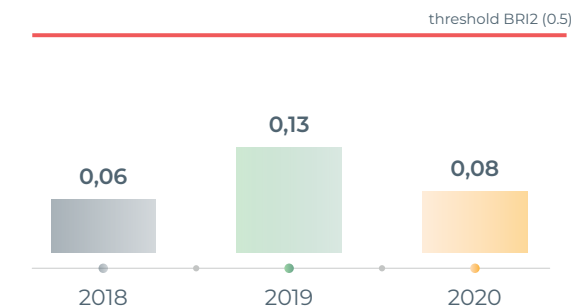
Based on the abundances and species of birds present at the airport, the number of impacts, the effects on flight, and the number of movements, the Bird Risk Index (BRI2) to which Olbia airport is exposed is determined to be 0.08 and compared to the BRI2 for the year 2019 (0.13), yields a negative BRI2 trend. The months with the highest bird strike events were June, July, August, September, and October. Annual analysis of the 2020 data shows an increase in the number of birds present on the grounds compared to 2019 and a reduction in aircraft movements of approximately 45%.

Olbia Airport is a coastal airport and as such predominantly affected by Laridae (predominantly Herring Gull). During the year there have been construction works to lengthen the runway that have seen ground movements capable of attracting birds, as mitigation has been requested to the company contracting the work to equip itself with a remote-controlled gas cannon with protocol of “on demand” different from those in the field. The extension project already includes three additional gas cannons that run along the length of the runway, guaranteeing optimal coverage.

In order to further improve the management of impacts with regard to wildlife, the following improvement objectives for 2021 should be noted: providing specific training for operators with refresher courses (including online) held by expert personnel; intensifying night-time monitoring activities by operators in the maneuvering area

with particular attention to pre-flight inspections; carrying out appropriate disinfestation of grassy surfaces; carrying out maintenance of grass and shrubs in the airside area; carrying out an integration of at least five gas cannons in the runway extension area.

The Company will consider integrating the anti-volatile systems with a portable laser system or a bird detector system.



Memberships of Association

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

- **Assaeroporti:** Italian Association of Airport Managers, which has the task of protecting and strengthening the position of airports, enhancing their function and interacting with government institutions to ensure the development of air transport; furthermore, it enhances collaboration between members in order to contribute to the process of improving airport management techniques and procedures;
- ACI Europe: **Airports Council International:** association of European airports which guarantees an effective and constant communication and negotiation on legislative, commercial, technical, environmental, passengers and other interests aspects;
- **Sassari and Nuoro Chambers of Commerce;**
- **Confindustria Centro Nord Sardegna;**
- **Consorzio Polo Universitario di Olbia;**
- **Sardinia Mice Network:** network of Sardinian territorial enterprises aimed at generating synergies among its members from tourism offer perspective in Sardinia;
- **ATRI - Associazione Travel Retail Italia:** a trade association that brings together Italian companies active in the Travel Retail and Duty Free sector and acts as an interlocutor for all aspects that regulate tax-free sales and the travel-related retail sector.



Human Resources

Personnel's Data

In 2020 the average annual workforce of Geasar Group is 260.5 full-time equivalent employees working for Geasar S.p.A., Cortesa S.r.l. and Eccelsa S.r.l. Among the 260.5 employees expressed in full-time equivalent are considered, both those hired on a permanent basis, regardless of the type of contract of a full-time or vertical part-time nature, and fixed-term employees in the workforce.

Compared to 2019, the workforce decreased by 34.7%, when employees were recorded equal to 399.1. This decrease was mainly due to the effects of the pandemic caused by Covid-19, which severely impacted airport operations worldwide. Indeed, for the first time in the Group's history, all available regulatory instruments (redundancy funds- CIGS, FIS, CIGD) were adopted at the three companies to deal with the dramatic reduction in passenger traffic at the airport. The Group's response to this unexpected and extremely serious crisis situation was immediate and organized with a view to collaborating and listening, also together with the labor unions, guaranteeing support to all the employees involved.

In March, April and May 2020, due to the total lockdown imposed by the Italian government, the Group's organizational response focused primarily on adopting all the health and safety

260,5
Full-time equivalent
employees 2020

399,1
Full-time equivalent
employees 2019

measures indicated by the competent authorities to guarantee adequate protection for airport workers and passengers.

Therefore, in addition to the above-mentioned use of social security benefits, appropriate health protocols were adopted for employees and all staff benefited from smart working for over 25,000 hours, with each employee being given a company laptop computer.

Seasonality strongly affects the activities within Olbia Costa Smeralda Airport and generates a peculiarity in the structure of the permanent staff. In order to manage this distinctive feature of the business, for more than 10 years Geasar has made use of the vertical part-time contract formula, in addition to the normal forms of full-time permanent employment contracts. This allows the Group to reconcile the organizational flexibility required by fluctuating production volumes, with the contractual stabilization, and the consequent reduction of precariousness, of a significant number of employees.

Employees hired on a Open-ended contract in 2020 represent the majority of the workforce employed by the Group, accounting for 81% of total FTEs, an increase of 24% compared to 2019 when employees hired on a permanent contract accounted for 65%. The breakdown between full-time and part-time employees is more balanced, including the aforementioned vertical part-timers: in 2020, 55% of employees work under a full-time contract, compared to 45% who instead work

under a part-time contract. In 2019, part-time employees were 52% while full-time employees were 48%.

Employees by gender and employment contract									
Period	2018			2019			2020		
Gender	Ind.	Det.	Tot.	Ind.	Det.	Tot.	Ind.	Det.	Tot.
Man	153,2	24,4	177,5	155,2	69,8	225,0	126,7	25,8	152,5
Woman	100,5	29,0	129,5	105,2	68,9	174,1	84,1	23,9	108,0
Total	253,7	53,3	307,0	260,4	138,7	399,1	210,8	49,7	260,5

Employees by gender and employment contract									
Period	2018			2019			2020		
Gender	Full-Time	Part-Time	Tot.	Full-Time	Part-Time	Tot.	Full-Time	Part-Time	Tot.
Man	98,1	79,4	177,5	115,2	109,8	225,0	91,9	60,6	152,5
Woman	60,3	69,2	129,5	75,7	98,4	174,1	50,2	57,8	108,0
Total	158,4	148,6	307,0	190,9	208,2	399,1	142,1	118,4	260,5

Data calculated in FTE

The continuous development of the network and passenger traffic, combined with the seasonality linked to the tourism phenomenon, has historically translated into the employment of seasonal workers, always in agreement with the trade unions. From 2019, following collective bargaining, the use of temporary employment has decreased and the Group has started the direct hiring of all seasonal workers, according to the specific needs of the air transport sector and airport services.

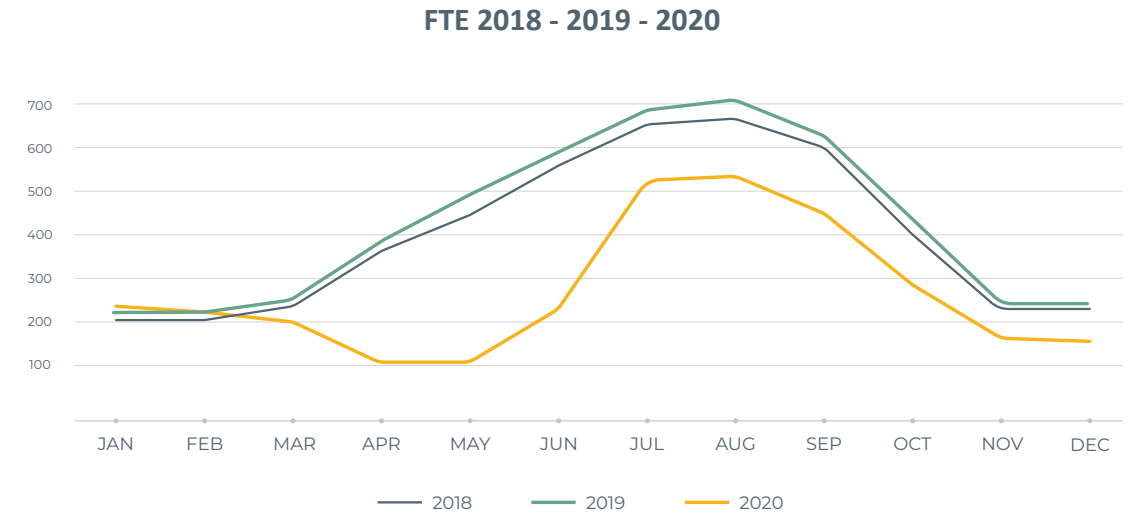
In order to ensure a quality offer even in the period of highest need in terms of service, Geasar makes use of temporary workers, as shown in the following table:

2018 External employees	Men	Women	Total
Temporary contract	41,8	36,7	78,5
2019 External employees	Men	Women	Total
Temporary contract	2,8	1,8	4,6
2020 External employees	Men	Women	Total
Temporary contract	2,5	1,4	3,9



To better understand the employment effects deriving from the seasonality to which the activities of the Olbia airport are subject, we report a graph that describes the trend of the workforce (employees and external workers) employed by Geasar in the three-year period 2018-2020, expressed in full-time equivalent. The

trend underwent a sharp decline in 2020 due to the health emergency related to Covid-19, while 2019 is in line with the previous year. The graph shows how the employment of seasonal workers is predominant in the spring and summer season, with a peak in the period between July and August in which tourist flows are concentrated.



Diversity of human resources

Within the workforce of Geasar Group, the female gender represents 41.5% of the total in 2020, mainly concentrating their presence in the clerical category (59.9%).

In **2019**, on the other hand, the female gender made up 43.6% and the female clerical category was 65.8%.

In **2020**, the number of men out of the total workforce is distributed across all the professional categories, with predominance in the laborer category, considering the nature of the business, for more than 78%. In 2019, the presence of men belonging to the laborer category was 75.6%.

It should be noted that gender diversity is equally respected within the professional category of the managements, a role of responsibility for the implementation of the strategy and the contextual organization of the activities. In 2020, the percentage of women belonging to the managements category is 48,8%, consistent with the previous year.

Workforce by gender and category

2018						
	Men	% Men	Women	% Women	Total	% on the total
Executives	4,0	100%	0,0	0,0%	4,0	1,4%
Managements	6,0	50,0%	6,0	50,0%	12,0	3,9%
Clericals	53,8	39,9%	81,1	60,1%	134,9	43,9%
Laborers	113,7	72,8%	42,4	27,2%	156,1	50,8%
Total	177,5	57,8%	129,5	42,2%	307,0	100%

2019						
	Men	% Men	Women	% Women	Total	% on the total
Executives	4,0	100%	0,0	0,0%	4,0	1%
Managements	6,2	51,2%	5,9	48,8%	12,1	3,0%
Clericals	61,8	34,2%	118,9	65,8%	180,7	45,3%
Laborers	153,0	75,6%	49,3	24,4%	202,3	50,7%
Total	225,0	56,4%	174,1	43,6%	399,1	100%

2020						
	Men	% Men	Women	% Women	Total	% on the total
Executives	4,0	100%	0,0	0,0%	4,0	1,5%
Managements	6,2	51,2%	5,9	48,8%	12,1	4,6%
Clericals	51,6	40,1%	77,1	59,9%	128,7	49,4%
Laborers	90,7	78,3%	25,1	21,7%	115,8	44,4%
Total	152,5	58,5%	108,0	41,5%	260,6	100%

Data calculated in FTE



In 2020, the group's workforce predominance was predominant in the mature age group, between 30 and 50 years of age (equal to 48.7% of the

total), while those under 30 represent about 8.7% of the workforce and the over 50s almost 42.6%.

Employees by age group and category

2018								
Workforce by age bracket and category	≤ 30	%	30-50	%	≥50	%	Total	% on the total
Executives	0,0	0,0%	0,0	0,0%	4,0	100,0%	4,0	1,4%
Managements	0,0	0,0%	6,0	50,0%	6,0	50,0%	12,0	3,9%
Clericals	5,8	4,3%	73,3	54,4%	55,8	41,4%	134,9	43,9%
Laborers	23,1	14,8%	78,0	50,0%	55,0	35,2%	156,1	50,8%
Total	28,9	9,4%	157,3	51,3%	120,8	39,3%	307,0	100%

2018								
Workforce by age bracket and category	≤ 30	%	30-50	%	≥50	%	Total	% on the total
Executives	0,0	0,0%	0,0	0,0%	4,0	100%	4,0	1,0%
Managements	0,0	0,0%	6,6	54,4%	5,5	45,6%	12,1	3,0%
Clericals	21,0	11,6%	95,6	52,9%	64,1	35,5%	180,7	45,3%
Laborers	35,9	17,7%	101,6	50,2%	64,9	32,0%	202,3	50,7%
Total	56,9	14,2%	203,7	51,0%	138,5	34,7%	399,1	100%

2018								
Workforce by age bracket and category	≤ 30	%	30-50	%	≥50	%	Total	% on the total
Executives	0,0	0,0%	0,0	0,0%	4,0	100%	4,0	1,5%
Managements	0,0	0,0%	7,2	59,5%	4,9	40,5%	12,1	4,6%
Clericals	9,9	7,7%	60,7	42,2%	58,1	45,1%	128,7	49,4%
Laborers	12,7	10,9%	59,1	51,1%	44,0	38,0%	115,8	44,4%
Total	22,6	8,7%	127,0	48,7%	111,0	42,6%	260,6	100%

Data calculated in FTE



Geasar Group pays constant attention to the compliance with regulations regarding the remuneration of its resources. It also ensures that all its employees are treated without distinction or exclusion, in terms of remuneration, complementary forms of pension and benefits.

determination of wages and salaries. Possible average pay differences between men and women are related to different situations of professional seniority and role in the organization, as well as paid overtime.

Gender differences have no relevance on the

The percentage ratio of women’s compensation compared to men’s one is the following:

Category	Average male/female GAI ratio 2018	Average male/female GAI ratio 2019	Average male/female GAI ratio 2020
Executives	N/A	N/A	N/A
Managements	89%	94%	82%
Clericals	90%	92%	95%

For Italy, average remuneration includes, in addition to basic salary, variable pay and overtime. The data was calculated on permanent non-seasonal employees.

In compliance with current laws, Geasar Group employs disabled personnel and people belonging to protected categories, for a total of 20 people in both 2019 and 2020, equal to 5% of the total average workforce for the year 2019, while in 2020 the percentage is 7.7%. The tasks assigned to employees belonging to these categories are compatible with their psycho-physical condition and are constantly monitored, encouraging the development and protection of these resources.

95%
Average male/female GAI ratio 2020

Management and Valorisation of Human Capital

Geasar has always paid great attention to enhancing the value of its resources with a view to their proper management, ensuring a working environment capable of promoting the development and growth of talent in the workplace.

More specifically, special training activities are carried out with a view to developing the skills of each member of staff. In fact, the Group invests in training regarding: worker safety, the development of specific skills for operational staff (e.g. assistance to carriers and passengers on the ramp, stopover and at check-in), managerial training and courses aimed at developing transversal skills.

During fiscal year 2020, despite the various restrictions imposed due to the pandemic, a total of 3,371 hours of training were provided for the Group’s employees in order to maintain the professional and technical skills, for a total of 101 courses distributed as follows:

- **1.322** hours of classroom time, in attendance until the government-established ban date due to the pandemic and later remotely;
- **1.107** hours in e-learning through the internal platform E-front and external platform of Security;
- **942** hours on the job.

“
Geasar has always paid great attention to enhancing the value of its resources with a view to their proper management



3.371
hours of training

Through the use of Fondimpresa inter-professional funds, training was also provided for staff and front-line personnel in order to improve language skills, the attention to the customer satisfaction, leadership and resource management, as well as teamwork.

in order to improve language skills, the attention to the customer satisfaction, leadership and resource management, as well as teamwork.

On the other hand, during fiscal year 2019, training was provided to the entire airport workforce, for a total of 12,405 hours divided between 7,540 hours in the classroom and 4,865 hours in e-learning.

Average training hours by professional category	2018			2019			2020		
	Men's average hours	Women's average hours	Total average hours	Men's average hours	Women's average hours	Total average hours	Men's average hours	Women's average hours	Total average hours
Executives and Managements	7,3	12,3	10,2	47,9	48,0	47,9	9,0	7,8	8,3
Laborers	10,8	7,6	9,9	15,1	17,3	15,7	23,0	4,8	19,0
Total	9,3	10,7	9,9	25,2	39,3	31,4	17,5	7,1	13,1

With regard to the issue of talent retention, data relating to the trend in Group's turnover are presented below.

With reference to the Group's turnover trend, it should be noted that the percentage of outgoing turnover, on the total average workforce, has remained stable over the last three years, equal to 2.0% in 2018, 2.2% in 2019 and equal to 2.7% in 2020. Among the terminations within the Group,

the main cause appears to be retirement, in fact in 2019 66.7% of total terminations turns out to be of this nature, while in 2020 the percentage is 57%.

On the other hand, the incoming turnover rate, equal to 1.1% in 2020 and 3.5% in 2019, reflects the scenario that the airport sector is experiencing, jointly managing the best ways to protect the workforce with its physiological reshaping.

Hired by age group and gender	2018				
	≤ 30	30-50	≥50	Total	Rate
Men	4	6	1	11	6,2%
Women	1	6	0	7	5,4%
Total	5	12	1	18	5,9%

Hired by age group and gender	2018				
	≤ 30	30-50	≥50	Total	Rate
Men	0	0	4	4	2,3%
Women	0	2	0	2	1,5%
Total	0	2	4	6	2,0%

Hired by age group and gender	2019				
	≤ 30	30-50	≥50	Total	Rate
Men	3	0	4	7	3,1%
Women	3	0	4	7	4,0%
Total	6	0	8	14	3,5%

Hired by age group and gender	2019				
	≤ 30	30-50	≥50	Total	Rate
Men	0	0	6	6	2,7%
Women	0	2	1	3	1,7%
Total	0	2	7	9	2,2%

Hired by age group and gender	2020				
	≤ 30	30-50	≥50	Total	Rate
Men	0	2	0	2	1,3%
Women	0	1	0	1	0,9%
Total	0	3	0	3	1,1%

Hired by age group and gender	2020				
	≤ 30	30-50	≥50	Total	Rate
Men	0	2	2	4	2,6%
Women	0	1	2	3	2,8%
Total	0	3	4	7	2,7%

New hire data does not include seasonal temporary staff and leasing contract employees.

Personnel's Health and Safety

As part of its broader corporate strategies, Geasar Group considers the protection of the Health and Safety of its workers and of anyone interacting with the airport system to be a priority objective.

With this in mind, the Group is committed to an active and certified Safety Management program, which meets the requirements of ISO 45001:2018 rule, which is the new globally recognized reference standard for occupational health and safety management system.

The Group's occupational safety and health policy commits the company to provide safe and healthy working conditions in order to prevent work-related injuries and illnesses.

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

- Ensure that its activities are carried out with the highest ethical standards and in accordance with current legal requirements;
- Maintain an effective Safety Management System (SMS) that meets the requirements of UNI ISO 45001:2018 rule, certified by an accredited third-party institute;
- Establish, realize and maintain procedures for the identification and elimination of hazards

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

and the reduction of risks, involving the workforce and their representatives;

- Implement a continuous improvement program aimed at achieving goals related to health and safety in the workplace;
- To sensitize and involve the stakeholders in a responsible commitment aimed at respecting both the current legal requirements and the Safety Management System implemented by Geasar Group;
- Verify that the Worker's Safety and Health Policy and related Safety Management System are understood, implemented and maintained at all levels of the organization, that the system is supported by periodic and systematic education and training, and that this document is available to the interested parties.

Translating these commitments into successful results will be the combination of the efforts made by Geasar Group, its partners and all the other stakeholders.

The safety management system (SMS) is annually subjected to both internal and external audits that are carried out by DNV GL, an internationally recognized third-party certification body. The audits carried out over the years have allowed us to always obtain the renewal of the certificate



and to improve the management system. The essential document for managing worker safety is the Risk Assessment Document (DVR), which assesses the risks to which all the workers belonging to the Group's companies are exposed. In the event that the risk exposure exceeds acceptable limits, preventive and protective measures are always used to reduce the risk.

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

Geasar Group has been working for years to reduce the number of accidents and occupational diseases of its employees, through constant technical measures, such as a proper design of workstations, the provision of specific training in relation to the main types of risk associated with the job and an internal analysis of accidents and near misses, in order to avoid as much as possible that they may recur in the future. In confirmation of this, the RSPP is committed to ensuring an ever higher level of safety by carrying out analysis and prevention activities.

During 2020, there were no cases of occupational diseases, while a total of 5 cases of workplace accidents were recorded. The nature of the

injuries was mainly accidental, resulting from impact, crushing and strain from lifting and handling loads. It should be noted that none of the accidents caused permanent injuries to the injured workers and it should be pointed out that, after the period of prognosis, each injured worker regularly returned to work without consequences.

The trend of the accident frequency index has been fairly constant over the last three years with an improving trend in 2020, the year in which the index reaches its lowest value.

The total number of accidents recorded does not include accidents occurred on the road to work using personal vehicles (2 cases in 2020), since the transport did not take place using company cars, company fleets or during transport organized by the Group's companies, but by personal vehicles.

Total number of employee injuries

	2018	2019	2020
Recorded injuries	5	13	5
of which fatal	0	0	0
of which with severe consequences*	1	0	0

* Injuries with serious consequences refers to injuries that have caused more than 180 days of absence

Employee accident frequency indexes

	2018	2019	2020
Injuries Frequency Index**	11,13	15,27	10,77
Mortality rate	0	0	0
Frequency index of accidents with serious consequences	2,23	0	0

** The frequency index is calculated by dividing the number of accidents by the total number of hours worked in the same period, multiplied by 1,000,000.

Hours worked by employees

2018	449.376
2019	851.186
2020	464.435

In addition, it should be noted that in the charts above, the data concerning the injuries do not include those related to agency workers, which occurred only during the 2018 fiscal year.

In fact, for the year 2018, there were 3 injuries recorded by agency workers, none of which were severe.

Measures to Counter the Spread of Covid-19 Virus amongst the Personnel

The Covid-19 virus pandemic that struck in the early months of 2020 almost every country in the world, and Italy in particular, has led to the need to provide employees with certain provisions, such as the immediate suspension of services classified as non-urgent and remote working for non-operational staff.

In this regard, Geasar and the companies of the Group have adopted the necessary measures to counter the spread of the Covid-19 virus in the workplace. For each specific service, in relation to the evolution of the procedural, organizational and technological reference framework adopted by each company and aimed at minimizing the probability of transmission of the infection, the methods adopted have been adjusted and/or integrated from time to time in order to ensure the complete alignment with legislative updates and scientific developments on the topic. In particular, this activity was carried out through verification and discussion of the prevention strategies adopted; of the monitoring, supervision and control activities; of the information and training activities for all employees and outsiders; and of the efficiency of the measures adopted and their compliance with the specific aims.

With regard to the Covid-19 emergency, in order to apply the “Shared protocol for the regulation of measures to contrast and contain the spread



of the Covid-19 virus in the workplace” signed between the government and the social parties on April 24 of 2020, a Committee for the application and verification of the rules of the same protocol has been established within the company with the participation of: Employer, Prevention and Protection Service Manager, Qualified Doctor, Workers’ Safety Representatives and Sector Managers.

The committee, with the drafting of the risk assessment from Covid- 19, has determined and implemented a series of prevention and protection measures aimed at reducing the infection from the virus with the implementation of the following activities:

- Information and training of workers by sending emails with all company regulations;
- Installation of protective barriers for front line workers;
- Installation of horizontal signage;
- Installation of sanitizing gel dispensers;
- Supply of personal protective equipment (masks, gloves, overalls, etc.);
- Supply of hand sanitizing gel and useful material for the disinfection of equipment such as keyboards, mice and coffee machines.

It should also be noted that Geasar has taken out an insurance policy for all its employees, which provides compensation in the event of infection and access to diagnostic services at discounted rates at affiliated centers.

Territory and Local Communities

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

Geasar Group encourages initiatives that strengthen its ties with the local area, evaluating each time both the social impact and the economic sustainability. These initiatives are publicized through the company's communication media in order to involve employees and encourage their participation in them.

The commitment in the local community allows Geasar Group to strengthen the link with the territory, the institutions and the world of young people and to promote a culture of attention to the issues of sport, culture, solidarity and 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 desire to contribute to the welfare of present and future generations.

Contributions are made in various forms: involvement in community support projects, also in collaboration with local organizations, aimed at facing issues that are significant both

for the territory and for the Group; medium- to long-term initiatives connected with community development and the relationships with organizations operating in the social, welfare, environmental and cultural fields, foundations and research institutes; support to educational institutions.



Geasar communicates with the territory through various forms and the main areas of intervention at the social level are as follows:

- **Initiatives in favor of young people:** collaborations with educational institutions, support to local associations and educational organizations by involving young athletes and students in order to promote their growth from a physical and intellectual point of view;
- **Community and assistance:** support for associations or non-profit organizations that work on social issues and on initiatives aimed at providing assistance to disadvantaged people and those in distress; initiatives of a solidarity and interventions in the social and welfare field;
- **Culture:** cultural, artistic and musical events with particular educational content, projects that promote local specificity and activities aimed at preserving and enhancing the artistic, historical and cultural heritage of the Sardinian traditions and territory.;
- **Sport:** support for sports initiatives that are representative of the universal values that sport embodies, such as devotion and commitment to improving physical condition, as a factor of socialization and inclusion, as an example of respect and fairness, even for those with disabilities;

- **Environment:** support for initiatives aimed at protecting the environment and raising awareness, particularly among young people, about issues such as the preservation of resources and the reduction of environmental impacts.





Social Sustainability

The following are the most significant projects, events and initiatives carried out during 2019, demonstrating Geasar Group's commitment towards the territory and the local community:

@Progetto Scuola (School Project): in collaboration with the regional daily newspaper La Nuova Sardegna and other local companies, Geasar Group is taking part in the initiative for the distribution of newspapers in regional schools. Thanks to the contribution of the participating companies, every day 2000 copies of the newspaper are distributed free of charge to the students of the participating high schools. The aim is to stimulate interest in reading and the detailed study of the news, together with an introduction to the business world thanks to targeted meetings organized at the headquarters of the companies participating in the project.

#Isensidelviaggio (Senses of Travel): Closely linked to the @ProgettoScuola, Geasar has set up a literary prize aimed at students from regional high schools and universities. Participants compete in the production of a short essay on the theme of travel. The best essays are rewarded with airline tickets (to New York, Barcelona and other European destinations) offered by Olbia Airport's partner airlines.

Festa della musica (Music Festival): in collaboration with Assaeroporti: on the occasion of the national music festival on June 21st, the airport offers the opportunity to local artists to perform at the

+40
Collaborations and
partnerships with the local
community





airport and make an international audience know their music, also through the social channels of Geasar Group.

Airport Educational - At school in Airport: finally, the educational-cultural project sponsored by ENAC continued, aimed at introducing children and teenagers to the airport system with a view to developing a culture of mobility and exchange, and creating synergies between the business world and the school world, by hosting, in 2019 and 2020, around 1500 students from primary, middle and high schools in the municipality of Olbia and various municipalities in the area.

Olbia Airport Arena: from November to March, Olbia Airport provides passengers, employees, students of the University and the local community with a space inside the terminal equipped for the performance of sports activities. During 2019, Geasar hosted the “Torneo S3” youth volleyball training sessions, as well as the provincial school tournament of elementary schools “S3 - Volleyball”.

Rigicalo: during Christmas time, a center for the collection of used toys is set up at the airport. These toys are resold in order to raise funds for associations that provide assistance and support to the less privileged.

Auction of Lost & Found items: items found at the airport and not claimed at the airport’s Lost & Found office are auctioned during the Christmas

4 Social Sustainability

season. Also in this case the proceeds are donated to non-profit organizations.

Carnival at the airport: every year a carnival party is organized for the children of the local community. During the event, a fundraising event is held in order to raise funds for associations involved in the protection of children.

Ciak si #VoladaOlbia: daily showing during the Christmas holidays of animated movies inside the terminal, open to all passengers but especially to the city’s youngest; the initiative was attended by over 1000 people.

Festa del Tennis (Tennis Fest): In collaboration with Terranova Tennis Club during November, an afternoon is dedicated to free tennis practice for children aged 5 to 12 years. In addition, to the 2 most deserving children Geasar offers a scholarship for a year of free tennis training.

Spotter Day: Event dedicated to aircraft photography amateurs. For the first time in Sardinia plane spotters are involved in a day dedicated to them in order to take pictures of aircrafts landing and taking off from Olbia Airport.

Support to the Diocesan Caritas: Geasar has been donating for several years Christmas gifts to the Diocesan Caritas of Olbia.



Year-end dinner with the homeless: on December 31 the company, with the involvement of Caritas and a number of voluntary associations, organizes a dinner at the restaurant located at the Eccelsa Aviation Terminal in which “less fortunate” people take part. Managers and employees of the company personally take care of transfers and table service;

On the occasion of the International Day for the **Elimination of Violence against Women** on November 25, in 2020 Geasar dedicated a check-in desk to the color of this campaign, as a symbol of the company’s commitment against all forms of abuse against the female universe and to raise awareness of the gender violence issues.



Exhibitions in 2019

- Dionysus in the Sardinian carnival
- Save our sea
- Woman&Diabetes
- Archaeological Sardinia 3D
- Windows of Sardinia

Exhibitions in 2020

- Interweaving of beauty
- GREEK OLBIA: 630-510 a.C
- Deep Landscape

Sardinia Call2Action Conferences 2019

- Cultural and Archeological Tourism
- Tourism, Sport and Culture

Webinar Sardinia Call2Action 2020

- Handicrafts and tourism: synergies and meeting spaces;
- Storytelling for the restart and analysis of the German market;
- Understanding the Balearic tourism phenomenon;
- Startup & tourism;
- Transport Forum;
- Future e US Market;
- 2021 Year of the restart: scenarios, trends and prospects;
- Content marketing & seo: ready for recovery?
- Food and Wine meets tourist reception;
- Sustainability and active tourism: focus on e-bike;
- Tourism of disabilities, hospitality and special needs.



Support of sporting events

During 2019 Geasar financially and/or logistically supported the following sporting events:

- Dinamo Basket sponsorship
- International Paralympic Boccia Championship
- European Paralympic Archery Championship
- European Paralympic Swimming Championship
- IBSA World Showdown Championships
- Youth Rowing
- Corrinuoro- Running event
- Barcolana 51- Diabetic Boat
- Rally of Nuraghi and Vermentino
- Manlio Selis Trophy
- Adelasia: Palermo Monte Carlo Sailing
- EFPT European Freestyle Windsurfing Championship
- Great Windsurfing in Culuccia



Support to youth sports clubs: Geasar strongly believes in the educational and training value of sport, with particular reference to the growth of young people through the culture of commitment, loyalty and solidarity. For this reason the company supports numerous youth teams in the community engaged in various disciplines:

- Tennis Club Terranova
- Olbia Calcio
- Pallavolo Olbia
- A.D. Pallacanestro Olimpia Olbia
- Santa Croce Basket Olbia



Support for local events:

- San Simplicio Patronal Feast
- Olbia in Bloom
- New Year's Eve 2019 in Olbia
- Adopt a beach
- Olbia Carnival

Support for cultural and musical events:

- BOOKOLICA
- Winter magic
- Figari Film Fest
- Time in Jazz
- Jova Beach party
- Literary Review "Sul filo del Discorso"
- 1st May Concert Olbia
- "Costa Smeralda" Literary Award
- Musicultura World Festival



Confirming its support for research and culture, Geasar hosts, on the first floor of the airport, the detached branch of the **Department of Economics of the University of Sassari**, which runs the three-year and master's degree courses in Economics and Tourism Management.

Having a reference point for the academic world at the airport is a strong point both for the ease of logistical connections and for the proximity to the tourist areas, as well as closeness to the territory.

The degree course, in particular, aims to train professional figures for the management of tourism activities, combining both general and specialized skills of business and economic, legal and quantitative.

The degree course is also a valuable source of talent for the company, which draws from the University for the training of its staff and for the realization of internship projects aimed at the development of research and analysis projects.

Within the University Pole there are: the "Single Desk" (Student Secretary's Office, ERSU, and CUS) created to allow students of all degree courses of the University of Sassari to take benefit of the general services in a unique single system; the economic and legal library available to all users; and the internship desk for those enrolled in the degree course.



With reference to young people, the Group companies have for years hosted a large number of students at their facilities as part of the work-school alternation project, offering students the opportunity to enter the airport working environment, involving them in initiatives aimed at improving levels of passenger assistance, such as managing passenger flows at check-in, providing information to passengers and supervising the maintenance of the Terminal's decorum. In 2020, in particular, students were involved in reinforcing the area dedicated to passenger information, the maintenance of controls and the verification of compliance with anti-contagion regulations.

The Group has also activated, in 2020 and in recent years, several curricular and extra-curricular internship projects with students from the academic world, which have involved students both at Geasar offices and within the airport structure.

Flight Club

In the early months of 2020, until the first days of March, during the closure of the Airport for the renovation and extension of the runway, the Airport created the Flight Club. In the early months of 2020, until the first days of March, during the closure of the Airport for the renovation and extension of the runway, the Airport created the Flight Club. This was the most important initiative held in 2020: an enormous organization of events, temporary and permanent exhibitions, during which employees took on the unusual role of chaperons/organizers/guides for the guests of the innumerable events.

The airport has therefore become an infrastructure at the complete disposal of the local community, schools and numerous sports and voluntary associations of the region, for the realization of more than 40 cultural, sports, food and wine and educational events. Inside the terminal, in the squares and in the external areas, we have held concerts, sporting events aimed at raising funds for charitable activities, exhibitions and educational activities for schools in North Sardinia and youth sports associations. All these activities were carried out following the thread of sustainability, in harmony with the vision of Geasar.

Despite being closed a week earlier than planned, due to the outbreak of the health emergency, the event was a great success, with **over 40000**

attendees, attracting over **3000 students** from various schools of the territory of all grades, and raising about € 10000 through various events, which were subsequently donated to charity associations.



Use the camera



Watch the video

Use the camera



Watch the first week of events



NUMBERS



30
Days

101
Events

1.038
Athletes involved

153
Musicians involved

112
Artistic works exhibited

10.000
Euros collected
for charitable initiatives

40.000
Attendance

3.000
School children
on a guided tour

401
Flight simulator tests

680
Kites built

80
Dogs in the race

Sport:

- Airport Run
- Open day Gym
- Basketball: Kara Sardegna Trophy- Under 15
- Soccer: Towards Euro 2020- Under 12
- Volleyball: Feast of families
- Footvolley: Gallura foot volley exhibition
- Sport e inclusion- Speedy Sport
- Simultaneous Chess
- Ping Pong exhibition

Culture:

- Ciack si #VoladaOlbia
- La Feltrinelli Literary salon
- Musicultura World Festival
- Bittirex
- Planetarium
- Paleontology Conference
- Maria Carta Foundation Concert
- Intrecci di Bellezza Exhibition
- Leonardo da Vinci Exhibition
- Greek Olbia Exhibition
- Gavino Ganau Exhibition
- Massimo Onnis Exhibition
- Giuseppe Ortu Exhibition
- Tenores di Bitti Exhibition
- Mamuthones Children Exhibition
- Busk in Airport

Enogastronomy:

- Show Cooking- Open Food
- Craft Beers Festival
- Freestyle Pizza
- Celiac disease workshop
- Sa Panada Tasting
- Runway Food Fair
- Aviation Ladie's Competition- Bartender
- AIBES- guided wine tastings
- Chef's Feast
- Cocktail Masterclass

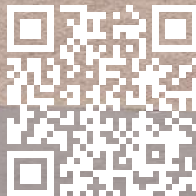
Events:

- Kite show- Artevento
- Expo Local Artisans
- Parapharmacy Workshop
- Flight Simulator
- Dog Show
- Dog lover's exhibition
- Agility Dog Exhibition
- Airport in Bloom
- Children Carnival Party

In this initiative, in addition to the involvement of employees, the Flight Club has allowed the inclusion in the various events of over 130 students in school-work alternation, from various local schools and high schools, offering them the opportunity to enter the working environment of hospitality and F&B.



Use the camera



Watch the Airport Run

Airport RUN

Among the main sporting events organized by the Flight Club it is important to highlight the Airport Run.

342 Runners “took off” from Olbia Airport for the first edition of the Airport Run, the only race in Sardinia and the first daytime race in an Italian airport, held in an exceptional course: aprons, taxiways and operational areas of the Airport.

The event began with the races dedicated to children of the Olbia Athletics Associations (Atletica Olbia, Civitas Olbia, Podistica Amatori Olbia) and then continued with the race of 5 km and 10 km along a definitely unusual route, who has seen the participation of **200 men and 142 women** from all over central and northern Sardinia.

Not only professional runners but also mothers with strollers, athletes and groups of people united by the enthusiasm and pleasure of spending together a different day from the usual.

To make this day of sport and fun special also the solidarity of the many participants who ran together for a just cause: supporting the ASD Speedy Sport Onlus, a local reality that promotes the integration of disabled people through social relations and sport, to which the entire proceeds of the event were donated.

The winners were given a Volotea airline voucher for 2 people to one of the many destinations from Olbia reachable.

The event, by Geasar organized, made use of the collaboration of the Municipality of Olbia and the Atletica Association Atletica Olbia, Civitas Olbia, Podistica and Amatori Olbia and the support of the Sponsors Decathlon, Volotea, Banco di Sardegna and Sixt.





ENVIRONMENTAL SUSTAINABILITY

Environmental Sustainability

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

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

Geasar’s commitment is to pursue an environmental policy 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 organizational, operational and technological terms to prevent water, air and soil pollution while safeguarding biodiversity and the conservation of the natural environment.

To this end, the Group has signed up to the Airport



 Olbia Airport for Sustainability



 Olbia Airport for Sustainability

“
Geasar’s commitment is to pursue an environmental policy of continuous improvement in the management and sustainable development of the airport

Carbon Accreditation certification program, committing itself to the reduction of Greenhouse Gas (GHG) emissions and has undertaken to carry out various interventions and projects with a view to reducing energy consumption and the resources used.

As an airport operator, Geasar carries out initiatives and projects aimed at promoting responsible behaviour, and also raises awareness and checks that all those operating at the airport manage the waste produced by their activities, favouring its recovery rather than disposal.

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



The Environmental Policy

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

- Ensure that its activities are carried out with the highest ethical standards and in accordance with current legal provisions;
- Maintain an effective Environmental Management System in accordance with the requirements of UNI EN ISO 14001 certified by an accredited third party;
- Integrate in 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 social and environmental sustainability;
- Minimize the consumption of energy and raw materials in general, adhering to the certification program Airport Carbon Accreditation for the reduction of greenhouse gas emissions (GHG);
- Optimize the management of the wastewater treatment plant by promoting the reuse of

treated water for irrigation purposes;

- Optimize waste management by encouraging recovery and recycling rather than disposal and adopting policies to reduce single-use plastics;
- Sensitize and involve all stakeholders in a responsible commitment to respect and protect the common heritage represented by the environment in which we operate;
- Encourage collaboration with Partners who demonstrate respect for the environment;
- Define environmental objectives and targets integrated with the company's development programs and disseminate them through the internal and external communication plan;
- Verify that the environmental policy and the related management system are understood, implemented and maintained at all levels of the organization and that the system is supported by regular and systematic training and education activities;
- Broadcast the environmental policy and make it 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 stakeholders.

For further information please visit the company website www.geasar.it, section "Certifications".

Management System, Objectives and Projects

Geasar has always operated in compliance with 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 obtained the accreditation to level 2 of the Carbon Accreditation ACI Europe in October 2019, joining the group of over 350 airports in the world that have voluntarily decided to do their part in the fight against climate change and joining the international program of "Airport Carbon Accreditation" (ACA), aimed at the reduction and sustainable management of emissions into the atmosphere.

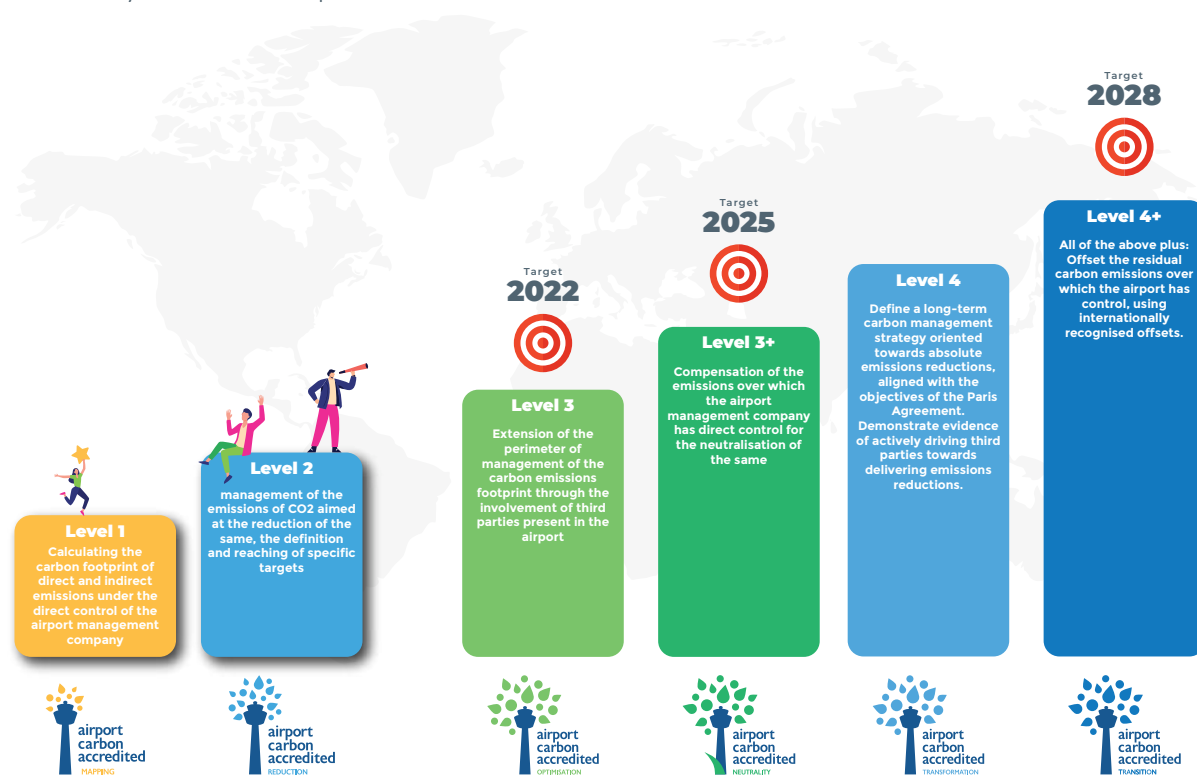
The project, which was launched in 2009 with the aim of improving the environmental sustainability of airports through concrete and shared actions, allows participating airports to assess the progress made in managing their carbon footprint. The Airport Carbon Accreditation protocol includes a total of 6 levels of climate certification: mapping,

* ACI Europe (Airport Council International), 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.

“
Olbia Airport obtained the accreditation to level 2 of the Carbon Accreditation ACI Europe in October 2019

5 Environmental Sustainability

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



During 2020 the program was suspended by the same organization in view of the profound changes induced in the airport sector by the pandemic crisis. In this context, Geasar Group maintained its accreditation at level 2 of the program, effectively persevering in its policy of monitoring and reducing emissions.

The 2019 fiscal year brings a result that, although not in line with forecasts, shows a negative balance in terms of emissions (-2.78% on the average of the previous three years). The Fiscal year 2020 shows an absolute decrease in emissions of 32%, attributable not only to the decrease in traffic related to the Covid-19 emergency, but also to

5 Environmental Sustainability

the containment policies adopted to minimize the dissipation of resources during the shutdown period.

The image illustrates a path of continuous improvement that, despite the continuing pandemic crisis, the company is pursuing with the aim of minimizing negative impacts on the environment and becoming a “Carbon Neutral” airport, reaching level 3+ Neutrality, by 2025. To this end, Geasar presented investments in energy efficiency, as well as ad hoc training plans to stimulate behavioral changes in employees and initiated talks with the main players in the system to share their objectives on environmental issues.

Specifically, these improvement commitments are partly set out in the Quality and Environmental Protection Plan submitted to the Civil Aviation Authority for the four-year period 2019-22, which defines a set of environmental indicators on which Geasar is committed 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 to pursue only the adoption of “latest generation” technologies, focusing rather on the improvement of 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 targets have been identified relate to:

- **Energy Saving:** installation of new lighting systems to replace existing ones with low-consumption appliances (LED, fluorescent, etc.); it should be noted that, to date, around 30% of the Group’s electricity consumption is linked to lighting requirements for the terminal and external areas such as aprons, parking lots and roads;
- **Production of alternative energy from renewable sources:** production of electricity via installation of photovoltaic systems on the roofs of parking lots integrated into facades and on passenger waiting shelters;
- **Waste management and treatment:** detailed separation of non-hazardous waste in order to maximize reuse or recycling;
- **Saving of drinking water resources:** from aqueduct and groundwater from wells through recovery of wastewater treated by the treatment plant;
- **Monitoring of noise pollution** in the external environment from aircraft take-off and arrival.

5 Environmental Sustainability

The main environmental initiatives promoted by Geasar to raise awareness not only among its own staff but also among its stakeholders, especially passengers and young people in the communities where it operates, are described below:

“Adopt a beach”

in collaboration with the municipality of Arzachena. Geasar, which cares about the defense of the sea and the Sardinian coastline, with the help of more than 100 students from local schools in the municipality of Arzachena, took care of removing plastic and waste from the beaches of Razza di Juncu and Cala Petra Ruia.

La Plastica si fa Arte Plastica (Plastic becomes Plastic Art)

in order to further raise awareness of the issue of plastic, an exhibition was set up at the Airport with the works of artist Giorgia Concato. The exhibition includes the installation of plastic cultures consisting of various species of sea creatures: cetaceans, dolphins, tuna, and finally a turtle and a stingray.

Let's bring it back to the sea

in collaboration with the Tavolara Marine Protected Area as part of the “let's bring it back to the sea” project, all the sand, stones and shells seized at airport security checks have been returned to the sea. For a total, in the biennium 2019 and 2020, of about 2.5 tons of material. Geasar has also signed up to the objective of



5 Environmental Sustainability

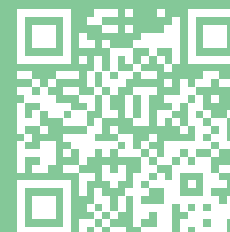
returning 100% of the material confiscated from passengers departing from Olbia airport to the environment.

Flashmob “Don’t pollute”

Flashmob held in the boarding area to raise awareness of the issue of sustainability. A group of dancers dressed as airport staff reinterpreted the song Can’t stop the feeling with lyrics dedicated to environmental sustainability.

Don't Pollute

Use the camera



Watch the video



5 Environmental Sustainability

“Plastic Free” Target

Beginning in summer 2019, Cortesa has committed to eliminating plastic in its restaurants, with the sole exception of water bottles that can be purchased at the counter.

In particular, to this day have been reached the following goals:

- replacement of plastic tableware, for consumption and takeout, with compostable material;
- elimination of straws and plastic packaged products such as crackers and breadsticks;
- the paper placemats in the self-service area were replaced with paper placemats made of biodegradable cellulose pulp;
- at Kara-Cafè, dispensers for soft drinks in glass have been installed to limit the use of bottles at the counter;
- at Fish&Wine and Grain&Grapes points of sale, plastic bottled water has been eliminated and glass water has been introduced;
- 100% biodegradable detergents of vegetable origin are used for cleaning.

The project also provides for an active role in informing passengers. In fact, the company’s “keep-it” brand logo has been included on crockery to reinforce information on its compostability and to encourage consumers to dispose of their waste correctly.

Finally, single-serving sachets of oil and vinegar were reintroduced in 2020 in order to guarantee the safety of people by eliminating the use of shared containers at the table, in compliance with anti-Covid19 regulations.

Keep-it communication in Cortesa refreshment points





5 Environmental Sustainability

Energy Management

The airport system uses energy in the form of various energy carriers for its operations and to maintain a high level of service. The main drawdown derives from the use of electrical energy, followed by the consumption of diesel fuel for heating and powering aircraft and passenger handling equipment on the apron.

In accordance with its environmental policy, Geasar has launched a review of processes in each sector aimed at a general reduction in emissions. The strategy envisages a gradual conversion of plant and equipment in order to reduce the consumption of fossil fuels (diesel and other fuels), which are responsible for greater emissions, against a greater use of electricity. At the same time, the construction of photovoltaic plants for the production of electricity is planned, in order to compensate for the greater withdrawals expected to support all activities.



5 Environmental Sustainability

Specifically, work was carried out during the 2019-20 biennium on several fronts:

Upgrading of lighting systems:

- Replacement of 60 floodlights of the light towers serving the General Aviation aircraft parking apron (Apron 2) with an immediate reduction in energy requirements of 68%, in addition to the preparation of the remote management system;
- Replacement of lighting fixtures in the Landside commercial area, with a nominal saving of 55% and an increase in lighting levels;
- Implementation of the management/regulation system for the lighting levels of the embarkation pier and the central hall (over 400 existing lighting points with LED technology), with a further estimated reduction in consumption of 25%.

Management of plants and infrastructures:

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

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

- reduction of air conditioning and lighting in unused areas;
- review of flows;

- partial/total closure of unnecessary toilets;
- mitigation of air conditioning levels in non-operational areas;

Air conditioning system development:

Installation of high-efficiency heat pump systems for summer and winter air conditioning in the departures hall.

Renewal of aircraft handling and recharging infrastructure:

- New Euro 6 passenger stairways, self-propelled conveyors for loading baggage and full electric aircraft towing equipment entered service;
- Use of 2 full electric vehicles for General Aviation assistance;
- Installation of 4 x 22kW recharging points for electric vehicles at airside.

Overall, a reduction in major energy sources was achieved and summarized as follows (2020 over 2019):

Electricity: -25,%

Diesel fuel: - 51%

It should be specified that these results were significantly affected by the drop in traffic during 2020, supported however by careful management of the airport system.



The Group's energy consumption in the last three years is shown below:

Energy consumption Geasar Group 2018	Effective	GJ
Diesel fuel	184.276 l	7.074
LPG	2.545 l	65
Propane for bird removal	0,10 t	5
Petrol	5.597 l	193
Electricity purchased	6.511.439 kWh	23.441
TOTAL ENERGY CONSUMPTION (GJ)		30.778
Energy consumption Geasar Group 2019	Effective	GJ
Diesel fuel	171.366 l	6.578
LPG	1.004 l	26
Propane for bird removal	0,06 t	3
Petrol	2.747 l	95
Electricity purchased	6.690.390 kWh	24.085
TOTAL ENERGY CONSUMPTION (GJ)		30.787
Energy consumption Geasar Group 2020	Effective	GJ
Diesel fuel	83.237 l	3186
LPG	1.200 l	31
Propane for bird removal	0,06 t	3
Petrol	4.744	163
Electricity purchased	5.012.915 kWh	18.046
TOTAL ENERGY CONSUMPTION (GJ)		21.429

Sources used: Energy consumption is reported in GJ in accordance with GRI guidance. Values and conversion factors taken from DEFRA were used to convert energy consumption into GJ.

The table above shows Geasar's energy drivers: the main source of energy used within the Group is electricity, which accounted for 84% of total

energy consumption in 2020. Most of the general services, in fact, are subject to the electrical energy vector: transfer and handling systems,

air conditioning in summer and, increasingly, in winter, water supply, waste disposal and purification, lighting of buildings, yards and roads are some of them.

Athmospheric Emissions

As previously mentioned, Geasar Group has decided to join the Airport Carbon Accreditation program of ACI Europe, committing to a gradual reduction in its emissions. The first phase of the program, level 1, involves the mapping of these emissions, calculated on the basis of energy consumption, as described above.

From 2015 to 2019, direct emissions (so-called Scope 1) into the atmosphere associated with sources under Geasar's control (e.g. fuel used for heating or airport vehicles and gas used in air conditioning systems) have been reduced by 38%, with a target of a further 7% reduction by 2021.

This result was achieved thanks to the construction of new heat pump air conditioning systems, the implementation of new systems for the management and monitoring of systems in company premises and through infrastructural works aimed at increasing the energy efficiency of environments. The partial replacement of company vehicles with heat engines with electric vehicles also had a strong impact, together 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 were reduced by 25% in the last year, with a target reduction of 11% by 2021, to be achieved mainly through the upgrading of air conditioning and lighting systems at the airport and thanks to the implementation

38%

The decrease of direct emissions into the atmosphere from 2015 to 2019 (Scope 1)

25%

The decrease in indirect emissions in 2020 (Scope 2)

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

Direct and indirect emissions	Unit of measurement	2018	2019	2020
Scope 1				
Diesel fuel	tCO2 eq	512,2	471,3	223,7
Lpg	tCO2 eq	4,2	1,5	1,9
Petrol	tCO2 eq	12,3	6,1	11,0
Refrigerant Gases	tCO2 eq	38,6	231,9	20,9
Totale Scope 1	tCO2 eq	567,3	710,8	257,5
Scope 2 – Location Based				
Electricity purchased from non-renewable sources	tCO2	2.090,2	1.980,4	1.320,4
Totale Scope 2 – Location Based	tCO2	2.090,2	1.980,4	1.320,4
Scope 2 – Market Based				
Electricity purchased from non-renewable sources	tCO2 eq	3.125,5	3.116,9	2336,0
Totale Scope 2 – Market Based	tCO2 eq	3.125,5	3.116,9	2.336,0

Sources used: DEFRA 2020 emission factors were used to calculate atmospheric CO2 emissions for Scope 1; for the “Location Based” Scope 2 approach, the atmospheric emission factor for CO2 and other greenhouse gases in the electricity sector, ISPRA - National Inventory Report 2021 was used. Finally, for the “Market Based” Scope 2 approach, the emission factor related to the national “residual mix” European Residual Mixes 2019, AIB 2020 was used. Emissions related to propane consumption were not included because they are minor.

Scope 1: direct emissions, associated with sources owned or controlled by Group companies, such as fuels used for heating and operating means necessary for airport activities;

requirements of the GRI reporting standard, they are calculated according to location and market-based methodologies, using appropriate emission factors.

Scope 2: indirect emissions, deriving from the consumption of electricity purchased by Group companies. Specifically, in compliance with the



Management of Water Resources and Storm Water

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

To date, water consumption is monitored on a monthly basis by Geasar Group through measurements made using its own meters. The trend in water consumption is linked to the flow of passengers and the irrigation of green spaces.

Water withdrawal by source (megaliters)

	2018	2019	2020
Groundwater (wells)	70,151	68,208	50,403
Third-party water resources (aqueduct)	44,766	71,503	66,019
Total megaliters	114,917	139,711	116,422

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 respect to water withdrawals in water-stressed areas, Geasar uses the Aqueduct Tool developed by the World Resources Institute (WRI)

*Source: <https://www.abbanoa.it/le-fabbriche>

to identify potentially at-risk areas. Pursuant to this analysis, the corporate office was found to be located in an area of medium to high water risk (2-3), on a scale of 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 (approximately 15%)*.

GRI AO4

Management of stormwater runoff from yards is necessary to prevent pollution of both groundwater and surface water. At present, two oil skimmers are in operation within the airport grounds to treat rainwater before it is discharged into a body of water. As part of the project to upgrade and lengthen the runway, which is currently nearing completion, a further 3 oil separators have been installed to treat rainwater collected from the runway.

Despite the presence of the oil skimmers, the Geasar Group has a specific environmental procedure that governs 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 the water discharged in compliance with the regulations in force, tables 1 and 3 of attachment 5 of Legislative Decree 152/2006, are carried out by means of six-monthly self-checks on each oil separator. The results show, in recent years, compliance with all parameters, including those considered most critical, which are: chromium VI, lead, copper, zinc, total



hydrocarbons and total surfactants.

The wastewater produced within the airport grounds is treated by a treatment plant authorized to discharge such water both into a body of water and for reuse for irrigation purposes.

Geasar pays great attention to the management and saving of water resources, in particular drinking water from aqueducts and wells. For this reason, it has signed up to increasingly challenging objectives for the years to come, in order to increase the quantity of treated wastewater recovered from its purification plant.

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

Sustainable and lasting management of the water cycle is based precisely on the valorization of less noble water and on the use of high quality water only where it is indispensable, also making the community aware of its lasting use.

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

Water recovered from wastewater treatment plant (mega-liters)

2018	2019	2020
7,672	23,945	10,968

Refuse Management

From a purely environmental point of view, Geasar, which is called upon to manage the waste it produces, including urban waste, waste similar to urban waste, special hazardous waste and non-hazardous waste as classified by art. 184 of Legislative Decree no. 152/2006, is seeking solutions that aim to gradually improve waste management, with the objective of increasingly increasing the percentage of separation.

This objective can also be achieved by continuing with the project to spread the culture of differentiation and respect for the environment, especially as regards the management of urban waste, to all airport users.

The waste produced at Olbia airport comes from the following activities:

- activities carried out directly by Geasar;
- activities of sub-concessionaires
- activities of suppliers;
- production of waste by users of airport services (passengers, terminal visitors).

Tons

(Tons)	Total waste produced in 2018			Total waste produced in 2019			Total waste produced in 2020		
	Hazardous	No hazardous	Total	Hazardous	No hazardous	Total	Hazardous	No hazardous	Total
Recycle	0,0	760,0	760,0	0	749	749	0	213,98	213,98
Composting	0,0	214,6	214,6	0	215	215	0	61,65	61,65
Recovery	4,7	47,9	52,6	38,99	58,26	97,25	2,82	66,84	69,66
Landfill	1,7	704,3	706,0	1,46	584,78	586,24	0,22	300,31	300,53
On-site storage	0,1	0,0	0,1	0	0	0	0	0	0
Total	6,5	1.726,8	1.733,3	40,45	1.607,04	1.604,67	3,04	642,78	645,82
of which Municipal Solid Waste	0,0	1.462,6	1.462,6	0	1.393	1.393	0	377,52	377,52

Geasar Group has activated, since 2012, the separate collection of all the waste produced in the areas of the airport site where 3 ecological islands have been set up for the collection of separated urban waste and residual dry waste. The waste produced by all the activities that take place on the airport grounds is delivered to these islands.

Over the years, thanks to the training, awareness raising and monitoring activities carried out, waste sorting has had good results, reaching 73% of sorted urban waste in 2020. The objective, given the company's policy of continuous improvement in the management and sustainable development of the airport, is to reach 81% of sorted waste by 2022.

The objective is to reach 81% of sorted waste by 2022

Finally, special hazardous and non-hazardous waste, produced mainly by vehicle and facility maintenance activities, is managed in accordance with current legislation.



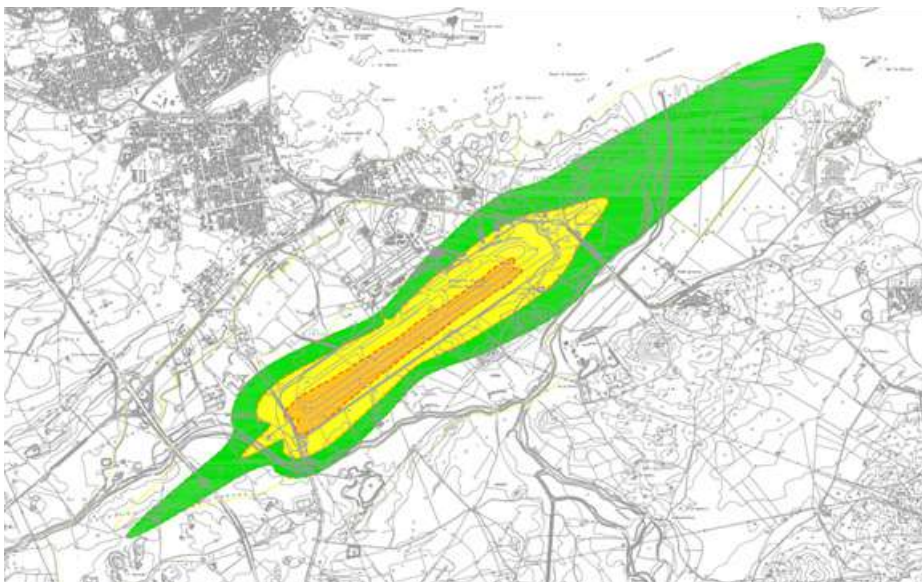
Noise Pollution

In enviromental matters, aeronautical noise constitutes the main element of awareness of the communities living near airports, each of which possesses characteristics that make it unique in terms of the study of the noise produced.

The isophonic curves identify buffer areas (or zones)- A, B and C- characterized by specific limit values of the LVA acoustic index, level of assessment of airport noise, within which the permitted settlements are governed, as shown from the table.

Affected Area	Limit Values [dBA]	Planning restrictions
C - Orange colour	LVA > 75	"Ony activities functionally connected with the use and services of airport infrastructures"
B - Yellow colour	65 < LVA ≤ 75	"Agricultural activities and livestock breeding, industrial and similar activities, commercial activities, office, tertiary and similar activities, subject to the adoption of adequate acoustic insulation measures"
A – Green colour	60 < LVA ≤ 65	"No limitations provided"

The isophonic curves of Olbia airport come from the study of the enviromental acoustic compatibility were approved by the airport commission on July 22 2013.



Olbia airport, as evident from the table below, it does not significantly involve the population residing around the airport, since there are no residents in the most sensitive areas, while in the area of respect A, in which there are no restrictions on the use of the territory, the population exposed appears to be equal to **19 residents**.

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

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

From 2000 many measure campaigns were provided around the airport in order to check the acoustic climat of single areas and detecting measurable aeronautical noise. These monitoring activities are included among the environmental objectives of continuous compliance with the parameters in force. The last of these campaigns was carried out in August 2020, in order to be able to measure the acoustic impact of airport activities in the months with the highest traffic and number of passengers.

5 Environmental Sustainability

The campaign in question was divided into three strategic positions, as shown in the following figure:

- **Station 1:** Control unit P 2402 – Relocatable Olbia mare shopping center;
- **Station 2:** Control unit P 2403 – Relocatable cemetery;
- **Station 3:** Control unit P 2405 – Head 23.



5 Environmental Sustainability

From the analyzes carried out through the measurements of the control units, two of which located outside the isophonic curve A and one located inside, the results reported in the table emerged, demonstrating compliance with the limits imposed by the acoustic characterization in force at the Olbia airport. in compliance with the requirements of the Ministerial Decree 31/10/1997.

Workstations	LVA [dBA]			Value compatible with the buffer zone	Respect of the limit imposed by the acoustic characterization
	2018	2019	2020		
Station 1: P 2402 control unit- located at the Olbia mare shopping center	52,0	52,0	52,4	Outside the buffer zone	Yes
Station 2: Control unit 2403 – Located at the cemetery	56,2	55,8	51,5	Outside the buffer zone	Yes
Station 3 : Control unit 2405 – located at head 23	62,5	63,6	63,7	A	Yes

Note: LVA - Airport Assessment Level: it is calculated, in accordance with the D.M. 31/10/1997 - Airport noise measurement methodology, based on LVA data relating to a week with high traffic, identified in the three-year reporting period.



APPENDIX

Report Content and Topic Boundaries' Impact

Macro-area	Material issues	Impact perimeter	Type of impact
Economic and corporate responsibility, governance, compliance and anti-corruption	Economic performance	Geasar Group	Generated by the group
	New routes development	Geasar Group	Generated by the group and directly connected to its activities
	Ethic, integrity and respect of human rights	Geasar Group	Generated by the group
	Investments and intermodality	Geasar Group	Generated by the group and directly connected to its activities
	Indirect Economic effects	Geasar Group	Generated by the group
	Risk management	Geasar Group	Generated by the group
Social Responsibility	Sustainable sourcing practices	Geasar Group, providers and commercial partners	Generated by the group and directly connected to its activities
	Development and dialogue with local communities	Geasar Group, local communities	Generated by the group and directly connected to its activities
Responsibilities towards people	Occupation	Geasar Group	Generated by the group and directly connected to its activities
	Training and enhancement of human capital	Geasar Group	Generated by the group
	Health and safety	Geasar Group	Generated by the group
	Diversity and same opportunities	Geasar Group	Generated by the group
	Industrial relations	Geasar Group	Generated by the group
Enviromental Responsibilities	Energy management	Geasar Group	Generated by the group and directly connected to its activities
	Waste management	Geasar Group	Generated by the group and directly connected to its activities
	Management of water resources and quality of water discharges	Geasar Group	Generated by the group and directly connected to its activities
	Athmosphere emissions	Geasar Group	Generated by the group and directly connected to its activities
	Inquinamento acustico	Geasar Group, local communities	Generated by the group and directly connected to its activities
Responsibilities towards customers	Quality of service	Geasar Group	Generated by the group and directly connected to its activities
	Customer experience	Geasar Group	Generated by the group and directly connected to its activities
	Passenger safety and rights	Geasar Group, Passengers	Generated by the group and directly connected to its activities



GRI Content Index

This document was drawn up in compliance with the GRI Standards: “Core” option. The following index summarizes the qualitative and quantitative information reported in the materiality analysis, with the relative references to the sections of the document.

GRI 102: GENERAL DISCLOSURES		DISCLOSURE	Pages
Organization profile			
102-1	Name of the Organization		
102-2	Main brands, products and services		
102-3	Headquarter		
102-4	Geographical areas of operation		
102-5	Ownership structure and legal form		
102-6	Served Markets		
102-7	Dimension of the Organization		
102-8	Charateristics of the workforce		
102-9	Description of the Supply Chain Organization		
102-10	Significant Events of the Organization or its Supply Chain	There were no significant changes in 2018	
102-11	Application of the prudential approach of Risk Management		
102-12	External Enterprises		
102-13	Main Partnership and affiliations		
Strategy			
102-14	Declaration of the most higher authority of the decision process		
Ethics and integrity			
102-16	Mission, values, code of practice and standards		
Governance			
102-18	Governance Structure of the Organization		
Stakeholder Involvement			
102-40	List of Stakeholders		
102-41	Collective Agreements	100% of workers are covered by CCNL	
102-42	Identification and selection of Stakeholders		
102-43	Approach to stakeholder engagement activities		
102-44	Key topics and critical issues that emerged from the stakeholder engagement activity		



GRI 102: GENERAL DISCLOSURES		DISCLOSURE	PAGES
Reporting Specifications			
102-45	Entities included in the Consolidated Financial Statements		
102-46	Definition of the contents of the Report and the perimeter of the material topics		
102-47	List of material topics		
102-48	Information changes compared to the previous Report		
102-49	Significant changes in terms of material topics and their perimeter		
102-50	Reporting period of the Sustainability Report		
102-51	Date of publication of the most recent report		
102-52	Reporting periodicity		
102-53	Useful contacts and addresses for requesting information on the Report and its contents		
102-54	Indication of the "in accordance" option chosen		
102-55	GRI content index		
102-56	External Assurance	This document has not been subjected to external assurance	
Strategy			
102-14	Declaration of the most higher authority of the decision process		
Ethics and integrity			
102-16	Mission, values, code of practice and standards		
Governance			
102-18	Governance Structure of the Organization		
Stakeholder Involvement			
102-40	List of Stakeholders		
102-41	Collective Agreements	100% of workers are covered by CCNL	
GRI 200: ECONOMIC PERFORMANCE INDICATORS		DISCLOSURE	PAGES
Topic: Economic Performance			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 201: Economic Performance			
201-1	Economic value directly generated and distributed		

Topic: Market presence			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
AO1	Total number of passengers broken down into international and domestic flights between origin-destination and transfer, including transit passengers		
AO2	Total annual number of day and night aircraft movements, broken down by commercial passenger, commercial cargo, general aviation and state aviation		
AO3	The total quantity of cargo (cargo) handled in tons		
Topic: indirect economic impacts			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 203: Indirect economic impacts			
203-1	Infrastructure investments and supported services		
Topic: Procurement practices			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 204: Procurement Practices			
204-1	Infrastructure investments and supported services		
Topic: Anti-corruption			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 205: Anti-corruption			
205-3	Cases of corruption ascertained and actions taken	During the reporting period, no cases of corruption were reported	

GRI 300: ENVIRONMENTAL PERFORMANCE INDICATORS		DISCLOSURE	PAGES
Topic: Energy			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 302: Energy			
302-1	Energy consumption within the organization		
Topic: Water			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 303: Water and waste water (2018)			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 303: Water and waste water (2018)			
303-1	Interaction with water as a shared resource		
303-2	Management of impacts related to water discharge		
303-3	Water withdrawal		
AO4	Rainwater quality according to current legislation		
Topic: Emissions			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 305: Emissions			
305-1	Total direct greenhouse gas emissions (Scope 1)		
305-2	Total indirect greenhouse gas emissions (Scope 2)		
Topic: Drain and waste			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		



GRI 306: Discharges and Waste		DISCLOSURE	PAGES
306-2	Total weight of waste by type and disposal methods		
Topic: Noise			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
AO7	Number and percentage of people residing in areas affected by airport noise		
GRI 400: SOCIAL PERFORMANCE INDICATORS		DISCLOSURE	PAGES
Topic: Occupation			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 401: Occupation			
401-1	New hires and staff turnover		
Topic: Industrial Relations			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 402: Industrial relations			
402-1	Minimum notice period for operational changes	The minimum notice period is established on the basis of the CCNL	
Topic: Occupational health and safety (2018)			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 403: Occupational health and safety (2018)			
403-1	Occupational health and safety management system		
403-2	Hazard identification, risk measurement,accident investigation		
403-3	Occupational medicine services		



403-4	Employee participation, consultation e communication on occupational health and safety		
403-5	Training of workers on health and safety professional		
403-6	Promotion of occupational health		
403-7	Prevention and mitigation of direct impacts on occupational health and safety related to commercial relationships		
403-9	Injuries at work		
Topic: Training and education			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 404: Training and education			
404-1	Average hours of training per year per employee by gender		
Topic: Diversity and equal opportunities			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
GRI 405: Diversity and equal opportunities			
405-1	Diversity of governance bodies and employees		
405-2	Ratio of basic salary and remuneration of women to that of men		
Topic: Local Communities			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
AO8	Number of people physically or economically dislocated, either voluntarily or involuntarily, by the airport operator or on its behalf by a government or other body, and the compensation provided	During the reporting period, there were no cases, voluntary or involuntary, of displacement of people	
Topic: Consumer health and safety			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
AO9	Total annual number of "wildlife strikes" per 10,000 aircraft movements		

GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		
MATERIAL TOPICS NOT RELATED TO SPECIFIC GRI STANDARD		DISCLOSURE	PAGES
Topic: Customer experience			
GRI-103: Issue Management			
103-1	Materiality and perimeter		
103-2	Approach to the management of the issue		
103-3	Evaluation of the management approach to the issue		



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