

The sustainable event - Environment (1/2)



Energy

Heating

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



Lighting

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



Emissions

Renewable sources

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

Photovoltaic system

Offsetting

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



Water

Drinkable

- Municipal water supply network

Non Drinkable

- Seven groundwater drainage wells



Food & Catering

Plastic free

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

Zero-miles products

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



Solidarity projects

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



The sustainable event - Environment (2/2)



Waste



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



Compactors

- 3 Dedicated compactors for PET plastic collection

Eco-design

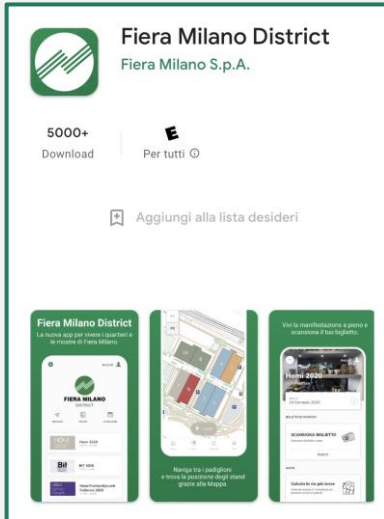
- Sustainable signage (eco-friendly materials: plp, reboard, frontfree)
- Sustainable booth (laminated honeycomb panels, no usage of screws, reusable materials, water-based paints)
- Carpet: sent to recovery (100% in 2022)



Mobility



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



The sustainable event - Social (1/2)



Diversity & Inclusion

Fieraccessible Program

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



Supply chain

Green procurement

Stationery

Service Monitoring

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



Social initiatives

Partnership with NGO

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



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



The sustainable event - Social (2/2)



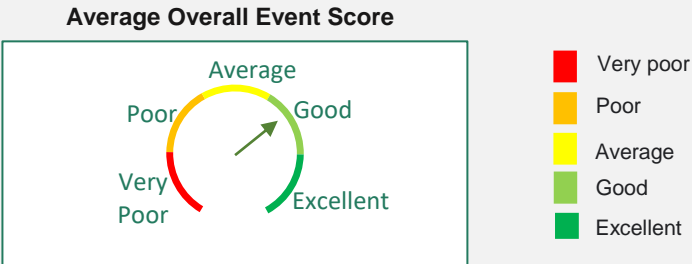
Health and Safety

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



Customer satisfaction

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



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



The sustainable event - Governance



Certifications

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



Long term commitment

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



Partnerships along the value chain for circular economy efforts

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

- Furniture elements (Nolostand catalog)
- Recycling bins



Green Carpet

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

