

Policy of quality, sustainability, environment and safety

Rho, 28th March 2024



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Fiera Milano considers "**sustainability**" a fundamental element of its strategy. The choice to adopt sustainability policies, which take into account the social and environmental aspects, as well as the economic ones, is linked to the desire to interact better with all the Stakeholders, while at the same time enhancing the territory in which the group operates.

Fiera Milano promotes the economic, environmental and social sustainability of the events organized and hosted at its exhibition and congress districts, following the principles of good management, safety, inclusiveness, integrity and transparency.



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Fiera Milano's sustainable approach is inspired by the following principles:

- **conscious use of natural resources;**
- prevention and reduction of the impact on the environment, through the use of energy from renewable sources, the recycling and reduction of waste and scraps, the use of compostable materials for food and beverage;
- **enhancement of its human resources**
- **improvement of the performances linked to the quality and health and safety protection** both of the users of the exhibition and congress areas and of the internal staff and third parties
- **offer of innovative,** increasingly competitive and sustainable services;
- **quality of service and customer satisfaction** at every company level;
- **responsible supply chain;**
- **fight against corruption** at all levels and in every Country where the Group operates;
- promotion of the **culture of sustainability** by encouraging all stakeholders to adopt virtuous behavior;
- **maximization of shared value.**

Principles



Fiera Milano is committed to:

- assess in advance risks and opportunities associated with its activities and implement mitigation actions, aimed at improving the service provided and performance in terms of quality, sustainability and safety, minimizing the potential impacts on health, safety, environment and sustainability in general, of all new activities and processes, and where possible, creating a positive legacy at the conclusion of each hosted event;
- implement the procedures necessary for the provision of services and related activities to take place in compliance with applicable requirements, from mandatory to contractual ones and existing certification schemes;
- develop and provide services that meet and anticipate customer expectations, both explicit and unexpressed;
- promptly analyze customer requests, ensuring that the services provided comply with the shared offers and that these are transparent;
- implement actions aimed at preventing possible complaints from customers and promptly manage any demonstrations of dissatisfaction;
- spread the culture of Sustainability, Quality and Safety through appropriate information actions towards all staff and increase the level of awareness;
- prevent accidents, injuries and occupational hazards;
- ensure the availability and suitability of protection measures and tools; promote the adoption of organizational and procedural solutions that are inspired by best practices in the field of health, safety and environmental protection;
- ensure cooperation with public authorities and control agencies;
- carry out scheduled maintenance of the Group's plants in compliance with the provisions on health, safety and environment;
- enhance employees and their professional growth at all levels, through awareness-raising and training programs aimed at developing skills and empowering individuals;
- plan and hold periodic meetings with the staff in charge of promoting the dissemination of the culture of sustainability at all levels and prepare guidelines to be adopted in the workplaces of the Fiera Milano group;
- ensure that all staff receive adequate training about their duties and the risks that arise from such activities;
- ensure that all those who work in the Group or on its behalf consider total and complete compliance with all the legislative provisions that regulate and govern Fiera Milano's activities, at national, regional and local level;
- Qualify the Suppliers according to objective criteria and periodically evaluate their performances, as an element of guarantee for the Customers of an efficient service in line with their expectations;
- involve Suppliers in the provision of services that guarantee full customer satisfaction and compliance with the ethical principles of the Fiera Milano Group;
- build a "sustainable" supply chain, with the aim of providing services that, in addition to guaranteeing full customer satisfaction, make it possible to minimize the environmental, social and economic impacts, through the adoption of a Green Procurement policy that addresses particular attention to environmental criteria for the choice of contractors, suppliers and products, to the circular economy, to the costs in the entire life cycle of the products purchased, to the use of means and tools in favor of sustainable logistics;



- promote certification tools (certifications issued by accredited bodies and / or product certifications) that certify the inclusion of sustainability criteria in the choice of suppliers, contractors and products;
- increase the sustainability of events, for example by designing sustainable set ups;
- design services and training offers capable of meeting the demands of clients, the needs of customers, and the emerging training needs in the area;
- improve communication with internal and external stakeholders in order to share and raise attention on the issue of Sustainability;
- adopt innovative technological solutions for communication, development and provision of services;
- identify and promote solidarity initiatives, aimed at increasing the level of corporate sustainability, through the contribution deriving from the sensitivity of each person and of the company as a whole through, among other things;
- pursue the maximum energy efficiency of the systems used at the exhibition centers, strengthen the prevention of pollution, the reduction of waste production and the efficiency of separate waste collection;
- create and protect the international image of the Fiera Milano brand and the services offered by the Company.

The above points also constitute the reference framework for establishing and redefining the objectives and targets in terms of quality and sustainability of events.

Fiera Milano also undertakes to implement and maintain a continuous control system of the performance of its Events Sustainability and Quality Management System, ensuring its improvement in application of the reference standards, in order to pursue the improvement of its own service, the satisfaction of its stakeholders and the increase in the level of sustainability of the events organized and hosted.

**The Chief Executive Officer
Francesco Conci**



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This policy is adopted in accordance with the following standards:





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Fiera Milano S.p.A.
T +39 02 4997 1
F +39 02 4997 7379
fieramilano@fieramilano.it
www.fieramilano.it

Sede legale: Piazzale Carlo Magno 1,
20149 Milano, Italia
Sede operativa e amministrativa:
Strada Statale del Sempione 28,
20017 Rho (MI)

Capitale sociale
euro 42.445.141,00 i.v.
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