

# Statement of Non-Financial Information 2024.

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# 01.

## General

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# 1. General

## 1.1 Introduction

This Statement of Non-Financial Information (SNFI) has been prepared in compliance with the requirements set out in Act 11/2018 of 28 December, amending the Commercial Code, the revised text of the Capital Companies Act approved by Royal Legislative Decree 1/2010 of 2 July and Act 22/2015 of 20 July on Account Auditing, in terms of non-financial information and diversity.

The European Commission's Guidelines on Non-Financial Reporting (2017/C 215/01), derived from Directive 2014/95/EU, have also been considered in drafting the statement.

The provisions of the Global Reporting Initiative's Sustainability Reporting Guidelines (GRI Standards) have also been taken into account in the selected reporting formats, as well as other internal frameworks considered.

The Statement of Non-Financial Information for the year 2024 has been prepared based on records of IFEMA MADRID.

## 1.2 IFEMA MADRID'S DNA

Madrid City Council, the Regional Government of Madrid, the Official Chamber of Commerce, Industry and Services of Madrid, and Fundación Obra Social y Monte de Piedad de Madrid are members of a Consortium, of the nature defined in Article 57 of Act 7/1985, of 2 April, regulating the Bases of the Local Regime with its own legal status, full legal capacity and capacity to act, assets and full responsibility, independent of those of the founding members.

The Consortium will be named "Institución Ferial de Madrid", abbreviated to IFEMA MADRID, and shall act with said designation in official relations.

IFEMA MADRID has its registered address in Madrid, and may establish branches or subsidiaries in any part of the country or abroad. Its headquarters

is established at Parque Ferial Juan Carlos I. The registered address may be amended at any time by the agreement of the Governing Board.

The culture of IFEMA MADRID is composed of Purpose, Mission, Vision and Values.

### Purpose

IFEMA MADRID operates as a dynamic stakeholder in the economy and in terms of employment in Madrid through the promotion, fostering, development of trade, industry and services and the consolidation of the brands "Madrid" and "Spain" in the international sphere.

### Mission

To create and promote environments that facilitate connections between people, companies and society, driving economic growth and competitiveness based on excellence and added value.

### Vision

To position Madrid and Spain as a reference on the global economic stage, fostering the generation of wealth, knowledge and the creation of business opportunities.

### Values

The ethical principles and beliefs upon which the culture of the company is built and which allow us to create our conduct guidelines. The proposals are drafted by the Management Committee following a reflection exercise on the above aspects.

- **COMMITMENT** AND PROXIMITY to everyone, both those within the Institution and partners who join forces with us.
- **DYNAMISM** AND CREATIVITY to foster the best opportunities today that could become the major projects of the future.
- **EFFICAY** AND **EFFICIENY** in achieving our objectives through solutions more appropriate to each situation.
- **SUSTAINABILITY** AND **TRANSPARENCY** to be an Institution that represents the best values of the society it serves and to which it is indebted.

## 1.3 Our Commitment to Sustainability

IFEMA MADRID is firmly committed to the 2030 Agenda, driving achievement with the Sustainable Development Goals, directly through our own activity, but also fostering partnerships with other stakeholders interested in the goal of promoting proactivity on the part of organisations, companies and individuals.

At IFEMA MADRID we are aware of our capacity to influence and the wide range of groups with which we have established a relationship. That is why we decided to lead sustainability development in a highly complex sector such as trade fairs and ephemeral events which, due to their temporary nature and high levels of attendance, could have a very harmful impact on the environment.

The documents that demonstrate IFEMA MADRID's commitment in terms of sustainability are:

- Principles of governance for sustainable development. Senior management's commitment to this discipline.
- Sustainability Plan or CSR Plan 2023-2026. Document aligned with the strategy, developing one of the strategic lines, sustainability, compiling the objectives defined by management in relation to this area. This document plans the objectives in an orderly fashion, based on lines of action determined in advance and the degree of contribution to each of the 17 UN Sustainable Development Goals. It also includes action plans, areas of responsibility and measurement indicators.

Both are published on the IFEMA MADRID website.

Finally, we form part of all the sustainability committees and groups of associations in the sector, with the aim of promoting the level of sustainability. Specifically, we have coordinated and chaired the Sustainability Committee of AFE since 2023, with three working groups underway.

## 1.4 Business Model

IFEMA MADRID is the leading trade fair operator in Spain and one of the most important in the world.

We are also the owners of the Recinto Ferial and, for for more than five years, we have been tasked with the management of the Palacio Municipal de Congresos de Madrid.

Its operations are mainly based in Madrid, although its international operations include some events in other countries, generally in association with local operators. Under no circumstances is it limited to working on projects in other provinces as long as the opportunity arises and the appropriate circumstances are met.

In line with this definition, it develops the following lines of business:

- Design, definition, marketing, production and celebration of its own trade fairs and events.
- IFEMA MADRID has a calendar of close to 40 own events in different sectors.
- Hosting of trade fairs/events based on a co-organisation model with other operators, sharing projects based on a partnership policy that seeks to enrich the conference calendar and combine synergies.
- Export of some of our trade fairs to other countries, based on a co-hosting model with local operators, including the acquisition, in full or in part, of events overseas, with a view to leading their growth and driving our international presence.
- Renting premises and outsourcing services to external operators for the holding of trade fairs, congresses or any type of event..
- Consultancy projects at international level, both in facilities and the development of trade fair and conference operation.
- Other types of events, closer to the entertainment sectors, like concerts, musical shows, circuses, expositions, etc.

With regard to the main lines of development, these are structured, at this time, across various axes:

- Diversification of products especially with regard to entertainment events, where IFEMA MADRID aspires to continue growing, not only as a venue for any type of event but also as an organising partner.
- A commitment to enabling experiences and creating spaces around a new gastronomic concept that will complement all the activities that may take place at the Recinto Ferial.
- Digitalisation, naturally, when using tools that increase management efficiency, but also when generating interfacing scenarios that complement face-to-face trade fairs, something that came to be particularly relevant during the pandemic and subsequent recovery.
- Internacional expansion. Within the existing model, we need to boost our presence in new markets, and increase international participation in those events held at our venue. Export support is a key objective of our customers and we make it our own.

IFEMA MADRID also conveys the capacity to take on any event, having managed to eliminate the time limitations or rigidity of the facilities, showing its willingness to work on its infrastructures and calendars, when competing in the international arena, to capture any type of activity as long as it is beneficial for Madrid.

In addition to the above, and based on the flexibility described as one of our main capabilities, IFEMA MADRID will also assume the organisation of the Spanish Formula 1 Grand Prix from 2026 onwards.

This will involve the need to build out a circuit and adapt our facilities to the needs of this event. The actions will have a significant impact on the office building, with the need to change working patterns.

It is important to point out that this project has meant the need to incorporate new professional profiles on staff and, despite the creation of a management unit, many of the units, mainly referring to areas of operations, will continue to provide global coverage.

Business Continuity System

In 2023, the Business Continuity System was implemented to guarantee immediate and systematic action in situations that might disrupt the ability to carry out our activity or that it may not be carried out under the appropriate conditions. It also incorporates an analysis of prevention, with a view to, insofar possible, preventing the impact of such situations.

The Business Continuity System consists of three parts:

- BIA (Business Impact Analysis).
- Prevention Plan.
- Business Continuity Plan (including the Recovery Plan).

All identified threats of disruption are articulated in the following scenarios:

- Absence of necessary supplier.
- Inability to access the hall, convention centre or Palacio Municipal at IFEMA MADRID.
- Absence of electricity supply.
- Inability to access data.
- Absence of staff necessary for emergency teams and command and control structure.

As for processes established as critical, the following have been identified within the business processes:

- Installation and adaptation of services.
- Assembly.
- Preparation of hall.
- Hosting.
- Disassembly.

The necessary bodies have also been set up for the control and implementation of the Business Continuity System:

- Business Continuity Committee.
- Crisis Committee.

Both have their own rules of procedure.

In 2024, training on this subject was given to some of the staff and the first continuity test/simulation was carried out.

In the run-up to 2025, further simulation planning will be carried out, combining scenarios and processes.

1.5 Double Materiality

1.5.1 Stakeholder management at IFEMA MADRID

In order to be able to carry out the double materiality exercise and to be able to focus its key business processes on the satisfaction of its customers and other stakeholders, IFEMA MADRID is aware that it has to carry out adequate stakeholder management.

The methodology used for this is based on the EFQM model that IFEMA MADRID has used as a template. It is defined in the procedure contained in our Integrated Management System: SIG-PR-00: “Stakeholder management”.

This procedure comes under the first key process of the Integrated Management System called “Stakeholder needs and expectations”.

Identification and assessment of stakeholders and their needs and expectations

IFEMA MADRID has identified 23 stakeholders divided into the following main categories:

- Internal management (employees, suppliers and governing bodies).
- Clients.
- Potential clients.
- Others (emergencies, transport, society and public administration).

In addition, in the annex to procedure SIGPR00-AN-03: “Methodology for identifying and measuring the needs and expectations of key stakeholders” these seven are defined as key:

- Workers.
- Suppliers.
- Exhibitors.
- Visitors.
- Sponsors.
- External organisers.
- Media.

Subsequently, IFEMA MADRID identifies the needs and expectations of each of the 23 stakeholders and how it satisfies them within the Integrated Management System (through which process, certification, etc.).

IFEMA also develops an inventory of how it communicates with them, channels and frequency.

Needs and expectations are assessed according to two variables:

- Importance of stakeholder. The procedure defines criteria with scores from 1 to 5.
- Importance of the need or expectation. The procedure defines criteria with scores from 1 to 5.

To obtain the final result, in order to be able to categorise the relevance of the needs or expectations, the two variables will be multiplied. To be considered relevant, the result must be greater than or equal to 16.

Those key stakeholders with relevant needs or expectations will have to be provided with systematised *feedback* through a satisfaction survey. These are:

- Workers.
- Suppliers.
- Exhibitors.
- Visitors.
- Sponsors.
- Event organisers.

In the case of the media, a key stakeholder, but without relevant needs and expectations, the decision was taken to conduct a survey on an annual basis in order to confirm information.

In the case of non-key stakeholders who have relevant needs and expectations (in relation to sustainability), such as governing bodies, they are satisfied through the Sustainability Report verified and approved by the Audit Committee.



Communication with stakeholders

IFEMA MADRID describes how it communicates with all its stakeholders, in accordance with the provisions of Annex SIGPR00-AN-01: “Communication with Stakeholders Plan”. It details WHAT is communicated; TO WHOM, i.e. to which stakeholders; WHEN; HOW, i.e. through which communication channels; and WHO, i.e. which IFEMA MADRID Management unit should do it.

Methodology for identifying the level of stakeholder concern on sustainable development issues

Finally, in relation to this issue, annex SIGPR00-AN-04: “Methodology for identifying the level of stakeholder concern on sustainable development issues” describes the methodology for determining and applying it in procedure SOS-PR-23\_02: “Identification and assessment of sustainable development issues” which we describe below.

1.5.2 How IFEMA MADRID’s activities affect its environment

This section describes IFEMA MADRID’s methodology for identifying and analysing the impact of its activities on the environment, thus determining which sustainable development issues are relevant and which environmental aspects are significant.

This methodology is based on the guidelines of the ISO standards certified by IFEMA MADRID and on the EFQM model that IFEMA MADRID uses as a reference. These are:

- ISO 20121: 2013: Management of the sustainability of the events.
- ISO 14001: 2015: Environmental management.

Following the criteria established therein, this methodology has been developed in the procedures included in our Integrated Management System: SOS-PR-23\_02: “Identification and assessment of sustainable development issues” and SOS-PR-23\_03: “Identification and assessment of environmental issues”.

With regard to sustainable development issues (SOS-PR-23\_02)

The starting point is the reference list proposed by the ISO 20121 standard, analysing which of these may be related to and impacted by our activity.

The result, sustainable development issues, is structured according to the three perspectives of sustainability: economic, social and environmental.

Two actions are carried out on this first selection:

A) In general, an assessment of these identified issues, based on five criteria:

- Extent of the impact of the issue on stakeholders and sustainable development.
- Potential effect of acting or not acting on the issue.
- Level of stakeholder concern about the issue.
- Potential effect of the action compared to the resources required.
- Current performance compared to current standards and best practices at events.

In relation to the stakeholders’ level of concern, from 2021 onwards, all stakeholder surveys include a question on which of the sustainable development issues are most relevant to them.

This action has been carried out on the following groups:

- Workers.
- Exhibitors.
- Visitors.
- Sponsors.
- External organisers.
- Media.
- Suppliers.

This template guarantees alignment of our objectives with their interests.

Once the assessment has been carried out, it can be concluded which the relevant issues are. And this reference is used to establish sustainability goals, incorporated into the list of annual strategic goals and/or specific actions to achieve improvements.

(SEE ANNEX 2)

B) In every own or co-organised event:

A sustainability check-list must be completed, on the basis of which the performance of all own/co-organised events in this area is assessed. The obtained sustainability score will be included in the closing report of each of them.

The fact that this assessment is carried out regularly allows to perform a comparative study of the evolution of each event in its commitment to sustainability.

In addition, the sustainability actions carried out are listed in a repository that can be accessed by the entire workforce, so that production units can share good practices and replicate initiatives of proven success.

This dynamics aims to communicate the need to act proactively towards sustainability across all different products, instead of considering sustainability as a general guideline or line of action of the company.

In addition, to measure the level of sustainability of all IFEMA MADRID trade fairs and the overall commitment of all of them to sustainability, two separate indicators are calculated, the results of which are compared year by year in order to analyse and assess the medium and long-term trend:

- Average level of sustainability at own trade fairs/events.
- Level of commitment to sustainability in self-organised trade fair or ratio of sustainability actions/no. of trade fairs.

(SEE ANNEX 1)

Environment

In order to meet the requirements of ISO 14001, a more in-depth description of the environmental part of sustainability is carried out, focusing on the aspects that refer to this perspective.

The goal is to establish the significant environmental aspects:

- Identification and assessment of the direct or indirect environmental aspects of the activities, products and services, that IFEMA MADRID can control and those that it can influence, and their associated environmental impacts, both in normal and abnormal operating situations. The aim is to identify those that have or are likely to have significant impacts on the environment from a life cycle perspective.
- Identification and risk assessment of potential environmental issues (incidents) associated with IFEMA MADRID’s activity, with the aim of reducing the risk to people and the environment to the minimum possible.

Assessment criteria for identified environmental issues:

Normal or abnormal operating situations:

- Frequency.
- Danger.
- Quantity.
- Life cycle.

Emergency situations:

- Likelihood of occurrence.
- Control.
- Seriousness.

As with sustainable development issues, the aspects that are highly valued should be taken into account when setting targets and/or actions to mitigate their effects.

(SEE POINT 2.1: ENVIRONMENTAL MANAGEMENT)

1.5.3 How external factors affect the results of IFEMA MADRID

This section describes IFEMA MADRID’s methodology for identifying and analysing how its risks and opportunities impact its results.

This methodology is based on the guidelines of the ISO standards certified by IFEMA MADRID and on the EFQM model that IFEMA MADRID uses as a reference. These are:

- ISO 9001: 2015. Quality management.
- ISO 14001:2015. Environmental management.
- ISO 20121:2013. Event sustainability management.
- ISO 50001:2018. Energy management.

This methodology is defined in the procedure contained in our Integrated Management System: SIG-PR-42\_07: “Identification and assessment of risks and opportunities.”

This procedure is part of the process monitoring and measurement macro-process, which is part of our strategic processes.

The identification of risks and opportunities originates from several sources:

- The strategic SWOT analysis of IFEMA MADRID.
- Operational, of the activities of the processes that make up the process map.
- Relevant sustainable development issues.
- Significant environmental issues.
- High/critical/important risks in the Business Continuity Plan and moderate risks, those requiring additional preventive measures.

Once the risks have been identified, the assessment is carried out according to two criteria:

- Likelihood of occurrence. The procedure defines different probability criteria for risks and opportunities. In all cases with scores from 1 to 5.
- Impact criticality. Criticality criteria are defined in the procedure with:

- Five risk impact types: financial, social/environmental, internal operational, compliance and reputational.
- The impact on strategy in the case of opportunities.

In all cases with scores from 1 to 5.

To obtain the final result, which will be the magnitude of the risk or the degree of relevance of the opportunity, both values will be multiplied. Relevant risks and opportunities are understood to be those that reach or exceed 12 points.

Two different actions can be taken in this respect:

- Establishing targets.
- Establishing actions.

Periodic monitoring will be conducted and the efficiency of said actions and objectives will be assessed in the annual re-evaluation carried out.

(SEE ANNEX 5)

1.6 Management Focus

The focus of IFEMA MADRID’s management approach is its IMS Policy, aimed at developing an Integrated Management System (IMS) that enables it to deliver on its commitment to continuous improvement in order to guarantee the satisfaction of all stakeholders.

This policy is consistent and aligned with the Principles of Governance for Sustainable Development.

IFEMA MADRID’s Integrated Management System is based on process management and the management of risks and opportunities related to these processes and their identified activities. Its starting point is the process map, where processes are arranged according to the following blocks:

- Strategic processes. Those related to the identification of risks and opportunities and the definition of improvement objectives, as well as stakeholder *feedback* mechanisms for decision-making.
- Key processes. Those related to stakeholder needs and expectations and business management focused on stakeholder satisfaction.
- Support processes. Those that support strategic and key processes to achieve their purpose.

The Integrated Management System establishes clear mechanisms to determine what the main risks and opportunities are when carrying out our business, whether they are related to sustainable development issues and how to control the effect they could have, responding with actions if deemed necessary. All the documents included in the Integrated Management System are integrated in the ProQuo document control tool, which makes all the content accessible for all staff.

IFEMA MADRID acts with absolute **transparency**. All documents defining our external conduct are available to all stakeholders on the company website.

The Sustainability/CSR Master Plan is the element that harmonises and further develops all sustainability actions and goals.

Likewise, to guarantee our ethical commitment and legal compliance, IFEMA MADRID has a Regulatory Compliance Committee, managed by the Compliance area.

Strategic planning

In order to determine the annual strategic goals, IFEMA MADRID has a Strategic Planning process (SIG-PR-41) developed according to the EFQM model.

This process/procedure involves the coordination, from the Management Committee, of the contributions of the entire management team, through the SWOT analysis:

- Each member of the Management Committee shall present a SWOT analysis of the different areas for which he/she is responsible.
- The Quality and Sustainability Directorate will include all contributions in a single document and will cross-reference them by applying a relational matrix.
- The Management committee will then receive the SWOT analysis again with the most relevant assessments and, based on this, will have to decide on a series of goals that fulfil the following purposes:

- Mitigate threats.
- Seize opportunities.
- Reduce weaknesses.
- Build on strengths.

Each goal will have a person in charge and at least KPIs to measure its degree of fulfilment. With these persons in charge, the Quality and Sustainability Department will develop them into goals, action plans, activities and indicators.

These will be monitored by the Quality and Sustainability Department through the ProQuo document control tool, which is accessible to all staff. The frequency of this monitoring is determined by the frequency marked in the indicators accompanying each goal. The degree of compliance is incorporated into the annual Management Review Report.

However, for the 2024 financial year, it included a small variation approved by the procedure, which was to maintain the SWOT analysis for the year 2021 (three-year validity), as mentioned and justified above.

A four-year Strategic Plan was drawn up, with external collaboration and the participation of all areas, in order to tackle a significant change in the company’s activity.

The annual strategic objectives for 2024 were therefore made on the basis of the global goals set out in that plan. 22 have been identified.

(SEE ANNEX 4)

Sustainability/CSR Plan

The Sustainability Plan is an annual document that sets out the company’s framework of commitment to corporate social responsibility.

It sets forth the development of those strategic goals referring to sustainability, as well as the actions established as a result of the assessment of sustainable development issues and environmental issues in those that have been found to be significant. It also incorporates other activities that the company chooses to undertake as part of its commitment to society (e.g. corporate volunteering programmes).

As for 2024, the CSR Plan has been linked to the four-year Strategic Plan.

It therefore has two types of objectives:

- Those that are planned over four years and for which annual targets or activities are set.
- Those that are limited to the present financial year.

IFEMA MADRID’s contribution to the SDGs (Reference to CSR Plan - SEE ANNEX 4):

- SDGs: 4, 5, 7, 8, 9, 11, 12, 13, 16 and 17.

This plan is communicated to all stakeholders:

- Internal, through publication on the intranet.
- External, through publication on the IFEMA MADRID website.

It is made up of lines of action, each of which is divided into specific goals, actions to achieve them, and measurement indicators.

Monitoring is carried out on a six-monthly basis, with the corresponding report being sent to the Management Committee.

(SEE ANNEX 3)

Monitoring and measurement of the management focus (Scorecard of Indicators and Management Review).

Each process, goal and aspect of culture has its own indicators to measure the degree of compliance. The regularity of the monitoring varies: some are annual and some are bi-annual.

All of them, with their conditions and characteristics, make up the Indicator Scorecard in which the Quality and Sustainability Management updates the values according to the times determined in the monitoring.

Within the overall picture there are five different types of indicators:

- **Key:** these measure the degree of compliance with the strategic objectives, either because they are the result of the strategic planning process or because the Management Committee has decided to incorporate them.
- **Processes:** these measure the results or their degree of performance.
- **Culture:** these measure the degree to which aspects of culture are integrated into the organisation’s performance.
- **Business:** these measure the results, performance and evolution over time of the organisation’s business.
- **Sustainability:** these measure the organisation’s sustainability performance and its evolution over time. In its three aspects: economic, social and environmental sustainability.

In addition to that, indicators can be:

- **Control:** those not associated to specific improvement, but which do establish control limits which, if exceeded, require analysis and actions to correct it.
- **Improvement:** those associated with a specific planned improvement goal (strategic objectives, operational objectives, etc.).

Apart from the temporary follow-ups on which action is taken, at the end of each financial year, the Management Review Document is drawn up, in which compliance with all the indicators is assessed and aspects to be acted upon in the following financial year are established.

(SEE ANNEX 6)

Regulatory Compliance Committee (RCC)

The Regulatory Compliance Committee is a collegiate body of an internal, executive and permanent nature, with autonomous powers of initiative and control, appointed by the Executive Committee of IFEMA MADRID, by virtue of the current article 15.17 of the IFEMA MADRID Statutes.

Its mission is to ensure, insofar as possible, compliance with the Institution’s duties of supervision, monitoring and control of compliance risks, as well as to develop IFEMA MADRID’s general policies and strategies on risk prevention, Code of Conduct and, in general, compliance policies.

The RCC shall be responsible for supervising and promoting compliance with the Compliance Risk Prevention Programme within the framework of the Ethical Standards and Rules Compliance System defined by the Institution and driven by the compliance function, in accordance with the rules of procedure of that Committee.

Regulatory unification

In support of the Regulatory Compliance System, a project has been developed to unify all internal regulations, with several objectives:

- Review of all existing documentation in order to verify that it is up to date and applicable.
- Harmonisation of the above documents, in terms of format, structure and contents.
- Integration of all of the above in a repository accessible from the intranet and with several search possibilities for easy access.

This ensures, on the one hand, that everyone in the company is aware of internal regulations and, on the other hand, that all documents are kept up to date with any changes that may occur at any time.

Fostering social culture

As an important part of sustainability and the improvement of the working atmosphere, it has been decided to focus on the promotion of culture.

In this regard, in November 2024, the **FARO programme** was launched, which combines the management of social commitment at IFEMA MADRID.

FARO is experience, knowledge, collaboration, team. In short, FARO is a programme to generate a positive impact on the society around us.

It focuses on three matters:

- 1) Corporate volunteering. Actions for the staff to collaborate in different social projects. They may be periodic or one-off.
- 2) FARO Moments. Presentations on different social and experiential topics to put the focus on what matters most: people. We want to intersperse two types of talks:
  - Impact on society.
  - Impact on you.
- 3) Proposals without borders. Various actions that add value at IFEMA MADRID and in society (donations, collections, cultural outings, library, etc.).

The Internal Communication working group, made up of members from different areas of the Trade Fair Institution, has also promoted a total of 30 internal communication actions, divided into three categories: outings and activities, competitions, and publications and content.



Outings and activities	Competitions	Publications and content
Organisation of Don Quixote reading outing	Launch of summer challenge	Create content about Stories that Motivate
Organisation of Christmas Party	Activate competition: The authors' stop	Produce content on cultural plans
Organisation of children's Christmas party	Activate competition: Discovering IFEMA MADRID	Create content about #Biblioteca IFEMA MADRID
Organisation of summer party		Broadcast podcast Connect with dialogues
Setting up the yoga activity		Create an internal newsletter
Launch of ballet fit activity		Publish press content on the intranet
Organisation of a cycle touring trip: Las Dehesas		Publish content from IFEMA MADRID LAB (IA)
Organisation of a cycle touring trip: Segovia		Publish content from IFEMA MADRID LAB (AR)
Organisation of a cycle touring trip: Airport		Publish content from IFEMA MADRID LAB (VPX)
Organisation of participation in half marathon		Publish content from IFEMA MADRID LAB (Recap of trade fairs)
Organisation of participation in race: Madrid Corre por Madrid		
Organisation of participation in race: CSIC		
Organisation of participation in race: Carrera de la Mujer		
Organisation of participation in race: Madrid contra el Cáncer		
Organisation of a hiking trip		
Organisation of a hiking trip		

# 02.

## Environment

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# 2. Environment

## 2.1 Environmental Management

Our commitment to sustainability involves the efficient use of the planet's natural resources, which we manage responsibly to ensure that we act in a way that respects the environment and preserves our surroundings.

In IFEMA MADRID we have certified, since 2019, our Integrated Management System in the international standards ISO 14001:2015 for Environmental Management, ISO 20121:2013 for Sustainable Events Management and ISO 50001:2018 for Energy Management.

Every year, IFEMA undergoes annual internal and external audits of each of the ISO standards certified by ENAC, an accredited certification company.

No findings relating to environmental non-compliance were detected in the 2024 audits.

We have achieved the following main environmental milestones in recent years:

- 1) We have reduced the greenhouse gas emission ratio (carbon footprint) by 91.88% over the last eight years in Scopes 1-2.
- 2) We have reduced the electrical power use ratio by 43.20% with respect to 2018.
- 3) We have reduced the natural gas use ratio by 51.14% with respect to 2018.
- 4) We have reduced the total drinking water use ratio by 54.04% with respect to 2018.
- 5) We have reduced the paper use ratio by 83.82% with respect to 2018.
- 6) We have reduced the waste generation ratio by 58.87% with respect to 2018.
- 7º) In 2024, we managed to recycle 90.58% of all the waste we generate.
- 8) Our electrical power use in all facilities is 100% from certified renewable sources since 2020.

9) We are committed to sustainable mobility, with accessible public transport and car parks for electric cars and bicycles/scooters.

10) Self-use and energy saving: installation of geothermal energy in the office building (Puerta Sur building); installation of photovoltaic panels in locker rooms, aerothermal heat pump for air conditioning and A/C in locker rooms; LED lighting in all the halls and locker rooms, and LED lighting in all stands provided by IFEMA MADRID.

11º) Water saving measures: reclaimed water for irrigation, dry urinals, perlators and electronic taps, and dual flush toilets.

12º) 100% of the installed carpet is recyclable carpet, which consumes fewer natural resources in its manufacture, being transformed into pellets or paraffin, used as raw material in other production processes.

### Commitment to the environment

Our Integrated Management System Policy clearly defines IFEMA MADRID's commitment not only to quality, but also to the sustainability of our events, energy efficiency and the environment.

This policy was reviewed and approved in September 2024, including commitments on information security and business continuity and reassigning the responsibilities of the Managing Director to senior management.

The new approved review has been distributed on the website and on the intranet.

The senior management of IFEMA MADRID establishes this Policy for the Management of Quality, Safety, Energy, Environmental Management and Sustainability of Events in which it commits to:

I. Integrate management systems for: quality, environment, energy, event sustainability, emergency management, information security and cyber security, and business continuity. All this, in a common system that allows, through continuous improvement, to achieve efficiency and excellence in management.

- II. Comply with current applicable legislation and regulations, the requirements of international benchmark standards, those identified by stakeholders and those established internally.
- III. Comply with the Principles of Governance for Sustainable Development in the management of our own events, management of venues and maintenance of infrastructures, thus promoting excellence in economic development, environmental improvement and accountability towards society.
- IV. Support the Occupational Risk Prevention Plan, continuously monitoring compliance with Health and Safety Regulations to eliminate and/or minimise risks to workers.
- V. Support and promote the Safety and Self-Protection plans, which analyse the risks in the planning, sourcing and development of processes, operation of the facilities and provision of services in the different activities carried out, achieving an optimum level of effectiveness and efficiency in the protection of people, information and the venue itself. All based on forecasting, prevention, preparation and protection against any type of present or emerging threat and aligned with the applicable crisis management and business continuity processes, should they occur.
- VI. Support and promote the business continuity system, in order to act as efficiently as possible in the event of disruption of key (business) processes that could lead to a stoppage of our activity, preventing it insofar as possible and defining actions so that, if something were to occur, the correct decisions are taken and the impact is minimised.
- VII. Promote and support the effective management of information security and cybersecurity, considering risk management and protection/prevention, detection and recovery measures as an essential part of this process. The main objectives will be to minimise adverse effects and promote a rational use of resources, as well as protecting the systems.
- VIII. Consider environmental aspects and impacts and energy performance, related to the management of own events, management of spaces and services, and design and maintenance of infrastructures, from the beginning to the end of the cycle. The objectives will be to minimise the adverse effects produced by them and to promote a rational use of resources, as well as the protection of the environment.

- IX. Promote targets that ensure the continuous improvement of: processes, event sustainability, environmental and energy performance, the welfare of the surroundings, pollution prevention, environmental protection, efficient management of energy use, citizen and personal safety, and information security and cybersecurity, having all the information and resources necessary to achieve these targets and comply with this policy.
- X. Strengthen energy saving and efficiency in the activities through the development of the implemented energy management system.
- XI. Promote research and development, focusing on efficient innovation, as well as on quality in the management of our own events, in the management of spaces and services and in the maintenance of infrastructures.
- XII. Train and raise awareness among personnel across all levels, establishing the appropriate channels of communication and participation among all its members.
- XIII. Promote the procurement of energy efficient products and services and work with suppliers that have efficient energy management of their facilities, products and services, and support design activities that consider improving energy performance.
- XIV. Meet the requirements of our stakeholders to their full satisfaction, anticipating their needs and expectations, acting at all times according to the principles of professionalism, ethics and transparency.
- XV. Encourage an international presence.
- XVI. Regularly review the degree of effectiveness of the Integrated Management System implemented, in order to detect its weaknesses and implement the necessary actions and improvements, as well as document the progress made.

Resources dedicated to environmental risk prevention in 2023 and provision of resources for 2024.

2024	Euros/year
Human Resources (Quality and Sustainability Management, Technical Management, Safety and Self-Protection Management, and Trade Fair Services Management)	<ul style="list-style-type: none"><li>Total cost of the four departments: € 11,483,532.96.</li><li>Cost of consultancy and verification of greenhouse gas emissions: €5,434 (3,654+1,780).</li><li>Cost of maintenance and ISO 9001-14001-20121-22320-50001 audits (internal and external): € 7,267 (€2,517 + € 4,750).</li><li>Cost of fire-fighting services: € 206,326.35.</li></ul>
Technical resources (investment and expenditure)	<ul style="list-style-type: none"><li>Cost of mandatory maintenance as per the relevant regulations (HVAC, power system, cooling towers, fire protection and air quality): € 814,902.88.</li><li>Cost of waste collection and cleaning services: € 1,008,843.07.</li><li>Damage policy: € 342,461.17.</li><li>Civil liability policy: € 126,529.02.</li></ul>

Estimations for the year 2025	Euros/year
Human Resources (Quality and Sustainability Department , Technical Department, Safety and Self-protection Department and Trade Fair Services Department)	<ul style="list-style-type: none"><li>Total cost of the four departments: € 11,942,874.28.</li><li>Cost of consultancy and verification of greenhouse gas emissions: €5,434 (3,654+1,780).</li><li>Cost of maintenance and ISO 9001-14001-20121-22320-50001 audits (internal and external): € 13,774.36 (€4,174.36 + € 9,600).</li><li>Cost of fire-fighting services: € 200,000.</li></ul>
Technical resources (investment and expenditure)	<ul style="list-style-type: none"><li>Cost of mandatory maintenance as per the relevant regulations (HVAC, power systeml, cooling towers, fire protection and air quality): € 814,902.88.</li><li>Cost of waste collection and cleaning services: € 1,040,405.5.</li><li>Damage policy: € 342,461.17.</li><li>Civil liability policy: € 126,529.02.</li></ul>

Current and expected effects of the company’s activities on the environment and, where appropriate, on health and safety. Significant fines and penalties

Every year, during the first quarter of the year, the direct, indirect and potential environmental issues of IFEMA MADRID are identified and assessed in accordance with procedure SOS-PR-23\_03: “Identification and assessment of environmental issues”.

The concept of “Environmental issue” is understood as: any element of IFEMA MADRID’s activities/ products/services that may interact with the environment, generating an impact. It can be direct/ indirect or potential. Direct means generated by the organisation and can be quantified (t, kg, m3, etc.). Indirect means generated/consumed on our premises, but by staff outside the organisation, and can be quantified. Potential means an emergency situation or incident.

- The purpose of carrying out the identification and assessment of environmental issues is:
- To carry out an annual determination of those which, under normal (business as usual) and abnormal operating situations (not usual but planned, e.g. maintenance), may have significant impacts on the environment from a life cycle perspective. These are the direct and indirect environmental issues.
  - To carry out an annual identification of those potential environmental incidents that are significant or relevant, aiming to minimise the risk to people and the environment.
- The methodology for the assessment and detection of significance on an annual basis is described in the procedure SOS-PR-23\_03: “Identification and assessment of environmental issues”.

List of environmental issues of IFEMA MADRID

Direct and indirect environmental issues identified by typology.

Type of environ-mental issue	Area of incidence	Description of the environmental issue	Source location/activity	Associated environmental impact
Direct and indirect	Non-hazardous waste generation	Paper-cardboard	Offices Catering Complementary Event production	Soil contamination Visual impact
Direct and indirect	Non-hazardous waste generation	Empty plastics-containers	Offices Catering Complementary Event production	Soil contamination Visual impact
Direct and indirect	Non-hazardous waste generation	Wood	Event production	Soil contamination Visual impact
Direct and indirect	Non-hazardous waste generation	Exhibition carpet	Event production	Soil contamination Visual impact
Direct and indirect	Non-hazardous waste generation	Glass	Catering	Soil contamination Visual impact
Direct	Non-hazardous waste generation	Construction and demolition waste (CDW)	Maintenance	Soil contamination Visual impact
Direct and indirect	Non-hazardous waste generation	Mixture of organic and non-organic waste	Catering Offices Complementary Event production	Soil contamination Visual impact
Direct and indirect	Non-hazardous waste generation	Organic waste	Catering	Soil contamination Visual impact
Direct and indirect	Non-hazardous waste generation	Sanitary waste assimilable to municipal waste (type I)	Offices Event production	Soil contamination Visual impact
Indirect	Non-hazardous waste generation	Used cooking oil	Catering	Soil contamination Water contamination Visual impact
Direct	Non-hazardous waste generation	Metal scraps	Maintenance	Soil contamination Visual impact
Direct	Non-hazardous waste generation	Waste electrical and electronic equipment (WEEE)	Offices Maintenance	Soil contamination Visual impact
Direct and indirect	Non-hazardous waste generation	Alkaline batteries	Offices Maintenance	Soil contamination Visual impact
Direct	Non-hazardous waste generation	Toner	Offices	Soil contamination Visual impact
Indirect	Non-hazardous waste generation	Pruning waste	Maintenance	Visual impact
Direct	Hazardous waste generation	Oil used in maintenance	Maintenance	Soil contamination Visual impact
Direct	Hazardous waste generation	Contaminated used packaging	Maintenance	Soil contamination Visual impact
Direct	Hazardous waste generation	Contaminated absorbants	Maintenance	Soil contamination Visual impact
Direct	Hazardous waste generation	Paint sludge	Maintenance	Soil contamination Visual impact

(continued)

List of environmental issues of IFEMA MADRID (continued)

Type of environ-mental issue	Area of incidence	Description of the environmental issue	Source location/activity	Associated environmental impact
Direct	Hazardous waste generation	Batteries	Maintenance	Soil contamination Visual impact
Direct	Hazardous waste generation	Batteries, accumulators	Maintenance	Soil contamination Visual impact
Direct	Hazardous waste generation	Fluorescent tubes	Maintenance	Soil contamination Visual impact
Direct	Hazardous waste generation	Waste electrical and electronic equipment (WEEE)	Maintenance	Soil contamination Visual impact
Direct	Hazardous waste generation	Used aerosols	Maintenance	Soil contamination Visual impact
Direct and indirect	Hazardous waste generation	Type III sanitary waste	Offices Holding trade fairs/events	Soil contamination Hazardous to people
Direct and indirect	Hazardous waste generation	Grease from the grease separator	Maintenance	Soil contamination Water contamination
Direct and indirect	Air emissions	Noise	Event production	Noise pollution
Direct and indirect	Air emissions	Vehicle combustion gases	Event production Maintenance	Air pollution
Direct	Air emissions	Gases from combustion equipment (boilers, generating sets)	Offices Complementary Holding trade fairs/events	Air pollution
Direct	Use of natural resources	Diesel	Event production Maintenance	Reduction of natural resources
Direct	Use of natural resources	Petrol	Maintenance	Reduction of natural resources
Direct and indirect	Use of natural resources	Natural gas	Offices Catering Complementary Holding trade fairs/events	Reduction of natural resources
Indirect	Use of natural resources	Butane gas	Catering	Reduction of natural resources
Direct and indirect	Use of natural resources	Electric power	Offices Catering Complementary Event production	Reduction of natural resources
Direct and indirect	Use of natural resources	Drinking water	Offices Catering Complementary Event production	Reduction of natural resources
Direct	Use of natural resources	Reclaimed water	Gardening	Reduction of natural resources
Direct and indirect	Use of natural resources	Exhibition carpet	Event production	Reduction of natural resources
Direct and indirect	Use of natural resources	Paper-cardboard	Offices Catering Complementary Event production	Reduction of natural resources
Direct and indirect	Discharge of waste water	Wastewater to sewage network (toilets, changing rooms, kitchens, rainwater, complementary)	Offices Catering Complementary Event production	Water contamination

List of significant direct and indirect environmental issues

As a result of the assessment, 9 significant environmental issues were identified (>12)

- Significant direct + indirect aspects:

Aspect	Target?	Description/justification
Non-hazardous waste paper-cardboard	Yes	Goal of the CSR Plan 2023-2026: 100% of waste for recovery. It is a global target for all waste.
Non-hazardous waste: plastic	Yes	Goal of the CSR Plan 2023-2026: 100% of waste for recovery. It is a global target for all waste.
Non-hazardous waste: mixture of inerts with organic traces	Yes	Goal of the CSR Plan 2023-2026: 100% of waste for recovery. It is a global target for all waste.
Non-hazardous waste: Paint sludge	No	The generation of paint sludge depends on the infrastructure maintenance work that takes place during the year. This year, the ratio has risen compared to the previous year (2022), but not compared to 2021, remaining at similar generation levels because these are cyclically planned tasks. These are minimal waste generations.
Combustion gases from vehicles and emergency power units (generators)	No	<p>The ratios of diesel consumption (and therefore emissions) for filling the tanks of the emergency power units of the Palacio Municipal and the Recinto Ferial increased in 2023, for safety reasons, in order to be available in the event of a power cut, as a business continuity measure. Under normal conditions the tanks are not refilled every year, so diesel use is expected to fall by 2024.</p> <p>In addition, the last remaining diesel/petrol cars were replaced by electric vans in September 2023, which will help reduce petrol use.</p> <p>The ratios of petrol consumption (and thus emissions) per petrol payment for hybrid representative cars have also been increased (payment started in 2023). These consumption levels are expected to stabilise in 2024.</p> <p>In any case, these emissions do not represent even 1% of IFEMA MADRID's total emissions. The measures are considered to be taken already during the year 2023, and the increase and significance are considered justified.</p>
Diesel consumption	No	<p>The diesel consumption ratios for filling the tanks of the emergency groups of the Palacio Municipal and the Recinto Ferial have been increased in 2023, for safety reasons, in order to be available in the event of a power cut, as a business continuity measure. Under normal conditions the tanks are not refilled every year, so diesel use is expected to fall by 2024.</p> <p>The last remaining diesel/petrol cars were also replaced by electric vans in September 2023, which will help reduce petrol use in 2024.</p> <p>The ratios of petrol consumption (and thus emissions) per petrol payment for hybrid representative cars also increased (payments began in 2023). These consumption levels are expected to stabilise in 2024.</p> <p>In any case, these consumptions are very low compared to other natural resources and energy sources of IFEMA MADRID. The measures are considered to be taken already during the year 2023, and the increase and significance are considered justified.</p>
Petrol consumption	No	Improve the energy efficiency and electricity consumption of IFEMA MADRID through the development of two projects in this regard during the 2024/2025 financial years:
Electricity consumption	Yes	<ul style="list-style-type: none"><li>• Installation of a self-consumption photovoltaic generation plant.</li><li>• Change of outdoor lighting technology to LED lighting.</li></ul>
Drinking water consumption	No	<p>Although not an existing objective, control actions have been carried out, such as the replacement of sanitary elements with others considered more efficient in the new catering premises (electronic taps, dry urinals, dual flush toilets and efficient, low water consumption appliances) and, as such, it has been included as an action to be implemented in the Sustainable Water Management Plan.</p> <p>This action started in 2023 and will end in 2025, which means that it will be implemented throughout 2024.</p>



Four of the nine significant environmental issues already have targets for improvement. In four of the remaining five, the following actions have been taken:

- Those concerning water consumption are included in the Sustainable Water Management Plan.
- Fuel consumption and flue gas emissions have the same associated action.

Potential environmental issues, with their preventive measures and associated risk levels.

Potential issues associated with incidents carry a risk, for which preventive measures are established and periodic drills are carried out when relevant.

Type of environ- mental issue	Description of the environmental issue	Associated environ- mental impact	Preventive measures	Risk level
POTENTIAL	Gas emissions due to <b>fire or explosion</b>	Air pollution Hazardous to people	Preventive measures from the self-protection plans Staff training Preventive maintenance and regulatory inspections of electrical installations and boilers.	<b>SIGNIFICANT</b>
POTENTIAL	Noise emissions due to emergency alarm activation	Noise pollution	Central alarm maintenance.	NOT SIGNIFICANT
POTENTIAL	Out-of-range combustion gas emissions due to boiler malfunction (incomplete combustion)	Air pollution	Performing planned preventive maintenance (burner control).	NOT SIGNIFICANT
POTENTIAL	Emissions of refrigerant gas due to leaks from the HVAC installation	Air pollution	Carrying out regular leakage checks. Performing planned preventive maintenance on equipment.	NOT SIGNIFICANT
POTENTIAL	Emissions of particulate air pollutant (ionising radiation, chemical and/or biological pollutants due to sabotage) <b>CBRN incident</b>	Air pollution Hazardous to people	Preventive measures from the self-protection plans	<b>SIGNIFICANT</b>
POTENTIAL	Generation of ash by fire or explosion	Soil contamination	Preventive measures in the self-protection plan to prevent fires. Staff training. Preventive maintenance and regulatory inspections of electrical installations and boilers.	NOT SIGNIFICANT
POTENTIAL	Spillage of diesel fuel due to tank breakages or failure during loading or unloading of the tank	Soil contamination	Double-walled or single-walled tank, but with a retention basin. Roofed area. Area signposted and isolated from vehicle traffic. Maximum speed zone 20 km/h.	NOT SIGNIFICANT
POTENTIAL	Spillage of used oil due to malfunctioning of plant equipment	Soil contamination	Carrying out preventive and statutory maintenance of equipment.	NOT SIGNIFICANT

Type of environ- mental issue	Description of the environmental issue	Associated environ- mental impact	Preventive measures	Risk level
POTENTIAL	Spillage of used oil or diesel or coolant liquid due to malfunctioning of loading and unloading trucks	Soil contamination	Vehicles must have passed the relevant technical inspection (ITV). Periodic maintenance must be carried out according to the manufacturer's instructions. Maximum speed zone 20 km/h.	NOT SIGNIFICANT
POTENTIAL	Grease spillage due to failure during the half-yearly cleaning of the supplementary grease trap	Soil contamination	Periodic emptying. Removal of grease every six months and its management as hazardous waste.	NOT SIGNIFICANT
POTENTIAL	Spillage of hazardous waste due to breakage of containers or failure during loading, unloading or transferring of containers	Soil contamination	Hazardous waste shall be stored in a designated area: the Hazardous Waste Storage Unit, away from storm drains or sewage outfalls. Liquid or pasty hazardous waste shall be stored with a spill containment system. Waste shall be segregated by type of waste. Packaging must be approved. Notice shall be given for removal by an authorised dealer before complete filling.	NOT SIGNIFICANT
POTENTIAL	Spillage of hazardous chemicals due to breakage of hazardous chemical containers or failure during loading, unloading or racking	Soil contamination	Storage area away from vehicle traffic and mobile equipment. Liquid or pasty chemicals shall be stored, taking into account their incompatibilities, with spill containment systems.	NOT SIGNIFICANT
POTENTIAL	Accumulation of wastewater and generation of waste (mud, sand, etc.) by flooding	Soil contamination	Periodic cleaning of the sanitation network. Provide containment barriers for water ingress. See the measures in the self-protection plan	NOT SIGNIFICANT
POTENTIAL	Discharge of ash water due to fire or explosion	Water contamination	Preventive measures in the self-protection plan to prevent fires. Staff training. Preventive maintenance and regulatory inspections of electrical installations and boilers.	NOT SIGNIFICANT
POTENTIAL	Intentional dumping (sabotage) of chemicals or hazardous waste in sewer or storm drains	Water contamination	Training and awareness-raising for IFEMA MADRID maintenance staff and a collaborating cleaning company. Defined and segregated storage area. Information of this prohibition exhibitors, external organisers, collaborating companies and IFEMA MADRID staff.	NOT SIGNIFICANT
POTENTIAL	Spillage of diesel, oil or coolant through the storm drain sump due to truck malfunctioning during loading, unloading or transferring	Water contamination	Double-walled or single-walled tank, but with a retention basin. Roofed area. Area signposted and isolated from vehicle traffic. Maximum speed zone 20 km/h.	NOT SIGNIFICANT

(continued)

(continued)

Potential environmental issues with their preventive measures and associated risk levels (continued)

Type of environ-mental issue	Description of the environmental issue	Associated environ-mental impact	Preventive measures	Risk level
POTENTIAL	Sewage discharge by flooding	Water contamination	Periodic cleaning of the sanitation network. Provide containment barriers for water ingress. See measures in the self-protection plan.	NOT SIGNIFICANT
POTENTIAL	Grease discharged into the sewage system due to grease separator malfunction or during the half-yearly cleaning of the grease separator	Water contamination	Periodic emptying. Removal of grease every six months and its management as hazardous waste.	NOT SIGNIFICANT

Significant incidents: fire/explosion and CBRN incident

In the year 2024, four drills were conducted, these are:

1º: Alternative Control Centre	25 March 2024
2º: Use of fire extinguishing equipment - Company fire brigades	13 August 2024
3º: Evacuation drill at the IFEMA Palacio Municipal due to a threatening phone call	20 September 2024
4º: Start-up of CECOR - Special period of activity	11 December 2024

Significant fines and penalties

In 2023 and 2024, IFEMA MADRID received no fines or sanctions in this respects.

2.2 Atmospheric Pollution

2.2.1 Gas emissions

Energy sources and intended uses

Energy sources: natural gas and diesel.

The IFEMA MADRID Recinto Ferial has three natural gas regulation and measurement stations (RMS) in its installations that feed the combustion equipment or boilers located in the three engine rooms (ER). There are 11 in total.

There are another eight small boilers of less than 1 MW boiler and burner output, for catering purposes; seven of them are used for heating water (DHW) and one for the use of the autoclave in the central kitchens.

It also has two diesel tanks to supply the six generators in case of emergency.

The Palacio Municipal at IFEMA MADRID has three emission sources from three natural gas boilers.

Intended use of natural gas: heating of buildings, domestic hot water (DHW) and cooking.

Intended use of diesel: to supply emergency power units in the event of a power cut.

Measurement of emission sources

Of the total of the 25 emission sources at the Recinto Ferial and the three at the IFEMA MADRID Palacio Municipal, the following fall within the scope of Royal Decree 1042/2017, of 22 December:

- 11 of the boilers (type C) and six of the generator sets at the Recinto Ferial. In total 17.
- The three Palacio Municipal boilers.

Of these 17 boiler sources at the Recinto Ferial, in January 2020, the OCA measured the emission parameters 'CO and NOx' for the 11 boiler sources and 'particulates, SO<sub>2</sub>, CO and NOx' for the six sources of the diesel-powered generators. In all of them, the assessment was that it complied with emission limits.

The APCA authorisation considers it necessary to carry out a biennial measurement for the 11 boiler sources; then, in December 2022, they will be measured again (CO and NOx parameters). In all of them, the assessment was that it complied with emission limits.

ACTIVITY Combustion in non-industrial sectors 02 Commercial and institutional 02 01	Group	Code	Focus no.	Name
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	1	Boiler 1 SM1
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	2	Boiler 2 SM1
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	3	Boiler 3 SM1
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	4	Boiler 4 SM1
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	5	Boiler 1 SM2
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	6	Boiler 2 SM2
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	7	Boiler 3 SM2
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	8	Boiler 1 SM3
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	9	Boiler 2 SM3
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	10	Boiler 3 SM3
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	11	Boiler 4 SM3
Other combustion equipment not specified above with NTP < 1 MWt	—	02 01 06 02	12	Generator set 1 SM1
Other combustion equipment not specified above with NTP < 1 MWt	—	02 01 06 02	13	Generator set 2 SM1
Other combustion equipment not specified above with NTP < 1 MWt	—	02 01 06 02	14	Generator set 3 SM1
Other combustion equipment not specified above with NTP < 1 MWt	—	02 01 06 02	15	Generator set 4 SM1
Other combustion equipment not specified above with NTP < 1 MWt	—	02 01 06 02	16	Generator set 1 SM3
Other combustion equipment not specified above with NTP < 1 MWt	—	02 01 06 02	17	Generator set 2 SM3

In December 2022 and in December 2024, the CO and NOx emission parameters of the three boiler sources were measured by OCA for the three sources in the Palacio Municipal. In all of them, the assessment was that it complied with emission limits. This measurement will not be repeated until December 2026.

ACTIVITY Combustion in non-industrial sectors 02 Commercial and institutional 02 01	Group	Code	Focus no.	Name
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	1	Boiler 1
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	2	Boiler 2
Boilers with NTP < 20 MWt and >= 1MWt	C	02 01 03 03	3	Boiler 3

Therefore, no corrective or remedial actions were required in this respect.

2.2.2 Noise emissions

According to the map of acoustic areas of Madrid, IFEMA MADRID is located, in a type “C” area in accordance with the provisions of Royal Decree 1367/2007 of 19 October, which develops Act 37/2003, of 17 November, on Noise Pollution, with regard to acoustic zoning, quality objectives and acoustic emissions, having a tertiary use with predominantly recreational and entertainment use or zone type IV (noisy area).

A noise measurement was carried out by OCA in April 2019 during the day, evening and night at four points bordering the Recinto Ferial (north, south, east and west). See sketch.

All the measurement points were compliant with the limits established in the municipal ordinance against noise and thermal pollution of the Madrid City Council for this type of ground.

Therefore, no corrective or remedial actions were required in this respect.

It shall be re-measured when there are modifications or extensions of installations or activities.



2.2.3 Light pollution

The applicable legislation regarding light pollution is: RD 1890/2008, of 14 November, on energy efficiency in outdoor lighting installations and its complementary technical instructions EA-01 to EA-07. Article 2, paragraph 3.

This Regulation shall apply:

- a) To new installations, modifications and extensions.
- b) To installations existing before its entry into force, when, by means of an energy efficiency study, the competent public administration considers it necessary.
- c) To installations existing before its entry into force that are subject to major modifications and their extensions, where a major modification is understood to be one that affects more than 50% of the installed power or lamps.

The outdoor lighting installations of IFEMA MADRID were installed prior to the publication of this Royal Decree, and therefore do not fall within the scope of application. However, as they are modified in the future, they will be adapted to comply with these legal requirements.

## 2.3 Circular economy. Waste Prevention and Management

IFEMA MADRID has defined the waste management system in the SOS-IT-23\_03 instruction: “Waste Management” The purpose of this instruction is to describe the method followed to ensure proper management of the waste generated as a result of the activities it carries out, in such a way as to guarantee the protection of people and the environment and its compliance with the applicable legislation in force.

IFEMA MADRID has a NIMA code, as a Small Producer of Hazardous Waste (it has reported all the hazardous waste it generates, which is less than 10 t/year, hence its status as a small producer) and has reported that it produces more than 1,000 t/year of non-hazardous waste to the Regional Ministry of the Environment of the Community of Madrid, thus complying with the provisions of law 7/2022 on waste and contaminated soil and RD 553/2020 on waste shipments.

### 2.3.1 Non-hazardous waste

Non-hazardous waste generated at IFEMA MADRID; place of generation, EWC Code, operator and destination.

Type of waste	Place of generation	EWC	Transfer Operator	Destination (R/D) (*)
Paper-cardboard	Office Complementary Halls with trade fair activity	200101 150101	FCC and OPTIMA (contracted agents)	R
Empty plastics-containers	Office Complementary Halls for trade fair activity (during hosting)	200139 170203 150102 150106	FCC and OPTIMA (contracted agents)	R
Wood	Halls with trade fair activities (assembly and disassembly)	200138 170201	FCC and OPTIMA (contracted agents)	R
Glass	Hospitality facilities in the halls Complementary	200102 150107	FCC and OPTIMA (contracted agents) ECOVIDRIO (City Council)	R
Organic waste	Offices Catering Complementary	200108	FCC and OPTIMA (contracted agents)	R
Mixing of inert materials (bulky or residual): a mixture of paper-cardboard, plastics-empty packaging, wood, glass, scrap metal and fairground carpeting	Halls with trade fair activities (assembly and disassembly)	200301 200303 200307	FCC and OPTIMA (contracted agents)	R and D
Carpet fragments	Halls with trade fair activities (assembly and disassembly)	200139	ACTECO (waste management contractor)	R
Metal scraps	Maintenance	200140 170407	GARMAN (waste management contractor)	R

(\*) R = Recycling; D = Deposit or disposal.

(continued)

Type of waste	Place of generation	EWC	Transfer Operator	Destination (R/D) (*)
Construction and demolition waste (CDW)	Small works	170904 170504 170107	FCC and OPTIMA (contracted agents) MAI containers (contracted waste agent)	R
Type I toilets	Toilets	200301	RENTOKIL (contracted waste manager)	D
Electrical and electronic equipment	Offices Maintenance	160214 160216	FETRANSFER and Gestión y Valorización Integral del Centro (waste managers)	R
Batteries	Offices Maintenance	160604	FETRANSFER and Gestión y Valorización Integral del Centro (waste managers)	R
Pruning waste	Maintenance	200201 200138 170201	Contracted gardening company (producer)	R
Grease residues from the grease separator of the sewerage system	Maintenance	200108 200306	IFEMA MADRID (producer)	R
Used cooking oil	Catering	200125	Contracted gardening company (producer)	R

(\*) R = Recycling; D = Deposit or disposal.



2.3.2 Hazardous waste

List of hazardous waste generated at IFEMA MADRID; place of generation, EWC, operator and destination:

Type of waste	Place of generation	EWC	Transfer Operator	Destination (R/D) (*)
Used oils	Maintenance Trade fair activity (waste left behind by clients or contracted management service)	130205 130208	FETRANSFER (waste manager)	R
Contaminated used packaging	Maintenance Trade fair activity (waste left behind by clients or contracted management service)	150110	FETRANSFER (waste manager)	R
Sludge from paint and varnish containing organic solvents or other hazardous substances	Maintenance Trade fair activity (waste left behind by clients or contracted management service)	080113	FETRANSFER (waste manager)	R
Batteries	Offices Maintenance Trade fair activity (waste left behind by clients or contracted management service)	200133 160606 160603	FETRANSFER and Gestión y Valorización Integral del Centro (waste managers)	R
Batteries Accumulators	Maintenance Trade fair activity (waste left behind by clients or contracted management service)	200133 160606 160601 160602	FETRANSFER and Gestión y Valorización Integral del Centro (waste managers)	R
Waste electrical and electronic equipment (WEEE)	Offices Maintenance Trade fair activity (waste left behind by clients or contracted management service)	200135-61 160213-21-22-41	FETRANSFER and Gestión y Valorización Integral del Centro (waste managers)	R
Used aerosols	Maintenance Trade fair activity (waste left behind by clients or contracted management service)	160504	FETRANSFER (waste manager)	R
Contaminated absorbants	Maintenance Trade fair activity (waste left behind by clients or contracted management service)	150202	FETRANSFER (waste manager)	R
Fluorescent tubes Bulbs	Maintenance Trade fair activity (waste left behind by clients or contracted management service)	200121 190213	FETRANSFER (waste manager)	R
Type III sanitary waste	Medical service First Aid Kit	180103	RENTOKIL (contracted waste manager))	D

(\*) R = Recycling; D = Deposit or disposal.

At IFEMA MADRID there are 25 different types of waste, 15 non-hazardous and 10 hazardous. Two of them are disposed of in their entirety (D), 22 have a recoverable output (R) and one (mixed waste: bulky and residual) is recovered (R) or disposed of (D) depending on the destination.

During 2024, 88.29% of this mixed waste (bulky and residual) was destined for recovery (R).

Quantities generated per waste and overall generation rates

Non-hazardous waste

Waste	2023 (t)	2024 (t)	2024/2023
Paper-cardboard	48.86	37.12	-24.03 %
Empty plastics-containers	31.39	4.80	-84.71 %
Wood	567.37	1004.12	76.98 %
Glass	27.099	22.896	-15.54 %
Organic waste	0	0	0 %
Mixing of inert materials or mixed waste (mixture of paper-cardboard, plastics-empty packaging, wood, glass, scrap and carpet)	4,107.354	5,986.65	45.75 %
Carpet	116.43	196.81	69.04 %
Metal scraps	8.62	5.24	-39.21 %
Construction and demolition waste (CDW)	14.82	50.9	243.45 %
Type I sanitary waste	We are not the producers, the new manager (RENTOKIL) is. This needs to be calculated	We are not the producers, the new manager (RENTOKIL) is. This needs to be calculated	
Electrical and electronic equipment	0.4	0	-100 %
Pruning waste	81.9	119.6	46.57 %
Alkaline batteries	0	0.124	100 %
Grease separator cleaning residues	3.58	6.76	88.83 %
Used cooking oil	3.005	5.73	90.68 %



Non-hazardous waste:

Waste	2023 (t)	2024 (t)	2024/2023
Used oils (industrial use)	0.038	0	-100 %
Contaminated used packaging	0.186	0.067	-63.97 %
Sludge from paint and varnish containing organic solvents or other hazardous substances	0.383	0.547	42.82 %
Batteries Batteries Accumulators	0.728	0.206	-71.7 %
Waste electrical and electronic equipment (WEEE)	0.296	5.902	1,893.92 %
Used aerosols	0.006	0.016	166.67 %
Contaminated absorbants	0.025	0.041	64 %
Fluorescent tubes Bulbs	0.107	0.148	38.31 %
Type III sanitary waste	0.03796	0.023	-39.4 %

Absolute data (t)	2023 (t)	2024 (t)	2024/2023
Total non-hazardous waste	5,010.828	7,440.45	48.49 %
Total hazardous waste	1.81	6.95	284.62 %
Total waste	5,012.63	7,447.40	48.57 %

Waste generation ratios (turnover in 2024 calculated before verification, including turnover, work carried out by the companyfor its assets and other operating revenues)	2023	2024	2024/2023
Non-hazardous waste generation ratios (t/turnover in €m)	28.24	32.32	14.47 %
Hazardous waste generation ratios (t/turnover in €m)	0.01	0.03	196.52 %
Waste generation ratios (t/turnover in €m)	28.25 (*)	32.35	14.54 %

(\*) This is the actual ratio for the year after the completion of the financial verification, then slightly different from the figure in the 2023 SNFI.

Both the quantities of waste in absolute terms and the ratios have increased with respect to the previous year.

With regard to the quantity of non-hazardous waste in absolute terms (t), this is partly explained by the fact that activity and turnover have increased on the previous year. This also explains the increase in mixed waste, carpet and wood.

With regard to the non-hazardous waste generation ratio, we consider that the maximum efficiency limit was reached in 2023.

The increase in 2024 is due to several reasons:

- Firstly, we have seen a considerable increase in event activity (compared to the previous year) due to the biennial nature of many of them.
- Concert activity has also increased in both number and duration. This type of event generates more waste per euro invoiced.

With regard to the quantities of hazardous waste, both in absolute terms (t) and as a ratio, this has increased mainly due to the generation of waste electrical and electronic equipment (WEEE), as a result of the fact that, over the course of 2024, a significant number of computers became obsolete and with no possibility of repair and maintenance, and had to be managed as waste.

On the other hand, the increase in demolition and construction waste (CDW) is due to the increase in the number of small civil works this year, and the increase in empty aerosols is due to the painting of road signs.

The percentage of recycled waste in 2024 was 90.58% of the total waste generated.

Measures to reduce waste generation.

- All assemblers, as producers of the waste they generate during assembly and dismantling, are informed that they must manage it, unless they delegate their

management to IFEMA MADRID by contracting the service and the right to use the containers.

- There are certain trade fairs or events that do not use carpet.
- The number of metres of carpeting in the common areas has been reduced.
- Paper tickets and invitations have been almost completely removed.
- A Guide to Sustainable Participation in Trade Fairs and Events has been published, incorporating ideas for reducing waste generated and managing it appropriately.
- The Guide to Sustainable Organisation of Trade Fairs and Events has been published to promote good practice among external organisers holding their events at our venue.
- At the food producers’ trade fairs held at IFEMA MADRID and organised by us (e.g. FRUIT ATTRACTION, INTERSICOP, MEAT ATTRACTION) any surplus food from exhibitors is donated to NGOs, thus reducing the generation of organic waste.
- We encourage digitisation to reduce the use of paper and paper documents (e.g. posters, plans, brochures, etc.).
- Reduced number of printers available.
- Actions to prevent the generation of organic waste such as the provision of means for segregation into five fractions in the staff canteen and last minute discounts in restaurants.
- Awareness-raising actions to reduce the printing of brochures or the use of merchandising material, making sure that only the necessary materials are used and that, if there are any leftover materials, it can be reused on other occasions.
- Awareness-raising actions or recognition of good practices by exhibitors. (e.g. awards for the most sustainable stand at FITUR, etc.).
- In the office areas, individual litter bins have been removed, and instead several recycling points per floor have been installed, where waste is separated into five different categories.

## 2.4 Consumption of Resources

### 2.4.1 Water management

#### Water use

IFEMA MADRID's drinking and reclaimed water enters through the drinking water supply network and the reclaimed water supply network, both managed by Canal Isabel II.

The following measures have been implemented at IFEMA MADRID to reduce water use:

- Reclaimed water for irrigation in all facilities, which, in addition to reducing the use of drinking water from the supply network, reuses treated water, giving it a second use and thus promoting the circular economy.

- Dry urinals in halls and locker rooms.
- Taps in all installations with perlators.
- Electronic fittings in halls and locker rooms.
- Efficient shower heads in locker rooms.
- Dual flush toilets in halls and locker rooms.
- Awareness-raising/training given to IFEMA MADRID staff on environmental issues.
- Signposting on each of the Canal de Isabel II taps at IFEMA MADRID to raise awareness among visitors and IFEMA MADRID staff to turn off the taps when they are not in use.
- As part of the works carried out to improve all the restaurants, the taps have been replaced and all of them are fitted with perlators. In addition, the new equipment that has been purchased is class A efficient.

Absolute data (m³)	2023	2024	2024/2023
Drinking water consumption at Recinto Ferial (m³)	84,747.00	75,326.00	-11.12 %
Drinking water consumption at Palacio Municipal (m³)	3,962	4,779.00	20.62 %
Total drinking water consumption (m³)	88,709.00	80,105.00	-9.70 %
Reclaimed water consumption (m³)	85,595.00	99,045.00	15.71 %
Total water consumption (m³)	174,304	179,150	2.78 %

Note: Water intended for fire fighting purposes is included in drinking water.

Total drinking water consumption has decreased compared to the previous year and the use of reclaimed water has increased. The increase in total water consumption is a consequence of the increase in reclaimed water use for irrigation.

Water consumption ratios (turnover in 2024 calculated before verification, including turnover, work done by the company for its assets and other operating income)	2023	2024	2024/2023
Ratio of total drinking water consumption (m³ per year / turnover in €m)	499.88 (*)	348.00	-30.38 %
Percentage of reclaimed water with respect to total water use (drinking water + reclaimed water)	49 %	55 %	12.24 %

(\*) This is the actual ratio for the year after the completion of the financial verification, then slightly different from the figure in the 2023 SNFI.

#### Discharge of waste water

IFEMA MADRID discharges all waste water from changing rooms, toilets, kitchens and laundry into the internal sewage pipe network, which is ultimately connected to the City Council's sewage network at a point located at the South Gate.

At present, this service connection already has a municipal licence and a discharge permit granted in November 2023.

The analyses carried out in 2024 show that IFEMA MADRID complies with all the limits established in the control parameters.

#### Sustainable Water Management Plan

IFEMA MADRID has a Sustainable Water Management Plan that was approved by Madrid City Council in November 2019. In November 2021 it passed a biennial audit of its degree of compliance, as established by the municipal order that regulates it, and in November 2023 it presented a new four-year Sustainable Water Management Plan for the period 2023-2027.

#### Planning of actions to be carried out

Proposals	Term	Carried out?
Monitoring and certification of the Environmental Management System, Energy Management System and Sustainability Management System for events implemented at IFEMA MADRID. Renewal of certifications every three years and annual follow-up audits. Control of water use indicators.	2023-2024-2025 AND 2026	Yes
Preparation and annual publication on the IFEMA MADRID website of the Statement of Non-Financial Information (SNFI), verified by an independent third party, with all the information on the Institution's sustainability.	2023-2024-2025 AND 2026	Yes
Replacement of sanitary fittings with others considered more efficient (electronic taps, dry urinals and dual-flush toilets) at the North and South Gates.	2026-2027	Yes
Replacement of sanitary elements with others considered more efficient in the new catering premises (electronic taps, dry urinals, dual flush toilets and efficient and low water use appliances).	2025	Yes
Extend contract with Canal de Isabel II for using reclaimed water for irrigation purposes.	Continuous	Yes
Comply with the requirements established in the authorisation for sanitation discharge and carry out periodic characterisations.	According to deadlines established in the authorisation	Yes
Monitoring of used oil collections from the catering industry.	Half-yearly	Yes
Half-yearly Follow-up of grease separator cleaning.	Half-yearly	Yes

2.4.2 Consumption of raw materials.

Apart from water, the main raw materials used at IFEMA MADRID are paper and carpet. (Clarification: although they are not strictly speaking raw materials, we do consider them as such for our activity).

Absolute consumption data	2023	2024	2024/2023
Paper consumption (units)	600,875	555,500	-7.55 %
Carpet consumption (m²)	546,649.00	683,090.70	24.96 %

  

Consumption ratios <small>(Turnover in 2024 calculated before verification, including turnover, work carried out by the company for its assets and other operating income)</small>	2023	2024	2024/2023
Ratio of paper consumption (units/turnover in €m)	3,385.97 (*)	2,413.22	-28.72 %
Ratio of carpet consumption (m² per year / turnover in €m)	3,080.41 (**)	2,967.51	-3.67 %

(\*) This is the actual ratio for the year after the completion of the financial verification, then slightly different from the figure in the 2023 SNFI.  
(\*\*) The SNFI for 2023 contained an error, as only consumption in the first half of the year was taken into account for its calculation. This has been corrected in this report.

In absolute terms, carpet consumption has increased, due to the increase in activity and turnover compared to the previous year. However, we have become more efficient in terms of consumption, as the ratio is down compared to the previous year.

The following measures have been implemented at IFEMA MADRID to reduce water use:

- Flexible remote work.
- Digitalisation (implementation of Microsoft 365, Visual Space, CRM, etc.).
- Reduction of number of printers.
- Digital signature in procurement.
- At own trade fairs/events, passes and invitations are mostly digital.
- At own trade fairs/events, reduction of printing of guides, brochures, etc. to the absolute minimum.
- Use of tablets by hall managers during assembly and dismantling, visualising the floor plan with the spaces and services contracted through the VISUAL SPACE tool.

At IFEMA MADRID, to reduce carpet use:

- Not used at some events such as ARCOmadrid, ESTAMPA, 100x100 MASCOTA.
- At most of our own trade fairs and events, the carpeting around the perimeter of the stands that connected to the aisles has been removed.
- All carpet generated at IFEMA MADRID is recycled.

2.4.3 Energy consumption and measures to improve energy efficiency

Types of sources of energy and use

Energy sources	Type	Use
Electrical power	Indirect	Electrical power supply.
Natural gas	Direct	Air conditioning, kitchens and central kitchen autoclave.
Diesel A	Direct	For vehicles/equipment and generator sets.
Petrol	Direct	For vehicles/equipment.
Butane gas	Indirect	For the hospitality contractor to prepare paellas in restaurants/ canteens.

Consumption

Absolute data on main consumptions	2020 <sup>(1)</sup>	2021 <sup>(2)</sup>	2022	2023	2024	2024/2023	2024/2022
Electricity consumption at Recinto Ferial (MWh)	17,703.64	18,440.94	22,927.62	23,898.83	24,392.75	2.1 %	6.39 %
Electricity consumption at Palacio Municipal (MWh)	2,100.87	1,958.04	3,069.21	2,562.132	2,535.161	-1.05 %	-17.4 %
Total electricity consumption (MWh)	19,804.51	20,398.98	25,996.84	26,460.97	26,927.91	1.76 %	3.58 %
Natural gas consumption at Recinto Ferial (MWh)	13,373.51	9,964.543	12,302.733	11,313.367	12,257.59	8.34 %	-0.36 %
Natural gas consumption at Palacio Municipal (MWh)	1,245.34	1,126.308	949.94	988.829	1,346.42	36.16 %	41.73 %
Total natural gas consumption (MWh)	14,618.85	11,090.85	13,252.67	12,302.20	13,604.01	10.58 %	2.65 %

Natural gas consumption in absolute terms has increased, but to a lesser extent than the increase in the level of activity (turnover). The ratio has decreased (see table below).

Electricity consumption in absolute terms has increased, but to a lesser extent than the increase in the level of activity (turnover). The ratio has decreased (see table below).

Main consumption ratios (2024 turnover calculated before verification, including turnover, work carried out by the company for its assets and other operating income)	2020 <sup>(1)</sup>	2021 <sup>(2)</sup>	2022 <sup>(3)</sup>	2023	2024	2024/ 2023	2024/ 2022
Electricity consumption ratio (units/turnover in €m)	327.89	206.89	138.52	149.11 (*)	116.98	-21.55 %	-15.55 %
Natural gas consumption ratio (MWh/turnover in €m)	242.03	112.48	70.62	69.32 (*)	59.10	-14.75 %	-16.31 %
Corrected electricity consumption ratio <sup>(3)</sup> (MWh/turnover in €m)	327.89	206.89	156.01	149.11 (*)	116.98	-21.55 %	-25.02 %
Corrected natural gas consumption ratio <sup>(3)</sup> (MWh/turnover in €m)	242.03	112.48	81.34	69.32 (*)	59.10	-14.75 %	-75.58 %

(\*) These are the actual ratios for the year after the completion of the financial verification, then slightly different from the figure in the 2023 SNFI.

(1) In 2020, the year of the pandemic, there was only trade fair activity until early March. In addition, in April-May, a shelter and a hospital were set up at the premises with high electrical power and air-conditioning requirements. Subsequently, maintenance work was carried out during the break forced by the pandemic. This distorted both ratios, as turnover during this period was minimal.

(2) In 2021, pandemic restrictions continued, with activity only in the second half of the year. The halls were used, but with lower occupancy levels due to the capacity restrictions and the air could not be recirculated (affecting the efficiency of air-conditioning consumption). As a result, ratios remained inefficient, although better than in 2020. These two years (2020 and 2021), therefore, should not be taken into account when analysing consumption trends.

(3) The electrical power and natural gas use ratio for 2022 is corrected, as it is an atypical year, as it is understood that in this year there is a distortion due to the holding of an event of special magnitude (NATO summit) that produces a very high turnover compared to use in a very short space of time. It is important to consider it at the global level, but in order to be able to analyse the evolution of indicators in a rational way it is important to eliminate these distortions.

Other absolute consumption data	2023	2024	2024/2023
Diesel fuel use A (B7)(l)	10,301.9	1,707.28	-83.43 %
Fuel use (E5)(l)	2,978.65	453.35	-84.78 %
Butane gas use (kg)	287.5	175	-39.13 %

As expected, diesel consumption has dropped drastically in 2024, as it has not been necessary to refill the diesel tanks of the emergency groups for safety reasons.

Petrol consumption has also dropped significantly because in September 2023 the last remaining diesel/ petrol cars were replaced by electric cars.

In any case, this use of natural resources is negligible with respect to other use such as natural gas, water, carpet, paper and electrical power, and with respect to the total use of IFEMA MADRID.

Measures implemented at IFEMA MADRID to reduce use ratios and improve energy efficiency.

In order to reduce consumption ratios at IFEMA MADRID, the following measures have been implemented to improve energy efficiency:

Initiative	Year
Installation of geothermal air conditioning to supply the South Gate Central building.	2017
Replacement of the vehicle fleet with low or zero-emission vehicles: seven diesel vans for technical staff use are to be replaced by electric vans (Kangoo ZE), on top of two plug-in hybrid vehicles for commercial use and six plug-in hybrid vehicles for managers. Finally, all security personnel vehicles are electric.	2017
Replacement of the conventional fluorescent lighting in the offices of the South building with LED technology lighting.	2018
Implementation of the SMARKIA digitalisation and automation platform for monitoring energy use at the current IFEMA MADRID site.	2019
Renovation of LED lighting in halls, using CRI > 90 lamps and a point-to-point dimming system.	2019
Replacement of conventional lighting in the stands designed by IFEMA MADRID with LED lighting.	2019
Parking facility for electric cars with certified 100% renewable energy.	2019
Design and implementation of the LIVE Connect Platform for holding digital events.	2020
Renewal of uninterruptible power supply (UPS) systems with modular equipment, improving system performance.	2021
Temperature control with heating (in winter) and cooling (in summer) in all IFEMA MADRID facilities, so that they do not exceed the established legal limits.	2021-2022
Refurbishment of IFEMA MADRID staff locker rooms, improving the thermal insulation of the false ceiling of the premises and increasing its efficiency.	2021-2022
Replacement of five small 58 kW boilers with new, more efficient ones. All for the production of domestic hot water.	2022
Replacement of the four remaining diesel/petrol vehicles with electric vehicles one from the Economic and Financial Department, one from the Security Department, one from the Technical Department and one from the Purchasing Warehouse).	2023
Humidification system in the Puerta Sur Building.	2024
Purchase of new efficient equipment (class A) in the catering units.	2024

Use of renewable energy

- Electricity supplied throughout the facility (Recinto Ferial and Palacio Municipal) is 100% green certified.
- Installation of geothermal air conditioning to supply the South Gate Central building.
- The entire fleet for representation, service and maintenance vehicles are low or zero-emission.
- Installation of photovoltaic panels in locker rooms for self-use of electrical power.
- Locker rooms: aerothermal heat pump for air-conditioning and DHW.

## 2.5 Climate Change

### 2.5.1 Carbon footprint, scope, calculation development and reduction measures.

A company’s carbon footprint represents the greenhouse gas (GHG) emissions it produces directly or indirectly through its activity over a period of time. It is expressed in tons of CO2 equivalent emitted. These emissions accelerate climate change, as warned by the United Nations (UN).

IFEMA MADRID’s goal eight years ago was to reduce emissions, and the first step to achieve this was to measure them. For this purpose, it relied on the measurement methodology offered by MITECO (Ministry for Ecological Transition and Demographic Challenge); in this way, the results were officially recorded and recognised.

This registry records the efforts of Spanish companies, administrations and other organisations to calculate, reduce and offset the greenhouse gas emissions generated by their activities.

IFEMA MADRID calculates the carbon footprint of the previous year during the first half of the current year. It currently has the following carbon footprint labels:

- “I calculate” seals for years 2017, 2018 and 2019.
- “I calculate and reduce” seals for years 2020, 2021, 2022 and 2023.
- During 2025 we wanted to be eligible again for the “I calculate and reduce” seal for 2024.

At IFEMA MADRID we have managed to reduce our emissions ratio (tCO2/turnover in M€) by 91.88% in the last eight years.

### Limit or scope of the calculation or measurement of IFEMA MADRID’s carbon footprint: 1+2

#### • Scope 1

(a) Natural gas consumption (unit: kWh):

- For air heating in winter.
- To power the kitchens.
- For sanitary hot water in catering areas, locker rooms and toilets

(b) Use of diesel A (B7)(unit: litres):

- For plant maintenance equipment (forklifts, forklift trucks, platforms, etc.).
- For the generator sets (six in total, four in SM1, two in SM3 and two diesel pumps).
- For a small IVECO truck.

(c) Fuel use (E5)(unit: litres):

- For plant maintenance equipment (brush cutters).
- For representative vehicles.

(d) Butane use (unit: kilograms):

- Used on an ad hoc basis to support the hall cafeterias.

(e) Leakage of refrigerant gases during air-conditioning/cooling in summer (unit: kilograms). They are estimated to be proportional to the refrigerant gas loads that have taken place during the year 2024.

#### • Scope 2

Electrical power use of all installations.

### Development of carbon footprint calculation

Under the above premises, emissions are calculated by identifying, for each source, the activity data and the emission factor in the calculation year (May 2024).

Carbon footprint Scope 1 and 2	Data from 2024	Emission factor (*)	Kg of CO <sub>2</sub> in 2024 (**)	Ratio “kg of CO <sub>2</sub> / turnover in million euros”
Electrical power use (kWh)	26,927.21	0	0.00	0.00
Natural gas use (kWh)	13,604,007.00	0.182	2,475,929.27	10,752.02
Diesel A use A (B7) (l)	1,707.28	2.517	4,297.22	18.67
Fuel use (E5) (l)	453.35	2.249	1,019.58	4.43
Butane gas use (kg)	175.00	2.996	524.30	2.28
Leakage (kg) of refrigerant R134A	0.00	1530	0.00	0.00
Kg of CO <sub>2</sub> in 2024			2,481,770.382	10.78
t of CO <sub>2</sub>			2,481.77	
EMISSIONS RATIO 2024 (CARBON FOOTPRINT, SCOPES 1-2) t of CO <sub>2</sub> / turnover in million euros (turnover in 2024 calculated before verification, which includes turnover, work carried out by the company for its assets and other operating income)				

(\*) Emission factors. Carbon footprint registry, offsetting and carbon dioxide absorption projects of the Ministry for Ecological Transition and the Demographic Challenge. Date: May 2024.

(\*\*) Data multiplied by the emission factor.

Carbon footprint 2024 Scope 1 and 2	Kg of CO <sub>2</sub> in 2024	% of total emissions in 2024
Electrical power use	0.00	0.000 %
Natural gas use	2,475,929.27	99.765 %
Diesel A use (B7)	4,297.22	0.173 %
Fuel use (E5)	1,019.58	0.041 %
Butane gas use	524.30	0.021 %
Leakage of refrigerant 134A	0.00	0.000 %



Data comparative with previous years

General data	t of CO <sub>2</sub>	Ratio "t if CO <sub>2</sub> / turnover in million euros"
2022	2,422.17	12.91
2023	2,272.49	12.81
2024	2,481.77	10.78
% 2024/2023	-15.81 %	-15.81 %
% 2024/2022	-16.47 %	-16.47 %
% 2024/2017 (base year)	-84 %	-91.88 %

Data	% of total emissions in 2022	% of total emissions in 2023	% of total emissions in 2024
Electrical power use	0.000 %	0 %	0.000 %
Natural gas use	99.579 %	98.526 %	99.765 %
Diesel A use (B7)	0.220 %	1.141 %	0.173 %
Fuel use (E5)	0.140 %	0.295 %	0.041 %
Butane gas use	0.060 %	0.038 %	0.021 %
Leaking refrigerant gas R134A	0.000 %	0.000 %	0.000 %

(Turnover calculated after verification)	2021-2022-2023	2022-2023-2024
Ratio per three-year period	16.36	12.05

It can therefore be concluded that the tCO<sub>2</sub> ratio (tCO<sub>2</sub> emissions/turnover in €m) or carbon footprint in Scopes 1-2 has been reduced.

2.5.2 Risks and opportunities arising from climate change and measures to mitigate or exploit them.

In January 2024, all risks and opportunities from the previous year were reassessed and newly identified risks and opportunities were included and assessed for the first time.

	2022	2023	2024
No. of identified risks	9	9	9
No. of identified opportunities	6	6	5

The following are the climate change related risks identified and assessed with the measures/actions to mitigate or use them in our benefit and outcome one year later (effectiveness analysis).

Identification of risks and opportunities	Is it a risk or an opportunity?	Measures	Results of the 2023 evaluation	Results of the 2024 evaluation	Was it effective? (Yes/No)
Continuous measurements obtained with equipment (meters) not subject to regular control (internal verification).	Risk	Fulfil the provisions of process in No. 22_02: Control of measuring equipment and related documentation. See follow-up planning as set out in SIG-PR-42_02: Monitoring and measurement.	4.00	4.00	Yes
Internal verifications performed with standards that have not been calibrated or verified externally.	Risk	Fulfil the provisions of process in No. 22_02: Control of measuring equipment and related documentation. See follow-up planning as set out in SIG-PR-42_02: Monitoring and measurement.	4.00	4.00	Yes
No actions are defined, or if they are defined they are not implemented, for the solution of the energy deviations detected.	Risk	Review energy assessment report periodically with data and justifications. Internal and external ISO 50001 audits.	8.00	8.00	Yes
Difficulty in detecting deviations in use due to the lack of a unified control system.	Risk	Extension of the scope of ISO 50001. Executing the investment plan foreseen for this (four-year target defined in the CSR Plan 2023-2026 which is published on the website.	20.00	20.00	Yes
Difficulty in extending the scope of ISO 50001 certification in the short term because SMARKIA does not include all the variables that measure the use of the entire installation integrated.	Risk	Extension of the scope of ISO 50001. Executing the investment plan foreseen for this (four-year target defined in the CSR Plan 2023-2026 which is published on the website.	8.00	4.00	Yes

(continued)

Climate change related risks identified and assessed with measures/actions planned to mitigate or exploit them and their outcome one year later (effectiveness analysis) (continued)

Identification of risks and opportunities	Is it a risk or an opportunity?	Measures	Results of the 2023 evaluation	Results of the 2024 evaluation	Was it effective? (Yes/No)
Power outages, which could mean having to start up the generators, which operate only in emergency conditions. These types of fires have a higher pollution potential, as they burn diesel fuel as opposed to natural gas.	Risk	No. 22: Improve responsiveness to unforeseen business disruption situations by improving the training of relevant staff and by conducting at least one test of at least one of the scenarios. No. 13: Improve the energy efficiency and electricity consumption of IFEMA MADRID through the development of two projects in this regard during the financial years 2024/2025: • Installation of a self-consumption photovoltaic generation plant. • Change of outdoor lighting technology to LED lighting.	5.00	5.00	Yes
The distribution company's meters are not verified.	Risk	IFEMA MADRID requests a list of the distribution company's meters and their verification status.	5.00	5.00	Yes
Failures in the reading of the consumption made by the distribution company.	Risk	Nothing can be done, the risk is low and is assumed.	5.00	5.00	Yes
Errors in the data provided by the supplier on the bill.	Risk	Nothing can be done, the risk is low and is assumed.	5.00	5.00	Yes
Unify the control system for all the facilities.	Opportunity	Integrated as an action within an overall goal within the CSR Plan 2023-2026. To be achieved by 2026.	20.00	20.00	BOOST
Integrate all the variables of electrical and thermal energy use of all the facilities in the SMARKIA platform in order to advance in the extension of the scope of ISO 50001 certification in the short and medium term.	Opportunity	Extension of the scope of ISO 50001. Executing the investment plan foreseen for this	12.00	12.00	CONTINUE
Reduce the CO <sub>2</sub> emissions to the atmosphere.	Opportunity	Measurement of the carbon footprint (scope 1 and 2) during the year 2023 and comparison with previous years. Monitoring of the "t CO <sub>2</sub> / turnover" ratio. Obtain the "I reduce" seal from MITECO. Continuing with 100% certified renewable energy and design of self-use projects. No. 17: Drive savings in greenhouse gas emissions by implementing carbon footprint measurement at our own events in scopes 1-2-3 during 2024 and 2025.	20.00	15.00	CONTINUE

(continued)

Identification of risks and opportunities	Is it a risk or an opportunity?	Measures	Results of the 2023 evaluation	Results of the 2024 evaluation	Was it effective? (Yes/No)
Reduce energy dependency and create new sources of income through green energy generation projects.	Opportunity	No. 13: Improve the energy efficiency and electricity consumption of IFEMA MADRID through the development of two projects in this regard during the financial years 2024/2025: • Installation of a self-consumption photovoltaic generation plant. • Change of outdoor lighting technology to LED lighting.	25.00	25.00	BOOST
Increase the breaking down by sector of energy use and automated data collection.	Opportunity	Extension of the scope of ISO 50001. Executing the investment plan foreseen for this	20.00	20.00	BOOST

As conclusions

- All planned actions to mitigate or contain risks have been effective.
- All risks are low level except for one high level risk, which is mitigated by one of the identified opportunities planned to be implemented by 2026.
- All the opportunities for leverage are planned and foreseen.
- The Business Continuity Plan drawn up and approved in 2023 and reviewed in 2024 provides a systematic structure the actions to be taken in the event of threats of disruption to our activity or to it being carried out in an adequate manner, such as the absence of electricity supply. To alleviate it, we must promote the already detected opportunity of energy self-sufficiency.

## 2.6 Biodiversity

IFEMA MADRID's activity does not impact or interfere with any of the protected, threatened or endangered species in the Community of Madrid.

IFEMA MADRID is not located in an area of high biodiversity or in a protected area.

### Actions implemented for the management of impacts on diversity

- A selection of native and non-native, but adapted to the area's climate, plant species have been used. These plant species were selected taking into account their physiology (adult development) and their needs, which has resulted in greater stability and a reduction in subsequent maintenance work, while preserving plant biodiversity.
- Likewise, plant species that do not pose a risk to the health and safety of users (toxic, thorny or highly allergenic species) were used, thus guaranteeing sustainable public use.
- The selected species were adapted to being irrigated with reclaimed water, which is used throughout the fairgrounds.
- The plants were distributed by hydrozoning according to their water needs, as in the case of North Gate and South Gate, where the bushes were separated from the meadow in order to favour their optimum development and improve their maintenance.
- The lawn and meadow area was reduced by a total of 29,279.64 m2, resulting in less use of resources and subsequent maintenance.
- The mixture of seeds used in the new planting and reseeded of grass are species with lower water requirements and adapted to the Madrid climate, reducing maintenance costs (has to be mowed less frequently, less need for fertilisers, etc.).
- Ground cover plants were used as a substitute for other alternatives. In this case, in the east and west car parks, creeping species were used to cover all slopes. The aim of planting creeping species was twofold: first, to settle the ground, as the roots act as an anchor for the soil so that the slopes can become ornamental elements, and, second, to prevent the appearance of weeds and to allow the use of a localised irrigation system, thus reducing water use.
- Recycled woodchip mulch was used throughout the North and South Gate shrub planting areas.
- Replanting, new planting and replanting: by favouring the purchase of plant specimens and supplies from local nurseries, we achieved a plant better adapted to the climatic conditions of IFEMA MADRID and a shorter transport time for the material, thus saving on fuel use.
- Fertilisers and amendments: the use of organic fertilisers was encouraged, restricting the use of chemical fertilisers only to situations of nutrient deficiency, with the relevant analyses being carried out beforehand. Priority was given to the use of balanced fertilisers with low nitrogen content to minimise nitrite contamination of the aquifers and reduce water requirements.
- Weed control, inter-weeding and hoeing: manual or mechanical weeding was encouraged and the use of herbicides was eliminated.

# 03.

## People

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# 03. People

## 3.1 Employment

Under the new collective agreement approved and signed in 2023, the professional categories have been updated from seven professional groups to four. Different metrics on employment data are collected below:

Employment data		2023						2024					
1	Total number and distribution of employees by gender	Employees by gender at year-end			Annual average			Employees by gender at year-end			Annual average		
		W	M	Total	W	M	Total	W	M	Total	W	M	Total
		250	217	467	242.9	216.8	459.8	258	231	489	257.3	224.0	481.3
2	Total number and distribution of employees by age	Employees by gender at year-end			Cumulative annual average			Employees by gender at year-end			Cumulative annual average		
		Age range		Persons	Age range		Persons	Age range		Persons	Age range		Persons
		< 25		2	< 25		0.4	< 25		4	< 25		2.4
		25- 29		24	25- 29		22.1	25- 29		23	25- 29		18.7
		30- 34		31	30- 34		26.7	30- 34		36	30- 34		34.1
		35- 39		26	35- 39		25.4	35- 39		38	35- 39		33.8
		40- 44		41	40- 44		40.1	40- 44		45	40- 44		41.0
		45- 49		66	45- 49		65.2	45- 49		72	45- 49		71.3
		50- 54		94	50- 54		92.7	50- 54		77	50- 54		74.5
		55- 59		115	55- 59		115.2	55- 59		126	55- 59		127.3
		≥ 60		68	≥ 60		72.1	≥ 60		68	> = 60		78.4
Total		467			459.8	Total		489			481.3		
3	Total number and distribution of employees by country	No workers outside Spain											
4	Total no. and distribution of employees by professional category	Group		Permanent	Temporary	Total	Group		Permanent	Temporary	Total		
		G-I		32	0	32	G-I		30	0	30		
		G-II		109	3	112	G-II		117	4	121		
		G-III		277	13	290	G-III		289	18	307		
		G-IV		33	0	33	G-IV		31	0	31		
		Total		451	16	467	Total		467	22	489		
5	Total number and distribution of types of employment contract				W	M	T				W	M	T
		Permanent	Full time	Ordinary	233	205	438	Permanent	Full time	Ordinary	238	216	454
				Handover or conversion	7	3	10			Handover or conversion	5	5	10
			Part-time	Ordinary	2	1	3		Part-time	Ordinary	2	1	3
		Temporary	Part-time	Partial retirement	8	8	16	Temporary	Part-time	Partial retirement	13	9	22
				Subtotals			250			217	467	Subtotals	

(continued)

Employment data		2023						2024					
6	Annual number of permanent contracts by gender (*)	Data at year-end			Annual average			Data at year-end			Annual average		
		W	M	T	W	M	T	W	M	T	W	M	T
		242	209	451	235.3	210.3	445.5	245	222	467	247.6	216.0	463.6
7	Annual no. of permanent contracts by age (*)	Data at year-end			Annual average			Data at year-end			Annual average		
		Age range		Persons	Age range		Persons	Age range		Persons	Age range		Persons
		< 25		2	< 25		0.4	< 25		4	< 25		2.4
		25- 29		24	25- 29		22.1	25- 29		23	25- 29		18.7
		30- 34		31	30- 34		26.7	30- 34		36	30- 34		33.1
		35- 39		26	35- 39		25.4	35- 39		38	35- 39		33.8
		40- 44		41	40- 44		40.1	40- 44		45	40- 44		40.2
		45- 49		66	45- 49		65.2	45- 49		72	45- 49		71.3
		50- 54		94	50- 54		92.7	50- 54		77	50- 54		74.5
		55- 59		115	55- 59		115.2	55- 59		126	55- 59		127.2
		≥ 60		52	≥ 60		57.8	≥ 60		46	≥ 60		62.6
Total		451			445.5	Total		467			463.6		
8	Annual number of permanent contracts by professional classification (*)			Data at year-end		Annual average				Data at year-end		Annual average	
		Group		Persons		Persons		Group		Persons		Persons	
		G-I		32		32.4		G-I		30		34.1	
		G-II		109		103.6		G-II		117		114.3	
		G-III		277		282.1		G-III		289		287.7	
		G-IV		33		27.4		G-IV		31		30.3	
		Total		451		445.5		Total		467		463.6	
9	Annual no. of temporary contracts by gender (*)	Data at year-end			Annual averages			Data at year-end			Annual averages		
		W	M	T	W	M	T	W	M	T	W	M	T
		8	8	16	7.8	6.5	14.3	13	9	22	9.8	8	17.8
10	Annual no. of temporary contracts by age (*)	Data at year-end			Annual averages			Data at year-end			Annual averages		
		Age		Persons	Age		Persons	Age		Persons	Age		Persons
		≥ 60		16	≥ 60		14.3	≥ 60		22	30 to 34 40 to 44 55 to 59 ≥ 60		1.0 0.8 0.1 15.8
		Total		16	Total		14.3	Total		22	Total		17.8
11	Annual No. of temporary contracts by professional classification (*)	Data at year-end			Annual averages			Data at year-end			Annual averages		
		Group		Persons	Group		Persons	Group		Persons	Group		Persons
		G-II		3	G-II		2.3	G-II		4	G-II		3.1
		G-III		13	G-III		11.9	G-III		18	G-III		14.6
											G-IV		0.1
		Total		16	Total		14.3	Total		22	Total		17.8

(\*) Conversion of permanent contracts to part-time temporary contracts due to partial retirement includes workers who, in each year, are converted to this situation until they reach the legal retirement age.

(continued)



Employment data		2023						2024					
12	Annual no. of part-time contracts by gender (*)	Data at year-end			Annual averages			Data at year-end			Annual averages		
		W	M	T	W	M	T	W	M	T	W	M	T
		10	9	19	9.8	7.5	17.3	15	10	25	10.8	8.1	18.8
13	Annual number of part-time contracts by age (*)	Data at year-end			Annual averages			Data at year-end			Annual averages		
		Age		Persons	Age		Persons	Age		Persons	Age		Persons
		40- 44		1	40- 44		1.0	40- 44		1	40- 44		1.0
		50- 54		1	50- 54		1.0	50- 54		1	50- 54		1.0
		55- 59		1	55- 59		1.0	55- 59		1	55- 59		1.0
		≥ 60		16	≥ 60		14.3	≥ 60		22	≥ 60		15.8
		Total		19	Total		17.3	Total		25	Total		18.8
14	Annual number of part-time contracts by professional classification (*)	Data at year-end			Annual averages			Data at year-end			Annual averages		
		Group		Persons	Group		Persons	Group		Persons	Group		Persons
		G-II		3	G-II		2.3	G-II		4	G-II		3.1
		G-III		15	G-III		13.9	G-III		20	G-III		14.8
		G-IV		1	G-IV		1.0	G-IV		1	G-IV		1.0
		Total		19	Total		17.3	Total		25	Total		18.8
15	No. of redundancies by gender	W		M		Total		W		M		Total	
		1		8		9		7		6		13	
16	No. of redundancies by age and professional category	Cases		Age		Group		Cases		Age		Group	
		1		49		G-I		1		46		G-I	
		1		53		G-I		1		57		G-I	
		1		60		G-I		1		62		G-I	
		1		36		G-III		1		60		G-II	
		1		47		G-III		1		61		G-II	
		1		59		G-III		1		46		G-II	
		1		60		G-III		1		57		G-III	
		1		65		G-III		1		59		G-III	
		1		56		G-IV		1		60		G-III	
								2		61		G-III	
								2		62		G-III	
17	Employees with disabilities	12 employees with recognised disabilities (2.56% of the workforce)						10 employees with recognised disabilities (2.04% of the workforce)					

(\*) Conversion of permanent contracts to part-time temporary contracts due to partial retirement includes workers who, in each year, are converted to this situation until they reach the legal retirement age.

Right to disconnect policies.

- The new Collective Bargaining Agreement includes a new chapter called “Digital Transformation and Digital Rights” which regulates the right to disconnect.
- It is recognised that digital disconnection is a right whose regulation contributes to the health of workers, by reducing, among other things, technological fatigue or stress, thus improving the working environment and work quality.
- The digital disconnection is also necessary to make work-life balance viable, thus reinforcing the different measures regulated in this area.
- For the purposes of regulating this right, all devices and tools capable of extending the working hours beyond the limits of the legally or conventionally established working day shall be taken into account: mobile phones, tablets, the company’s own mobile applications, e-mails and messaging systems, or any other that may be used.
- In order to ensure compliance with this right and to regulate possible exceptions, the following minimum measures have been agreed:
  - Employees have the right not to use digital devices outside their working day, nor during rest periods, leave, leave of absence or holidays, except in the cases of justified urgency stipulated in paragraph 3 below.
  - In general, communications on professional matters shall be made during the working day, with the exception of employees in positions of responsibility and those on on-call duty.
  - It should therefore be avoided, except in emergency situations.
  - Exceptional circumstances shall be considered to be highly justified in the case of events that may involve a serious risk to persons or facilities or a potential damage to business, the urgency of which requires the adoption of special measures or immediate responses.
- In addition, the following measures shall be taken to improve the management of working time:
  - Schedule automatic replies during periods of absence, stating the dates of unavailability and designating the email or contact details of the person to whom the tasks have been assigned during such absence.
  - Avoid calls for training, meetings, video conferences, presentations, information, etc., outside the ordinary working hours of each worker.
  - Convene the sessions indicated in the previous paragraph sufficiently in advance so that people can plan their day.
  - Include the start and end time in the notices, as well as all the documentation to be dealt with, so that the issues to be dealt with can be viewed and analysed in advance and the meetings do not take longer than established.

Total remuneration by age and gender, and calculation of the pay gap.

**Note:** For the calculation of the pay gap, only workers who were employed full-time during the 12 months of the year were considered.

The formula used is: (Average total remuneration of women - Average total remuneration of men) / Average total remuneration of women.

2024 - Average salary of the workforce by gender and age (total remuneration).

	Men	Women	Differential over averages		Total staff
Age	Average	Average	Men	Women	Average
20 to 29	€ 42,740.95	€36,463.18		-17.22 %	€ 37,940.31
20 to 39	€ 55,904.08	€48,089.65		-16.25 %	€ 51,395.75
40 to 49	€ 70,512.97	€67,492.87		-4.47 %	€ 68,925.08
50 to 59	€ 70,821.02	€75,193.67		5.82 %	€ 72,858.54
60 to 65	€ 92,202.86	€76,226.94		-20.96 %	€ 83,256.34
Average salary 2024	€ 70,901.31	€67,229.56		-5.46 %	€ 68,997.78

2023 - Average salary of the workforce by gender and age (total remuneration).

	Men	Women	Differential over averages		Total staff
Age	Average	Average	Men	Women	Average
From 20 to 29	€ 41,701.81	€34,259.22		-21.72 %	€ 36,217.79
From 20 to 39	€ 56,250.90	€46,009.54		-22.26 %	€ 50,438.23
40 to 49	€ 73,339.91	€65,302.18		-12.31 %	€ 69,100.23
50 to 59	€ 74,514.86	€77,415.38		3.75 %	€ 75,936.40
60 to 65	€ 83,161.70	€75,955.64		-9.49 %	€ 79,004.36
Average salary 2023	€ 72,839.93	€68,505.31		-6.33 %	€ 70,548.96

Fixed salary by age and gender, and calculation of the pay gap.

2024 - Average salary of the workforce by gender and age (fixed salary).

	Men	Women	Differential over averages		Total staff
Age	Average	Average	Men	Women	Average
20 to 29	€ 38,532.59	€30,893.15		-24.73 %	€ 32,690.67
20 to 39	€ 47,439.83	€42,809.76		-10.82 %	€ 44,768.64
40 to 49	€ 56,672.73	€59,064.12		4.05 %	€ 57,930.06
50 to 59	€ 58,425.21	€62,438.05		6.43 %	€ 60,238.33
60 to 65	€ 71,239.36	€63,320.85		-12.51 %	€ 66,804.99
Average salary 2024	€ 57,813.21	€56,954.07		-1.51 %	€ 57,367.81

2023 - Average salary of the workforce by gender and age (fixed salary).

	Men	Women	Differential over averages		Total staff
Age	Average	Average	Men	Women	Average
20 to 29	€ 35,791.14	€29,462.83		-21.48 %	€ 31,128.17
20 to 39	€ 47,583.39	€40,911.82		-16.31 %	€ 43,796.82
40 to 49	€ 59,053.38	€ 57,003.43		-3.60 %	€ 57,972.09
50 to 59	€ 61,792.16	€65,636.50		5.86 %	€ 63,676.27
60 to 65	€ 66,556.95	€63,027.58		-5.60 %	€ 64,520.77
Average salary 2023	€ 59,832.97	€58,474.68		-2.32 %	€ 59,114.87

Total remuneration by professional category and gender, and calculation of the pay gap.

2024 - Average salary of the workforce by gender and professional group (total remuneration).

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Group I	Single level (directors)	€ 157,453.68	€133,130.73	€157,453.68	€133,130.73	€160,858.59	€128,205.39	€160,858.59	€128,205.39
Group II	Level I upper tier	€103,864.22	€104,730.83	€84,690.85	€83,635.31	€98,341.35	€97,572.07	€79,187.34	€75,520.58
	Level I intermediate tier	€ 0.00	€0.00			€100,744.61	€100,744.61		
	Level I lower tier	€94,581.15	€94,602.77			€90,521.79	€90,405.91		
	Level II upper tier	€83,501.33	€82,020.62			€87,489.24	€87,994.65		
	Level II intermediate tier	€70,235.70	€70,235.70			€0.00	€0.00		
	Level II lower tier	€83,788.09	€85,295.80			€80,885.06	€82,441.78		
	Level III upper tier	€ 75,059.69	€75,476.06			€74,269.35	€75,017.41		
	Level III intermediate tier	€72,557.24	€72,557.24			€0.00	€0.00		
	Level III lower tier	€69,926.28	€71,551.09			€68,742.03	€71,148.55		
Group III	Level I upper tier	€60,839.50	€62,000.92	€57,760.82	€58,560.58	€55,310.83	€54,409.45	€52,760.92	€53,436.23
	Level I intermediate tier	€63,765.78	€63,272.54			€60,386.10	€61,189.87		
	Level I lower tier	€57,630.67	€57,922.64			€54,349.67	€53,436.23		
	Level II upper tier	€57,369.21	€57,369.21			€44,051.41	€45,586.23		
	Level II intermediate tier	€ 0.00	€0.00			€43,550.74	€43,550.74		
	Level II lower tier	€46,631.13	€44,020.77			€45,020.43	€45,182.53		
	Level III upper tier	€ 42,479.72	€40,090.09			€38,930.75	€38,746.54		
	Level III lower tier	€35,540.51	€35,540.51			€36,044.35	€36,690.03		
Group IV	Level I upper tier	€39,013.99	€41,643.63	€35,098.58	€33,560.06	€32,563.14	€32,028.73	€31,819.84	€32,393.28
	Level I lower tier	€28,406.17	€28,406.17			€32,658.78	€32,658.78		
	Level II upper tier	€33,413.98	€33,560.06			€33,227.81	€33,294.86		
	Level II lower tier	€ 0.00	€0.00			€29,388.91	€29,330.10		
	Level III upper tier	€ 0.00	€0.00			€0.00	€0.00		
	Level III intermediate tier	€ 0.00	€0.00			€0.00	€0.00		
	Level III lower tier	€ 0.00	€0.00			€0.00	€0.00		
Average salary in 2024		€ 70,901.31	€62,604.96	—	—	€67,229.56	€58,040.71	—	—

(continued)

		Differential over averages		Total staff			
		Men	Women	Average	Median	Group average	Group median
Group I	Single level (directors)	—	2.12 %	€ 159,211.05		€159,211.05	€130,834.67
Group II	Level I upper tier	—	-6.95 %	€ 101,855.90		€81,621.56	€78,774.53
	Level I intermediate tier			€ 100,744.61			
	Level I lower tier			€93,228.03			
	Level II upper tier			€86,064.98			
	Level II intermediate tier			€70,235.70			
	Level II lower tier			€82,224.92			
	Level III upper tier			€ 74,602.12			
	Level III intermediate tier			€72,557.24			
	Level III lower tier			€69,080.39			
Group III	Level I upper tier	—	-9.48 %	€ 57,153.72		€55,270.67	€55,883.66
	Level I intermediate tier			€62,291.01			
	Level I lower tier			€56,080.06			
	Level II upper tier			€47,856.49			
	Level II intermediate tier			€43,550.74			
	Level II lower tier			€45,940.83			
	Level III upper tier			€ 40,409.49			
	Level III lower tier			€35,981.37			
Group IV	Level I upper tier	—	-10.30 %	€ 35,788.57		€33,169.91	€32,641.99
	Level I lower tier			€30,532.48			
	Level II upper tier			€33,320.90			
	Level II lower tier			€29,388.91			
	Level III upper tier			€ 0.00	€0.00		
	Level III intermediate tier			€ 0.00	€0.00		
	Level III lower tier			€ 0.00	€0.00		
Average salary in 2024		—	-5.46 %	€ 68,997.78	€60,611.48	—	—

2023 - Average salary of the workforce by gender and professional group (total remuneration).

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Senior management	Single level	€ 268,599.25.	€268,599.25	€268,599.25	€268,599.25	—	—	—	—
Group I	Single level (directors)	€140,705.51	€136,495.96	€140,705.51	€136,495.96	€142,550.81	€129,529.94	€142,550.81	€129,529.94
Group II	Level I upper tier	€ 107,521.19.	€112,056.53	€91,071.47	€89,778.24	€105,624.15	€101,936.98	€83,718.12	€80,557.05
	Level I lower tier	€ 98,556.52.	€99,462.25			€95,140.08	€102,535.80		
	Level II upper tier	€ 91,175.35.	€90,432.31			€94,097.89	€92,862.43		
	Level II lower tier	€ 90,156.38.	€90,357.06			€90,173.71	€91,280.55		
	Level III upper tier	€ 82,379.02.	€82,467.94			€78,925.83	€78,865.80		
	Level III lower tier	€ 75,754.64.	€76,626.86			€72,785.49	€74,593.86		
Group III	Level I upper tier	€ 69,517.63.	€69,790.12	€61,617.78	€62,425.96	€64,672.75	€66,021.06	€56,101.34	€57,812.38
	Level I intermediate tier	€ 66,322.09.	€66,358.47			€63,967.48	€64,869.64		
	Level I lower tier	€ 60,981.85.	€61,144.36			€57,407.78	€57,843.01		
	Level II upper tier	€ 61,593.77.	€62,300.35			€46,783.13	€45,778.25		
	Level II lower tier	€ 53,237.29.	€53,073.05			€43,304.69	€43,586.62		
	Level III upper tier	€ 44,392.91.	€46,039.01			€42,464.58	€44,381.27		
Group IV	Level III lower tier	€ 0.00.	€0.00	€34,965.97	€32,163.78	€39,219.70	€39,219.70	€32,173.22	€31,641.11
	Level I upper tier	€ 37,387.88.	€34,578.58			€33,275.97	€32,676.80		
	Level I lower tier	€ 0.00.	€0.00			€ 30,518.12.	€ 30,518.12.		
	Level II upper tier	€ 0.00.	€0.00			€ 0.00.	€ 0.00.		
	Level II lower tier	€ 30,929.44.	€30,744.32			€ 29,600.78.	€ 29,682.93.		
	Level III upper tier	€ 0.00.	€0.00			€ 0.00.	€ 0.00.		
	Level III intermediate tier	€ 0.00.	€0.00			€ 0.00.	€ 0.00.		
Group IV	Level III lower tier	€ 0.00.	€0.00			€ 0.00.	€ 0.00.		
	Average salary in 2023	€ 72,839.83.	€63,785.01	—	—	€68,505.31	€61,287.17	—	—

(continued)

		Differential over averages		Total staff			
		Men	Women	Average	Median	Group average	Median per group
Senior management	Single level	—	—	€268,599.25	€268,599.25	€ 268,599.25.	€ 268,599.25.
Group I	Single level (directors)	—	1.29 %	€ 141,787.23.	€ 131,368.56.	€ 141,787.23.	€ 131,368.56.
Group II	Level I upper tier	—	-8.78 %	€ 106,952.08.	€ 111,852.75.	€ 86,814.27.	€ 85,853.42.
	Level I lower tier			€ 95,586.80.	€100,052.54		
	Level II upper tier			€ 93,054.13.	€92,162.77		
	Level II lower tier			€ 90,165.05.	€90,818.81		
	Level III upper tier			€ 80,144.60.	€80,408.23		
	Level III lower tier			€ 73,555.27.	€75,549.70		
Group III	Level I upper tier	—	-9.83 %	€ 67,095.19.	€ 69,163.73.	€ 58,892.26.	€ 59,856.69.
	Level I intermediate tier			€ 65,488.92.	€65,679.19		
	Level I lower tier			€ 59,080.75.	€58,557.88		
	Level II upper tier			€ 52,337.12.	€52,761.46		
	Level II lower tier			€ 47,650.20.	€46,158.62		
	Level III upper tier			€ 43,364.46.	€45,042.04		
Group IV	Level III lower tier	—	-8.68 %	€ 39,219.70.	€39,219.70	€ 33,144.61.	€ 31,964.38.
	Level I upper tier			€ 34,646.61.	€ 33,137.45.		
	Level I lower tier			€ 30,518.12.	€30,518.12		
	Level II upper tier			€ 0.00.	€0.00		
	Level II lower tier			€ 30,265.11.	€30,209.93		
	Level III upper tier			€ 0.00.	€0.00		
	Level III intermediate tier			€ 0.00.	€0.00		
Group IV	Level III lower tier			€ 0.00.	€0.00		
	Average salary in 2023	—	-6.33 %	€ 70,548.26.	€ 63,725.00.	—	—

In financial year 2024, Senior Management was made up of two persons who received remuneration for the sum of €637,651.36, as can be seen in the heading “Wages and salaries” in the Profit and Loss Account for the financial year 2024 in the Financial Statements. The year-to-year change is due to the departure of the previous director.

In financial year 2023, Senior Management was made up of one man who received remuneration for the sum of €268,599, as can be seen in the heading “Wages and salaries” in the Profit and Loss Account for the financial year 2023 in the Financial Statements. The year-to-year change is due to the departure of the previous director and the variation in the number of members.

Fixed salary by professional category and gender, and calculation of the pay gap.

2024 - Average salary of the workforce by gender and professional group (Fixed salary).

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Group I	Single level (directors)	€ 117,018.69	€101,691.06	€ 117,018.69	€ 101,691.06	€ 119,603.93	€ 95,351.14	€ 119,603.93	€ 95,351.14
Group II	Level I upper tier	€81,475.49	€83,180.42	€ 69,155.92	€ 68,603.18	€ 78,088.30	€ 77,351.03	€ 66,795.30	€ 64,984.21
	Level I intermediate tier	€ 0.00	€0.00			€ 81,275.29	€ 81,275.29		
	Level I lower tier	€74,353.82	€76,360.98			€ 73,947.94	€ 74,301.54		
	Level II upper tier	€68,887.02	€67,951.39			€ 73,541.73	€ 74,377.73		
	Level II intermediate tier	€63,083.50	€63,083.50			€ 0.00	€ 0.00		
	Level II lower tier	€67,905.04	€69,074.18			€ 67,586.91	€ 69,074.18		
	Level III upper tier	€ 62,855.31	€64,663.57			€ 63,429.01	€ 64,342.95		
	Level III intermediate tier	€63,278.71	€63,278.71			€ 0.00	€ 0.00		
	Level III lower tier	€60,779.44	€62,214.46			€ 59,839.04	€ 61,223.19		
Group III	Level I upper tier	€56,853.48	€57,904.55	€ 48,470.62	€ 46,596.48	€ 52,079.86	€ 51,577.26	€ 47,042.15	€ 46,357.81
	Level I intermediate tier	€57,282.99	€57,463.49			€ 55,204.42	€ 55,915.71		
	Level I lower tier	€46,836.56	€46,426.97			€ 48,309.62	€ 45,506.06		
	Level II upper tier	€41,794.33	€41,794.33			€ 39,079.39	€ 38,915.14		
	Level II intermediate tier	€ 0.00	€0.00			€ 42,326.47	€ 42,326.47		
	Level II lower tier	€39,133.91	€40,033.54			€ 36,389.07	€ 37,169.73		
	Level III upper tier	€ 33,677.16	€33,096.64			€ 33,064.80	€ 32,175.70		
	Level III lower tier	€29,591.50	€46,426.97			€ 30,276.19	€ 29,845.69		
Group IV	Level I upper tier	€30,107.01	€30,674.25	€ 27,242.59	€ 26,808.44	€ 28,100.93	€ 28,091.01	€ 25,516.40	€ 24,522.88
	Level I lower tier	€26,808.44	€26,808.44			€ 26,808.44	€ 26,808.44		
	Level II upper tier	€24,522.88	€24,522.88			€ 24,522.88	€ 24,522.88		
	Level II lower tier	€ 0.00	€0.00			€ 23,494.72	€ 23,392.25		
	Level III upper tier	€ 0.00	€0.00			€ 0.00	€ 0.00		
	Level III intermediate tier	€ 0.00	€0.00			€ 0.00	€ 0.00		
	Level III lower tier	€ 0.00	€0.00			€ 0.00	€ 0.00		
Average salary in 2024		€ 57,813.21	€52,086.38	—	—	€56,954.07	€53,507.32	—	—

(continued)

		Differential on averages		Total staff			
		Men	Women	Average	Median	Group average	Group median
Group I	Single level (directors)		2.16 %	€ 118,353.01	€ 99,521.72	€ 118,353.01	€ 99,521.72
Group II	Level I upper tier	—	-3.53 %	€ 80,243.78	€ 82,499.58	€ 67,839.42	€ 65,349.76
	Level I intermediate tier			€ 81,275.29	€81,275.29		
	Level I lower tier			€ 74,218.53	€74,674.02		
	Level II upper tier			€ 71,879.33	€72,633.95		
	Level II intermediate tier			€ 63,083.50	€63,083.50		
	Level II lower tier			€ 67,733.74	€69,074.18		
	Level III upper tier			€ 63,187.45	€64,342.96		
	Level III intermediate tier			€ 63,278.71	€63,278.71		
	Level III lower tier			€ 60,107.73	€61,785.51		
Group III	Level I upper tier	—	-3.04 %	€ 53,671.07	€ 52,002.14	€ 47,759.19	€ 46,596.48
	Level I intermediate tier			€ 56,375.98	€57,463.48		
	Level I lower tier			€ 47,532.73	€46,360.26		
	Level II upper tier			€ 39,855.09	€41,637.34		
	Level II intermediate tier			€ 42,326.47	€42,326.47		
	Level II lower tier			€ 37,957.55	€38,840.01		
	Level III upper tier			€ 33,319.95	€32,636.17		
	Level III lower tier			€ 30,190.60	€29,818.40		
Group IV	Level I upper tier	—	-6.77 %	€ 29,103.97	€ 28,212.55	€ 26,227.18	€ 24,522.88
	Level I lower tier			€ 26,808.44	€26,808.44		
	Level II upper tier			€ 24,522.88	€24,522.88		
	Level II lower tier			€ 23,494.72	€23,392.25		
	Level III upper tier			€ 0.00	€0.00		
	Level III intermediate tier			€ 0.00	€0.00		
	Level III lower tier			€ 0.00	€0.00		
Average salary in 2024		—	-1.51 %	€ 57,367.81	€ 52,586.04	—	—



2023 - Average salary of the workforce by gender and professional group (fixed salary).

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Senior management	Single level	€ 212,653.85	€212,653.85	€ 212,653.85	€ 212,653.85	—	—	—	—
Group I	Single level (directors)	€ 107,177.48	€101,344.21	€ 107,177.48	€ 101,344.21	€ 108,716.10	€ 101,658.88	€ 108,716.10	€ 101,658.88
Group II	Level I upper tier	€ 84,889.34	€88,728.32	€ 74,871.14	€ 73,593.15	€ 83,965.81	€ 81,747.52	€ 71,013.14	€ 68,946.47
	Level I lower tier	€ 77,883.99	€81,254.43			€ 78,424.29	€ 81,915.15		
	Level II upper tier	€ 76,220.10	€77,206.22			€ 78,445.79	€ 72,244.90		
	Level II lower tier	€ 73,982.59	€73,984.75			€ 74,919.37	€ 75,054.92		
	Level III upper tier	€ 68,967.92	€69,166.18			€ 67,698.63	€ 68,682.02		
	Level III lower tier	€ 65,279.93	€66,172.82			€ 63,978.07	€ 65,541.43		
Group III	Level I upper tier	€ 63,061.52	€62,599.95	€ 51,587.11	€ 49,647.28	€ 58,089.05	€ 61,397.01	€ 49,863.37	€ 49,621.85
	Level I intermediate tier	€ 58,429.21	€61,368.05			€ 57,711.84	€ 59,222.67		
	Level I lower tier	€ 49,527.81	€48,910.13			€ 50,955.56	€ 49,179.91		
	Level II upper tier	€ 45,681.13	€45,435.51			€ 42,652.60	€ 42,810.00		
	Level II lower tier	€ 41,380.10	€41,635.44			€ 37,034.76	€ 36,593.54		
	Level III upper tier	€ 37,771.43	€39,805.44			€ 37,073.90	€ 39,527.81		
	Level III lower tier	€ 0.00	€0.00			€ 33,224.03	€ 33,224.03		
Group IV	Level I upper tier	€ 28,627.44	€27,223.58	€ 26,972.25	€ 26,942.43	€ 29,037.96	€ 29,105.19	€ 27,320.99	€ 26,940.53
	Level I lower tier	€ 0.00	€0.00			€ 25,484.24	€ 25,484.24		
	Level II upper tier	€ 0.00	€0.00			€ 0.00	€ 0.00		
	Level II lower tier	€ 22,838.08	€22,841.58			€ 22,822.28	€ 22,817.04		
	Level III upper tier	€ 0.00	€0.00			€ 0.00	€ 0.00		
	Level III intermediate tier	€ 0.00	€0.00			€ 0.00	€ 0.00		
	Level III lower tier	€ 0.00	€0.00			€ 0.00	€ 0.00		
Average salary in 2023		€ 59,832.97	€53,088.39	—	—	€58,474.68	€55,267.46	—	—

(continued)

		Differential on averages		Total staff			
		Men	Women	Average	Median	Group average	Group median
Senior management	Single level	—	—	€212,653.85	€212,653.85	€ 212,653.85	€ 212,653.85
Group I	Single level (directors)	—	1.42 %	€ 108,079.43	€ 101,658.88	€ 108,079.43	€ 101,658.88
Group II	Level I upper tier	—	-5.43 %	€ 84,612.28	€ 88,518.89	€ 72,637.56	€ 72,241.65
	Level I lower tier			€ 78,106.47	€81,538.35		
	Level II upper tier			€ 77,650.90	€77,229.14		
	Level II lower tier			€ 74,450.98	€74,115.41		
	Level III upper tier			€ 68,146.61	€68,946.47		
	Level III lower tier			€ 64,315.59	€65,604.90		
Group III	Level I upper tier	—	-3.46 %	€ 60,575.29	€ 62,582.16	€ 50,735.46	€ 49,621.85
	Level I intermediate tier			€ 58,175.37	€59,394.79		
	Level I lower tier			€ 50,287.25	€48,914.07		
	Level II upper tier			€ 43,788.30	€44,023.48		
	Level II lower tier			€ 38,935.85	€39,654.77		
	Level III upper tier			€ 37,399.41	€39,242.39		
	Level III lower tier			€ 33,224.03	€33,224.03		
Group IV	Level I upper tier	—	1.28 %	€ 28,901.12	€ 27,223.58	€ 27,020.28	€ 26,940.53
	Level I lower tier			€ 25,484.24	€25,484.24		
	Level II upper tier			€ 0.00	€0.00		
	Level II lower tier			€ 22,830.18	€22,829.92		
	Level III upper tier			€ 0.00	€0.00		
	Level III intermediate tier			€ 0.00	€0.00		
	Level III lower tier			€ 0.00	€0.00		
Average salary in 2023		—	-2.32 %	€ 59,114.87	€ 54,449.63	—	—

### 3.2 Work organisation

The organisation of working time is described under Chapter V of the Collective Agreement.

#### Working day, hours, licenses and holidays

The annual working time is 1,663 hours of actual work, minus public holidays and holidays, distributed as follows:

- a) A fixed annual working time of 1,512 hours per year, the distribution of which shall be as set out in the working calendar for each year.
- b) The difference in hours up to 1,663, i.e. 151 hours per year, is considered irregular hours, which are distributed to meet the needs of the service in accordance with the calendar of fairs, congresses and other trade fair activities.

There are two types of working hours days: the split working day and the continuous working day.

The split working day is Monday to Thursday from 9:30 am to 5:30 pm, with a one-hour lunch break in between, with a 60-minute flexibility for early or late start. The working day on Fridays is from 9:30 hours and departure at the employee's choice between 2 pm and 3 pm. The difference in hours worked on Fridays to complete the actual 7-hour working day must be made up from Monday to Thursday.

During the intensive working hours period, July and August, the timetable from Monday to Friday is from 8:30 am to 2:30 pm and and 30 minutes of flexible working hours, with 15 minutes of rest, during which time the Recinto Ferial may not be exited.

During the continuous working hours period, two rotating shifts are established every 15 days with the following timetables: a morning shift from 8 am to 3 pm and an afternoon shift from 3 pm to 10 pm.

During the intensive working hours period, the morning shift is from 8 am to 2 pm and the afternoon shift from 2 pm to 8 pm.

There is a possible third night shift, from 10 pm to 5 am, when the needs of the trade fair activity require it.

During weekends and public holidays when the trade fair is being held, working hours are adjusted to the timetable of the event. The usual working hours during these days are from 9 am to 9 pm.

Additionally, it should be noted that IFEMA MADRID recognises remote work and teleworking as an innovative way of organising and carrying out work thanks to the development of new technologies.

The principles governing teleworking at IFEMA MADRID are contained in article 19 of the Collective Bargaining Agreement and in the Remote Working Guide, which establishes the possibility of teleworking 40% of working time over a reference period of four weeks, which is equivalent to being able to work in this modality a maximum of eight days in the aforementioned period, preferably distributed weekly in three days of face-to-face work and two days of remote work.

#### Number of hours of absence

Year 2024: 52.167.4 hours.  
Year 2023: 42,177.9 hours.

#### Measures aimed at enabling a work-life balance and encouraging the co-responsibility and co-parenting by both parents.

- IFEMA MADRID has an important package of measures to favour the work-life balance of its employees, which are mainly contained in the Collective Bargaining Agreement and the Equality Plan. As a result of this, it has been certified as a Family-Responsible Company (FRC Company) since 2007, which accredits it as a company that is firmly committed to work-life balance and equality.
- The main measures in this area are listed below:
  - Extension of legally established paid leave (1 additional week of maternity/paternity leave; 2 additional days in the event of the death of a child or spouse; 1 additional day for moving house; 2 days for the birth of a grandchild; establishment of 31 December as a public holiday; 1 day for personal matters, and 3 hours to attend medical consultations for children).

- Granting unpaid leaved (leave for personal issues, for school tutoring, for studies, for hospitalisation and illness of family members, international adoption).
- Flexible working hours of 60 minutes on arrival at work.
- Long weekends during school holiday periods.
- Continuous working day on days such as the eve of public holidays, Easter and Christmas, which are public holidays in the school calendar, in order to enable workers to better align their schedules with those of their families.
- Possibility of a continuous working day for workers with children with ages under 12 so that they do not have to ask for a reduction in working hours.
- Complement 100% of the TI benefit.
- “IFEMA FLEX” flexible compensation plan (health insurance, restaurant vouchers , transport and childcare, training).
- 26 days’ holiday after 21 years’ service with the company and intensive working hours during the summer period.
- IFEMA MADRID also has an important package of social benefits:
  - Aid for children’s studies and childcare.
  - Aid to workers for medical expenses.
  - Aid for workers with children with disabilities.
  - Medical service throughout the working day.
  - Subsidised canteen service.
  - Free parking.
  - Insurance policies: pension plan, life insurance and retirement insurance.

### 3.3 Health and Safety

Health and safety and prevention of occupational risks is a basic and priority objective of IFEMA MADRID.

Workers have the right to effective protection in terms of health and safety at work, which implies the existence of a corresponding duty on the part of IFEMA MADRID’s management to protect workers against occupational hazards.

In order to guarantee the aforementioned right to protection, the management will adopt the necessary measures in terms of risk assessment, information, consultation, participation and training of workers, action in cases of emergency and serious and imminent risk, health surveillance and the provision of a prevention service.

The Management of IFEMA MADRID also guarantees the regular monitoring of the state of health of its employees according to the risks inherent to their work, for which it has a Medical Service staffed by medical personnel with technical competence and accredited capacity on its premises throughout the working day.

#### No. of work accidents by gender

	Women	Men
2023 (*)	3	6
2024 (*)	2	3

(\*) This includes both accidents with and without sick leave, as well as accidents on the way to and from work

#### Frequency rate by gender

	Women	Men
2023	2.65	14.85
2024	0	5.72

Note: No. of accidents with and without sick leave per million hours worked, excluding accidents on the way to and from work.

Severity rate by gender

	Women	Men
2023	0.003	0.25
2024	0	0.006

Note: No. of days lost due to accidents with and without sick leave per 1,000 hours worked, excluding accidents on the way to and from work.

Occupational diseases by gender

No cases of occupational disease have been recorded in either 2023 or 2024.

3.4 Social Relations

Organisation of social dialogue, including procedures for informing, consulting and negotiating with staff.

The Works Council of IFEMA MADRID was established in 1990. It is made up of 13 members, in accordance with the number of IFEMA MADRID employees.

The last elections for members of the Works Committee were held in late 2024, and the corresponding vote and constitution of the new Works Committee took place in January 2025.

Trade union activity is additionally carried out with the presence of three trade union sections (CC. OO, UGT and CSIF).

As a result of collective bargaining, 10 collective agreements have been concluded to date, the last one signed in 2023, with a four-year term until 31 December 2025.

Chapter XII of the Collective Bargaining Agreement, "Collective Representation and Trade Union Representation", regulates relations in IFEMA MADRID in this area.

IFEMA MADRID has a corporate intranet to promote communication and collaboration between employees, facilitating access to information of general interest to the workforce.

Percentage of employees covered by collective bargaining agreements by country.

All employees working at IFEMA MADRID are covered by the IFEMA MADRID Collective Bargaining Agreement.

Review of collective agreements, particularly in the field of workers' health and safety.

Chapter IX of the Collective Bargaining Agreement includes all matters relating to occupational health and safety:

It regulates the general principles of occupational health and safety, the Health and Safety Committee, a joint and collegiate body intended for regular and periodic consultation on the company's actions in terms of risk prevention, the prevention delegates, as representatives of IFEMA MADRID workers with specific functions in terms of occupational risk prevention, prevention Services, the set of human and material resources necessary to carry out preventive activities and guarantee adequate protection of the health and safety of workers, as well as a specific section on the discipline of Workers' Health Surveillance.

3.5 Training

The purpose of the 2024 training plan is to be in line with and accompany IFEMA MADRID's strategic business objectives. Four main blocks have been established:

**1) Compulsory training: this includes Training Actions that are required by law or company regulations and are compulsory.** Actions related to quality and sustainability, occupational safety and regulations in general have been the main focuses of training in this area, accounting for **30%** of the total number of training actions given during the year.

**2) Strategic training: integrates training that affects an entire area and/or group and aims to achieve corporate objectives and fill existing skills gaps aligned with the Institution's objectives.** In this area, in the year 2024, work was done to optimise the leadership skills of the Institution's directors

and managers. The purpose of this is to provide the group with more and better skills in order to achieve the new projects that the business is facing.

**3) Technical training: training aimed at helping employees, groups and/or areas to improve technical skills that contribute to their usual tasks.** Training in digitisation tools, languages and technical skills, both operational and theoretical, accounts for **58%** of the total actions. The diversification of the business, the international expansion, the optimisation of customer service to our clients (exhibitors and visitors) require more agile and higher quality processes. We focus on maintaining our brand positioning, the image we project with our services and the experience our clients take away. Therefore, we need to be technically prepared.

**4) Free access training: training actions that are carried out proactively by the employee and that are managed through flexible remuneration.** Supporting the personal development of IFEMA MADRID staff, we accompany the individual initiatives that people may propose in relation to improving their mission and tasks in the company. In the 2024 financial year, programmes and certifications in business schools and specialised centres were supported, which accounted for **9%** of the total number of actions carried out.

We are aware that training is at the disposal of the real needs of the Institution, given the moment of evolution and evident growth in which we find ourselves. For this reason, we believe it is important to highlight that more than 40% of the training actions managed during the year have arisen from emergencies.

In 2024, the absolute number of training hours continued to increase compared to previous years. The hours of leadership training, as well as the technical specialisations, have an important role to play in this. In terms of the number of training posts, fewer posts were impacted than in 2023, but with a higher number of training hours. The reason lies in the fact that, although transversal corporate training has been provided, the effort has been focused on more specialised actions, reducing the number of positions impacted and increasing the number of hours of training actions carried out.

In the year 2024, the capacity to adapt to the new needs that the Institution requires is consolidated in line with the growth of the human team that composes it.

Total quantity of training hours by gender and professional category

Training data	2023	2024
No. of employees trained / No. of training positions	467/1,939	306/632
Hours of training received by IFEMA MADRID personnel	8,317	10,087

Hours of training by gender in 2023

Women	Men	Total
5,259	3,058	8,317

Hours of training by professional group in 2023

G-I	G-II	G-III	G-IV	Total
Managers	Middle managers	Technicians	Support / Technical support	
418	1,930	4,932	1,037	8,317

Hours of training by gender in 2024

Women	Men	Total
5,223	4,864	10,087

Hours of training by professional group in 2024

G-I	G-II	G-III	G-IV	Total
Managers	Middle managers	Technicians	Support / Technical support	
1,219	4,494	3,103	1,271	10,087

3.6 Accessibility

IFEMA MADRID considers accessibility as one of its main goals in line with its social responsibility, especially taking into account that we manage public spaces.

We are aware of the shortcomings that both the Recinto Ferial and the Palacio Municipal of IFEMA MADRID have in this respect, given the date of their construction. In any case, research work has been carried out with the aim of generating a set of accessible itineraries that allow everyone to access any of the IFEMA MADRID spaces and enjoy the products and services we offer.

- A consultancy firm has been engaged to provide a detailed gap analysis.
- With this information, proposals for accessible routes have been developed and described in detail.
- It should be considered that, depending on the development of new lines of business, IFEMA MADRID may be forced to modify its facilities; this will be an opportunity to modify whatever is necessary, placing accessibility at the forefront.

Until it is known whether these works will finally be carried out, an Action Plan has been drawn up, on the basis of which some actions have already been set in motion:

- Preferential access signage at the various information desks at the North and South accesses, as well as at the hall accesses.
- Adjustments to the seats that are legally required to be reserved for wheelchairs in auditoriums and halls. Creation of a new sign for signposting preferential spaces for people with any type of disability, within rooms or spaces for talks, conferences, etc.
- Training for staff members who deal directly with customers or other stakeholders to understand accessibility, types of needs and pain points in IFEMA MADRID's relationship with people with special needs.
- The columns of the central avenue have also been painted in order to produce the necessary contrast with the pavement.

The goal, listed as one of the strategic goals in the Strategic Plan 2023-2026, is to conclude with the development of accessible routes and, in this sense, any modification or new architectural adaptation project will be developed.

With regard to the new infrastructures that are planned for the future, the rigorous application of the Technical Building Code ensures compliance with the required accessibility regulations.

Finally, at IFEMA MADRID we have obtained AENOR A90/000062 certification for AA Accessibility on IFEMA MADRID websites for the year 2022, so that anyone with special visual or hearing abilities can make proper use of the IFEMA MADRID website, in compliance with European standard UNE 139803:2012.

3.7 Equality

Measures taken to promote equal opportunities for women and men.

IFEMA MADRID promotes the principle of equal treatment for women and men, which implies the absence of any direct or indirect gender-based discrimination, especially those derived from motherhood or fatherhood and the corresponding paternity leaves, the assumption of family obligations and marital status.

In accordance with this principle, IFEMA MADRID has established a policy to avoid any behaviour contrary to equality through positive actions to protect the values of effective equality of women and men in the workplace, adopting measures to ensure that both women and men enjoy equal opportunities in terms of access to employment, training, promotion and career development.

The main measures to promote equal treatment and equal opportunities are contained in the Equality Plan and in Chapter X of the Collective Bargaining Agreement, "Gender equality and work-life balance.

Specific gender equality measures are listed below:

Recruitment

All decisions taken by IFEMA MADRID related to the selection and recruitment of people are based on the skills, qualities, capacity and professional experience of the candidates.

IFEMA MADRID guarantees equal treatment and opportunities between men and women in the selection processes, ensuring that they are carried out in accordance with criteria of merit, ability and equal opportunities, choosing the best professionals through a gender-neutral selection process based on the merit and skills of the candidates.

During the recruitment process, candidates are not, in any case, obliged to answer any questions related to their marital status, pregnancy or family responsibilities, nor does it include any preferential references based on gender or age.



**Preference in employment**

IFEMA MADRID promotes the policy of avoiding any behaviour that hinders equal access to employment and professional promotion within the company.

In view of the above, IFEMA MADRID prevents the existence of any element of disruption in access to employment or professional promotion that seeks an unjustifiable under-representation of gender in any area of activity or professional group.

**Promotion**

IFEMA MADRID considers the gender perspective in internal promotion processes, ensuring a balanced presence or composition of both genders in the final candidates and, in the event of a tie due to equal merits and abilities, it values the application of the principle of preference in favour of whoever is part of the least represented group.

For this reason, it encourages new promotions and appointments to move towards a balanced presence of both genders in those positions where one gender is significantly under-represented.

In this line, it regularly monitors the trend of promotions in all positions, including the management team.

As part of its promotion policy, IFEMA MADRID promotes measures that allow professional development to be combined with different personal circumstances to ensure that people with greater family responsibilities are not limited in their professional careers.

**Remuneration**

IFEMA MADRID ensures a wage system that guarantees equal pay based on gender, transparency and neutrality without any gender-based conditions, keeping a register with the average values of the salaries of women and men that evidence that there is no pay gap.

**On-the-job training**

For attendance at training courses, particular account is taken of the possible concurrence of under-representation due to gender in the area of activity or professional group to which the applicant worker belongs, and programmes and actions are promoted for training in equal opportunities for the entire workforce.

Online training is encouraged, thus ensuring a better organisation of working time, as well as a better work-life balance.

**Communication**

In order to reinforce the company’s policy on work-life balance and responsibility, encouraging both men and women to exercise these rights without distinction, IFEMA MADRID works to ensure that employees make use of the work-life balance measures available to them, promoting such work-life balance measures in force, describing such measures of and conveying in all cases that these measures will not affect the professional development and growth of employees.

It will also disseminate good practice on the responsible and effective use of the measures, reminding everyone that both men and women have access to such measures.

**Non-sexist language**

The use of sexist language that could lead to discriminatory situations or harassment is avoided, promoting the use of inclusive language in all communications within IFEMA MADRID.

Equality between men and women is also reflected in the equal distribution of its staff, comprising 489 employees at year-end 2024, of whom 231 are men (47.23%) and 258 are women (52.76%) and in its management team, which includes 17 men and 13 women.

**Equality plans, measures to promote employment, protocols against sexual and gender-based harassment**

In its commitment to equality, IFEMA MADRID, together with the Works Committee, has drawn up and implemented a new Equality Plan for the year 2024 in accordance with the provisions of Law 3/2007, with the aim of eliminating discrimination against women in any sphere of life, especially in the workplace, and in compliance with the legal requirements established by Royal Decrees 901/2020 and 902/2020.

In order to draw up the Equality Plan, a prior diagnosis of the situation has been carried out, consisting of a quantitative and qualitative study of the situation on issues related to working conditions and access to employment, remuneration, promotion and training, organisation of time and work and the prevention of sexual and gender-based harassment, in accordance with the provisions of Royal Decree 901/2020.

Likewise, in compliance with the provisions of Royal Decree 902/2020, the corresponding remuneration audit has been carried out, and an assessment of jobs of equal value has been carried out, in accordance with the provisions of the aforementioned regulation.

The diagnosis of the situation has made it possible to understand the situation at IFEMA MADRID in terms of equality and work-life balance, detect needs, define objectives for improvement and design a series of measures to achieve them, which will make up the Equality Plan.

The Equality Plan contains an ordered set of measures aimed at guaranteeing equal opportunities among IFEMA MADRID employees and preventing any possible situation of gender-based discrimination in the workforce.

Considering all of the above, the main goals of the Equality Plan are as follows:

- To guarantee compliance with the principle of equal treatment and opportunities for IFEMA MADRID employees.
- To promote a corporate culture of equal treatment and opportunities for all IFEMA MADRID employees.

- To set forth initiatives, including affirmative action initiatives, aimed at achieving a greater presence of the under-represented gender in the company in relevant areas.
- To continue to ensure that there are no discriminatory policies or procedures in the recruitment and selection processes, work-life balance, promotion, training, benefits and pay across the board.

Related to this point, IFEMA MADRID has negotiated a “Harassment Prevention Protocol” with the Works Council, whose Statement of Principles states that IFEMA MADRID will not tolerate, any type of discriminatory practice or conduct considered as moral harassment, sexual harassment or gender-based harassment, and it declares its concern and commitment to maintain positive working environments to prevent and avoid any type of harassment and to pursue and find a solution to any case of harassment occurring in the workplace.

**Protocol on harassment or violence against LGBTI people**

IFEMA MADRID also has a Protocol for the prevention of harassment and/or violence against LGBTI persons, which sets out the guidelines and lines of action to ensure a culture of respect for the dignity of the individual. The strategic objective is to establish a working environment where all staff are treated with dignity, not allowing or tolerating any kind of harassing behaviour, whether moral, sexual and/or on the basis of sex, gender identity or sexual orientation.

This Protocol is in line with Law 4/2023 and aims to prevent and eradicate discriminatory situations based on gender, constituting harassment, in the form of sexual and gender-based harassment or on grounds of sexual orientation, as well as any type of harassment or attack on the moral integrity of any person who is a member of or related to IFEMA MADRID.



To this end, the Protocol addresses two fundamental aspects: the prevention of any form of harassment in the workplace and IFEMA MADRID's response to complaints of harassment on grounds of sexual orientation, gender identity and/or sexual expression. Two types of actions are therefore established:

- Establishment of measures aimed at preventing and avoiding situations of harassment based on sexual orientation, gender identity and/or sexual expression, or any form of workplace violence.
- Determination of the internal procedure for action in cases in which, despite preventive efforts, an internal complaint or report of harassment due to sexual orientation, gender identity and/or sexual expression, or any form of workplace violence on the part of a worker occurs.

For the development of the Protocol, as well as the measures included in it, the company's representatives, together with the legal representatives of the workers, carried out a collective bargaining procedure, in accordance with the provisions of Act 4/023, of 28 February, for the real and effective equality of trans persons and for the guarantee of the rights of LGBTI persons, which provides in Article 15.1 that "the measures shall be agreed through collective bargaining and agreed with the legal representatives of the workers".

In light of the above, this Protocol has been negotiated and agreed through collective bargaining conducted by the members of the Equality Commission on 1 March 2024.

In this regard, without prejudice to the presentation of the document and its publicity to the entire workforce, the Protocol on Harassment or Violence against LGBTI people forms part of the "Welcome Process Manual" which is given to all employees when they join the organisation.

**Integration and universal accessibility for persons with disabilities.**

IFEMA MADRID complies with the General Law on Disability, which establishes that all companies must have a reserve quota of 2% of their staff for persons with a disability equal to or greater than 33%. Specifically, IFEMA MADRID has 10 employees with disabilities, representing 2.04% of its workforce.

The Collective Bargaining Agreement in Article 14, "Workers' Rights", states that no worker may be discriminated against directly or indirectly for employment, or once employed, on the grounds of disability provided that they are fit for the job and able to perform the work or job in question.

In addition, the Collective Bargaining Agreement, in its article 71, "Social Benefits", provides financial assistance to workers who have children with a degree of disability of more than 33%.

IFEMA MADRID's commitment to the integration and accessibility of people with disabilities is also reflected in its status as a member of the Forum for Socially Responsible Public Procurement "Forum with an R", which focuses on creating and maintaining employment for people with disabilities, as well as universal accessibility through public procurement.

04.

# Human Rights

## 04. Human rights.

### Implementation of human rights due diligence procedures, prevention of risks of human rights abuses and, where appropriate, measures to mitigate, manage and remedy potential abuses.

Paragraph 5.2 of the Code of Conduct, "Human Rights and Public Freedoms", states that IFEMA MADRID undertakes to respect and protect the rights and public freedoms recognised in the Universal Declaration of Human Rights and in the most important international agreements on the subject. In this regard, IFEMA MADRID, in accordance with the Universal Declaration of Human Rights, explicitly condemns and prohibits that any type of work or service is performed by a person under threat, punishment or inhumane conditions or by any person under the minimum working age.

Paragraph 5.3, "Equality and Non-Discrimination", of the IFEMA MADRID Code of Conduct states that it guarantees equal employment opportunities and non-discrimination on the grounds of gender, sexual orientation, marital status, age, race, nationality, social status, religion, political opinion, trade union membership or any other personal aspect protected by law.

Related to this point, IFEMA MADRID has negotiated a "Harassment Prevention Protocol" with the Works Council, whose Statement of Principles states that IFEMA MADRID will not tolerate, any type of discriminatory practice or conduct considered as moral harassment, sexual harassment or gender-based harassment, and it declares its concern and commitment to maintain positive working environments to prevent and avoid any type of harassment and to pursue and find a solution to any case of harassment occurring in the workplace.

The Normative Framework on which the Harassment Protocol is based is the Spanish Constitution, the Organic Law 3/2007 for the Effective Equality of Women and Men, the European Agreement on Harassment and Violence in the Workplace signed on 26 April 2007 by BUSSINESS EUROPE, the ILO Convention No. 111 concerning Discrimination in Respect of Employment and Occupation, and Directive 2006/54 of the European Parliament transmitting the European Framework Agreement on Gender-based Harassment and Violence.

### Reporting cases of violations of human rights

There have been no reports of human rights violations through the Ethics Channel or any other means in either 2023 or 2024.

### Promotion and enforcement of the provisions of the ILO core conventions related to respect for freedom of association and the right to collective bargaining.

The Works Council of IFEMA MADRID was established in 1990. It is made up of 13 members, in accordance with the number of IFEMA MADRID employees.

The last elections for Works Council members were held in September 2020, promoting new trade union elections in 2024 and submitting the minutes of the new Works Council in 2025.

Trade union activity is additionally carried out with the presence of three trade union sections (CC. OO, UGT and CSIF).

As a result of collective bargaining, 10 collective agreements have been concluded to date, the last one signed in 2023, with a four-year term until 31 December 2025.

Chapter XI of the Collective Bargaining Agreement, "Collective Representation and Trade Union Representation", regulates relations in IFEMA MADRID in this area.

### Elimination of discrimination in employment and occupation.

The provisions and policies for the elimination of discrimination in employment and occupation are contained in the Code of Conduct itself, specifically in point 6.3, "Effective Equality", in Chapter X, "Gender Equality and Work-Life Balance", of the Collective Bargaining Agreement and fundamentally in its Equality Plan.

In order to comply with Royal Decree 901/2020, which regulates equality plans and their registration, during the last quarter of 2022, negotiations began with the Works Council to formalise a new Equality Plan, which was signed on 21 February 2023 and will last for four years.

The Equality Plan is the document that sets out the policies for reconciling the personal and professional lives of employees and equal opportunities.

The Management of IFEMA MADRID recognises as a strategic objective the development of labour relations based on equal opportunities, non-discrimination and respect for diversity, promoting a favourable environment, facilitating measures to reconcile work and personal life, and striving to follow best practices.

Along these lines, IFEMA MADRID assumes and promotes the following corporate commitments:

- Ensuring the quality of employment by maintaining stable and quality jobs that guarantee the continuous improvement of professional skills and competences.
- Implementing work-life balance measures. An example of this is that IFEMA MADRID has been certified as a Family Responsible Company (FRC) since 2007.
- Developing the principle of equal opportunities among its professionals and, in particular, equal treatment of men and women.

- Respecting diversity, promoting non-discrimination on grounds of race, colour, age, gender, marital status, ideology, nationality, religion and sexual orientation or any other personal, physical or social condition of its professionals.
- Complying with current laws and regulations.
- Maintaining commitments with external institutions in order to obtain and maintain accreditations and distinctions in terms of work-life balance and equality.

### Elimination of forced or compulsory labour, effective abolition of child labour.

Article 105 of the IFEMA MADRID Collective Bargaining Agreement, "Prohibition of forced and child labour", includes the express condemnation by IFEMA MADRID Management and the Works Committee of any type of work or service obtained from any person under threat or punishment for which said person has not volunteered, which constitutes a violation of human rights.

Any form of labour or service obtained from any person below the minimum working age is also prohibited. IFEMA MADRID also considers the use of this type of labour to be a violation of human rights and any form of ethics.

# 05.

## Corruption and Bribery

# 05. Corruption and Bribery

Since 2017, IFEMA MADRID has had a Regulatory Compliance Management System, which is built as a self-regulation system to improve the management and ethical behaviour of the members of the Institution. The implementation of this system also contributes to the prevention and mitigation of criminal risks which, although they do not imply criminal liability for IFEMA MADRID,<sup>1</sup> may affect the Institution. In this regard, it is a suitable system for the adoption of appropriate measures in the fight against fraud, nepotism and corruption, as well as for the effective prevention, detection and resolution of conflicts of interest (an obligation also set out in Article 64 of the Public Procurement Act).

The Regulatory Compliance Management System is based on the definition and assessment of IFEMA MADRID's compliance risks,<sup>2</sup> as well as the implementation of the necessary controls to mitigate the risks identified. It is therefore necessary to analyse the key business processes of different areas and directorates of the Institution. Similarly, the system promotes and encourages the development of an ethical culture, which influences decision-making and the behaviour of the professionals who form part of IFEMA MADRID.

The Compliance function is responsible for establishing a Compliance Risk Prevention Programme as part of a system of compliance with ethical rules and standards. This function is carried out by the person designated by the Institution as IFEMA MADRID's Compliance Officer. The RCC shall be responsible for supervising and promoting compliance with the Compliance Risk Prevention Programme within the framework of the Ethical Standards and Rules Compliance System defined by the Institution and driven by the compliance function, in accordance with the rules of procedure of that Committee.

The specific functions of the Committee, as well as its composition, are regulated in the Rules of Procedure of the Compliance Committee, which are approved by the Executive Committee. The Regulatory Compliance Management System is documented by the following standards, in addition to the aforementioned Code of Conduct

- Regulatory Compliance Policy
- Regulatory Compliance Manual.
- Rules of Procedure of the Regulatory Compliance Committee.
- Anti-corruption policy.
- Conflict of Interest Policy.
- Gifts and Bequests Policy.
- Information and complaints management policy.
- Information and complaints management procedure.

Corrupt practices are considered to be those included in the Spanish Criminal Code, approved by Organic Law 10/1995 of 23 November, such as corruption in business, bribery, influence peddling and illegal financing of political parties. Specific measures to prevent corruption and bribery are set out in the Anti-Corruption Policy. The purpose of this policy is to make IFEMA MADRID's position clear and to establish a series of guidelines for action to prevent the persons to whom this policy applies from engaging in conduct contrary to current regulations.

IFEMA MADRID will act ex officio, or after being alerted, in the event of any allegation of corruption, investigating any acts that may contradict the provisions of the Code of Conduct or the Anti-Corruption Policy, and, if necessary, adopt the appropriate disciplinary and legal measures.

IFEMA MADRID has an internal Whistleblowing Channel, in accordance with Law 2/2023, which is intended to be one of the main sources of information for detecting risks of non-compliance and preventing the commission of any illegal act or offence within the Institution or on its behalf. In line with the Institution's commitment to continuous improvement, the information received may be used to review and, where appropriate, update internal processes, policies, procedures and protocols in order to avoid or prevent future malpractice. In addition, this externally-enabled tool ensures a higher level of social responsibility of the Institution towards its stakeholders.

This Channel is managed by an independent external company specialised in complaint management (the Complaints Manager), which provides the Channel's web platform. IFEMA MADRID's internal whistleblowing channel has a Channel Management Procedure that regulates its operation. The Channel is accessible on the Institution's website: <https://www.ifema.es/en/about-us/transparency/good-governance>.

Finally, IFEMA MADRID has developed a risk management methodology consisting of a harmonised treatment of the different types of risks to which it is exposed, with the ultimate aim of having an effective Risk Management system that will include the strategies, processes and procedures necessary to identify, measure, monitor, manage and periodically report the risks to which, at an individual and aggregate level, it is or may be exposed.

In this respect, the Institution has formalised processes for the identification, documentation and assessment of risks and controls, structured in three main phases:

- Phase I. Identification and assessment of risks and controls.
- Phase II. System Maintenance.
- Phase III. System Supervision.

These phases ensure an adequate risk management and mitigation, as risks and controls are reviewed, assessed and monitored on a regular basis.

## Measures to combat money laundering and terrorism financing

IFEMA MADRID, going above beyond the provisions of Act 11/2021, of 9 July, on measures to prevent and fight tax fraud, prohibits cash payments by exhibiting companies that participate in events.

IFEMA also collaborates with financial institutions by providing the information they require when income is received for participation in fairs from restricted countries.

## Contributions to foundations and non-profits

In the year 2023, a contribution of €67,000 was made to the Teatro Real, €2,875.50 to the entity CEPREVEN and another contribution to the International Federation of Journalists and Tourism Writers for the sum of €5,390.00.

A contribution of €67,000.00 was also made to the Teatro Real in the year 2024.

1. Article 31 quinquies of the Spanish Criminal Code develops the public entities exempt from liability, which complemented with Circular 1/2016 of 22 January 2016 of the State Attorney General's Office allows ruling out the possibility of assigning criminal liability to the legal entity of IFEMA MADRID, as public consortiums have been excluded from the scope of this regulation, as expressly established in the aforementioned Circular.

2. Compliance risk is the risk that an organisation may suffer sanctions, fines, financial loss or reputational damage as a result of non-compliance with laws, regulations, self-regulatory standards or codes of conduct that apply to its business.



# 06.

## Clients and society

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# 06. Clients and society

Since its creation more than 40 years ago, IFEMA MADRID has been aware of its responsibility as a driving force for the economy.

- Firstly, promoting a sustainable economic development that is committed to the growth of its environment, generating wealth and boosting employment in the Community of Madrid.
- Secondly, by promoting, from each of the fairs, the development of the sectors represented.

In the first case, IFEMA MADRID has become one of the main sources of business tourism in our environment. Our events are a boost to transport, local commerce, the hospitality sector, tourism, etc.

It has therefore always been committed to growing its business, diversifying its products and incorporating new models such as the leisure events and concerts sector, which came to the fore in 2023. So, and building on the significant development of the previous year, new products have continued to be incorporated, both for leisure and professional purposes, in a fully dynamic model of creation and incorporation.

Furthermore, this growth has always been linked to the Community of Madrid, communicating our environment and working to attract international attendees, including direct actions through the buyers' programmes. These achievements have undoubtedly also had an impact at national level.

Parallel to the economic boost, IFEMA MADRID has renewed its social and sustainability commitment, something which is deeply ingrained in our DNA and which, therefore, has not been forgotten even in the worst moments of the pandemic, but has been immediately considered for further development as IFEMA was aware from early on that it was going to be more necessary than ever.

## 6.1 Clients

In terms of sectoral promotion, IFEMA MADRID's trade fairs work with the most representative associations of each sector and with all the main players to ensure that the fairs are not only commercial opportunities, but also platforms for promoting innovation, encouraging exports and disseminating trends.

That's why, every event has its own organising committee where the main stakeholders of the sector are represented, ensuring the engagement with the organisation.

### Buyers' Programme.

One of the most important actions are the International Buyer Programmes, whereby the event allocates part of its budget to attract and invite importers from other countries prescribed by national exporters' associations, foreign economic promotion agencies or exhibitors.

The following programmes were carried out during 2024:

### Programmes carried out

Event:	2023		2024	
	National	International	National	International
FITUR		114		52
PROMOGIFT	45		66	
INTERGIFT-BISUTEX-MADRIDJOYA (Feb. ed.)		245	101	118
MOMAD (Feb. ed.)		20		15
ARCOmadrid		258		409
INTERSICOP			103	9
MEAT ATTRACTION		87		
ARCOlisboa		151		122
MOTORTEC				
ORGANIC FOOD		88		
SPAIN SKILLS			98	
GLOBAL MOBILITY CALL		65		59
INTERGIFT, BISUTEX Y MADRIDJOYA (Sept. ed.)		222	144	118
MOMAD (Sept. ed.)		24		9
GRAN CANARIA SWIM WEEK BY MODA CÁLIDA		31		
FRUIT ATTRACTION		657		665
GUEXT				21
FUNDAE	65			
FIAA				
C&R		70		
SMART DOORS				
EPOWER&BUILDING				200
MADRID COMIC POP UP	13			
GAMERGY				
	123	2,032	512	1,797
TOTALS PER YEAR	2,155		2,309	

Actions promoting innovation and entrepreneurship

Another of the initiatives to boost the economy are the actions to promote innovation and entrepreneurship that are launched at each of our fairs/events. Innovation actions can be sectorally or organisationally focused. Entrepreneurship actions will always be oriented towards promoting entrepreneurship in the sector.

List of innovation actions by fair/own and co-organised event

No.	Trade fair/ Event,	Innovation initiative	Description
1	BISUTEX	Driving innovation of the trade fair/ event	Live Style digital platform (LIVE Connect).
2	BISUTEX	Driving innovation in the sector	Image Forum: programme of conferences, talks and panels held in this forum. Among other things, innovation issues in the sector are discussed.
3	BISUTEX	Driving innovation in the sector	New products were presented on the catwalk.
4	BISUTEX	Drive the innovation of the fair/event	For the first time, the trade fair has given a training talk at VÍA TEXTIL, a project to support entrepreneurs, on the importance of trade fairs as a marketing tool.
5	FITUR	Driving innovation of the trade fair/ event	“Sustainable Stand” Awards: for the fifth time, FITUR has awarded the “Sustainable Stand” prize, organised in collaboration with the Institute of Responsible Tourism (ITR), with the aim of recognising and highlighting the efforts of exhibiting companies to ensure that their presence at FITUR is respectful of the environment and climate change, fostering social and cultural aspects, as well as making reference to governance and economic issues.
6	FITUR	Driving innovation in the sector	With innovation as the common thread, FITURTECHY focused on technology in the tourism industry, with four forums: business, destination, sustainability and future. In addition, in the “Hotel of the future” showroom, attendees were able to play with the use and implementation of new technologies in this environment. Under the slogan <i>Desafío total</i> , (meaning Total Challenge, from the Spanish title of the 1990 science fiction film <i>Total Recall</i> ), the call to transform current standards in technology and sustainability will be discussed in a programme in which artificial intelligence, the data economy and the analysis of the challenges facing the hotel industry will play a major role.
7	FITUR	Driving innovation in the sector	FITUR Know-How Export held its 12th edition, where the focus was on digitisation, sustainability and smart destinations. The content of this 12th edition focused on: multilateral organisations in tourism; digital transformation by European funds; use cases of the Intelligent Destination Platform; balance of the BID programme; Future Tourism project; Travelguau Awards and AI awards; DTI awards; progress of the Intelligent Destination Platform; technology: beyond AR and AI; data, key in tourism management; applications of AI in the tourism sector; challenges of creating agrotourism experiences; the transition of the tourism sector to the circular economy; business sustainability roadmap; conclusions of the UN Global Compact working group in Spain.
8	FITUR	Driving innovation in the sector	With a commitment to digitisation and as a complement to the on-site fair, the FITUR LIVE Connect online platform welcomes the professional tourism community and provides the opportunity, before, during and after FITUR, to connect, exchange information, identify interests, establish meetings and display the sector’s offer in products, services and destinations to all those who make up the value chain in the tourism industry.
9	FITUR	Driving innovation in the sector	FITUR included in its plan of activities and technical seminars educational talks on sustainability, accessibility and innovation.

(continued)

No.	Trade fair/ Event,	Innovation initiative	Description
10	FITUR	Driving innovation of the trade fair/ event	FITUR4all: FITUR, in collaboration with IMPULSA IGUALDAD, presents the first edition of FITUR 4all. This section focuses on strengthening the quality, diversity and inclusion of the tourism offering, giving visibility to the latest trends and best practices in accessible tourism.
11	FITUR	Driving innovation of the trade fair/ event	FITUR4all Awards: the conference was complemented by the FITUR 4all Awards ceremony, created with the aim of supporting the annual recognition of outstanding efforts in the development and promotion of accessibility in the tourism sector.
12	MADRIDJOYA	Driving innovation of the trade fair/ event	Live Style digital platform (LIVE Connect).
13	MADRIDJOYA	Driving innovation in the sector	Image Forum: programme of conferences, talks and panels held in this forum. Among other things, innovation issues in the sector are discussed.
14	MADRIDJOYA	Driving innovation in the sector	For the second consecutive year the Ephemeral Museum of MADRIDJOYA-MADOC Space has been established: To promote the sector, including new developments.
15	MADRIDJOYA	Driving innovation of the trade fair/ event	New format of exchange agreement with jewellery schools, to give them the opportunity to make themselves known and to be able to offer their training courses.
16	MADRIDJOYA	Driving innovation of the trade fair/ event	Image Forum: this time inside the hall for the first time.
17	MADRIDJOYA	Driving innovation in the sector	New WABI-SABI project (appreciation of ageing and the beauty of simple and imperfect things): exhibition of jewellery products and personalised clothing, giving them a second life.
18	MADRIDJOYA	Driving innovation of the trade fair/ event	For the first time, the trade fair has given a training talk at VÍA TEXTIL, a project to support entrepreneurs, on the importance of trade fairs as a marketing tool.
19	INTERGIFT	Driving innovation of the trade fair/ event	Live Style digital platform (LIVE Connect).
20	INTERGIFT	Driving innovation in the sector	Speakers' Corner: talks focused on innovation.
21	INTERGIFT	Driving innovation of the trade fair/ event	Green Area Experience: a vertical garden-like room to connect with nature.
22	INTERGIFT	Driving innovation of the trade fair/ event	Relocation of Speakers' Corner to a zone in hall 3 (high decoration zone).
23	INTERGIFT	Driving innovation of the trade fair/ event	Hosting of an interior design project at the trade fair itself (a novelty), with the participation of IFEMA MADRID, with the participation of experts, to position the trade fair. It is a collaborative space.
24	INTERGIFT	Driving innovation of the trade fair/ event	This is the first year the halls have been decorated with floral centre pieces, the work of two florist companies who have provided plants and labour to decorate the halls (in exchange the company is given publicity). One of the companies is the FUNDACIÓN A LA PAR.
25	INTERGIFT	Driving innovation in the sector	Real Fábrica de Tapices: the Royal Tapestry Factor has diversified its activity. This is the first year in which IFEMA MADRID has provided a <i>stand</i> to allow it to promote its new products.

(continued)

List of innovation actions by fair/own and co-organised event (continued)

No.	Trade fair/ Event,	Innovation initiative	Description
26	INTERGIFT	Driving innovation of the trade fair/ event	Asociación Regalo Fama has decorated a rest area for the first time.
27	INTERGIFT	Driving innovation of the trade fair/ event	For the first time, the trade fair has given a training talk at VÍA TEXTIL, a project to support entrepreneurs, on the importance of trade fairs as a marketing tool.
28	MOMAD	Driving innovation of the trade fair/ event	PASARELA: programme of conferences and fashion shows (new for the first time).
29	MOMAD	Driving innovation in the sector	Sustainable Experience Zone, checked by the show management, where exhibitors undergo checks and, if they comply with them, are allowed to place their stands in this area. Not only exhibitors of products but technology.
30	MOMAD	Driving innovation in the sector	KM0: KM0 is organised by ASECOM and FEDECOM where the exhibitors are the workshops (the MOMAD exhibitor is the visitor).
31	MOMAD	Driving innovation of the trade fair/ event	For the first time, the trade fair has given a training talk at VÍA TEXTIL, a project to support entrepreneurs, on the importance of trade fairs as a marketing tool.
32	MOMAD	Driving innovation of the trade fair/ event	IFEMA MADRID, for the first time, has given space to a company to make a decoration (recreation of the terrace of the Ritz Hotel) in the press interview area (boosting the image of the trade fair).
33	MOMAD	Driving innovation of the trade fair/ event	New WABI-SABI project (appreciation of ageing and the beauty of simple and imperfect things): Exhibition of jewellery products and personalised clothing, giving them a second life.
34	MOMAD	Driving innovation of the trade fair/ event	MOMAD Talents by ISEM competition: this year, with the presentation of the "TALENT LAB 23" collection, a project of the Centro Superior de Diseño de Moda de la Universidad Politécnica de Madrid (CSDMM-UPM). TALENT LAB 23 opens the doors of its classrooms to show the work of the promising young fashion designers who are trained there. The initiative, present in various formats, is supervised by the centre's teachers, designers of great prestige, allowing the looks designed and produced by the students to be admired, becoming, without doubt, an attraction of MOMAD at the core of the connection between halls 6 and 8, thus affording the creators of the future the greatest visibility at the most important fair of the fashion industry in our country.
35	GENERA	Driving innovation in the sector	Innovation gallery: a physical space where new products coming onto the market can be exhibited.
36	GENERA	Driving innovation in the sector	Conferences, forums and activities: there are the institutional conferences on Energy Efficiency and the General Solar Forum. Besides, companies present their innovations at these forums and conferences.
37	GENERA	Driving innovation of the trade fair/ event	Creation of three new collective areas in addition to those of the previous year (with better conditions and improved communication): UNEF-SOLARTYS. They would be: ANESE, A3E and AEDIVE. Small start-up companies are incorporated into these areas, helping them with communication, dissemination, etc.
38	GENERA	Driving innovation of the trade fair/ event	IDAE-MINISTRY (for the first time): rather than conferences they have had a stand, organising more activities and disseminating plans and conferences from the stand IFEMA MADRID participated by publicising this new element, setting up the stand and its location.
39	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation in the sector	Catwalk shows live-streamed on YouTube and the trade fair website.
40	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation in the sector	CibelfEST: professional talks in various sectors (culture, art, music, etc.) and concerts (part of Cibelespacio).

(continued)

No.	Trade fair/ Event,	Innovation initiative	Description
41	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation in the sector	Promoting communication via social media, inviting prestigious national and international influencers to integrate the trade fair into these communication networks.
42	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	CibelfEST space made available to sponsors for talks and activities.
43	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	Opening party for the catwalk show at the Teatro Real (press, designers, celebrities, sponsors, authorities, models, etc.), in collaboration with <i>HOLA</i> .
44	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	Tickets are once again on sale to the public at all prices, in order to bring fashion closer to society.
45	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	For the first time, an information point has been set up for VIP visitor tickets and <i>backstage tours</i> have been organised (staggered).
46	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	For the second time, we have opted for a type of catering according to the profile of the participants in the event (e.g. international and Spanish food...).
47	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	Decoration with mannequins and <i>looks</i> provided by designers from the Teatro Real party.
48	MERCEDES- BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	To give visibility to designers by dressing members of the MERCEDES-BENZ FASHION WEEK MADRID trade fair group with their clothes.
49	MERCEDES- BENZ FASHION WEEK MADRID	Driving innovation in the sector	L'OREAL Awards for the best model and the best collection: the winners receive recognition and publicity.
50	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	A mobile phone charging area has been set up.
51	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	The application for participation has been uploaded for the first time on the website in order to have a wider reach and to be able to reach more designers.
52	INTERSICOP	Driving innovation in the sector	INTERSICOP Forum: talks where novelties are presented (panel on the future of patisserie in collaboration with the public administration...). Looking to the future.
53	INTERSICOP	Driving innovation in the sector	Forum of great masters: the best personalities in the sector participate, presenting new products with demonstrations (tastings, etc.). Vegan bakery as a new feature. Enzyme application in ice cream production, etc.
54	INTERSICOP	Driving innovation in the sector	Four championships to participate in. Minimum requirements must be met: <ul style="list-style-type: none"><li>• Best master ice-cream maker in Spain. A minimum score is required to win the prize. Diploma and recognition.</li><li>• Best master pastry chef in Spain. Diploma and recognition award.</li><li>• National bakery championship. Diploma and recognition award.</li><li>• National Student Pastry Championship. Diploma, recognition and prize money.</li></ul>
55	INTERSICOP	Driving innovation of the trade fair/ event	Collaboration with the COFFEE FEST fair, speciality coffee, in hall 14; this year, as new addition, being held at the same time (sharing tickets, set-up, dates, etc.).
56	INTERSICOP	Driving innovation of the trade fair/ event	Actions with collaborating exhibiting companies, so that they lend their equipment or materials (machinery-products-raw material) for the forums.

(continued)

List of innovation actions by fair/own and co-organised event (continued)

No.	Trade fair/ Event,	Innovation initiative	Description
57	INTERSICOP	Driving innovation of the trade fair/ event	New <i>torrijas</i> making championship of the Community of Madrid, in three categories: innovation, gluten-free and traditional.
58	ARCOmadrid	Driving innovation in the sector	Closed-door professional meetings: to promote research into contemporary art.
59	ARCOmadrid	Driving innovation in the sector	Tender contest for catalogue among three design studios: What is the future of the art fair catalogue? The winner made the catalogue and includes two texts by writers analysing the space of the catalogue as another space of the trade fair and the digital space as another space of the trade fair. The catalogue as a creative strategy, turning it into another piece of the trade fair's contemporary art. This catalogue is sold and also carries advertising. This year, the designer made a graphic intervention in the trade fair space. In addition, all the cartouches of all the galleries included their catalogue page number as a reference.
60	ARCOmadrid	Driving innovation of the trade fair/ event	As another new element this year, a young designer (a recently created company) was invited to design the uniforms for the ARCO staff hostesses.
61	ARCOmadrid	Driving innovation of the trade fair/ event	Four PREMIUM rooms decorated by different Spanish interior designers. The decoration changes.
62	ARCOmadrid	Driving innovation of the trade fair/ event	Section dedicated to the central theme, CARIBBEAN; included the reflection forum.
63	ARCOmadrid	Driving innovation of the trade fair/ event	ARCOmadrid and the Museo Reina Sofía organised a party with DJs inside the Museum space, with free access for everyone.
64	ARCOmadrid	Driving innovation of the trade fair/ event	ARCOmadrid gave picnics to the gallerists so that they did not have to go for lunch, making their participation more comfortable and efficient.
65	ARCOmadrid	Driving innovation of the trade fair/ event	On the second day of the trade fair, all the guests of the trade fair were treated to a traditional Madrid <i>aperitivo</i> .
66	ARCOmadrid	Driving innovation of the trade fair/ event	Two prizes were replaced by two others, in association with the trade fair's sponsoring brands.
67	ARCOmadrid	Driving innovation in the sector	To help galleries, ARCOmadrid has shared gallery previews to activate business.
68	SICUR	Driving innovation in the sector	Innovation Gallery: highlighting innovative products from exhibitors. Criteria for determining whether the product is new or not.
69	SICUR	Driving innovation in the sector	SICUR Forum: a programme of technical conferences on subjects ranging from innovation to sector trends and current affairs
70	SICUR	Driving innovation of the trade fair/ event	New EXO CORNER space, dedicated to a specific product: exoskeletons. It also featured an exhibition with mannequins, a Speakers' Corner and a panel for expressing your ideas.
71	SICUR	Driving innovation in the sector	SICUR-CIBER Forum: programme of technical conferences covering innovation and trends in the cybersecurity sector.
72	SICUR	Driving innovation of the trade fair/ event	Implementation of streaming for the first time at FORO SICUR and FORO SICUR CIBER in collaboration with IFEMA MADRID LAB (via the website and the LIVE Connect platform).

(continued)

No.	Trade fair/ Event,	Innovation initiative	Description
73	EXPODENTAL	Driving innovation in the sector	Speakers' Corner: conferences covering various topics, including innovation.
74	EXPODENTAL	Driving innovation of the trade fair/ event	A new area was created at the trade fair: MANAGEMENT AREA, included within the TRAINING AREA. Now called the TRAINING AND MANAGEMENT AREA. Purpose: to provide information on clinic management, software, clinic architecture, etc.
75	EDUCATION WEEK	Driving innovation in the sector	Forums (AULA FÓRUM) in each of the trade fair zones (at least one forum in each trade fair) presenting new features.
76	EDUCATION WEEK	Driving innovation in the sector	Speakers' Corner (POSTGRADUATE AND CLASSROOM), where new products are presented.
77	EDUCATION WEEK	Driving innovation in the sector	Debate forums of the CONGRESO RED INTERDIDAC and FERIA DE POSTGRADO Y FORMACIÓN CONTINUA: activities relating to educational resources and teachers. This year's theme is to foster reading.
78	EDUCATION WEEK	Driving innovation in the sector	AULA: building workshops and other professions focused on vocational training (new activity): construction, motor and other companies present the professions related to their sector. They have introduced new materials (more sustainable and innovative) and aim to promote and ensure the generational changeover. A new feature was the participation of workshops from the metal and automotive sectors.
79	EDUCATION WEEK	Driving innovation in the sector	Reading corner: presence of publishers and the Madrid publishers' guild, dealing with the professions related to book publishing, as well as promoting reading among young people.
80	EDUCATION WEEK	Driving innovation of the trade fair/ event	For the first time, the CAMPUS FOR TALENT AND ENTREPRENEURSHIP was organised. Three blocks of conferences: Day 1: fostering talent; Day 2: green entrepreneurship; Day 3: entrepreneurship as a profession.
81	EDUCATION WEEK	Driving innovation of the trade fair/ event	SCHOOLS DAYS: activity areas for exhibitors to showcase their new products, with an area called "Chess Zone" for young people to use.
82	EDUCATION WEEK	Driving innovation in the sector	Expansion and development of the specific space for youth employment in collaboration with the Community of Madrid, to support students failing at school, promoting the acquisition of skills to prepare them for the labour market.
83	IBERZOO PROPET	Driving innovation in the sector	Aquarophilia Conferences: to promote the aquarium area.
84	IBERZOO PROPET	Driving innovation in the sector	Veterinary workshop: training on new pharmaceuticals or veterinary intervention products, etc.
85	IBERZOO PROPET	Driving innovation in the sector	Dog styling stage: talks on organisation, optimisation of grooming facilities, etc.
86	IBERZOO PROPET	Driving innovation in the sector	Afternoon Sector Event, where the annual sectoral report is presented to promote the progress of the sector (produced by the two major sectoral associations and promoters of the event).
87	IBERZOO PROPET	Driving innovation in the sector	Allocation of a space to AMVAC to hold a leading congress in the veterinary sector, with the aim of promoting innovation in the sector (new technologies, knowledge, etc.).
88	IBERZOO PROPET	Driving innovation in the sector	Allocation of a space to AEDPAC to hold the 6th AEDPAC FORUM on distribution to promote the sector (talks on technology, entrepreneurship, social issues, etc.).
89	EXPOÓPTICA	Driving innovation in the sector	ExpoAudio Forum: audiology sector. Talks from speakers to present innovations in the sector, marketing issues, training.
90	EXPOÓPTICA	Driving innovation in the sector	ExpoÓptica Forum: optics sector. Talks from speakers to present innovations in the sector, marketing issues, training.

(continued)



List of innovation actions by fair/own and co-organised event (continued)

No.	Trade fair/ Event,	Innovation initiative	Description
91	EXPOÓPTICA	Driving innovation in the sector	Innovation area: participants presenting their most innovative products.
92	EXPOÓPTICA	Driving innovation of the trade fair/ event	Decoration of forums in the enclosures. For the first time they were sponsored.
93	EXPOÓPTICA	Driving innovation of the trade fair/ event	Soundfield systems at forums for the first time.
94	ANTI <sup>K</sup> Almoneda	Driving innovation in the sector	Almoneda 365 tool: more content than in the previous edition (articles from the Universidad Rey Juan Carlos, etc.). Sectoral news produced under a SEO strategy to boost dissemination through web search engines.
95	ANTI <sup>K</sup> Almoneda	Driving innovation in the sector	The catalogue has changed, moving to another area of the website, to highlight the exhibitors' highlights.
96	ANTI <sup>K</sup> Almoneda	Driving innovation of the trade fair/ event	Time capsule: new space created to provide a playful and cultural experience of the visit. This year was dedicated to the 1980s, with new activities and more performances.
97	ANTI <sup>K</sup> Almoneda	Driving innovation in the sector	Organisation of sectoral talks (decoration).
98	ANTI <sup>K</sup> Almoneda	Driving innovation of the trade fair/ event	For the first time, collaboration with an exhibitor to decorate a space at the trade fair (lending of dresses).
99	MADRID CAR EXPERIENCE	Driving innovation of the trade fair/ event	New entertainment and restaurant area. In Hall 1: area with food trucks and live music. Relaxation area for listening to music and eating.
100	MADRID CAR EXPERIENCE	Driving innovation of the trade fair/ event	FUN Zone. Promotional leisure activities, <i>gaming</i> area, with simulators, etc.
101	MADRID CAR EXPERIENCE	Driving innovation of the trade fair/ event	VIRTUAL PHOTOCALL. Carried out by IFEMA MADRID LAB.
102	MADRID CAR EXPERIENCE	Driving innovation in the sector	MCE FORUM. Talks and exhibition area for new products. Interviews, etc.
103	MADRID CAR EXPERIENCE	Driving innovation in the sector	ELECTRIC DEMO SHOW. Area provided by IFEMA MADRID for collaborators to give talks to the public on the electrification of the automotive sector.
104	MADRID CAR EXPERIENCE	Driving innovation of the trade fair/ event	Expansion of the TEST DRIVE ZONE for the public to test drive cars prior to purchase.
105	ORGANIC FOOD IBERIA / ECOLIVING	Driving innovation in the sector	Online product news area and this year, as a new addition, also in person: website, social media and exhibition at the trade fair.
106	ORGANIC FOOD IBERIA / ECOLIVING	Driving innovation in the sector	Innovation Zone at the trade fair: products exhibited, voted and prizes awarded with a panel and public voting.
107	ORGANIC FOOD IBERIA / ECOLIVING	Driving innovation in the sector	Technical sessions for both trade fairs: dissemination of innovation issues in the sector.
108	ORGANIC FOOD IBERIA / ECOLIVING	Driving innovation in the sector	2nd edition of the "Best Marketing Campaign Award for the Promotion of Organic Products": Innovative actions in campaigns to promote organic food are awarded.
109	ORGANIC FOOD IBERIA / ECOLIVING	Driving innovation in the sector	2Nd edition of Award for "Best Initiative to Improve the Shopping Experience and Best Specialised Organic Store": for retail sales of organic products; customer experience, communication and product offer were valued.

(continued)

No.	Trade fair/ Event,	Innovation initiative	Description
110	ORGANIC FOOD IBERIA / ECOLIVING	Driving innovation of the trade fair/ event	For the first time, food and cosmetics influencers were invited to the trade fair with the aim of promoting the trade fair on social media, raising awareness of this type of food and organic products.
111	ORGANIC FOOD IBERIA / ECOLIVING	Driving innovation of the trade fair/ event	Organic Friends podcast, for the first time, dealing with organic production, etc.
112	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving innovation of the trade fair/ event	LIVE Connect Platform: second time for the public (linked to ticket purchase).
113	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving innovation of the trade fair/ event	2nd Exhibition of second-hand Jaguars: private collection of one of the oldest dealers in Europe.
114	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving innovation of the trade fair/ event	Attracting new exhibitors (new sectors): electric cars and motorhomes.
115	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving innovation of the trade fair/ event	Driving online sale of exhibition tickets, offering discounts compared to the box office (on-site sales) and promotions.
116	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving innovation of the trade fair/ event	Social media: Tik-Tok channel maintained.
117	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving innovation of the trade fair/ event	To offer exhibitors at Madrid Car Experience the opportunity to participate in used vehicles, as a new addition compared to previous editions.
118	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving innovation of the trade fair/ event	As a new addition, new exhibition spaces have been offered (South Gate entrance, Lexus car showroom).
119	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Driving innovation in the sector	Cities Forum: city innovations at international and national level. The first Tree Award was presented: to reward local council projects for the improvement of green spaces in these cities.
120	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Driving innovation in the sector	Cities Forum: exhibition of good practices.
121	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Driving innovation in the sector	SRR: International congress. IFEMA MADRID participates. Innovation in the recovery and recycling process is addressed.
122	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Driving innovation in the sector	TECMA: presentation of the Escobas Awards (in the town halls). Innovative projects are presented and win silver, platinum, brooms etc.
123	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Driving innovation in the sector	SRR: Awards for automotive salvage companies.
124	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Driving innovation in the sector	SRR: Technical conferences. Information technology pills on innovation in the recycling process at the congress.
125	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Driving innovation in the sector	ICEX: stand promoting meetings between visitors and startup exhibitors. IFEMA MADRID gave advice on how they could contribute to the partnership.

(continued)

List of innovation actions by fair/own and co-organised event (continued)

No.	Trade fair/ Event,	Innovation initiative	Description
126	BISUTEX	Driving innovation of the trade fair/ event	Live Style digital platform (LIVE Connect).
127	BISUTEX	Driving innovation in the sector	Image Forum: programme of conferences, talks and panels held in this forum. Among other things, innovation issues in the sector are discussed.
128	BISUTEX	Driving innovation in the sector	New products presented on the catwalk.
129	BISUTEX	Driving innovation of the trade fair/ event	For the first time, hostesses and a bus have been hired to show and inform customers how to get to the halls.
130	BISUTEX	Driving innovation in the sector	Recognition award for the Spanish sector: each of our trade fairs selects two loyal visitors. Boosting local trade.
131	MADRIDJOYA	Driving innovation of the trade fair/ event	Live Style digital platform (LIVE Connect).
132	MADRIDJOYA	Driving innovation in the sector	Image Forum: programme of conferences, talks and panels held in this forum. Among other things, innovation issues in the sector are discussed.
133	MADRIDJOYA	Driving innovation in the sector	For the second consecutive year the MADRIDJOYA-MADOC Space Ephemeral Museum was established: To promote the sector, including new developments.
134	MADRIDJOYA	Driving innovation in the sector	To give visibility to the new MYALÓ project, focused on innovation-driven design and aimed at improving mental health. Conference hosted.
135	MADRIDJOYA	Driving innovation in the sector	To give visibility to the new project SOY UNA JOYITA. Training in jewellery for persons with disabilities. Conference hosted.
136	MADRIDJOYA	Driving innovation of the trade fair/ event	For the first time, hostesses and a bus have been hired to show and inform customers how to get to the halls.
137	MADRIDJOYA	Driving innovation in the sector	Recognition award for the Spanish sector: each of our trade fairs selects two loyal visitors. Boosting local trade.
138	MADRIDJOYA	Driving innovation in the sector	Madrid Designers Award: focused on new startups that stand out for innovation. Winner awarded a stand at this year's fair.
139	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	Catwalk shows live-streamed YouTube and the trade fair website.
140	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	CibelfEST: professional talks from various sectors (culture, art, music, etc.) and concerts (part of Cibelespacio).
141	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	Promoting communication via social media, inviting prestigious national and international influencers to integrate the trade fair into these communication networks.
142	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	CibelfEST space made available to sponsors for talks and activities.
143	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	Opening party for the catwalk show at the Teatro Real (press, designers, celebrities, sponsors, authorities, models, etc.), in collaboration with HOLA.
144	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	Tickets again sold to the public at different price points in order to bring fashion closer to the wider public.

(continued)

No.	Trade fair/ Event,	Innovation initiative	Description
145	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	For the second time, an information point was set up for VIP visitor tickets and backstage tours organised (in turn).
146	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	For the third time, type of catering chosen according to the profile of the participants in the event (e.g. international and Spanish food...).
147	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	Decoration with mannequins and looks provided by designers from the Teatro Real party.
148	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation in the sector	To give visibility to Spanish designers by dressing members of the MBFW trade fair group with their clothes.
149	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation in the sector	L'OREAL Awards for the best model and the best collection: the winners receive recognition and publicity. For the first time, the award has been given to two designers.
150	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation in the sector	A renowned international designer has been brought in for the first time to give visibility to the trade fair.
163	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	PASARELA: programme of conferences and fashion shows. The number of talks was increased compared to the previous edition.
164	MERCEDES-BENZ FASHION WEEK MADRID	Driving innovation of the trade fair/ event	MOMAD LIVE Connect.
165	MOMAD	Driving innovation of the trade fair/ event	Sustainable Experience Zone, checked by the show management, where exhibitors undergo checks and, if they comply with them, are allowed to place their stands in this area. Not only exhibitors of products but technology.
166	MOMAD	Driving innovation of the trade fair/ event	KM0: KM0 is organised by ASECOM and FEDECOM where the exhibitors are the workshops (the MOMAD exhibitor is the visitor).
167	MOMAD	Driving innovation of the trade fair/ event	MOMAD Talents by ISEM competition, to support the entrepreneurship of new brands that have been running for less than three seasons and the winners are given a stand. The first winner also wins a fashion course.
168	MOMAD	Driving innovation in the sector	A new sector has been created: ancillary services (companies providing support to exhibitors and visitors, e.g., IA, conditioning of businesses, sourcing, etc.): New area in visitor's guide.
169	MOMAD	Driving innovation of the trade fair/ event	For the first time, hostesses and a bus have been hired to show and inform customers how to get to the halls.
170	MOMAD	Driving innovation in the sector	Albania brought several brands to exhibit for the first time, through the Swiss consultancy firm SIPPO (using European funds). To help developing countries. IFEMA MADRID gave them visibility.
171	MOMAD	Driving innovation of the trade fair/ event	The Spanish consultancy firm SB Consultores, through European funds (EU4Business project: Connecting Companies), brought brands from developing countries (Georgia, Azerbaijan, etc.). IFEMA MADRID gave them visibility.
172	MOMAD	Driving innovation of the trade fair/ event	Recognition award for the Spanish sector: each of our trade fairs selects two loyal visitors. Boosting local trade.

(continued)

List of innovation actions by fair/own and co-organised event (continued)

No.	Trade fair/ Event,	Innovation initiative	Description
173	INTERGIFT	Driving innovation of the trade fair/ event	Live Style digital platform (LIVE Connect).
174	INTERGIFT	Driving innovation of the trade fair/ event	Speakers' Corner: talks focused on innovation.
175	INTERGIFT	Driving innovation of the trade fair/ event	A Press Corner was added next to the Speakers' Corner area.
176	INTERGIFT	Driving innovation in the sector	General Trends Area and Christmas Trends Area. Collaboration with various exhibitors to decorate these areas of the trade fair.
177	INTERGIFT	Driving innovation in the sector	Two new sectors were created: Candles and scents, and Producto Neo (designer items).
178	INTERGIFT	Driving innovation of the trade fair/ event	For the first time, hostesses and a bus were hired to show and inform customers how to get to the halls.
179	INTERGIFT	Driving innovation of the trade fair/ event	Gift of the Year Awards: nine different categories. A call is made for them to participate and present a product. A jury of experts is formed to choose one product per category. We give visibility to the winners and participants and give them a space in the pavilion where the finalist products (three per category) are exhibited.
180	INTERGIFT	Driving innovation of the trade fair/ event	Recognition award for the Spanish sector: each of our trade fairs selects two loyal visitors. Boosting local trade.
181	SALÓN LOOK	Driving innovation in the sector	ANEPE: Face-to-face innovation gallery. Innovative products exhibited in an area to give them exposure.
182	SALÓN LOOK	Driving innovation of the trade fair/ event	LOOK LIVE Connect Lounge.
183	SALÓN LOOK	Driving innovation in the sector	Beauty Congress. Talks on new techniques and treatment (new types of massage created by the speakers themselves).
184	SALÓN LOOK	Driving innovation in the sector	Congress of business meetings focused on beauty entrepreneurs. Lecture on digitalisation in salons (applying new technologies to salon management).
185	SALÓN LOOK	Driving innovation of the trade fair/ event	Presentation of diplomas, in Sala Oriente, of the MBA focused on beauty at IFEMA MADRID. The forum featured presentations by leading MBA alumni.
186	SALÓN LOOK	Driving innovation of the trade fair/ event	Awarding of stars to outstanding businessmen (quality awards for beauty salons, Q Hair).
187	SALÓN LOOK	Driving innovation in the sector	International Nail Championships (International Nail Olympics, which in Spain take place in IFEMA MADRID): international jury with an honorary commitment to evaluate these works. Prizes are awarded.
188	SALÓN LOOK	Driving innovation in the sector	The fair has four stages where innovation, new products and techniques are presented (LOOK FOCUS, Speakers' Corner, Barber Rings, Nails and Make up Stage).
189	GUEXT	Driving innovation in the sector	Innovation gallery This space contains information on the 13 nominations presented for the awards. Applications with a contribution to the level of sustainability. The winner was given visibility and a prize (recycled steel trophy).

(continued)

No.	Trade fair/ Event,	Innovation initiative	Description
190	GUEXT	Driving innovation of the trade fair/ event	GUEXT LIVE Connect.
191	GUEXT	Driving innovation in the sector	GUEXT FORUM: conferences with a specific block on innovation, technology and digitalisation.
192	GUEXT	Driving innovation in the sector	LATTE ART GRADING SYSTEMS: Asturias-based official certifier in of technique to reward skill level.
193	GUEXT	Driving innovation in the sector	Proactively, all exhibitors have been asked which of their products are innovative and digital campaigns have been organised with special content in this area to give them visibility.
194	GUEXT	Driving innovation of the trade fair/ event	Collaboration agreements with exhibitors for the provision of equipment and kitchenware for the activities (COFEE EXPERIENCE).
195	FIAA	Driving innovation of the trade fair/ event	Minibus of the Year: competition organised by the event for minibus manufacturers with the latest innovations to present themselves. A jury of 20 journalists tests the minibuses and selects the winner. With a prize-giving ceremony on the first day of the trade fair.
196	FIAA	Driving innovation of the trade fair/ event	LIVE Connect: hybrid trade fair.
197	FIAA	Driving innovation of the trade fair/ event	Sustainable Bus of the Year: sustainability award in three bus categories.
198	FIAA	Driving innovation in the sector	A programme of lectures for exhibitors on the topics of innovation. (Lecture "What will the buses of the future be like?", organised by EMT, CRTM and CONFEBUS/New solutions for the urban bus).
199	FIAA	Driving innovation of the trade fair/ event	For the first time, Gala Dinner: the two awards were presented with a performance by MALINCHE. 400 people from the sector were invited.
200	FIAA	Driving innovation of the trade fair/ event	Space exchange: with the aim of showcasing new developments in accident rescue. (Innovation and Safety) E-Rescue.
201	FIAA	Driving innovation of the trade fair/ event	A radio set has been included in the pavilion to interview figures and exhibitors.
202	FRUIT ATTRACTION	Driving innovation in the sector	Innovation HUB, exhibition and awards: best product of the year, best complementary and sustainability product (Fresh Product Award, FV Industry Award and Sustainability and Commitment Actions Award).
203	FRUIT ATTRACTION	Driving innovation of the trade fair/ event	LIVE Connect: digital conferences. This year, for the first time, deferred streaming of conferences.
204	FRUIT ATTRACTION	Driving innovation of the trade fair/ event	IFEMA MADRID LAB has collaborated with the trade fair: recording of activities and uploading to LIVE Connect, videos, stand at the trade fair, augmented reality activities, pilot test of English translation on screen, etc.
205	FRUIT ATTRACTION	Driving innovation of the trade fair/ event	OLYUSEI: a contract with the company that makes it possible to download the app to listen to the conference, enabling simultaneous translation and soundfield system.

(continued)

List of innovation actions by fair/own and co-organised event (continued)

No.	Trade fair/ Event,	Innovation initiative	Description
206	FRUIT ATTRACTION	Driving innovation in the sector	Conferences to promote innovations in the sector (Biofruit Congress, on sustainable supply; Biotech Attraction, biotechnology and innovation for the agriculture of the future) and the Avocado Congress, Walnut Congress and The Summit, etc.
207	FRUIT ATTRACTION	Driving innovation of the trade fair/ event	Prize for the best stand.
208	FRUIT ATTRACTION	Driving innovation in the sector	Innovation hall (Innova & Tech) included.
209	FRUIT ATTRACTION	Driving innovation of the trade fair/ event	The World Food Photography Awards: the photographs were exhibited at the trade fair.
210	FRUIT ATTRACTION	Driving innovation of the trade fair/ event	Avotruck: an innovation company from Seville that uses avocado seeds to produce products.
211	FRUIT ATTRACTION	Driving innovation of the trade fair/ event	Use of artificial intelligence for simultaneous translation of videos and social media content.
212	ESTAMPA	Driving innovation of the trade fair/ event	Exclusively digital catalogue, access through the ESTAMPA website.
213	ESTAMPA	Driving innovation in the sector	Talks on collecting and the new generations.
214	ESTAMPA	Driving innovation of the trade fair/ event	The guest artist (Alberto Garcia-Alix) gave a performance at the Museo Lázaro Galdiano.
215	ESTAMPA	Driving innovation of the trade fair/ event	Estampa party at Archy for collectors, gallery owners and artists participating in the trade fair.
216	MATELEC	Driving innovation of the trade fair/ event	AFME Awards: by categories, exhibited in an innovation gallery. (Innovative and energy efficiency related products).
217	MATELEC	Driving innovation in the sector	Conference programme: exclusive block related to innovation/technology.
218	MATELEC	Driving innovation of the trade fair/ event	LIVE Connect.
219	MATELEC	Driving innovation of the trade fair/ event	OREVE: a presentation was organised for the media in the days prior to the trade fair and later for visitors who wished to take part in the event.
220	MATELEC	Driving innovation in the sector	The main sectoral organisations that have not collaborated in previous editions have been included in order to encourage the participation of their members.
221	MATELEC	Driving innovation of the trade fair/ event	Social media and <i>marketing</i> campaign in the MATELEC metro.
222	MATELEC	Driving innovation of the trade fair/ event	Table tennis with MATELEC. Participants and attendees were interviewed on social media about their opinion of the trade fair and the sector.

(continued)

No.	Trade fair/ Event,	Innovation initiative	Description
223	MATELEC	Driving innovation of the trade fair/ event	Physical B2B for companies to meet with international buyers.
224	MATELEC	Driving innovation of the trade fair/ event	For the first time, calculation of the trade fair's carbon footprint.
225	PISCIMAD	Driving innovation in the sector	Conference programme: exclusive block related to innovation/technology.
226	PISCIMAD	Driving innovation of the trade fair/ event	Calculation of the carbon footprint of the trade fair.
227	PISCIMAD	Driving innovation of the trade fair/ event	LIVE Connect.
228	PISCIMAD	Driving innovation in the sector	Conference programme: exclusive block related to innovation/technology.
229	PISCIMAD	Driving innovation of the trade fair/ event	B2B: programme of professional meetings between foreign buyers and exhibitors.
230	PISCIMAD	Driving innovation of the trade fair/ event	First International Construction Congress: various presentations on topics of interest in the sector.
231	PISCIMAD	Driving innovation of the trade fair/ event	A new project created which, under the name of International Construction Week, brings together four trade fairs in the sector.
232	PISCIMAD	Driving innovation of the trade fair/ event	A new investment forum where company sales, generational change in the sector, and the sale and merger of companies was discussed.
233	PISCIMAD	Driving innovation of the trade fair/ event	Home Staying.
234	PISCIMAD	Driving innovation of the trade fair/ event	Mexico as guest country: a group of Mexican buyers and public officials were invited to visit the trade fair.
235	CONSTRUTEC	Driving innovation of the trade fair/ event	HISPALYT Awards: we provide the space free of charge for the HISPALYT association to organise the awards.
236	CONSTRUTEC	Driving innovation in the sector	Conference programme: exclusive block related to innovation/technology.
237	CONSTRUTEC	Driving innovation of the trade fair/ event	LIVE Connect.
238	CONSTRUTEC	BOOSTING INNOVATION IN THE SECTOR	Conference programme: exclusive block related to innovation/technology.
239	CONSTRUTEC	Driving innovation of the trade fair/ event	B2B: programme of professional meetings between foreign buyers and exhibitors.

(continued)



List of innovation actions by fair/own and co-organised event (continued)

No.	Trade fair/ Event,	Innovation initiative	Description
240	CONSTRUTEC	Driving innovation of the trade fair/ event	First International Construction Congress: various presentations on topics of interest in the sector.
241	CONSTRUTEC	Driving innovation of the trade fair/ event	A new project created which, under the name of International Construction Week, brings together four trade fairs in the sector.
242	CONSTRUTEC	Driving innovation of the trade fair/ event	A new investment forum where company sales, generational change in the sector, and the sale and merger of companies was discussed.
243	CONSTRUTEC	Driving innovation of the trade fair/ event	Home Staying.
244	CONSTRUTEC	Driving innovation of the trade fair/ event	Mexico as guest country: a group of Mexican buyers and public officials were invited to visit the fair.
245	CONSTRUTEC	Driving innovation of the trade fair/ event	Calculation of the carbon footprint of the trade fair.
246	VETECO	Driving innovation of the trade fair/ event	VETECO ASEFAVE Awards: architecture awards with sustainability included among criteria assessed.
247	VETECO	Driving innovation in the sector	Conference programme: exclusive block related to innovation/technology.
248	VETECO	Driving innovation of the trade fair/ event	LIVE Connect.
249	VETECO	Driving innovation of the trade fair/ event	B2B: programme of professional meetings between foreign buyers and exhibitors.
250	VETECO	Driving innovation of the trade fair/ event	First International Construction Congress: various presentations on topics of interest in the sector.
251	VETECO	Driving innovation of the trade fair/ event	A new project created which, under the name of International Construction Week, brings together four trade fairs in the sector.
252	VETECO	Driving innovation of the trade fair/ event	Home Staying.
253	VETECO	Driving innovation of the trade fair/ event	A new investment forum where company sales, generational change in the sector, and the sale and merger of companies was discussed.
254	VETECO	Driving innovation of the trade fair/ event	Mexico as guest country: a group of Mexican buyers and public officials were invited to visit the trade fair.
255	VETECO	Driving innovation of the trade fair/ event	Calculation of the carbon footprint of the trade fair.
256	SMART DOORS	Driving innovation in the sector	Conference programme: exclusive block related to innovation/technology.

(continued)

No.	Trade fair/ Event,	Innovation initiative	Description
257	SMART DOORS	Driving innovation of the trade fair/ event	Mexico as guest country: a group of Mexican buyers and public officials were invited to visit the trade fair.
258	SMART DOORS	Driving innovation of the trade fair/ event	LIVE Connect.
259	SMART DOORS	Driving innovation in the sector	Conference programme: exclusive block related to innovation/technology.
260	SMART DOORS	Driving innovation of the trade fair/ event	B2B: programme of professional meetings between foreign buyers and exhibitors.
261	SMART DOORS	Driving innovation of the trade fair/ event	First International Construction Congress: various presentations on topics of interest in the sector.
262	SMART DOORS	Driving innovation of the trade fair/ event	A new project created which, under the name of International Construction Week, brings together four trade fairs in the sector.
263	SMART DOORS	Driving innovation of the trade fair/ event	A new investment forum where company sales, generational change in the sector, and the sale and merger of companies was discussed.
264	SMART DOORS	Driving innovation of the trade fair/ event	Home Staying.
265	SMART DOORS	Driving innovation of the trade fair/ event	Calculation of the carbon footprint of the trade fair.
266	SIMO EDUCATION	Driving innovation in the sector	INNOVA: Exhibitors send innovative products. Those are identified and selected. Submitted to an innovation panel.
267	SIMO EDUCATION	Driving innovation of the trade fair/ event	LIVE Connect.
268	SIMO EDUCATION	Driving innovation of the trade fair/ event	New customised forms of participation for interested companies.
269	SIMO EDUCATION	Driving innovation in the sector	Training workshops related to innovative topics such as artificial intelligence, given by prestigious companies like Google, Microsoft and CANVA.
270	SIMO EDUCATION	Driving innovation of the trade fair/ event	Party at the MALINCHE show, sponsored. Exhibitors, sponsors, buyers and education officials from different autonomous communities, among others, were invited.
271	SIMO EDUCATION	Driving innovation of the trade fair/ event	For the first time, visitor registration was sponsored (Google Education).
272	SIMO EDUCATION	Driving innovation of the trade fair/ event	For the first time, a VIP lounge was created at the trade fair and was sponsored by MICROSOFT.
273	SIMO EDUCATION	Driving innovation of the trade fair/ event	A new area has been created and offered as a service for companies to have a space for their guests.

(continued)



List of innovation actions by fair/own and co-organised event (continued)

No.	Trade fair/ Event,	Innovation initiative	Description
274	SIMO EDUCATION	Driving innovation of the trade fair/ event	A specific section has been created on the website to give visibility to the Show up Zone and the Impulse Zone.
275	SIMO EDUCATION	Driving innovation of the trade fair/ event	New register of directors with different benefits such as being able to enter the VIP area or attend the MALINCHE show. More than 800 were registered.
276	SIMO EDUCATION	Driving innovation of the trade fair/ event	New catering area within the trade fair for exhibitors and visitors.
277	GLOBAL MOBILITY CALL	Driving innovation in the sector	Six forums and an auditorium with presentations on sustainable mobility, passenger and freight transport (evolution and innovation). One of the forums was specific to innovation.
278	GLOBAL MOBILITY CALL	Driving innovation of the trade fair/ event	Las Rozas Innova" Awards, "Mobility to Work Challenge". Las Rozas Council presents the prize at the trade fair, with the collaboration of IFEMA. Purpose: Solution to improve mobility to work in a more sustainable way.
279	GLOBAL MOBILITY CALL	Driving innovation of the trade fair/ event	Survey of exhibitors and visitors to inform, make visible, calculate and raise awareness of the carbon footprint.
280	GLOBAL MOBILITY CALL	Driving innovation of the trade fair/ event	Top Innovator Award: to the company presenting the product/service with the highest added value in the field of sustainable mobility.
281	GLOBAL MOBILITY CALL	Driving innovation of the trade fair/ event	Conference attended by startups dedicated to sustainable mobility and investors: "Investors day". Promoted in collaboration with the Madri+D Foundation.
282	GLOBAL MOBILITY CALL	Driving innovation of the trade fair/ event	Workshops to provide solutions related to sustainable mobility. Promoted in collaboration with the Madri+D Foundation.
283	GLOBAL MOBILITY CALL	Driving innovation of the trade fair/ event	The conference will be streamed via YouTube and LIVE Connect.
284	GLOBAL MOBILITY CALL	Driving innovation of the trade fair/ event	First edition of the "Best Stand Design" award.
285	GLOBAL MOBILITY CALL	Driving innovation of the trade fair/ event	Space dedicated to the exhibition of drones.
286	GLOBAL MOBILITY CALL	Driving innovation of the trade fair/ event	Forum dedicated to road safety, organised with the DGT.
287	FERIARTE	Driving innovation in the sector	Feriarte Forum, with the participation of members of the academic and research world presenting their studies and news on the year's theme: the Golden Age.
288	FERIARTE	Driving innovation of the trade fair/ event	For the first time, FERIARTE launched a Tik Tok account to reach the younger audience.
289	FERIARTE	Driving innovation of the trade fair/ event	A QR included in the paper invitation as a new feature item (those sent by exhibitors).
290	FERIARTE	Driving innovation of the trade fair/ event	Finger food reception: this year's finger food reception was served cold in the interest of efficiency.

(continued)

No.	Trade fair/ Event,	Innovation initiative	Description
291	FERIARTE	Driving innovation of the trade fair/ event	Newly decorated with fruit and vases with long-lasting flowers.
292	FERIARTE	Driving innovation of the trade fair/ event	Through IFEMA MADRID LAB, a Golden Age atmosphere was created with digital design. A design simulating a curtain was made and used for the signage.
293	ACCOUNTEX	Driving innovation of the trade fair/ event	A new HR sector has been included in the trade fair.
294	ACCOUNTEX	Driving innovation of the trade fair/ event	10 auditoriums hosting 141 conferences on current affairs and innovation.

List of entrepreneurship actions by fair/own or co-organised event

No.	Trade fair/ Event,	Title of entrepreneurship action	Description
1	BISUTEX	Promote the entrepreneurship of people within the sector	Minnies Stand: for new entrepreneurs. More affordable participation. Participation has increased compared to the previous edition.
2		Promote the entrepreneurship of people within the sector	Association of Brilliant Women will be given a stand to exhibit their products (to promote women's equality and entrepreneurship).
3	FITUR	Promote the entrepreneurship of people within the sector	The fair featured unique spaces or actions for the exhibition of new and recently created companies: in the SEGITTUR space, within the framework of FITUR KNOW-HOW & EXPORT, the know-how of Spanish SMEs was conveyed, with networking areas, consultancy for startups and a project laboratory - SEGITTURLAB - at the service of internationalisation and knowledge.
4	FITUR	Driving entrepreneurship in the sector	The FITUR KNOW-HOW area has an affordable price, cheaper than in other areas.
5	FITUR	Boosting entrepreneurship in the sector in selected countries	One of the highlights of the FITURNEXT 2024 programme was the presence of authorities and their contributions on territorial protection. Particularly noteworthy was the round table discussion with Francesc Boya Alós, Secretary General for the Demographic Challenge; Rubén Torres, delegate for Toledo of the Commissioner for the Demographic Challenge, and Juan González Mellizo, Head of Communication at the European Commission Representation in Spain, focusing on the importance of implementing public policies committed to a positive impact on the territories and the promotion of replicability, closely linked to the Observatory. Also noteworthy was the debate on local policies in depopulated territories, with the presence of mayors who reflected on how to attract visitors, companies and entrepreneurs. The FITURNEXT programme also included the participation of the winning and finalist initiatives of the fifth edition in a series of inspiring talks. These include the winning initiatives Genalguacil Pueblo Museo, Recartografías and Camino del Cid, and the finalists Abriendo Pueblos by T-Guio, Mama Uma Travel and Centro Expositivo ROM, among others. All of them discussed local experiences in revitalising territories and enhancing the value of history, culture and roots.
6	MADRIDJOYA 1ST EDITION	Promoting entrepreneurship in the sector	Minnies Stand: for new entrepreneurs. More affordable participation. Participation has increased compared to the previous edition.
7	MADRIDJOYA	Promote the entrepreneurship of people within the sector	Association of Brilliant Women will be given a stand to exhibit their products (to promote women's equality and entrepreneurship).
8	INTERGIFT	Promoting entrepreneurship in the sector	Support for companies that don't have the possibility of participating in the trade fair (because they are small, because they have very specific products), offering them the possibility of participating in the interior design project, to give them visibility, and charging a lower price. They were also able to give talks at the Speakers' Corner like any other exhibitor.
9	MOMAD	Driving entrepreneurship in the sector	EGO Programme: for brands/new designers/new entrepreneurs who have been on the market for a maximum of three editions. More affordable participation.
10	MOMAD	Driving entrepreneurship in the sector	Press releases are made for the brands in the EGO programme to boost their visibility.
11	MOMAD	Driving entrepreneurship in the sector	MOMAD Talents by ISEM competition (to be held three months before the event): a competition for new designers is organised on social networks. The collection is presented, and there is an Assessment Committee (original, sustainable, commercial, etc.). The two winners get a free stand at the event.

(continued)

No.	Trade fair/ Event,	Title of entrepreneurship action	Description
12	MOMAD	Promote the entrepreneurship of people within the sector	Asociación de Mujeres Brillantes: catwalk show to promote women's entrepreneurship.
13	GENERA	Driving entrepreneurship in the sector	The costs at the Startups Area are lower.
14	GENERA	Driving entrepreneurship in the sector	Creation of three new collective areas (with better conditions, improved communication) in addition to those of the previous year: UNEF-SOLARTYS. They would be: ANESE, A3E and AEDIVE. Small start-up companies are incorporated into these areas, helping them with communication, dissemination, etc.
15	MERCEDES-BENZ FASHION WEEK MADRID	Driving entrepreneurship in the sector	Allianz EGO Showroom: space with stands where young designers sell directly to the public.
16	MERCEDES-BENZ FASHION WEEK MADRID	Driving entrepreneurship in the sector	Free allocation of a space to young designers.
17	MERCEDES-BENZ FASHION WEEK MADRID	Driving entrepreneurship in the sector	EGO Fashion Shows: free fashion shows by emerging designers.
18	MERCEDES-BENZ FASHION WEEK MADRID	Driving entrepreneurship in the sector	Fashion Talent Award: Mercedes-Benz presents the award winner the opportunity to show on international catwalks under the umbrella of MBFW. Participants in the award are only Allianz EGOs.
19	MERCEDES-BENZ FASHION WEEK MADRID	Driving entrepreneurship in the sector	Allianz EGO Confidence in Fashion Award: Showroom participants. The winner gets a prize of 6,000 euros to make a new collection to be presented in the next edition on the Allianz EGO catwalk.
20	INTERSICOP	Driving entrepreneurship in the sector	Competitions for young pastry chefs and bakers who are financially supported (the event) in terms of travel, accommodation, subsistence, and communication. They are brought closer to the sector.
21	INTERSICOP	Driving entrepreneurship in the sector	Within the meeting of women bakers, there is a part that deals with the topic of young and/or enterprising women in the bakery sector. Round table where they tell their experience and are given a diploma and a prize (visibility and recognition).
22	ARCOmadrid	Driving entrepreneurship in the sector	New galleries (OPENING): galleries created less than 7 years ago.
23	ARCOmadrid	Driving entrepreneurship in the sector	Opening is a cheaper area than the other areas. They have to be selected by a commissioner.
24	ARCOmadrid	Driving entrepreneurship within the sector	Opening Award: reimbursement of the cost of the stand stand to the new gallery.
25	ARCOmadrid	Promote the entrepreneurship of people within the sector	Young design and decoration companies given private rooms to decorate at ARCO to give them visibility.
26	ARCOmadrid	Driving entrepreneurship within the sector	Allocation of a space to EXHIBIFY: tech startup that develops our entire digital system.
27	ARCOmadrid	Driving entrepreneurship within the sector	As another new element this year, a young designer (a recently created company) was invited to design the uniforms for the ARCO staff hostesses.

(continued)

List of entrepreneurship actions by fair/own and co-organised event (continued)

No.	Trade fair/ Event,	Title of entrepreneurship action	Description
28	ARCOmadrid	Driving entrepreneurship in the sector	ARTS LIBRIS: ARCOmadrid has made space available to this association so that the youngest publishers can participate free of charge.
29	SICUR	Driving entrepreneurship in the sector	Fundación Madrid+D and IFEMA MADRID organise a <i>brokerage event</i> for new entrepreneurs or universities in contact with the sector's industry for possible future collaborations.
30	EDUCATION WEEK	Driving entrepreneurship in the sector	Form of contracting for SCHOOL DAY startups: 4 m² stands at a reduced cost
31	IBERZOO PROPET	Driving entrepreneurship in the sector	Impulso Area: area where startups exhibit: 6 m² spaces. Much more economic and simpler format.
32	IBERZOO PROPET	Driving entrepreneurship in the sector	IMPULSO Award: for the most innovative product presented by a start-up. Prize: the following edition they get a 16m² free of charge.
33	PROMOGIFT	Driving entrepreneurship in the sector	Creation of two COLLECTIVE AREA zones, with a special rate to encourage assistance to companies with limited resources, to promote entrepreneurship.
34	EXPOÓPTICA	Driving entrepreneurship in the sector	Mini-products are offered: small stands to help them continue to grow within the umbrella of a trade fair.
35	EXPOÓPTICA	Driving entrepreneurship in the sector	Minnies stand with a change of material (melamine instead of wood, which is the material used in the rest of the modular stands) in order to compensate for the increase in the price of wood and offer them a more affordable price for their economic possibilities.
36	ORGANIC FOOD IBERIA / ECOLIVING	Driving entrepreneurship in the sector	Startup participation model at a reduced cost
37	ORGANIC FOOD IBERIA / ECOLIVING	Driving entrepreneurship in the sector	Technical conferences at both fairs: to introduce new companies where large companies attend, to make them known.
38	ORGANIC FOOD IBERIA / ECOLIVING	Driving entrepreneurship in the sector	Special matchmaking day to bring together three major organic supermarket chains and startups, in order to do business (place orders, thus promoting their entrepreneurship). It took place on one of the trade fair's stages.
39	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving entrepreneurship in the sector	Autocaravanas Norte is a company established in Madrid for a short period of time (originating in other autonomous communities). Special communication actions have been carried out by VO (image on the website, banners, special communication on the website, specific press release, news on social media, etc.).
40	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving entrepreneurship in the sector	Communication actions for the company CHECK TECH SOLUTIONS GROUP SL, established one year ago. Radio and television interviews were provided to publicise it.
41	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving entrepreneurship in the sector	Communication actions for the company MAISER AUTOMOCION, with a new office in Toledo. Radio and television interviews were provided to publicise it. It was also provided with more <i>parking</i> spaces than other companies to support it.
42	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving entrepreneurship in the sector	Communication actions Nupower Inversion SL, a recently created company. Promotion of the name on the website with premium placement.
43	FSMS	Driving entrepreneurship in the sector	Startups zone: more affordable area (SRR and TECMA).

(continued)

No.	Trade fair/ Event,	Title of entrepreneurship action	Description
44	FSMS	Driving entrepreneurship in the sector	Startups: boosting their knowledge through a 10-minute presentation in the SRR auditorium. Presenting solutions and products.
45	FSMS	Driving entrepreneurship in the sector	ICEX: stand promoting meetings between visitors and startup exhibitors. IFEMA MADRID gave advice on how they could contribute to the partnership.
46	BISUTEX	Driving entrepreneurship in the sector	Minnies Stand: for new entrepreneurs. More affordable participation. Participation has increased compared to the previous edition.
47	BISUTEX	Driving entrepreneurship in the sector	Association of Brilliant Women will be given a stand to exhibit their products (to promote women's equality and entrepreneurship).
48	MADRIDJOYA	Driving entrepreneurship in the sector	Mini Stand: for artisan jewellery, which can also be used by new entrepreneurs.
49	MADRIDJOYA	Driving entrepreneurship in the sector	Association of Brilliant Women was created with to give visibility to professional women (to promote equality). Free space. In order to promote women's entrepreneurship.
50	MADRIDJOYA	Driving entrepreneurship in the sector	Madrid Designers Award: focused on new startups that stand out for innovation. Winner awarded a stand at this year's fair.
51	MERCEDES-BENZ FASHION WEEK MADRID	Driving entrepreneurship in the sector	Allianz EGO Showroom: space with stands where young designers sell directly to the public.
52	MERCEDES-BENZ FASHION WEEK MADRID	Promoting entrepreneurship in the sector	Free allocation of a space to young designers.
53	MERCEDES-BENZ FASHION WEEK MADRID	Promoting entrepreneurship in the sector	EGO Fashion Shows: free fashion shows by emerging designers.
54	MERCEDES-BENZ FASHION WEEK MADRID	Promoting entrepreneurship in the sector	Fashion Talent Award: Mercedes-Benz gives the award winner the opportunity to show on international catwalks under the umbrella of MERCEDES-BENZ FASHION WEEK MADRID. Participants in the award are only Allianz EGOs.
55	MERCEDES-BENZ FASHION WEEK MADRID	Driving entrepreneurship in the sector	Allianz EGO Confidence in Fashion Award: Showroom participants. The winner gets a prize of 6,000 euros to make a new collection to be presented in the next edition on the Allianz EGO catwalk.
58	MOMAD	Driving entrepreneurship in the sector	EGO Programme: for brands/new designers/new entrepreneurs who have been on the market for a maximum of three editions. More affordable participation.
59	MOMAD	Driving entrepreneurship in the sector	Press releases are made for the brands in the EGO programme to boost their visibility.
60	MOMAD	Driving entrepreneurship in the sector	MOMAD Talents by ISEM competition: to support the entrepreneurship of new brands that have been running for less than three season, with winners awarded a stand. The first winner also wins a fashion course.
61	MOMAD	Driving entrepreneurship in the sector	Asociación de Mujeres Brillantes: catwalk show to promote women's entrepreneurship.

(continued)

List of entrepreneurship actions by fair/own and co-organised event (continued)

No.	Trade fair/ Event,	Title of entrepreneurship action	Description
62	MOMAD	Driving entrepreneurship in the sector	The Galician accelerator VÍA TEXTIL hosted a stand presenting a number of new startups.
63	MOMAD	Driving entrepreneurship in the sector	Agreements with two organisations (an association of designers and a company). They organised a competition for new designers and the winner was awarded a stand at MOMAD for this edition.
64	MOMAD	Driving entrepreneurship in the sector	The trade fair created a collaborative space to facilitate the participation of small artisans in the trade fair through the Asociación Artesanías de Colombia.
65	INTERGIFT	Driving entrepreneurship in the sector	Support for companies that don't have the possibility of participating in the trade fair (because they are small, because they have very specific products), offering them the possibility of participating in the interior design project, to give them visibility, and charging a lower price. They were also able to give talks at the Speakers' Corner like any other exhibitor.
66	INTERGIFT	Driving entrepreneurship in the sector	The trade fair created a collaborative space to facilitate the participation of small artisans in the fair through the Asociación Artesanías de Colombia.
67	SALÓN LOOK	Driving entrepreneurship in the sector	Free space for the ARTERO exhibitor to hold the Supernova awards (extra space for stage); competition for young professionals starting out in the sector; new promises, to encourage and promote them.
68	SALÓN LOOK	Driving entrepreneurship in the sector	Figaro Awards: recognition of the hairdresser of the year. Visibility and prestige for the award winner.
69	SALÓN LOOK	Driving entrepreneurship in the sector	Tenth anniversary of the LOOK Awards: recognition of entrepreneurship, with more than 100 nominations in different categories.
70	GUEXT	Driving entrepreneurship in the sector	Startups: Small stands for micro-SMEs and startups, with more affordable prices.
71	GUEXT	Driving entrepreneurship in the sector	The International Buyer Programme was open to this profile of startups.
72	GUEXT	Driving entrepreneurship in the sector	The co-organiser has invited its small start-up partner companies to participate in order to encourage their participation.
73	FIAA	Driving entrepreneurship in the sector	Special conditions for MOVERTIS as a small company in order to give it visibility and encourage its participation.
74	FIAA	Driving entrepreneurship in the sector	MOVERTIS had the possibility to participate as a speaker in the forum.
75	FRUIT ATTRACTION	Driving entrepreneurship in the sector	Innova & Tech and Ecorganic. For very small companies. Space smaller than the mandatory minimum space to hire under normal conditions.
76	FRUIT ATTRACTION	Driving entrepreneurship in the sector	Allocation of a space to Avolution Lab, an innovation company from Seville that uses avocado seeds to produce products.
77	FRUIT ATTRACTION	Driving entrepreneurship in the sector	The Proyecto Mujer Agro Awards, organised to give visibility to women in the sector.

(continued)

No.	Trade fair/ Event,	Title of entrepreneurship action	Description
78	ESTAMPA	Driving entrepreneurship in the sector	DUO and DUO PROJECT only: area for new galleries with a smaller budget.
79	ESTAMPA	Driving entrepreneurship in the sector	The co-organiser provides space for small galleries to facilitate their participation.
80	MATELEC	Driving entrepreneurship in the sector	Startup/Micro-enterprise area: stand available at lower cost.
81	MATELEC	Driving entrepreneurship in the sector	Exclusive communication and visibility in the Startup/Micro-enterprise area
82	CONSTRUTEC	Driving entrepreneurship in the sector	Startup/Micro-enterprise area: stand available at lower cost.
83	VETECO	Driving entrepreneurship in the sector	Startup/Micro-enterprise area: stand available at lower cost.
84	SIMO EDUCATION	Driving entrepreneurship in the sector	SHOW UP Zone: areas for startups. Special conditions for participation in the trade fair.
85	SIMO EDUCATION	Driving entrepreneurship in the sector	ZONA IMPULSO: four companies with ideas related to the educational technology sector included. They submit the idea to IFEMA MADRID and a jury decides which project(s) will be selected and presented in celebration. If they win, they enter an accelerator programme with 50 investors who listen to their idea (SEKLAB), and MADRID+D prize: it captures the idea and helps them to put it into action and, in addition, they will have a free stand, one of them in the Show-Up Zone
86	SIMO EDUCATION	Driving entrepreneurship in the sector	Specific communication has been made in the media in these areas to give visibility to startups and newly created companies.
87	SIMO EDUCATION	Driving entrepreneurship in the sector	A specific section has been created on the website to give visibility to the Show up Zone and the Impulse Zone.
88	GLOBAL MOBILITY CALL	Driving entrepreneurship in the sector	Startup zone: more affordable price.
89	GLOBAL MOBILITY CALL	Driving entrepreneurship in the sector	Agreement with EDIH and Fundación Madri+D, specialising in sustainable mobility. Goal: to encourage the participation of startups in the event in order to open up the market for them and make them known. They have collaborated in the conference. In addition, the EDIH (a European Union programme managed by the Community of Madrid) has subsidised their participation.
90	GLOBAL MOBILITY CALL	Driving entrepreneurship in the sector	Meeting Point promoted by Fundación Madri+D and EDIH to encourage meetings between companies and startups. This meeting was promoted prior to the event to encourage the participation of companies.
91	ACCOUNTEX	Driving entrepreneurship in the sector	SME zone free of charge: Talks focused on this type of entrepreneurship were given.
92	ACCOUNTEX	Driving entrepreneurship in the sector	Specific visibility on social media for the SME Zone.



Suggestions, complaints and claims (hereinafter, SCC).

The handling of suggestions, complaints and claims is an essential part of stakeholder relations.

At IFEMA MADRID, management is carried out in accordance with the **SIG-PR-44 Management of Stakeholder Suggestions, Complaints and Claims process.**

Follow-up of suggestions, complaints and claims (SCC)

	2024	2023
No. of total SCC at IFEMA MADRID	599	588
No. of suggestions	11	17
No. of complaints and claims	588	571
No. of complaints	157	242
No. of claims	431	329
Average number of days to reply to suggestions and complaints	4.75	1.65
Average number of days to reply to claims	15.76	17.15

In 2024, the number of SCCs has increased compared to the previous year by 1.83% and the average response time for claims increased by 8.81%. Using an indicator to measure the number of complaints answered after the legal deadline, 54 claims of this type were identified as of 7 January 2024. With the aim of reducing this type of claims, an intermediate reply is sent, which halts the period for replying to these communications.

However:

- The level of claims from neighbours regarding noise from external musical events held at IFEMA MADRID has remained constant.
- As in 2023, claims about the issuing of invoices and the assembly and dismantling of stands are the most common.
- All communications related to accessibility have been categorised as claims due to the relevance of the subject in IFEMA MADRID's strategy.
- Communications related to external events that do not deal with IFEMA MADRID services are classified as complaints and referred to the responsible promoter for their knowledge and management.

The following are the areas with the highest number of claims handled in 2024:

Economic-financial

Most of them are due to the request for invoices, as the legal deadline for issuing invoices is three months and this deadline is not being met. Furthermore, all reports of duplicate payments and failures in the purchase process, both for tickets and parking fees, and insurance-related damages are included.

Event production

This includes all SCCs for damages in the set-up and dismantling of stands and most of the services contracted by exhibitors. Occasionally, exhibitors write through the complaints and claims mailbox to resolve issues that have already been received at that address through another channel.

Public fairs

These are mainly divided between noise complaints about festivals or music events organised outdoors and communications from customers of external events who report some kind of dissatisfaction with their experience of the event.

In November, the SCC management tool was changed, replacing PROQUO with the SALESFORCE tool. For this reason, the documents related to SCC management have been updated, training has been given to the managers of each area and it is taken into account that the adaptation to this change may have influenced and will influence by temporarily lengthening the response times in the first months of using the tool.

Satisfaction surveys

IFEMA MADRID is firmly committed to listening to all its stakeholders and, in particular, to its key stakeholders (staff, customers and suppliers). For this reason, in recent years, surveys have been systematically carried out with the aim of finding out their needs, expectations and the degree of fulfilment of all of them, so that they can be compared.

- Exhibitor and visitor surveys are carried out during or after the trade fair. There is a single model of questions that allows for comparative reading, although in each case, the trade fair management may incorporate four specific questions. From 2023, the exhibitor survey during the show was considerably reduced to include only those questions specifically focused on that year's event.
- Every six months, as a complement to the above and using the CRM tool, surveys are carried out on the exhibitor database for the year on general aspects (services, IFEMA MADRID's customer service, etc.). This will be the dynamic that will be implemented from this financial year onwards.

- Sponsor surveys are conducted annually. A single model is also established.
- External operator surveys are conducted on a monthly basis, also using a standard form.
- A similar dynamic is followed with suppliers, on an annual basis, selecting those that are considered strategic because of the product or service they provide, because they are collaborating companies or because of the amount invoiced.
- The employee survey is carried out on a biennial basis.

From the 2021 financial year onwards, all surveys include two common elements:

- Select, from a list, which sustainable development issues (economic, social and environmental) are most relevant to them (see definition of this action in the section on Sustainable Development Issues).
- The NPS (Net Promoter Score) index is used as a reference of overall satisfaction, which can be applied to obtain an overall assessment of the relationship between these stakeholders and IFEMA MADRID.

2024 Results

Stakeholder	2023 NPS	2024 NPS	2024/2023
Exhibitors at the trade fair/event	30.54	23.25	-23.87 %
Exhibitors in general	11.9	18.06	51.76 %
Visitors	68.54	73.68	7.49 %
External organisers	100 (*)	50	-50 %
Sponsors	84.21	70.83	-15.88 %
Suppliers	50	45.45	-9.1 %
Workers	—	62.07	—
Media	—	79.58	—
Stakeholder average	49.038	52.82	7.71 %

(\*) Not a very reliable value, as the response rate was less than 20%. It is therefore not taken into account when calculating the average NPS of stakeholders.

All our stakeholders have a positive NPS. This is important because it implies that there is a higher percentage of promoters than detractors in all of them.

The average level of stakeholder satisfaction is excellent (> 50).



## 6.2 Subcontracting and Suppliers

Second-party audits are not carried out on IFEMA MADRID suppliers, as it is understood that there are other sufficient controls in place. These are:

**6.2.1:** With regard to the selection criteria for contracting, the Public Procurement Act is applicable and the specifications include sustainability requirements (labour, occupational risk prevention, social and environmental issues), criteria that have been increasingly important in recent years either as mandatory requirements and/or as an assessment criterion.

**6.2.2:** IFEMA MADRID’s management centres also assess the level of compliance of its most important suppliers annually.

The selection of suppliers to be evaluated is made from among those that meet a series of requirements; these are all those considered “collaborating companies” and, of the rest, those with a turnover of 600,000 euros/year or more, or those that the Purchasing Department considers “strategic”.

The assessment is carried out by assessing the following questions on a scale of 1 to 5:

- Quality of the service/work/product provided.
- Deadlines met.
- Demonstrated level of competence.
- Flexibility/availability provided.
- Level of sustainability during the provision of the service/supply/work.

Failure to reach the expected sufficient levels may result in penalties/contract termination (as set out in the tender documents and the Public Procurement Act), or an action plan to improve and exceed the rating in the following year.

**6.2.3:** Finally, these relevant suppliers are also asked to rate their relationship with IFEMA MADRID, i.e. a satisfaction survey is sent to them annually. For IFEMA MADRID, its suppliers are a key stakeholder or interest group; therefore, two questions common to all of them are included in the survey:

- NPS or Net Promoter Score or satisfaction level indicator, the results of which are included in our corporate scorecard of indicators, comparing the results obtained over time and with respect to other key stakeholders.
- Which of IFEMA MADRID’s economic, social and environmental sustainable development issues are important to them, results which are then considered as a further evaluation criterion to determine which are relevant to IFEMA MADRID.

## 6.3 Society

IFEMA MADRID has made a commitment to society that is materialised in three main ways:

- Being a catalyst and promoter of specific actions in collaboration with associations, exhibiting companies, visitors or other stakeholders, carried out from each fair and with a marked sectoral character.
- Taking up initiatives put forward by staff and implementing those that are considered feasible and are in the interests of the staff or for the benefit of NGOs or other charitable institutions.
- Through the Corporate Volunteering Programme, which facilitates and encourages those members of staff interested to take part in volunteering activities.

### List of social actions by fair/own or co-organised event

In 2025, 306 social actions were carried out, an increase of 43.79% on the previous year.

No.	Trade fair/Event	Social initiative	Description
1	BISUTEX	Diversity	Models of different origins and nationalities and persons with disabilities (ADA, etc.) are represented on the catwalk.
2	BISUTEX	Equality	Association of Brilliant Women will be given a stand to exhibit their products (to promote women's equality).
3	BISUTEX	Driving the sustainable development of the sector	Social media coverage and press releases of exhibitors with sustainable products.
4	BISUTEX	Driving the sustainable development of the sector	Sustainable Jewellery Association (awarded a free stand in exchange of providing relevant contents)
5	BISUTEX	Training	Free entrance to design and jewellery schools (Universidad Villanueva, Centro Superior de Diseño de Moda de Madrid, Universidad Politécnica de Madrid), etc.
6	FITUR	Diversity	The fair consciously and proactively included images that communicate diversity in its promotional campaigns, such as the promotional material for the FITUR LGBT+ area. This section showed the growing demand from destinations, companies, hotel chains, airlines, tour operators that want to focus on the LGBT+ community, which has great purchasing power due to its higher disposable income and is the least seasonal-dependent segment of tourists.
7	FITUR	Equality	At FITUR 2023, special emphasis was placed on the role of women in the context of tourism, across various sections. Along similar lines, FITUR WOMAN stands out, a space that has the collaboration of WOMEN LEADING TOURISM and which, aligned with the Sustainable Development Goals (SDGs) in terms of the contribution to gender equality and female empowerment (Goal 5) in the tourism sector, offers a meeting point for awareness, debate and dialogue, focused on promoting the role of women in this industry, in terms of leadership and sustainability.
8	FITUR	Driving the sustainable development of the sector	The FITURNext 2024 report was also presented: "How tourism can contribute to the revitalisation of territories", with the keys, guidelines and lessons learned by the Observatory throughout the research.
9	FITUR	Driving the sustainable development of the sector	For the fifth time, FITUR awarded the "Sustainable Stand" prize, organised in collaboration with the Institute of Responsible Tourism (ITR), with the aim of recognising and highlighting the efforts of exhibiting companies to ensure that their presence at FITUR is respectful of the environment and climate change, fostering social and cultural aspects, as well as making reference to governance and economic issues.
10	FITUR	Driving the sustainable development of the sector	FITUR included in its plan of activities and technical seminars educational talks on sustainability, accessibility and innovation.
11	FITUR	Diversity	Implementation of QR NaviLens to make it easier for the visually impaired to find their way around the trade fair.
12	FITUR	Training	Course for stewardesses on accessibility.
13	MADRIDJOYA	Diversity	Models of different origins and nationalities and persons with disabilities are represented on the catwalk.
14	MADRIDJOYA	Driving the sustainable development of the sector	New WABI-SABI project: exhibition of personalised jewellery and clothing products, giving them a second life. To promote this type of jewellery in society.
15	MADRIDJOYA	Equality	Association of Brilliant Women was created with to give visibility to professional women (to promote equality). Free space.

(continued)

List of social actions by fair/own or co-organised event (continued)

No.	Trade fair/Event	Social initiative	Description
16	MADRIDJOYA	Driving the sustainable development of the sector	Sustainable Jewellery Association: free use of space. Free participation in the Image Forum. Community to encourage sustainable practices in the sector worldwide.
17	MADRIDJOYA	Training	Assignment space to ESTIMORUN school: jewellery valuation and jewellery appraisal school, to teach jewellers to appraise and value jewellery in a standardised way.
18	MADRIDJOYA	Diversity	Participation in the MYALÓ project forum (presentation): giving visibility to women with mental health problems and reintegrating them into working life through jewellery, as well as preventing suicide.
19	MADRIDJOYA	Training	Free tickets to jewellery schools and jewellers' associations in selected provinces.
20	INTERGIFT	Diversity	A LA PAR Foundation: candy trolley at the after-work cocktail reception and the floral decoration of halls 3-5-7.
21	INTERGIFT	Driving the sustainable development of the sector	Social media coverage and press releases of exhibitors with sustainable products.
22	INTERGIFT	Training	Free admission to training schools, such as the Fundación A LA PAR.
23	INTERGIFT	Training	A space is assigned to the CG AGENCIA stand: a space for raising environmental awareness in the sector.
24	INTERGIFT	Training	Speakers' Corner: content of talks on sustainability (biophilic design and user comfort), handcrafted decorative techniques, fabric restoration..
25	MOMAD	Diversity	Catwalk with models of different ethnicities/origins.
26	MOMAD	Training	Allocation of a space and a stand to the Technical University of Madrid, Higher Institution for Fashion Design of Madrid. They have had an exhibition, a fashion show and a visibility space (TALENT LAB 23 project).
27	MOMAD	Driving the sustainable development of the sector	New WABI-SABI project: exhibition of personalised jewellery and clothing products, giving them a second life. Promotion of this type of product in society.
28	MOMAD	Driving the sustainable development of the sector	MOMAD Talents by ISEM competition (to be held three months before the event): the requirement is to be an EGO stand . A competition for new designers is launched on social media. The collection is presented, and there is an Assessment Committee (original, sustainable, commercial, etc.). The winner gets a free training course organised by ISEM and the first two winners get a free stand at the next edition.
29	MOMAD	Driving the sustainable development of the sector	Social media coverage and press releases of exhibitors with sustainable products. A media outlet specialising in sustainability invited to report on the project.
30	MOMAD	Training	Free tickets for several training schools (Villanueva, etc.).
31	MOMAD	Equality	Association of Brilliant Women was created with to give visibility to professional women (to promote equality). Free catwalk show.
32	MOMAD	Training	ISEM students acting as <i>retailers guide</i> helping visitors.
33	GENERA	Training	Conferences, forums and activities: informative conferences, improving the skills of professionals already working in the sector and also attracting professionals from other sectors who may be interested in this sector.
34	GENERA	Driving the sustainable development of the sector	Specific notes are made per day stating what is noteworthy, not a simple closing note.

(continued)

No.	Trade fair/Event	Social initiative	Description
35	GENERA	Driving the sustainable development of the sector	CDTI, MITECO, IDAE and all the associations in general: we have given them the space for them to carry out dissemination activities. They participate in forums and allow companies (other exhibitors) to take part in these events.
36	GENERA	Training	Increase in the number of free entries from vocational training institutes studying renewable energy related studies, compared to the previous edition. 80 groups.
37	GENERA	Driving the sustainable development of the sector	Creation of three new collective areas (with better conditions, improved communication) in addition to those of the previous year: UNEF-SOLARTYS. They would be: ANESE, A3E and AEDIVE. Small start-up companies are incorporated in these areas, helping them with communication, dissemination, etc.
38	GENERA	Training	Two interns for the organisation of the trade fair.
39	GENERA	Driving the sustainable development of the sector	Exchanges with non-profit associations (UNEF, ANESE, A3E, AEDIVE, SOLARTIS, CIDE, etc.). IFEMA MADRID provides the space and the dissemination, and these associations create the content of the conferences and the invitation to companies and visitors.
40	MERCEDES-BENZ FASHION WEEK MADRID	Diversity	Parades of models with disabilities.
41	MERCEDES-BENZ FASHION WEEK MADRID	Driving the sustainable development of the sector	The designers promote the local economy by hiring local small business partners.
42	MERCEDES-BENZ FASHION WEEK MADRID	Training	Invitation for fashion schools to a fashion show.
43	MERCEDES-BENZ FASHION WEEK MADRID	Diversity	Fashion shows with models in standard sizes in real life.
44	MERCEDES-BENZ FASHION WEEK MADRID	Diversity	The image of the trade fair is a black model.
45	MERCEDES-BENZ FASHION WEEK MADRID	Driving the sustainable development of the sector	Promoting communication via social media, inviting prestigious national and international influencers to integrate the trade fair into these communication networks.
46	MERCEDES-BENZ FASHION WEEK MADRID	Training	Free to tickets to non-profit foundations and associations.
47	INTERSICOP	Equality	Day and recognition of the role of women in the bakery sector, with the presentation of awards/recognition to some of them (for a whole career and to a young baker).
48	INTERSICOP	Training	Iberoamerican talk, to raise the profile of the sector in Latin America. Talks with a Colombian association and visit of the Chilean delegation of companies and associations in the sector.
49	INTERSICOP	Training	Free pass for Hospitality Vocational Training students.
50	ARCOmadrid	Training	Agreements with universities: internship students from the Master's Degree in Art Market Management and Universidad Complutense are employed in the trade fair under a collaboration agreement.
51	ARCOmadrid	Training	Free tickets for teachers from universities or arts training centres.
52	ARCOmadrid	Training	Special ticket prices for pupils and students (student card holders). Half price.
53	ARCOmadrid	Diversity	Use of inclusive language, replacing the word VIP with GUEST.

(continued)

List of social actions by fair/own or co-organised event (continued)

No.	Trade fair/Event	Social initiative	Description
54	ARCOmadrid	Training	Guest Lounge and catalogue design competition: everyone who is asked to submit a project is paid. The winner is paid a little more. In this way, everyone who shares their knowledge gets paid.
55	ARCOmadrid	Training	Agreement with the Federation of Associations of Visual Artists of Spain to offer a reduced ticket price to associated artists who are not exhibiting at ARCO.
56	ARCOmadrid	Equality	ARCO Forum: Women in the Visual Arts. On 8 March, the trade fair provided a forum for them to discuss the relevant themes of International Women's Day.
57	ARCOmadrid	Training	ARCO Forum: talks and seminars on contemporary art and two seminars on the institutional and art scenes of the countries surrounding the Caribbean.
58	ARCOmadrid	Training	ARTS LIBRIS Forum: two days for publishers who have less visibility in the arts to talk about their new productions, in order to give them visibility.
59	ARCOmadrid	Driving the sustainable development of the sector	Allocation of a space to AUARA, so that the proceeds from all the bottles sold will go towards bringing drinking water to those countries where it is not readily available
60	ARCOmadrid	Driving the sustainable development of the sector	As another new element this year, a young designer (a recently created company) was invited to design the uniforms for the ARCO staff hostesses. It was made by local producers (factories).
61	ARCOmadrid	Diversity	Collaboration with two associations: CAPACITARTE (help for young people with intellectual disabilities) and FUNDACIÓN MELIOR (children at risk of social exclusion), inviting them to the trade fair.
62	ARCOmadrid	Driving the sustainable development of the sector	ARCOmadrid and the Reina Sofía Museum organised a party with DJs in the Museum's space, with free access for everyone, to create interest in contemporary art among the new generations.
63	ARCOmadrid	Driving the sustainable development of the sector	ARCOmadrid gave picnics to the gallerists so that they did not have to go for lunch, making their participation more comfortable and efficient.
64	ARCOmadrid	Driving the sustainable development of the sector	On the second day of the trade fair all the guests of the trade fair (SAMANTHA from SPAIN) were offered a traditional Madrid <i>aperitivo</i> .
65	ARCOmadrid	Driving the sustainable development of the sector	Allocation of a space to the Unión de Artistas de España: to support artists and foster interest in them.
66	SICUR	Training	SICUR Forum: general talks on the different security-related sectors.
67	SICUR	Driving the sustainable development of the sector	SICUR-CIBER Forum: to promote the cybersecurity sector.
68	SICUR	Equality	Women's Observatory, where the third study on women and security was presented.
69	SICUR	Equality	Awards ceremony for the 10 women of the year in the field of security, organised by PESI, as part of the SICUR Forum. IFEMA MADRID provides the hall and audiovisual equipment for the event.
70	SICUR	Training	Free admission on Fridays for students in groups of 10 students and a teacher (engineering or final years of vocational training).
71	SICUR	Collaboration with social entities	Allocation of spaces to the State Security Forces, UME, SAMUR, the Fire Brigade of the City Council and the Region of Madrid.
72	SICUR	Training	Invitation to the municipal police of Valencia to give a talk on the use of artificial intelligence against gender violence.
73	SICUR	Diversity	Navilens: placed at the Info desks in the pavilion.

(continued)

No.	Trade fair/Event	Social initiative	Description
74	EXPODENTAL	Training	Collaboration with the College of Deans of Spain. Award ceremony for the best university grades of the year (degree in Dentistry).
75	EXPODENTAL	Training	Free tickets on Student Day for dental students (104 colleges).
76	EXPODENTAL	Collaboration with social entities	IFEMA MADRID has provided a stand to the Spanish Federation of Healthcare Technology Companies (an exchange), to disseminate information about the sector among visitors.
77	EDUCATION WEEK	Training	194 activities distributed in the different forums of each of the trade fairs where topics such as knowledge of the sector, latest news, social issues, etc. (training) were dealt with.
78	EDUCATION WEEK	Collaboration with social entities	Exchange stands for student unions (free of charge) to advise students on job opportunities.
79	EDUCATION WEEK	Collaboration with social entities	Universities collaborate with IFEMA MADRID. In the AULA Forum, final year students come to give lectures on practical subjects.
80	EDUCATION WEEK	Collaboration with social entities	Allocation of a space to MAPA (Ministry of Agriculture, Fisheries and Food); and the Ministry of Transport: talks on entrepreneurship in the sector, focused above all on women (women presenting agricultural projects), new technologies, livestock projects, etc.
81	EDUCATION WEEK	Collaboration with social entities	Provision of space (stage) to disseminate and promote artistic studies for both professional career and complementary studies, to promote the acquisition of skills of students.
82	EDUCATION WEEK	Training	POSTGRADUATE AND LIFELONG LEARNING: OPEN CAMPUS TRAINING AND EMPLOYMENT Space in collaboration with the Region of Madrid; support for students looking for their first job, the unemployed, talent recruitment, etc.
83	EDUCATION WEEK	Training	AULA: building workshops and other professions focused on vocational training (new activity): construction, motor and other companies present the professions related to their sector. New materials introduced (more sustainable and innovative) and aim to promote and ensure the generational changeover. A new feature was the participation of the metal and automotive sectors, hosting workshops.
84	EDUCATION WEEK	Training	The CAMPUS FOR TALENT AND ENTREPRENEURSHIP was organised for the first time. Three blocks of conferences: Day 1: fostering talent; Day 2: green entrepreneurship; Day 3: entrepreneurship as a profession.
85	EDUCATION WEEK	Training	Provision of space and promotion of the activity organised by the Fundacion Cappgemini. Meetings organised between young people and schools, presenting collaborative projects between several schools to work together, with one of the schools mentoring the other.
86	EDUCATION WEEK	Training	Expansion and development of the specific space for youth employment in collaboration with the Region of Madrid, for the support of students with school failure and the acquisition of skills in order to prepare them for the labour market.
87	EDUCATION WEEK	Training	POSTGRADUATE: exchange with the workshop association CETRAA and AECIM.
88	EDUCATION WEEK	Equality	The Ministry of the Interior, Ministry of Defence, Maritime Rescue and Safety, Municipal Police, SAMUR and Madrid Fire Brigade were asked to involve female professionals from these administrations in the conference.
89	EDUCATION WEEK	Training	Cession of space to CEAPA (Spanish Confederation of Parents' Associations of Pupils) to develop activities and conferences related to social pain points in adolescents and young people.
90	EDUCATION WEEK	Equality	"Aula de igualdad" (Equality Classroom), which deals with issues of harassment and sexual identity, also promoted by the Ministry of Equality.

(continued)

List of social actions by fair/own or co-organised event (continued)

No.	Trade fair/Event	Social initiative	Description
91	EDUCATION WEEK	Training	Free tickets to school groups
92	IBERZOO PROPET	Training	Forums/talks for skills acquisition: Veterinary workshop (training on new pharmaceutical or veterinary intervention products, etc.); Fórum AEDPAC ( Spanish Association of Distributors of Products for Pets), talks; Canine styling masterclass stage).
93	IBERZOO PROPET	Driving the sustainable development of the sector	IFEMA MADRID organises the ANTON Awards, which comprise several categories: animal integration, pet-friendly cities, best professional in the field of animal protection. This year an award was presented to the Region of Madrid, for the programme of assistance to residences with pets (Award for the initiative fostering coexistence with pets in the city AMVAC /AEDPAC - Regional Ministry of Family, Youth and Social Policy of the Region of Madrid, for the campaign of animal-assisted therapies).
94	IBERZOO PROPET	Driving the sustainable development of the sector	AMVAC presents a solidarity award (Premio José Zúñiga AMVAC Solidario). It was awarded to the NGO Alas Gambia, made up of a team of people who voluntarily dedicate part of their time to try to ensure that all children, regardless of where and when they are born, can have the same opportunities. It provides the poorest families in the Gambian slums with the necessary support for the schooling of these children.
95	IBERZOO PROPET	Driving the sustainable development of the sector	Allocation of a desk for the scientific societies, for the promotion and raising awareness of their latest studies.
96	IBERZOO PROPET	Training	Talk at the Fórum AEDPAC on responsible animal ownership and welfare (with IFEMA MADRID providing the space).
97	IBERZOO PROPET	Training	Talk at Fórum AEDPAC on the value of the commitment to innovation and technology in cases of success in startups.
98	PROMOGIFT	Driving the sustainable development of the sector	Space assigned to the AIMFAP association (sector associations) for, among other actions, organisation of the business award for its associates.
99	EXPOÓPTICA	Driving the sustainable development of the sector	ExpoAudio Forum: audiology sector. Talks from speakers to present innovations in the sector, marketing issues, training.
100	EXPOÓPTICA	Driving the sustainable development of the sector	ExpoÓptica Forum: optics sector: Talks from speakers to present innovations in the sector, marketing issues, training.
101	EXPOÓPTICA	Training	Free tickets for associations and students.
102	EXPOÓPTICA	Training	IFEMA MADRID secured two coaches to give two talks with the aim of helping professionals in the sector to have a business vision of health.
103	EXPOÓPTICA	Training	FEDAO Association: space provided with a screen to for presentation on its role in the optical sector.
104	EXPOÓPTICA	Driving the sustainable development of the sector	We collaborated with two congresses, OPTOM and A.N.A. (allocation of space and reduced fees) to create synergies, enrich the trade fair and, in this way, promote the sustainability of the sector and health in society.
105	ALMONEDA	Training	Universidad Rey Juan Carlos I, students and professors of the Master's Degree in Art Market Management: generating content for Almoneda 365, collaboration with supporting exhibitors, support in the organisation of activities and satisfaction surveys.
106	ALMONEDA	Training	50% discount on admission for art-related groups (restorers' association, City Council art group, students, etc.).

(continued)

No.	Trade fair/Event	Social initiative	Description
107	ALMONEDA	Driving the sustainable development of the sector	Invitations to associations of friends of museums, for their members.
108	ALMONEDA	Driving the sustainable development of the sector	Exhibition space made available to exhibitors to display exclusive original pieces of interest to the visiting public and the media, promoting the sector.
109	ALMONEDA	Diversity	Invitations for persons with disabilities (from the Association Domingos de Sonrisas).
110	MADRID CAR EXPERIENCE	Training	Free tickets for students of automotive-related careers.
111	MADRID CAR EXPERIENCE	Driving the sustainable development of the sector	ELECTRIC DEMO SHOW. Awareness-raising and dissemination talks on electric cars.
112	MADRID CAR EXPERIENCE	Driving the sustainable development of the sector	Promote the sale of the ECO car through test boxes.
113	ORGANIC FOOD / ECOLIVING	Driving the sustainable development of the sector	Food bank for the collection of surplus food for distribution to people at risk of exclusion.
114	ORGANIC FOOD / ECOLIVING	Training	Technical sessions for both fairs: raising awareness in society, session dedicated to the SDGs.
115	ORGANIC FOOD / ECOLIVING	Driving the sustainable development of the sector	Food and cosmetics influencers, to promote the trade fair on social media, raise awareness of this type of food and organic products.
116	ORGANIC FOOD / ECOLIVING	Driving the sustainable development of the sector	Organic Friends podcast, dealing with the issue of organic production, to raise awareness in society.
117	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving the sustainable development of the sector	Non-profit association GANVAN: free allocation of participation space and modular.
118	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving the sustainable development of the sector	Invitations given by IFEMA MADRID to associations of the automotive sector to invite their members to the trade fair.
119	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving the sustainable development of the sector	Discounts on visitors' tickets for MADRID CAR EXPERIENCE.
120	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving the sustainable development of the sector	Invitations given by IFEMA MADRID to visitors from the trade fair group's databases 2.
121	SALÓN DEL VEHÍCULO DE OCASIÓN	Driving the sustainable development of the sector	Draws for free invitations held via social media.
122	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Training	CITIES FORUM: forums and laboratories organised prior to the event and during the event to discuss the conclusions reached.
123	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Training	Foro de las Ciudades: a digital book published with videos containing summaries of the speeches and with good practice catalogues.

(continued)



List of social actions by fair/own or co-organised event (continued)

No.	Trade fair/Event	Social initiative	Description
124	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Training	Foro de las Ciudades: good practice talks.
125	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Training	SRR: international congress, technical dissemination days.
126	FSMS (SRR, FORO DE LAS CIUDADES Y TECMA)	Driving the sustainable development of the sector	TECMA: presentation of the Escobas Awards (in the town halls). Dissemination of innovative environmental projects to the rest of the sector and society. Communicated in press releases, networks, etc.
127	FSMS (SRR, FORO DE LAS CIUDADES AND TECMA)	Driving the sustainable development of the sector	For SRR: specialised automotive salvage awards. Tenth national meeting (scrapping). Presentation of the award for the most sustainable company in the dismantling sector. Communicated in press releases, networks, etc.
128	FSMS (SRR, FORO DE LAS CIUDADES AND TECMA)	Training	Technical conference in ATEGRUS area: support from IFEMA MADRID in the dissemination of the conference (social media, press release, etc.).
129	FSMS (SRR, FORO DE LAS CIUDADES AND TECMA)	Driving the sustainable development of the sector	Special participation rates for ATEGRUS and AFAMOUR (Spanish Association of Manufacturers of Street Furniture and Playgrounds) spaces with special rates.
130	FSMS (SRR, FORO DE LAS CIUDADES AND TECMA)	Driving the sustainable development of the sector	Invitation codes for different sectoral associations (SRR and TECMA).
131	FSMS (SRR, FORO DE LAS CIUDADES AND TECMA)	Driving the sustainable development of the sector	IFEMA MADRID gave free invitations to the Spanish Federation of Municipalities and Provinces to attend the trade fair, enriching contacts between potential buyers and companies in the sector.
132	FSMS (SRR, FORO DE LAS CIUDADES AND TECMA)	Driving the sustainable development of the sector	Stand exchange with the FER association. Free space in exchange for information on new recycling techniques.
133	BISUTEX 2nd EDITION	Boosting the visibility of women in the sector	Association of Brilliant Women will be given a stand to exhibit their products (to promote women's equality).
134	BISUTEX 2nd EDITION	Driving the sustainable development of the sector	Social media coverage and press releases of exhibitors with sustainable products.
135	BISUTEX 2nd EDITION	Driving the sustainable development of the sector	Sustainable Jewellery Association (awarded a free stand in exchange of providing relevant content)
136	MADRIDJOYA 2nd EDITION	Driving the sustainable development of the sector	To give visibility to the new MYALÓ project, focused on innovation-driven design aimed at improving mental health. Conference hosted.
137	MADRIDJOYA 2nd EDITION	Inclusion in the sector	To give visibility to the new project SOY UNA JOYITA. Training in jewellery for persons with disabilities. Conference hosted.
138	MADRIDJOYA 2nd EDITION	Boosting the visibility of women in the sector	Association of Brilliant Women was created with to give visibility to professional women (to promote equality). Free space.

(continued)

No.	Trade fair/Event	Social initiative	Description
139	MADRIDJOYA	Driving the sustainable development of the sector	Sustainable Jewellery Association: free use of space. Free participation in the Image Forum. Community to encourage sustainable practices in the sector worldwide.
140	MADRIDJOYA	Training	Allocation of a space to ESTIMORUN school: jewellery valuation and jewellery appraisal school, to teach jewellers to appraise and value jewellery in a standardised way.
141	MADRIDJOYA	Training	Allocation of a space to the school ESTUDIO DE ARTE 3, to promote the training of new professionals in jewellery.
142	MADRIDJOYA	Training	Free tickets to jewellery schools and jewellers' associations in selected provinces.
143	MERCEDES-BENZ FASHION WEEK	Inclusion in the sector	Catwalk fashion shows featuring models with disabilities and diverse backgrounds.
144	MERCEDES-BENZ FASHION WEEK	Driving the sustainable development of the sector	The designers promote the local economy by hiring local small business partners.
145	MERCEDES-BENZ FASHION WEEK	Training	Invitation for fashion schools to a fashion show.
146	MERCEDES-BENZ FASHION WEEK	Inclusion in the sector	Fashion shows with models in standard sizes in real life.
147	MERCEDES-BENZ FASHION WEEK	Driving the sustainable development of the sector	Promoting communication via social media, inviting prestigious national and international influencers to integrate the trade fair into these communication networks.
148	MERCEDES-BENZ FASHION WEEK	Driving the sustainable development of the sector	Free tickets for foundations or non-profit associations.
149	EXPOÓPTICA	Driving the sustainable development of the sector	ExpoAudio Forum: audiology sector. Talks from speakers to present innovations in the sector, marketing issues, training.
150	EXPOÓPTICA	Driving the sustainable development of the sector	ExpoÓptica Forum: optics sector. Talks from speakers to present innovations in the sector, marketing issues, training.
151	EXPOÓPTICA	Driving the sustainable development of the sector	Free tickets for associations and students.
152	EXPOÓPTICA	Driving the sustainable development of the sector	IFEMA MADRID secured two coaches to give two talks with the aim of helping professionals in the sector to have a business vision of health.
153	EXPOÓPTICA	Collaboration with social entities	FEDAO Association: space provided with a screen to for presentation on its role in the optical sector.
155	MOMAD	Collaboration with social entities	Allocation of a space and a stand to the Technical University of Madrid, Higher Institution for Fashion Design of Madrid. Exhibition, a parade and a space for visibility provided.
156	MOMAD	Driving the sustainable development of the sector	MOMAD Talents by ISEM competition, to support the entrepreneurship of new brands that have been running for less than three seasons, with winners awarded a stand. The first winner also wins a fashion course.

(continued)



List of social actions by fair/own or co-organised event (continued)

No.	Trade fair/Event	Social initiative	Description
157	MOMAD	Equality	Association of Brilliant Women was created with to give visibility to professional women (to promote equality). Free catwalk show.
158	MOMAD	Promotion of the event	Social media coverage and press releases of exhibitors with sustainable products. A media outlet specialising in sustainability invited to report on the project.
159	MOMAD	Training	Free tickets for several training schools (Villanueva, etc.).
160	MOMAD	Training	Retailers Guide. Fashion students of the ISEM course. Part of their internship consists of working as retailer guides at this edition of MOMAD. They advise visitors on how to find what they are looking for, their suppliers and/or collections.
161	MOMAD	Driving the sustainable development of the sector	Albania brought several brands to exhibit for the first time, through the Swiss consultancy SIPPO (using European funds). To help developing countries. IFEMA MADRID gave them visibility.
162	MOMAD	Driving the sustainable development of the sector	The Spanish consultancy firm SB Consultores, through European funds (EU4Business project: Connecting Companies), brought brands from developing countries (Georgia, Azerbaijan, etc.). IFEMA MADRID gave them visibility.
163	MOMAD	Collaboration with social entities	Catwalk fashion show by the ADA association: mental health theme.
164	MOMAD	Driving the sustainable development of the sector	Sustainable Experience Zone, checked by the show management, where exhibitors undergo checks and, if they comply with them, are allowed to place their stands in this area. Not only exhibitors of products but technology.
165	INTERGIFT 2nd EDITION	Collaboration with social entities	Second edition in which the decoration with floral centres is carried out by two florist companies that have provided plants and labour to decorate the pavilions (in exchange, the company is given publicity). One of the companies is the Fundación A LA PAR.
166	INTERGIFT 2nd EDITION	Collaboration with social entities	Free admission to training schools, such as the Fundación A LA PAR, ESMADECO.
167	INTERGIFT 2nd EDITION	Driving the sustainable development of the sector	A space is assigned to the CG AGENCIA stand: a space for raising environmental awareness in the sector.
168	INTERGIFT 2nd EDITION	Driving the sustainable development of the sector	Speakers' Corner: content of talks on sustainability (biophilic design and user comfort), handcrafted decorative techniques, etc.
169	INTERGIFT 2nd EDITION	Collaboration with social entities	The non-profit association Regalo Fama decorated a break area and participated in recruiting interesting speakers for the Speakers' Corner.
170	SALÓN LOOK	Training	The programme of activities includes talks on educational talks. Workshops, masterclasses.
171	SALÓN LOOK	Training	Trainee intern for the organisation of the trade fair (María de Adrián).
172	SALÓN LOOK	Training	Hair MBA organises a scholarship training programme aimed at professionals, providing re-training related to business management contents. They give free space at the trade fair to this company that manages these grants and in return they offer grants to visitors who pass by their stand and collect their applications (a selection will be carried out subsequently)
173	SALÓN LOOK	Training	Assignment of halls to the company L3vel3 for imparting barbering courses. Aimed at hairdressing professionals (those who had visited the trade fair and were interested).
174	SALÓN LOOK	Collaboration with social entities	Cosméticos Foráneos had a specific space for free on our behalf, solidarity manicures, carried out by people at risk of exclusion, helping them to train in this profession. This action is carried out and the money raised is donated to the Spanish Cancer Association.

(continued)

No.	Trade fair/Event	Social initiative	Description
175	SALÓN LOOK	Training	Free tickets for students of vocational training in the sector and reduced price tickets for students for congresses.
176	SALÓN LOOK	Training	Open stage for exhibitors at the trade fair, where visiting students could participate (it was offered) and exhibit their activities, in order to promote training.
177	SALÓN LOOK	Collaboration with social entities	The VAT Reduction Partnership Platform, made up of professionals and associations of the sector, calling for lower VAT rates. The fair supports their initiative and assigns them space at the trade fair. Many studies related to the sector have been presented in this space.
178	SALÓN LOOK	Driving the sustainable development of the sector	Business meeting and beauty congress. Presentation on the different types of leadership, the evolution of generational change and the use of artificial intelligence. On the other hand, issues of legislation related to the sector have been discussed.
179	SALÓN LOOK	Collaboration with social entities	Beauty Congress. STANPA Foundation (cosmetics manufacturers), "A little make-up can make your day". Training professionals and recruit volunteers to help female cancer patients. Lecture.
180	SALÓN LOOK	Collaboration with social entities	Allocation of a space to an international association (International Hairdressing Awards) which rewards creativity and boosts prestige in the world of hairdressing.
181	SALÓN LOOK	Driving the sustainable development of the sector	Allocation of a space to the Spanish creative hairdressing association for holding a fashion show and Figaro awards (to promote the Spanish brand and Spanish talent).
182	SALÓN LOOK	Driving the sustainable development of the sector	Look Awards, organised by IFEMA MADRID to boost the prestige of the sector's professionals. Professional career in the sector, business project (beauty and hairdressing), salon design, charity initiatives, training project (best school) are valued. In addition, a beauty and hairdressing award of honour is awarded to important entrepreneurs in the sector.
183	SALÓN LOOK	Collaboration with social entities	Exchanges with associations in the industry (FANAE, ANEPE, STANPA, Club Figaro).
184	GUEXT	Driving the sustainable development of the sector	GUEXT FORUM: conferences with a specific block on sustainability and circular economy. The circular hospitality guide was presented (as a result of a different profile working group that was organised). There were also several round tables and speakers.
185	GUEXT	Driving the sustainable development of the sector	A distribution sector lifetime achievement award after more that 140 years working in the sector. OMS y VIÑAS was the winner.
186	GUEXT	Training	COFFEEXPERIENCE. Agreement with the Escuela Superior de Hostelería y Turismo de Madrid for internships.
187	GUEXT	Driving the sustainable development of the sector	LATTE ART GRADING SYSTEMS: Asturias-based official certifier in of technique to reward skill level.
188	GUEXT	Training	Free tickets for hotel and tourism schools (students and trainers).
189	GUEXT	Collaboration with social entities	Free tickets for non-profit associations (FORUM DEL CAFÉ).
190	GUEXT	Collaboration with social entities	Donation of surplus milk (LATTE ART GRADING SYSTEMS) to Mensajeros de la Paz.
191	FIAA	Training	Vocational training centres and sector associations: free admission.

(continued)

List of social actions by fair/own or co-organised event (continued)

No.	Trade fair/Event	Social initiative	Description
192	FIAA	Driving the sustainable development of the sector	A programme of lectures for exhibitors on the topics of innovation. (Lecture on "Leading universal accessibility in passenger transport").
193	FIAA	Collaboration with social entities	Transfer of space to non-profit associations: Confebus, Direbus, Anetra. Outreach activities carried out.
194	FIAA	Promotion of the event	Extensive representation of public sector figures to boost the sector.
195	FIAA	Collaboration with social entities	Space exchange: with the aim of showcasing new developments in accident rescue. (Innovation and Safety) E-Rescue.
196	FIAA	Promotion of the event	Guest Programme: to give visibility and promote the trade fair and the commercial agreements of exhibitors also at an international level.
197	FIAA	Promotion of the event	Provision of space for the sector's media (Nexobus, Autobuses y Autocares, Viajeros magazine, Carribus, etc.) to promote the trade fair and publicise the exhibitors.
198	FRUIT ATTRACTION	Driving the sustainable development of the sector	Proud to be FRUIT ATTRACTION: recognition of exhibitors and visitors. Wristbands in different colours were distributed during the trade fair. FRUIT ATTRACTION closing video with different people.
199	FRUIT ATTRACTION	Collaboration with social entities	Madrid Food Bank collected surplus foodstuffs and was assigned a space (one per hall).
200	FRUIT ATTRACTION	Driving the sustainable development of the sector	Conferences to promote innovations in the sector (Biofruit Congress, on sustainable supply; Biotech Attraction, biotechnology and innovation for the agriculture of the future) and Congreso del Aguacate, Congreso del Nogal y The Summit, etc.
201	FRUIT ATTRACTION	Training	Free tickets for students of a master's degree related to the sector (Foreign Trade, URJC and Foreign Trade Technicians Programme, CAM).
202	FRUIT ATTRACTION	Diversity	A prayer room has been set aside for international exhibitors and visitors on request.
203	FRUIT ATTRACTION	Diversity	Testimonial videos have been made and published featuring people from different countries, races and companies.
204	FRUIT ATTRACTION	Promotion of the event	The Embassy of Ukraine will be given space in order to promote Ukrainian companies.
205	FRUIT ATTRACTION	Collaboration with social entities	Allocation of a space to Agrotech, specialising in collaboration with the digitalisation of agri-food companies.
206	FRUIT ATTRACTION	Collaboration with social entities	Exchange with Biovegen: IFEMA MADRID provides space at the trade fair and, in exchange, Biovegen includes speakers for the forums.
207	FRUIT ATTRACTION	Driving the sustainable development of the sector	Special prices in the canteen for exhibitors who give prior notice, to avoid queues.
208	FRUIT ATTRACTION	Equality	The Proyecto Mujer Agro Awards, organised to give visibility to women in the sector.
209	ESTAMPA	Training	Education centres providing arts education with free admission for their students.
210	ESTAMPA	Driving the sustainable development of the sector	Educational talks: Foro Colecciona Programme.
211	ESTAMPA	Training	ESTAMPA has been working with trainees to promote skill acquisition.
212	ESTAMPA	Inclusion	Free admission for over 65s and under 12s.
213	ESTAMPA	Inclusion	Discounts on tickets for Youth Card holders and students.

(continued)

No.	Trade fair/Event	Social initiative	Description
214	ESTAMPA	Promotion of the event	To encourage interest in collecting through the exemplification of Spanish companies, providing space for the presentation of works belonging to the collections of these companies.
215	ESTAMPA	Driving the sustainable development of the sector	Best Stand Award: among the gallery owners, and in the following edition the winner will be given a space at the trade fair valued at 3,000 euros.
216	ESTAMPA	Inclusion	Guided tours for children with intellectual disabilities.
217	ESTAMPA	Collaboration with social entities	Transfer of tickets to art associations, museums. (Thyssen).
218	ESTAMPA	Promotion of the event	Estampa party at Archy for collectors, gallery owners and artists participating in the trade fair.
219	MATELEC	Driving the sustainable development of the sector	Conference programme: conferences relating to the acquisition of new skills and certifications.
220	MATELEC	Collaboration with social entities	Provision of space and promotion of the competition organised by FENIE: competition for young installers and vocational training students. They take a test that they have to develop. They are given a financial award and recognition. Annual and national championships.
221	MATELEC	Collaboration with social entities	The main sectoral organisations that have not collaborated in previous editions have been included in order to encourage the participation of their members.
222	MATELEC	Training	Free admission for educational and student groups accompanied by a school leader.
223	MATELEC	Promotion of the event	Encourage new profiles to join the trade fair using social media campaigns.
224	MATELEC	Training	+KNX Simulator competitions for schools: prizes for students and vocational schools.
235	PISCIMAD	Driving the sustainable development of the sector	Seminar programme: skills acquisition and training for the sector in the new existing regulations.
236	PISCIMAD	Driving the sustainable development of the sector	Conference programme: conferences related to the acquisition of new skills, equality, for women in the construction sector.
237	PISCIMAD	Driving the sustainable development of the sector	First International Construction Congress: various presentations on topics of interest in the sector.
238	PISCIMAD	Driving the sustainable development of the sector	Three days with a social theme: Cionitia, Women can Build, Cimientos para el empleo.
239	PISCIMAD	Training	Free admission for professional training schools
240	PISCIMAD	Collaboration with social entities	Agreement with ASEPI: the association, with the financial contribution of IFEMA MADRID, invited all exhibitors to the WAH show.
241	CONSTRUTEC	Driving the sustainable development of the sector	Conference programme: conferences related to the acquisition of new skills, equality, for women in the construction sector.
242	CONSTRUTEC	Training	Free tickets for groups of students of vocational training and architecture schools.
243	CONSTRUTEC	Driving the sustainable development of the sector	Conference programme: conferences related to the acquisition of new skills, equality, for women in the construction sector.

(continued)

List of social actions by fair/own or co-organised event (continued)

No.	Trade fair/Event	Social initiative	Description
244	CONSTRUTEC	Collaboration with social entities	More space for the Fundación Laboral de la Construcción to support training in construction trades for young people.
245	CONSTRUTEC	Driving the sustainable development of the sector	First International Construction Congress: various presentations on topics of interest in the sector.
246	CONSTRUTEC	Driving the sustainable development of the sector	Three days with a social theme: Cionitia, Women can Build, Cimientos para el empleo.
247	CONSTRUTEC	Training	Free admission for professional training schools
248	CONSTRUTEC	Collaboration with social entities	Fundación Laboral de la Construcción: exchange agreement and tickets for the visit to the trade fair.
249	CONSTRUTEC	Driving the sustainable development of the sector	Programme of conferences related to training in the sector.
250	VETECO	Driving the sustainable development of the sector	VETECO ASEFAVE Awards: architecture awards with sustainability included among criteria assessed.
251	VETECO	Driving the sustainable development of the sector	VETECO ASEFAVE Awards: architecture awards with a prize awarded to an outstanding undergraduate dissertation. Promotion and financial prize for the winners.
252	VETECO	Driving the sustainable development of the sector	Conference programme: conferences related to the acquisition of new skills, equality, for women in the construction sector.
253	VETECO	Driving the sustainable development of the sector	First International Construction Congress: various presentations on topics of interest in the sector.
254	VETECO	Collaboration with social entities	More space for the Fundación Laboral de la Construcción to support training in construction trades for young people.
255	VETECO	Driving the sustainable development of the sector	Ibero-American Forum: several countries talk about the problems of the sector in their home countries and good practices to solve them.
256	VETECO	Driving the sustainable development of the sector	Three days with a social theme: Cionitia, Women can Build, Cimientos para el empleo.
257	VETECO	Training	Free admission for professional training schools
258	VETECO	Driving the sustainable development of the sector	Recognition of a personality of the sector: the trade fair has organised a tribute to a person who has dedicated a lifetime to the sector.
259	SMART DOORS 2022	Driving the sustainable development of the sector	Seminar programme: skills acquisition and training for the sector in the new existing regulations.
260	SMART DOORS 2022	Driving the sustainable development of the sector	Conference programme: conferences related to the acquisition of new skills, equality, for women in the construction sector.
261	SMART DOORS 2022	Driving the sustainable development of the sector	First International Construction Congress: various presentations on topics of interest in the sector.

(continued)

No.	Trade fair/Event	Social initiative	Description
262	SMART DOORS 2022	Driving the sustainable development of the sector	Three days with a social theme: Cionitia, Women can Build, Cimientos para el empleo.
263	SMART DOORS 2022	Training	Free admission for professional training schools
264	SMART DOORS 2022	Driving the sustainable development of the sector	A new investment forum where company sales, generational change in the sector, and the sale and merger of companies was discussed.
265	SIMO EDUCATION	Collaboration with social entities	Allocation of a space for EDUCAPARTY.
266	SIMO EDUCATION	Promotion of the event	EVENTS AGENDA: programme of events published on the website.
267	SIMO EDUCATION	Collaboration with social entities	Allocation of a space for the presentation of prizes to students and education professionals. They were able to take part in the trade fair, attend workshops and visit the stands.
268	SIMO EDUCATION	Collaboration with social entities	Good practices carried out in the classroom and recognition of the winners (13 diplomas awarded and two prizes in technology and innovation) are presented. One category is for sustainability, one for equality and one for rural schools.
269	SIMO EDUCATION	Driving the sustainable development of the sector	SIMO Inspira: conferences by education experts in which they present methodology and related knowledge to professionals in the sector. Round table discussing and sharing different points of view.
270	SIMO EDUCATION	Promotion of the event	Party at the MALINCHE show: exhibitors, sponsors and buyers, and education officials from different autonomous communities, among others, were invited.
271	SIMO EDUCATION	Driving the sustainable development of the sector	Talks on social issues of interest such as mental health.
272	SIMO EDUCATION	Driving the sustainable development of the sector	New registration of directors with different benefits such as admission to the VIP area, tickets for the MALINCHE show. More than 800 were registered.
273	SIMO EDUCATION	Promotion of the event	Draw by social media. Tickets for the MALINCHE party were raffled among the visitors of the trade fair.
274	SIMO EDUCATION	Driving the sustainable development of the sector	Training workshops related to innovative topics such as artificial intelligence, given by prestigious companies such as Google and Microsoft and CANVA.
275	SIMO EDUCATION	Collaboration with social entities	Allocation of a space and rooms to the Ministry of Education so that they can provide training. Certification for participants who attended a minimum of 10 hours of the training fair.
276	SIMO EDUCATION	Inclusion	A soundfield system was included in the trade fair.
277	GLOBAL MOBILITY CALL	Driving the sustainable development of the sector	Within the forums, there have been specific workshops on talent, to adapt the needs of society to companies and vice versa.
278	GLOBAL MOBILITY CALL	Driving the sustainable development of the sector	All the talks are about sustainable mobility. Some of the speakers are members of NGOs, non-profit associations and administrations, so visitors will attend these talks as an informative action and the trade fair promotes it.
279	GLOBAL MOBILITY CALL	Collaboration with social entities	Agreement with the International Municipal Police Association to disseminate policies and issues related to their functions and sustainable mobility.

(continued)

List of social actions by fair/own or co-organised event (continued)

No.	Trade fair/Event	Social initiative	Description
280	GLOBAL MOBILITY CALL	Collaboration with social entities	Agreements with numerous non-profit professional associations and foundations in Europe and Latin America, which have participated in the organisation of talks or disseminated information on the sustainable mobility congress.
281	GLOBAL MOBILITY CALL	Promotion of the event	IFEMA MADRID has invited the Minister of Transport to promote innovative management models and contact Spanish companies. In addition, representatives of associations from other countries (Portugal and Latin America) have been invited.
282	GLOBAL MOBILITY CALL	Training	Free tickets for students of universities and vocational education schools (on request).
283	GLOBAL MOBILITY CALL	Collaboration with social entities	A conference on active mobility was held with the participation of the Ministry of Transport, the FEMP, the Association of Bicycle Brand Manufacturers and the Cities for Bicycles Network and the Walking Cities Network, together with private companies from the sector.
284	GLOBAL MOBILITY CALL	Collaboration with social entities	A conference was organised within the congress together with the ONCE foundation, to highlight the need for inclusion in the new mobility policies.
285	GLOBAL MOBILITY CALL	Inclusion	Nearly 115 sessions had simultaneous translation to facilitate communication, and three of the forums used soundfield systems to avoid noise pollution.
286	GLOBAL MOBILITY CALL	Collaboration with social entities	The ONCE stand provided a robot guide for the visually impaired at IFEMA MADRID, which allowed the robot to move around the corridors of the congress.
287	GLOBAL MOBILITY CALL	Promotion of the event	Universal and free access to the congress content live on YouTube.
288	GLOBAL MOBILITY CALL	Driving the sustainable development of the sector	Sustainable Participation Award This award was organised for the first time, defining the assessment criteria in advance, such as social issues (training, accessibility, staff at risk of exclusion manning the stand, etc.).
289	GLOBAL MOBILITY CALL	Driving the sustainable development of the sector	Forum dedicated to road safety, organised with the DGT.
290	GLOBAL MOBILITY CALL	Promotion of the event	Exchange with the Ciclosfera media to showcase in one space the different solutions and applications for urban mobility by bicycle.
291	GLOBAL MOBILITY CALL	Promotion of the event	A summary document of the conclusions of each of the congress sessions of the previous edition was sent to the press and the entire fair database.
292	FERIARTE	Collaboration with social entities	The fair offers: <ul style="list-style-type: none"><li>• Friends of the museums: free invitation to the trade fair.</li><li>• Art associations: discounts on admission.</li></ul>
293	FERIARTE	Driving the sustainable development of the sector	Feriarte Forum: programme of conferences and educational panels on the 19thcentury.
294	FERIARTE	Training	The Master's Degree in Art of the Universidad Rey Juan Carlos is giving classes during the trade fair.
295	FERIARTE	Promotion of the event	Free Stand You Art for young collectors, to promote the culture of collecting, where art students on work experience sell the exhibitors' pieces.
296	FERIARTE	Promotion of the event	Open day to promote art in society.
297	FERIARTE	Collaboration with social entities	Friends of the Elderly Foundation. The fair provided tickets for the foundation, where people from IFEMA MADRID accompanied them.
298	FERIARTE	Promotion of the event	Feriarte Tik Tok account, to reach a younger audience.

(continued)

No.	Trade fair/Event	Social initiative	Description
299	FERIARTE	Equality	The squares or common areas of the trade fair are named, and one of them is always named after a woman who represents the sector and is recognised as an artist.
300	ACCOUNTEX	Promotion of the event	Reading room to dedicate this space to book signings in the sector.
301	ACCOUNTEX	Collaboration with social entities	Fundraising for those affected by the flooding in Valencia and surrounding areas.
302	ACCOUNTEX	Collaboration with social entities	Two exhibitors from the Valencia flood ground zero were unable to attend the trade fair and information signs were placed in the pavilion with information about them.
303	ACCOUNTEX	Promotion of the event	All tickets made free to promote attendance at the trade fair.
304	ACCOUNTEX	Collaboration with social entities	Asociación Española de Directores de Recursos Humanos: special conditions for the stand at the trade fair.
305	ACCOUNTEX	Driving the sustainable development of the sector	Educational conferences on interesting topics in the sector.
306	ACCOUNTEX	Promotion of the event	Spanish wine for exhibitors.



List of donations promoted at the institutional level to organisations with social purposes

No.	Social initiative	Date	Description
1	Drawing of canteen chairs among the staff.	March 2024	Drawing of canteen chairs among the staff.
2	Merchandising of IFEMA MADRID (CDs, books, selfie sticks, fans, notebooks, etc.).	June 2024	Fundación Gauden.
3	Donation of picnic tables.	June 2024	Fundación AMÁS.
4	Stationery.	September 2024	Fundación Achalay.
5	Sponsorship booklets.	September 2024	Fundación Juan XXIII.
6	Donation of food and medical supplies.	November 2024	Food Bank (Valencia floods project).
7	Donation of food.	November 2024	Mensajeros de la Paz.
8	Donation to the foundation of material from public fairs that are no longer held for reuse.	October 2024	Fundación AMÁS.
9	Merchandising of IFEMA MADRID (CDs, books, selfie sticks, fans, notebooks, etc.).	December 2024	Fundación Gauden.
10	Virtual reality glasses.	December 2024	Fundación Oxiria and Fundación Juan XXIII.

Corporate volunteering programme

Through the corporate volunteering programme, IFEMA MADRID channels the spirit of solidarity of its employees, contributing the hours of the working day that they dedicate to the volunteering projects selected by the Quality and Sustainability Department.

To this end, initiatives with a very well-defined profile are assessed so that they can be integrated in the daily work dynamics, which are very demanding and changeable in terms of timetables.

- They should be coordinated by NGOs or foundations of proven solvency.
- The activity carried out by the volunteer must match their skills.
- This activity must be carried out during the working hours.

The programme includes ongoing activities that take place throughout the year and one-off, time-limited projects.

Continuing activities

They have been chosen in such a way that there is a more assistance-based option and a more technical option, covering people with different interests and skills:

- **Madre Coraje.** Logistics in the selection and organisation of clothing and accessories.
- **Mensajeros de la Paz.** Accompaniment and collaboration during the breakfast service in the parish of San Antón.

In both cases it is organised in groups that participate every 15 days, for about two hours each.

One-off activities

Specific actions were also carried out with social bodies with the aim of encouraging the participation of IFEMA MADRID employees who are unable to take part in ongoing activities.

Given the variety of skills and trades required in the trade fair and events sector, the contributions can be very diverse, while helping employees to put their experience to good use.

As part of this type of collaboration, the following activities were carried out during the 2024 financial year:

• **Fundación Bertelsmann: Companies that inspire project**

Visit of groups of 15-16 year-old students from different secondary schools and vocational training centres to our facilities with the aim of bringing them closer to the reality of work and to stop them dropping out of school. Four actions were held with different education centres in the Region of Madrid and 17 professional volunteer speakers from IFEMA MADRID participated.

• **Fundación Adsis: job interview project**

Role playing job interviews with a vocational training student with a view to be trained with a professional at IFEMA MADRID. The IFEMA MADRID volunteer carries out the role of interviewer. The interviews are recorded for later use as training material (15 interviews conducted).

• **Fundación Cáritas: a party for families**

Caritas offers a space for families at risk of social exclusion where, among other things, they provide training, housing and intergenerational activities. Volunteers from IFEMA MADRID collaborated both in different logistical tasks and in organising children's activities during a party for the families of the Caritas residential centre.

• **Salesian School of Estrecho: Mentoring students**

The Mentoring programme is an initiative focused on fighting school failure and dropout, increasing employability of young people and providing students with a greater number of tools for decision-making.

The main objective is the tutoring by and educational relationship between a mentor and a mentee, so that the latter develops self-esteem, increases their confidence and acquires the necessary motivation to continue their studies and obtains the mechanisms to have their own criteria when it comes to choosing his or her future.

It is based on meetings between IFEMA MADRID professionals and students in the 4th year of Secondary Education (15-16 years-old) to help them develop the personal, social and professional skills necessary for their subsequent integration and performance in the labour market, taking into account the actual situation of their professional environment.

Mentoring is a transversal programme that reinforces the competences of the students while bringing them closer to the professional environment.

The target group were 15-16 year old students of secondary school in the Economics programme.

13 volunteers from IFEMA MADRID participated, for 27 students.

• **Fundación EMMA: motivational talks**

In 2024, IFEMA began collaborating with the Espacio Mujer Madrid Foundation, which aims to offer comprehensive support to women at risk of social exclusion. As part of their training and job search programme, volunteers from IFEMA MADRID gave a talk about their work experience and the reality of working in different jobs as women.

• **Fundación Amigos de los Mayores: accompanying socio-cultural visits**

In 2024, collaboration with the Fundación Amigos de los Mayores (Friends of the Elderly Foundation) began. The social purpose of the foundation is to combat the unwanted loneliness of the elderly by offering them spaces and socio-cultural activities. IFEMA MADRID volunteers received senior citizens at one of its fairs, carried out a dynamic to establish relationships and got to know the event in detail.



Volunteering data

Foundation/NGO	No. of hours from 2024	No. of hours from 2023	No. of 2024 volunteers	No. of volunteers 2023
Madre Coraje	62	66	5	6
Mensajeros de la Paz	236	243	11	13
ADSIS	13	28	15	15
Bertelsman	24	9	17	8
Fundación EMMA	4	—	2	—
Amigos de los Mayores	12	—	6	—
Cáritas	8	—	2	—
Salesianos de Estrecho	32	78	13	20
TOTAL	391	424	71	62

Details of beneficiaries of volunteering

Foundation/NGO	2024 Beneficiaries	2023 Beneficiaries
Madre Coraje	845 (*)	—
Mensajeros de la Paz	— (**)	—
ADSIS	22	15
Bertelsman	130	8
Fundación EMMA	5	—
Amigos de los Mayores	7	—
Cáritas	12	—
Salesianos de Estrecho	14	20

(\*) Unlike other foundations, which include data on direct beneficiaries, Madre Coraje used the following formula in order to have data that serve as an annual comparison. (Indirect beneficiaries = number of total beneficiaries of the project, divided by 365 days, multiplied by IFEMA MADRID volunteer days, divided by eight hours, multiplied by two hours).

(\*\*) No data are provided with which to define a formula.

• Three Wise Men campaign with “Real Wise Men”

On the other hand, a social commitment action was carried out during the Christmas holidays. In collaboration with “Reyes Magos de Verdad” (“Real Wise Men”), IFEMA MADRID distributed 82 gifts to people in vulnerable situations (children, people with intellectual disabilities or elderly people) who had written a letter asking for a specific gift, which would be the only one they would receive on these days.

Conclusions

Without eliminating ongoing volunteering entirely, the options for specific actions at specific times make it easier for more staff to join the programme.

One of the main assets of IFEMA MADRID staff is their experience in multiple areas and their ability to transfer this knowledge. They also stand out for their ability to empathise and their commitment.

Looking ahead to 2025, FARO, IFEMA MADRID's new social commitment programme, was presented to the staff. FARO aims to encourage staff participation in social actions, based on three ideas: knowledge, collaboration and corporate volunteering. The development of this project will include all the volunteering activities organised by IFEMA MADRID, will encourage the participation of new volunteers and will allow members to identify these actions within a specific image.

Partnerships

For IFEMA MADRID, SDG 17, **Partnerships for the goals** is particularly relevant.

IFEMA MADRID's relationship with other companies, institutions and sector associations helps us to promote our main objectives:

- Boosting internationalisation.
- Supporting business development.
- Generating wealth.

All of this within the guidelines set by sustainability as an attitude that expressly underpins all our goals.

These alliances can be classified into three blocks:

• Sectoral representatives

The fairs organised by IFEMA MADRID are always developed according to the needs and expectations of the different sectors. In order to obtain this information and ensure that it is constantly updated, each event has an Organising Committee comprising the main players in the sector.

The trade fairs collaborate with the relevant associations of the sector concerned, sharing with them the common objective of making the sector more dynamic, promoting its knowledge, its internationalisation and guaranteeing that it stays profitable for participants.

• Strategic agreements

Strategic agreements address the same goals from a more global perspective. The following strategic agreements are in force in 2024, with the aim of positioning Madrid as one of the main cities for trade fairs and congresses at international level, improving its connectivity or promoting sustainable mobility:

Institutional sponsors:

- IBERIA
- IBERDROLA
- UBER
- RENFE
- IRYO

Food partners:

- MAHOU
- COCA-COLA
- JDE

• Sponsors per own trade fair/event

- Collaborations in some of our competitions in order to promote specific actions or the greater relevance of the event.

MERCEDES-BENZ FASHION WEEK MADRID, FEBRUARY 2024

MERCEDES-BENZ  
L'ORÉAL PARIS  
INDITEX  
IBERIA  
ALLIANZ  
MULTIÓPTICAS  
AEG  
ZAMORA COMPANY  
CLÍNICAS DORSIA

COMMUNITY OF MADRID  
MÁLAGA DE MODA  
UDIT  
GHD  
SCHWEPPE  
SAMSUNG  
CASTILLA Y LEÓN  
SOLÁN DE CABRAS  
MSD  
ESDEN  
WAH

MERCEDES-BENZ FASHION WEEK MADRID, SEPTEMBER 2024

MERCEDES-BENZ  
L'ORÉAL PARIS  
INDITEX  
IBERIA  
ALLIANZ  
MULTIÓPTICAS  
CLÍNICAS DORSIA  
COMMUNITY OF MADRID  
MÁLAGA DE MODA  
UDIT  
GHD  
SCHWEPPE  
CASTILLA Y LEÓN  
SOLÁN DE CABRAS  
ESDEN  
KELLOGG'S (MBO)  
DISNEY+

FITUR 2024

ECUADOR  
GUATEMALA  
AMEX  
PUERTO RICO  
SEVILLA  
VEOLIA  
CAJAMAR  
ADQUIVER  
MAARLAB  
ENRIQUE TOMÁS

ARCOmadrid 2024

BODEGAS ENATE  
RADISSON RED HOTEL  
FRÉDÉRIC MALLE  
LEXUS  
IBERIA  
AUARA

EXPODENTAL 2024

NACEX

FRUIT ATTRACTION 2024

VEGANIC NATURE  
CAIXABANK  
CAJAMAR  
ANDALUCÍA  
CHIQUITA

ESTAMPA 2024

ALHAMBRA

SIMO 2024

GOOGLE FOR EDUCATION  
MICROSOFT  
ODILO  
CANVA

• Partnerships in volunteer programmes

Corporate volunteering programmes are always carried out in partnership with an NGO, either by creating an ad hoc programme or by integrating with existing programmes.

In the 2024 financial year, these partnerships have been carried out with:

- Fundación Bertelsmann/ Companies that inspire.
- Fundación Adsis.
- Mensajeros de la Paz.
- Madre Coraje.
- Salesianos de Estrecho.
- Fundación EMMA.
- Fundación Amigos de los Mayores.
- Cáritas.

6.4 Tax Information

	2023	2024
Profits per country	The profit for the financial year 2023 was €7,053,406. All profits were made in Spain.	The profit for the financial year 2024 was €18,561.374 All profits were made in Spain.
Profit tax	The 2023 corporate income tax settlement shows a refundable balance of €334,366.57.	The 2024 corporate income tax settlement shows a payable balance of €561,451.00.
Public subsidies received	No public subsidies have been received.	No public subsidies have been received.

07.

# Annexes

# 07. Annexes

## ANNEX 1. Sustainability results of IFEMA MADRID’s self-organised trade fairs (sustainability check-list for IFEMA MADRID’s own trade fairs 2024)

Own or co-organised fair/event	Mark:	Date
PROMOGIFT	6.80	23/01/2024
FITUR	8.40	05/02/2024
MOMAD (Feb. edition)	8.20	13/02/2024
INTERGIFT (Feb. ed.)	8.10	13/02/2024
BISUTEX (Feb. ed.)	7.8	13/02/2024
MADRID PLATA (Feb. ed.)	8.1	13/02/2024
GENERA	8.4	14/02/2024
MERCEDES-BENZ FASHION WEEK MADRID (Feb. ed.)	8	29/02/2024
INTERSICOP	7.6	04/03/2024
SICUR	7.9	06/03/2024
ARCOMADRID	8.6	13/03/2024
EDUCATION WEEK	8	11/03/2024
EXPODENTAL	7.5	20/03/2024
IBERZOO PROPET	8.1	02/04/2024
EXPOÓPTICA	7.9	16/04/2024
ALMONEDA	7.5	26/04/2024
MADRID CAR EXPERIENCE	7.1	28/05/2024
ORGANIC FOOD / ECOLIVING	8.9	24/06/2024
SALÓN DEL VEHÍCULO DE OCASIÓN	8.3	26/06/2024
FSMS	8.5	27/06/2024
MOMAD (Sept. ed.)	8.3	17/09/2024
INTERGIFT (Sept. ed.)	8.1	17/09/2024
BISUTEX (Sept. ed.)	7.8	17/09/2024
MADRID PLATA (Sept ed.)	8.2	17/09/2024
MERCEDES-BENZ FASHION WEEK MADRID (Sept. ed.)	8.3	19/09/2024
FRUIT ATTRACTION	9	16/10/2024
LOOK	9	22/10/2024
GUEXT	8.6	05/11/2024
FIAA	8.8	05/11/2024
ESTAMPA	8.2	06/11/2024

(continued)

Own or co-organised fair/event	Mark:	Date
MATELEC	8.9	13/11/2024
CONSTRUTEC	8.8	18/11/2024
VETECO	8.9	18/11/2024
SMART DOORS	8.5	18/11/2024
PISCIMAD	8.5	18/11/2024
GMC	9.2	26/11/2024
ACCOUNTEX	8.2	28/11/2024
SIMO EDUCATION	8.6	28/11/2024
FERIARTE	7.9	11/12/2024

### Average level of sustainability at own and co-organised fairs/events

	2023	2024
Average sustainability score at own and co-organised fairs/events.	7.63	8.24

We can conclude that the level is ADVANCED and has increased by 8% compared to the previous year.

### Sustainability actions at own and co-organised fairs/events.

In addition, IFEMA MADRID also identified all the innovation, entrepreneurship, social and environmental actions implemented at own and co-organised fairs/events.

Initiatives carried out at our own trade fairs are collected in a repository on the intranet and are developed taking into account the unique characteristics of each sector.

### Ratio of sustainability actions at own trade fairs

	2023	2024
Sustainability actions at trade fairs/own and co-organised events.	17.74	24.51

We can conclude that the ratio of sustainability actions of own and co-organised fairs/events has increased by 38.16% compared to the previous year, i.e. there is a high level of commitment in this area.

As for the types of trade fairs, in financial year 2023 and 2024 and in the own and co-organised fairs/events, the following were carried out:

Type of actions/year	2023	2024	2024/2023
Actions driving innovation	135	282	108.88 %
Actions supporting entrepreneurship	53	91	71.7 %
Social actions	172	295	71.51 %
Environmental actions	166	288	73.5 %
TOTAL ACTIONS	526	956	81.75 %

ANNEX 2. Sustainable development issues 2024

Of the 26 sustainable development issues identified in the year 2024 and after the assessment, the following issues stood out as relevant (unchanged from the previous year):

Financial issues

- Transparency and good governance.
- Innovation processes.

Social issues

- Accessibility.

Environmental issues

- Mobility and transport.

Finally, the following actions/objectives are planned during the year 2024, for relevant issues (≥ 2.8 or high prioritisation), and for others approaching the level of relevance (≥ 2.6):

Sustainable development issues	Prioritisation	Is it an action or a goal?	Description	Done (Yes/No)
Transparency and Good Governance	HIGH (≥2.8)	Action	Publication of IFEMA MADRID's audited SNFI and CSR Plan 2023-2026 on the website. Follow-up of Suggestions, Complaints and Claims and Transparency Portal.	Yes
Transparency and Good Governance	HIGH (≥2.8)	Action	Whistleblowing channel. Implementation of the internal control system.	Yes
Innovation processes	HIGH (≥2.8)	Target	Digitisation targets 9 and 10 (see 2024 target programme).	Yes
Innovation processes	HIGH (≥2.8)	Action	Implementing innovation actions in IFEMA MADRID's own fairs/events, to foster innovation in the sector.	Yes
Accessibility	HIGH (≥2.8)	Action	Non-conformity no. 22-01 has been lifted. It is also proposed as a goal within the CSR Plan 2023-2026.	Yes
Mobility and transport	HIGH (≥2.8)	Action	IFEMA MADRID's own international event, organised by IFEMA MADRID and held annually at our facilities: GLOBAL MOBILITY CALL. Implementing collective mobility actions during fairs (bus, public transport discounts, etc.)(action to be assessed in the trade fair sustainability check-list). Car park for electric cars in the car park and parking for bicycles and scooters. Public transport at the south entrance to IFEMA MADRID. Sustainable mobility competitions to promote cultural change at IFEMA MADRID.	Yes
Actions supporting entrepreneurship	MEDIUM (≥2.6)	Action	Promote entrepreneurial actions at IFEMA MADRID's own trade fairs/events to encourage entrepreneurs and startups.	Yes
Communication with stakeholders	MEDIUM (≥2.6)	Action	Communications on the intranet and on the new internal communication social media platform. Change in the Quality and Sustainability position on the website, to be seen as the first presentation. Internal communication working group.	Yes
Security at fairs	MEDIUM (≥2.6)	Action	Maintenance of ISO 22320.	Yes
Security at fairs	MEDIUM (≥2.6)	Target	Goal 20 (see 2024 target programme).	Yes
Support for the sustainable development of the sector	MEDIUM (≥2.6)	Action	Talks in other organisations (LALIGA, AFE, UFI, etc.) on sustainability. Review of sustainable participation guidelines.	Yes
Waste collection, disposal and treatment	MEDIUM (≥2.6)	Target	Goal 19 (see 2024 target programme).	Yes
Tons of CO <sub>2</sub> emissions to the atmosphere	MEDIUM (≥2.6)	Target	To be carbon neutral in scopes 1 and 2 by 2026 (see CSR Plan 2023-2026).	Ongoing
Tons of CO <sub>2</sub> emissions to the atmosphere	MEDIUM (≥2.6)	Action	Measuring the carbon footprint (scopes 1-2-3) of own events (starting in 2024 for some events and to be extended throughout 2025-2026).	Yes, at 4 events in 2024
Tons of CO <sub>2</sub> emissions to the atmosphere	MEDIUM (≥2.6)	Action	Measurement of the carbon footprint, (scopes 1 and 2), trying, if possible, to renew the "Calculation and reduction" certificate.	Yes



Other actions for the remaining sustainable development issues:

Issue	Action	Compliance with the action
Economic performance	Comply with EBIDTA.	Yes
International economic performance	Goal 3: Expand IFEMA MADRID's capacity for international action, both in terms of attracting clients and generating products abroad, through the incorporation of five new international delegations.	Ongoing, delayed for another year
Bribery and corruption	Good professional practices. Monitoring of compliance documents and Ethical Channel. Regulatory Compliance Committee.	Yes
Working standards / Good practices towards consumers	Goal 21: Reducing the percentage of claims answered after the internal deadline compared to 2023.	Yes
Contribution to local and sectoral economic development	Increase trade fair activity in person compared to the previous year.	Yes
Equality	Monitoring of the scorecard people indicators related to the percentage of women in the workforce, the percentage of women in operational middle management positions and the percentage of women in management positions.	Yes
Food safety (food)	Refurbishment work in central kitchens and ISO 22000 certification.	Ongoing, by 2025-2026
Services provided to society at large	Voluntary actions and donations (see projects in the 2024 SNFI).	Yes
Human development and on-the-job training	Goal 1: Fostering the culture of organisational leadership to enhance the capabilities of managers to prepare them for the organisational transformation required for the digitalisation and project work process. The challenges of the new leadership require knowing how to build and manage teams, keep people connected and loyal, and promote a culture of innovation, learning and continuous improvement.	Yes
Energy use	Goal 13: Improve the energy efficiency and electricity consumption of IFEMA MADRID through the development of two projects in this regard during the 2024/2025 financial years: <ul style="list-style-type: none"><li>• Installation of a self-consumption photovoltaic generation plant.</li><li>• Change of outdoor lighting technology to LED lighting.</li></ul>	Ongoing, by 2025-2026
Water use	Monitoring of posters recommending the closure of taps distributed throughout the institution's toilets and making teleworking more flexible. Implementation of measures of the Sustainable Water Management Plan.	Yes
Paper use	Digitisation and a more flexible work-from-home schedule	Yes
Carpet use	Use of recyclable carpet in communal areas and recycling into pellets or paraffin.	Yes
Food and beverage consumption	Communicate from the trade fair an estimation of visitors or people who are going to attend a catering in order to make an estimation of the food required, avoiding waste. (Action to be assessed in the sustainability checklist for trade fairs). Include in the specifications the use of food surpluses.	Yes

ANNEX 3. 2023-2026 CSR Plan Targets and Actions

In the 2024 financial year, these were the targets and actions included in the CSR Master Plan: four of them are four-year targets and others are annual targets:

Target 1: to be carbon neutral (Scopes 1 and 2) by 2026

Action plans to be developed or actions to be carried out	Expected timeframe	State
Renovation and energy improvement of the humidification system in the South building.	2023	Completed
Maintain 100% certified green origin of the electricity supplied to IFEMA MADRID and the zero-emission vehicle fleet.	Continuous	Completed
Energy saving awareness-raising actions among the workforce	Continuous	Completed
Renew the MITECO "I calculate and reduce" seal annually for institutional carbon footprint levels 1 and 2.	Annual	Completed
Advance the measurement of 1-2-3 outreach for own events.	Continuous	Completed
Increasing the scope of ISO 50001 to the entire Recinto Ferial.	2023, 2024 y 2025	Ongoing. Implemented. Certification of the entire new scope is planned for 2025.
Start-up of photovoltaic power generation project.	2025	Ongoing
Replacement of lighting with LED technology for all missing installations.	2024 and 2025	Ongoing
Integration of the energy use control and measurement system.	2026	Ongoing
Plan the integration of individual trade fair carbon footprint measurements with the three scopes and propose a global scope 3.	2025	Not started
Propose a global offset project with a view to reaching the carbon neutrality target.	2026	Not started

Target 2: zero waste to landfill by 2026

Action plans to be developed or actions to be carried out	Expected timeframe	State
Reduction of the waste generation ratio (t/invoiced M€) compared to the year 2022 (reduce wood in stands, information to all assemblers and exhibitors, surveillance, etc.).	Continuous	Completed
Development and publication of the <i>Sustainable Participation Guide for Event Organisers</i> and communication of the other two existing sustainable participation guides (exhibitors and visitors).	New guide: 2023 Communication: continuous	Completed Communication: continuous
Removal of individual litter bins in work areas and replacement by two- and five-fraction litter bins depending on the areas and awareness-raising/communication actions on segregation.	2023	Completed
Including in general non-hazardous waste agent specifications the obligation to always recycle Non-Hazardous Waste (NHW), either as separate or mixed waste, as well as hazardous waste (HW), whenever technology allows it.	Continuous	Completed
Including in specifications of projects involving operational work that generates waste (e.g. maintenance, installations, etc.), the obligation to manage waste on their premises and in accordance with the provisions of the legislation, and it is forbidden to abandon it.	Continuous	Completed
Contracts for the management of carpet waste will always ensure its final recycling.	Continuous	Completed
Generate an action programme for food waste processing with the relevant supplier.	Continuous	Completed

Target 3: implementation and communication of “accessible routes” and achieving “accessibility”

Action plans to be developed or actions to be carried out	Expected timeframe	State
Maintaining the certified level of accessibility for the IFEMA MADRID website: Accounts.	Annually	Completed
Carry out minor improvements to infrastructures with the aim of adapting them to the group of people with special needs (seats in auditoriums, registration desks, etc.).	2023-2024	Completed
Generation of the Accessibility Protocol to be applied at all IFEMA MADRID trade fairs and events.	2023	Completed
Develop the construction adaptation project for the site for needs of the Formula 1 Grand Prix, in accordance with requirements of the current accessibility legislation.	2026	Ongoing
Incorporate an adapted signage model to provide information on the venue and the events held there for persons with special needs.	2026	Not started

Target 4: continued increase in stakeholder “satisfaction levels” compared to previous years (2022)

Action plans to be developed or actions to be carried out	Expected timeframe	State
Systematised satisfaction survey plan for stakeholders (exhibitors, visitors, external operators, suppliers, sponsors, media and employees).	Continue	Completed
Analysis of the NPS of each group compared to the previous edition. Action plan in case of deviation from expectations.	Annually	Completed
Calculation of the average NPS of all stakeholders and comparison with previous year. Evaluation of results.	Annually	Completed

Objectives on an annual basis

In relation to own fairs, increase with respect to 2023: <ul style="list-style-type: none"><li>• The ratio of sustainability actions.</li><li>• The ratio of actions to support entrepreneurship.</li><li>• The ratio of innovation support actions.</li></ul>	Completed	
Promote the culture of sustainability through the creation of content and participatory initiatives (motivational stories, competitions, etc.) and, above all, their dissemination through internal networks, fostering the concept of community, embracing the company's values and pride in belonging.	Completed	
Promote the volunteering programme, focusing on the concept of beneficiary, working especially on training and employability, and incorporating the intention of follow-up.	Completed	

ANNEX 4. Strategic targets

The strategic objectives for 2024 were:

No.	Strategic line	Target	Planned comple- tion date	Compliant / Not Compliant / Ongoing	Conclusion (closed / continued)
1	Optimisation of the organisation	Fostering the culture of organisational leadership to enhance the capabilities of managers to prepare them for the organisational transformation required for the digitalisation and project work process. The challenges of the new leadership require knowing how to build and manage teams, keep people connected and loyal, and promote a culture of innovation, learning and continuous improvement.	2024	Completed.	Closed
2	Optimisation of the organisation	Advancing in corporate communication as a fundamental pillar of the new leadership model as a tool for alignment and integration of the organisation's projects. Communication should be plural, shared and inclusive to manage the diversity of roles that coexist in organisations, fostering inclusion, commitment and a flat organisational structure.	2024	Completed.	Closed
3	Optimisation of the organisation	Structuring the participation of the areas in the creation, implementation and review of the company's internal processes and regulations, guaranteeing their knowledge, dissemination and ensuring compliance with them, as a measure to stabilise work flows, in order to boost organisational effectiveness and efficiency.	2024	Completed.	Closed
4	Optimisation of the organisation	Consolidate the performance of the UAN and the use of its metrics, including four new tasks per vertical: systems (fee processing), production (integrated operations management), contracts (integrated contract processing) and marcom (integrated billboard management - technical media campaign).	2024	Completed.	Closed
5	Optimisation of the organisation	Operational improvement of Servifema's Commercial Administration during the years 2024 and 2025, in search of an optimal level of service with a design of equipment, tools and monitoring of metrics that identifies a time horizon to solve the requests that arrive (SLA in hours of compliance).	2025	Ongoing	Ongoing. Ending in 2025

(continued)

No.	Strategic line	Target	Planned comple- tion date	Compliant / Not Compliant / Ongoing	Conclusion (closed / continued)
6	Optimisation of the organisation	Implementation of a PBI tool, making it possible to access economic-financial information on the activity of all fairs (real income and costs incurred), with the commitment of all areas to ensure the constant updating of information (including the registration in the information systems of all services and orders requested). It should allow for getting down to the details, and encourage the use of information to improve decision-making in a more reasoned and flexible way, while meeting established deadlines. Target horizon: 2024-2025.	2025	Ongoing	Ongoing. Ending in 2025
7	Internationalisation	Expand IFEMA MADRID's capacity for international action, both in terms of attracting clients and generating products abroad, through the incorporation of five new international delegations.	2025	Ongoing	Ongoing. Ending in 2025
8	Internationalisation	Implementation of the Only in Madrid campaign in 16 markets at the same time with a single message, with claims and creatives adapted to the reality of each market. Once implemented, it will be the first time that a unified campaign of this nature has been carried out by the City Council and the Region of Madrid and with such an ambitious scope.	2024	Completed.	The objective has been met and is closed
9	Digitalisation	Reducing the number of hours spent on hall marking by digitising it during 2024-2025, through the use of robots.	2025	Ongoing	Ongoing. Ending in 2025
10	Digitalisation	Stabilise the CRM as an integral project for all areas, making it possible, among other things, to exceed 80% of global fairs included in this tool, incorporating co-organised and external fairs.	2024	Completed.	Closed
11	Diversification	Increase business diversification from 2026 onwards by achieving three milestones in 2024, necessary for this to take place.	2026	Ongoing	Ongoing. Ending in 2026
12	Diversification	To increase the turnover from services with a special focus on the reorganisation of the offer of freely designed stands and the award of the tender for the commercial partner for conventions.	2024	Completed.	The objective has been met and is closed

(continued)

Strategic targets for 2024 (continued)

No.	Strategic line	Target	Planned comple- tion date	Compliant / Not Compliant / Ongoing	Conclusion (closed / continued)
13	Sustainability	Improve the energy efficiency and electricity consumption of IFEMA MADRID through the development of two projects in this regard during the financial years 2024/2025: <ul style="list-style-type: none"><li>• Installation of a self-consumption photovoltaic generation plant.</li><li>• Change of outdoor lighting technology to LED lighting.</li></ul>	2025	Ongoing	Ongoing. Ending in 2025
14	Sustainability	Improve the customer experience by acting on the catering options, as this is one of the least valued services in the surveys, developing a wider offer and rigorous control and monitoring of service provision.	2024	Completed.	The target has been met and is closed
15	Sustainability	To implement the internal control model in IFEMA MADRID in the period 2023/2024.	2024	Completed.	The target has been met and is closed
16	Sustainability	Stabilise the face-to-face response to customers within the site, unifying the control of customer service points and their management.	2024	Completed.	The target has been met and is closed
17	Sustainability	Drive savings in greenhouse gas emissions by implementing carbon footprint measurement at our own events in scopes 1-2-3 during 2024 and 2025.	2025	Ongoing	Ongoing. Ending in 2025
18	Sustainability	Promote diversity and inclusion by making the necessary adjustments and implementing at least one action for people with visual impairment.	2024	Completed.	The objective has been met and is closed
19	Sustainability	Increasing the percentage of waste recovery to 80% by 2024.	2024	Completed.	The objective has been met and is closed
20	Sustainability	Implementation of a single model for the activation report of the self-protection plan.	2024	Completed.	The target has been met and is closed
21	Sustainability	Reducing the percentage of complaints answered after the internal deadline with respect to 2023.	2024	Not fulfilled	Closed.
22	Sustainability	Improve the capacity to respond to unforeseen business interruptions by improving the training of responsible staff and by conducting at least one test.	2024	Completed.	The target has been met and is closed

ANNEX 5. Risks and opportunities 2024

The risks identified in 2024 and their history over time are:

Identified risks (2019-2024)

	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)	2024 (January)	2024 (December)
No. of total risks identified	76	98	110	126	125	139	134
No. of relevant risks identified	31	10	17	16	15	14	14
Percentage of relevant risks	40.78 %	10.20 %	15.45 %	12.6 %	12 %	10.07 %	10.14 %

Analysis of effectiveness of measures/actions implemented in 2023 to reduce the magnitude or level of risks (level of risk in January 2024 compared to the level in January 2023)

	Total no	Not effective no.	Effective no.	Effective by containment	Effective by mitigation
Total risks identified in 2024	134	12	122	82	40

91.04% of the actions put in place to contain or mitigate risks have been effective.

Evolution of global institutional risk level

	2019	2020	2021	2022	2023	2024	2025
Risk level (1-25)	12.26	7.95	8.71	8.35	8.05	7.27	7.08

The risk level has been reduced by 42.25% since 2019, achieving lower risk levels than those that was achieved before the pandemic.

List of risks and opportunities 2024

134 risks were identified (in the previous SWOT analyses, in the business continuity risk assessment, as process risks, as significant environmental threats, etc.).

- 1-110 are risks already identified in 2021.
- 111-125 are risks identified in January 2022.
- 126 is a risk identified in January 2023.
- 127-139 are risks identified in September 2023 (arising from the implementation of the Business Continuity System).
- Risk 140 is a newly identified business continuity threat.

At the end of the year, six (all with a low risk level) were eliminated:

- Reduced staff conditions as a result of the impacts of the pandemic on our business model. It is understood that this risk has disappeared four years after the pandemic.
- Difficulty in extending the scope of ISO 50001 certification in the short term because SMARKIA does not include all the variables that measure the use of the entire installation integrated. It is understood that the risk has been eliminated because the scope extension has been implemented and the risk has been overcome.
- Internal audits are not carried out with the necessary frequency and extent.
- Lack of auditor qualification/competence.
- There are not enough alternatives for customers other than exhibitors and visitors to provide their assessment of their experience at IFEMA MADRID.
- Infrastructures are not adequately prepared to provide the committed services.

Finally, it was detected that there are two risks that are the same but belong to different processes; these are:

- Corrective actions are not implemented to remedy the detected non-conformities.
- Actions for correcting of detected non-conformities are not established or, if established, they are not implemented.

It is decided to merge the two risks into one and assign it to the two processes. In addition, a new risk is detected in the Internal Audits process:

- “Failure to plan the tendering and contracting of internal auditors and external auditors”.

There are 13 opportunities identified in the previous SWOT analyses (2021, 2020 and 2019) and at the operational level.

List of risks and their related impacts

No.	Description of risk	Typology of impacts					Level of risk important
		Financial	Environmental / social	Internal operations	Regulation	Reputational	
1	The previously agreed income and expenditure budget is not adhered to. Expected results are not achieved or new unplanned or planned expenditures of a lower amount are incurred. It impacts financial results.	•					NO
2	Lack of professional profiles in the digital environment.			•			NO
3	Confusing or fraudulent use by clients of the image and logo of IFEMA MADRID, which damages our brand.					•	NO
4	Failure by IFEMA MADRID staff or a collaborating company to comply with protocol PER-PT-21.01 General rules of behaviour for staff working with customers.					•	NO
5	The action plans defined for each established strategic goal are not implemented, so that risks are not minimised and opportunities for improvement identified and assessed as relevant are not exploited.			•			NO
6	Complaints about detected legal non-compliances (accidents or other emergency situations, illegal practices, lack of accessible routes, other accessibility actions, etc.).	•			•	•	NO
7	Publication of fake news due to misinterpretation of reality.					•	NO
8	Actions for correcting of detected non-conformities are not established or, if established, they are not implemented.			•	•		NO
9	Some procedures are not respected and applied due to lack of knowledge by the staff.			•	•		NO
10	The information is not accessible in time and form to be able to complete the indicators within the deadlines set for measurement and monitoring.			•	•		Yes
11	Operational controls defined in the planning are delayed or not carried out in time.			•			NO
12	The indicators are interpreted differently in some of the data collections.			•			NO
13	Actions for the solution of the deviations detected in the indicators are not implemented.			•	•		NO
14	Suggestions, complaints and claims are not properly recorded, which makes it difficult to construe them and follow them up.			•	•		NO

(continued)



List of risks and related impacts (continued)

No.	Description of risk	Typology of impacts					Level of risk important
		Financial	Environmental / social	Internal operations	Regulation	Reputational	
15	Complaints and grievances are not responded to in a timely manner.			•	•		Yes
16	Complaint resolution actions are not established or, if established, are not implemented.			•	•	•	NO
17	Exhibitor and visitor satisfaction surveys are not carried out with the level of response necessary to draw valid conclusions.	•		•	•		NO
18	Failure to plan the tendering and contracting of internal auditors and external auditors.			•	•		NO
19	Some institutional agreements do not clearly reflect the rights and obligations of each party.	•		•			NO
20	The management review report is incomplete.				•		NO
21	The rigour of the sources used is not checked.	•		•			NO
22	Sectoral partners do not have sufficient power of representation.	•		•			NO
23	The definition of the trade fair does not correctly convey the requirements of potential customers.	•				•	NO
24	The space requirements of the trade fair do not fit into the space available on the dates suitable for the trade fair.	•		•			NO
25	Errors or inaccuracies in the information contained in the trade fair file (either self-organized or not) or in the commercial offer (for other events).	•		•		•	NO
26	Not all the required information is available, which delays the launch of the trade fair/event.	•		•			NO
27	A capacity in excess of what is available has been committed, which means that not all customer requests can be met.	•		•		•	NO
28	As a consequence of the budget shortfall, visitor marketing actions have to be limited, with the risk of not reaching the required level of audience.	•				•	NO
29	The information and messages used in marketing are ambiguous and can lead to confusion in customers' expectations.	•				•	NO
30	Errors or inaccuracies in the transmission of information concerning the services contracted by exhibitors.	•		•		•	NO
31	Security risk with regard to goods brought to the trade fair by exhibitors.	•		•	•	•	NO

(continued)

No.	Description of risk	Typology of impacts					Level of risk important
		Financial	Environmental / social	Internal operations	Regulation	Reputational	
32	Physical risk (safety of persons) during the days the trade fair is set up.	•	•	•	•	•	NO
33	All stands are not fully assembled on time, preventing the cleaning services from carrying out their work correctly and preventing the hall from being properly prepared.	•		•	•	•	NO
34	Due to the fact that the budget was not adhered to, it is not possible to carry out the planned adjustments to the halls (common areas, decoration, etc.) committed to the clients.			•		•	NO
35	Last-minute no-show by exhibitors, leaving their hired spaces empty.			•		•	NO
36	The conference and activity rooms are not fitted with the previously requested needs.			•		•	NO
37	External circumstances (strikes, breakdowns, accidents, etc.) prevent correct access of visitors to the site.	•		•		•	NO
38	Physical risk during the holding, assembly and dismantling of fairs and public shows.	•	•	•	•	•	NO
39	Risk of food poisoning during the trade fair.	•	•	•	•	•	NO
40	Security risk to exhibitors' goods during the goods-out period.			•	•	•	NO
41	Personal physical risk during the dismantling of the trade fair.	•	•	•	•	•	NO
42	Dismantling is not completed on time and on schedule, which has a big impact in the assembly of the next event.	•		•	•	•	NO
43	The information is not properly processed (number and origin of visitors, etc.).			•			NO
44	There are mismatches between economic data from different sources.			•	•		NO
45	Lack of certifications required to apply for a congress, fair or international event.	•				•	NO
46	There is no possibility to fit the external event into the calendar of own events.	•		•			NO
47	The information provided by the operator on the needs of the exhibitors is not complete.			•			NO
48	There is no information to be provided by the external organiser.			•			NO
49	Public Procurement Act not complied with.	•			•	•	NO

(continued)

List of risks and related impacts (continued)

No.	Description of risk	Typology of impacts					Level of risk important
		Financial	Environmental / social	Internal operations	Regulation	Reputational	
50	The content of the tender documents does not provide for minimum requirements for the supplier in terms of legal compliance, quality, environment, energy, safety, etc.		•		•		NO
51	There is non-compliance with environmental legislation on waste, chemicals, dangerous goods, discharges and/or emissions into the atmosphere.	•	•		•	•	NO
52	Recoverable waste is being sent for disposal.		•		•	•	Yes
53	Failure to comply with the internal environmental, energy and sustainability standards for events distributed to IFEMA MADRID staff, collaborating companies, exhibitors, external organisers and visitors.		•		•	•	Yes
54	The agreement and the socio-labour law applicable to IFEMA MADRID are not being complied with.	•	•	•	•	•	NO
55	Any supplier or customer fails to comply with IFEMA MADRID's principles of governance for sustainable development.		•		•	•	NO
56	There is no control over the content of conferences or congresses, which may include messages contrary to our principles of governance for sustainable development.					•	NO
57	Customer advertising on our premises may include messages contrary to our governance principles for sustainable development.					•	NO
58	Failure to comply with the law on industrial safety (regulatory maintenance of high voltage, low voltage, pressure equipment, thermal installations, etc.).	•	•		•	•	NO
59	The preventive maintenance plan is inadequate: missing equipment, failure to comply with the established frequencies, inadequate frequencies as defined in the equipment instruction manuals, etc.				•		NO
60	Continuous measurements obtained with equipment (meters) not subject to regular control (internal verification).		•	•	•		NO
61	Internal verifications performed with standards that have not been calibrated or verified externally.		•	•	•		NO
62	No actions are defined, or if they are defined they are not implemented, for the solution of the energy deviations detected.		•	•	•		NO

(continued)

No.	Description of risk	Typology of impacts					Level of risk important
		Financial	Environmental / social	Internal operations	Regulation	Reputational	
63	Difficulty in detecting deviations in use due to the lack of a unified control system.		•	•			Yes
64	Power outages, which could mean having to start up the generators, which operate only in emergency conditions. These types of fires have a higher pollution potential, as they burn diesel fuel as opposed to natural gas.		•	•			NO
65	The distribution company's meters are not verified.	•	•				NO
66	Failures in the reading of use by the supplier (human error).	•	•				NO
67	Errors in the data entered by the supplier on the invoice	•	•				NO
68	Failure to comply with legislation on the prevention of occupational hazards or coordination of business activities.	•	•	•	•	•	NO
69	There is no compliance with the preventive measures planned to minimise the occupational risks detected and assessed (blows, shocks, cuts, being run over, falls on the same level, falls to a different level, falling objects, etc.).	•	•	•	•	•	NO
70	The service provision (security, detectives, catering, cleaning, access, first aid, hostesses, etc.) does not comply with what was requested or contracted.	•	•	•	•	•	NO
71	The necessary assessment by the managing centre (regular evaluation of the partner company by the managing centre or internal client) is missing.				•		NO
72	The command and control structure defined for an event is not complied with as required.	•	•	•	•	•	NO
73	Security plans or operational standards for an event are not communicated to stakeholders.	•	•	•	•	•	NO
74	An EAE is not constituted in one or more halls or at one or more events.	•	•	•	•	•	NO
75	It is not possible to plan the trip far enough in advance to get the best conditions.	•			•		NO
76	Legal non-compliance is detected.	•	•	•	•	•	NO
77	Non-compliance on data protection is detected.	•	•	•	•	•	NO

(continued)

List of risks and related impacts (continued)

No.	Description of risk	Typology of impacts					Level of risk important
		Financial	Environmental / social	Internal operations	Regulation	Reputational	
78	Lack of knowledge of updates to applicable legislation in the different technical areas of IFEMA MADRID (industrial safety, quality, environment, energy, occupational risk prevention, etc.).	•	•	•	•	•	NO
79	Delays in the solution of non-conformities for which the Administration is the responsible party or participant (commissioning of industry, building permits, or any other type of necessary feedback with the public administration) due to the excessive slowness of the public administrations in matters of town planning, industry and the environment.	•		•	•	•	Yes
80	Becoming obsolete when it comes to communicating with our customers in a personalised way.			•		•	NO
81	Errors in data control due to human error in the absence of digital tools.	•		•		•	NO
82	Internal communication failures due to human error in the absence of digital tools.		•	•			NO
83	Overlapping of sectors and mutual competition at own fairs.	•		•			NO
84	Lack of positioning of our fairs as international brands.	•				•	NO
85	Lack of efficiency/lack of resources of our trade fairs in promoting international trade relations.	•	•	•			NO
86	Failure to identify market niches and to react quickly enough to identified opportunities.	•		•			NO
87	Failure to choose the right ally.	•	•	•		•	NO
88	Imprecise definition of each party's responsibilities during the establishment of partnerships with other operators.	•	•	•		•	NO
89	Lack of control of economic and legal aspects of the country where the event or consultancy is organised.	•		•	•	•	NO
90	Failure in the selection of international visitors.	•				•	NO
91	Excessive cost of attracting international exhibitors and visitors.	•					NO
92	Loss of exhibitors and visitors at our own trade fairs due to economic instability.	•		•		•	Yes
93	Loss of external event contracts due to economic instability.	•					NO

(continued)

No.	Description of risk	Typology of impacts					Level of risk important
		Financial	Environmental / social	Internal operations	Regulation	Reputational	
94	Loss of business share due to competition with other operators that are more agile, more digitised or more internationalised.	•				•	NO
95	Loss of business share due to unfair competition from other financially supported national operators.	•					NO
96	Problems of valuation for the purposes of the application of the State Contracts Act.	•		•		•	NO
97	Loss of opportunity (working with suppliers offering better technical conditions) due to strict application of the Public Procurement Act.	•		•		•	NO
98	Slowing down of procurement processes.	•		•	•	•	NO
99	Dissatisfaction of a stakeholder/ stakeholder group of IFEMA MADRID because a need or expectation of theirs is not detected, then not taken into account when designing our product (trade fair) or marketing our service.	•				•	NO
100	Loss of external international projects due to unfair competition from other financially supported national operators.	•				•	NO
101	Fire risk	•	•	•	•	•	NO
102	CBRN incident.	•	•	•	•	•	NO
103	Linking the IFEMA MADRID brand to companies with a negative business reputation.					•	NO
104	Non-compliance by the partner with the commitments acquired with IFEMA MADRID.	•		•		•	Yes
105	Failures of coordination between departments (horizontal and vertical) leading to a higher likelihood of errors and inefficiencies.		•	•			NO
106	Disengagement by staff from decisions they do not share/ understand/know, with a lack of a sense of belonging.		•	•			NO
107	Increased likelihood of error in strategic decision making, due to the lack of involvement of managers/middle management in the responsible area.	•	•	•			NO
108	Generating inequalities that will lead to disaffection towards the company, loss of commitment and loss of responsibility, as well as creating a bad atmosphere.	•	•	•			NO

(continued)

List of risks and related impacts (continued)

No.	Description of risk	Typology of impacts					Level of risk important
		Financial	Environmental / social	Internal operations	Regulation	Reputational	
109	Lack of organised reaction to non-preventable external contingencies.	•	•	•		•	NO
110	Decisions taken by project managers without sufficient economic information, multiplying the likelihood that they will be wrong.	•		•		•	NO
111	Loss of contracts due to the appearance of new spaces, some of them unique, for holding trade fairs and events.	•					NO
112	Mismatch between our traditional business model and most of our resources, with the new digital model that the market is imposing.	•		•		•	NO
113	The increase in fixed costs will put a burden on overall and individual event budgets, reducing the margin.	•		•			Yes
114	Passive corruption (in procurement of services, organisation of fairs, acceptance of gifts, etc.).	•	•		•	•	NO
115	Active corruption (in selling, offering gifts, special conditions, etc.).	•	•		•	•	NO
116	Non-compliance with safety legislation in terms of space planning, minimum conditions, etc.	•	•	•	•	•	NO
117	Non-compliance with the Private Security Law.	•	•	•	•	•	NO
118	Non-compliance with the regulations set out in the Technical Building Code with regard to extensions or maintenance work.		•		•	•	NO
119	Absence of accessibility measures, non-compliance with DALCO criteria.		•		•	•	Yes
120	System configuration errors.		•	•		•	Yes
121	Legal non-compliance - Non-compliance in terms of coordination of business activities (due to stress, trade fair calendar, etc.).	•	•	•	•	•	Yes
122	Legal non-compliance - Non-compliance with customs regulations in international participations.	•		•	•	•	Yes
123	DPC -2 disaster (Off-grid output/ interconnection with the halls to the grid).	•	•	•		•	NO
124	Systems - DPC 1 Disaster.	•	•	•		•	NO
125	Systems - Information integrity failure.	•	•	•	•	•	NO
126	Suppliers - Lack of service or interruption in service provision by suppliers (bankruptcy, company bankruptcy, available staff, lack of planning in contracting, lack of planning by the supplier, strikes, etc.).	•	•	•		•	Yes

(continued)

No.	Description of risk	Typology of impacts					Level of risk important
		Financial	Environmental / social	Internal operations	Regulation	Reputational	
127	Installations - Failure of emergency generators.	•	•	•	•	•	NO
128	People - Vice-President's resignation.	•		•	•		NO
129	Legal non-compliance - Safety and/or self-protection non-compliance.	•	•	•	•	•	NO
130	Information - Dissemination of false information damaging to the reputation of IFEMA MADRID or its events, staff, etc., or the celebration of any trade fair.	•		•		•	NO
131	Information - Knowledge and dissemination of IFEMA MADRID's private information that may be detrimental to its activity.	•		•		•	NO
132	Information - Publication of erroneous information that is not detected in time and leads to negative reputational and/or business consequences.	•		•		•	NO
133	Information - Fraudulent or improper use of the trade mark.					•	NO
134	Legal non-compliance in procurement at critical suppliers.	•	•	•	•	•	NO

List of opportunities and levels of impact on strategy

No.	Description of the opportunity	Level of impact on strategy	
		Significant	Not significant (*)
1	New products / Diversification.	•	
2	Digital development.	•	
3	Opening up new international markets for direct intervention through international delegations.	•	
4	To increase the attraction of international exhibitors and visitors.	•	
5	Improvement of the energy and water use of the facilities.	•	
6	Unify the control system for all the facilities.	•	
7	Integrate all the variables of electrical and thermal energy use of all the facilities in the SMARKIA platform in order to advance in the extension of the scope of ISO 50001 certification in the short and medium term.		•
8	Establish a minimum for environmental, event sustainability and energy efficiency content for all tender documents.		•
9	Support for the sustainable development of the sector.		•
10	Reduce the CO <sub>2</sub> emissions to the atmosphere.	•	
11	Reducing energy dependency and create new sources of income through green energy generation projects.	•	
12	Increasing the breaking down by sector of energy use and automated data collection.	•	
13	Improve the level of accessibility of the Recinto Ferial and the Palacio Municipal.	•	

(\*) Not relevant, in the sense that it does not directly impact the Institution's strategy, or that it is an opportunity that has already been seized or partially seized.

ANNEX 6. Indicator Scorecard 2024

Balanced Indicator Scorecard 2024

No.	Indicator.	Process	Typologies of balanced scorecard indicators				
			Key (strategy)	Processes	Culture	Sustainability	Business
1	Degree of compliance with improvement targets per year (%)	Strategic planning	•	•			
2	No. of non-conformities detected during the internal audit	Process design, improvement and control		•			
3	Percentage of closed non-conformities	Process design, improvement and control		•			
4	Percentage of GIS documentation reviewed	Process design, improvement and control		•			
5	Percentage of indicators with deviations per year	Process design, improvement and control		•			
6	No. of suggestions per year	Suggestions, complaints and claims management		•	•	•	
7	No. of complaints per year	Suggestions, complaints and claims management		•	•	•	
8	No. of complaints per year	Suggestions, complaints and claims management		•	•	•	
9	Average No. of days to reply to complaints	Suggestions, complaints and claims management		•	•	•	
10	Percentage of complaints answered after internal deadline has elapsed	Suggestions, complaints and claims management	•	•	•	•	
11	Percentage of complaints answered outside the legal deadline	Suggestions, complaints and claims management		•	•	•	
12	Average exhibitor NPS for self/co-organised events (by event)	Client experience		•	•	•	
13	Average exhibitor NPS for self/co-organised events (general services)	Client experience		•	•	•	
14	Average Visitors NPS for self/co-organised events	Client experience		•	•	•	
15	Sponsor NPS	Client experience		•	•	•	
16	NPS of external organisers	Client experience		•	•	•	
17	Supplier NPS	Client experience		•	•	•	
18	NPS of workers	People management		•	•	•	

(continued)



Balanced Indicator Scorecard 2024 (continued)

No.	Indicator.	Process	Typologies of balanced scorecard indicators				
			Key (strategy)	Processes	Culture	Sustainability	Business
19	Media NPS	Stakeholder needs and expectations		•	•	•	
20	Average client NPS (exhibitors, visitors, external organisers and sponsors)	Client experience		•	•	•	
21	Average stakeholder NPS per year	Client experience	•	•	•	•	
22	Contribution of IFEMA MADRID to the local economic development of the city of Madrid (% of GDP)	Stakeholder needs and expectations and strategic planning	•	•	•	•	
23	No. of maintenance incidents detected per year (breakdowns)	Infrastructure maintenance		•		•	
24	No. of security incidents detected	Security of persons		•		•	
25	No. of incidents detected in security plans	Security of persons		•		•	
26	No. of incidents detected in relation to the processing of personal data	Processing special data		•		•	
27	No. of incidents detected in system deployments	ICT security		•		•	
28	No. of cybersecurity incidents detected	ICT security		•		•	
29	Total waste generation rate	Environmental management Sustainability of events		•	•	•	
30	Hazardous waste generation rate	Environmental management Sustainability of events		•	•	•	
31	Non-hazardous waste generation rate	Environmental management Sustainability of events		•	•	•	
32	Percentage of waste generated that is recovered	Environmental management Sustainability of events		•	•	•	
33	Ratio of total drinking water use	Environmental management Sustainability of events		•	•	•	
34	Percentage of reclaimed water as a proportion of total water use (%)	Environmental management Sustainability of events		•	•	•	
35	Electricity consumption ratio	Environmental management Sustainability of events	•	•	•	•	
36	Corrected electricity consumption ratio	Environmental management Sustainability of events	•	•	•	•	
37	Natural gas use ratio	Environmental management Sustainability of events	•	•	•	•	

(continued)

No.	Indicator.	Process	Typologies of balanced scorecard indicators				
			Key (strategy)	Processes	Culture	Sustainability	Business
38	Corrected natural consumption ratio	Environmental management Sustainability of events	•	•	•	•	
39	Carpet use ratio	Environmental management Sustainability of events		•	•	•	
40	Annual paper use ratio	Environmental management Sustainability of events		•	•	•	
41	Ratio of tons of CO <sub>2</sub> issued	Environmental management Sustainability of events	•	•	•	•	
42	Average level of sustainability of own events	Sustainability of events		•	•	•	
43	Ratio of sustainability actions per own event	Sustainability of events		•	•	•	
44	No. of hours volunteered by the company in charity projects	Social commitment		•	•	•	
45	Percentage of staff dedicated to volunteering	Social commitment		•	•	•	
46	No. of beneficiaries of volunteering	Social commitment		•	•	•	
47	No. of safety drills per year	Security of persons		•		•	
48	No. of business continuity tests	Business continuity	•	•		•	•
49	No. of external persons trained in emergency management per year	Security of persons		•		•	
50	No. of IFEMA MADRID staff trained in emergency management per year	Security of persons		•		•	
51	No. of hours of training of external staff in emergency management per year	Security of persons		•		•	
52	No. of hours of training of IFEMA MADRID staff in emergency management per year	Security of persons		•		•	
53	Accident frequency rate	Health & Safety		•		•	
54	Employee turnover rate	People management		•		•	
55	Percentage of permanent contracts	People management		•		•	
56	No. of employees trained / No. of training positions	People management		•	•	•	
57	Hours of training received by IFEMA MADRID personnel	People management		•	•	•	

(continued)

Balanced Indicator Scorecard 2024 (continued)

			Typologies of balanced scorecard indicators				
No.	Indicator.	Process	Key (strategy)	Processes	Culture	Sustainability	Business
58	Percentage of women on staff	People management		•	•	•	
59	Percentage of women in middle management in operational positions	People management		•	•	•	
60	Percentage of women in managerial positions	People management		•	•	•	
61	Percentage of staff not reaching the minimum score set for the role assigned to the skill	People management		•	•	•	
62	No. of minor purchases made	Procurement management		•			
63	No. of files handled per year	Procurement management		•			
64	Average overall rating of suppliers assessed per year	Procurement management		•		•	
65	Average number of bidding companies per tender	Procurement management		•		•	
66	Percentage of procurement files declared void	Procurement management		•			
67	Percentage of procurement cases declared as withdrawn or waived	Procurement management		•			
68	Increase in the number of visitors per year compared to the previous year (%)	Marketing		•			•
69	Increase in the number of digital visitors per year compared to the previous year (%)	Marketing		•	•	•	•
70	Increase in the number of international visitors per year compared to the previous year (%)	Marketing	•	•	•		•
71	Increase in the number of exhibitors compared to the previous year (%)	Marketing		•			•
72	Increase in the number of digital exhibitors compared to the previous year (%)	Marketing		•	•	•	•
73	Increase in the number of international exhibitors compared to the previous year (%)	Marketing	•	•	•		•
74	Increase in the number of international events/ conferences compared to the previous year	Marketing		•			•

(continued)

			Typologies of balanced scorecard indicators				
No.	Indicator.	Process	Key (strategy)	Processes	Culture	Sustainability	Business
75	Increase in m2 sold compared to the previous year (%)	Marketing	•	•			•
76	No. of new channels added (communities) incorporated in LIVE Connect	Marketing		•	•		•
77	Increase in the number of people in the community compared to the previous year (%)	Marketing		•	•		•
78	No. of new viable self/co-organised events	R&D. New projects		•	•		•
79	No. of new services added	Marketing		•	•		•
80	No. of new sponsors/ partners	Marketing		•			•
81	Percentage of repeating sponsors or partners	Marketing		•			•
82	No. of exterior projects	Marketing	•	•	•		•
83	Total no. of public events held per year	Stakeholder needs and expectations		•	•		•
84	Average occupancy rate of halls per year	On-site production of trade fairs/events: preparation, hosting and dismantling		•			•
85	Hall turnover rate per year	On-site production of trade fairs/events: preparation, hosting and dismantling	•	•			•
86	Average profit per event	Marketing	•				•
87	Percentage of fairs meeting or exceeding budget	Strategic definition of trade fair/event, follow-up and launch of trade fair/event	•	•			•
88	Increase in average sale price compared to the previous year (%)	Strategic definition of trade fair/event, follow-up and launch of trade fair/event	•	•			•
89	Increase in sponsorship turnover compared to previous year (%)	Marketing	•	•			•
90	Increase in service turnover compared to previous year (%)	Marketing	•	•			•
91	Increase in turnover of external events compared to previous year (%)	Marketing	•	•			•
92	Increase in overall turnover compared to previous year (%)	Economic-financial management. Strategic planning	•	•	•		•

(continued)

Balanced Indicator Scorecard 2024 (continued)

			Typologies of balanced scorecard indicators				
No.	Indicator.	Process	Key (strategy)	Processes	Culture	Sustainability	Business
93	Increase in revenue from concerts, festivals and shows (%)	Economic-financial management. Strategic planning	•	•			•
94	Digital revenue growth (%)	Economic-financial management. Strategic planning	•	•	•		•
TEMP	No. of people trained in leadership	People management	•	•	•	•	•
TEMP	No. of hours of training/ person in leadership	People management	•	•	•	•	
TEMP	Degree of compliance with milestones in implementation of the internal control system	General Secretariat	•	•		•	
TEMP	No. of implemented internal communication actions	People management	•	•	•	•	
TEMP	No. of new tasks managed by UAN	Strategic definition of trade fair/event, follow-up and launch of trade fair/event	•	•			•
TEMP	GDP tool with financial data	Economic-financial management.	•	•			•
TEMP	Reduction in the number of incidents at Servifema	Suggestions, complaints and claims management	•	•			•
TEMP	No. of new international delegations created	Marketing	•				•
TEMP	No. of Only in Madrid campaign markets		•				
TEMP	Reduction in the number of man-hours spent on hall marking	On-site production of trade fairs/events: preparation, hosting and dismantling	•	•		•	•
TEMP	Percentage of fairs/events included in the CRM	Strategic definition of trade fair/event, follow-up and launch of trade fair/event Marketing	•	•			•
TEMP	Processing of the special urban redevelopment plan		•				•
TEMP	Preparation of an executive project and application for licences/permits		•				•
TEMP	Creation of the Formula 1 team		•				•
TEMP	Increased level of satisfaction with catering	Client experience	•				•
TEMP	No. of own events with carbon footprint calculation (scopes 1-2-3)	Sustainability of events	•		•	•	•

(continued)

			Typologies of balanced scorecard indicators				
No.	Indicator.	Process	Key (strategy)	Processes	Culture	Sustainability	Business
TEMP	No. of actions implemented to promote diversity and inclusion	Sustainability of events	•		•	•	
TEMP	Percentage of PAU activation reports with the proposed new model	Self-protection	•	•		•	

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08.

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# 08. Table of Contents

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Index of contents required by Act 11/2018, of 28 December, amending Commercial Code, the revised text of the Capital Companies Act approved by Royal Legislative Decree 1/2010, of 2 July, and Act 22/2015, of 20 July, on Account Auditing, with regard to non-financial information and diversity.

### General spheres

Scope(s)		Reporting framework	Reference (para-graph)	Comments/ Reason for omission
Business model	Description of the business model: <ul style="list-style-type: none"><li>• Business environment.</li><li>• Organisation and structure.</li><li>• Markets in which it operates.</li><li>• Goals and strategies.</li><li>• Main factors and trends that may affect its future development.</li></ul>	GRI 2-1: Organisational details GRI 2-2: Entities included in the presentation of sustainability reporting GRI 2-6: Activities, value chain and other business relationships GRI 2-23: Commitments and policies	Points 1.1, 1.2, 1.3, 1.4 and 1.5: pages 7-13 Annexes 1, 2, 3, 4 and 5: pages 143-165	
Policies and policy outcomes	Description of the policies applied by the group and the outcome of those policies, including relevant non-financial key performance indicators.	GRI 2-23: Commitments and policies GRI 2-24: Incorporation of commitments and policies	Point 1.6: pages 13-17 Annex 6: pages 166-172	
Major risks and impacts identified	Major risks related to these issues and related to the group's activities, including, where relevant and proportionate, its business relationships, products or services that may have an adverse effect on these areas.	GRI 3-3: Management of material issues	Point 1.6: pages 13-17 Annex 5: pages 154-165	

### Environmental issues

Scope(s)		Reporting framework	Reference	Comments/ Reason for omission
Environmental management	<b>Current and expected impacts</b> of the company's activities. <b>Environmental assessment or certification</b> procedures. <b>Dedicated resources</b> for the prevention of environmental risks. Application of the <b>precautionary principle</b> . Amount of <b>provisions and guarantees</b> for environmental risks.	GRI 3-3: Management of material issues GRI 2-23: Commitments and policies Act 26/2007 on Environmental Responsibility (if applicable)	Point 2.1: pages 21-29 Annex 3: pages 148-150	
Pollution	<b>Measures</b> to prevent, reduce or remedy carbon emissions (also includes noise and light pollution).	GRI 3-3: Management of material issues	Point 2.2: pages 30-32	
Circular economy and waste prevention and management	<b>Measures</b> for waste prevention, recycling, reuse, and other forms of waste recovery and disposal. <b>Actions</b> to fight food waste.	GRI 3-3: Management of material issues GRI 306-3 (2020): Waste generated GRI 3-3: Management of material issues	Point 2.3: pages 33-38 Point 2.3: pages 33-38	
Sustainable use of resources	<b>Water</b> consumption and supply in accordance with local restrictions. <b>Use</b> of raw materials. <b>Direct</b> and indirect energy consumption. <b>Measures</b> taken to improve energy efficient <b>Use</b> of renewable energies.	GRI 3-3: Management of material issues GRI 303-3: Water extraction GRI 3-3: Management of material issues GRI 301-1: Materials used, by weight or volume GRI 302-1: Energy consumption within the organisation GRI 3-3: Management of material issues GRI 302-1: Energy consumption within the organisation	Point 2.4: pages 39-44	
Climate change	<b>Main elements</b> generating GHG emissions. <b>Measures</b> taken to adapt to the consequences of climate change. <b>Reduction</b> targets set voluntarily.	GRI 305-1: Direct GHG emissions (scope 1) GRI 305-2: Indirect energy-related GHG emissions (scope 2) GRI 3-3: Management of material issues GRI 3-3: Management of material issues	Point 2.5: pages 45-50 Point 2.5: pages 45-50 Point 2.5: pages 45-50	Scope 3 emissions are not reported because the necessary resources are not available to provide this information.
Biodiversity protection	<b>Measures</b> taken to preserve or restore biodiversity. <b>Impacts</b> caused by activities or operations in protected areas.	GRI 3-3: Management of material issues	Point 2.6: page 51	



Social and employment issues

Scope(s)		Reporting framework	Reference	Comments/ Reason for omission
Employment.	<b>Total number</b> of employees and distribution by gender, age, country and professional category.	GRI 2-7: Employees GRI 405-1: Diversity among employees and management bodies	Point 3.1: pages 55-68	
	<b>Total number</b> and distribution of types of employment contracts.		Point 3.1: pages 55-68	
	<b>Annual average</b> of permanent, temporary and part-time contracts, broken down by gender, age and professional category.	GRI 2-7: Employees	Point 3.1: pages 55-68	
	<b>Number</b> of dismissals broken down by gender, age and professional category.	Internal framework: quantitative information obtained from personal files	Point 3.1: pages 55-68	
	Pay gap.	Internal framework: the calculation has been carried out using the following formula: (average female salary - average male salary) / average female salary	Point 3.1: pages 55-68	
	<b>Average remuneration</b> by gender, age and professional category.	Internal framework: average salary (includes total remuneration for the year, fixed salary and all variable remuneration items (allowances, indemnities, payment to savings schemes, etc.) earned during the year)	Point 3.1: pages 55-68	
	<b>Average remuneration</b> of directors by gender.		—	No director
	<b>Average pay</b> of managers by gender.		Point 3.1: pages 55-68	
	Implementation of right to disconnect <b>policies</b> .	GRI 3-3: Management of material issues	Point 3.1: pages 55-68	
Work organisation	<b>Employees</b> with disabilities.	Internal framework: quantitative information obtained from personal files	Point 3.1: pages 55-68	
	<b>Organisation</b> of working hours.	GRI 3-3: Management of material issues	Point 3.2: pages 69-70	
	<b>Number</b> of hours of absence	Internal framework: quantitative information obtained from the Soft Machine presence manager tool	Point 3.2: pages 69-70	
	<b>Measures</b> aimed at enabling a work-life balance and encouraging the co-responsibility and co-parenting by both parents.	GRI 3-3: Management of material issues	Point 3.2: pages 69-70	

(continued)

Scope(s)		Reporting framework	Reference	Comments/ Reason for omission
Health and safety	<b>Health and safety conditions</b> at work.	GRI 403-1: Health and safety management systems at work	Point 3.3: pages 70-71	
	<b>Number</b> of accidents at work and occupational diseases broken down by gender, frequency and severity rate by gender.	GRI 403-9.a: Work-related injuries Frequency rate = no. of accidents involving sick leave x 1,000,000 / no. of hours worked (excluding accidents on the way to work) Severity rate = no. of days lost x 1,000,000 / no. of hours worked (excluding accidents on the way to work)	Point 3.3: pages 70-71	
Social relations	<b>Organisation</b> of social partnership dialogue.	GRI 3-3: Management of material issues	Point 3.4: page 71	
	<b>Percentage</b> of employees covered by collective agreements by country.	GRI 2-30: Collective bargaining agreements		
	<b>Review</b> of collective bargaining agreements, particularly in the field of health and safety at work.	GRI 3-3: Management of material issues		
	<b>Mechanisms and procedures</b> the company has in place to promote the involvement of workers in the management of the company, in terms of information, consultation and participation.	GRI 2-29: Focus of stakeholder participation	Point 3.4: page 71	
Training	<b>Policies</b> implemented in the field of training.	GRI 404-2-a Employee skills enhancement programmes and transition assistance programmes	Point 3.5: pages 71-73	
	<b>Total</b> number of training hours by professional categories.	Internal framework: quantitative information extracted from the Epsilon tool (PR training)		
Universal accessibility for persons with disabilities.		GRI 3-3: Management of material issues	Point 3.6: pages 73-74	
Equality	<b>Measures</b> taken to promote equal opportunities for women and men.	GRI 3-3: Management of material issues	Point 3.7: pages 74-77	
	<b>Equality plans</b> , measures to promote employment, protocols against sexual and gender-based harassment.	GRI 3-3: Management of material issues GRI 2-23: Commitments and policies		
	<b>Integration and universal accessibility</b> for persons with disabilities.	GRI 3-3: Management of material issues		
	<b>Policy</b> against all forms of discrimination and, where appropriate, diversity management.	GRI 3-3: Management of material issues GRI 2-23: Commitments and policies		

Information on respect for human rights

Scope(s)	Reporting framework	Reference	Comments/ Reason for omission
Implementation of human rights due diligence procedures.	GRI 2-26: Mechanisms for seeking advice and raising concerns GRI 3-3: Management of material issues	Point 4: pages 81-82	
Prevention of risks of human rights abuses and, where appropriate, <b>measures</b> to mitigate, manage and redress any possible abuses.	GRI 3-3: Management of material issues GRI 2-23: Commitments and policies GRI 2-26: Mechanisms for seeking advice and raising concerns	Point 4: pages 81-82	
Reports of cases of violations of human rights	Internal framework: quantitative information on the number of complaints extracted from the complaints channel tool	Point 4: pages 81-82	
Promotion and enforcement of the provisions of the ILO fundamental instruments related to freedom of association and the right to collective bargaining, elimination of discrimination in employment and occupation, the elimination of forced or compulsory labour and the effective abolition of child labour.	GRI 3-3 Management of material issues GRI 2-23 Commitments and policies	Point 4: pages 81-82	

Information relating to the fight against corruption and bribery

Scope(s)	Reporting framework	Reference	Comments/ Reason for omission
Measures to prevent corruption and bribery.	GRI 2-25: Processes to remedy negative impacts GRI 2-23: Commitments and policies GRI 2-26: Mechanisms for seeking advice and raising concerns	Point 5: pages 85-86	
Measures to combat money laundering	GRI 2-25: Processes to remedy negative impacts GRI 2-23: Commitments and policies GRI 2-26: Mechanisms for seeking advice and raising concerns	Point 5: pages 85-86	
Contributions to foundations and non-profits.	Internal framework: quantitative information extracted from SAP tool	Point 5: pages 85-86	

Corporate information

Scope(s)		Reporting framework	Reference	Comments Reason for omission
Corporate commitments to sustainable development.	Impact of the company's activity on employment and local development.	GRI 3-3: Management of material issues	Point 6.1: pages 89-116	Purchaser programme, innovation and entrepreneurship actions
	Impact of the company's activity on local populations and on the territory.	GRI 3-3: Management of material issues	—	In 2024 and 2023, the impact of our activity on Madrid's GDP was not measured, as it was decided to do this in 2025.
	Relations with local community stakeholders and paths of dialogue.	GRI 3-3: Management of material issues	Point 6.3: pages 117-140	
	Partnership or sponsorship actions.	GRI 3-3: Management of material issues GRI 2-28: Membership of associations Internal framework: description of partnership or sponsorship actions	Paragraph 6.3: Partnerships, pages 117-140	
Subcontracting and suppliers	Inclusion of social, gender equality and environmental issues in the procurement policy.	GRI 3-3: Management of material issues GRI 2-6: Activities, value chain and other business relationships GRI 2-24: Incorporation of commitments and policies	Point 6.2: page 117	
	Consideration in relations with suppliers and subcontractors of their social and environmental responsibility.			
	Monitoring and auditing systems and audit results.			
Consumers	Measures for health and safety of consumers.	GRI 3-3: Management of material issues	Point 6.1: pages 89-116	
	Complaint systems.	Internal framework: information on the management of suggestions, complaints and claims (audited procedure ISO 9001) GRI 2-25: Processes to remedy negative impacts	Point 6.1: pages 89-116	
	Complaints received and resolution.	GRI 2-25: Processes to remedy negative impacts Internal framework: quantitative information on the management of suggestions, complaints and claims (audited ISO 9001 procedure)	Point 6.1: pages 89-116	

(continued)

Corporate information (continued)

Scope(s)		Reporting framework	Reference	Comments Reason for omission
Tax information	Profits per country	Internal framework: information on profits earned, all in Spain	Point 6.4: page 140	
	Taxes paid on profit.	Internal framework: information on the refundable balance of the corporate income tax settlement		
	Public subsidies received.	Internal framework: information on non-receipt of public subsidies		

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