

# CSR MASTER PLAN



*Quality and Corporate Social Responsibility Department*



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# 1. OBJECT AND SCOPE OF THE CSR PLAN

IFEMA is totally committed to achieving the Sustainable Development Goals (hereinafter SDGs) approved in 2015 by the United Nations, and this plan describes its contribution to achieving them, as they are fully integrated into its strategic business management. How?:

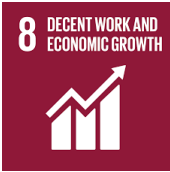
- In its published "Governance Principles for Sustainable Development", it undertakes to comply with, facilitate and promote responsible actions in economic, social and environmental matters.
- IFEMA's culture has sustainability as one of its main values (being sustainable and transparent).
- Sustainability is one strand of its "IFEMA Strategic Plan".
- IFEMA has signed up to the United Nations Global Compact, committing itself to compliance with its 10 principles.

# 1. OBJECT AND SCOPE OF THE CSR PLAN

- Lastly, IFEMA has signed up to the Circular Economy Pact promoted by the Ministry for Ecological Transition, committing to work on its 10 actions, but especially promoting improvements in Points 1, 3 and 4, these are:
  - 1. Advance in reducing the use of non-renewable natural resources, reusing in the production cycle the materials contained in waste as secondary raw materials as long as the health of people and environmental protection are guaranteed.
  - 3. Encourage the effective application of the waste hierarchy principle, promoting measures to prevent its generation, encouraging reuse, strengthening recycling and favouring its traceability.
  - 4. Promote guidelines that increase innovation and global efficiency in production processes, by adopting measures such as the implementation of environmental management systems.

# 2. IFEMA'S CONTRIBUTION TO THE SDGs:

## 2.1: MAIN SDGs.



**Goal 8:** Promote **sustained, inclusive and sustainable economic growth, full and productive employment and decent work** for all



**Goal 13:** Take urgent measures to combat **climate change and its effects**



**Goal 9:** Build **resilient infrastructure, promote inclusive and sustainable industrialisation** and foster **innovation**



**Goal 16:** Promote **fair, peaceful and inclusive societies**



**Goal 11:** Make cities and human **settlements inclusive, safe, resilient and sustainable**



**Goal 17:** Revitalise the **Global Partnership for Sustainable Development**



**Goal 12:** Ensure **responsible consumption and production patterns**

# 2. IFEMA'S CONTRIBUTION TO THE SDGs:

## 2.2: SDGs AND IFEMA LINES OF ACTION

LINES OF ACTION	MAIN SDG CONTRIBUTION	CONTRIBUTION TO OTHER SDGs
1. <b>TRANSPARENCY AND GOOD GOVERNANCE:</b> to be an ethical and transparent institution.	Goal: 16	
2. <b>SUSTAINABLE ECONOMIC GROWTH:</b> impel local economic development, sectoral development, entrepreneurship and innovation.	Goals: 8, 9	Goal: 1
3. <b>QUALITY EMPLOYMENT:</b> have committed employees and promote quality employment throughout the value chain.	Goal: 8	Goals: 3, 4, 5, 10
4. <b>SUSTAINABLE INFRASTRUCTURE:</b> increase the efficiency of IFEMA's infrastructure and minimise its environmental impact.	Goals: 9, 11, 13	Goal: 7
5. <b>SUSTAINABLE EVENTS:</b> increase the sustainability level of all events organised by IFEMA.	Goals: 11, 12, 13, 17	Goal: 10
6. <b>SOCIAL COMMITMENT:</b> contribute to cultural change in the company by promoting corporate volunteering and other initiatives related to sustainability promoted by workers.	Goal: 16, 17	Goal: 1, 2

# 3. IFEMA'S CONTRIBUTION TO THE GLOBAL COMPACT:

## 3.1: PRINCIPLES OF THE GLOBAL COMPACT

1. "Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence".
2. "Businesses should make sure they are not complicit in human rights abuses".
3. "Businesses should uphold freedom of association and the effective recognition of the right to collective bargaining".
4. "Businesses should support the elimination of all forms of forced and compulsory labour".
5. "Businesses should support the eradication of child labour".
6. "Businesses should support the abolition of discriminatory practices in employment and occupation".
7. "Businesses should support a precautionary approach to environmental challenges".
8. "Businesses should undertake initiatives that promote greater environmental responsibility".
9. "Businesses should encourage the development and diffusion of environmentally friendly technologies".
10. "Businesses should work against corruption in all its forms, including extortion and bribery".

# 3. IFEMA'S CONTRIBUTION TO THE GLOBAL COMPACT:

## 3.2: PRINCIPLES AND IFEMA LINES OF ACTION

LINES OF ACTION	10 PRINCIPLES OF THE GLOBAL COMPACT									
	1	2	3	4	5	6	7	8	9	10
1. <b>TRANSPARENCY AND GOOD GOVERNANCE:</b> to be an ethical and transparent institution.										X
2. <b>SUSTAINABLE ECONOMIC GROWTH:</b> promote local economic development, sectoral development, entrepreneurship and innovation.	X						X	X	X	
3. <b>QUALITY EMPLOYMENT:</b> have committed employees and promote quality employment throughout the value chain.	X	X	X	X	X	X				
4. <b>SUSTAINABLE INFRASTRUCTURE:</b> increase the efficiency of IFEMA's infrastructure and minimise its environmental impact.							X	X	X	
5. <b>SUSTAINABLE EVENTS:</b> increase the sustainability level of all events organised by IFEMA.	X			X			X	X	X	
6. <b>SOCIAL COMMITMENT:</b> contribute to cultural change in the company by promoting corporate volunteering and other initiatives related to sustainability promoted by workers.	X									



# 4. IFEMA LINES OF ACTION

## 4.1: TRANSPARENCY AND GOOD GOVERNANCE

*(Be an ethical and transparent institution)*



### A. COMPLIANCE REGULATIONS

Set of procedures and good practices adopted by organisations to identify and classify the operational and legal risks they face and establish internal mechanisms for prevention, management, control and reaction against them.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Maintain compliance regulations and guarantee they are accessible to all personnel and other interested parties.	Number of Compliance Committee meetings	Compliance Committee

# 4. IFEMA LINES OF ACTION

## 4.1: TRANSPARENCY AND GOOD GOVERNANCE

*(Be an ethical and transparent institution)*



### B. TRANSPARENCY PORTAL

Transparency in the information provided through the transparency portal Maintain constantly updated and active information about IFEMA management personnel and the institution's financial results.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Maintain the transparency portal, updating the necessary information.	Number of visits to the transparency portal Number of updates to the transparency portal	Communication and Marketing Department

# 4. IFEMA LINES OF ACTION

## 4.1: TRANSPARENCY AND GOOD GOVERNANCE

*(Be an ethical and transparent institution)*



### C. NON-FINANCIAL INFORMATION

Make known annually, during the first half of the year, IFEMA's non-financial activity for the previous year and the planning for the current year, both internally and externally.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Preparation and publication of the Sustainability Report (or non-financial report) and its dissemination (via website, etc.)	Publication (YES/NO)	Communication and Marketing and Quality and CSR Departments
Preparation and publication of the CSR master plan	Publication (YES/NO)	Quality and CSR Department

# 4. IFEMA LINES OF ACTION

## 4.1: TRANSPARENCY AND GOOD GOVERNANCE

*(Be an ethical and transparent institution)*



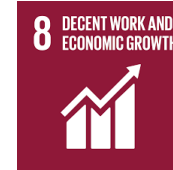
### D. CONTRACTING PROCESSES

Promote competition between companies by making sure they all have access to the same information in competitive bidding processes

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Manage competitive bidding processes through the electronic platform.	-Average number of competing companies per competitive bidding process. -Percentage of files processed through the electronic platform	Purchasing Department

# 4. IFEMA LINES OF ACTION

## 4.2: SUSTAINABLE ECONOMIC GROWTH



*(Promote local economic development, sectoral development, entrepreneurship and innovation)*

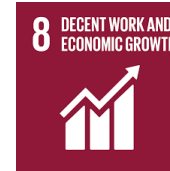
### A. SUPPORT FOR ENTREPRENEURSHIP

Carry out actions that promote entrepreneurship at our fairs.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Carry out actions to support entrepreneurship at our fairs.	Number of entrepreneurship actions implemented in our own/co-organised fairs.	Trade Fair Services and Quality and CSR Departments

# 4. IFEMA LINES OF ACTION

## 4.2: SUSTAINABLE ECONOMIC GROWTH



*(Promote local economic development, sectoral development, entrepreneurship and innovation)*

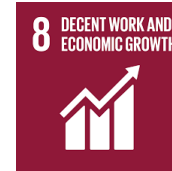
### B. SUPPORT FOR INNOVATION

Promote innovation, both institutional and at our trade fairs.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Carry out innovation actions at some of our trade fairs.	Number of innovation actions implemented in our fairs.	Trade Fair Services Department (definition and launch) and Quality and CSR Management Department (monitoring)
Implement new institutional innovation projects.	Number of institutional innovation projects in development.	Innovation Department / Transformation Office

# 4. IFEMA LINES OF ACTION

## 4.2: SUSTAINABLE ECONOMIC GROWTH



*(Promote local economic development, sectoral development, entrepreneurship and innovation)*

### C. PROMOTE LOCAL ECONOMIC DEVELOPMENT

Promote the start of trade fair activity at IFEMA in order to contribute to the creation of wealth in Madrid. Contribute to the economic development of the region by linking attendance at IFEMA events with tourism.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Promote the restart of national and international fair activity after the pandemic.	Number of face-to-face or hybrid events held during the year	Trade Fair Service Department, Conventions Department, Public Trade Fairs Department and Business Development Department
Include tourist information on website pages and in trade fair presentation brochures.	Number of visitors from outside the Community of Madrid. Tourist influx data for Madrid.	Madrid tourism data published on the website
Promote international buyer programmes.	Number of international buyers included in the guest programmes.	International Institutional Relations Department

# 4. IFEMA LINES OF ACTION

## 4.2: SUSTAINABLE ECONOMIC GROWTH



*(Promote local economic development, sectoral development, entrepreneurship and innovation)*

### D. PROMOTE SUSTAINABLE DEVELOPMENT

Be a benchmark in the organisation of events related to sustainability (renewable energy, sustainable mobility and transport, quality education, water, well-being and health, safety, etc.).

Be a reference for generating analysis and recommendations with the objectives defined as sustainable tourism.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Organisation of events related to any of the 17 SDGs.	Number of sustainability-related events held per year.	Trade Fair Services Department
Implement the FITURNEXT Sustainable Tourism Observatory.	Number of communication impacts.	Communication and Marketing Department



# 4. IFEMA LINES OF ACTION

## 4.3: QUALITY EMPLOYMENT



*(Have committed employees acting as ambassadors for the IFEMA project. Promote quality employment throughout the value chain)*

### A. QUALITY AND STABLE EMPLOYMENT

Promote the improvement in working conditions and communication with employees

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Maintain the score in the "family-responsible company" audit.	-Increase the score in the "family-responsible company" audit ( $\geq 0.5\%$ ).	Personnel Department
Maintain current level of social benefits for staff (medical services, reviews, pension plan, etc).	-Number of social benefits implemented. -Staff turnover rate ( $\leq 3\%$ ). -Percentage of fixed contracts ( $\geq 99\%$ )	Personnel Department
Maintain the suggestion box on the intranet and the regular meetings with the Company Committee.	-Number of suggestions received. -Number of times minutes taken for committee meetings held.	Personnel Department

# 4. IFEMA LINES OF ACTION

## 4.3: QUALITY EMPLOYMENT



*(Have committed employees acting as ambassadors for the IFEMA project. Promote quality employment throughout the value chain)*

### B. DIVERSITY AND EQUALITY

Promote gender balance and non-discrimination in the workplace.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Maintain the level of equality achieved in managerial and middle management positions in commercial and administrative areas.	-Percentage of women with respect to the total workforce ( $\geq 50\%$ ). -Percentage of female employment in managerial positions ( $\geq 50\%$ ).	Personnel Department
Increase the presence of female middle managers in operational areas.	-Percentage of women middle managers in operational positions ( $\geq 25\%$ ).	Personnel Department
Maintain the ethical channel	Number of ethical channel inquiries received	Personnel Department

# 4. IFEMA LINES OF ACTION

## 4.3: QUALITY EMPLOYMENT



*(Have committed employees acting as ambassadors for the IFEMA project. Promote quality employment throughout the value chain)*

### C. PROMOTE QUALITY EMPLOYMENT IN THE VALUE CHAIN

Promote the incorporation of (social) sustainability clauses in contracts and/or tenders and make agreements with training centres to have trainees.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Integration of SDGs in sustainability content in tender specifications, giving special emphasis to those sectors most directly involved in IFEMA's activity (catering, cleaning, security, etc.)	-Number of tender specifications with content on sustainability.	Purchasing Department and Quality and CSR Department
Agreements with Universities, training centres for the disabled and vocational training centres to give students work experience with IFEMA.	-Number of trainees.	Personnel Department

# 4. IFEMA LINES OF ACTION

## 4.4: SUSTAINABLE INFRASTRUCTURE



*(Increase the efficiency of IFEMA's infrastructure and minimise its environmental impact)*

### A. PROMOTE THE ENERGY EFFICIENCY OF OUR FACILITIES, reducing energy consumption ratios (electricity and natural gas) by 1%.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Maintain ISO 14001 and 50001 standards.	Number of non-conformities	Technical Department and Quality and CSR Department
Maintenance of LED lighting in offices, stands and halls.	-Electricity consumption/billing ratio ( $\leq 159.57$ ) -Natural gas consumption/billing ratio ( $\leq 95.85$ )	Technical Department
Maintenance of the geothermal system in offices.		Technical Department
Temperature control in halls, auditoriums, rooms and offices.		Technical Department
Awareness of the staff and other interested parties regarding energy consumption (turning off lights, etc.).		Technical Department
Sustainability certification of new infrastructure (if any)		Technical Department and Purchasing Department

# 4. IFEMA LINES OF ACTION

## 4.4: SUSTAINABLE INFRASTRUCTURE



*(Increase the efficiency of IFEMA's infrastructure and minimise its environmental impact)*

### **B. PROMOTE EFFICIENCY IN THE CONSUMPTION OF WATER AND PAPER, reducing the consumption ratio with respect to the previous year**

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Implementation of improvements as established in the IFEMA Sustainable Water Management Plan (e.g.: promote watering with regenerated water, reduction of grass surface area, etc.).	Water consumption ratio (m3) / billing ( $\leq 700$ )	Technical Department
Promote the digitalisation / automation of processes and thus reduce paper consumption.	Paper consumption ratio (unit) / billing ( $\leq 8512$ )	DTI and IT tools management centres

# 4. IFEMA LINES OF ACTION

## 4.4: SUSTAINABLE INFRASTRUCTURE



*(Increase the efficiency of IFEMA's infrastructure and minimise its environmental impact)*

### C. REDUCE THE CARBON FOOTPRINT BY 11% COMPARED TO THE PREVIOUS YEAR

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Maintain using energy from 100% renewable sources, with a guarantee regarding its certified renewable origin.	TCO2 / turnover ratio ( $\leq 35.94$ )	Purchasing Department and Technical Department
Measure IFEMA's carbon footprint annually and commit to reducing it as much as possible.		Quality and CSR Department and Technical Department
Implement sustainable mobility actions (electric car parking, bicycle parking, electric vans, etc.) and temperature control in the facilities.		Steering Committee and Technical Department
Partial implementation of teleworking		Personnel Department
Implementation of new products: hybrid and digital events		Innovation Department

# 4. IFEMA LINES OF ACTION

## 4.4: SUSTAINABLE INFRASTRUCTURE



*(Increase the efficiency of IFEMA's infrastructure and minimise its environmental impact)*

### D. GUARANTEE THE SAFETY OF THE FACILITIES: electrical, air conditioning, telecommunications, information systems, etc.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Carry out internal maintenance, regulatory external maintenance and OCA inspections of electrical and air conditioning installations (gas, refrigeration)	Number of incidents	Technical Department
Implementation and execution of controls on the deployment of information systems	Number of incidents	Information Technologies Department
Implementation of the methodology for detecting and eliminating threats (cybersecurity)	Number of threats	Information Technologies Department

# 4. IFEMA LINES OF ACTION

## 4.5: SUSTAINABLE EVENTS



*(Increase the sustainability level for all events organised by IFEMA)*

### A. CIRCULAR ECONOMY: REDUCE THE NON-HAZARDOUS WASTE GENERATION RATE during assembly/disassembly.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Maintenance of ISO 14001 implemented standard.	T.RNP/billing ratio (≤ 44)	Quality and CSR Dept. and Fair Serv. Dept.
Information and awareness of assemblers (on site and occasional)		Quality and CSR Dept. and Fair Serv. Dept.
Implementation of a new waste removal service		Fair Services Dept.
Send food surpluses in some fairs (agri-food) to NGOs for the use thereof, avoiding the generation of waste		Fair Services Dept.
Inclusion of the obligation in catering specifications that surplus food from kitchens/restaurants be collected up by NGOs (agreement)		Purchasing Dept. and Fair Services Dept.



# 4. IFEMA LINES OF ACTION

## 4.5: SUSTAINABLE EVENTS

*(Increase the sustainability level for all events organised by IFEMA)*



### B. CIRCULAR ECONOMY: INCREASE THE RE-USE PERCENTAGE OF WASTE PRODUCED BY IFEMA

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Maintenance of ISO 14001 implemented standard.	% Recovered waste (≥ 70%)	Quality and CSR Dept. and Fair Services Dept.
Information and awareness raising for clients (exhibitors, visitors and external organisers) and suppliers: "Sustainable Participation in Fairs/Events Guide" published and communicated to suppliers.		Quality and CSR Dept. and Fair Services Dept.
Inclusion in the specifications for the catering and cleaning companies of the obligation to segregate the waste generated, at least into paper/cardboard, containers, glass, organic and other. During assembly, the flooring will also be segregated separately.		Purchasing Dept. and Fair Services Dept.
Hiring a management company to deal with the flooring, enabling its reuse in some form.		Purchasing Dept. and Fair Services Dept.

# 4. IFEMA LINES OF ACTION

## 4.5: SUSTAINABLE EVENTS



*(Increase the sustainability level for all events organised by IFEMA)*

### C. GUARANTEE THE SAFETY OF PEOPLE AT ALL EVENTS

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Maintenance of ISO 22320 implemented standard, on emergency management.	Number of non-conformities	Security and Self-Protection Department and Quality and CSR Department
Increase the number of surveillance hours in relation to safety conditions during assembly and disassembly.	Number of hours dedicated to surveillance	Fair Services Department and Personnel Department
Maintain AENOR COVID protocols certification.	Number of non-conformities	Personnel Department and Quality and CSR Department
Inclusion of automatic capacity control system.	Implanted system (YES/NO)	Security and Self-Protection Department

# 4. IFEMA LINES OF ACTION

## 4.5: SUSTAINABLE EVENTS

*(Increase the sustainability level for all events organised by IFEMA)*



### D. INCREASE SUSTAINABILITY ACTIONS AT IFEMA EVENTS

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Maintain ISO 20121 at IFEMA for all its events.	Number of non-conformities	Trade Fair Services and Quality and CSR Departments
Preparation and publication of the "Guide to Sustainable Participation in Fairs" for exhibitors and external organisers and the "Guide to Sustainable Participation" for visitors	Number of downloads on the website	Quality and CSR Department and Communication and Marketing Department
Implement the actions in points 4.5. A, 4.5 B and 4.5. C and 4.4. "Sustainable infrastructure" in this Plan, which has an impact on increasing the sustainability level of all events.	Ratio of sustainability actions/total number of fairs (≥ 5.9)	Technical Department, Fair Services Department, Safety and Self-Protection Department and Quality and CSR Department
Carry out specific CSR actions (social, environmental, innovation and/or entrepreneurship) at one of our fairs directly or collaborating on proposals from exhibitors and other interested parties to ensure their effectiveness (e.g.: Fitur LGBT+, accessibility, etc.).		Trade Fair Services and Quality and CSR Departments

# 4. IFEMA LINES OF ACTION

## 4.6: SOCIAL COMMITMENT



*(Contribute to cultural change in the company by promoting corporate volunteering and other initiatives related to sustainability promoted by workers)*

### A. PROMOTING VOLUNTEERING, as an act of solidarity by workers towards society.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Launch of corporate volunteering projects that aim to support the most disadvantaged groups in society (the elderly, the sick, people at risk of social exclusion, young people, etc.).	-Number of projects launched ( $\geq 2$ ). -Number of volunteer employees ( $\geq 40$ ). -Hours volunteer work ( $\geq 200$ ).	Quality and CSR Department
IFEMA promotes awareness talks for IFEMA staff with NGOs that fight against world hunger, poverty and inequality.	-Number of talks given ( $\geq 2$ ).	Quality and CSR Department

# 4. IFEMA LINES OF ACTION

## 4.6: SOCIAL COMMITMENT



*(Contribute to cultural change in the company by promoting corporate volunteering and other initiatives related to sustainability promoted by workers)*

### B. PROMOTE THE SUSTAINABILITY INITIATIVES of workers.

OBJECTIVE / ACTION	INDICATOR / KPI	UNIT RESPONSIBLE
Promote and channel CSR proposals made by employees (prizes and challenges).	-Number of initiatives received from employees.	Quality and CSR Department

# CSR MASTER PLAN



*Quality and Corporate Social Responsibility Department*

JUNE 2021  
Revision 04