

Non-Financial Information Statement 2021.

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01.

01. General.

1.1 Introduction.

This non-financial information statement has been prepared in line with the requirements established in Law 11/2018, of 28 December, which modifies the Commercial Code, the consolidated text of the Capital Companies Law approved by Royal Legislative Decree 1/2010, of 2 July, and Law 22/2015, of 20 July, on Account Auditing, regarding non-financial information and diversity.

In its preparation, the guidelines on the presentation of non-financial reports of the European Commission (2017/C 215/01) derived from Directive 2014/95/EU have also been considered.

Likewise, the provisions of the Guide for the preparation of sustainability reports of the Global Reporting Initiative (GRI Standards) in selected modalities have been taken into account, as have other internal frameworks.

The Non-Financial Information Statement for the 2021 financial year has been prepared from the records of IFEMA MADRID.

1.2 IFEMA MADRID DNA.

Focused on the mission.

We create and promote global environments to connect people, companies and society, boosting competitiveness through excellence and added value. At IFEMA MADRID we have a clear objective: to create value to make people, businesses and society grow, while being an engine of economic and social value for those around us. A project that looks beyond our borders with international ambitions, and to the future with our sights on innovation and digitalisation, where we can generate wealth, progress and knowledge.

With a very clear vision.

We want to make Madrid, and by extension Spain, the leader on the world economic stage, driving the generation of wealth and business and sector development through our potential as a source of inspiration, knowledge and creation of business opportunities. We intend to stay at the forefront of the sector, organising fairs, conventions and all kinds of musical and leisure events, through operational excellence and service quality.

Always faithful to our values:

Close and committed

Personable, close, empathetic and committed, we are close to what matters, collaborating and helping sectors and companies along the way. We believe in a new shared horizon to generate opportunities, to transfer knowledge and to promote innovation.

Dynamic and inspirational

Creative, dynamic and innovative. We search for new opportunities, always going further, bringing you the future today. We are a source of knowledge and answers for those who need to grow. We have a proactive attitude, taking the lead to generate trust and value for our customers.

Efficient and flexible

We work smart by being efficient, useful and decisive. We overcome obstacles and find the best possible solution to each problem, presenting valuable proposals and alliances. Agile, flexible and realistic, meeting expectations while seeking excellence.

Sustainable and transparent

All our actions are based on transparent relationships, guided by rigour and objective criteria. We offer pertinent, accurate information. We act responsibly toward the environment and our society. We promote change, disseminating culture and respect for the environment and sustainability.

1.3 Sustainability commitment.

IFEMA MADRID is fully committed to the UN's 2030 Agenda, promoting compliance with the Sustainable Development Goals, directly from our own activity, but also fostering alliances with some of our stakeholders with the aim of promoting the proactivity of organisations, companies and individuals.

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

IFEMA MADRID is part of the

- United Nations Global Compact.
- Pact for the Circular Economy of the Ministry of Ecological Transition.

1.4 Business model.

IFEMA MADRID is the main trade fair operator in our country and one of the most significant on an international level.

In addition, we are the owners of the Parque Ferial Juan Carlos I and, for more than two years, we have been entrusted with the management of the Palacio Municipal de Congresos de Madrid.

Its operations take place mainly in Madrid. Although on an international level, it holds some events in other countries, it generally does so in association with local operators. Under no circumstances is it limited to working on projects in other provinces whenever there is an opportunity and the appropriate circumstances arise; right now, the Moda Cálida catwalk in Gran Canaria.

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

- Holding of IFEMA MADRID-organised fairs, with the creation and production thereof. IFEMA MADRID has a calendar of nearly 70 own fairs from different sectors.
- Holding of fairs/events in a co-organisation model with other operators, sharing projects based on a partnership policy that seeks to enrich the trade fair calendar and add synergies.
- Export of some of our fairs to other countries, in a co-hosting model with local operators.
- Rental of spaces and services to external operators for the holding of fairs, congresses or any type of event.
- Consulting projects at an international level, both in facilities and in the development of trade fair and congress operations.

As regards the main lines of development, these are currently structured around several axes:

- Diversification in products, especially with regard to leisure events, where IFEMA MADRID has begun to position itself, not only as a suitable venue for any type of activity, but also as a collaborator in the organisation thereof.
- Digitalisation, of course when using tools that make management more efficient, but also, generating contact scenarios that complement face-to-face fairs, which is especially relevant in the current circumstances.
- Internationalisation. Within the existing model, it is necessary to promote our presence in new markets, as well as increase international participation in those events that are held at our venue. Export support is a fundamental objective of our customers that we make our own.

1.5 Materiality.

In this section, we describe the processes by which the most relevant questions and aspects are determined from the point of view of sustainability, as well as the determination of the annual strategic objectives.

All these processes are directly aligned with the recommendations and guidelines of the ISO regulations certified by IFEMA MADRID and inspired by the EFQM standard, the affiliation with which is a medium-term aim of the company.

The study to determine the most relevant **Sustainable Development Issues and Environmental Aspects** for IFEMA MADRID is carried out with a methodology linked to the implemented and certified ISO regulations, especially **ISO 20121:2013 Sustainable Events and ISO 14001:2015 Environment**.

Following the criteria established therein, this methodology has been developed in the procedures included in our **Integrated Management System: MAS-PR-27: "Identification and evaluation of sustainable development issues" and MAS-PR-26: "Identification and evaluation of environmental aspects"**.

Regarding Sustainable Development Issues (MAS-PR-27):

The starting point is the reference list that the **ISO 20121** standard proposes, analysing which of them may be linked to and be affected by our activity.

The result, **Issues for Sustainable Development**, is arranged according to the three perspectives that make up sustainability: economic, social and environmental.

On this first selection, two actions are performed.

A) In general: an evaluation of said issues identified, based on five criteria:

- Extent of the issue's impact on stakeholders and sustainable development.
- Potential effect of acting or failing to act on the issue.
- Level of concern of stakeholders on the issue.
- Potential effect of the action, compared to the resources necessary for its execution.
- Current performance compared to current regulations and good practices in events.

In relation to the aspect of the level of concern of stakeholders, until this year it has been carried out in an intuitive way, based on knowledge of their needs and expectations.

However, with a view to 2022 and subsequent years, in 2021 a system for obtaining information was applied, based on which all surveys carried out with any of the stakeholders include a question regarding which of the sustainable development issues are more relevant to them.

This action has been carried out on the following groups:

- IFEMA MADRID staff.
- Exhibitors.
- Visitors.
- Sponsors.
- Journalists (to be incorporated in 2022).
- Society.

With this model, it is possible to guarantee the involvement of the parties.

Once the assessment has been carried out, it provides conclusions regarding which are the relevant issues. This reference is used to establish sustainability objectives, incorporated into the list of annual strategic objectives and/or specific actions to achieve improvements.

(See Annex 2)

B) Applicable in each fair:

A **sustainability check-list** is developed based on which the performance of all our own fairs is evaluated for this subject matter. The sustainability score obtained by each of them will appear in the closing report of the events.

The checklist's continuity allows a comparative study of the evolution of each event regarding its commitment to sustainability.

In addition, the sustainability actions that are carried out appear in a repository accessible to the entire workforce, aimed at allowing the production units to share good practices, replicating initiatives of proven success.

With this dynamic, it is possible to transfer the need to act proactively towards sustainability in the different products, not simply limiting it to a guideline or generic action by the company.

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

- Medium level sustainability of IFEMA MADRID-organised fairs.
- Level of commitment of IFEMA MADRID -organised fairs with sustainability or ratio of sustainability actions/number of fairs.

(See Annex 1)

Environment:

In order to meet the requirements demanded by **ISO 14001**, a more detailed development is carried out regarding the environmental part of sustainability, focusing on the aspects that refer to that perspective.

The objective is to determine those **Environmental Aspects** that are significant. To do this, the following is carried out:

- Identification and evaluation of the direct environmental aspects of the activities, products and services that IFEMA MADRID can control and of those that it can influence and their associated environmental impacts, both in normal and abnormal operating situations. The purpose is to determine those that have or may come to have significant impacts on the environment from a life cycle perspective.
- Identification and evaluation of the risk of potential environmental aspects (incidents) associated with the activity of IFEMA MADRID, with the aim of reducing the risk to people and the environment as far as possible.

Evaluation criteria for the identified environmental aspects:

Normal situations:

- Frequency
- Danger
- Quantity
- Life-cycle

Emergency situations:

- Probability of occurrence
- Control
- Severity

As with sustainable development issues, those aspects that have an outstanding value must be taken into account when setting objectives and/or actions to mitigate their effects.

(See Annex 3)

CSR Plan:

The CSR Master Plan is an annual document that establishes the company's commitment framework with regard to corporate social responsibility.

It contains the development of those strategic objectives related to sustainability, as well as the actions established as a result of the assessment of sustainable development issues, and the environmental aspects concerning those that have been significant. It also incorporates other activities that the company decides to undertake in its commitment to society (for example, corporate volunteer programmes).

IFEMA MADRID is fully compliant with the Sustainable Development Goals (hereinafter SDGs) approved in 2015 by the United Nations. For this reason, our CSR Plan is linked to their achievement. For this reason, they are fully integrated into our strategic business management, something that is reflected in several aspects:

- In its published "Governance Principles for Sustainable Development", IFEMA MADRID undertakes to comply with, facilitate and promote responsible actions in economic, social and environmental matters.
- The culture of IFEMA MADRID has sustainability as one of its main values (being sustainable and transparent).
- Sustainability is one strand of its "IFEMA MADRID Strategic Plan".
- IFEMA MADRID has signed up to the United Nations Global Compact, committing to comply with its 10 principles.
- Finally, IFEMA MADRID has signed up to the "Circular Economy Pact" promoted by the Ministry of Ecological Transition, committing to work on its 10 actions, but especially promoting improvement in items 1, 3 and 4.

Contribution of IFEMA MADRID to the SDGs (Reference CSR Plan- **See Annex 4**):

- Main SDGs: 8, 9, 11, 12, 13, 16 and 17.
- Other related SDGs: 1, 2, 3, 4, 5, 7 and 10.

The CSR 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 one of them divided into specific objectives, actions to carry them out and measurement indicators.

Monitoring is carried out every six months, sending the corresponding report to the Management Committee.

(See Annex 4)

Strategic planning:

To determine the annual strategic objectives, IFEMA MADRID has a Strategic Planning process (SIG-PR-41) developed following the EFQM model.

Said process/procedure entails the coordination by the Management Committee of contributions from the entire management team, through the preparation and assessment of SWOTs.

- Each member of the Management Committee will present a SWOT made with the different areas under their responsibility.
- The Quality and CSR Department will unify all the contributions in a single document and will cross them over by applying a relational matrix.
- Next, the Management Committee will once again receive a SWOT with the most relevant assessments and based on that, it must decide on objectives that:
 - Mitigate the threats.
 - Take advantage of the opportunities.
 - Reduce the weaknesses.
 - Build on the strengths.

Each objective will have a person in charge and at least one indicator or KPI to measure its degree of compliance. With these managers, the Quality and CSR Department will develop them into action plans, activities and indicators. These are monitored by the Quality and CSR Department through the proquo document control tool, accessible to all staff. The degree of compliance is included in the Management Review Report, which is prepared annually.

(See Annex 5)

1.6 Management approach.

The basis of IFEMA MADRID's management approach is its policy, aimed at developing an integrated management system that makes it possible to materialise its commitment to continuous improvement, guaranteeing the satisfaction of all stakeholders. All in line with our values.

In addition to the IMS, this policy is carried out in the Governance Principles for sustainable development.

The Integrated Management System of IFEMA MADRID establishes clear mechanisms to determine what the main risks and opportunities are when carrying out our activity, 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 documentation contained in the Integrated Management System is integrated into the proquo document control tool, all the content of which is accessible to the entire staff.

IFEMA MADRID acts with absolute **transparency**. All the documents that define our outward behaviour can be found on the institutional website and are available to all stakeholders.

The "CSR Master Plan" is the element that unifies and develops the actions and objectives corresponding to sustainability issues.

Likewise, guaranteeing ethics and legal compliance, IFEMA MADRID has a Regulatory Compliance Committee.

Regulatory Compliance Committee (RCC):

The Regulatory Compliance Committee (RCC) is a collegiate body of an internal and permanent nature, with competence and autonomous powers of initiative and control, dependent on the Executive Committee of IFEMA MADRID and whose mission is to regulate, execute and guarantee, as far as possible, compliance with the duties of supervision, vigilance and control of the Institution's compliance risks.

The RCC is responsible for drawing up the general policies and strategies of IFEMA MADRID in terms of Risk Prevention, Code of Conduct, and, in general, Regulatory Compliance policies.

It has the support of specialised external advice on compliance matters. Said body is made up of the different people with responsibility in the areas of Legal, Human Resources, Finance and Information Technology, reporting to the General Director.

Risks and opportunities:

The identification and evaluation of operational risks and opportunities is a process included in the Process Monitoring and Measurement macro-process, which forms part of the strategic processes of the IFEMA MADRID Integrated Management System.

The detection of risks and opportunities starts from three sources:

- The processes that make up the Process Map.
- Sustainable Development Issues and Environmental Aspects.
- The global SWOT that, carried out by the Management Committee annually, is the basis for reflection to determine the strategic objectives.

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

- Chance of it happening.
- Criticality of its effects.

The scores will be from 1 to 5. To obtain the final result, the magnitude of the risk or the degree of relevance of the opportunity, both values will be multiplied. Relevant risks and opportunities will be understood as those with a score equal to or greater than 12.

Action, with regard to two possibilities, will be taken on them:

- Setting objectives.
- Setting actions.

A periodic follow-up will be carried out and the effectiveness of said actions and objectives will be evaluated, in the annual re-evaluation that is carried out.

(See Annex 6)

Indicator Dashboard:

Each process, objective and aspect of this culture has its indicators to measure the degree of compliance. Some of these indicators are monitored annually, however, others have another periodicity: four-monthly, half-yearly etc.

All of them, and their conditions and characteristics, make up the Indicator Dashboard where the Quality and CSR Department updates the values based on the times determined in the follow-up.

Within the global picture there are three types of differentiated indicators:

- Key: they 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 decides to incorporate them.
- Processes: they measure the results or their degree of performance.
- Culture: they measure the degree of integration of aspects of culture in the organisation's performance.

You can select those that correspond to sustainability:

- Key: those referring to the strategic objectives that have the assigned strategic line (promoting sustainable development).
- Processes: the ones referring to those sustainability processes.
- Culture: they are differentiated by aspects of culture and one of these aspects is sustainability.

In addition to that, the indicators can be:

- Control: that do not have an associated improvement, but control limits are established that, if exceeded, require analysis and actions to correct it.
- Improvement: those that have an associated improvement planned (strategic objectives, operational objectives, etc).

Apart from the temporary follow-ups on which action is taken, at the end of each year, the Review Document is prepared by the Management where compliance with all the indicators is evaluated and aspects that must be acted on in the following year are established.

(See Annex 7)

External circumstances - COVID-19 and its affect on the business:

The central axis of the IFEMA MADRID business model is the meeting. For this reason, our activity was directly affected by the COVID-19 pandemic.

COVID-19 affected our business head-on, making it impossible for it to be carried out in a conventional manner.

The ban on mass gatherings was a direct impediment to carrying out our activity during 2020. The recovery, which was expected in the 2021 financial year, has had a somewhat lesser impact than expected, given the appearance of several consecutive waves of reinfection.

Internally, the virtual disappearance of income due to the cessation of activity has been dealt with by containing expenses, but also with direct action on the wage bill.

In order to mitigate the economic and productive impact the pandemic generated by the COVID-19 virus has had on the activity and income of IFEMA MADRID throughout 2021, as a result of the cancellation of fairs and events during the first half of the year, various salary adjustment and cost reduction measures had to be adopted. These measures were adjusted in both cases to the collective bargaining procedures provided for in the Workers' Statute and to the legislative measures adopted to respond to the situation generated by COVID-19 in the employment market and in the activity of companies.

To this end, on 15 February, a Collective Procedure for the Temporary Suspension of Work Contracts and Reduction of Working Hours (ERTE) was implemented under the Force Majeure modality due to Limitation of Activity, from 15 February and until 30 April 2021, the date on which it was decided to bet on the basis of dialogue and negotiation, with the workers validly constituted with IFEMA MADRID worker legal representatives. On 16 June 2021, an Agreement was signed to implement a Collective Agreement Procedure, which is in turn subject to the express ratification of the workers, through the holding of an Assembly, measures that remain in force until 30 December.

Both parties consider the existence of the economic and productive causes that motivated the adoption of the agreed measures, affecting the entire workforce, to be justified. To this end, a proportionality criterion is applied, in relation to the purpose of reducing the company's costs during the 2021 financial year, as well as to guarantee stability in the employment of the entire IFEMA MADRID workforce.

Regarding the care afforded to people, action was taken through the creation of the **COVID Control Group**, coordinated by the Quality and CSR Department, in which the following areas were represented:

- Security and self-protection
- Fair services
- People
- Press and Communication
- General Secretariat
- Own fair business
- External business

The tasks of the group, which held regular meetings every fortnight, are:

- Prepare the COVID Contingency Plan. Said Plan was published on the Intranet and incorporated into the Integrated Management System, accessible to the entire workforce.
- Prepare and update the internal regulations, adapting them to the applicable legislation.
- Act as an interlocutor with the different management areas (especially the production areas) on specific circumstances that presented doubts regarding the application thereof.
- Submit recommendations to the Management Committee.

Protocols were established, both for external personnel and suppliers, as well as for internal personnel.

As common measures, everyone who accessed the premises should go through temperature control and there were hydro-alcoholic gel dispensers at the north and south entrances and in all rooms and offices.

Internal stakeholders:

The establishment of work in bubble groups on alternate weeks. Given that the first action carried out during 2020, at the beginning of the confinement, was the provision of equipment to all personnel and the development and training in the necessary tools, this work model could be carried out without in any case affecting productivity.

Likewise, very precise regulations were communicated in the facilities on the use of common spaces, lifts, meeting rooms etc. and it was recommended to reduce the number of face-to-face meetings, replacing them with a digital model.

The medical service and the Personnel Department followed up on cases, determining the specific measures in each situation.

Access to the enclosure entailed the compulsory measurement of body temperature.

External stakeholders:

The number of face-to-face meetings was reduced to those that were essential and a protocol was created for visits that required prior information and the collection and accompaniment to the south hall by the responsible person from IFEMA MADRID.

There was also measurement of temperature at the access point.

Regarding business continuity:

A major digitalisation process is being developed that offers non-face-to-face participation options which, without reaching similar footfall, allow the fairs' position as a meeting point and promotion and sales tool with extensive international content to be maintained.

With regard more specifically to the 2021 financial year:

IFEMA MADRID managed to start its activity. To this effect:

- During the first nine months of the year, we maintained the three COVID certifications that we had had since the previous year (AENOR COVID PROTOCOLS, SAFE TOURISM AND MADRID GUARANTEE). Later, we renewed the Madrid Guarantee, and the “Safe tourism” guarantee remained in force.
- The COVID Control Group continued to be active (fortnightly meetings with meeting minutes).
- General regulations communicated through the website for exhibitors and visitors were established, with access measures, such as the taking of temperature, and behavioural measures, such as maintaining distances.

Application protocols were drawn up during the assembly, holding and dismantling periods. On the annual calendar, the dates of some events were modified to guarantee their location at times that offered greater security. This was the case with emblematic events such as Arco and Fitur, which, thanks to this, were able to be held successfully. In May, the holding of FITUR-International Tourism Fair took place, being our first significant face-to-face fair after the pandemic and the first in the sector to be held at an international level.

Given the expected level of visits and the presence of people from different countries, a mandatory preliminary testing system was created, with the presentation and validation of tests and the possibility of taking it on the premises before entering.

The result was very positive, not registering any source of contagion during the event.

In the rest of the events held since then, the legislation at the time has been adapted, always taking into account the specific circumstances of each event in terms of level of attendance, attendees per day, rush hours, etc.

Although results similar to those prior to the pandemic have not been achieved, we can say that IFEMA MADRID has entered into a dynamic of fluid activity that, whenever external circumstances allow, will involve a path leading to recovery.

The recovery stage has begun, although we must bear in mind that movements are taking place that directly affect our results, especially on the international side, such as travel restrictions or the requirements for vaccination certificates or tests to enter certain countries.

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02.

02. Environment.

2.1 Environmental management.

Our commitment to sustainability involves efficient use of the planet's natural resources, which we manage responsibly to ensure our action is environmentally-friendly and promotes the preservation of our surroundings.

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

We are annually subject to internal and external audits of each of the certified ISO standards, by a certification company accredited by ENAC.

In the audits corresponding to 2021, two findings related to legal non-compliance in environmental matters were detected, these are:

- IFEMA MADRID does not have a discharge permit for the sanitation collector.
- IFEMA MADRID has not carried out RITE maintenance on the peripheral boilers outside the engine rooms that fall within the scope of this legislation, nor has it carried out the joint cold and hot ACB test for the entire installation, although the rest of the ACB tests one by one for each installation and machine have been carried out correctly.

As strengths, we have managed to achieve the following main milestones in environmental matters:

1º) We have reduced the rate of greenhouse gas emissions from fairs by almost 70% in the last 4 years.

2º) We have reduced the ratio of waste generation at fairs by more than 43% in the last 3 years.

3º) Our electricity consumption in all facilities has been 100%-supplied from certified renewable sources since 2020.

4º) We are committed to sustainable mobility by having accessible public transport and parking for electric cars and bicycles/scooters.

5º) Self-supply and energy saving: Installation of geothermal energy in the office building (Puerta Sur building), installation of photovoltaic panels in changing rooms, aero-thermal heat pump for air conditioning and DHW in changing rooms, LED lighting in all halls and changing rooms and LED lighting in all stands offered by IFEMA MADRID.

6º) Water-saving measures: reclaimed water for irrigation, dry urinals, aerators and electronic taps and dual-flush toilets.

7º) Installation of recyclable carpet that consumes fewer natural resources in its manufacture, transforming into pellets and from there into new materials or new furniture for a stand.

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, to energy efficiency and to the environment.

This Policy was reviewed and approved in August 2021 by the CEO.

The new approved revision has been distributed on the website, the Intranet (on 6 September 2021) and has been placed in physical format in some office spaces for staff without direct access to a computer.

IFEMA MADRID, through this declaration and in accordance with its purpose and governance principles for sustainable development, intends to convey to all its Stakeholders its commitment to guaranteeing quality, sustainable development, respect for the environment, efficient management of energy consumption and the safety of people. All this during the design and management (marketing and production) of our own events and the provision of spaces and services in external events.

Consequently, the General Management of IFEMA MADRID establishes this Policy for the Management of Quality, Safety, Energy, Environmental Management and the Sustainability of Events in which it undertakes to:

- Integrate the management systems of quality, environment, energy, event sustainability, and emergency management in a common system that enables, through its continuous improvement, the achievement of efficiencies, and excellence in management.
- Comply with current applicable legislation and regulations, the requirements of international reference standards, those identified by stakeholders and those established internally.
- Comply with the Principles of Governance for Sustainable Development in the management of own events, space management and infrastructure maintenance, thus promoting exemplary standards in economic development, environmental improvement and accountability with regard to society.
- Support and promote Security and Self-Protection plans, which analyse the risks in the planning, origin and development of the processes, operation of the facilities and provision of services in the various activities that are carried out, achieving an optimum level of effectiveness and efficiency in the protection of people, information and the site itself, based on forecasting, prevention, preparation and protection against any type of present or emerging threat and aligned with applicable crisis management and business continuity processes in the event that such risks should materialise.

- Support the Occupational Risk Prevention plan, continuously monitoring compliance with Health and Safety Standards to eliminate or minimise workers' risks.
- Promote Objectives that ensure the continuous improvement of processes, event sustainability, environmental and energy performance, well-being of the environment, pollution prevention, environmental protection, efficient management of energy consumption, citizen security and security of people, and, have available all the information and resources necessary to achieve said objectives and comply with this policy.
- Consider environmental aspects and impacts, and energy performance relating to the management of own events, space and services management and infrastructure design and maintenance, from beginning to end of the cycle, in order to minimise the adverse effects caused by these events and to promote the rational use of resources as well as environmental protection.
- Promote energy savings and efficiency in activities by developing the energy management system in place.
- Foster research and development, choosing efficient innovation and quality in the management of own events, management of spaces and services and infrastructure maintenance.
- Train and raise awareness in the workforce at all levels, establishing the appropriate channels of communication and participation among all its members.
- Move ahead in procuring energy-efficient products and services and in working with suppliers whose facilities, products and services are energy-efficient in terms of management and support those design activities that consider the improvement of energy performance.
- Meet the demands of Stakeholders so as to satisfy them, with the ability to anticipate their needs and expectations, working at all times professionally, ethically and transparently.
- Encourage our international presence.
- Regularly review the degree of effectiveness of the Integrated Management System that has been put in place, in order to detect weak points and be able to adopt the necessary improvement actions, as well as documenting progress made.

Resources dedicated to preventing environmental risks in 2021, and provision of resources in 2022:

2021 financial year	Euros/year
Human resources (Dept. of quality and csr, Dept. of technical and Dept. of safety and self-protection)	<ul style="list-style-type: none"> • Cost of the three departments: €4,505,582 • Consulting cost and verification of greenhouse gas emissions: €8,780 (2,600+6,180) • Maintenance cost and ISO 9001-14001-20121-22320-50001 audits (ISO 50001 consulting, internal and external audits): €10,053.07 (1900+3200+3900+1053.07) • Fire service cost: €91,718
Technical resources (investments and expenses)	<ul style="list-style-type: none"> • Cost of regulatory maintenance (RITE, chillers, electrical, cooling towers and fire protection): €393,527 • Hazardous waste management cost: €421.46 • All-risk policy. Industrial multi-risk €232,132.72 • Third-party liability policy: €64,234.88

Forecast 2022	Euros/year
Human resources (Dept. of quality and csr, Dept. of technical and Dept. of safety and self-protection)	<ul style="list-style-type: none"> • Cost of the three departments: €4,505,582 • Consulting cost and verification of greenhouse gas emissions: €5,580 (3,800+1,780) • Maintenance cost and ISO audits ISO 9001-14001-20121-22320-50001 (internal and external): €13,200 • Fire service cost: €204,899
Technical resources (investments and expenses)	<ul style="list-style-type: none"> • Cost of regulatory maintenance (RITE, chillers, electrical, cooling towers and fire protection): €393,527 • Hazardous waste management cost: €1,600 • All-risk policy. Industrial multi-risk €232,132.72 • Third-party liability policy: €64,234.88

Current and foreseeable effects of the company's activities on the environment and, where appropriate, health and safety. Significant fines and penalties:

Annually, during the first quarter of the year, the direct, indirect and potential environmental aspects of IFEMA MADRID are identified and evaluated in accordance with the provisions of the MAS-PR-26 procedure: "Identification and evaluation of environmental aspects".

Understanding that the item "Environmental aspect" means: any element of the activities/products/services of IFEMA MADRID that can interact with the environment, generating an impact. It can be direct/indirect or potential. If it is direct, it is generated by the organisation and can be quantified (t, kg, m3, etc.), if it is indirect it is generated/consumed in our facilities, but by personnel outside the organisation and can be quantified and if it is potential it means an emergency situation or incident.

The purpose of carrying out the identification and evaluation of environmental aspects is:

- Annual determination of those that, in normal (usual activity) and abnormal operating situations (unusual but planned, such as maintenance), may have significant impacts on the environment from a life cycle perspective.
- Annual determination of those potential environmental incidents that are significant or relevant, with the aim of reducing as far as possible the risk to people and the environment.

The methodology for the evaluation and detection of such significance is described annually in the MAS-PR-26 procedure: "Identification and evaluation of environmental aspects".

List of environmental aspects of IFEMA MADRID:

In 2021, the following environmental aspects were identified by type and area of incidence, activities or places of IFEMA MADRID where they are generated and their associated environmental impact:

Type of aspect	Area of incidence	Description of aspect	Activity/Place of origin	Associated environmental impact
Direct and indirect	Generation of non-hazardous waste	Paper-cardboard	Offices, complementary activities, preparation, holding and dismantling of fairs/events	Soil contamination, visual impact
Direct and indirect	Generation of non-hazardous waste	Plastic-empty containers	Offices, complementary activities, preparation, holding and dismantling of fairs/events	Soil contamination, visual impact
Direct and indirect	Generation of non-hazardous waste	Wood	Preparation and dismantling fairs/events	Soil contamination, visual impact
Direct and indirect	Generation of non-hazardous waste	Glass	Food and Drink	Soil contamination, visual impact
Direct	Generation of non-hazardous waste	C&DW	Maintenance	Soil contamination, visual impact
Direct and indirect	Generation of non-hazardous waste	Mix of inert and organic material	Food and drink, offices, complementary activities, preparation, holding and dismantling of fairs/events	Soil contamination, visual impact

Type of aspect	Area of incidence	Description of aspect	Activity/Place of origin	Associated environmental impact
Direct and indirect	Generation of non-hazardous waste	Organic waste	Food and drink, offices, complementary activities, preparation, holding and dismantling of fairs/events	Soil contamination, visual impact
Direct and indirect	Generation of non-hazardous waste	Sanitary waste similar to urban types (type I)	Offices, preparation, holding and dismantling of fairs/events	Soil contamination, visual impact
Indirect	Generation of non-hazardous waste	Used cooking oil	Food and Drink	Soil contamination, water contamination, visual impact
Indirect	Generation of non-hazardous waste	Grease from oil separator	Maintenance	Soil and water contamination
Direct	Generation of non-hazardous waste	Scrap	Maintenance	Soil contamination, visual impact
Direct	Generation of non-hazardous waste	WEEE	Offices, maintenance	Soil contamination, visual impact
Indirect	Generation of non-hazardous waste	Pruning remains	Maintenance	Visual impact
Direct	Hazardous waste generation	Used maintenance oil	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	Contaminated empty containers	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	Contaminated absorbent material	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	Paint sludge	Maintenance	Soil contamination, visual 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 lighting	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	WEEE	Maintenance	Soil contamination, visual impact

Type of aspect	Area of incidence	Description of aspect	Activity/Place of origin	Associated environmental impact
Direct	Hazardous waste generation	Empty aerosols	Maintenance	Soil contamination, visual impact
Indirect	Hazardous waste generation	Type III sanitary waste	Offices, Holding of fairs/events	Soil contamination, danger to people
Direct and indirect	Atmosphere-emissions	Noise	Preparation, holding and dismantling of fairs/events	Noise pollution
Direct and indirect	Atmosphere-emissions	Vehicle combustion gases	Preparation, holding and dismantling of fairs/events Maintenance	Air pollution
Direct and indirect	Atmosphere-emissions	Gases from combustion equipment (boilers, generator sets)	Offices, complementary activities, and halls in holding	Air pollution
Direct	Consumption of natural resources	Diesel oil	Preparation, holding and dismantling of fairs/events Maintenance	Reduction of natural resources
Direct	Consumption of natural resources	Petrol	Maintenance	Reduction of natural resources
Direct and indirect	Consumption of natural resources	Natural Gas	Offices, food and drink, complementary activities, Holding of fairs/events	Reduction of natural resources
Indirect	Consumption of natural resources	Butane	Holding of catering fairs/events	Reduction of natural resources
Direct and indirect	Consumption of natural resources	Electrical	Offices, food and drink, complementary activities Preparation, holding and dismantling of fairs/ events	Reduction of natural resources
Direct and indirect	Consumption of natural resources	Drinking water	Offices, additional activities, food and drink, Preparation, holding and dismantling of fairs/ events	Reduction of natural resources
Direct	Consumption of natural resources	Reclaimed water	Gardens	Reduction of natural resources
Direct	Consumption of natural resources	Textile	Preparation of fairs/events	Reduction of natural resources
Direct	Consumption of natural resources	Paper-cardboard	Offices, complementary activities, food and drink, Preparation fairs/events	Reduction of natural resources

Type of aspect	Area of incidence	Description of aspect	Activity/Place of origin	Associated environmental impact
Direct and indirect	Wastewater discharge	Wastewater to the sanitation network (toilets, changing rooms, kitchens, additional storm water)	Offices, food and drink, additional activities. Preparation, holding and dismantling of fairs/events	Water contamination
Potential	Atmosphere	Gas emissions due to fire or explosion	The whole installation	Air pollution Danger to people
Potential	Atmosphere	Noise emissions from emergency alarm activation	The whole installation	Noise pollution
Potential	Atmosphere	Combustion gas emissions beyond all normal parameters due to malfunction of the boilers (incomplete combustion)	Engine rooms 1, 2 and 3	Air pollution
Potential	Atmosphere	Refrigerant gas emissions due to leaks from the air conditioning system	Cooling installations	Air pollution
Potential	Atmosphere	Emissions of polluting particles into the air (ionising radiation, chemical and/or biological contaminants due to sabotage). CBRN incident	The whole installation	Air pollution Danger to people
Potential	Soil	Generation of ash by fire or explosion	The whole installation	Soil contamination
Potential	Soil	Diesel spill due to tank breakage or failure during loading or unloading thereof	Engine room 1, Additional rooms Outside of Hall 14	Soil contamination

Type of aspect	Area of incidence	Description of aspect	Activity/Place of origin	Associated environmental impact
Potential	Soil	Used oil spill due to malfunction of machinery at the facilities	Engine room 1, 2 and 3. Basement of Puerta Sur building. Additional buildings	Soil contamination
Potential	Soil	Spillage of used oil or diesel or refrigerant liquid due to a malfunction of loading and unloading trucks	Hall courtyards Machine room 1 Additional rooms Outside of Hall 14 Truck traffic areas	Soil contamination
Potential	Soil	Grease spill due to failure during the six-monthly cleaning of additional grease separators	Additional buildings	Soil contamination
Potential	Soil	Hazardous waste spill due to breakage of containers or due to failure during loading, unloading or transfer thereof	Additional buildings	Soil contamination
Potential	Soil	Hazardous chemical spill due to rupture of containers of hazardous chemicals or failure during loading, unloading or transfer	Additional buildings	Soil contamination
Potential	Soil	Accumulation of residual water and generation of waste (mud, sand, etc.) due to flooding	The whole installation	Soil contamination
Potential	Channels	Discharged water with ashes due to fire or explosion	The whole installation	Water contamination

Type of aspect	Area of incidence	Description of aspect	Activity/Place of origin	Associated environmental impact
Potential	Channels	Intentional dumping (sabotage) of chemical products or hazardous waste in sanitation or stormwater drains	The whole installation	Water contamination
Potential	Channels	Spillage of diesel, oil or coolant through the rainwater drain due to malfunction of the trucks during loading, unloading or transfer	The whole installation	Water contamination
Potential	Channels	Discharge of sewage due to flooding	The whole installation	Water contamination
Potential	Channels	Discharge of grease into the sanitation network due to malfunction of the grease separator or during its six-monthly cleaning	Additional buildings	Water contamination

List of potential environmental aspects with their preventive measures and associated risk levels:

Of these, the potential aspects associated with incidents are associated with a risk, with which preventive measures are established to prevent it and periodic drills of those considered relevant (significant).

Type of aspect	Description of aspect	Associated environmental impact	Preventive measures	Risk level
Potential	Gas emissions due to fire or explosion	Air pollution Danger to people	Preventive measures included in the self-protection plan Training for personnel Preventive maintenance and regulatory inspections of electrical installations and boilers	Significant
Potential	Noise emissions from emergency alarm activation	Noise pollution	Central alarm maintenance	Not significant
Potential	Combustion gas emissions beyond all normal parameters due to malfunction of the boilers (incomplete combustion)	Air pollution	Perform planned preventive maintenance (burner control)	Not significant
Potential	Refrigerant gas emissions due to leaks from the air conditioning system	Air pollution	Carry out regular leak checks. Perform planned preventive maintenance on equipment	Not significant
Potential	Emissions of polluting particles into the air (ionising radiation, chemical and/or biological contaminants due to sabotage) CBRN incident.	Air pollution Danger to people	Preventive measures included in the self-protection plan	Significant
Potential	Generation of ash by fire or explosion	Soil contamination	Preventive measures included in the self-protection plan to prevent fires Training for personnel Preventive maintenance and regulatory inspections of electrical installations and boilers	Significant
Potential	Diesel spill due to tank breakage or failure during loading or unloading thereof	Soil contamination	Double-walled or single-walled tank, but with a retention basin. Roofed area. Area signposted and isolated from vehicle transit area. Maximum speed in area 20 km/h	Not significant

Type of aspect	Description of aspect	Associated environmental impact	Preventive measures	Risk level
Potential	Used oil spill due to malfunction of machinery at the facilities	Soil contamination	Perform preventive and regulatory maintenance of machinery	Not significant
Potential	Spillage of used oil or diesel or refrigerant liquid due to a malfunction of loading and unloading trucks	Soil contamination	Vehicles having passed MOT. Periodic maintenance carried out according to manufacturer instructions. Maximum speed in area 20 km/h	Not significant
Potential	Grease spill due to failure during the six-monthly cleaning of additional grease separators	Soil contamination	Carry out periodic emptying. Fat removal every 6 months and its management as hazardous waste	Not significant
Potential	Hazardous waste spill due to breakage of containers or due to failure during loading, unloading or transfer thereof	Soil contamination	Hazardous waste will be stored in an area designated for it: the Hazardous Waste Warehouse, away from stormwater drains or sewer drains. Liquid or pasty hazardous waste will be stored with a spill containment system. They will be stored segregated by type of waste. The containers will be approved. An authorised manager will be notified for their withdrawal before their complete filling	Not significant
Potential	Hazardous chemical spill due to rupture of containers of hazardous chemicals or failure during loading, unloading or transfer	Soil contamination	Storage area away from the traffic of vehicles and mobile machinery. Liquid or pasty chemical products will be stored, taking into account their incompatibilities, with a spill containment system	Not significant
Potential	Accumulation of residual water and generation of waste (mud, sand, etc.) due to flooding	Soil contamination	Regular sanitation network cleaning. Have containment barriers for the entry of water. See measures in self-protection plan	Not significant

Type of aspect	Description of aspect	Associated environmental impact	Preventive measures	Risk level
Potential	Discharged water with ashes due to fire or explosion	Water contamination	Preventive measures included in the self-protection plan to prevent fires Training for personnel Preventive maintenance and regulatory inspections of electrical installations and boilers	Significant
Potential	Intentional dumping (sabotage) of chemical products or hazardous waste in sanitation or stormwater drains	Water contamination	Training and awareness of IFEMA MADRID maintenance staff and collaborating cleaning company. Defined and segregated storage area. Prohibition information in this regard for exhibitors, external organisers, collaborating companies and IFEMA MADRID staff	Not significant
Potential	Spillage of diesel, oil or coolant through the rainwater drain due to malfunction of the trucks during loading, unloading or transfer	Water contamination	Double-walled or single-walled tank but with a retention basin. Roofed area. Area signposted and isolated from vehicle transit area. Maximum speed in area 20 km/h	Not significant
Potential	Discharge of sewage due to flooding	Water contamination	Regular sanitation network cleaning. Have containment barriers for the entry of water. See measures in self-protection plan	Not significant
Potential	Discharge of grease into the sanitation network due to malfunction of the grease separator or during its six-monthly cleaning	Water contamination	Carry out periodic emptying. Fat removal every 6 months and its management as hazardous waste	Not significant

Significant incidents: fire/explosion and CBRN incident.

In 2021, two fire drills were carried out, one at the exhibition ground and another at the IPM or Palacio Municipal.

List of significant direct and indirect environmental aspects:

Regarding the direct and indirect aspects, which are evaluated based on various criteria (frequency/dangerousness/quantity/life cycle), the following relevant ones were detected in 2021:

Significant direct/indirect environmental aspect	Associated improvement? (Yes/No)
"Paint sludge" waste generation	NO. With the reduction in trade fair activity in 2020, the opportunity was taken to adapt the facilities and their painting, which generated a large amount of "paint sludge" waste compared to the previous year. In 2021, the generation of this type of waste decreased a lot, as was to be expected
Natural gas consumption	YES and it will have an associated objective again in 2022
Electric energy consumption	YES and it will have an associated objective again in 2022
Water consumption	NO, the increase in the water consumption ratio in 2020 was due to the hospital and the fixed cost derived from the legal maintenance to be carried out on the cooling towers during the summer. This means that during the beginning of the summer and at the end of it, all the water had to be replaced, which means a large number of cubic metres in terms of consumption. In 2021, the water consumption ratio was lower compared to the previous year

Significant fines and penalties:

In this regard, in 2021, no fines or sanctions were imposed on IFEMA MADRID.

2.2 Atmospheric pollution.

2.2.1 Gas emissions:

Energy sources and intended uses:

Energy sources: natural gas and diesel.

The IFEMA MADRID exhibition grounds have 3 natural gas regulation and measurement stations (RMSs) in its facilities, which feed the combustion equipment or boilers located in the 3 engine rooms.

There are another 10 small boilers or heaters for catering, with less than 1 MW of boiler and burner power, which are used mostly to heat water (DHW), except for 2 of them that are for air conditioning (support) and 1 for the use of the autoclave in the central kitchens.

In addition, it has two diesel tanks to supply the generator sets in case of emergency.

In the Palacio Municipal, IFEMA MADRID has 3 sources of emissions from 3 natural gas boilers.

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

Intended diesel use: to feed emergency sets in situations of network outage.

Measurement of emission sources:

Of the total 27 emission sources at the exhibition grounds and the 3 sources at the Palacio Municipal of IFEMA MADRID, the following fall within the scope of Royal Decree 1042/2017, of 22 December:

- 11 of the (type C) boilers and 6 of the exhibition ground generator sets. 17 in all.

- The 3 boilers in the Palacio Municipal.

In January 2020, of these 17 sources on the exhibition grounds, ACB test measurement was carried out on the emission parameters "CO and NOx" regarding the 11 boiler sources, and for "SO2, CO and Nox Particles" in the case of the 6 lights powered by diesel-fuelled generator sets. In all of them, the assessment was that it "complies" with the emission limits. This measurement will not be repeated until 2023.

Combustion in non-industrial sectors 02 Activity: Commercial and institutional 02 01	Group	Code	Point Nº	Denomination
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	1	Boiler 1 SM1
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	2	Boiler 2 SM1
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	3	Boiler 3 SM1
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	4	Boiler 4 SM1
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	5	Boiler 1 SM2

Combustion in non-industrial sectors 02 Activity: Commercial and institutional 02 01	Group	Code	Point Nº	Denomination
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	6	Boiler 2 SM2
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	7	Boiler 3 SM2
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	8	Boiler 1 SM3
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	9	Boiler 2 SM3
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	10	Boiler 3 SM3
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	11	Boiler 4 SM3
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	12	Generator set 1 SM1
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	13	Generator set 2 SM1
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	14	Generator set 3 SM1
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	15	Generator set 4 SM1
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	16	Generator set 1 SM3
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	17	Generator set 2 SM3

Of the 3 points in the Palacio Municipal, in January 2021, ACB test measurement of the emission parameters "CO and NOx" of the 3 boiler points was carried out. In all of them, the assessment was that it "complies" with the emission limits. This measurement will not be repeated until 2024.

Combustion in non-industrial sectors 02 Activity: Commercial and institutional 02 01	Group	Code	Point N°	Denomination
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	1	Boiler 1
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	2	Boiler 2
Rated thermal input (RTI) boilers <20 MWt and >= 1 MWt	C	02 01 03 03	3	Boiler 3

It was therefore not necessary to take any corrective or remedial action in this regard.

2.2.2 Noise emissions:

IFEMA MADRID is located according to the map of acoustic areas of Madrid, in type "C" zone as established in Royal Decree 1367/2007, of 19 October, which develops Law 37/2003, of 17 November, on Noise, in relation to acoustic zoning, quality objectives and acoustic emissions, having a tertiary use with a predominance of recreational use and shows or type IV zone (noisy zone).

A noise measurement was carried out by an ACB test in April 2019 during daytime, evening and night-time hours at 4 border points of the exhibition grounds (north, south, east and west). See sketch.

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

It was therefore not necessary to take any corrective or remedial action in this regard.

It will be measured again when there are modifications or expansions of facilities or activities.



Image 1 - Location Measurement Points

2.2.3 Light pollution:

The applicable legislation in this regard is as follows: ROYAL DECREE 1890/2008, OF 14 NOVEMBER, ON ENERGY EFFICIENCY IN EXTERNAL LIGHTING INSTALLATIONS AND ITS COMPLEMENTARY TECHNICAL INSTRUCTIONS EA-01 TO EA-07. Article 2, point 3. This regulation will apply:

- a) To new facilities, their modifications and extensions.
- b) To existing installations before their entry into force, when, through an energy efficiency study, the competent Public Administration deems it necessary.
- c) To existing installations before its entry into force, which are subject to major modifications and their extensions, understanding by major modification that which affects more than 50% of the installed power or luminaires.

The outdoor lighting installations of IFEMA MADRID are prior to the publication of this Royal Decree, therefore they do not fall within its 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 instruction MAS-IT-26: "Waste management". The purpose of this instruction is to describe the methodology that is followed to ensure adequate 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, the environment and compliance with the current applicable legislation.

IFEMA MADRID has a NIMA number, a 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 the status of Small Producer) and has reported that it produces more than 1,000 t/year of non-hazardous waste to the Department of the Environment of the Community of Madrid, thus complying with the provisions of Law 22/2011 on waste and contaminated soil and with Royal Decree 553/2020 on the transfer of waste.

2.3.1 Non-hazardous waste:

List of non-hazardous waste generated at IFEMA MADRID, place of generation, EWC (European Waste Catalogue), operator and destination:

Type of waste	Place of generation	EWC	Transfer operator	Destination (R/D)*
Paper-cardboard	Office, Additional areas, Halls with fair activity	200101, 150101	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R
Plastic-empty containers	Office, Additional areas, Halls with fair activity (when being held)	200139, 170203, 150102	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R
Wood	Halls with fair activity (in assembly and dismantling)	200138, 170201	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R
Glass	Food and drink in halls, Additional activities	200102, 150107	Ecoglass, withdrawn by city council	R
Organic waste	Offices, Food and drink in halls, Additional activities	200108	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R
Mixture of inert materials or remainders (mixture of paper-cardboard, plastic-empty containers, wood, glass, scrap and carpet)	Halls with fair activity	200301	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R and D
Carpet scraps	Halls with fair activity (in assembly and dismantling)	200139	ACTECO. This is a contracted waste manager	R
Scrap metal	Maintenance	200140, 170407	GARMAN. This is a contracted waste manager	R
C&DW	Small works	170904, 170504	RECICLAJES EN OBRA. This is a contracted waste manager	R
Type I sanitary waste	Toilets	200301	SERKONTEN. This is a contracted waste manager	D
Electrical and electronic equipment	Offices, Maintenance	160214	RECYTEL. This is a contracted waste manager	R
Pruning remains	Maintenance	200201, 200138, 170201	Contract gardening company (producer)	R
Oil residues in grease separator	Maintenance	200108	IFEMA MADRID (producer)	R
Used cooking oil	Food and Drink	200125	Contract catering companies (producer)	R

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	130205, 130208	SERTEGO. Contracted waste manager	R
Used oils	Trade fair activity (customer waste abandoned or contracted to the management service)	130205, 130208	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R
Contaminated empty containers	Maintenance	150110	SERTEGO. Contracted waste manager	R
Contaminated empty containers	Trade fair activity (customer waste abandoned or contracted to the management service)	150110	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R
Paint and varnish sludge with organic solvents or other types of dangerous substances	Maintenance	080113	SERTEGO. Contracted waste manager	D
Paint and varnish sludge with organic solvents or other types of dangerous substances	Trade fair activity (customer waste abandoned or contracted to the management service)	080113	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	D
Batteries	Offices, Maintenance	200133, 160606, 160603	RECYTEL and SERTEGO Contracted waste managers	R
Batteries	Trade fair activity (customer waste abandoned or contracted to the management service)	200133, 160606, 160603	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R
Batteries/Accumulators	Maintenance	200133, 160606, 160601, 160602	RECYTEL and SERTEGO. Contracted waste managers	R
Batteries/Accumulators	Trade fair activity (customer waste abandoned or contracted to the management service)	200133, 160606, 160601, 160602	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R
WEEE (Waste Electrical and Electronic Equipment)	Offices, maintenance	200135-61, 160213-21-22-41	RECYTEL. Contracted waste manager	R
WEEE (Waste Electrical and Electronic Equipment)	Trade fair activity (customer waste abandoned or contracted to the management service)	200135-61, 160213-21-22-41	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R

(*) R=Recycled; D=Deposit or disposal

Type of waste	Place of generation	EWC	Transfer operator	Destination (R/D)*
Empty aerosols	Maintenance	160504	SERTEGO. Contracted waste manager	R
Empty aerosols	Trade fair activity (customer waste abandoned or contracted to the management service)	160504	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R
Contaminated absorbent material	Maintenance	150202	SERTEGO. Contracted waste manager	D
Contaminated absorbent material	Trade fair activity (customer waste abandoned or contracted to the management service)	150202	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	D
Fluorescent tubes, light bulbs	Maintenance	200121, 190213	RECYTEL OR SERTEGO Contracted waste managers	R
Fluorescent tubes, light bulbs	Trade fair activity (customer waste abandoned or contracted to the management service)	200121, 190213	FCC and OPTIMA These are agents/dealers contracted by IFEMA MADRID	R
Type III sanitary waste	Medical service, first aid kit	180103	SERKONTEN. This is a contracted waste manager	D

(*)R=Recycled; D=Deposit or disposal

At IFEMA MADRID there are 24 different types of waste, 14 non-hazardous and 10 hazardous. 5 of them are eliminated and 19 have a recoverable outlet, which represents 79.16% of the total types.

Quantities generated by waste and global generation ratios:

NHW	Waste	Data 2020 (T.)	Data 2021 (T.)	2021 vs 2020
Non-hazardous waste	Paper-cardboard	103.83	10.34	-90.04%
	Plastic-empty containers	23.33	2.38	-89.80%
	Wood	900.42	327.12	-63.67%
	Glass	5.97	12.504	109.45%
	Organic waste	76.55	5.88	-92.32%
	Mixture of inert materials or remainders (mixture of paper-cardboard, plastic-empty containers, wood, glass, scrap and carpet).	1018.22	2,158.322	111.97%
	Carpet scraps	170.87	50.76	-70.29%
	Scrap metal	35.4	3.962	-88.81%

NHW	Waste	Data 2020 (T.)	Data 2021 (T.)	2021 vs 2020
Non-hazardous waste	C&DW	61.38	39.02	-36.43%
	Type I sanitary waste	2.514	2.8807	14.56%
	Electrical and electronic equipment	1.283	0	-100.00%
	Pruning remains	275	350	27.27%
	Oil residues in grease separator	1	1	0%
	Used cooking oil	1.51	2.83	87.42%
Hazardous waste	Used oils	0.552	0	-100.00%
	Contaminated empty containers	0.162	0.06	-78.59%
	Paint and varnish sludge with organic solvents or other types of dangerous substances	1.924	0	-100.00%
	Batteries/Accumulators	0.4215	0	-78.17%
	WEEE (Waste Electrical and Electronic Equipment)	7.67	0.064	-99.17%
	Empty aerosols	0.009	0.006	-33.33%
	Contaminated absorbent material	0.2965	0	-100.00%
	Fluorescent tubes, light bulbs	0	0	-100.00%
	Type III sanitary waste	1 unit	5 units	400.00%

Total data (T.)	Data 2020 (T.)	Data 2021 (T.)	2021 vs 2020
Non-hazardous waste	2,677.287	2,966.69	10.81%
Non-hazardous waste	11.91	0.38	-96.81%
Total waste	2,689.20	2,967.07	10.33%

Waste generation ratios (turnover calculated after verification)	Data 2020 (T.)	Data 2021 (T.)	2021 vs 2020
Non-hazardous waste generation ratio (tn/turnover in € mil)	44.33	36.99	-16.56%
Hazardous waste generation ratio (tn/turnover in € mil)	0.20	0.005	-97.60%
Waste generation ratio (tn/turnover in € mil)	44.52	36.999	-16.89%

The percentage of recycled waste in 2021 was 69.40% with respect to the total waste generated.

Measures to reduce waste generation:

- All assemblers are informed, as producers of the waste they generate during assembly and dismantling, that they must manage it and if they want us to manage it for them, pay the corresponding service for the right to use the containers.
- There are fairs/events that do not use carpet.
- The metres of carpet placed in the common areas have been reduced.
- Paper tickets and invitations have been almost completely eliminated.
- A Guide for sustainable participation in fairs and events has been published to raise awareness among exhibitors, external organisers and assemblers, among other things, incorporating ideas to reduce the waste they generate and to manage it properly.
- The agri-food fairs held at IFEMA MADRID (e.g.: Fruit Attraction, Intersicop, Meat Attraction) send food surpluses to NGOs, so that they can take advantage of them, thus reducing the generation of organic waste.

2.4 Resource consumption.

2.4.1 Water management:

Water consumption:

Drinking and reclaimed water from IFEMA MADRID enters through the drinking water supply network and the reclaimed water supply network, both managed by the CYII.

At IFEMA MADRID, to reduce water consumption, the following measures have been implemented:

- Reclaimed water for irrigation in all facilities, which in addition to reducing water consumption, uses purified water, giving it a second use and thus promoting the circular economy.
- Dry urinals in halls and locker room.,
- Taps in all installations with water-saving roses.
- Electronic taps in halls and changing rooms.
- Efficient shower heads in changing rooms.
- Double flush toilets in halls and changing rooms.
- Environmental awareness/training given to IFEMA MADRID staff.
- Posters on each of the taps at IFEMA MADRID of the CYII to raise awareness among visitors and IFEMA MADRID staff, so that they turn off taps if they are not being used.

Data (m³) Fair enclosure	Data 2020	Data 2021	2021 vs 2020
Drinking water consumption (m³) in year	51,842.00	65,188.00	26%
Reclaimed water consumption (m³) in year	85,461.00	61,318.00	-28%
Total water consumption (m³) in year	137,303.00	126,506.00	-8%

The increase in the absolute consumption of drinking water compared to 2020 is due to the fact that in 2020 the fair activity was stopped due to the pandemic and in 2021 said activity was restarted.

Water consumption ratio for the fair enclosure (turnover calculated after verification)	Data 2020	Data 2021	2021 vs 2020
Drinking water consumption ratio (m³ year/turnover in € mil)	858.31	812.82	-5.30%
Percentage of regenerated water with respect to total water consumption (%)	62%	48%	-22.13%

Data (m³) Palacio Municipal	Data 2020	Data 2021	2021 vs 2020
Drinking water consumption (m³) in year	3,954	3,497	-11.55%

Wastewater discharge:

IFEMA MADRID pours all the wastewater from changing rooms, toilets, kitchens or laundries into the network of internal sanitation pipes that finally connect with the city council's sanitation network at a point located at the south gate.

This connection to date does not have a municipal licence and therefore does not have the discharge permit granted by the Madrid City Council. We are working to complete this administrative procedure, at the latest in 2022, as long as the times the administration has for this enable us to do it by this date. Once we finish it, we will carry out a discharge characterisation in accordance with the provisions of current legislation.

Sustainable water management plan:

IFEMA MADRID has a Sustainable Water Management Plan approved by Madrid City Council in November 2019. In November 2021, it passed a biennial audit on its degree of compliance, as established by the municipal ordinance that regulates it.

These actions are pending:

- Actions after the deadline: Requested "Discharge Permit" is detected, and with procedures that have to be carried out in progress. The prior documentation required to obtain the

connection licence is being prepared. Once this procedure has been completed, the following procedures related to the discharge permit will begin. It is estimated that it will be resolved throughout 2022, provided that the time periods that the public administration is dealing with in this regard are not excessively long.

- Actions within the term: they can be executed until 31 December 2022.

Actions must be taken to reduce the area of the lawn, since it cannot exceed 20% of the total landscaped area. For this, the replacement of the lawn at the north gate was planned for another species (grass) that is hardier, more resistant and acclimatised to the environmental conditions of the area and that requires less water.

The inclusion in the next tender document for the conservation of green areas of an intelligent system for the irrigation of meadows is being studied, which according to a consulted company can be taken on with a 2+1+1+1 duration contract, such as the one that we have planned. This action could start with the award of the new contract as of 1 April 2022.

2.4.2 Consumption of raw materials:

Apart from water, the main raw materials consumed at IFEMA MADRID are paper and carpet.

Consumption data (absolute values)	Data 2020	Data 2021	2021 vs 2020
Paper consumption (units) in year	514,125	705,000	37%
Carpet consumption (m ²) in year	308,457.00	338,807.50	10%

The increase in the absolute consumption of paper and carpet compared to 2020 is due to the fact that in 2020 trade fair activity was stopped due to the pandemic in March 2020 and in 2021 said activity was restarted during the second half of the year.

Consumption ratios (turnover calculated after verification)	Data 2020	Data 2021	2021 vs 2020
Paper consumption ratio (units/turnover in € mil)	8,512.00	8,790.52	3.27%
Carpet consumption ratio (m ² /turnover)	5,106.90	4,224.53	-17.28%

At IFEMA MADRID, to reduce paper consumption, the following measures have been implemented:

- Flexible remote work.
- Digitalisation (Microsoft 365 implementation, Visual Space, CRM, etc).
- Reduction in the number of printers.
- Awareness-raising in this regard by the Management.

At IFEMA MADRID, to reduce carpet consumption, we have:

- eliminated the consumption of carpet in some fairs such as ARCO, ESTAMPA, 100x100 PETS and VO,
- reused carpet as in EXPODENTAL,
- eliminated carpet in certain areas of the fair, such as SALON LOOK, TRAFFIC or ALMONEDA and
- in all the fairs, the perimeter carpet of the stands that connected with the corridors has been eliminated.

2.4.3 Energy consumption and measures to improve energy efficiency:

Types of energy sources and their use:

Energy sources	Type	Use
Electricity	Indirect	Electrical supply
Natural gas	Direct	Air conditioning, kitchens and central kitchen autoclave
Diesel A	Direct	For vehicles/machinery and generator sets
Petrol	Direct	For vehicles/machinery
Butane	Indirect	To make paellas, in the cafeterias by the contracted catering company

Consumption:

Consumption data (absolute values)	Data 2020	Data 2021	2021 vs 2020
Electricity consumption (MWH)	17,703.64	18,548.52	5%
Natural gas consumption at the fair enclosure (MWH)	13,373.51	9,964.543	-25%
Palacio natural gas consumption (MWH)	1,245.337	1,126.308	-9.55%
Diesel A consumption (B7)(L)	4,806.2	4,324.68	-10%
Petrol consumption (E5)(L)	1,010.91	849.42	-16%
Butane gas consumption (KG)	0	200	—

Main consumption ratios (turnover calculated after verification)	Data 2020	Data 2021	2021 vs 2020
Electricity consumption ratio (MWH/turnover in € mil)	293.11	231.28	-21.09%
Natural gas consumption ratio fair enclosure (MWH/turnover in € mil)	221.42	124.25	-43.89%
Diesel A consumption ratio (L/turnover in € mil)	79.57	53.92	-32.23%
Petrol consumption ratio (L/turnover in € mil)	16.74	10.59	-36.72%

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

Initiative	Year	Investments (€000)	Savings (€000)	Improvements	
				Energy use	Energy sources
Installation of geothermal air conditioning to supply the Central building of Puerta Sur	2017	382	40		X
Substitution of the vehicle fleet for others with low or zero emissions: seven vans for the use of diesel technical staff that are replaced by electric vans (Kangoo ZE), two plug-in hybrid vehicles for commercial use and six plug-in hybrid vehicles for directors. Lastly, the security personnel's vehicles are electric	2017	Does not apply (***)	(**)		X
Replacement of conventional fluorescent lighting in the offices of the south building with LED technology lighting	2018	47	17	X	
Implementation of the SMARKIA digitalisation and automation platform to monitor energy consumption at the current IFEMA MADRID site	2019	15	2	X	
Renovation of the LED lighting in Halls, by means of luminaires with CRI>90 and a point-to-point regulation system	2019	2.388	245	X	
Replacement of conventional lighting in stands designed by IFEMA MADRID with LED lighting	2019	Does not apply (***)	30 (estimated)	X	
Parking facility for electric cars with certified 100% renewable energy	2019	Does not apply (***)	(**)	X	X
Design and implementation of the "Live Connect Platform" for holding digital events	2020	291	(*)	X	
Renewal of uninterruptible power supplies (UPS) by modular equipment, improving system performance	2021	280	25	X	

(*) The savings have to do with the reduction in resource consumption involved in not attending an event in person: savings in raw and auxiliary materials for building stands, energy (electricity for lighting, natural gas for air conditioning) and fossil fuels for travel of exhibitors and visitors). This simultaneously generates a decrease in tCO2 emissions into the atmosphere.

(**) The savings are related to the reduction of tCO2 emissions into the atmosphere.

(***) It is not an investment, it is a cost.

Use of renewable energy:

- The electrical energy supplied for the entire facility (Trade Fair Venue and Palacio Municipal) is 100% of certified renewable origin.
- Installation of geothermal air conditioning to supply the Central building of Puerta Sur.
- Substitution of the vehicle fleet for others with low or zero emissions: seven diesel vans for the use of technical staff that are replaced by electric vans (Kangoo ZE), two plug-in hybrid vehicles for commercial use and six plug-in hybrid vehicles for directors. Lastly, the security personnel's vehicles are electric.
- Changing rooms: installation of photovoltaic panels in changing rooms for self-supply of electricity.
- Changing rooms: aerothermal heat pump for air conditioning and DHW.

2.5 Climate change.

2.5.1 Carbon footprint, scope, calculation development and reduction measures:

La huella de carbono de una empresa representa The carbon footprint of a company represents the emission of greenhouse gases (GHG) that it produces directly or indirectly with its activity over a period of time. It is expressed in tonnes of CO2 emitted. These emissions accelerate climate change, as the United Nations (UN) warns, and if we do not reduce or eliminate them, a more inhospitable world awaits us just around the corner.

IFEMA MADRID had the objective of reducing them 4 years ago and the first step to achieve it was to measure them. To do this, we based efforts on measurement methodology offered by MITECO (Ministry for the Ecological Transition and the Demographic Challenge), in this way, the result was officially registered and recognised.

This register gathers together the efforts of Spanish companies, administrations and other organisations in the calculation, reduction and compensation of greenhouse gas emissions generated by their activity.

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 seals:

- Seals calculated in 2017, 2018 and 2019 and seal calculated and reduced in 2020. Achieved in may 2021.
- During the 1st half of 2022, we want to once again opt for and obtain the "I calculate and reduce, 2020" seal.

At IFEMA MADRID we have managed to reduce our emissions ratio (tCO2/turnover in € mil) by almost 70% in the last 4 years.

Limit or Scope of calculation or measurement of IFEMA MADRID's carbon footprint: 1+2.

- Scope 1:
 - a) Natural gas consumption (Unit: KWH):**
 - for air conditioning during the winter.
 - to supply the kitchens.
 - for DHW (domestic hot water in restaurant areas).
 - b) Diesel A consumption (B7)(Unit: litres):**
 - for installation maintenance machinery (pallet trucks, forklifts, platforms, etc.).
 - for the generator sets (6 in total, 4 in SM1 and 2 in SM3 and two diesel pumps).
 - for 3 of our own vehicles.
 - c) Petrol consumption (E5)(Unit: litres):**
 - for installation maintenance machinery (brush cutters).
 - for 2 IFEMA MADRID commercial vehicles that are used in activities carried out by IFEMA MADRID (meetings, administrative or commercial procedures, etc.). In May 2019, they were replaced by hybrids. Also several private vehicles of IFEMA staff that are used on trips.
 - d) Butane consumption (Unit: kilograms):**
 - it is used occasionally to support the cafeterias in the Halls.
 - e) Refrigerant gas leaks during air conditioning/ refrigeration in summer (Unit: kilograms).** They are estimated proportional to the loads of refrigerant gases that have taken place during 2020.
- Scope 2:
 - Electricity consumption of all facilities.

Development of calculation of carbon footprint:

2021 data:
 Under the above premises, a provisional calculation of emissions is made, identifying, for each source, the activity data and the emission factor in the current calculation year to date.

Carbon footprint scope 1 and 2 - 2021	Data 2021	Emission factor (*)	KGC02 2021 (**)	KG C02 / turnover ratio (€ mil)
Electricity consumption (KWH)	18,548,520	0	0	0.00
Natural gas consumption (KWH)	11,090,851	0.182	2,018,534.882	25,168.76
Diesel a consumption (B7)(L)	4,324.68	2.456	10,621.41408	132.44
Petrol consumption (E5)(L)	849.42	2.244	1,906.09848	23.77
Butane gas consumption (KG)	200	2.964	592.8	7.39
Leaks (KG) refrigerant gas R134A	660	1430	943,800	11,768.08

KC02 Total	TC02 in 2021	TC02 / turnover ratio 2021
2975455.195	2975.46	37.10

(*) Emission factors. Carbon footprint registration, offsetting and carbon dioxide absorption projects of the ministry for ecological transition and the demographic challenge. Date april 2021. They are provisional calculations until the official ones are registered in miteco.

(**) Multiplication of the data by the emission factor.

Carbon footprint scope 1 and 2 - 2021	KGC02 2021	% Of total emissions 2021
Electricity consumption	0	0.000%
Natural gas consumption	1,764,314.916	67.840%
Diesel A consumption (B7)	10,621.41408	0.357%
Petrol consumption (E5)	1,906.09848	0.064%
Butane gas consumption	592.8	0.020%
R134A refrigerant gas leaks	943,800	31.720%

Data compared with previous years:

General data	TCO2	TCO2/turnover ratio (€ mil)
2017	15,738.50	133.26
2018	15,208.14	109.81
2019	12,304.54	65.73
2020	24,48.05	40.53
2021 financial year	2,975.46	37.10
% 2021 vs 2020	21.54%	-8%
% 2021 vs 2019	-75.82%	-44%
% 2021 vs 2018	-80.44%	-66%
% 2021 vs 2017	-81.09%	-72%

In 2021, we set ourselves the goal of reducing the emissions ratio by 11% (tCO2/turnover in € mil) and we have managed to reduce it by 8%, so we have almost met the target set.

Data	% Of total emissions 2019	% Of total emissions 2020	% Of total emissions 2021
Electricity consumption	73.120%	0.000%	0.000%
Natural gas consumption	26.647%	99.425%	67.840%
Diesel A consumption (B7)	0.177%	0.482%	0.357%
Petrol consumption (E5)	0.011%	0.093%	0.064%
Butane gas consumption	0.045%	0.000%	0.020%
R134A refrigerant gas leaks	0.000%	0.000%	31.720%

(Turnover calculated after verification)	2018-2019-2020	2019-2020-2021
Average ratio (TCO2/turnover in millions of euros)	72.02	47.79

For 2022, we set ourselves the objective of reducing the ratio of tCO2 emissions/turnover in € mil by at least 1%. This percentage may be increased at the time we register the carbon footprint in MITECO. To do this, we are launching the actions listed below this year.

This list includes improvements that not only affect natural gas, diesel and petrol, but also water and paper, as well as other alternative improvement measures, which, although they are more aligned with scope 3, should be noted:

Improvement plan launched for 2022	Start-up date	Anticipated improvement
Continuation and maintenance of all the previous actions launched during the years 2017-2021	December 2022	Reduction of electricity and natural gas consumption
Digitalisation and automation of processes, through the implementation of tools: CRM, Visual Space, Incident Management, etc	December 2022	Paper consumption reduction
New products including digital and hybrid fairs	December 2022	Reduction of electricity, water, natural gas, diesel and petrol consumption, by attracting remote customers (who do not consume these items)
Improvement and centralisation of the existing Control System	2021-2024	Reduction of electricity and natural gas consumption
Exterior lighting replacement	2022-2023	Reduction of electrical consumption
Self-supply in changing rooms through the installation of photovoltaic panels	2022	Reduction of electrical consumption

2.5.2 Risks and opportunities derived from climate change and measures to mitigate or take advantage of them:

In January 2021, all the risks and opportunities of the previous year were re-evaluated and those newly detected were included, evaluating them for the first time.

These are the risks related to climate change identified and evaluated with the measures/actions planned to mitigate or take advantage of them and their result one year later (effectiveness analysis).

Description	Risk (R) / Opportunity (O)	R/O level	Measures	Effectiveness analysis result (Yes/No)
Continuous measurements obtained with equipment (meters) not subject to periodic control (internal verification)	Risk	8.00	Process no. 22_02: Control of measurement equipment and its related documentation. See monitoring planning as established in sig-pr-42_02: monitoring and measurement	Yes
Internal verifications performed with standards that have not been externally calibrated or verified	Risk	8.00	Comply with what is established in process no. 22_02: Control of measurement equipment and its related documentation. See monitoring planning as established in sig-pr-42_02: monitoring and measurement	Yes
No actions are defined or if they are defined, they are not executed, for the solution of the energy changes detected	Risk	8.00	Review energy review report with data and justifications	Yes
Difficulty in detecting changes in consumption due to the lack of a unified control system	Risk	15.00	Reduce electrical energy consumption by 1% with respect to the previous year Action plan: improvement and integration of the existing facility control system with respect to 2019	Yes
Difficulty in being able to extend the scope of iso 50001 certification in the short term due to smarkia not having all the integrated variables that measure the consumption of the entire installation	Risk	15.00	Reduce electrical energy consumption by 1% with respect to the previous year Action plan: extension of the energy consumption reading variables of the energy management system with respect to 2019	Yes
Outages in the electrical network that could mean having to start up the generator sets, which operate only in emergency conditions. These types of sources have a greater potential for contamination since they burn diesel fuel compared to natural gas	Risk	5.00	Nothing can be done, the risk is low and has been assumed.	Yes

Description	Risk (R) / Opportunity (O)	R/O level	Measures	Effectiveness analysis result (Yes/No)
The distributor's meters are not verified.	Risk	10.00	In the case of the distributor's meters, IFEMA requests a list of these and their verification status	Yes
Failures in the reading of the consumption made by the marketer (human errors)	Risk	5.00	Nothing can be done, the risk is low and has been assumed	Yes
Errors in the data that the marketer puts on the invoice (human errors)	Risk	5.00	Nothing can be done, the risk is low and has been assumed	Yes
Unify the facility control system	Opportunity	15.00	Reduce electrical energy consumption by 1% with respect to the previous year Action plan: improvement and integration of the existing facility control system with respect to 2019	No
Integrate all the variables of electrical and thermal energy consumption of all the facilities in the Smarkia platform to advance in the short-medium term in the expansion of the scope of ISO 50001 certification	Opportunity	15.00	Reduce electrical energy consumption by 1% with respect to the previous year Action plan: extension of the energy consumption reading variables of the energy management system with respect to 2019	Yes
Reduce tCO2 emitted into the atmosphere	Opportunity	25.00	Measurement of the carbon footprint scope 1 and 2 during 2021 and comparison with previous years. Monitoring of ratio of CO2 tonnes/ Turnover. Obtain the I reduce seal from MITECO. Continue with energy certified from 100% renewable sources	Yes
Improvement of energy consumption	Opportunity	16	Reduce electrical energy consumption by 1% with respect to the previous year Action plan: extension of the energy consumption reading variables of the energy management system with respect to 2019	No

As conclusions, we must insist on improving energy consumption, taking advantage, among other things, of the gradual progress of the project for the unification of the control system.

During this year, in January 2022, a new opportunity was detected: "Reduce energy dependence and create new sources of income through green energy generation projects."

2.6 Biodiversity.

The activity of IFEMA MADRID does not affect or interfere with any of the protected, threatened or endangered species of 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 biodiversity:

- A selection of native or non-native but adapted plant species, which have been adapted to the climatic conditions of the area. Similarly, the selection was made taking into account their physiology (adult development) and their needs, which has resulted in greater stability and a reduction in subsequent maintenance tasks, while preserving plant biodiversity.
- Likewise, plant species were used that did not pose a risk to the safety and health of users (non-toxic, thorny or highly allergenic species), or species whose subsequent development would not disturb uses made of the facilities by visitors, thus guaranteeing sustainable public use.
- The selected species were adapted to the use of reclaimed water, which is implanted throughout the Enclosure.
- The plants were distributed by hydro-zones based on their water needs, as in the case of the North and South gates, where the shrub masses were dissociated from the meadow in order to favour their optimal development and improved maintenance.
- The area of grass and meadows was reduced, by a total of 29,279.64 m², which has entailed a lower consumption of resources and subsequent maintenance.
- The mixture of seeds used in the new planting and reseeded of lawns are species with lower water requirements and adapted to the climate of Madrid, reducing maintenance costs (less mowing, less need for fertilisers etc.).
- Ground-cover plants were used to replace other coverage methods. In this case, in the East and West car parks, creeping species were used to cover all the slopes. The objective of this was not only to stabilise the land, as roots act as an anchor for the land, but also to prioritise its high ornamental value, its condition in the medium term to prevent the appearance of weeds and would enable us to use a localised irrigation system, thus reducing water consumption.
- Recycled wood chip mulches were used in all of the Puerta Norte and Puerta Sur bush planting areas.
- **Repositioning, new plantations and reseeded:** Favouring the purchase of plant specimens and supplies in local nurseries, achieving a plant that is better adapted to the climatic conditions of IFEMA MADRID and less transport time for the material, thus saving on fuel consumption.
- **Fertilisers and modifications:** Promoting the use of organic fertilisers, restricting the use of chemical fertilisers only to situations of deficiency, previously carrying out the pertinent analyses. Giving priority to the use of fertilisers which have a balanced composition with low percentages of nitrogen, to minimise the contamination of aquifers due to nitrites and to reduce water needs.
- **Weed control, trenching and weeding:** Encouraging the performance of these tasks manually or mechanically, eliminating the use of herbicides.

Personnel.

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03.

03. Personnel.

3.1 Employment.

Employment data		2021	2020																																																																													
1	Total number and distribution of employees by gender	(Data at year-end) 429 employees. 218 women + 211 men	(Data at year-end) 431 employees. 220 women + 211 men																																																																													
2	Total number and distribution of employees by age	(Data at year-end) 20 - 24 = W 0 - M 0 25 - 29 = W 10 - M 4 30 - 34 = W 11 - M 7 35 - 39 = W 9 - M 10 40 - 44 = W 25 - M 18 45 - 49 = W 31 - M 35 50 - 54 = W 58 - M 58 55 - 59 = W 48 - M 58 60 - 64 = W 26 - M 21 Totals = W 218 - M 211	(Data at year-end) 20 - 24 = W 1 - M 0 25 - 29 = W 9 - M 3 30 - 34 = W 11 - M 8 35 - 39 = W 10 - M 13 40 - 44 = W 32 - M 22 45 - 49 = W 31 - M 32 50 - 54 = W 60 - M 67 55 - 59 = W 46 - M 47 60 - 64 = W 20 - M 19 Totals = W 220 - M 211																																																																													
3	Total number and distribution of employees by country	There are no workers outside of Spain	There are no workers outside of Spain																																																																													
4	Total number and distribution of employees by professional category	Evolution of the Workforce by Professional Groups as of 31 December <table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">2021</th> <th colspan="3">2020</th> </tr> <tr> <th>Perm.</th> <th>Temp.</th> <th>Total</th> <th>Perm.</th> <th>Temp.</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Executives</td> <td>30</td> <td></td> <td>30</td> <td>28</td> <td></td> <td>28</td> </tr> <tr> <td>Group I</td> <td>40</td> <td>1</td> <td>41</td> <td>42</td> <td>2</td> <td>44</td> </tr> <tr> <td>Group II</td> <td>51</td> <td></td> <td>51</td> <td>50</td> <td>1</td> <td>51</td> </tr> <tr> <td>Group III</td> <td>73</td> <td></td> <td>73</td> <td>72</td> <td></td> <td>72</td> </tr> <tr> <td>Group IV</td> <td>192</td> <td></td> <td>192</td> <td>193</td> <td>1</td> <td>194</td> </tr> <tr> <td>Group V</td> <td>27</td> <td></td> <td>27</td> <td>28</td> <td></td> <td>28</td> </tr> <tr> <td>Group VI</td> <td>15</td> <td></td> <td>15</td> <td>14</td> <td></td> <td>14</td> </tr> <tr> <td>Group VII</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Totals</td> <td>428</td> <td>1</td> <td>429</td> <td>427</td> <td>4</td> <td>431</td> </tr> </tbody> </table>				2021			2020			Perm.	Temp.	Total	Perm.	Temp.	Total	Executives	30		30	28		28	Group I	40	1	41	42	2	44	Group II	51		51	50	1	51	Group III	73		73	72		72	Group IV	192		192	193	1	194	Group V	27		27	28		28	Group VI	15		15	14		14	Group VII	-	-	-	-	-	-	Totals	428	1	429	427	4	431
	2021			2020																																																																												
	Perm.	Temp.	Total	Perm.	Temp.	Total																																																																										
Executives	30		30	28		28																																																																										
Group I	40	1	41	42	2	44																																																																										
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Group IV	192		192	193	1	194																																																																										
Group V	27		27	28		28																																																																										
Group VI	15		15	14		14																																																																										
Group VII	-	-	-	-	-	-																																																																										
Totals	428	1	429	427	4	431																																																																										

Employment data 2021					Total	
5	Total number and distribution of employment contract modalities	Permanent	Full-time	Ordinary	408	428
			Relief		16	
		Part-time	Ordinary	4		
6	Annual number of permanent contracts by gender (*)	Permanent	Women		218	428
			Men		210	

Employment data 2020					Men	%	Women	%	Total
7	Total number and distribution of employment contract modalities	Permanent	Full-time	Ordinary	197	48.9%	206	51.1%	403
				Relief	6	54.5%	5	45.5%	11
			Part-time	Ordinary	2	40.0%	3	60.0%	5
		Partial retirement	5	62.5%	3	37.5%	8		
		Temporary	Full-time	1	25.0%	3	75.0%	4	
Subtotal					211	49.9%	220	51.0%	431

Employment data	2021	2020	
8	Annual number of permanent contracts by age (*)	All contracts are permanent ("indefinido") except that of one 52-year-old man . Discounting this from the table in row 2, the requested distribution of permanent contracts by age is obtained	All contracts are permanent except for one 51-year-old man and three women aged 31, 49 and 56 . Discounting these from the table in row 2, the requested distribution of permanent contracts by age can be obtained
9	Annual number of permanent contracts by professional classification (*)	Detailed in the "permanent" column of the table in row 4	Detailed in the "permanent" column of the table in row 4
10	Annual number of temporary contracts by gender (*)	Number of temporary contracts: 1 By gender: • 1 man	Number of temporary contracts: 4 By gender: • 1 man • 3 women
11	Annual number of temporary contracts by age (*)	Number of temporary contracts: 1 By age: • 52 años	Number of temporary contracts: 4 By age: • 31 years • 49 years • 51 years • 56 years

Employment data		2021	2020
12	Annual number of temporary contracts by professional classification (*)	Number of temporary contracts: 1 By Professional Classification: • Profesional Group I (detailed in table, row 4)	Number of temporary contracts: 4 By Professional Classification: • 2 in Profesional Group I • 1 in Profesional Group II • 1 in Profesional Group I (detailed in table, row 4)
13	Annual number of part-time contracts by gender (*)	Number of part-time contracts: 4 By gender: • 2 men • 2 women	Number of part-time contracts: 5 By gender: • 2 men • 3 women
14	Annual number of part-time contracts by age (*)	Number of part-time contracts: 4 By age: • 38 years • 49 years • 54 years • 55 years	Number of part-time contracts: 5 By age: • 37 years • 48 years • 53 years • 54 years • 57 years
15	Annual number of part-time contracts by professional classification (*)	Number of part-time contracts: 4 By Professional Classification: • 2 in Profesional Group IV • 2 in Profesional Group VI	Number of part-time contracts: 5 By Professional Classification: • 3 in Profesional Group IV • 2 in Profesional Group VI
16	Number of dismissals by gender	2 dismissals of women	3 dismissals of men
17	Number of dismissals by age and professional category	(1) 52 years. Profesional Group I (1) 45 years. Profesional Group V	(1) 53 years. Profesional Group I (1) 54 years. Profesional Group IV (1) 31 years. Profesional Group IV
18	Employees with disabilities	14 employees with recognised disabilities (3.26% of the workforce)	11 employees with recognised disabilities (2.55% of the workforce)

(*) Average hiring data is not provided, but numerical data at year-end because 99.8% of contracts are permanent and because turnover is practically non-existent.

Work disconnection policies:

Point 9 of the Guide to Flexible Distance Work includes the Right to digital disconnection outside working hours in order to guarantee respect for your rest time, days off and vacations, as well as your personal and family privacy.

It is also mentioned that the business duty to guarantee disconnection entails a limitation of the use of technological means of business communication and work during rest periods, as well as respect for the maximum duration of the working day and any limits and precautions regarding working hours provided by the applicable legal or conventional regulations.

Total remuneration by age and gender and calculation of the salary gap: 2021:

Age	Men (average)	Women (average)	Spread over averages		Total workforce (average)
			Men	Women	
From 20 to 29 years old	€26,726.44	€22,502.49	–	-18.77%	€23,558.48
From 30 to 39 years old	€36,930.12	€34,118.22	–	-8.24%	€35,475.69
From 40 to 49 years old	€45,098.04	€41,395.67	–	-8.94%	€43,209.83
From 50 to 59 years old	€49,143.91	€47,373.73	–	-3.74%	€48,298.95
From 60 to 65 years	€54,168.61	€51,328.82	–	-5.53%	€52,322.65
Average Salary 2021	€47,233.21	€44,183.14	–	-6.90%	€45,657.47

2020:

Age	Men (average)	Women (average)	Spread over averages		Total workforce (average)
			Men	Women	
From 20 to 29 years old	€24,384.41	€24,897.93	–	2.06%	€24,779.42
From 30 to 39 years old	€37,650.52	€36,343.62	–	-3.60%	€37,069.67
From 40 to 49 years old	€49,658.70	€46,467.79	–	-6.87%	€48,047.75
From 50 to 59 years old	€54,652.05	€51,873.70	–	-5.36%	€53,321.57
From 60 to 65 years	€63,676.37	€56,873.32	–	-11.96%	€59,945.67
Average Salary 2020	€51,842.23	€48,247.55	–	-7.45%	€50,053.96

**Fixed salary by age and gender and calculation of the salary gap:
2021:**

Age	Men (average)	Women (average)	Spread over averages		Total workforce (average)
			Men	Women	
From 20 to 29 years old	€19,879.09	€19,848.53	–	-0.15%	€19,856.17
From 30 to 39 years old	€30,197.63	€29,649.05	–	-1.85%	€29,913.88
From 40 to 49 years old	€37,969.44	€36,489.31	–	-4.06%	€37,214.57
From 50 to 59 years old	€42,479.06	€41,651.55	–	-1.99%	€42,069.17
From 60 to 65 years	€47,150.58	€46,268.50	–	-1.91%	€46,636.03
Average Salary 2020	€40,412.19	€38,965.50	–	-3.71%	€39,664.79

2020:

Age	Men (average)	Women (average)	Spread over averages		Total workforce (average)
			Men	Women	
From 20 to 29 years old	€21,789.82	€22,818.40	–	4.51%	€22,581.03
From 30 to 39 years old	€32,408.89	€33,949.43	–	4.54%	€33,093.57
From 40 to 49 years old	€43,357.51	€42,553.51	–	-1.89%	€42,951.60
From 50 to 59 years old	€47,445.78	€47,369.87	–	-0.16%	€47,409.43
From 60 to 65 years	€55,601.53	€51,615.90	–	-7.72%	€53,415.86
Average Salary 2020	€45,073.78	€44,128.70	–	-2.14%	€44,603.63

**Fixed salary by professional category, by gender and salary gap calculation:
2021:**

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Directors	Single level	€86,969.91	€76,414.74	€86,969.91	€76,414.74	€74,593.32	€69,594.19	€74,593.32	€69,594.19
Group I	Level I	€59,512.92	€59,971.24	€55,469.84	€53,630.06	€58,719.89	€56,789.13	€54,314.70	€54,401.70
	Level II	€53,853.74	€53,513.55			€53,910.49	€53,770.30		
	Level III	€50,940.22	€52,064.68			€51,916.86	€50,949.49		
Group II	Level I	€48,046.00	€47,646.80	€44,596.42	€44,101.68	€48,047.86	€47,686.59	€44,558.08	€43,958.92
	Level II	€44,384.95	€44,510.32			€44,063.65	€43,728.48		
	Level III	€43,133.76	€43,958.92			€43,261.06	€42,590.12		
Group III	Single level	€39,177.72	€39,835.17	€39,177.72	€39,835.17	€37,480.84	€38,424.97	€37,480.84	€38,424.97
Group IV	Level I	€32,523.39	€32,238.13	€31,955.74	€32,152.96	€33,754.75	€32,836.88	€33,044.21	€32,672.90
	Level II	€28,848.19	€29,210.46			€30,012.67	€29,639.67		
	Level III	€28,312.32	€28,423.78			€28,236.03	€27,655.72		
Group V	Level I	€26,264.66	€26,559.31	€25,466.98	€25,919.44	€25,617.80	€25,569.89	€23,920.66	€24,583.04
	Level II	€22,608.58	€22,608.58			€21,968.60	€21,968.60		
	Level III	€21,146.26	€21,146.26			€20,130.61	€20,263.94		
Group VI	Level I	€19,536.68	€19,536.68	€19,040.26	€19,536.68	€19,419.82	€19,419.82	€19,289.34	€19,551.65
	Level II	€18,709.31	€18,675.69			€19,237.15	€19,575.02		
	Level III	–	–			–	–		
Average salary 2021		€40,412.19	€33,167.53			€38,965.50	€35,896.93		

		Spread over averages		Total workforce			
		Men	Women	Average	Median	Average per group	Median per group
Directors	Single level	–	-16.59%	€72,372.96	€70,625.18	€72,372.96	€70,625.18
Group I	Level I	–	-2.13%	€59,248.58	€59,424.38	€54,907.88	€54,354.59
	Level II			€53,886.17	€53,513.55		
	Level III			€51,472.93	€51,402.72		
Group II	Level I	–	-0.09%	€48,047.24	€47,686.59	€44,570.86	€43,958.92
	Level II			€44,201.35	€44,096.49		
	Level III			€43,221.55	€43,204.10		
Group III	Single level	–	-4.53%	€38,420.65	€38,959.49	€38,420.65	€38,959.49
Group IV	Level I	–	-3.41%	€33,139.07	€32,672.90	€32,506.16	€32,238.13
	Level II			€29,458.15	€29,318.45		
	Level III			€28,268.72	€27,853.14		
Group V	Level I	–	-6.46%	€25,941.23	€26,094.21	€24,601.04	€25,569.89
	Level II			€22,181.92	€22,264.85		
	Level III			€20,384.52	€20,299.23		
Group VI	Level I	–	1.29%	€19,478.25	€19,419.89	€19,185.56	€19,273.01
	Level II			€19,039.21	€18,933.92		
	Level III			–	–		
Average salary 2021		–	-3.71%	€39,664.79	€34,913.12		

2020:

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Directors	Single level	€99,353.07	€90,012.96	€99,353.07	€90,012.96	€82,726.19	€79,620.04	€82,726.19	€79,620.04
Group I	Level I	€65,397.61	€66,388.65	€61,792.39	€60,930.22	€65,100.40	€63,043.67	€60,788.03	€60,659.53
	Level II	€61,432.61	€60,930.22			€60,194.16	€60,842.18		
	Level III	€56,143.50	€57,731.32			€58,407.09	€58,172.33		
Group II	Level I	€54,803.05	€54,601.22	€50,550.14	€49,152.80	€54,829.19	€54,891.02	€49,963.85	€49,152.67
	Level II	€49,828.72	€49,050.30			€48,586.43	€49,325.36		
	Level III	€48,427.88	€49,148.50			€48,293.21	€48,358.70		
Group III	Single level	€43,177.83	€44,602.71	€43,177.83	€44,602.71	€42,514.38	€43,427.41	€42,514.38	€43,427.41
Group IV	Level I	€37,278.63	€37,537.09	€36,228.44	€37,504.34	€39,030.37	€37,555.10	€37,165.66	€37,504.20
	Level II	€32,508.85	€33,703.59			€33,732.00	€33,684.59		
	Level III	€32,493.25	€32,404.46			€31,692.66	€31,191.61		
Group V	Level I	€30,212.43	€30,218.02	€28,640.34	€29,523.23	€29,599.63	€29,470.91	€27,017.72	€27,955.20
	Level II	€27,615.88	€27,819.83			€24,597.47	€24,597.47		
	Level III	€22,281.18	€22,281.18			€20,885.47	€22,266.26		
Group VI	Level I	€21,758.95	€21,758.95	€21,164.95	€20,866.88	€22,208.16	€22,208.16	€20,854.28	€20,585.40
	Level II	€20,768.95	€20,856.88			€20,583.50	€20,585.01		
	Level III	—	—			—	—		
Average salary 2020		€45,073.78	€38,832.97			€44,128.70	€40,937.02		

		Spread over averages		Total workforce			
		Men	Women	Average	Median	Average per group	Median per group
Directors	Single level	—	-20.10%	€90,731.73	€84,466.93	€90,731.73	€84,466.93
Group I	Level I	—	-1.65%	€65,312.69	€66,008.17	€61,340.43	€60,842.18
	Level II			€60,689.54	€60,843.91		
	Level III			€57,172.40	€58,141.79		
Group II	Level I	—	-1.17%	€54,819.13	€54,601.22	€50,167.26	€49,152.80
	Level II			€49,118.84	€49,050.30		
	Level III			€48,335.00	€49,053.43		
Group III	Single level	—	-1.56%	€42,920.37	€44,541.51	€42,920.37	€44,541.51
Group IV	Level I	-2.59%	—	€38,088.15	€37,546.11	€36,686.52	€37,504.27
	Level II			€33,253.38	€33,685.56		
	Level III			€32,075.55	€31,599.50		
Group V	Level I	—	-6.01%	€29,844.75	€30,179.82	€27,693.81	€29,130.65
	Level II			€26,408.51	€26,365.87		
	Level III			€21,234.40	€22,269.35		
Group VI	Level I	—	-1.49%	€21,908.69	€22,208.16	€20,995.49	€20,590.86
	Level II			€20,653.04	€20,585.40		
	Level III			—	—		
Average salary 2020		—	-2.14%	€44,603.63	€38,874.21		

Total remuneration by professional category, by gender and calculation of salary gap:
2021:

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Directors	Single level	€93,661.11	€81,504.02	€93,661.11	€81,504.02	€81,070.90	€75,251.26	€81,070.90	€75,251.26
Group I	Level I	€68,576.37	€69,648.95	€63,755.95	€60,676.73	€64,465.01	€63,028.59	€61,443.84	€60,695.38
	Level II	€61,990.23	€60,636.78			€61,501.09	€61,504.16		
	Level III	€58,162.15	€59,166.00			€59,353.39	€58,460.28		
Group II	Level I	€55,572.01	€54,931.33	€51,473.85	€50,995.87	€55,033.97	€55,024.48	€50,951.89	€50,299.55
	Level II	€51,356.97	€49,778.94			€49,651.68	€49,799.37		
	Level III	€49,691.40	€49,721.00			€49,579.10	€49,367.81		
Group III	Single level	€46,161.94	€46,032.80	€46,161.94	€46,032.80	€42,431.86	€43,188.32	€42,431.86	€43,188.32
Group IV	Level I	€39,580.15	€40,177.53	€38,824.49	€38,896.78	€38,930.82	€38,641.07	€37,914.06	€37,972.00
	Level II	€33,834.48	€33,370.33			€33,383.76	€32,821.99		
	Level III	€36,818.26	€38,288.38			€31,562.21	€30,622.32		
Group V	Level I	€31,781.44	€31,737.11	€30,869.23	€31,138.62	€29,024.82	€30,157.21	€27,256.64	€27,396.96
	Level II	€29,004.32	€29,004.32			€26,108.25	€26,108.25		
	Level III	€24,524.32	€24,524.32			€22,717.69	€22,630.33		
Group VI	Level I	€21,137.74	€21,137.74	€21,615.85	€21,333.13	€21,540.30	€21,540.30	€21,164.94	€20,641.83
	Level II	€21,939.59	€22,328.33			€21,014.80	€20,641.83		
	Level III	—	—			—	—		
Average salary 2021		€47,233.21	€43,391.90			€44,183.14	€41,478.43		

		Spread over averages		Total workforce			
		Men	Women	Average	Median	Average per group	Median per group
Directors	Single level	—	-15.53%	€77,432.07	€75,836.20	€77,432.07	€75,836.20
Group I	Level I	—	-3.76%	€67,205.92	€69,213.66	€62,631.14	€60,676.73
	Level II			€61,710.72	€61,089.18		
	Level III			€58,811.92	€58,693.46		
Group II	Level I	—	-1.02%	€55,213.31	€54,931.33	€51,125.88	€50,449.82
	Level II			€50,382.52	€49,778.94		
	Level III			€49,613.95	€49,721.00		
Group III	Single level	—	-8.79%	€44,497.75	€44,998.55	€44,497.75	€44,998.55
Group IV	Level I	—	-5.23%	€39,255.48	€39,156.39	€38,364.10	€38,334.12
	Level II			€33,598.39	€33,277.03		
	Level III			€33,814.80	€33,276.41		
Group V	Level I	—	-13.25%	€30,403.13	€30,262.29	€28,846.18	€29,004.32
	Level II			€27,073.61	€26,908.25		
	Level III			€23,169.35	€22,882.77		
Group VI	Level I	—	-2.13%	€21,339.02	€21,137.74	€21,354.07	€21,228.27
	Level II			€21,361.59	€21,228.27		
	Level III			—	—		
Average salary 2021		—	-6.90%	€45,657.47	€42,189.28		

2020:

		Men				Women			
		Men	Women	Average	Median	Average per group	Median per group	Average per group	Median per group
Directors	Single level	€115,496.96	€101,174.88	€115,496.96	€101,174.88	€90,342.08	€86,243.43	€90,342.08	€86,243.43
Group I	Level I	€75,438.25	€76,852.73	€70,632.88	€68,514.41	€73,371.67	€72,219.98	€67,994.66	€67,074.05
	Level II	€69,638.94	€68,514.41			€67,159.10	€68,351.98		
	Level III	€63,617.87	€64,655.11			€65,197.04	€66,230.37		
Group II	Level I	€61,266.85	€61,232.32	€56,797.82	€56,039.91	€60,964.32	€61,510.85	€55,211.20	€54,428.47
	Level II	€55,879.43	€55,370.61			€53,061.43	€54,609.22		
	Level III	€54,621.15	€54,498.81			€53,339.90	€53,583.78		
Group III	Single level	€48,355.93	€48,533.47	€48,355.93	€48,533.47	€46,198.00	€47,407.29	€46,198.00	€47,407.29
Group IV	Level I	€43,262.41	€43,100.34	€42,431.23	€42,142.91	€42,365.03	€41,804.30	€40,322.24	€40,180.88
	Level II	€40,075.68	€38,953.70			€36,534.92	€36,242.68		
	Level III	€38,993.58	€37,338.57			€34,356.58	€34,121.28		
Group V	Level I	€34,882.08	€32,121.19	€33,380.59	€34,552.83	€31,706.46	€27,614.29	€29,062.39	€30,148.85
	Level II	€33,209.32	€35,372.95			€27,221.21	€27,221.21		
	Level III	€24,885.46	€24,885.46			€22,357.62	€23,579.01		
Group VI	Level I	€22,876.21	€22,876.21	€23,603.24	€23,361.91	€23,210.29	€23,210.29	€22,209.85	€22,147.91
	Level II	€24,087.94	€24,879.18			€22,009.76	€22,096.53		
	Level III	–	–			–	–		
Average salary 2020		€51,842.23	€46,544.52			€48,247.55	€44,778.88		

		Spread over averages		Total workforce			
		Men	Women	Average	Median	Average per group	Median per group
Directors	Single level	–	-27.84%	€102,453.69	€92,160.56	€102,453.69	€92,160.56
Group I	Level I	–	-3.88%	€74,847.80	€76,763.11	€69,445.68	€67,838.38
	Level II			€68,151.04	€68,498.85		
	Level III			€64,335.68	€65,483.65		
Group II	Level I	–	-2.67%	€61,080.68	€61,232.32	€55,761.66	€55,160.72
	Level II			€54,269.15	€55,160.72		
	Level III			€53,737.53	€53,684.93		
Group III	Single level	–	-4.67%	€47,518.52	€48,113.94	€47,518.52	€48,113.94
Group IV	Level I	–	-5.23%	€42,847.71	€42,224.02	€41,400.42	€41,137.45
	Level II			€37,920.43	€37,220.79		
	Level III			€36,574.28	€36,300.78		
Group V	Level I	–	-14.86%	€32,976.71	€28,583.93	€30,861.64	€31,975.38
	Level II			€30,814.07	€28,351.41		
	Level III			€22,989.58	€24,107.60		
Group VI	Level I	–	-6.27%	€22,987.57	€23,210.29	€22,843.21	€22,390.50
	Level II			€22,789.08	€22,219.65		
	Level III			–	–		
Average salary 2020		–	-7.45%	€50,053.96	€46,061.98		

3.2 Work organisation.

The organisation of working time is contained in Chapter IV of the Collective Agreement.

Days, schedules, leave and holidays:

The annual working hours are 1,663 hours of effective work, deducting bank holidays and vacations, which are distributed as follows:

a) Fixed annual working hours of 1,512 hours per year, the distribution of which will be as established in the work calendar for each year.

b) The difference in hours up to 1,663, that is, 151 hours per year, is considered an irregular amount of working hours that is distributed to meet the needs of the service based on the calendar of fairs, congresses and other fair activities.

There are two types of workday schedule. The split shift schedule and the continuous shift schedule. The split-day schedule is from Monday to Thursday from 09:30 a.m. to 5:30 p.m., with an intermediate hour for lunch, with a flexibility of 30 minutes to start work earlier or later. The working day on Fridays is from 9:30 a.m. and departure at the option of the worker between 2:00 p.m. and 3:00 p.m. The difference in hours that takes place on Fridays until completing the effective 7-hour shift must be recovered from Monday to Thursday.

In the continuous day schedule, two rotating work shifts are established every fortnight with the following schedules: the morning shift from 08:00 a.m. to 3:00 p.m. and the afternoon shift from 3:00 p.m. to 10:00 p.m.

There is a possible third shift, overnight, from 10:00 p.m. to 5:00 a.m. when the needs of an event demand it.

During the weekends and holidays of the fair, the work schedules are adjusted to the development schedules of the event. The usual schedule during those days is from 9:00 a.m. to 9:00 p.m.

Number of hours of absenteeism:

- 2021: 52,497.5 hours
- 2020: 47,331 hours

Measures designed to facilitate the enjoyment of work/life balance and promote the co-responsible exercise there of by both parents:

IFEMA MADRID has a significant package of measures to favour the family and the work/life balance of its workers that are fundamentally contained in the Collective Agreement and in the Equality Plan. The result of this is its certification as a Family-Responsible Company (Empresa EFR) since 2007, which certifies it as a company that is firmly committed to work/life balance and equality.

The main measures in this area are listed below:

- Improvement of legally established paid leave (1 additional week to maternity/paternity leave, 2 additional days in case of death of children or spouse, 1 additional day for moving the habitual residence, 2 days for the birth of a grandchild, establishment of 31 December as a holiday, 3 hours to attend medical consultations for children, 10 hours per year for non-serious illnesses of minor children, credit of 10 hours for accompanying first-degree relatives to the doctor).
- Granting of unpaid leave (leave for private affairs, for school tutoring, for studies, for hospitalisation and family illnesses, international adoption).
- Hourly flexibility of 30 minutes regarding start time at work.
- Setting of bank holidays so they add to weekends in periods of school holidays.
- Establishment of a continuous working day (no long lunch break making the working day shorter) on the eve of bank holidays, such as Easter and Christmas).
- Possibility of making a continuous working day for workers with children under 12 years of age so as not to feel the need to request a reduction in working hours.
- Complement 100% of IT benefits.
- Flexible remuneration plan "IFEMA FLEX" (health insurance, restaurant ticket, transport and childcare, training).
- 26 days of vacation from the completion of 21 years with the company.

IFEMA MADRID also has a significant package of worker benefits:

- Help for studies and childcare.
- Help with worker medical expenses.
- Help for workers with children with disabilities.
- Medical service throughout the working day.
- Subsidised dining service.
- Free parking.
- Insurance policies: Pension Plan, Life Insurance and Retirement Insurance.

We must also highlight in this chapter the Guide to Flexible Remote Work signed in collaboration with the Works Council in September 2021, which enables teleworking for 6 days in cycles of four weeks, preferably distributed in alternate weeks of 1 and 2 days of telecommuting per week.

3.3 Health and safety.

IFEMA MADRID maintains the preventive procedures appropriate to its activity, as well as the organisational model through the External Prevention Service.

Specifically in 2021, preventive activity was once again conditioned by the pandemic, placing contagion prevention measures as preferred actions. To this end, measures already started in 2020 were consolidated to promote flexibility of attendance, guarantee safety distances, access controls, provision of specific PPE, diagnostic tests, etc.

Number of work accidents by gender:

Year	Women	Men
2021	1	4
2020	1	7

Frequency rate by gender:

Year	Women	Men
2021	2.99	12.37
2020	3.03	21.18

Severity rate by gender:

Year	Women	Men
2021	0.27	0.11
2020	0.003	0.12

Occupational illnesses by gender:

No cases of occupational illness have been recorded in either 2021 or 2020.

3.4 Worker relations.

Organisation of worker dialogue including procedures for informing and consulting staff and negotiating with them:

At IFEMA MADRID, the Company Committee was established in 1990. It is made up of 13 members, according to the number of workers that make up the IFEMA MADRID workforce.

The last elections for members of the Company Committee were held in September 2020. Union activity is additionally exercised with the presence of three Union Sections (CC.OO, UGT and CSIF).

The result of collective bargaining is manifested in the nine Collective Agreements that have been formalised to date.

In Chapter XI of the Collective Agreement "Collective Representation and Trade Union Representation", relations at IFEMA MADRID on this matter are regulated.

Percentage of employees covered by collective agreement by country:

All the workers who provide services at IFEMA MADRID are included in the scope of the IFEMA MADRID Collective Agreement.

Balance of collective agreements, particularly in the field of workers' health and safety:

The Collective Agreement includes in its Chapter VIII, everything related to Occupational Health and Safety. It sets out the order of the general principles, the internal joint body for consultation and decision (Health and Safety Committee), the functions of the Prevention Officers, preventive organisation, specific protections (maternity and diminished capacity), as well as a specific section on the discipline of Surveillance regarding Workers' Health.

3.5 Training.

The policies implemented in 2021 in the field of training have been aimed at:

1) Providing momentum around Digitalisation. Acquisition of new digital tools applicable to trade fair business and the institution: digital platform, digital marketing, among others.

2) Upskilling: evolution in skills in the Institution: internal and external programmes for knowledge and acquisition of new skills: Skill Campus programme, Zoom, 365, among others.

3) Reskilling. Recycling of existing tools in the organisation. Becoming more familiar and more skilled with such tools.

Total number of hours of training by professional category:

Virtually all training actions are cross-cutting, so workers from all professional categories attend indistinctly. For this reason, this level of detail is not available.

Training data	2020	2021
Number of employees trained / Number of training positions	1,194	740
Hours of training received by IFEMA MADRID staff	8,610	9,079

3.6 Accessibility.

IFEMA MADRID assumes accessibility as an objective aligned with its social commitment, especially considering that we manage spaces for public attendance.

We are aware of the shortcomings that both the Parque Ferial Juan Carlos I and the IPM have in this regard, given the date of their construction and their subsequent extensions. In any case, research work has been carried out with the aim of generating a set of accessible itineraries that allow anyone to access any of the IFEMA MADRID spaces and enjoy the products and services we offer.

- The collaboration of a consulting company has been contracted and has provided a detailed analysis of the shortcomings.
- With this information, proposals for accessible itineraries have been developed, and described in detail.
- The next step will be a more detailed analysis of the necessary modification actions to make an adequate budget and a timetable for action.

The objective is to adapt the current venues through this itinerary system.

With regard to the extension, the rigorous application of the Technical Building Code ensures compliance with the required regulations on accessibility.

Finally, FIAPAS (Spanish Confederation of Families of Deaf People) has been asked for a global improvement proposal for people with hearing disabilities, which is currently under study.

3.7 Equality.

Measures adopted to promote equal treatment of opportunities between women and men:

The main measures to promote equal treatment of opportunities are contained in the Equality Plan and in Chapter IX of the Collective Agreement "Gender equality and conciliation of family life".

The specific measures on gender equality are listed below:

- 1) Personnel selection: commitment to guarantee equal treatment and opportunities between men and women in selection processes, ensuring that these will be carried out exclusively based on criteria of merit and the aptitudes of the candidates.
- 2) Training and professional development: guaranteeing equal access for men and women to training that equally facilitates the development of skills and competencies without distinction of gender.
- 3) Professional promotion: fostering, under equal conditions, the professional promotion of women in the company and maintaining the recognition of professional merits as a formula for access to positions of responsibility under equal conditions.
- 4) Remuneration: ensuring a salary system that guarantees equal remuneration for reasons of gender, transparency and neutrality without having any conditioning factors due to gender, keeping a record with the average values of salaries, salary supplements disaggregated by gender and distributed by professional groups (see wage record provided for codes EMP18/EMP23 in which the absence of a wage gap in any professional group is revealed).

5) Reconciliation of personal and work life: recognising the right to balance personal, family and work life and trying to promote greater co-responsibility between women and men in the assumption of family obligations, which translates into absolute equality of leave for men and women.

The equality of men and women is also evident in the parity distribution of its workforce, comprising at the end of 2021, 429 employees, of whom 211 (49.3%) are men and 218 (50.8%) are women, and whose management team is made up of 16 men and 14 women.

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

The IFEMA MADRID Equality Plan was signed jointly with the Company Committee, in November 2019 and is in its fourth edition. A new review is planned in the coming months to adapt it to Royal Decree 901/2020, which regulates equality plans and their registration.

The Equality Plan is configured as the document that includes policies for reconciling the personal and professional life of workers, and that which includes equal opportunities policies.

As a strategic objective, the Management of IFEMA MADRID recognises the development of labour relations based on equal opportunities, non-discrimination and respect for diversity, which promotes a favourable environment, facilitating measures to balance personal and work life, and seeking to follow the best practices.

Also in relation to this point, IFEMA MADRID has negotiated a "Harassment Protocol" with the Works Committee, in whose Declaration of Principles it is stated that IFEMA MADRID will not tolerate, within its organisation, any type of discriminatory practice or conduct considered as moral harassment, sexual harassment or gender-based harassment and declares its concern and commitment to maintain positive work environments to prevent and avoid any type of harassing behaviours, and persecuting and solving those cases that occur in the workplace.

Integration and universal accessibility of people with disabilities:

IFEMA MADRID complies with the General Law on Disability, which establishes that all companies must have a reserved quota in favour of people with a disability equal to or greater than 33% of 2% of the workforce. Specifically, IFEMA MADRID has 14 workers with disabilities, which represents 3.3% of its workforce.

The Collective Agreement in its Article 14 "Workers' Rights" establishes that no worker may be discriminated against directly or indirectly for employment, or once employed, due to disability provided that they are in conditions of aptitude to perform the job or employment concerned.

Likewise, the Collective Agreement in its Article 69 "Worker Benefits" provides economic aid to workers who have children with a degree of disability greater than 33%.

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

Human rights.

04.

04. Human rights.

Application of human rights due diligence procedures/ prevention of risks of human rights violation and, where appropriate, measures to mitigate, manage and repair possible abuses committed:

The Code of Conduct in its point 5.2 "Human Rights and Public Freedoms" establishes that IFEMA MADRID undertakes to respect and protect the rights and public freedoms recognised in the Universal Declaration of Human Rights and in the main international agreements on the matter. Likewise, IFEMA MADRID, in accordance with the Universal Declaration of Human Rights, explicitly condemns and prohibits any type of work or service carried out by a person under threat, punishment or in inhuman conditions or by any person who is not as old as the minimum legal working age.

Point 5.3 "Equality and Non-Discrimination" of the IFEMA MADRID Code of Conduct declares to guarantee equal employment opportunities and non-discrimination for reasons of gender, sexual orientation, marital status, age, race, nationality, social status, religion, political opinion, union affiliation or any other characteristic protected by the legal system.

Also in relation to this point, IFEMA MADRID has negotiated a "Harassment Protocol" with the Works Committee, in whose Declaration of Principles it is stated that IFEMA MADRID will not tolerate, within its organisation, any type of discriminatory practice or conduct considered as moral harassment, sexual harassment or gender-based harassment and declares its concern and commitment to maintain positive work environments to prevent and avoid any type of harassing behaviours, and persecuting and solving those cases that occur in the workplace.

The Regulatory Framework on which the Harassment Protocol is based resides in the Spanish Constitution, 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 BUSINESS EUROPE, the ILO Convention No. 111 on discrimination in employment and occupation and Directive 2006/54 of the European Parliament which transmits the European framework agreement on harassment and gender violence.

Complaints regarding cases of human rights violation:

There have been no complaints regarding cases of human rights violations, either through the ethical channel or by any other means.

Promotion and compliance with provisions of fundamental ilo conventions related to respect for freedom of association and the right to collective bargaining:

At IFEMA MADRID, the Company Committee was established in 1990. It is made up of 13 members, according to the number of workers that make up the IFEMA MADRID workforce.

The last elections for members of the Company Committee were held in September 2020. Union activity is additionally exercised with the presence of three Union Sections (CC. OO, UGT and CSIF).

The result of collective bargaining is manifested in the nine Collective Agreements that have been formalised to date.

In Chapter XI of the Collective Agreement "Collective Representation and Trade Union Representation", relations at IFEMA MADRID on this matter are regulated.

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 IX "Gender Equality and Reconciliation of Family Life" of the Collective Agreement and fundamentally in its Equality Plan.

The IFEMA MADRID Equality Plan was signed jointly with the Company Committee, in November 2019 and is in its fourth edition. A new review is planned in the coming months to adapt it to Royal Decree 901/2020, which regulates equality plans and their registration.

The Equality Plan is configured as the document that includes policies for reconciling the personal and professional life of workers, and that which includes equal opportunities policies.

As a strategic objective, the Management of IFEMA MADRID recognises the development of labour relations based on equal opportunities, non-discrimination and respect for diversity, which promotes a favourable environment, facilitating measures to balance personal and work life, and seeking to follow the best practices.

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

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

- Respect for diversity by promoting non-discrimination based on race, colour, age, gender, marital status, ideology, nationality, religion and sexual orientation or any other personal, physical or social condition of its professionals.

- Compliance with current legislation.

- Maintenance of commitments with External Institutions in order to obtain and maintain accreditations and distinctions in matters of work-life balance and equality.

Elimination of forced or compulsory labour/ effective abolition of child labour:

Article 102 of the IFEMA MADRID Collective Agreement, "Condemnation of forced and child labour", includes the express condemnation of the IFEMA MADRID Management and the Company 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 an attack against human rights.

Likewise, any form of work or service obtained from any person who does not have the minimum working age is condemned. The use of this type of workforce also constitutes for IFEMA MADRID an attack against human rights and against any form of ethics.

Corruption and bribery.

05.

05. Corruption and bribery.

Measures adopted to prevent corruption and bribery:

IFEMA MADRID has had a Regulatory Compliance Management System since 2017.

Its main management body is the Regulatory Compliance Committee, a collegiate body of an internal and permanent nature whose mission is to monitor compliance with the Code of Ethics and Conduct, promoting its knowledge and interpreting its rules, as well as resolving any doubts or questions regarding matters pertinent thereto and, in addition, it has the support of specialised external advice on compliance matters.

The Code of Ethics and Conduct constitutes, therefore, the main guideline for the Regulatory Compliance Management System as it establishes the basic rules of conduct that must govern the activity of IFEMA MADRID employees and collaborators and helps to consolidate the conduct of the Institution based on respect, honesty, integrity, transparency and security.

The Regulatory Compliance Management System is documented in addition to the aforementioned Code of Ethics and Conduct with the following documents:

- Regulatory Compliance Manual.
- Regulations of the Regulatory Compliance Committee.
- Anti-corruption Policy.
- Conflict of Interest Policy.
- Presents and Gifts Policy.
- Harassment Protocol.
- Compliance Policy.
- Social Media Policy.
- Information Classification Policy.
- Ethical Channel Management Procedure.
- Action protocol vis-à-vis inspections.

The specific measures to prevent corruption and bribery are included in the Anti-Corruption Policy.

IFEMA MADRID has an ethics channel managed by an external, independent company specialising in managing complaints available to all workers, suppliers and customers, which enables queries and communications of suspicions or violations of the code of conduct and the rest of the internal regulations on compliance.

IFEMA MADRID has also drawn up a Risk Map in this area that is periodically reviewed based on the Self-assessment of controls to continuously monitor the control activities implemented by the Institution. Self-assessment is a process through which the effectiveness of controls is verified in order to provide assurance that all risk mitigation or elimination objectives will be achieved.

Measures to fight against money laundering:

IFEMA MADRID, going beyond the provisions of Law 11/2021, of 9 July, on measures to prevent and combat tax fraud, is prohibited from collecting cash on the part of exhibiting companies participating in events.

It also collaborates with financial entities providing the information they require when income is received for participation in fairs, from restricted countries.

Contributions to foundations and non-profit entities:

In 2021, payments were made to the "Teatro Real" for an amount of €134,000.00, a donation in kind to the entity "No child without a smile" of €843.17 and a contribution to the International Federation of Journalists and Tourism Writers "FIJET", amounting to €5,269.00.

Customers and society.

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06.

06. Customers and society.

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

- In the first place, through sustainable economic development committed to the growth of its surroundings, generating wealth and promoting employment in the Community of Madrid.
- Secondly, promoting, from each of the fairs, the development of the represented sectors.

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

To do this, on the one hand, it has always been committed to making its activity grow, diversifying its products and incorporating new models such as that for the leisure events and concerts sector, which achieved special prominence during 2021.

In addition, this growth has always been linked to the Community of Madrid, communicating with our environment and working to attract international attendees, including direct actions through buyer programmes.

In the current situation, marked by the outbreak of the COVID-19 pandemic and its consequences for the Meetings, Incentives, Conventions & Events (MICE) sector, it is important to highlight the decision of the governing bodies to commit to the return of trade fair and congress activity, as soon as the restrictions that prevented it are lifted. The holding of FITUR, postponed until May but planned with the same level of professional attendance as in previous editions, triggered the return as it was the first international fair to be held under these conditions.

From there, the continuity of the rest of the events was promoted, some as emblematic as Arco and, like FITUR, with a significant international aspect. In this way, IFEMA MADRID contributed significantly to the economic recovery in the Community of Madrid and, by extension, to that in our country.

Parallel to this economic momentum, IFEMA MADRID has resumed its social and sustainability commitment which is inherent in our DNA. Therefore, rather than being abandoned, even during the worst times of the pandemic, it has also and immediately continued moving forward in the awareness that it was going to prove more necessary than ever.

6.1 Customers.

As far as sectoral promotion is concerned, IFEMA MADRID fairs always work closely with the most representative associations in each sector, as well as with their main players, with the common goal that the fairs are not only business opportunities but also platforms for promoting innovation, promoting exports and disseminating trends.

To do this, each event has an Organising Committee where the main sector agents are represented and which guarantees dialogue between them and the organisation of IFEMA MADRID.

Buyer programmes:

Among the main actions are the aforementioned International Buyer Programmes, by virtue of which the event allocates part of its budget to attracting and inviting importers from other countries, prescribed by national exporter associations, organisations for economic promotion abroad or the exhibitors themselves.

During 2021, despite the existing restrictions on mobility, the following programmes were carried out:

Fairs	Date	Invitation No
Fitur MICE	17-18 may	56
Intergift + Bisutex + Madridjoya	15-19 sep	308
Fruit Attraction	5-7 oct	579
Climatización + Genera	16-19 nov	103

Actions to promote innovation and entrepreneurship:

Other initiatives to aid economic momentum include actions to promote innovation or entrepreneurship.

These actions carried out by the IFEMA MADRID-organised fairs are gathered together in a repository annually. In the 2021 financial year, these actions were the ones that were carried out:

Innovation actions:

Fair name	Action summary	Action detail
Salón VO	The role of the second-hand electric vehicle in the energy transition	A conference was held on "The role of the second-hand electric vehicle in the energy transition" that could be considered as an environmental action of sustainability and innovation. The format was hybrid (face-to-face and streaming) The participants were: <ul style="list-style-type: none"> • Borja Carabante, Delegate of the Government Area for the Environment and Mobility of Madrid City Council • Jose-Martin Castro, chairman of the Spanish Renting Association (AER) • Rafa Prieto, assistant to the chairman of the National Association of Vehicle Sellers (Ganvam) • Arturo Pérez de Lucia, general director of the Business Association for the Development and Promotion of Electric Mobility (Aedive) • Alejandro Valdovinos, director of Circontrol, a company specialising in solutions for electric mobility
ARCO	Forum and Professional Meetings. We detail the agenda of the forum and emphasise current issues that took place in it during the days of the fair (e.g. digital challenge, art market trends, times of change, etc)	On 8, 9 and 10 July, there were several talks
	ARCO E-TALKS, the new ARCO online forum	A digital communication space created by ARCO that has given a voice to gallery owners, artists, collectors and curators through various formats that suit the times and possibilities of involvement, and their different rhythms through webinars, video interviews and podcasts. Action prior to the holding of ARCOmadrid and ARCOlisboa 2021
	ARCO E-XHIBITIONS	Visibility actions and sales opportunities for galleries through the ARCO E-XHIBITIONS platform, both for the ARCOmadrid and ARCOlisboa galleries. The platform started in March and enabled participants from then until the end of the fair to carry out a new monthly project in viewing room and 3D format. The platform enables VIPs and collectors of both fairs to maintain direct contact with participating galleries and also the possibility of making spontaneous inquiries of visitors to the platform. ARCO E-XHIBITIONS has enabled us to generate private meetings between collectors, art professionals and participating galleries, through Zoom. Action prior to the holding of ARCOmadrid and ARCOlisboa 2021

Fair name	Action summary	Action detail
Estampa	Podcast	To transmit information on the latest trends, all online, to be listened to when the customer desires
Organic food Iberia + Eco Living Iberia	Product news: promotion, information	Product news: promotion, information
	Innovation zone: products that are exhibited, voted for and awarded prizes with a jury and a voting public	Innovation zone: products that are exhibited, voted on by the public and jury, and that are awarded prizes
	Technical conferences for both fairs: dissemination of topics of innovation in the sector	Technical conferences for both fairs: dissemination of topics of innovation in the sector
Fitur	Fitur Talent	In the FITUR TALENT monographic area, debates were had on "Data-driven strategies and digitalisation of Human Resources" and "Digitalisation for tourism talent"
	Fiturtechy	With innovation as the common thread, FITURTECHY focused on technology in the tourism industry, for business, destinations and sustainability. In the 2021 edition, topics such as: "Technology to transform tourism", "Technologies to strengthen the recovery, adapted to new needs", "Blockchain in Tourism Transactions" were delivered, and the AMT Smart Destinations Awards were presented, which reward the best technological solutions and tools that help in facing the challenges of setting up a smart tourist destination (DTI), with special attention paid to those solutions designed to provide security against COVID-19. In addition, training workshops for digital transformation were given
	Fitur Know How	In the FITUR KNOW-HOW section, SEGITTUR presented the Technological Solutions Guide for smart tourist destinations and discussed topics such as "The importance of cybersecurity in tourism companies" and "Public-private collaboration through technology", in addition to presenting the nominations for and prizes at the "The Chatbots Tourism Awards 2021"
	Fitur LIVE Connect	Committing to digitalisation as a complement to the face-to-face fair, in this edition FITUR LIVE CONNECT was launched. This online platform welcomes the professional tourism community and facilitates before, during and after FITUR, the opportunity to connect, exchange information, identify interests, establish meetings and deploy what the sector offers in products, services and destinations to all those who make up the value chain in the tourism industry
Digicom	Speaker corner	Presentations, latest trends, demonstrations, etc
	Digicomnews	They are sent to the entire sector including news from the sector
Bisutex	Speaker corner	Presentations, latest trends, demonstrations, etc
	LIVE Connect digital platform	LIVE Connect digital platform
Madridjoya	Speaker corner	Presentations, latest trends, demonstrations, etc
	LIVE Connect digital platform	LIVE Connect digital platform

Fair name	Action summary	Action detail
Intergift	Speaker corner	Presentations, latest trends, demonstrations, etc
	LIVE Connect digital platform	LIVE Connect digital platform
	Gift of the year award	Give more momentum to more creative and innovative gifts in various categories
	Trend seminars	Trend seminars
Momad	Communicate to the media and social networks the season's news and its new brands	Communicate to the media and social networks the season's news and its new brands
	Conference programme: sustainability, trends, digitalisation, business	Conference programme: sustainability, trends, digitalisation, business
	MOMAD LIVE Connect digital platform	MOMAD LIVE Connect digital platform
	Madrid Fashion Triangle Association: fashion wholesalers. They exhibit and promote local fashion	Madrid Fashion Triangle Association: fashion wholesalers. They exhibit and promote local fashion
Fruit Attraction	Innovation HUB	Innovation HUB: exhibition and awards: best product of the year, best auxiliary product and sustainability
	LIVE Connect digital platform	LIVE Connect: digital day events
	Fruitech Space	FRUITECH space, to become a space for learning, testing and the trying of services that, right now, can be incorporated into any of your events. Spaces where CREATIVITY and TECHNOLOGY are added to the service of enriching the value proposition in the field of customer experience and expectations
Salón Look	ANEPE: Online gallery of innovation through Salon Look's social networks	ANEPE: Gallery of innovation online through the social networks of Salón Look
	Pilot project/sector "SALON LOOK" community platform of IFEMA MADRID	Pilot project/sector "SALON LOOK" community platform of IFEMA MADRID
	Within the programme of activities, there is a congress (Business meeting) and there, awards for digital transformation are held	Within the programme of activities, there is a congress (Business meeting) and there, awards for digital transformation are held
Trafic	Innovation arena: Startups area and a small auditorium and workshops with discussion tables where, among other topics, innovation in the sector and networking were discussed	Innovation arena: Startups area and a small auditorium and workshops with discussion tables where, among other topics, innovation in the sector and networking were discussed
	Programme of activities (conferences): digitalisation talks	Programme of activities (conferences): digitalisation talks
	LIVE Connect: hybrid fair: face-to-face and digital	LIVE Connect: hybrid fair: face-to-face and digital
Feriarte	A communication channel Feriarte 365 (online) has been created and validated by the Rey Juan Carlos University. Within the website of FERIARTE	A communication channel Feriarte 365 (online) has been created and validated by the Rey Juan Carlos University. Within the website of FERIARTE

Fair name	Action summary	Action detail
Genera	Innovation gallery	Innovation gallery: physical space where exhibitor products and solutions are presented that a committee of experts has selected as the most innovative (all members belong to the fair's organising committee)
	TheMISS Space	TheMISS space where innovation issues are discussed, among others: presentations are held of companies from the building sector which are selected according to criteria defined and assessed by ASA (sustainability and architecture association), within CSCAE.
	Calendar of institutional and exhibitor activities and day conferences	Calendar of institutional and exhibitor activities and day conferences and communication of exhibitor news and solutions.
C&R	LIVE Connect	LIVE Connect: hybrid fair
	Innovation gallery	Innovation gallery: signage of stands with selected products. These innovative products are exhibited within those stands. These products are given visibility. Those products that are part of the gallery are selected by a jury, which is made up of technicians belonging to associations that are part of the fair's organising committee
Antik Passion Almoneda	LIVE Connect	Hybrid Fair: LIVE Connect
	Communication channel 365	An Antik Pasion 365 (online) communication channel has been created and validated by the Rey Juan Carlos University. Inside the website of Antik Passion Almoneda

Entrepreneurship Actions:

Fair name	Action summary	Action detail
ARCOmadrid	Opening	The fair has a curated programme in which participate galleries that have been in business for a maximum of 7 years, 11 are involved
	Opening award	In addition, within the framework of this programme, and for the seventh year, the Opening Award was presented, which recognised the best stand in the section for its return on value . The decision of the jury of guest curators and international professionals, came on Wednesday, 7 July, at 4:00 p.m
Estampa	Sole PROJECT and sole PROJECT DUO	Spaces of 20-30 m2, cheaper for galleries that are introducing new artists (only 2 can enter)
Organic food Iberia + Eco Living Iberia	Startup participation model: cheaper price	Startup participation model: cheaper price
	Technical conferences for both fairs: publicise new companies	Technical conferences for both fairs: publicise new companies
Fitur	FITUR KNOW-HOW & EXPORT: advice for start-ups, among other things	The Fair had unique spaces or actions for the exhibition of young, recently created companies: in the SEGITTUR space, within the framework of FITUR KNOW-HOW & EXPORT, the "know-how" of Spanish SMEs was transmitted, with networking areas, advice for start-ups and a project laboratory - SEGITTURLAB - at the service of internationalisation and knowledge

Fair name	Action summary	Action detail
Bisutex	Minis	Participation for young and creative artists
Madridjoya	Minis	Participation for young and creative artists
Intergift	Minis	Participation for young and creative artists
Momad	EGO participation modality, cheaper, for recently created companies	EGO participation modality, cheaper, for recently created companies
Fruit Attraction	HUBS stand	HUBS stand: smaller, in the Biotech Attraction area. Startups
Trafic	Startup area, with special participation terms and conditions	Startup area, with special participation terms and conditions
Genera	Specific package for micro SMEs, cheaper than other packages	Specific package for micro SMEs, cheaper than other packages

Suggestions, complaints and claims:

The management of suggestions, complaints and claims is an essential part of the relationship with stakeholders.

At IFEMA MADRID, management is carried out according to the **CAL-PR-44 process for the Management of suggestions, complaints and claims from stakeholders.**

With respect to the 2021 financial year, the summary of results in this regard is:

A total of 235 suggestions, complaints and claims were received, 3 of them suggestions and 232 complaints, of which 110 were categorised as claims and 122 remained as complaints. Complaints account for 46.80% of the total amount of suggestions, complaints and claims received.

143 of the total amount of 235 (60.85% of the total) were received during the 3rd quarter of the year, when fair activity was fully active.

For 2021, an improvement objective was established to reduce the deadline for closing claims by 1 day, from 14 to 13 days. **“Reduce by one day, over the maximum period established, the average time for responding to claims during 2021”.**

We can conclude that the actions implemented to meet the objective have improved the number of response days, going from 17.26 to 10.03 days, an improvement of 41.88% compared to 2020 and exceeding 13 days that we had set ourselves as a goal to achieve. We have achieved the planned goal, so the objective is considered closed. In this regard, we understand that what is relevant is not so much data in isolation, but rather that it entails appropriate action by all those involved in its management and response, so that we can say that it is a process that is already largely understood and integrated, although it is still necessary to coordinate and monitor it from the Quality Department.

During 2022, we must maintain the level of response achieved, so that the indicator associated with that objective is maintained on the dashboard, with a maximum average response limit of no more than 13 days.

Follow-up of suggestions, complaints and claims, last 5 years:

Year	Number of suggestions	Number of complaints + claim	Number of claims	Number of days for response	Number with no response
2020	3	216 (76 exhibitors, 57 professional visitors and 82 public visitors)	118 (57 from exhibitors, 34 from professional visitors and 27 from public visitors)	Suggestions / Complaints: 6.84 Claims: 17.26	0 (answered all pending 2019 and 2020)
2021	3	232	110	Suggestions / Complaints: 3.5 Claims: 10.32	0

Satisfaction surveys:

IFEMA MADRID is firmly committed to listening to its customers and other stakeholders. For this reason, in recent years, surveys have been systematised in order to find out their needs and expectations and the degree of compliance with all of them.

- Surveys of exhibitors and visitors are carried out during the fair or after it has concluded. There is a unitary model of questions that enables their answers to be compared, although in each case, the fair’s management may incorporate four unique questions.
- Sponsor surveys are conducted every six months. A unique model is also established.
- Surveys of external operators are carried out once a year, also using a standard form.

- A similar dynamic is followed with suppliers, selecting those that are considered strategic due to the product or service they provide, because they are collaborating companies or due to the amount invoiced.

As of the 2021 financial year, all surveys include two common elements:

- To select from a list, those sustainability aspects which are most relevant to them (see the definition of this action in the section on Issues for Sustainable Development).
- The NPS (Net Promotion Score) index is used as a reference of global satisfaction, with which a joint assessment can be obtained regarding the relationship of these stakeholders with IFEMA MADRID.

In the 2022 financial year, the survey of journalists/ media and workers carried out during 2021, will be incorporated.

Stakeholder	NPS 2021	Minimum goal to reach	Completed (Yes/No)
Exhibitors	24.46	20	Yes
Visitors	47.07	20	Yes
External organisers	100	20	Yes
Sponsors	88.45	20	Yes
Suppliers	66.67	20	Yes
Media	To be implemented in 2022	20	–
Workers	To be implemented in 2022	20	–

6.2 Subcontracting and suppliers.

IFEMA MADRID works with its suppliers to generate a shared commitment to sustainability. From this point of view, in previous years, awareness-raising talks were held. During the pandemic period, no outstanding action was carried out, although the project is to resume these dynamics with the return of normality.

The application of the State Contracts Law, derived from our legal status, does not make it possible to assess, in a decisive manner, sustainability criteria when evaluating the proposals received for award. In any case, the consideration of suppliers as fundamental stakeholders in the IFEMA MADRID ecosystem has led us to establish a relationship structure that goes beyond providing products or services.

- On the one hand, on the part of the Quality Department, such provision is evaluated through internal management centre surveys. In the event that the result of said assessment is negative, an action plan will be requested from the supplier, with subsequent follow-up.

- In addition, suppliers will evaluate their relationship with IFEMA MADRID, in terms of behaviour, clarity of information, response to queries, agility in problem solving, etc.

The objective is to generate a policy of positive alliances as a basis for purchasing and supply needs, which are very extensive in an activity type such as ours.

On the other hand, the Quality Department has drawn up a guide with recommendations by sector or type of company, to be included in matters of sustainability in technical specifications. These recommendations will serve as a starting point and will be analysed case by case depending on the specific needs of the management centre and the Purchasing Department.

6.3 Society.

IFEMA MADRID has assumed a commitment to society that materialises fundamentally in three ways:

- Being a catalyst and promoter of actions in collaboration with associations, exhibiting companies, visitors or other stakeholders, carried out from each of its fairs and with a marked sectoral nature.
- Collecting those initiatives proposed by the staff and carrying out those that are considered viable and result in the well-being of the staff or for the benefit of NGOs or other charitable institutions.
- Through the Corporate Volunteer Programme that facilitates and encourages the collaboration of those staff members interested in participating directly in solidarity activities, so that they can carry out their aim.

Actions from the fairs:

Fair	Social action title	Description
Salón VO	Day conferences on the electric vehicle in the energy transition "The role of the second-hand electric vehicle in the energy transition"	A conference was held on "The role of the second-hand electric vehicle in the energy transition" that could be considered as an environmental action of sustainability and innovation. The format was hybrid (face-to-face and streaming) The participants were: <ul style="list-style-type: none"> Borja Carabante, Delegate of the Government Area for the Environment and Mobility of Madrid City Council Jose-Martin Castro, chairman of the Spanish Renting Association (AER) Rafa Prieto, assistant to the chairman of the National Association of Vehicle Sellers (Ganvam) Arturo Pérez de Lucía, general director of the Business Association for the Development and Promotion of Electric Mobility (Aedive) Alejandro Valdovinos, director of Circontrol, a company specialising in solutions for electric mobility
Estampa special edition	I work proactively with local suppliers	"About communication" (social networks) and "Filming" (Podcast and documentary)
Organic food Iberia + Eco Living Iberia	Food bank for the collection of any surplus	Food bank for the collection of any surplus
	Local beef from Ávila (local or near-by product)	Local beef from Ávila (local or near-by product)
100x100 Mascota	Contract: Dog associations that help children with SAD and the blind (roncescam, aidog)	Contract: Dog associations that help children with SAD and the blind (roncescam, aidog)
	Adoption catwalk (educational talks)	Adoption catwalk (educational talks)
	Talks on responsible ownership	Talks on responsible ownership
	Food has been distributed for animal shelters	Food has been distributed for animal shelters
Fitur	Sustainable stand award	The criteria of equality and non-discrimination, origin of materials, destination of stand materials, efficient lighting, travel by public transport or zero-emission vehicle, on foot or by bicycle, etc., are crystallised during the award for the best sustainable stand
	FITUR LGTB+	The Fair consciously and proactively gathered together images that communicate diversity in its promotional campaigns, for example, the promotional material for the FITUR LGTB+ area. This section highlighted the growing demand from destinations, companies, hotel chains, airlines, tour operators that, on being fully on board with inclusion, want to focus on the LGBT segment, which enjoys great purchasing power because of its higher disposable income and the fact that it is least tied to seasonal tourism

Fair	Social action title	Description
Fitur	FITUR WOMAN	In the FITUR 2021 edition, special relevance has been given to the role of women in the context of tourism, through various sections. Along these lines, FITUR WOMAN was created, a space that enjoys the collaboration of WOMEN LEADING TOURISM and that, in line with the Sustainable Development Goals (SDGs), in terms of contributing to gender equality and female empowerment in the tourism sector (Goal 5), was created with the aim of offering a meeting point for awareness, debate and dialogue, focused on promoting the role of women in this industry, in terms of leadership and sustainability
	FITUR NEXT	In addition, under the slogan "Towards tourism with gender equality", the FITUR NEXT observatory brought together more than 30 panellists, many of them women business leaders in the sector, who spoke over three days about the emergence of education and financing and of the creation of support networks as the main keys to achieving gender equality in the sector. Likewise, the winning initiatives were awarded for their contribution to female empowerment: "Afrikable", which offers job opportunities to women in the tourism sector in Kenya, "Women in Travel CIC", which provides job options to women at risk of social exclusion, and the Codespa Foundation's "Routes" programme, which promotes rural community tourism in Peru and Bolivia
	FITUR NEXT	FITUR has advisory bodies that include some of the stakeholders dealing with sustainability issues at the Fair, for example, the advisory council of the FITUR NEXT observatory, made up of members of the Inter-American Development Bank, the National Institute of Biodiversity, the Elcano Royal Institute, etc. and led, together with FITUR, by the consultancy firm Ideas for Change
	Technical seminars	In its plan of activities, the Fair included educational talks during the technical conferences on the different monographic areas. Sustainability and accessibility were two recurring themes in most of the sections
	FITUR Active Tourism Contest	In 2021, the 26th edition of the FITUR Active Tourism Contest was held. Products based on adventure, culture, nature, food and wine, sports and the environment were presented, assessing the following aspects: <ul style="list-style-type: none"> • Original idea • Product presentation and image • Contribution to the recovery of the environment and sustainable development • Quality of infrastructures • Marketing and distribution channels
Digicom	Speaker corner	Speaker corner educational talks
Bisutex	Speaker corner	Speaker corner educational talks
Madridjoya	Speaker corner	Speaker corner educational talks

Fair	Social action title	Description
Intergift	Speaker corner	Speaker corner educational talks
	LIVE Connect	LIVE Connect: área de sostenibilidad específica
	Alapar Foundation	Alapar Foundation: stand assigned, and they display the furniture they make. They make the brochettes we use as gifts in the business centre for international buyers
Momad	Conference on sustainability	Conference programme: sustainability, trends, digitalisation, business
	MOMAD LIVE Connect digital platform	MOMAD LIVE Connect digital platform: communicating which exhibitors are sustainable (highlighting them)
Fruit Attraction	SMILE YOU ARE AT FRUIT ATTRACTION	SMILE YOU ARE AT FRUIT ATTRACTION: videos/imágenes/ cartelería con personas de diferentes orígenes
	Food Bank	Food Bank MADRID: collection of surplus food
	School of journalism agreements	School of journalism agreements: 4 journalist interns in the conference making press releases, tweets, etc.
	Innovation HUB: sustainability award	Innovation HUB: sustainability award
Salón Look	Educational talks	Programme of activities includes educational talks. Workshops, master classes
	Promotion of internships and acquisition of skills	Trainee for the organisation of the fair
Trafic	Programme of activities (conferences): prizes for women and traffic management	Programme of activities (conferences): prizes for women and traffic management
	Charity dinners STOP ACCIDENTES (safety without victims) and AESLEME (mobility without victims). Organised by TRAFFIC and ITS. Objective: raise money for the association.	Charity dinners STOP ACCIDENTES (safety without victims) and AESLEME (mobility without victims). Organised by TRAFFIC and ITS. Objective: raise money for the association
Estampa	Brochure with images that communicate diversity/equality	Brochure with images that communicate diversity/equality: 4 people, 2 men and 2 women, one of them elderly and with an unconventional style
	Promoting training and the acquisition of skills	Education centres that provide artistic training have complimentary tickets for their students
	Educational talks	Educational talks: ESTAMPA VIP PROGRAMME
	Estampa (exhibition organiser) has had interns to promote the acquisition of skills	Estampa has had interns to encourage the acquisition of skills
Feriarte	Promoting training and the acquisition of skills	The fair offers: -Friends of museums: free invitation to the fair -Art associations: discounts on admission
	Educational talks	FERIARTE forum: programme of conferences and round tables. Communication channel 365

Fair	Social action title	Description
Feriarte	Promoting training and the acquisition of skills	Open classes from the Rey Juan Carlos University, Master of Art degree are taught during the fair
	Promoting training and the acquisition of skills	Trainee personnel from the Master's degree in Art support gallery exhibitors and promote collecting at a stand set up by the fair
Genera	Free tickets for students from vocational training centres in their final year at the fair	Free tickets to the fair for students from vocational training centres who are in their final year to access: the conferences and activities and to make contact with companies in the sector
	Conferences and activities to promote rural development in emptied Spain	Conferences and activities to promote rural development in emptied Spain: it deals with how to finance investments in renewable energies in those areas, subsidies in rural areas to adapt homes, etc
C&R	C&R Newsletter	From the fair, the latest/newest trends in the sector related to innovation, sustainability, energy efficiency, etc. are disseminated to customers in the latest editions of the monthly "C&R Newsletter"
	Donation of a fee to an NGO	Donation of the fee paid for the product to be included in the gallery of innovation, to an NGO. Pending determination of the NGO by the fair's Organising Committee
	Foro C&R (Air Conditioning & Refrigeration Forum)	Foro C&R: topics of interest in the sector related to sustainability are included, to promote awareness in the sector on these issues
	CT Workshop	CT workshop (construction techniques): to learn and share good practices for installers (greater efficiency)
	Student hands-on refrigeration workshop at the fair	In the refrigeration workshop (assembled by IFEMA MADRID), live vocational training for (FP) students of refrigeration
Antik Passion Almoneda	Free tickets and discounts for industry associations	The fair offers: -Friends of museums: free invitation to the fair -Art associations: discounts on admission
	Personnel doing work experience	Trainee personnel from the Master's degree in Art support gallery exhibitors and promote collecting at a stand set up by the fair

Social actions at the institutional/employee level:

Proposed social action	Date	Description
Donation of computer equipment to NGOs.	mar-21	the equipment that is deallocated due to obsolescence is first offered to internal personnel at cost price, somewhat lower than the market price, in repurchase programmes and the surplus is resold to repurchase operators
Donation of 3000 pens, 100 notebooks and 5 bags as school supplies for schools- NI UN NIÑO SIN SONRISA (NO CHILD WITHOUT A SMILE)	jun-21	Donation of 3,000 pens, 100 notebooks and 5 bags
Staff parking for bicycles and scooters	jun-21	Installation of a staff parking area for bicycles and scooters

Corporate volunteer programme:

Executive Summary:

Three different volunteer projects have been carried out, one with the Red Cross and the other two with the ADSIS Foundation. The SDGs impacted by this volunteering were:

- SDG 1 – No Poverty.
- SDG 3 – Health and well-being.
- SDG 4 – Quality education.
- SDG 8 – Decent work and economic growth.
- SDG 17 – Partnerships for the Goals.

In total, IFEMA MADRID has contributed 50 hours of volunteering with a total monetary contribution of €1,231, since the average price per hour (G.I-G.V) is €24.62.

- Red Cross, 20 hours in total, a contribution of €492.4
- ADSIS Foundation, 30 hours in total were volunteered, a contribution of €738.6
 - ADSIS (Madrid), 12 hours, total contributed €295.44.
 - ADSIS (Araba), 6 hours electricity session + 12 DTI, total contributed €443.16.

For 58% of the participants, this is their first volunteering experience. 27%, on the contrary, regularly participate. 15% carry out volunteer activities sporadically.

For 65%, the experience met with their expectations, and for 35% it exceeded their expectations. In any case, it has not disappointed any of the participants.

The attention and follow-up received both by the NGO and by the Quality Department was sound, positively valued by the majority of the participants (90% and 100%, respectively).

58% of the participants would repeat the experience, 35% would possibly repeat it and the remaining 7% are unlikely to do so.

Regarding the value they give to their contribution, 95% consider it positive. However, it is important to note that 5% define it as minimal, and none of the respondents indicate the option of very important. As for the social causes to which they would most like to contribute through volunteering, the order of preference is:

- At-risk children. 60%
- Poverty. 28%
- Environment. 43%
- Entry into the labour market. 57%
- Elderly. 23%
- Education. 43%
- Support for start-ups. 10%
- Disability. 7%

In relation to the statements with which they most identify with, the result of their preferences is, in this order:

- I am proud to belong to a company that promotes volunteering. **77%**
- My participation in the volunteer programme has had a positive effect on my self-esteem and life satisfaction. **57%**
- I appreciate and value the opportunity to allocate hours of my working day to volunteer activities. **42%**
- Participation in the volunteer programme has broadened my vision of reality. **25%**
- The volunteer programme does not affect my relationship with the company or my professional side. **5%**

Projects:

1) NGO. Red Cross.

Description of the action.

IFEMA MADRID volunteers will provide telephone support to elderly Red Cross members to remind them of the recommendations for protection against COVID-19 and check their situation.

SDGs on which it impacts.

- SDG 3 – Health and well-being.
- SDG 17 – Partnerships for the Goals

Assessment of the NGO.

Requested an assessment from the Red Cross, they send us the text that we copy below:

“Regarding the feedback that you request, we would like to let you know that, for our part, we carry out a small monitoring activity on volunteering actions, in general, to learn first-hand the impressions of the groups involved, and in this sense, with regard to the assessment of the members who were the recipients of the activity, the inputs are very positive. Of the small sample of members with whom we contacted again to evaluate the activity, all the people express gratitude and aspects such as being given peace of mind or even happiness for having received the call.” Fruit of the results of the surveys and the information provided personally by the volunteers.

The non-physical volunteering model, as a consequence of the pandemic, is something new even for those volunteers who regularly collaborate with support activities.

The Red Cross project, once the results were analysed, without doubt, were very important during the periods of confinement and prior to vaccination. Today, the impact is much less and that can be frustrating for the volunteer.

The volunteer programme, on the other hand, does provide important connection points for the worker with the company that, without a doubt, will increase with more effective projects.

The main interest is focused on helping the most disadvantaged groups.

2) NGO. ADSIS Foundation.

Non-profit entity that, for more than 50 years, has been working to offer opportunities to vulnerable people.

Description of the action.

IFEMA MADRID staff gave motivational talks to young people in training and in complex environments, encouraging students at risk of exclusion in their job search. Three of the four presentations were digital.

The contents were; waste treatment / Safety, job interviews, how to deal with them, sales models and skills of a good salesperson.

SDGs on which it impacts.

- SDG 1 – No Poverty.
- SDG 4 – Quality education.
- SDG 8 – Decent work and economic growth.

Assessment of the NGO.

“The experience was very positive and enriching not only for our students, but also for the team. (...) They were fully dedicated and their professionalism was reflected not only in how they transmitted knowledge, but also in how they adapted the talk to the students and the profile that I transmitted to them. (...) I think that expectations were met in full and hopefully in the future we can collaborate again.”

Conclusions.

The volunteering carried out with the Adsis Foundation opens a new form of participation, collaborating in the training area.

The result is positive for both parties, which will be another modality to consider.

It is important to highlight that the experience is satisfactory for the entire group of volunteers, regardless of whether they have previously participated in other projects.

The fact of being able to develop it online offers more opportunities to expand in terms of territorial scope.

In general terms, the elimination of face-to-face volunteering due to the pandemic forced us to look for new volunteering models in the last half of 2020. Although our expectations were that there would be a return to normality during the first half of 2022, this was not the case.

To the general situation, it was necessary to add the situation of a temporary ERTE (lay-off of staff), during which it was advised not to convene volunteer projects.

Finally, the search for initiatives was not easy given that a large part of the non-face-to-face projects had very limited places or involved a cost.

We ended the year having worked in two areas:

- Telephone attention and support.
- Helping with regards training and motivation.

The main lesson learnt is the Guarantee of volunteer satisfaction, when they are able to place a value their contribution. This factor is fully realised when volunteers offer training, in this case, to the ADSIS Foundation.

Alliances:

For IFEMA MADRID, especially relevant is SDG 17 Partnerships for the Goals.

IFEMA MADRID’s relationship with other companies and institutions means that we work with them on our main objectives:

- Promoting internationalisation
- Supporting business development
- Generating wealth

All this within the lines marked by sustainability as an expressly shared attitude.

These alliances can be classified into three blocks:

• **Sector representatives.**

The fairs organised by IFEMA MADRID are always developed according to the needs and expectations of the different sectors. To obtain this information and guarantee its constant updating, each event has an Organising Committee in which the main agents of the sector are present.

Likewise, all the fairs have collaboration agreements with the most relevant associations in the corresponding sector, sharing with them the common objective of making it more dynamic, promoting its knowledge, its internationalisation and, ultimately, guaranteeing the profitability of the participants.

• **Strategic agreements.**

Strategic agreements address the same objectives from a more global perspective. In 2021, the following agreements were signed:

Iberdrola – Strategic partner for sustainable mobility.

The purpose of this alliance is to promote sustainable mobility and the electrification of transport. One such action is the launch of the first sustainable public car park on a trade fair venue in Spain and the organisation of and participation in activities to promote and disseminate electric mobility.

Iberia - Official partner of Iberia Madrid.

The purpose of this strategic alliance is to position Madrid as one of the main cities for international fairs and congresses, improving its connectivity with the rest of the world. The agreement offers participants in our events significant discounts on flights operated by the company and generates value in business tourism. Iberia is also a collaborating entity in some events such as ARCOmadrid or MERCEDES-BENZ FASHION WEEK MADRID

• **Sponsors:**

- **Collaborations in some of our events**, to promote specific actions or the greater relevance of the call.

FITUR: sponsored by the Community of Madrid, with support regarding the image and contents of the fair.

ARCOmadrid: sponsored by the Banco Santander Foundation, Caixabank, Ruinart, Illy Café, Cervezas Alhambra, El Corte Inglés, Iberia, Lexus, Auara, Veepee and Béjar.

MERCEDES-BENZ FASHION WEEK MADRID, with 14 collaborating companies and institutions:
Main sponsors: Mercedes-Benz, L'Oréal Paris and Inditex.
Sponsors: Allianz, Iberia, OPPO and MÓ from Multiópticas.
Collaborators: Klarna, ESNE, GHD, Larios 12, Vegamar, Solán de Cabras, Mascarillas Béjar, UNISA, La Prohibida, Amazon Fashion, Leica and Garmin.

GRAN CANARIA SWIM WEEK BY MODA CÁLIDA, with eight sponsoring brands: Audi, Mahou, Alfaparf Milano, JLH Peluquerías (José Luis de las Heras), Fund Grube, GHD, Grupo Lopesán.

- **Alliances in volunteer programmes:**

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

In the 2021 financial year, these alliances were carried out with:

- The Spanish Red Cross (Cruz Roja)
- Adsis Foundation

6.4 Tax information.

	2021	2020
Profits obtained country by country	The result for the 2021 financial year amounted to €91,036. All the income was obtained in Spain	The result for the 2020 financial year amounted to -€20,698,392. All the income was obtained in Spain
Taxes on profits paid	The liquidation of Corporation Tax for 2021 presents a balance to be returned amounting to €2,292.69	The liquidation of Corporation Tax for 2020 presents a balance to be returned amounting to €27,137.82
Public subsidies received	No public subsidies were received	No public subsidies were received

Annexes.

07.

07. Annexes.

Annex 1. Sustainability results of IFEMA MADRID-organised fairs (sustainability check list of IFEMA MADRID-organised fairs 2021): 2021:

Fair	Note	Date
HIP	7.4	6 April 2021
Estampa edición especial	6.8	19 April 2021
Fitur	7.5	31 May 2021
Salón VO	6.3	30 June 2021
Expodental	6.7	1 July 2021
ARCOmadrid	7.6	15 July 2021
Organic Food Iberia + Eco Living Iberia	7.8	27 September 2021
100x100 Mascota	6.2	4 October 2021
Momad	7.4	21 October 2021
Fruit Attraction	7.9	22 October 2021
1001 Bodas	6.6	25 October 2021
Liber	7.5	29 October 2021
Salón Look	7.2	4 November 2021
Trafic	7.2	25 November 2021
Estampa	7	25 November 2021
Feriarte	7	26 November 2021
Genera+TheMISS	7.4	2 December 2021
C&R	7.2	2 December 2021
Promogift	6.3	4 October 2021
Intergift	7.4	4 October 2021
Bisutex	7.1	4 October 2021

Fair	Note	Date
Madridjoya	7.1	4 October 2021
Digicom	6.3	4 October 2021
C&R	7.2	2 December 2021
Antik Passion Almoneda	6.8	11 January 2022

Medium sustainability level:

In all the fairs where we have comparative data, we can verify that the level of sustainability increased from 2019 to 2020, but as a result of the pandemic, the sustainability levels have returned to the levels of 2019, mainly due to measures of cost containment as well as

the impossibility of carrying out some actions due to security measures (for example, adjusting rooms to the number of people who are actually going to use them to reduce consumption).

	2019	2020	2021
Average sustainability grade of IFEMA MADRID-organised fairs	7.08	7.3	7.08

In any case, we can conclude that the level is **advanced**. Despite the crisis, it has been possible to contain the level of sustainability of the fairs, with a slight drop to the levels of 2019.

In order to promote the development of sustainability actions at fairs and, consequently, the level of commitment, a new indicator has been launched: "Fair Sustainability Actions Ratio", which measures the total number of entrepreneurship + innovation + social + environmental actions launched at fairs, divided by the total number of fairs, so that if we are not at the expected levels, the situation will be analysed to establish corrective measures to recover said level in subsequent editions.

Sustainability actions (innovation + entrepreneurship + CSR) in IFEMA MADRID-organised fairs:

In addition, IFEMA MADRID analyses all the innovation, entrepreneurship, social and environmental actions launched at each of the fairs.

	2019	2020	2021
Ratio of sustainability actions IFEMA MADRID-organised fairs	5.15	5.84	7.28

Annex 2. Sustainable development issues 2021:

In 2021, out of the 28 sustainable development issues identified at IFEMA MADRID, the following emerged as relevant (VALUE ≥2.8):

Nº	Dimension	Sustainable development issue	Relevance (≥ 2,8) (Yes/No)	Mean values close to relevant (≥2.6)
1	Economic	Economic performance	Yes	–
2	Economic	International economic performance	No	Yes
3	Economic	Bribery and corruption. Good professional practices	No	No
4	Economic	Transparency and good governance	No	Yes
5	Economic	Innovation processes	No	No
6	Economic	Work regulations (exhibitors, visitors, sponsors, suppliers, etc.)	No	Yes
7	Economic	Good practices towards consumers	No	No
8	Economic	Entrepreneurship processes	No	No
9	Economic	Contribution to local economic development	No	No
10	Economic	Contribution to sectoral economic development	Yes	–
11	Social	Accessibility	No	No
12	Social	Equality	No	No
13	Social	Employment conditions of staff, suppliers or subcontractors	No	Yes
14	Social	Services provided to society (indirect economic impact)	No	Yes
15	Social	Communication with stakeholders	No	Yes
16	Social	Health and safety at work	Yes	–
17	Social	Food safety (food)	No	No
18	Social	Safety at fairs	Yes	–
19	Social	Human development and job training	No	No
20	Social	Support for the sustainable development of the sector	Yes	–
21	Environmental	Mobility and transportation	No	Yes
22	Environmental	Waste collection, transport and management	No	Yes
23	Environmental	Water consumption	No	No
24	Environmental	Tonnes of co2 emitted into the atmosphere	Yes	–

Nº	Dimension	Sustainable development issue	Relevance (≥ 2,8) (Yes/No)	Mean values close to relevant (≥2.6)
25	Environmental	Energy consumption (electricity, gas)	No	Yes
26	Environmental	Paper consumption	No	No
27	Environmental	Textile consumption	No	No
28	Environmental	Food and drink consumption	No	No

And the following actions were planned with regard thereto:

Relevant issue	Objective/Action	Description	Objective compliance
Economic performance	Objectives	<ul style="list-style-type: none"> Recover economic sustainability, with respect to the previous year, achieving at least one economic result without losses, without reducing the satisfaction of IFEMA MADRID's Stakeholders Diversify the IFEMA MADRID business model during 2021, as well as the definition of products to expand the current and potential portfolio, turning the new market circumstances into an opportunity 	Yes
Contribution to sectoral economic development	Objectives	<ul style="list-style-type: none"> Achieve an international aspect of at least 10% in the digital model of fairs during 2021, both of exhibitors and visitors Diversify the IFEMA MADRID business model during 2021, as well as the definition of products to expand the current and potential portfolio, turning the new market circumstances into an opportunity 	Yes
Support for the sustainable development of the sector	Objective and action	<ul style="list-style-type: none"> Increase by 1% the ratio of sustainability actions of IFEMA MADRID -organised/co-organised fairs with respect to the previous year Creation and dissemination Guide for Sustainable Participation in Professional Fairs 	Yes
Health and safety at work	Actions	<ul style="list-style-type: none"> Action plan: IMPLEMENT CAE TOOL FOR SUBCONTRACTORS Action: maintain COVID AENOR protocol certification 	Yes
Safety at fairs	Objective and action	<ul style="list-style-type: none"> Automatic system for capacity control Maintain ISO 22320 certification 	If the certification has been maintained and the automatic capacity control system is in progress.
Tonnes of CO2 emitted into the atmosphere	Actions	<ul style="list-style-type: none"> Measurement of the carbon footprint scope 1 and 2 during 2021 and comparison with previous years Monitoring of ratio of CO2 tonnes/Turnover Continue with energy certified from 100% renewable sources 	Yes

In addition, going further, actions/objectives have been defined for those issues, which, although they have not been relevant, do have a medium degree of prioritisation and are close to the value of 2.8. We consider in this block those with a result between 2.6 and 2.8.

Relevant issue	Objective/Action	Description	Objective compliance
International economic performance	Objective	<ul style="list-style-type: none"> Achieve an international aspect of at least 10% in the digital model of fairs during 2021, both of exhibitors and visitors. 	Yes
Transparency and good governance	Actions and objective	<ul style="list-style-type: none"> Maintain the integrated management system (IMS) and the web transparency portal Publish the sustainability report and IFEMA MADRID report for 2020 on the web Optimisation of project execution by launching the Project Management Office during 2021 	Yes
Work regulations (exhibitors, visitors, sponsors, suppliers, etc.)	Objective and actions	<ul style="list-style-type: none"> Reduce by one day, over the established period, the response time for claims during the 2021 Update the regulations for exhibitors and visitors with the COVID guidelines established by the applicable administrations Supplier training/awareness programme 	Yes
Employment conditions of staff, suppliers or subcontractors	Actions	<ul style="list-style-type: none"> Action plan: IMPLEMENT CAE TOOL FOR SUBCONTRACTORS Action: maintain COVID AENOR protocol certification 	Yes The COVID certification has been maintained until September, however the COVID control group has continued and is still in force today to check the protocols
Services provided to society (indirect economic impact)	Action	Volunteer projects launched	Yes
Communication with stakeholders	Actions	<ul style="list-style-type: none"> 1st Guide to sustainable participation in fairs (customers, assemblers, society) Specifications for suppliers Supplier awareness Web, intranet and email Promote the digital strategy with tools that enhance efficiency through the best relationships with stakeholders or that facilitate internal management, increasing the efficiency of our resources and the satisfaction of our customers 	Yes
Waste collection, transport and management	Actions	<ul style="list-style-type: none"> New cleaning specifications for 2022, when fair activity restarts Monitoring of ratio of NHW tonnes/Turnover 	Yes
Energy consumption	Objective	<ul style="list-style-type: none"> Reduce energy consumption (electricity + natural gas) by 1% compared to 2019 	No

During 2021, of the actions or objectives that were launched to act on those relevant sustainable development issues (≥2.8), we can conclude that they have all been 100% implemented.

If we also take into account those issues with a medium degree of prioritisation that are close to the relevance value of 2.8 (≥2.6), 92.85% are met, all but one, the one referring to energy consumption, which has a new assigned improvement objective for the 2022.

Annex 3. Significant environmental aspects 2021:

The environmental aspects that in January 2021 were significant once the assessment was carried out (comparing data for 2020 with that for 2019) were:

Direct and indirect environmental aspects:

- Generation of paint sludge.
- Natural gas consumption.
- Electrical consumption.
- Drinking water consumption.

Significant direct/indirect environmental aspect	Associated objective? (Yes/No)	Associated objective	Objective compliance
Generation of paint sludge	No. The reduction in activity was used to adapt the facilities, including painting. Therefore, the production of associated paint sludge will not continue in the following year	–	–
Natural gas consumption	Yes	1% Reduction in energy consumption (electricity + natural gas) compared to 2019	No. It has not been fulfilled
Electric energy consumption	Yes		No. It has not been fulfilled
Water consumption	No. The increase in the ratio of water consumption was due to the hospital and the fixed cost derived from maintenance according to the Royal Decree to be carried out on the cooling towers during the summer. This means that during the beginning of the summer and at the end of it, all the water had to be replaced, which means a large number of cubic metres in terms of consumption	–	–

Potential environmental aspects:

- Fire/explosion: Gas emissions, generation of ashes and discharge of water with ashes.
- CBRN Incident: Emissions of polluting particles into the air (ionising radiation, chemical and/or biological contaminants due to sabotage).

IFEMA MADRID has defined preventive measures to minimise the risk of occurrence of all the potential aspects defined, including the significant ones.

Fire drills have been carried out during 2021.

Annex 4. Objectives and actions of the 2021 CSR Plan:

In the 2021 financial year, these were the objectives and actions included in the CSR Master Plan for each of the 6 lines of action and their degree of compliance:

• **Transparency and good governance:** being an ethical and transparent institution.

General action / strategic objective	Operational objective/Specific action	Indicator/KPI	Goal (if any)	Completed (Yes/No)
Compliance regulations	Maintain compliance regulations and guarantee they are accessible to all personnel and other stakeholders	Number of Compliance Committee meetings	≥2/year	Yes
Transparency portal	Maintain the transparency portal, updating the necessary information	Number of visits to the transparency portal	None	Yes
Transparency portal	–	Number of updates to the transparency portal	None	Yes
Non-financial information	Preparation and publication of the Sustainability Report (or non-financial report) and its dissemination (via website, etc)	Publication (YES/NO)	Yes	Yes
Non-financial information	Preparation and publication of the CSR master plan	Publication (YES/NO)	Yes	Yes
Hiring processes	Manage competitive bidding processes through the electronic platform	Average number of competing companies per competitive bidding process.	>2/year	Yes
Hiring processes	–	Percentage of files processed through an electronic platform	>80%	Yes

• **Sustainable economic growth:** promote local economic development, sectoral development, entrepreneurship and innovation.

General action / strategic objective	Operational objective/Specific action	Indicator/KPI	Goal (if any)	Completed (Yes/No)
Support for entrepreneurship	Carry out actions to support entrepreneurship at our fairs	Number of entrepreneurship actions implemented in IFEMA MADRID-organised/co-organised fairs	None	Yes
Support for innovation	Carry out innovation actions at some of our fairs	Number of innovation actions implemented in IFEMA MADRID-organised fairs	None	Yes
Support for innovation	Implement new institutional innovation projects	Number of institutional innovation projects in development	None	Yes
Promote local economic development	Promote the restart of national and international fair activity after the pandemic	Number of face-to-face or hybrid events held during the year	None	Yes
Promote local economic development	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	None	YES

General action / strategic objective	Operational objective/Specific action	Indicator/KPI	Goal (if any)	Completed (Yes/No)
Promote local economic development	Promote international buyer programmes	Number of international buyers included in the guest programmes	None	Yes
Promote sustainable development	Organisation of events related to any of the 17 SDGs	Number of sustainability-related events held per year	None	Yes
Promote sustainable development	Implement the FITURNEXT Sustainable Tourism Observatory	Number of communication impacts	None	Yes

• **Quality employment:** have committed employees and promote quality employment throughout the value chain.

General action / strategic objective	Operational objective/Specific action	Indicator/KPI	Goal (if any)	Completed (Yes/No)
Quality and stable employment	Maintain the score in the “family-responsible company” audit	Increase in audit points for a family-responsible company	≥0.5%	No
Quality and stable employment	Maintain current level of worker benefits for staff (medical services, reviews, pension plan, etc)	Number of worker benefits implemented	None	Yes
Quality and stable employment	–	Staff turnover rate	≤3%	Yes
Quality and stable employment	–	Percentage of permanent contracts	≥99%	Yes
Quality and stable employment	Maintain the Intranet suggestion box	Number of suggestions received	None	Yes
Quality and stable employment	Hold meetings with the works council	Number of times minutes taken for committee meetings held	≥4/Year	Yes
Diversity and equality	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	≥50%	Yes
Diversity and equality	–	Percentage of female employment in managerial positions	≥50%	No
Diversity and equality	Increase the presence of female middle managers in operational areas	Percentage of women middle managers in operational positions	≥25%	No
Diversity and equality	Maintain the ethical channel	Number of ethical channel queries received	None	Yes
Promote quality employment in the value chain	Integration of SDGs in sustainability content in tender specifications, giving special emphasis to those sectors most directly involved in IFEMA MADRID’s activity (catering, cleaning, security, etc)	Number of tender specifications with content on sustainability	None	Yes
Promote quality employment in the value chain	Agreements with Universities, training centres for the disabled and vocational training centres to give students work experience with IFEMA. MADRID	Number of trainees	None	Yes

• **Sustainable infrastructures:** increase the efficiency of IFEMA MADRID's infrastructures and minimise their environmental impact.

General action / strategic objective	Operational objective/Specific action	Indicator/KPI	Goal (if any)	Completed (Yes/No)
Promote the energy efficiency of our facilities, reducing the energy consumption ratio (electricity and natural gas) by 1%	Maintain ISO 14001 and 50001 standards	Number of non-conformities	<3/year	Yes
Promote the energy efficiency of our facilities, reducing the energy consumption ratio (electricity and natural gas) by 1%	Maintenance of LED lighting in offices, stands and Halls. Maintenance of the geothermal installation in offices. Temperature control in Halls, auditoriums, rooms and offices. Awareness of staff and other stakeholders about energy consumption (turning off lights, etc.). Sustainable certification of new infrastructure elements (if any)	Ratio of electricity consumption/turnover	≤159.57	No
Promote the energy efficiency of our facilities, reducing the energy consumption ratio (electricity and natural gas) by 1%		Ratio of natural gas consumption/turnover	≤95.85	No
Promote efficiency in the consumption of water and paper, reducing its consumption ratio from previous year	Implementation of improvements as established in the IFEMA MADRID Sustainable Water Management Plan (e.g. promote watering with regenerated water, reduction of grass surface area, etc)	Ratio of water consumption (m3)/ turnover	≤700	No
Promote efficiency in the consumption of water and paper, reducing its consumption ratio from previous year	Promote the digitalisation/automation of processes and thus reduce paper consumption	Ratio of paper consumption (unit) / turnover	≤8512	No

General action / strategic objective	Operational objective/Specific action	Indicator/KPI	Goal (if any)	Completed (Yes/No)
Reduce the carbon footprint by 11% from previous year	Maintain using energy from 100% renewable sources, with a guarantee regarding its certified renewable origin	TCO2/turnover ratio	≤35.94	Yes
Reduce the carbon footprint by 11% from previous year	Measure IFEMA MADRID's carbon footprint annually and commit to reducing it as much as possible			
Reduce the carbon footprint by 11% from previous year	Implement sustainable mobility actions (electric car parking, bicycle parking, electric vans, etc.) and temperature control in the facilities			
Reduce the carbon footprint by 11% from previous year	Partial implementation of teleworking			
Reduce the carbon footprint by 11% from previous year	Implementation of new products: hybrid and digital events			
Guarantee the security of the facilities	Carry out internal maintenance, regulatory external maintenance and ACB inspections of electrical and air conditioning installations (gas, refrigeration)	Number of incidents	≤1500	No
Guarantee the security of the facilities	Implementation and execution of controls on the deployment of information systems	Number of incidents	none	Yes
Guarantee the security of the facilities	Implementation of the methodology for detecting and eliminating threats (cybersecurity)	Number of threats	none	Yes

• **Sustainable events:** increase the level of sustainability of all events organised by IFEMA MADRID.

General action / strategic objective	Operational objective/Specific action	Indicator/KPI	Goal (if any)	Completed (Yes/No)
Circular economy: reduce NHW (Non-Hazardous Waste) generation ratio during assembly/dismantling	Maintenance standard ISO 14001 implemented. Information and awareness-raising for assemblers (on-site and on a regular basis). Implementation of a new waste removal service. Sending food surpluses at some (agri-food) fairs to NGOs for the use thereof, avoiding the generation of waste. Inclusion in catering specifications of the obligation to gather together food surpluses from kitchens/restaurants for NGOs (agreement)	Ratio of NHW tonnes/ turnover	≤44	Yes

General action / strategic objective	Operational objective/Specific action	Indicator/KPI	Goal (if any)	Completed (Yes/No)
Circular economy: increase the recoverable output percentage of waste produced at IFEMA MADRID	Maintenance of the ISO 14001 standard implemented. Information and awareness for customers (exhibitors, visitors and external organisers) and suppliers: "Sustainable participation guide in fairs/events" published and communicated to suppliers. Inclusion in the specifications of catering and cleaning companies of the obligation to separate the waste generated, at least into paper/cardboard, packaging, glass, organic and remains. During assembly, the carpet will also be segregated separately. Contracting of a management company for the treatment of the carpet, giving it a recoverable output	% Recovered waste	≥70%	No
Guarantee the safety of people at all events	Maintenance of the ISO 22320 certification implemented, emergency management	Number of non-conformities	<2/year	Yes
Guarantee the safety of people at all events	Increase the number of surveillance hours in relation to safety conditions during assembly and dismantling	Number of hours dedicated to surveillance	52	Yes
Guarantee the safety of people at all events	Maintain AENOR COVID protocols certification	Number of non-conformities	<2/year	Yes
Guarantee the safety of people at all events	Inclusion of automatic capacity control system	Implemented system (YES/NO)	YES	No
Increase sustainability actions at fairs	Maintain ISO 20121 at IFEMA MADRID for all its events	Number of non-conformities	<2/year	Yes
Increase sustainability actions at fairs	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	none	Yes
Increase sustainability actions at fairs	Implement the actions in point 4.5. A, 4.5 B and 4.5. C and 4.4. "Sustainable infrastructure elements" of this Plan, which have an impact on an increase in the level of sustainability of all events. Carry out specific sustainability actions (social, environmental, innovation and/or entrepreneurship) in our fairs directly or collaborating in exhibitor and stakeholder proposals to promote their effectiveness (e.g.: Fitur LGBTI, accessibility, etc)	Ratio of no. of sustainability actions/ total no. of fairs	≥5.9	Yes

• **Social commitment:** contribute to cultural change in the company by promoting corporate volunteering and other initiatives related to sustainability promoted by workers.

General action / strategic objective	Operational objective/Specific action	Indicator/KPI	Goal (if any)	Completed (Yes/No)
Promotion of volunteering	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	≥2	Yes
Promotion of volunteering		Number of volunteers	≥40	No
Promotion of volunteering		Volunteer hours	≥200	No
Promotion of volunteering	IFEMA MADRID promotes awareness talks for IFEMA MADRID staff with NGOs that fight against world hunger, poverty and inequality	Number of talks held	≥2	No
Boost employee sustainability initiatives	Promote and channel CSR proposals made by employees (prizes and challenges)	Number of initiatives received from employees	≥2	Yes

Annex 5. Strategic objectives:

The strategic objectives for 2021 were:

Nº	Strategic line	Objective	Expected completion date	Completed / not completed / in progress	Status (Ended / repeats)
1	Create wealth in Madrid, being business generators and supporting entrepreneurship Strengthen the brand image based on innovation Promote the development of the talent of IFEMA MADRID staff and collaborating companies	Optimisation of the execution of projects by launching the project management office or pmo during 2021	2020-2022	Completed	Finalised
2	Promote sustainable development	Reduce by one day, over the established period, the response time for claims during 2021	2021	No completed	Finalised
3	Promote sustainable development	Reduce energy consumption (electricity + natural gas) by 1% with respect to 2019 (in regard to lighting and air conditioning)	2021	Completed	Repeats
4	Promote sustainable development	Increase by 1% the ratio of sustainability actions implemented at IFEMA MADRID-organised fairs compared to 2020	2021	Completed	Finalised

Nº	Strategic line	Objetive	Expected completion date	Completed / not completed / in progress	Status (Ended / repeats)
5	<p>Create wealth in Madrid, being business generators and supporting entrepreneurship</p> <p>Diversification of spaces and business stimulating collaborative relationships Strengthen the brand image based on innovation</p> <p>Promote the development of the talent of IFEMA MADRID staff and collaborating companies</p> <p>Digital transformation</p>	During 2021 diversify IFEMA MADRID's business model as well as the definition of products to expand the current and potential portfolio, turning the new market circumstances into an opportunity	2021	Completed	Finalised
6	<p>Strengthen the brand image based on innovation</p> <p>Promote sustainable development</p> <p>Promote the development of the talent of IFEMA MADRID staff and collaborating companies.</p> <p>Digital transformation</p>	Promote the digital strategy with tools that enhance effectiveness through better relationships with stakeholders or that facilitate internal management, increasing the performance of our resources and our customer satisfaction	2019-2023	In progress	Repeats
7	<p>Create wealth in Madrid, being business generators and supporting entrepreneurship.</p> <p>Promote sustainable development</p>	Recover, with respect to the previous year, economic sustainability, achieving at least one economic result without losses, without reducing the satisfaction of ifema's stakeholders	2021	Completed	Finalised
8	<p>Diversification of spaces and business stimulating collaborative relationships.</p> <p>Digital transformation</p>	Achieve an international aspect of at least 10% in the digital model of fairs during 2021, both exhibitors and visitors	2021	Pending	Finalised
9	<p>Diversification of spaces and business stimulating collaborative relationships</p>	Strengthen partnerships with other operators, or sectoral agents, associations, etc, for the creation of new products, so that the co-organisation of events with respect to the total events held can increase by 1% compared to the previous year	2021	Completed	Finalised
10	<p>Promote the development of the talent of IFEMA MADRID staff and collaborating companies</p> <p>Digital transformation</p> <p>Promote sustainable development</p>	Launch the "IFEMA MADRID campus" project in 2021, an online training channel through the intranet	2021	Completed	Finalised
11	<p>Digital transformation</p> <p>Strengthen the brand image based on innovation.</p> <p>Promote sustainable development</p>	Launch during 2021 an automated capacity control system at the IFEMA MADRID facilities (assembly, dismantling and stagng areas)	2021-2022	In progress	Repeats

8 of the 11 objectives planned in 2021 have been met and completed, they are considered closed. 72.72% of the total.

Of the 3 that remain, one has not been completed (number 3) and is maintained during 2022 and the other two are in progress during this financial year, one of them pending completion this year (number 11) and the other to finalise in 2023 (number 6).

Annex 6. Operating risks 2021:

The risks identified in 2021 and their history over time are:

	2019 (december 2018)	2020 (december 2019)	2021 (december 2020)
Nº. of total risks identified	76	98	110

For all of them (the 110 risks identified), measures/ actions were promoted to reduce their magnitude.

• Analysis of the effectiveness of the measures/actions implemented to reduce the magnitude or level of risks in 2021:

	Nº	Not effective Nº	Effective Nº	Effective due to containment	Effective due to mitigation
Total risks 2021	110	5	105	76	29
Relevant risks 2021	17	1	16	5	11

95.45% of the actions implemented to contain or mitigate risks were effective.

and 68.75% of them were effective due to risk mitigation.

94.11% of the actions implemented to contain or mitigate the relevant risks were effective,

• Evolution of global risk levels at the institutional level:

	2019	2020	2021
Risk level (1-25)	12.26	7.95	8.78

• Evolution of the percentage of relevant risks with respect to the total:

	2019	2020	2021
Nº of total risks identified	76	98	110
Nº of relevant risks identified	31	10	17
Percentage of relevant risks	40.78%	10.20%	15.45%

List of risks 2021:

Nº	List of risks 2021:
1	The previously agreed income and expense budget is not met. Expected results are not achieved or there are new unplanned or planned expenses of a smaller amount. It affects economic performance
2	Curtailed workforce conditions as a result of the effects of the pandemic on our business model
3	Lack of professional profiles in the digital environment
4	Confusing or fraudulent use by customers of the image and logo of IFEMA MADRID, affecting our brand
5	The "General Rules for Personnel Providing Services at IFEMA MADRID" is not complied with by IFEMA MADRID personnel or a collaborating company
6	The action plans defined for each established strategic objective are not executed, so that the risks are not minimised or the opportunities for improvement detected and evaluated as relevant are not taken advantage of
7	Reputational loss in the face of complaints due to detected legal breaches (accidents or other types of emergency situations, illegal practices, absence of accessible routes, other actions regarding accessibility, etc.)
8	Reputational loss due to the publication of false news due to a misinterpretation of reality
9	Corrective actions are not executed in order to solve the non-conformities detected
10	Some procedures are not respected or applied due to lack of knowledge on the part of staff
11	Information is not accessible in a timely manner so indicators cannot be completed within the periods set for measurement and monitoring
12	Operational controls defined in time planning are delayed or not carried out
13	Indicators are interpreted differently in some of the data collections
14	Actions for the solution of deviations detected in indicators are not executed
15	Suggestions, complaints and claims are not recorded correctly, which makes their interpretation and follow-up difficult
16	Complaints and claims do not receive a response within the stipulated period
17	Actions for the solution of claims are not established or if they are established, they are not executed
18	Exhibitor and visitor satisfaction surveys are not carried out with the level of response necessary to draw valid conclusions
19	Not enough alternatives are offered to customers who are not exhibitors or visitors to pass on their assessment of their experience at IFEMA MADRID
20	Internal audits are not carried out often enough or to the necessary extent
21	Lack of qualification/competence of the auditor
22	Actions for the solution of detected nonconformities are not established or if they are established, they are not executed
23	Some institutional agreements do not clearly reflect the rights and obligations of each of the parties
24	The management review report is incomplete

Nº	List of risks 2021:
25	The sources used are not cross-matched to check their rigour
26	Sectoral collaborators do not have sufficient power of representation
27	The definition of the fair does not correctly convey the requirements raised by potential customers
28	The fair's needs in terms of space do not fit the space available on the appropriate dates for its holding
29	Inaccuracy or errors in information collected in the fair file (IFEMA MADRID-organised or external fairs) or in the commercial offering (other events)
30	Not all the necessary information is available, which delays the launch of the fair/event
31	A capacity beyond what is available has been committed, so it is not possible to respond to all customer requests
32	As a consequence of not complying with the budget, it is necessary to limit marketing actions aimed at visitors which risks not reaching the necessary volume for the event
33	Information and messages used in marketing are ambiguous and can cause confusion regarding customer expectations
34	Infrastructure elements are not properly prepared to provide the promised services
35	Inaccuracy or errors in the transmission of information regarding services contracted by exhibitors
36	Security risk with respect to merchandise brought to the fair by exhibitors
37	Physical risk (people's safety) during the assembly days of the fair
38	The assembly of all stands is not completed within the indicated period, preventing the correct performance of the cleaning services and the hall's proper preparation
39	As a result of non-compliance with the budget, planned adjustments cannot be carried out in halls (common areas, decoration, etc.), committed to customers
40	No-show by exhibitors at the last minute, leaving empty the space contracted for their participation
41	The conference and activity rooms are not equipped with previously requested needs
42	External circumstances (strike, breakdown, accidents, etc.) prevent the correct access of visitors onto the premises
43	Biological risk at work, especially during the preparation of a fair, during the holding and during the dismantling of the fair
44	Physical risk during the holding of the fair
45	Food poisoning risk during the holding of the fair
46	Security risk regarding exhibitor merchandise during the period when such merchandise exits the premises
47	Physical risk during the days of dismantling of the fair
48	Dismantling is not completed within the stipulated period or schedule, involving a serious impact for the following assembly
49	There is no conveniently processed information (number of visitors, origin, etc)

Nº	List of risks 2021:
50	There are mismatches between economic data from different sources
51	The requested applicable certifications are not available for the holding of a congress, fair or international event
52	There is no possibility of fitting external events between own events in the schedule
53	Information provided by the operator on exhibitor needs is not complete
54	There is no information regarding what external organisers should provide
55	The law on public procurement is not complied with
56	The content of the specifications does not contemplate the minimum requirements for the supplier in terms of legal compliance, quality, environment, energy, safety, etc
57	Environmental legislation on waste, chemical products, dangerous goods, discharges and/or emissions into the atmosphere is not complied with
58	Reusable waste is being sent for disposal
59	The internal standard for the environment, energy and sustainability of events distributed to IFEMA MADRID staff, collaborating companies, exhibitors, external organisers and visitors is not complied with
60	The agreement and applicable social and labour law at IFEMA MADRID are not complied with
61	Some suppliers or customers do not comply with the governance principles for sustainable development of IFEMA MADRID
62	There is no control over the content of conferences or congresses, which may include messages contrary to our governance principles for sustainable development
63	Customer advertising on our premises may include messages contrary to our governance principles for sustainable development
64	The law on industrial safety is not complied with (regulatory maintenance of high voltage, low voltage, pressure equipment, thermal installations, etc)
65	The preventive maintenance plan is not adequate: equipment is missing, the established frequencies are not complied with, the frequencies are not adequate as defined in the machinery instruction manuals etc
66	Continuous measurements obtained with equipment (meters) not subject to periodic control (internal verification)
67	Internal verifications performed with standards that have not been externally calibrated or verified
68	No actions are defined or if they are defined, they are not executed, for the solution of the energy changes detected
69	Difficulty in detecting changes in consumption due to the lack of a unified control system
70	Difficulty in being able to extend the scope of ISO 50001 certification in the short term due to Smarkia not having all the integrated variables that measure the consumption of the entire installation
71	Outages in the electrical network that could mean having to start up the generator sets, which operate only in emergency conditions. These types of sources have a greater potential for contamination since they burn diesel fuel compared to natural gas
72	The distributor's meters are not verified
73	Failures in the reading of the consumption made by the marketer (human errors)

Nº	List of risks 2021:
74	Errors in the data that the marketer puts on the invoice (human errors)
75	The legislation on occupational risk prevention or coordination of business activities is not complied with
76	The preventive measures proposed for the minimisation of occupational risks detected and evaluated (blows, shocks, cuts, being run over, falls at the same level, falls to a different level, falling objects, etc.) are not complied with
77	Service provision (surveillance, investigators, catering, cleaning, access, first-aid kit, hostesses, etc.) does not comply with what was requested or contracted
78	The necessary evaluation by the management centre is not available (periodic evaluation of the collaborating company by the management centre or internal customer)
79	The command and control structure defined for an event as necessary is not complied with
80	The security plans or operating rules of an event are not communicated to the stakeholders
81	An SEA is not constituted in one or several halls or in one or several events
82	It is not possible to make travel arrangements sufficiently in advance to obtain the best conditions
83	Legal non-compliance is detected
84	Non-compliance with data protection is detected
85	Ignorance of updates occurring in applicable legislation in different IFEMA MADRID technical matters (industrial safety, quality, environment, energy, occupational risk prevention, etc)
86	Delay in the solution of non-conformities in the administration as a participant or responsible party thereof (industry commissioning, building permits, or any other type of necessary feedback vis-à-vis the public administration) due to the excessive long drawn-out processes involved in public administrations in matters of urban planning, industry and the environment
87	Remaining behind the times when communicating with our customers in a personalised way
88	Errors in data control due to human errors in the absence of digital tools
89	Failures in internal communication due to human errors in the absence of digital tools
90	Sector overlap and mutual competition
91	Lack of our fairs' positioning as international brands
92	Lack of our fairs' efficiency/resources when it comes to promoting international trade relations
93	Not identifying niche markets and not reacting quickly enough to detected opportunities
94	Error in determining who the right ally is
95	Inaccurate definition of the responsibilities of each party during the establishment of partnerships with other operators
96	Lack of control of economic and legal aspects of the country where the event or consultancy is organised
97	Failure in the selection of international visitors
98	Excessive cost of actions to attract exhibitors and international visitors

Nº	List of risks 2021:
99	Loss of exhibitors and visitors at IFEMA MADRID-organised fairs due to economic instability
100	Loss of contracts for external events due to late completion of the expansion work because of very slow moving public administrations
101	Loss of contracts for external events due to economic instability
102	Loss of business share due to competition with other more agile, more digitalised or more internationalised operators
103	Loss of business share due to unfair competition by other financially supported national operators
104	Valuation problems for the purposes of the application of state contract law
105	Loss of opportunities (working with suppliers that offer better technical conditions) due to strict application of public procurement law
106	Slowing down of supply processes
107	Dissatisfaction of an IFEMA MADRID stakeholder/interest group because a need or expectation of theirs is not detected, then it is not taken into account when designing our product (fair) or marketing our service
108	Loss of external international projects due to unfair competition by other financially supported national operators
109	Risk of fire
110	CBRN incident

Annex 7 - dashboard of 2021 indicators:

Comprehensive scorecard of indicators for 2021:

Indicator	Frequency	Key results table	Control panel of processes	Culture control panel
% achievement of goals or activities of the action plans	Quarterly		X	
% achievement of objectives for the year	Quarterly	X	X	
Total number of complaints registered from IFEMA MADRID-organised fairs (exhibitors + visitors + sponsors)	Quarterly		X	
Number of complaints registered in total IFEMA MADRID external events (from external organisers)	Quarterly		X	
Average number of days for IFEMA MADRID to answer claims	Quarterly	X	X	X
Number of non-conformities detected in internal audit	Annual		X	
Percentage of closed non-conformities	Quarterly		X	
Ratio of tonnes of paper-cardboard generated versus turnover	Biannual		X	
Ratio of tonnes of wood generated versus turnover	Biannual		X	

Indicator	Frequency	Key results table	Control panel of processes	Culture control panel
Ratio of tonnes of hazardous waste managed versus turnover	Annual		X	
Ratio of tonnes of non-hazardous waste managed versus turnover	Biannual		X	X
Percentage of generated waste recovered	Biannual		X	
Ratio of drinking water consumption (m3)/turnover	Biannual		X	X
Reduction Water consumption (m³) for the year compared to the previous year (%)	Annual		X	
Ratio of electricity consumption (MWh) per year/turnover	Biannual	X	X	X
Reduction of electricity consumption (MWh) for the year compared to the previous year (%)	Annual		X	
Ratio of natural gas consumption (MWh) per year/turnover	Biannual	X	X	X
Reduction of natural gas consumption (MWh) for the year compared to the previous year (%)	Annual		X	
Ratio of carpet consumption (m²) per year compared to net m² sold	Annual		X	
Ratio of paper consumption per year (UNIT)/turnover	Annual		X	X
TCO2 emitted in the year vs. turnover ratio	Annual		X	X
Reduction in ratio of tCO2 emitted in the year compared to previous year (%)	Annual	X	X	
Number of emergency drills year	Annual		X	
Number of external people trained in emergency management year	Annual		X	
Number of IFEMA MADRID people trained in emergency management year	Annual		X	
Number of hours training external personnel emergency management year	Annual		X	
No. hours of IFEMA MADRID staff training in emergency management per year	Annual		X	
Number of faults detected year	Biannual		X	
Number of minor purchases made	Biannual		X	
Number of files managed year	Biannual		X	
Average overall assessment of suppliers evaluated year	Biannual		X	
Average number of competing companies per tender	Biannual		X	
Number of hours provided by the company in volunteer projects	Biannual		X	X
Accident frequency rate	Annual		X	

Indicator	Frequency	Key results table	Control panel of processes	Culture control panel
Employee turnover rate	Biannual		X	
% Permanent contracts	Biannual		X	
Number of employees trained / Number of training positions	Biannual		X	X
Hours of training received by IFEMA MADRID staff	Biannual	X	X	
% Women in the workforce	Biannual		X	X
% Middle management women in operational positions	Biannual		X	X
Work environment survey participation rate	Biennial	X	X	X
Level of satisfaction of IFEMA MADRID workers with their work	Biennial	X	X	X
Percentage of workers who consider IFEMA a good place to work	Biennial	X	X	X
Average sustainability index of IFEMA MADRID -organised fairs	Biannual		X	X
Ratio of sustainability actions by IFEMA MADRID -organised fair	Biannual	X	X	X
IFEMA MADRID's contribution to the local economic development of the city of Madrid (% GDP)	Annual	X	X	X
Increase in number of visitors year compared to the previous year (in %)	Annual		X	
% professional international visitors	Annual		X	X
Increase in number of international visitors year with respect to the previous year (in %)	Annual	X	X	X
Increase in the number of exhibiting companies compared to the previous year (%)	Annual	X	X	
% International exhibiting companies	Annual		X	X
Increase in number of international exhibiting companies compared to the previous year (%)	Annual	X	X	X
Increase in m ² sold with respect to the previous year (%)	Annual	X	X	
Increase in number of events with respect to the previous year (%)	Annual	X	X	
Increase in external events turnover vs previous year (%)	Annual		X	
Number of new viable IFEMA MADRID -organised/co-organised fairs	Annual		X	X
Increase in services turnover vs previous year (%)	Annual		X	
% Sponsors or Partners who repeat	Annual		X	
Number of new sponsors/partners	Annual		X	

Indicator	Frequency	Key results table	Control panel of processes	Culture control panel
Increase in sponsorship turnover vs previous year	Annual		X	
Average hall occupancy ratio per year	Annual		X	
Hall turnover rate year	Biannual	X	X	
Increase in global turnover vs previous year (%)	Annual	X	X	X
Number of digital and hybrid fairs launched	Biannual	X	X	X
Number of partnerships with international operators	Annual		X	X
Number of international events held abroad	Annual	X		X
Number of IFEMAMADRID-organised international fairs	Annual		X	X
Number of IFEMA MADRID-organised or co-organised public events held per year	Annual			X
Number of IFEMA MADRID-organised or co-organised fairs that are public or mixed	Annual		X	X
Number of IFEMA MADRID workers in transformation projects	Annual		X	X
Percentage of fairs that have a positive NPS (exhibitors)	Biannual	X	X	X
Percentage of fairs that have a positive NPS (visitors)	Biannual	X	X	X
Percentage IMS documentation reviewed	Annual		X	
Percentage of indicators with deviations in year	Biannual		X	
Percentage of external organisers with a positive NPS	Biannual	X	X	X
Percentage of suppliers with a positive NPS	Biannual	X	X	X
Percentage of fairs that meet or exceed the budget	Annual		X	
Percentage of sponsors with a positive NPS	Biannual	X	X	X
Percentage of risks mitigated or contained	Annual		X	
Number of attendees taught in programme	Biannual	X		X
Number of courses taught in programme	Biannual	X		X
Number of incidents detected in security matters	Biannual			
Number of incidents detected in the security plans	Biannual			
Number of coronavirus cases detected	Quarterly		X	
Number of incidents detected regarding the processing of personal data	Annual		X	
Number of incidents detected in system deployments	Biannual		X	
Percentage of staff dedicated to volunteering	Annual	X	X	X
Number of valid answers to the brand perception survey	Annual		X	

Indicator	Frequency	Key results table	Control panel of processes	Culture control panel
Number of complaints from other stakeholders	Quarterly		X	
Percentage of digital international visitors in hybrid/digital fairs	Annual	X	X	X
Percentage of digital international exhibitors in hybrid/digital fairs	Annual	X	X	X
Percentage of co-organised events held with respect to the total of own/co-organised events	Biannual	X		
Number of cybersecurity incidents detected	Biannual		X	
Media NPS exhibitors own/co-organised events	Biannual	X	X	X
Average NPS visitors own/co-organised events	Biannual	X	X	X
Average NPS sponsors	Biannual	X	X	X
Average NPS external organisers	Biannual	X	X	X
Average NPS providers	Biannual	X	X	X
Average NPS of stakeholders in year	Biannual	X	X	X
TEMP: Number of tools implemented (CMMS, maintenance incidents, Tetris, CRM, Visual space, project management, CAE)	Biannual	X		X
TEMP: Number of projects launched/Total number of projects studied	Biannual	X		X
TEMP: EFQM level of excellence to achieve	Biannual			X
TEMP: Number of SILVER community members	Biannual	X		X
TEMP: Automatic capacity control system implemented	Biannual	X		X
TEMP: Number of milestones to be met for the expansion of Valdebebas	Biannual			X

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Table of contents required by Law 11/2018, of 28 December, which modifies the Commercial Code, the consolidated text of the Capital Companies Law

approved by Royal Legislative Decree 1/2010, of 2 July, and Law 22/2015, of 20 July, on Account Auditing, on non-financial information and diversity.

General areas:

Scope	Reporting framework	Reference	Comments/Reason for omission	
Business model	Description of the business model: Business environment Organisation and structure Markets in which it operates Objectives and strategies Main factors and trends that may affect its future evolution	102-1 Name of the organisation 102-2 Activities brands, products and services 102-3 Location of headquarters 102-4 Location of operations 102-6 Markets served 102-16 Values, principles, standards and norms of conduct	Points 1.1, 1.2, 1.3 and 1.4 and 1.5: pages 2, 3, 4, 5, 6, 7, 8 and 9	–
Policies and results of these policies	Description of the policies applied by the group, as well as the results of said policies, including key indicators of relevant non-financial results	103 Management approach of each area	Point 1.6: pages 9, 10, 11, 12, 13, 14 Annex 7: page 112	–
Main risks and impacts identified	Main risks related to these issues and related to the group's activities, including, when relevant and proportionate, its business relationships, products or services that may have negative effects in these areas	103 Management approach of each area	Point 1.6: page 10. Annex 6: page 106	–
		102-15 Main impacts, risks and opportunities	Annex 6: page 106	–

Environmental issues:

Scope	Reporting framework	Reference	Comments/Reason for omission	
Environmental management	Current and foreseeable effects of the company's activities	103 Environmental management approach	Point 2.1: pages 15-30	–
	Environmental evaluation or certification procedures	102-11 Approach or precautionary principle	Point 2.1: pages 15-30	–
	Resources dedicated to the prevention of environmental risks	GRI 307-1 Non-compliance with environmental legislation and regulations	Point 2.1: pages 15-30	–
	Application of the precautionary principle		Point 2.1: pages 15-30	–
	Amount of provisions and guarantees for environmental risks		Point 2.1: pages 15-30	–
Pollution	Measures to prevent, reduce or repair carbon emissions (also includes noise and light pollution)	–	Point 2.2: pages 31,32,33 and 34	–
Circular economy and waste prevention and management	Prevention measures, recycling, reuse, other forms of recovery and disposal of waste	103: Waste management approach / circular economy 306-2 Waste by type and means of treatment	Point 2.3: pages 34-39	–
	Actions to combat food waste	Internal reporting framework	Point 2.3: pages 34-40	–
Sustainable use of resources	Water consumption and water supply according to local limitations	303-1 Water withdrawal by source	Point 2.4: pages 40-42	–
	Consumption of raw materials. Measures taken to improve the efficiency of their use	103: Materials management approach	Point 2.4: pages 42 and 43	–
	Consumption, direct and indirect, of energy and measures to improve energy efficiency and use of renewable energies	103: Energy management approach 302-1 Energy consumption in the organisation	Point 2.4: pages 43-45	–
Climate change	Significant elements of greenhouse gas emissions generated	103: Emissions management approach GRI 305-1 Direct emissions (Scope 1) 305-2 Indirect emissions (Scope 2)	Point 2.5: pages 45-53	–
	Measures taken to adapt to the consequences of climate change	03: Emissions management approach	Point 2.5: pages 45-53	–
	Voluntarily set reduction targets	03: Emissions management approach	Point 2.5: pages 45-53	–
Biodiversity protection	Measures taken to preserve or restore biodiversity	Internal reporting framework	Point 2.6: pages 53 and 54	–
	Impacts caused by activities or operations in protected areas	GRI 304-2 Significant impacts of activities, products and services on biodiversity	Point 2.6: pages 53 and 54	–

Worker and personnel issues:

Scope	Reporting framework	Reference	Comments/Reason for omission	
Employment	Total number and distribution of employees by gender, age, country and professional category	103: Employment Management Approach 102-8: Information on employees and other workers	Point 3.1: pages 55-61	–
	Total number and distribution of employment contract modalities	102-8: Information on employees and other workers	Point 3.1: pages 55-61	–
	Annual average of permanent, temporary and part-time contracts by gender, age and professional category	102-8: Information on employees and other workers	Point 3.1: pages 55-61	No data is provided on average hiring, but numerical data at the end of the year, because 99.8% Of contracts are permanent and because turnover is practically non-existent
	Number of dismissals by gender, age and professional category	Internal reporting framework	Point 3.1: pages 55-61	–
	Wage gap	103: Employment Management Approach Internal reporting framework	Point 3.1: pages 55-61	–
	Average remuneration by gender, age and professional category	Internal reporting framework	Point 3.1: pages 55-61	–
	Average remuneration of directors by gender	N/A	–	There are no directors
	Average remuneration of managers by gender	Internal reporting framework	Point 3.1: pages 55-61	–
	Implementation of occupational disconnection policies	Internal reporting framework	Point 3.1 pages 55-61	–
	Employees with disabilities	Internal reporting framework	Point 3.1: pages 55-61	–
Work organisation	Organisation of working time	Internal reporting framework	Point 3.2: pages 61-63	–
	Number of hours of absenteeism	Internal reporting framework	Point 3.2: pages 61-63	–
	Measures aimed at facilitating the enjoyment of work/life balance and promoting the co-responsible exercise thereof by both parents	401-2 Benefits for full-time employees that are not provided to temporary or part-time employees	Point 3.2: pages 61-63	–

Scope	Reporting framework	Reference	Comments/Reason for omission	
Health and safety	Health and safety conditions at work	Internal reporting framework	Point 3.3: pages 63-64	–
	Number of occupational accidents and occupational illnesses by sex, rate of frequency and severity by gender	Internal reporting framework	Point 3.3: pages 63-64	–
Worker relations	Organisation of worker dialogue	Internal reporting framework	Point 3.4: page 64	–
	Percentage of employees covered by collective agreement by country	Internal reporting framework	Point 3.4: page 64	–
	Balance of collective agreements, particularly in the field of health and safety at work	Internal reporting framework	Point 3.4: page 64	–
Training	Policies implemented in the field of training	Internal reporting framework	Point 3.5: pages 64-65	–
	Total number of hours of training by professional category.	Internal reporting framework	Point 3.5: pages 64-65	Virtually all training actions are cross-cutting, so workers from all professional categories attend indistinctly. For this reason, this level of detail is not available
Accessibility	Universal accessibility for people with disabilities	Internal reporting framework	Point 3.6: page 65	–
Equality	Measures adopted to promote equal treatment and opportunities between women and men	Internal reporting framework	Point 3.7: pages 66-67	–
	Equality plans measures adopted to promote employment, protocols against sexual and gender-based harassment	Internal reporting framework	Point 3.7: pages 66-67	–
	Integration and universal accessibility of people with disabilities	Internal reporting framework	Point 3.7: pages 66-67	–
	Policy against all types of discrimination and, where appropriate, diversity management	Internal reporting framework	Point 3.7: pages 66-67	–

Information on respect for human rights:

Scopes	Reporting framework	Reference	Comments / Reason for omission
Application of human rights due diligence procedures	102-16: Values, principles, standards and norms of conduct	Point 4: pages 68-70	—
Prevention of risks of human rights violations and, where appropriate, measures to mitigate, manage and repair possible abuses committed	—	Point 4: pages 68-70	—
Complaints regarding cases of human rights violations	Internal reporting framework	Point 4: pages 68-70	—
Promotion and compliance with the provisions of the fundamental ILO conventions related to respect for freedom of association and the right to collective bargaining, the elimination of discrimination in employment and occupation, the elimination of forced or compulsory labour and the effective abolition of child labour	Internal reporting framework	Point 4: pages 68-70	—

Information related to the fight against corruption and bribery:

Scopes	Reporting framework	Reference	Comments / Reason for omission
Measures taken to prevent corruption and bribery	102-16 Values, principles, standards and norms of conduct	Point 5: page 70-71	—
Measures to combat money laundering	Internal reporting framework	Point 5: page 70-71	—
Contributions to foundations and non-profit entities	Internal reporting framework	Point 5: page 70-71	—

Information about the company:

Scopes	Reporting framework	Reference	Comments / Reason for omission
Company commitments to sustainable development	Impact of the company's activity on employment and local development	Internal reporting framework	Point 6.1: pages 72-92
	Impact of the company's activity on local populations and on the territory	Internal reporting framework. 2021 was not included in the report (see comments)	—

In 2021 and 2020, the impact of our activity on Madrid's GDP was not measured as these two years have been taken as exceptional cases (due to the pandemic).

Scopes	Reporting framework	Reference	Comments / Reason for omission
Company commitments to sustainable development	Relationships maintained with actors from the local communities and the modalities of dialogue therewith	102-43: Approach to the participation of stakeholders Internal reporting framework	Point 6.1: pages 72-80 Point 6.3: pages 81-92 Annex 4: page 99
	Association or sponsorship actions	102-12: External initiatives 102-13: Membership of associations	Point 6.3: pages 81-92
Subcontracting and suppliers	Inclusion in the purchasing policy of social, gender equality and environmental issues	Internal reporting framework	Point 6.2: page 81
	Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	—	Point 6.2: page 81
	Supervision systems and audits and their results	Internal reporting framework	Point 6.2: page 81
Consumers	Measures for the health and safety of consumers	Internal reporting framework: COVID and CSR Plan: ISO 22320	Point 1.6: page 11 Point 6: page 72-73 Annex 4: page 99
	Complaints systems	Internal reporting framework: management procedure suggestions, complaints and claims	Point 6.1: pages 78-79
	Complaints received and their resolution	Internal reporting framework: management procedure suggestions, complaints and claims and data	Point 6.1: pages 78-79
Tax information	Profits obtained country by country	IFEMA MADRID annual accounts	Point 6.4: page 92
	Taxes on profits paid	IFEMA MADRID annual accounts	Point 6.4: page 92
	Public subsidies received	IFEMA MADRID annual accounts	Point 6.4: page 92

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